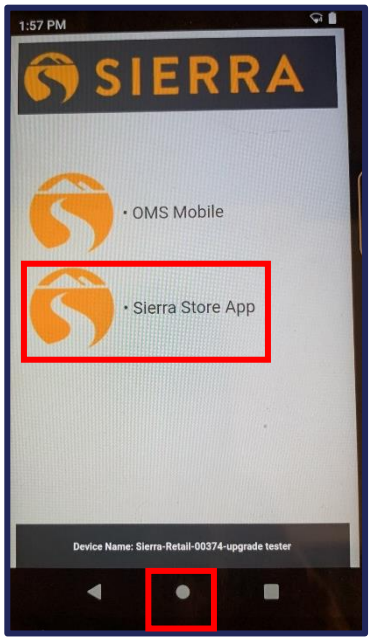
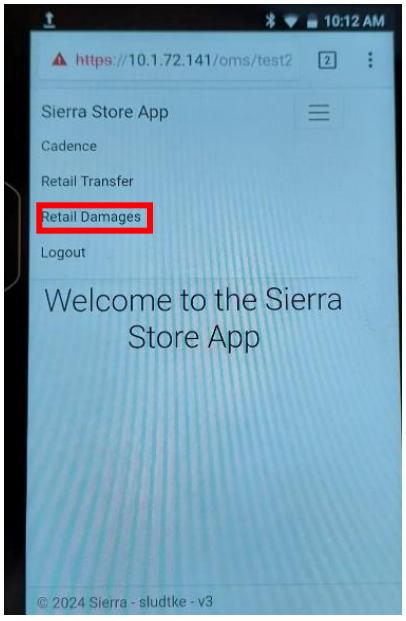
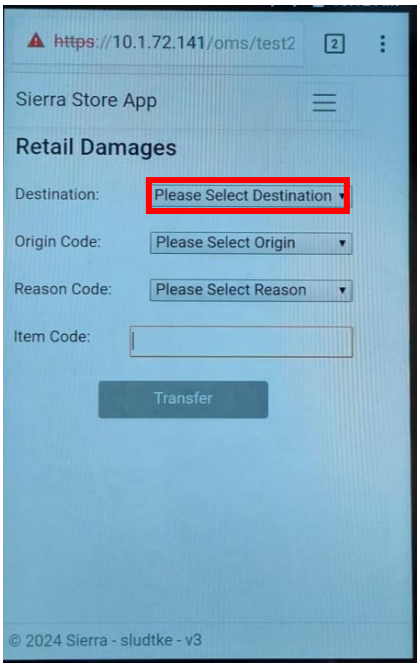
Mobile Retail Damages

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.	

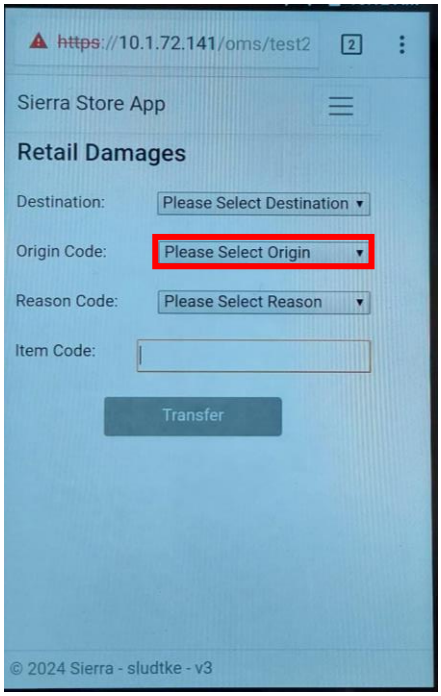
3.	**Login** Enter your AIN to login to the app.	
4.	**Select a Destination** When you get to the screen on the left, you will need to select a destination by tapping the drop-down menu and selecting: • MOOS DESTROY • MOOS SALVAGE	

