

Apple Bulk Returns

The following is a debloated version of official Home Office SOP 26-0008

References

- **GSX Article 107854** – Bulk Return Process (Video)
- **GSX Article 125910** – Service Documentation Requirements for Bulk Orders

Detailed GSX Process: Creating & Adding Parts to a Bulk Return

1. Log into GSX and navigate to **Orders & Returns**.
2. Click **Create** then select **Create Return**.
3. Click **Add Part**, opening the **Add Parts to Bulk Return** window.
This window shows you any returnable parts associated with active repairs in your Ship-To location.
4. Select the part(s) to add to the Bulk Return, then select **Add Selected**.
5. Repeat this process for all parts being returned in the Bulk Return.
6. Securely package the returns into a shipping box, verify the contents match the Bulk Return information, and enter the package information into the Bulk Return.
7. Ship the core return using Apple's FedEx account to the indicated Return Address in the Bulk Return.
Note: Bulk Returns can only include parts headed to the same address. A separate Bulk Return is required per return address.
8. Log the tracking number for the Bulk Return in the **Shipment Details** field of the **Bulk Return**.
9. Log the tracking number for the Bulk Return in the **KBB Tracking Number** field of each associated **Repair**.

Detailed Parts Portal Process: Properly Logging Bulk Returns

1. Log into the **Parts Portal** (repairorder.microcenter.com) using your Active Directory credentials.
2. Navigate to the PO for the part(s) associated with the active repair you are working on.
3. In the **Select Action** dropdown menu for the defective core being returned, select **Core Return**.
4. In the **Status** field, select **Shipped**.
5. In the **Tracking Number** field, enter the **Bulk Return Number** from GSX.
*Note: Use for the format "Bulk Return 21640714" – If you are using a Return number starting with **HAK**, you are not using the correct number.*
6. Click **Save**.