# Handling Recall Purchase Order Returns

**Overview**    New product that is recalled can be returned following these procedures.

**To ensure we receive credit for the return:**
- Be sure to give the vendor **accurate information**.
- Remember to scan or key **tracking details** to prove product was returned.

**New Product Recalls Return Process**

Stores and warehouse work together to return new product recalls to the regional warehouse:

| Who | Action |
|---|---|
| Stores | Contact your regional warehouse to coordinate pickup. |
| Store or Warehouse | Create an STO with each store for the products to pick up. |
| Stores | Separate products and do the **Post Goods Issue**. |
| Warehouse | Pick up products from all stores. |

The **warehouse** follows these steps to return new product recalls to the vendor:

1. Receive the products (Goods Receipt).

2. Create **Return to Vendor** (RTV) Purchase Order (PO).

3. Follow instructions sent out on each Recall bulletin.

4. Do the **Post Goods Return** to place products in transit to the vendor. Remember to tape the RTV PO securely to the product being returned.
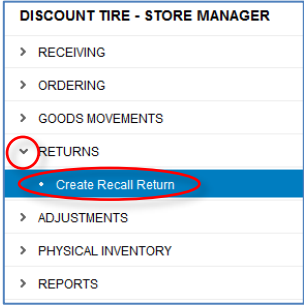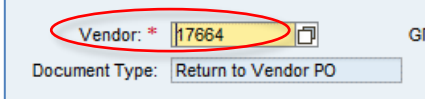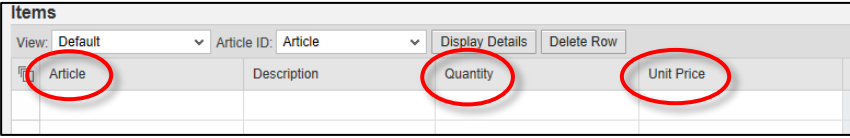
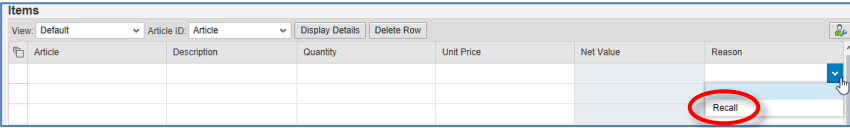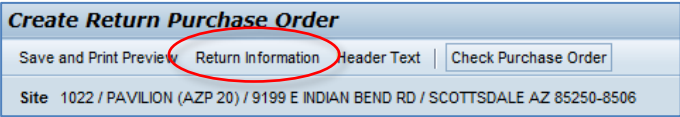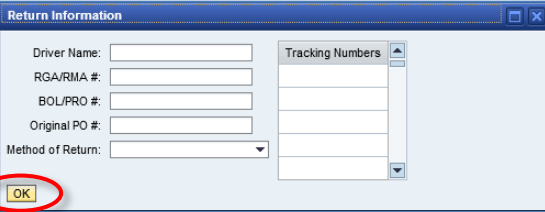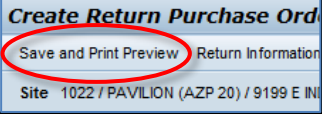**Step-by-step Procedures**

**Recall Return Procedures:**

**Recalls - Creating a Purchase Order Return (RTV)**
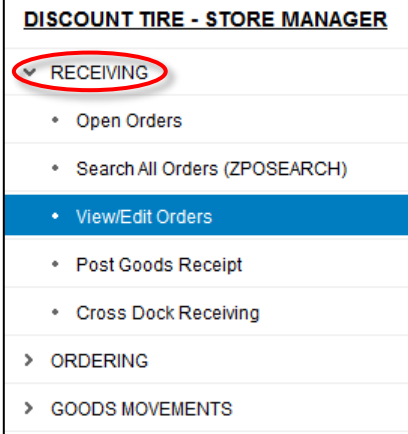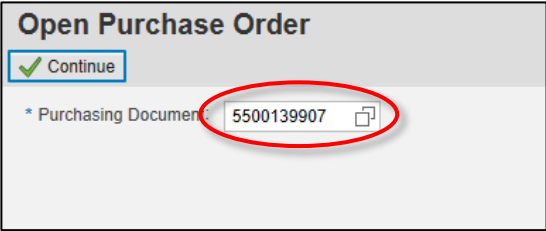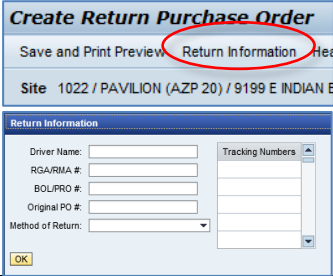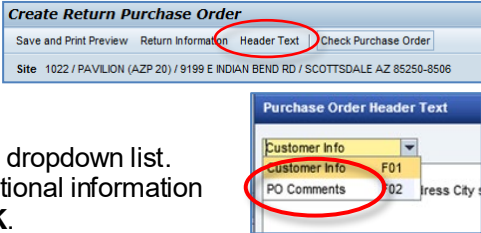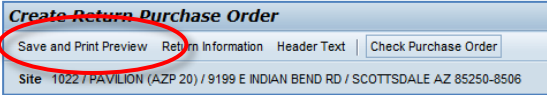
Follow these steps to create a Recall RTV PO:

