DC – RGA/RTV Returns

Purpose

To guide the Distribution Center employees on the proper way to process Return Goods (RGA) or Return to Vendor (RTV).

Guidelines

There are two types of defective returns. They are either miscellaneous or regular products. Miscellaneous product (77777 and 44444) should be sent back to the vendor if it is not invoice within a week and sales person has been notified.

Referenced Forms

Labels with explanation of defect should be attached to defective product. The label should include:

- Article #
- Brand
- Description of defect

Processing RGA Returns

Follow the steps in the table below to complete the process for RGA returns.

Step	Action
1	Log into NetWeaver (SAP)
2	Click Return to vendor PO
3	Enter vendor site #
4	Enter article #
5	Enter quantity of product being returned
6	Type reason for movement. Example: damaged, new, etc….
7	Click Save and Print Preview
8	Email DTD_RTV@DISCOUNTTIRE.COM. Include in email: • Vendor • Article # • Damage Description • Return # • Quantity • Original PO • Dot numbers (if sending back tires) • Full description if it's a 77777 or 44444 with part numbers
9	Once you receive email back from DTD RTV follow shipping defective product to vendor.

Shipping Defective Product to Vendor

Follow the steps in the table below to ship defective product to vendor.

Step	Action
1	Review email from DTD RTV to retrieve RGA # and any paperwork from vendor on how to return defective product back to them.
2	Open WorldShip software
3	Choose Vendor to ship to
4	Verify address is the same on the screen as what was supplied from the DTD RTV email. <table><tr><td>**If…**</td><td>**Then…**</td></tr><tr><td>Address matches</td><td>Continue to step 5</td></tr><tr><td>Address does not match</td><td>Enter correct address from Product Analyst's email</td></tr></table>
5	Open NetWeaver (SAP)
6	Click Ordering
7	Search by PO #
8	Post Goods Return
9	Click Header Text
10	Purchase comment window will appear • Enter RGA # • Enter Tracking # in comment window
11	In WorldShip software Select Ground
12	Enter package weight in weight field
13	Enter PO # in invoice # field
14	Enter your initials in the reference # 2 field
15	Click Process Shipment
16	Take printed label from printer and attach to RGA product
17	Load return product on UPS truck

Contact

Please see your manager if you have additional questions.

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