RETURN MATERIAL AUTHORIZATION (RMA) PROCESS

Sales Person - Determine if we will allow for a part to be returned by deciding if:

a) It will be returned to stock (with or without a re-stocking fee)
b) It will be returned to vendor (with or without a re-stocking fee)
   a. Obtain RMA from vendor and arrange for return shipping and replacement part if necessary
   b. Notify QC if vendor is at fault for review to determine if NCP is required
c) It will be reworked by manufacturing
   a. Notify QC and Manufacturing

Make detailed notes in customer order and purchase order accordingly.

Create RMA (instructions below), print and send to customer. Copy Shipping Manager if you want them to arrange for pickup.

Copy notes from customer order and add to RMA Notes.

RMA SPECS should give instructions regarding what to do with the part upon receipt from customer and how to credit customer (i.e. INSPECT PART UPON RECEIPT AND RETURN TO STOCK – CREDIT CUSTOMER 100% FOR PART LESS SHIPPING or INSPECT PART UPON RECEIPT AND RETURN TO VENDOR – CREDIT CUSTOMER FOR PART LESS 25% RE-STOCKING FEE)

When returned part is received,

Shipping - Receiver gives the part to QC for inspection.

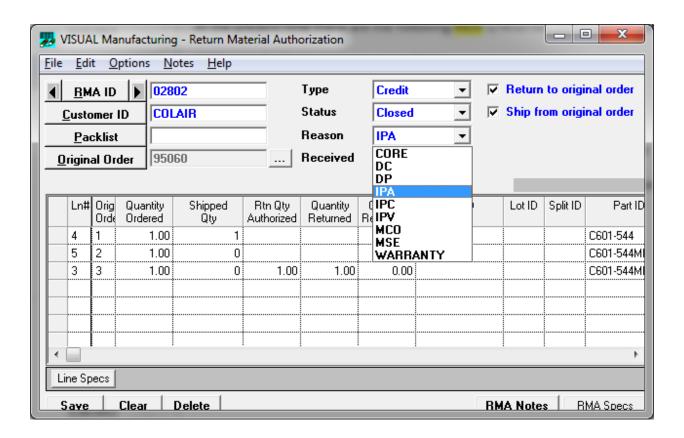**QC** – Notifies salesperson their findings and returns part to shipping (if NCP is not needed).

Sales person - E-mails Billing Specialist and Shipping with instructions and Vendor Return Form, if required (can copy from RMA Specs).

Shipping - Once part is returned from inspection, if returning to vendor, scan the return form after shipping (to reflect tracking info) and e-mail it to the Purchasing Officer. If part is not is not being returned to vendor, follow instructions from Sales person.

Purchasing Officer – Initiate a return in Visual against the purchase order and add notes.

RETURN MATERIAL AUTHORIZATION (RMA) PROCESS

1. ALL (and that is ALL) returned or damaged product needs to be entered into the RMA window. This will allow us to objectively track based on specific customer and specific product warranties, damage in transit, misrouting of product, incorrect product shipped, etc.

2. A "Reason Code" needs to be developed for each instance that a product may be returned, replaced, or credited. Some possible examples:

       a. CORE - Core return
       b. DC - Damage due to Carrier (Sufficient packaging was used)
       c. DP - Damage due to insufficient packaging
       d. IPA - Incorrect Product supplied by ATAP IPC - Incorrect Product ordered by Customer
       e. IPC - Incorrect Product ordered by Customer
       f. IPV - Incorrect Product provided by ATAP's vendor
       g. MCO - Misrouted product due to Customer Order having wrong shipping information
       h. MSE - Misrouted product due to Shipping Entry
       i. Warranty – Defective product (from ATAP or Vendor) that will be reworked/replaced.

3. Put detailed notes in the RMA so that there is a trail of what happened.