| Step | Action |
|---|---|
| 1 | Log into the Desktop MIM.<br><br>Click arrow next to **RETURNS**, then select **Create Recall Return**.<br><br>DISCOUNT TIRE - STORE MANAGER<br>> RECEIVING<br>> ORDERING<br>> GOODS MOVEMENTS<br>∨ RETURNS<br>   • Create Recall Return<br>> ADJUSTMENTS<br>> PHYSICAL INVENTORY<br>> REPORTS |
| 2 | Enter the vendor number in the **Vendor** field.<br><br>Vendor: * 17664<br>Document Type: Return to Vendor PO |
| 3 | Complete the Detail fields:<br>• Enter the **Article Number** and **Quantity**<br>• Press **Enter**<br><br>For approved wholesaler or miscellaneous product, enter the cost in the **Unit Price** field. Otherwise, this field is grayed out, and should be left blank.<br><br>Items<br>View: Default   Article ID: Article   Display Details   Delete Row<br>Article   Description   Quantity   Unit Price |
| 4 | Select **Recall** as the reason for the return from the **Reason** dropdown list.<br><br>Items<br>View: Default   Article ID: Article   Display Details   Delete Row<br>Article   Description   Quantity   Unit Price   Net Value   Reason<br>Recall |
| 5 | Click **Return Information**.<br><br>Create Return Purchase Order<br>Save and Print Preview   Return Information   Header Text   Check Purchase Order<br>Site 1022 / PAVILION (AZP 20) / 9199 E INDIAN BEND RD / SCOTTSDALE AZ 85250-8506 |
| 6 | Complete as much information as you can to help ensure the store receives credit for the return. Then click **OK**.<br><br>Return Information<br>Driver Name:<br>RGA/RMA #:<br>BOL/PRO #:<br>Original PO #:<br>Method of Return:<br>Tracking Numbers<br>OK |
| 7 | Click **Save and Print Preview**.<br><br>Create Return Purchase Order<br>Save and Print Preview   Return Information<br>Site 1022 / PAVILION (AZP 20) / 9199 E IN |

**After the RTV PO is created, remember to do the Post Goods Return.**
*(see instructions on page 5)*

Provided by: Product – Mary Jean Driver
Designed by: L&D – JC
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**Recalls - Editing the Purchase Order Return (RTV)**

Follow these steps to open the Return Purchase Order and add important information: Original PO, RGA/RMA, and tracking details.

