IHS Pullback Receipt and Processing

DN017227

AD

Organization	Manufacturing and Distribution
Owning Department	Returns

Table of Contents

Revision History

Rev	ECO #	Effective	Description	Author
AA	DNC014426	1/10/2023	Initial release.	Des Long
AB	DNC015742	12/05/2023	Added Reference document DN015080 for SCALE transactions. Added Putaway steps. Updated Subinventory for non-sellable items. Updated departments affected. Updated instructions/ screenshots throughout the document. Added email templates for discrepancy resolution.	Donna Stokes Aaron Hayward
AC	DNC017098	11/07/2024	Seq 140: Changed Suwanee subinventory from FG to REC RTN. Seq 270-280: Updated reference document for receiving with SCALE.	Madalene Henggeler
AD	DNC018251	08/06/2025	Seq 100: Added S02/S07 as possible receipt orgs. Seq 240 - 290: Additional steps for receiving serialized items in S02/S07. Seq 340: Updated with instructions for serialized items that may need rework or download. Seq 370-390: Added instructions for issuing out scrap items.	Madalene Henggeler

Reference Documents

Document #	Description
155112	PPE Requirements List
DN014506	Receiving (SCALE)

Purpose

This document describes the processing of materials on pullback to the distribution centers for DISH.

Scope

This procedure applies to Manufacturing and Distribution Team members as noted below. This document applies to all manufacturing and/or repair of DISH products.
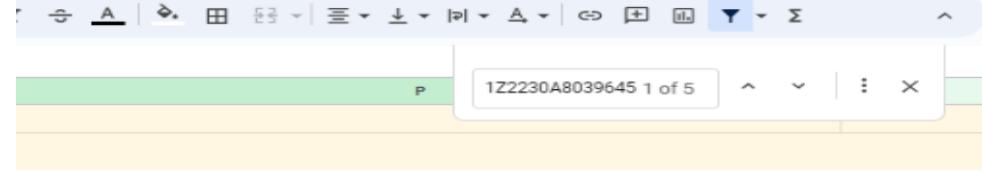
- Sites affected:
  - Suwanee
  - Denver 39th

