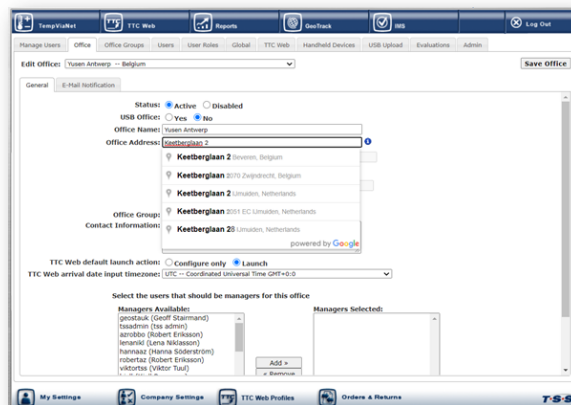


Office Pickup

All receiving sites must have the correct office address uploaded in CCIS for the pickup

1

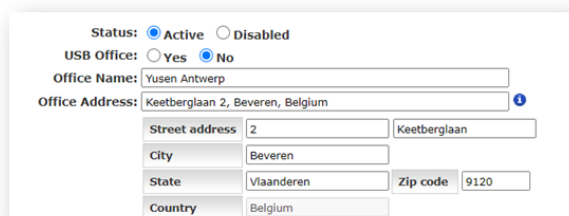
To add the address information to an office, type the address into the Office Address field. This will generate a list of locations from Google Maps to choose from.



2

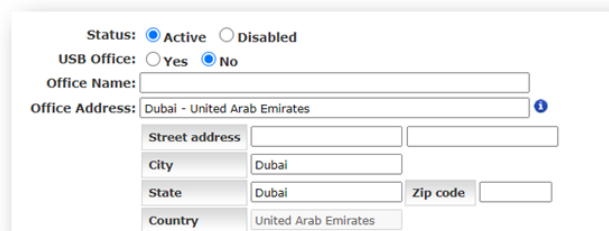
Click the correctly matching address on the list and it will auto-fill the address field.

IMPORTANT: Check if all fields contain the correct information. Zip code (post code) must be correct for countries where this is applicable.



3

Alternatively, if the address does not pop up automatically, type in the city and street address manually.



4

The Contact field must contain the name and contact details for the person, who is responsible for managing the pickup for reverse logistics. These contact details will be shared with Fedex, and the phone number may be called by the driver for further information regarding the pickup location.

- Line 1 must contain the name of the contact person
- Line 2 must contain the phone number of the contact person
- Line 3 must contain the name of the company where the pickup takes place
- Line 4 must contain the email address of the contact person

If there are additional email addresses that should receive the pickup instructions sent from TSS Control Tower, they can be listed below the contact person's email. All listed email addresses will receive the email. See image for example.