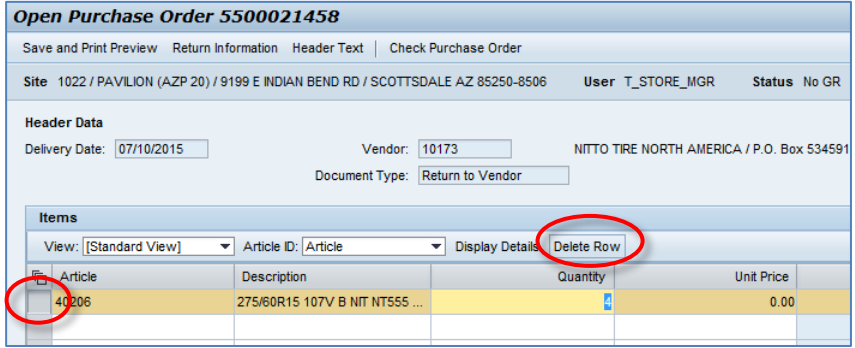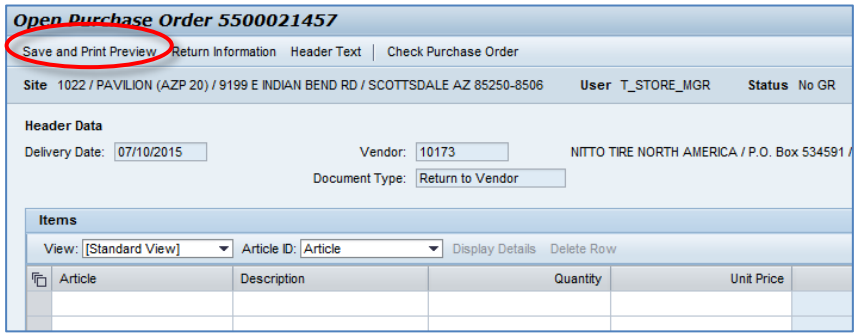| Step | Action |
|------|--------|
| 1 | Log into the Desktop MIM.<br><br>Click **RECEIVING**, then select **View/Edit Orders**.<br><br>**DISCOUNT TIRE - STORE MANAGER**<br>▼ RECEIVING<br>• Open Orders<br>• Search All Orders (ZPOSEARCH)<br>• View/Edit Orders<br>• Post Goods Receipt<br>• Cross Dock Receiving<br>❯ ORDERING<br>❯ GOODS MOVEMENTS |
| 2 | Enter RTV PO Number in **PURCHASE DOCUMENT.**<br><br>**Open Purchase Order**<br>✔ Continue<br>* Purchasing Document: 5500139907 |
| 3 | Click **Return Information.**<br><br>Enter as much information as you can to ensure your store receives credit for the return.<br><br>Click **OK**.<br><br>**Create Return Purchase Order**<br>Save and Print Preview  Return Information  Hea<br>Site  1022 / PAVILION (AZP 20) / 9199 E INDIAN E<br>**Return Information**<br>Driver Name:  _____  Tracking Numbers _____<br>RGA/RMA #:  _____<br>BOL/PRO #:  _____<br>Original PO #:  _____<br>Method of Return: _____<br>OK |
| 4 | If you need a free text field to enter additional information, click **Header Text**.<br><br>**Create Return Purchase Order**<br>Save and Print Preview  Return Information  Header Text  Check Purchase Order<br>Site  1022 / PAVILION (AZP 20) / 9199 E INDIAN BEND RD / SCOTTSDALE AZ 85250-8506<br><br>Select **PO Comments** from the dropdown list. Use the open field to enter additional information about the return.  Then click **OK**.<br><br>**Purchase Order Header Text**<br>Customer Info<br>Customer Info  F01<br>PO Comments  F02  ress City s |
| 6 | Click **Save and Print Preview** button.<br><br>**Create Return Purchase Order**<br>Save and Print Preview  Return Information  Header Text  |  Check Purchase Order<br>Site  1022 / PAVILION (AZP 20) / 9199 E INDIAN BEND RD / SCOTTSDALE AZ 85250-8506 |

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**Recalls -
Deleting the
Purchase Order
Return (RTV)**
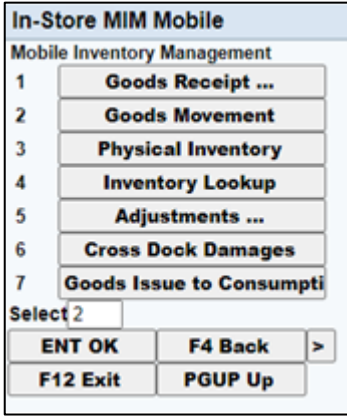
If you cannot return product after you have created the Purchase Order Return,
follow these steps to delete it.

