



## RETURNING PARTS TO THE WAREHOUSE

### General

There are 5 main types of return:

1. New returns - excess stock or parts sent by mistake which are good for re-sale.
2. Defects - products that are not good for re-sale (either new or used).
3. Core returns.
4. Recalls - product to be returned to the manufacturer.
5. Used catalytic converters - these must be returned to 030.

**NOTE:** Parts that have been purchased direct from a Supplier or from other sources (such as DNS, Regional etc.) should be returned to them directly. Even if 030 stocks them there will be a price difference meaning the Company loses out. This applies to **ALL** categories of return except used catalytic converters.

Every part returned must be recorded on a Pick Ticket. There are slightly different procedures for creating the tickets depending on what is being billed back. The major difference is whether the part is in stock or not. Excess stock or defects found on the shelf will be in inventory for example, but a defect from a customer will have been removed from stock. Cores are treated separately. Used catalytic converters are returned as new and the part # is either MIS USED CAT-AM or USED CAT-OE (AM after market, OE original equipment).

The Pick Tickets are finalized after the goods have been received and checked off by the warehouse. When the warehouse finalizes the Pick Ticket, the store and warehouse inventories are both adjusted. (Used converter inventory goes -ve).

**STORES CANNOT FINALISE RETURNS PICK TICKETS.**

**DO NOT RETURN ANY ITEMS ON A BUYOUT.**

If you make a mistake or need assistance call the Returns department at the warehouse (ext. 372 or 381).

If it is a price record it **must** be created by the inventory office at 030 before returning.



**PO NUM** - the PO NUM field is used to analyze the returns at the warehouse. Use only the descriptions given (NEW, DEFECT, CORE, RECALL, USED CAT). It is unnecessary to add anything further in the PO field. All Defects and Recalls are reviewed at the warehouse for action.

**Any other details should be added as a comment on the PO.**

## Creating a Return Pick Ticket

**i). To Bill Products Still in Your Inventory** (i.e. this process will remove the stock from your inventory and move into a transfer mode (XFER) until the Pick Ticket is finalized). Normally for good parts being returned (NEW).

1. From any Parts Handler menu press [F4] (Bill)
2. Type in wxxx030 (xxx is your store number) e.g. w094030 for #094  
*The screen will be filled with address details etc.  
The cursor will be in the CODE field.*
3. Type in 8 for a regular return, 9 for a credit [Enter]  
*Depending on how you are set up this may be a 1 and a 2.  
A credit would only be made to correct a previous billing error.  
If in billing mode a credit can be made by entering the quantity as a negative.*
4. In the FBY field enter your counterman # [Enter]
5. In the PO NUM field enter:  
NEW (for a new return)  
RECALL (part recalled by warehouse)  
USED CAT

**NEVER** mix different types of returns on the same invoice.

6. Press [Page Down]  
*You are now in the parts entry screen.*
7. Enter the line code and part number [Enter]
8. Type in the quantity [Enter]
9. Type [Enter] again

*You have entered the first part onto the invoice. Repeat steps 7-9 until you have completed all the parts on the invoice.*



*Note - only one invoice sent per tote of returns.*

*Try to make the invoice out in sequence as this helps the checking off process at the warehouse.*

10. If you wish to add a comment type[,] (comma) [Enter][Enter]
11. Type in your comment in line Desc 1. If longer press [Enter] and continue in Desc 2. [Enter]  
*You can continue the message by repeating steps 10 & 11 as necessary.*
12. Type [.] (Period) to finish the pick ticket.
13. Press [F7] then enter[Y] to confirm [F1][Y] ENTER.
14. Invoice will now print - attach one copy to tote in packing slip

*NOTE: You may send to a different printer after [F7] [Y].*

#### **ii). To bill products NOT in your inventory**

*(i.e. this process will not affect your inventory). Normally Warranties/Defects.*

1. From Parts Handler Main Menu press [F4] (Bill)
2. Type in wxxx030 (xxx is your store number) e.g. w094030 for #094  
The screen will be filled with address details etc. The cursor will be in the CODE field.
3. Type in 8 for a regular return, 9 for a credit [Enter]  
*Depending on how you are set up this may be a 1 and a 2.*  
*A credit would only be made to correct a previous billing error. If in billing mode a credit can be made by entering the quantity as a negative.*
4. In the FBY field enter your counterman # [Enter]
5. In the PO NUM field enter:  
DEFECT (enter details of defect in comments - see line 12)
6. Press [Page Down]  
*You are now in the parts entry screen.*
7. Enter the line code and part number [Enter]
8. Press [F1]  
*A pop up menu will appear*
9. Press [F3]....SELL A WARRANTY
10. Type in the quantity [Enter]
11. Type [Enter] again



*You have entered the first part onto the invoice. Repeat steps 7 to 11 until you have completed all the parts on the invoice.*

*Note - only one invoice per tote of returns.*

*Try to make the invoice out in sequence as this helps the checking off process at the warehouse.*

12. To add a comment type [,] (comma) [Enter][Enter]

13. Type in your comment in line Desc 1. If longer press [Enter] and continue in Desc 2. [Enter]

*You can continue the message by repeating steps 12 & 13 as necessary.*

*Add as much detail as possible to explain the defect.*

14. Type [.] (period) to finalize the pick ticket.

15. Press [F7] then enter[Y] to confirm [F1] [Y] ENTER.

16. Pick ticket will now print - attach one copy to tote in packing slip.

*NOTE: You may send to a different printer after [F7] [Y].*

### **iii). To Bill Cores**

This procedure is the same as billing products NOT in inventory (above), except:

Line #5, enter CORE in PO NUM field

: Line #9, press [F2].....SELL A CORE (instead of [F3])