

## FAQ SMART Pooling

### 1. How can I see if a receiver accepts SRS pallets?

Answer: You can send SRS pallets as long as 'Helpall Grå' (Grey full-size pallet) appear as an item when you have selected receiver.

Create New Transaction

Flow Direction	<input type="text" value="Outbound"/>	<input type="button" value="NEW"/>
Date*	<input type="text" value="2017-11-23"/>	
<small>Transaction date is the date of arrival at the receiver (unless another date has been agreed upon with the receiver)</small>		
Order reference*	<input type="text"/>	
Receiver*	<input type="text" value="ICA DE Västerås"/>	
<small>If you deliver directly to a store, please enter the store in this field</small>		
Transporter	<input type="text" value="Select transporter"/>	
Waybill number*	<input type="text"/>	<input type="button" value="Välj fil"/> Ingen fil har valts
Internal Comments	▼	
External Comments	▼	
Item*	Class*	Quantity
Helpall Grå	OK	<input type="text" value="0"/>
		
<input type="button" value="+ Add more items"/>		

## 2. My password does not work

Answer: Get in contact with Customer Service at [support@retursystem.se](mailto:support@retursystem.se) and we will be happy to assist.

## 3. I don't understand the invoice specification?

Answer: The invoice specification is temporarily disabled in the customer web. If you want to receive your invoice specification contact Customer Service at [support@retursystem.se](mailto:support@retursystem.se) and we will be happy to assist.

## 4. Why does it take so long to search for a receiver? My browser freezes after I find a receiver?

Answer: Try to log in to the customer web using Google Chrome, which is our preferred web browser. The customer web is searching through all recipients in our database and depending on your internet connection and/or computer the time may vary. We are currently working on improving the search functionality in the receiver field.

If did not answer your question, contact Customer Service at [kundservice@retursystem.se](mailto:kundservice@retursystem.se) and we will be happy to assist.

## 5. What do I do if I have forgotten to register a transaction?

Answer: Register the transaction with today's date. Use the External Comment field to explain what happened and the correct transaction date.

Create New Transaction

Flow Direction	Outbound <input type="button" value="NEW"/>
Date*	2017-11-23 <small>Transaction date is the date of arrival at the receiver (unless another date has been agreed upon with the receiver)</small>
Order reference*	152366
Receiver*	ICA DE Västerås <small>If you deliver directly to a store, please enter the store in this field</small>
Transporter	DHL
Waybill number*	<input type="text"/> <input type="button" value="Välj fil"/> Ingen fil har valts
Internal Comments	▼
External Comments	▲
	<div style="border: 1px solid blue; padding: 5px;"><p><u>Hi! We forgot to register this transaction. It was sent 2017-11-05. /Jorge</u> <u>Phone: +34 611 51 51 84</u></p></div> <p>101 left out of 200</p>



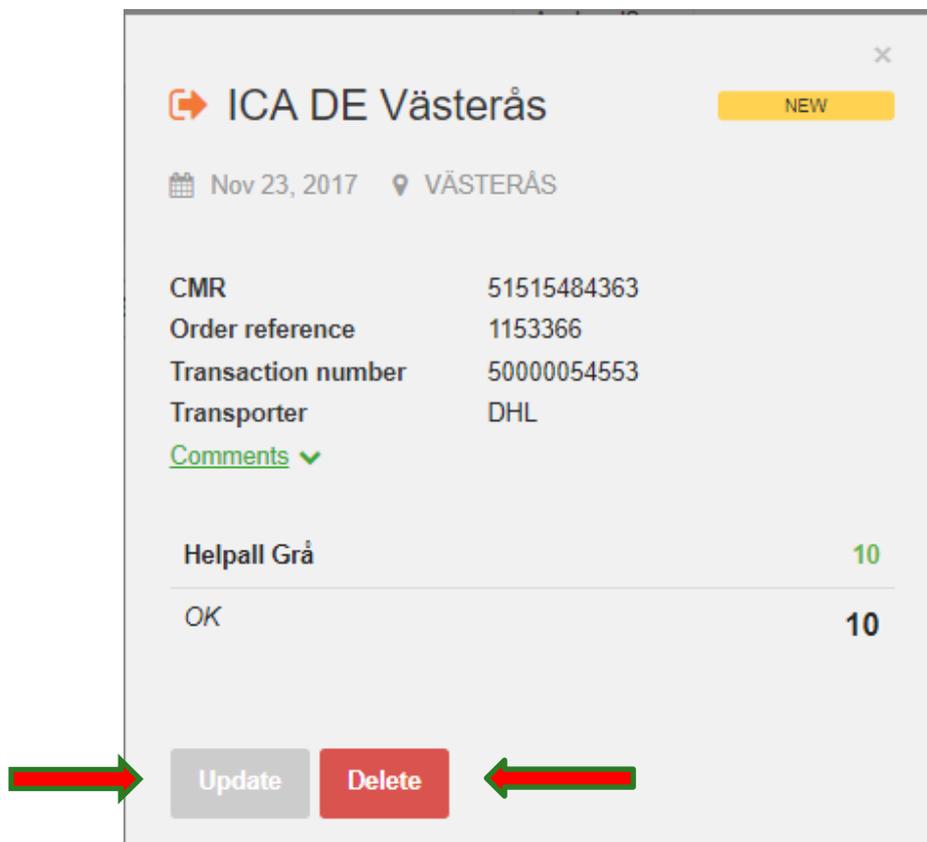
## 6. How do I delete/update a transaction?

You can delete/update a transaction as long as it has status NEW which means that the recipient has not accepted or adjusted the transaction.

Click on the transaction that you want to delete/update.

 Nov 23, 2017 50000054553	ICA DE Västerås	51515484363	1153366	10 Helpall Grå	5 DAYS	<b>NEW</b>
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The following information will pop up.



 **ICA DE Västerås** **NEW**

 Nov 23, 2017  VÄSTERÅS

<b>CMR</b>	51515484363
<b>Order reference</b>	1153366
<b>Transaction number</b>	50000054553
<b>Transporter</b>	DHL

[Comments](#) 

<b>Helpall Grå</b>	<b>10</b>
<b>OK</b>	<b>10</b>

Update
Delete

If you wish to update the transaction, click 'Update' and a new window will appear where you have the possibility to make changes to the transaction. Choose 'Save' once you have made the necessary updates.

If you wish to delete the transaction, click 'Delete' and choose 'Yes' in the window that appears to delete the transaction.

When a transaction has status 'approved', 'auto approved' or 'adjusted' it is no longer possible to change or delete the transaction.