- Departments affected:
  - Returns
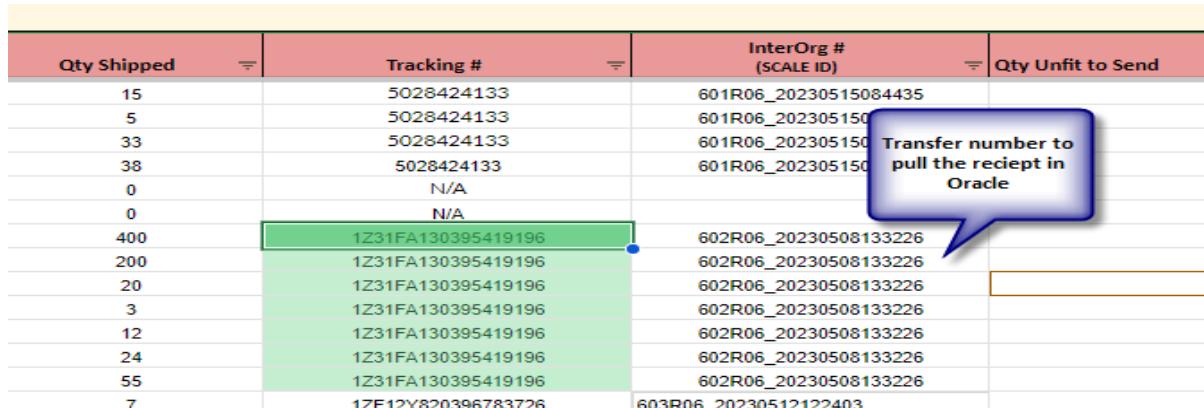
Definitions
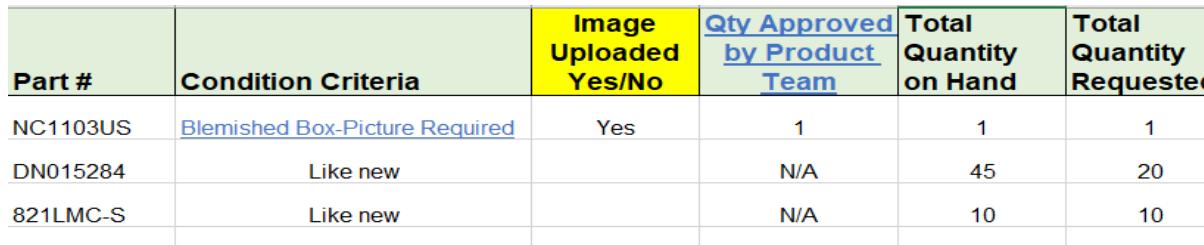
- **DC**   Distribution Center
- **IHS**   In-Home Services
- **LTL Pallet**   A pallet that is part of a Less than Truckload Shipment
- **Org**   Organization
- **PPE**   Personal Protection Equipment - Protective equipment needed to complete a task.
- **PULLBCKSCR**   Subinventory for scrap items in R01/R06
- **REC RTN**   Subinventory for receiving and returns in R06
- **SOE**   Sequence of Events - Step-by-step instructions to complete a process.
- **WIP**   Work in Process; used here as a subinventory in R01
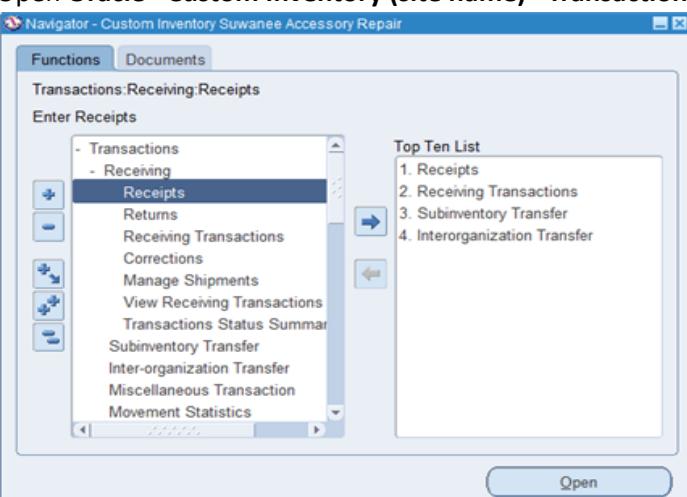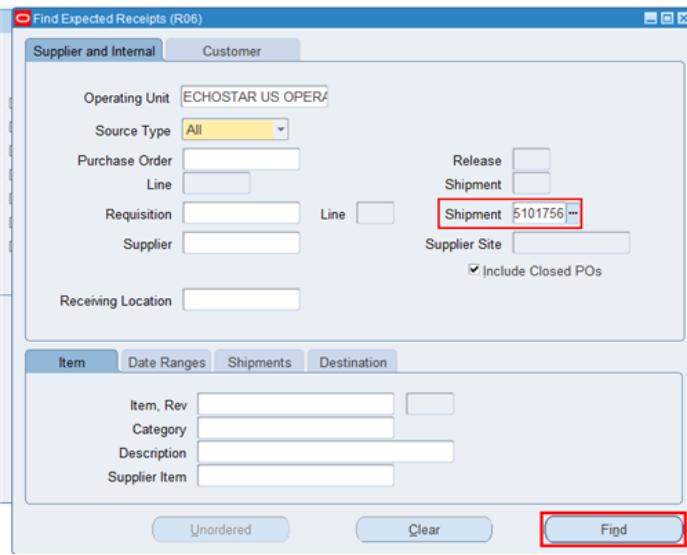
Instructions

Follow the steps as outlined. To maintain consistency in our processes and quality, do not deviate from the document as written. You are required to follow the SOE. However, your input and suggestions are extremely important, so if you are aware of any errors in this document that prevent you from completing the steps as outlined, immediately notify your lead or supervisor. Further, if in your experience there are better or more efficient ways to complete the tasks outlined in this document then we ask you to notify your lead or supervisor.

