



TAMS II

Classification Return Process Guide

(November 2, 2021)

About this Guide

- This guide provides an overview of the NAPA classification process and steps through the process of pulling parts to be returned on a class return.
- This guide outlines the steps your class coordinator will perform.
- Other types of returns are not covered in this guide.

Who Should Read It?

- Store personnel who will be coordinating and pulling classification returns.
- Training and support personnel who will be assisting with the class return process.



Classification returns are usually coordinated by your Classification Team or Representative for company owned stores or Territorial Sales Manager for independently owned stores. Contact your coordinator if you have questions about the classification process.

Classification Return Process

What is a Classification Return?

To help stores determine what to stock, NAPA has a part classification system. Parts are classified annually based on current and previous year's sales and demand. Each store's inventory is reviewed quarterly. Parts with low or no demand are removed from inventory using a class return and replaced with new parts.

Classification Return Steps

The class return process consists of the following steps.

Who	What
Coordinator	Sends class file to store
Store	1. Prepares for the class return
Store	2. Pulls the class return
Coordinator	3. Reviews and finalizes the return
Store	4. Packs and ships the return

1. Prepare for the class return

Your class coordinator sends the class return file to your store and notifies you when to begin pulling the class return. Before pulling the return, complete the following:



Complete all activities requested by your coordinator, like physical inventory counts of return product lines.



Sort and stock all parts and make sure overstock is identified and visible for product lines that will be pulled on the return.



Credit and stock any customer returns of new parts.



Gather the following in reserved space

- Pallets
- Empty class boxes
- Adequate supply of packing tape



Purchase empty class boxes, tape, and shrink-wrap from your distribution center. Save empty pallets from factory direct shipments or request from your distribution center.

2. Pull the class return

Use the RF scanner to scan parts being returned on the classification return.

Steps

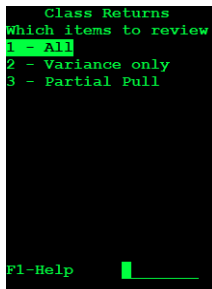
1. Log in to the RF scanner with your TAMS user ID and password. Scroll down to **Class Pull** and press **Enter**.



2. Select the class return session and press **Enter**.



3. Select **All** to start pulling the return and press **Enter**.



- **All** Starts a new session and displays all parts (pulled and not pulled).
- **Variance only** Returns to a session in progress and displays discrepancies. Parts added to the return will be displayed.
- **Partial Pull** Returns to a session in progress and displays parts that have not been scanned or have quantities remaining to be scanned.



Multiple users can scan parts for the same class return using different scanners. Select a product line to pull by entering a line code on the input field and pressing **Enter**.

4. Scan the part barcode.

- If the Keep Quantity displays a value, leave that quantity on the shelf. Scan the remaining quantity for the class return.
- If requested parts cannot be found, enter zero, or use the **Down** arrow key on the scanner keypad to advance to the next part to scan.
- If you have parts to add to the class return, scan each part's barcode and acknowledge. Your coordinator can also add them manually.



If a barcode does not scan, enter the three-character line code followed by the part number. If the part number is on the return, a prompt displays. Enter the return quantity.

5. Repeat to scan all parts.

6. Pres **Esc** to exit the class return session.



Parts pulled on a class return remain in inventory and show as available until the return is finalized.

3. Review and finalize the return

After all parts have been pulled, your coordinator reviews and adjusts the return. Your coordinator may ask for your assistance reconciling discrepancies. Your coordinator finalizes and prints the completed return.

4. Pack and ship the class return

Stack and stage the pulled parts on pallets and prepare the return for transport to the distribution center.



Stack class boxes of return parts on pallets, with heaviest items on the bottom row.



Do not stack pallets more than six feet high.



Shrink wrap the stacked boxes to each pallet and to each other securely.



Label each pallet with the following.

- Store Number
- Class Round
- Date finalized
- Pallet number



Contact your distribution center to arrange for pick up.