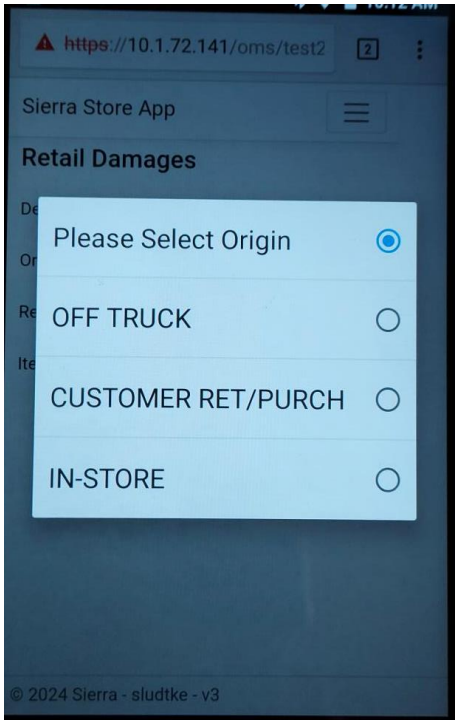
5.

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



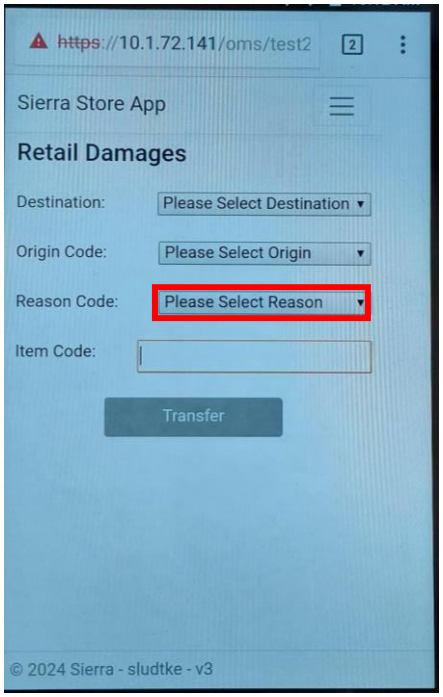


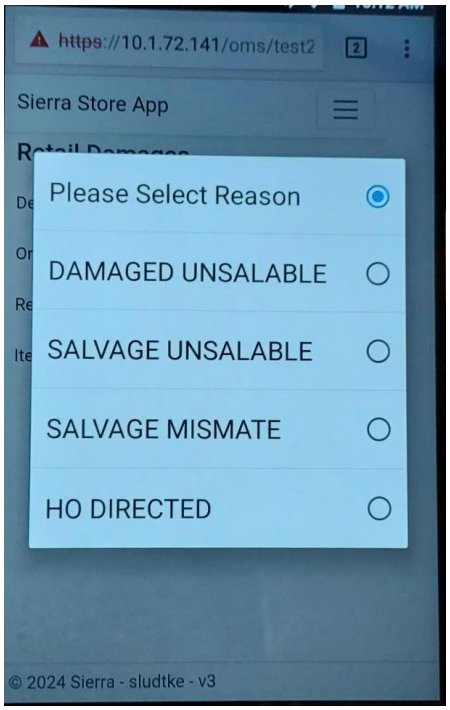
6.

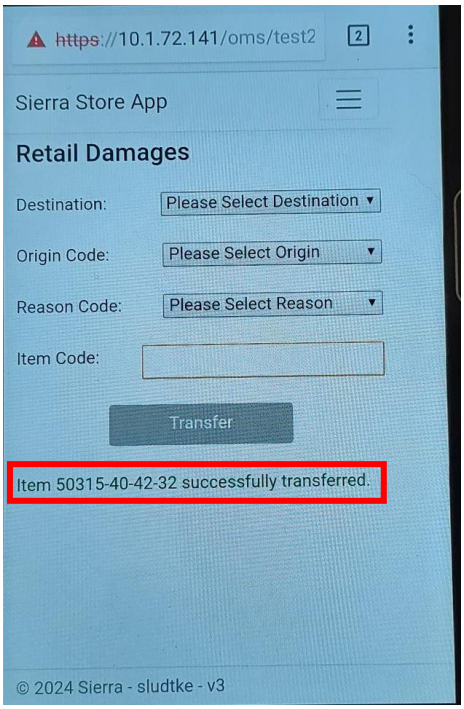
Select a Reason

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 MISMATE
- HO DIRECTED





Mobile Retail Damages

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.