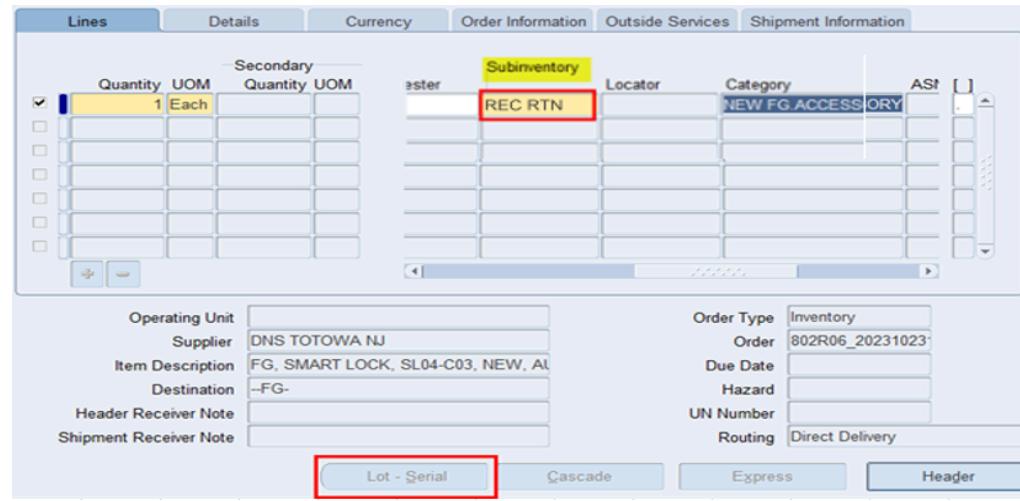| SEQUENCE #	TASK DESCRIPTION	NOTES
	Verify Item Information	
010	Verify that you are wearing the proper Personal Protection Equipment (PPE).	Refer to document **155112** for PPE guidelines.
020	Go to the IHS Pullback location to pick up the first carton or LTL pallet and bring it to the processing station.	The address should read "Pullbacks"
030	Open the Google sheet shared monthly via email	Suwanee: Sheets may also be accessible from the link below **SUW Returns > IHS Pullbacks**
040	If a deadline is included, verify that all transfers and returned equipment are back to the Distribution Center by the deadline date.	If transfers or deliveries are attempted after the cutoff date, advise the supervisor/manager.
050	Click on the **DC Facing Sheet** tab. Hold Control + F to open the **Find** box in the upper right corner of the spreadsheet.	
060	Scan or enter the tracking number on the pallet or case (or on the packing slip) to process.	The Org number or office name can also be used to search for the information.

