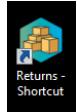
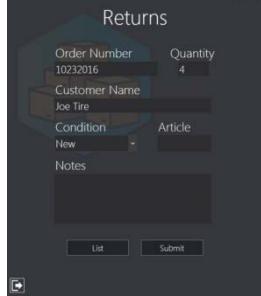
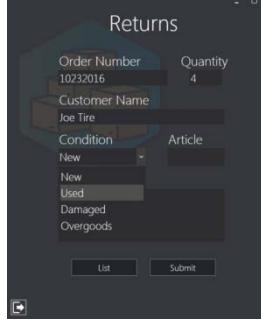


## DC - Returns

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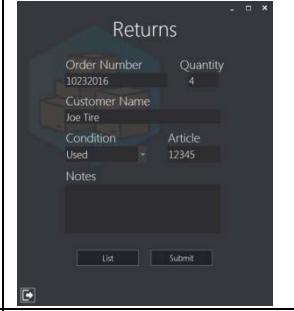
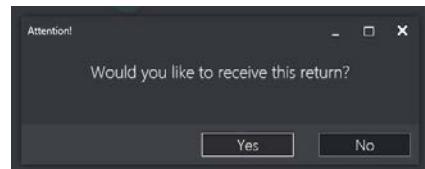
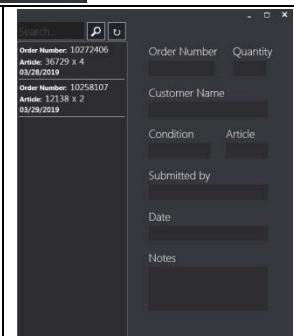
<b>Purpose</b>	To guide the distribution centers on the correct return process.
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Returns	Step	Action
	1	From the desktop, open the "Returns- Shortcut" and log in 
	2	Log in using your SRS log in. 
	3	Once logged in, you will have the returns screen. The options on the screen are Order Number, Quantity, Customer Name, Condition, Article and Notes. 
	4	On the Returns screen enter the following information: <ul style="list-style-type: none"> <li>Order number.</li> <li>Quantity of product being returned. This will have to be done for each article separately. If you have wheels and tires being returned, complete this entire process for each article.</li> <li>Customer's name.</li> </ul> 
	5	Use the dropdown to select whether the product is New, Used, Damaged, or Overgoods. For wheels, they are still considered new if they have had a tire mounted on and NO VISIBLE DAMAGE. Wheels will be considered used if they have been bolted on to a vehicle or have ANY VISIBLE DAMAGE. Wheels will be considered damaged if they have damage that is too severe to be sold as used or any defects that may compromise safety. For tires, if they are adjustments, enter them as used and complete the adjustment process through SAP. If there is any safety issue with the tires at all, they will be considered damaged and then scrapped. 

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## Returns Continued

6	<p>Enter the article number by scanning the label with the gun. Remember, if there are multiple articles, do a separate return for each article.</p>	
7	<p>The notes area: If there are any comments related to the return this is where we can make them. LESS IS MORE. We want to eliminate any confusion, so try to keep the notes to the minimum. IE; if we receive tires as used and they have severe edgewear or are not acceptable by our used tire guidelines, make a note of why. "One tire has 2/32 tread and cannot be sold." Or "Tires are at 9/32 DOT is 2918, posting on EBAY." <b>KEEP IT SIMPLE.</b></p>	
8	<p><b>CRITICAL:</b> Before submitting, print article labels for the items returned. This is when we can double check the sidewall/ wheel and labels match. This step is critical to eliminate errors with inventory! We will also check again for any safety issues with the items being returned.</p>	
9	<p>Click the Submit button. If it is new product a pop-up will appear to ask if you want to receive the item. Choose accordingly, if you click yes, it will be received to the RTRNS location on SRS. If it is used or damaged, you will just have a confirmation pop-up to let you know the return was submitted.</p>	
10	<p>If you need to review any returns click the "List" button at the bottom and you can search by article or order number.</p>	

## Contact

Please see your manager if you have any questions.