

Lesson 20: Receiving Returns

Printing an incident label with a system generated return number.

1. Incident/Other Orders>Incident Console
2. Select an incident that you previously created. Put a check next to the incident and click on print.
3. Select 'yes' from the drop down Generate Return Number field and print the label.
- 4. Returns>Create Return**
5. Enter the return number from the incident label and complete the remaining fields for the return header.
6. Click on the + sign to enter items. Enter Total Qty Ret and RFI quantities only.
7. Click on **Process Return**
8. Process another return and select Generate Return Number from the return header screen.
9. Complete fields as appropriate to process return.

Processing Returns NRFI and RFI

1. You will need to create a new return with both NRFI and RFI items- be sure to write down **return number** _____
2. On this part of the lab use a tool item and a laundry item that you will be given – *see supplemental page*
3. Click on process return
4. Go to Task Menu>Task Console
5. Shipment number select "Contains" and enter the last 3 digits of your return number
6. You will be taken to the Task List
7. Put a check mark in the Task ID and all below tasks will auto fill with checkmarks

8. Click on view details>complete and save for all items

The next process will be to:

1. Process a return for a complete RFI kit. Return number: _____

2. Process a return for a NRFI complete kit. Return number: _____

3. Process a return for a NRFI kit by components:
Return number: _____

4. Process a return for a complete RFI trackable kit.
Return number: _____

5. Process a return for a complete NRFI trackable kit.
Return number: _____

6. Process a return for a NRFI trackable kit by components.
Return number: _____

Make sure that a move tasks are completed for all return scenarios.

Adjust out the Uns and UnsNWT inventory

1. Inventory > Location Inventory Console

2. Enter search criteria for Location. Select 'STARS WITH' from drop down and enter UN

3. Click on Search

4. Put check next to the line to be viewed

5. Click on View Details

6. Put check next to the line

7. Click on Adjust Location Inventory

8. Complete adjustment.

NRFI Items –

Tool – 000146

000171

000296

001180

000352

000383

000255

000263

000322

000346

000587

000707

001091

001113

Laundry

000577

000578

000579

000580

000022

001062

002078

002079

002801

002802

002803

002702