SEQUENCE #	TASK DESCRIPTION	NOTES
070	The Tracking Number will be highlighted in green. Copy the Inter-Org # (SCALE ID) from column G. (Also called the "Transfer Number") 	*See the Appendix for instruction if the Tracking Number is not found.
080	Open the carton or pallet and remove items as necessary. ● Carton – throw away packing materials and verify that the part number and quantity for that shipment ID are present ● Pallet – throw away shrink wrap and verify the part number and quantity on the shipment	
090	Begin with a single part number and determine the pullback criteria for that item. In the case that extra criteria exists, description will be on the link in the notes section. 	Part #	Condition Criteria	Image Uploaded Yes/No	Qty Approved by Product Team	Total Quantity on Hand	Total Quantity Requested
---	---	---	---	---	---
NC1103US	Blemished Box-Picture Required	Yes	1	1	1
DN015284	Like new		N/A	45	20
821LMC-S	Like new		N/A	10	10
DNC1102ES	Blemished Box-Picture Required	Yes	N/A	1	1		Standard Criteria: IHS Pullback Criteria
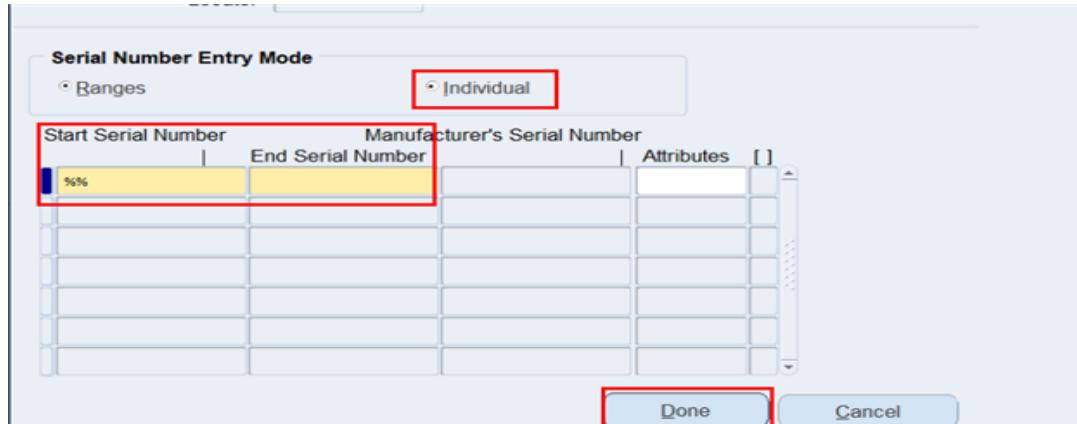
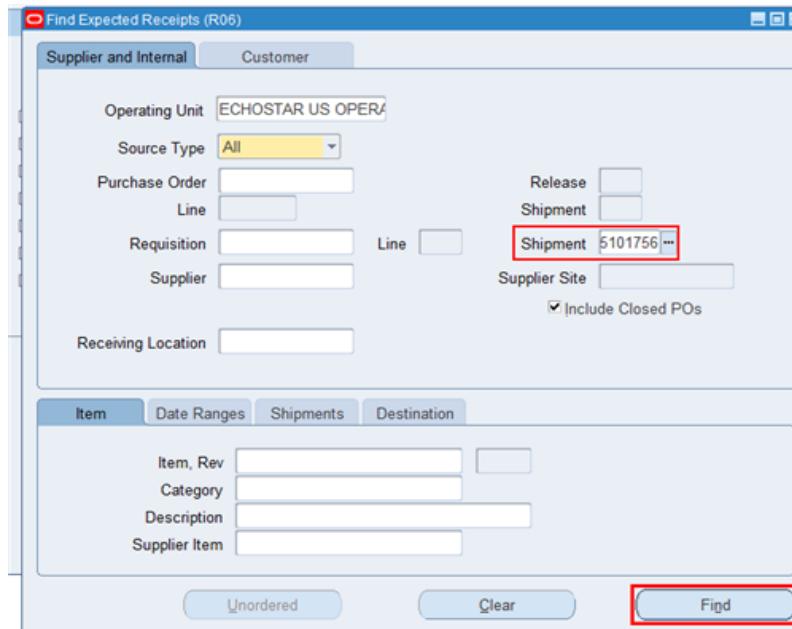| SEQUENCE #	TASK DESCRIPTION	NOTES
	Oracle Transaction: Receipt	
100	Open **Oracle** >**Custom Inventory (site name)**> **Transactions** > **Receipts** 	Serial-controlled items will typically be shipped via S-orgs. Refer to the interorg number to determine accepting org if unsure. (ex: 503**R01**_20250227092051) *Denver 39th:* **R01 - Service Denver Service Center** **S07- Custom Inventory Sales Denver** *Suwanee:* **R06 - Suwanee Accessory Repair Center** **S02 - Custom Inventory Sales Atlanta**
110	Paste the *InterOrg #* number in the second **Shipment** field. Click **Find**. 	

