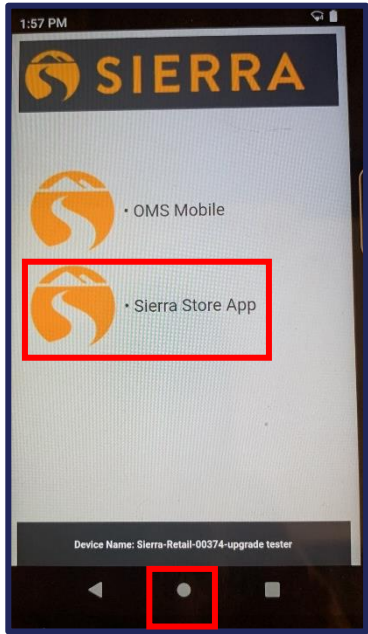
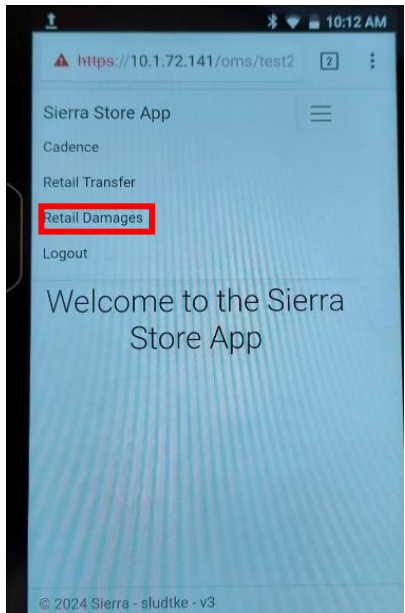


The Mobile Retail Damages screen in the Sierra Store App is the primary method to execute the merchandise damage process. Please follow the Merchandise Damage SOP for detailed instructions on how to plan and execute merchandise damage processes.

Follow the steps below to logon to the Sierra Store App, navigate to the Retail Damages section, and begin processing.

Executing Merchandise Damages via the Mobile Scanner

STEP	ACTION	EXAMPLE
1.	Sierra Store App If the app does not open automatically, launch the Sierra Store App from the mobile scanner by pressing the circle navigation button located at the bottom of the screen.	
2.	Opening Retail Damages a. If not already displayed, tap the three lines on the top left of the screen to open the menu. b. Select the Retail Damages option.	

3.

Login

Enter your AIN to login to the app.

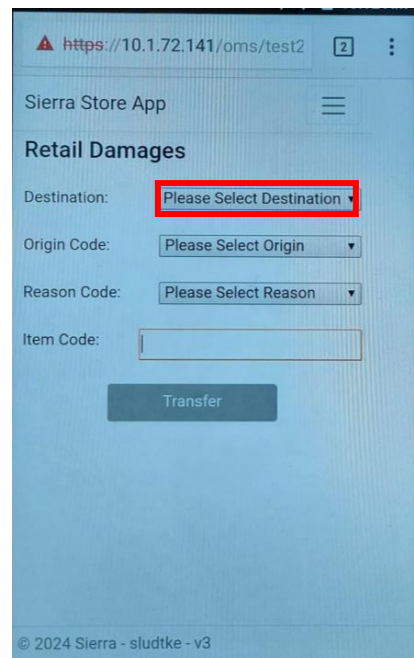


4.

Select a Destination

When you get to the screen on the left, you will need to select a destination by tapping the drop-down menu and selecting:

- MOOS DESTROY
- MOOS SALVAGE

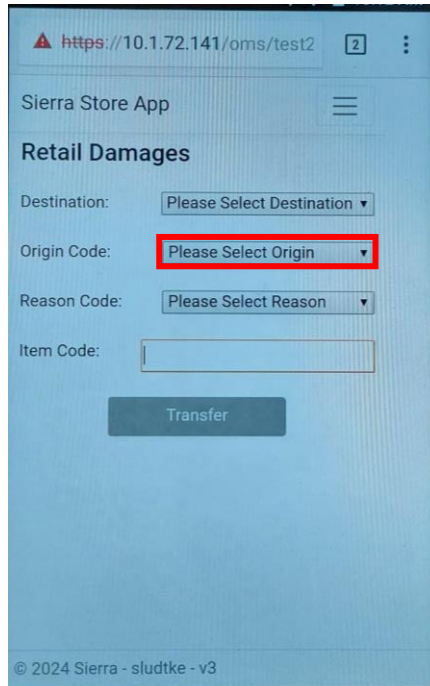


5.