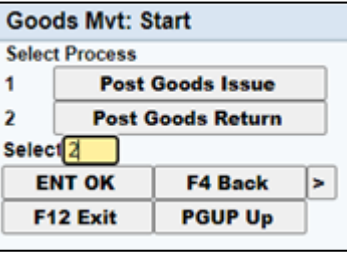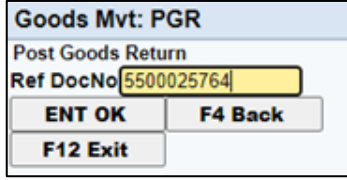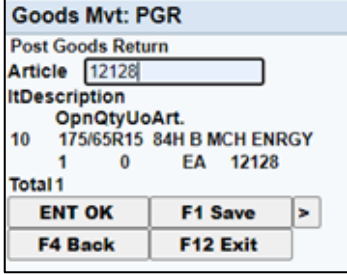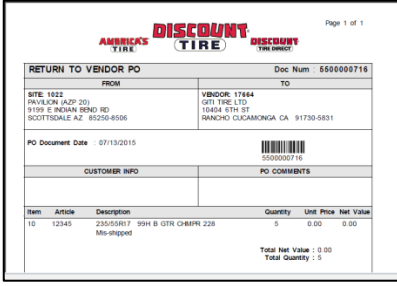| Step | Action |
|---|---|
| 1 | Follow steps 1 - 2 for Editing the Purchase Order Return (RTV) on the Desktop MIM (see next page). |
| 2 | Highlight the row and click **Delete Row**. <br><br> **Open Purchase Order 5500021458** <br> Save and Print Preview   Return Information   Header Text  \|  Check Purchase Order <br> Site  1022 / PAVILION (AZP 20) / 9199 E INDIAN BEND RD / SCOTTSDALE AZ 85250-8506      User  T_STORE_MGR      Status  No GR <br><br> **Header Data** <br> Delivery Date:  07/10/2015          Vendor:  10173      NITTO TIRE NORTH AMERICA / P.O. Box 534591 <br> Document Type:  Return to Vendor <br><br> **Items** <br> View: [Standard View]  ▼   Article ID: Article  ▼   Display Details  Delete Row <br><br> Article: 40206   Description: 275/60R15 107V B NIT NT555 ...   Quantity: 4   Unit Price: 0.00 |
| 3 | Click **Save and Print Preview**. <br><br> **Open Purchase Order 5500021457** <br> Save and Print Preview  Return Information   Header Text  \|  Check Purchase Order <br> Site  1022 / PAVILION (AZP 20) / 9199 E INDIAN BEND RD / SCOTTSDALE AZ 85250-8506      User  T_STORE_MGR      Status  No GR <br><br> **Header Data** <br> Delivery Date:  07/10/2015          Vendor:  10173      NITTO TIRE NORTH AMERICA / P.O. Box 534591 / <br> Document Type:  Return to Vendor <br><br> **Items** <br> View: [Standard View]  ▼   Article ID: Article  ▼   Display Details  Delete Row <br><br> Article   Description   Quantity   Unit Price |

**Post Goods Return Using Handheld MIM**

To place the returning product "in Transit," do the Post Goods Return. This process is very similar to the Post Goods Issue procedure.

Follow these steps to do the Post Goods Return on the handheld scanner.

| Step | Action | |
|---|---|---|
| 1 | After you log into the handheld scanner,<br>Type **2** (*Goods Movement).*<br>*Press* **<ENTER>** | **In-Store MIM Mobile**<br>Mobile Inventory Management<br>1 Goods Receipt ...<br>2 Goods Movement<br>3 Physical Inventory<br>4 Inventory Lookup<br>5 Adjustments ...<br>6 Cross Dock Damages<br>7 Goods Issue to Consumpti<br>Select 2<br>ENT OK / F4 Back / ><br>F12 Exit / PGUP Up |
| 2 | Type **2** (*Post Goods Return).*<br>*Press* **<ENTER>** | **Goods Mvt: Start**<br>Select Process<br>1 Post Goods Issue<br>2 Post Goods Return<br>Select 2<br>ENT OK / F4 Back / ><br>F12 Exit / PGUP Up |
| 3 | Scan barcode on Return to Vendor PO. | **Goods Mvt: PGR**<br>Post Goods Return<br>Ref DocNo 5500025764<br>ENT OK / F4 Back<br>F12 Exit |
| 4 | Scan articles to be returned then press **F1 Save**. | **Goods Mvt: PGR**<br>Post Goods Return<br>Article 12128<br>ItDescription<br>OpnQtyUoArt.<br>10 175/65R15 84H B MCH ENRGY<br>1 0 EA 12128<br>Total 1<br>ENT OK / F1 Save / ><br>F4 Back / F12 Exit |
| 5 | The RTV will print out.<br><br>Apply the RTV PO label securely to the product being returned.<br><br>If this is a pickup, have the driver sign another copy of the RTV PO and keep it on file. |  |

**Important:**
If there is no tracking number, be sure to keep a record of all tracking details, in case we need to provide proof that the product has been returned.

**Contact**

If you have questions, please contact your Manager, AVP, or Warranty team.

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