SEQUENCE #	TASK DESCRIPTION	NOTES
120	Move or close the **Receipt Header** to view data. Receipt Header (R06) New Receipt / Add To Receipt Receipt 935 — Receipt Date 16-NOV-2023 07 Shipment 802R06_20231023 — Shipped Date 23-OCT-2023 10:10 Packing Slip — Waybill/Airbill Freight Carrier — Bill of Lading Containers — Received By Wilson, McArthur Supplier DNS TOTOWA NJ Comments	
130	Confirm part numbers and quantities for the items to receive. Lines / Details / Currency / Order Information / Outside Services / Shipment Information Quantity UOM / Secondary Quantity UOM / Destination Type / Item / Rev / Description 1 Each — Inventory — AUG-SL04-C03-N04 — FG, SMART LOCK Operating Unit — Order Type Inventory Supplier DNS TOTOWA NJ — Order 802R06_20231023 Item Description FG, SMART LOCK, SL04-C03, NEW, AU — Due Date Separate Incorrect part numbers and/or quantities that do not match Oracle. Separate items that do not meet the pullback criteria.	*See the Appendix for discrepancy resolution instructions

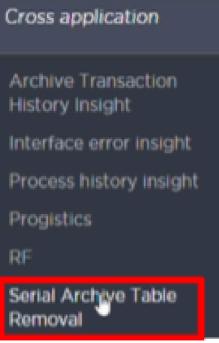| SEQUENCE #	TASK DESCRIPTION	NOTES
140	**Denver 39th:** Scroll over to the *Subinventory* column and verify or change to **WIP**, *Locator* **WIP HOLD**. **Suwanee:** Scroll over to the *Subinventory* column and verify or change to **REC RTN**. If the total quantity meets criteria, click inside the box next to the *Quantity* field. A checkmark will appear in the box. If there are items that *Do Not* meet criteria, change the quantity to <u>only</u> the amount to receive to **WIP/REC RTN**.	
150	*Serial-Controlled items:* Click "Lot-Serial" to add the serial number 	

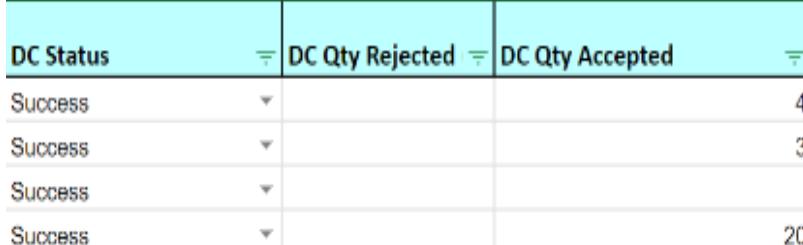| SEQUENCE #	TASK DESCRIPTION	NOTES
160	Click **Individual** Enter **"%%"** and the serial number will auto-populate. *Tab* Click **Done.**	If they do not autopopulate, scan serials off of items/boxes into these fields.
170	**Save.** 	
	Items That Do Not Meet Criteria	
180	If items are processed in R01/R06, continue to the next sequence. If items are processed in S02/S07, bring them into inventory as if they meet criteria. Then, perform an inter-org from S02/S07 to **PULLBCKSCR** in R01/R06.	Refer to the latest revision of **DN015079 - Creating and Transacting an Inter-Org Transfer.**

SEQUENCE #	TASK DESCRIPTION	NOTES
190	Go back to **Receipts** 	
200	Paste the *InterOrg #* number in the second **Shipment** field. Click **Find**. 	

SEQUENCE #	TASK DESCRIPTION	NOTES
210	Move or close the **Receipt Header** to view data. 	
220	Scroll over to the *Subinventory* column and verify or change to **PULLBCKSCR**. Click inside the box next to the *Quantity* field. A check mark will appear in the box. 	
230	Click **Save**. 	

