



What to do if....

I added a wrong Item while entering return lines

- Tap **View List** tap to select that **item** from the list of returns, and then double-tap that **item**. *The item will be removed from the return lines.*

I added the wrong quantity for the Item added in the return lines

- 1 Tap **View List** tap to select that **item** from the list of returns, and then double-tap that **item**. *That item will be removed from the return lines.*
- 2 On the **Return Item List** screen, tap **Add New Item** and then scan that **item** with the correct **quantity**.

I added the wrong Trackable ID for the Item added in the return lines

- Tap **View List** tap to select that **Trackable ID** from the list of returns, and then double-tap. *That Trackable ID will be removed from the return lines.*

I need to create a return using Other Order number instead of Incident number

- 1 On the **Return Header** screen in the **Incident No** text box, enter the **Other Order Number** in place of the **Incident Number**.
- 2 Complete the return as usual.

I used the wrong Incident No when adding return lines and need to change it

In this case you must start the return process again!

- 1 To display the menu, press [F10].
- 2 Click to select **RFI Returns**, and then complete the return as usual. *Be sure to use the correct Incident or Other Order number!*

I entered a typo when completing the Incident/ Other Order # text box

- ICBS validates the Incident/Other Order # before adding it to the **Return Header**. *You can not add an invalid Incident No.*

Other FAQs

What is AIT?

- Automatic Identification Technologies.

Can I enter the quantity in words?

- No. Any quantity must be numeric (numbers) only.

What is LPN?

- License Plate Number. LPN is used to consolidate all return items.

What is the benefit of LPN?

- Using LPN (License Plate Number) consolidates RFI returned items and eliminates the need for re-scanning returned NFES items during the Ad hoc Move process. Once you scan in the return zone, the LPN return process allows you to type in the LPN to sequentially display all NFES items in the return. To move these items to their respective locations, simply scan each NFES item's locations. *For more information see the Quick Reference Cards, "Processing an RFI Return with the Scan Gun," and, "Processing an NRFI Return with the Scan Gun," on the ICBS website.*

How many LPNs can be used in a return?

- While there is no limit for the number of LPNs, it is recommended to have only one LPN per return.

Can I enter my own LPN number?

- Yes. If not already in use, you can enter your own LPN number in place of the system-generated one. *ICBS checks for duplicate LPN numbers.*

Can I reuse the same LPN for different returns?

- Yes. Once those items have been moved to their respective deposit locations, the LPN is released and you may reuse the number.

Which return location do I enter for my cache?

- For RFI returns in an RRP node, enter "REFURB-RFI." For RFI returns in a non-RRP node, enter "RFI-1."
- For both RRP nodes and non-RRP nodes, all NRFI items are automatically returned to NRFI-1.