Select an Origin

When you get to the screen on the left, you will need to select an origin by tapping the drop-down menu and selecting:

- OFF TRUCK
- CUSTOMER RET/PURCH
- IN-STORE



Sierra Store App

Retail Damages

Destination: Please Select Destination ▼

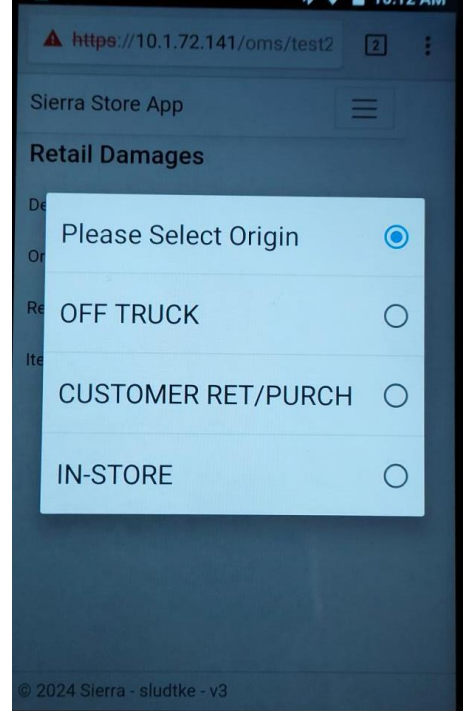
Origin Code: Please Select Origin ▼

Reason Code: Please Select Reason ▼

Item Code:

Transfer

© 2024 Sierra - sludtke - v3



Sierra Store App

Retail Damages

Please Select Origin

OFF TRUCK

CUSTOMER RET/PURCH

IN-STORE

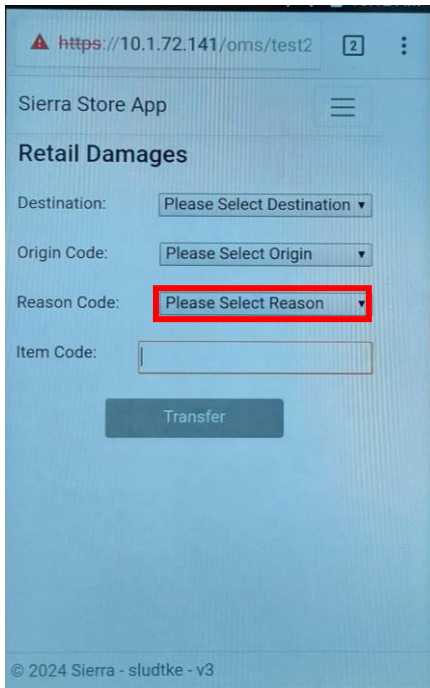
© 2024 Sierra - sludtke - v3

6.

Select a Reason

When you get to the screen on the left, you will need to select a reason by tapping the drop-down menu and selecting:

- DAMAGED UNSALABLE
- SALVAGE UNSALABLE
- SALVAGE MISMATCH
- HO DIRECTED



Sierra Store App

Retail Damages

Destination: Please Select Destination ▼

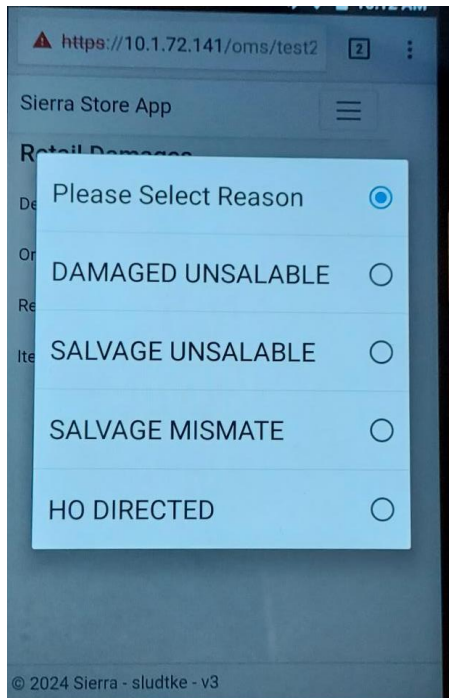
Origin Code: Please Select Origin ▼

Reason Code: Please Select Reason ▼

Item Code:

Transfer

© 2024 Sierra - sludtke - v3



Sierra Store App

Retail Damages

Please Select Reason

DAMAGED UNSALABLE

SALVAGE UNSALABLE

SALVAGE MISMATCH

HO DIRECTED

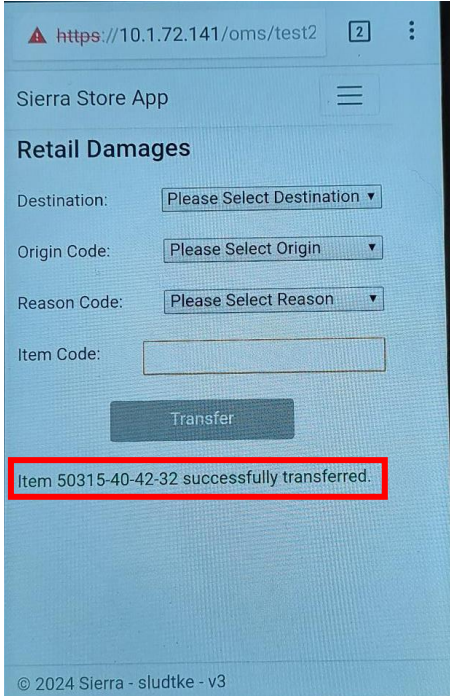
© 2024 Sierra - sludtke - v3

7.

Scan Item

Scan the item that you wish to process as a damage.

This screen showcases how the scanner will look after an item has been successfully scanned.



https://10.1.72.141/oms/test2

Sierra Store App

Retail Damages

Destination:

Origin Code:

Reason Code:

Item Code:

Item 50315-40-42-32 successfully transferred.

© 2024 Sierra - sludtke - v3