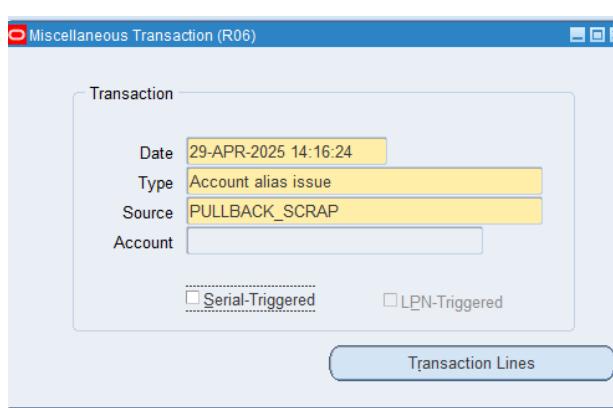| SEQUENCE #	TASK DESCRIPTION	NOTES
	SCALE Adjustment and Serial Clearing (Serialized Items Received in S02/S07 Oracle Only)	
240	Perform this section only on serial-controlled items that have been received into S02/S07. Perform a SCALE-Only Adjustment into a designated locator.	Refer to the latest revision of **DN015209 - Inventory Adjustments (SCALE)**. Denver: Use **JackpotS07** Suwanee: Use an **RS** locator.
250	From S02/S07 SCALE, click the **Menu** button in the top left. 	
260	Click **Cross Application** and then **Serial Archive Table Removal**. 	
270	Enter the serial numbers into the **Enter Serial Numbers to delete** field. Hit **Enter** after the last serial and make sure that the cursor is in a blank new line. 	

SEQUENCE #	TASK DESCRIPTION	NOTES
280	Click **Save**. Save	
290	A popup will appear once serials have been removed. ✓ Serial Numbers removed from archive table.	
	Update the Pullback Sheet	
300	The distribution team will update the following columns on the pullback sheet: ● DC Quantity Received ● DC Quantity Rejected ● DC Status	Create a filter to view an individual distribution center.
310	Enter the quantity of items rejected and/or accepted. 	DC Status	DC Qty Rejected	DC Qty Accepted
Success		4
Success		3
Success		
Success		20		

SEQUENCE #	TASK DESCRIPTION	NOTES
	Product Putaway	
320	*Product meets criteria* Place the product on the pallet that contains the part numbers to put away. At the close of the pullback or at a designated interval of time, an Inter-Org Transfer will be created to the selling Org.*	*Blemish box criteria - ● *Denver 39th*: **S15** ● *Suwanee:* **S14** *New criteria - ● *Denver 39th*: **S07** ● *Suwanee*: **S02** (unless otherwise specified) Refer to the latest revision of **DN015079 - Creating and Transacting an Inter-Org Transfer.**
330	*Product does not meet criteria* Place the product on a designated pallet or in the area for Pullback Scrap.	
340	*Product meets criteria but needs download/rework* Place the product on a pallet designated for download or rework. Perform an inter-org or warehouse transfer to move items to M01/M02 in the appropriate locator. Suwanee: **DLWIP-ATV** (ATV downloads), **DLWIP-OBX** (OBX downloads), **REWORK01** (rework) Denver: See Packout Supervisor for Location to assign it to.	Refer to the latest revision of **DN015079 - Creating and Transacting an Inter-Org Transfer.** Use if transacting from R01/R06. Refer to the latest revision of **DN017329 AC - Warehouse Transfer (SCALE)**. Use if transacting from S02/S07.

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SEQUENCE #	TASK DESCRIPTION	NOTES
	Product Transfer	
350	Verify quantities to transfer. Have someone other than the person who created it, receive the Inter-Org Transfer in Oracle to the correct Org.	Refer to the latest revision of **DN014506 - Receiving (SCALE)** for receiving SCALE Inter-Orgs.
360	Use the Transfer Number created in Oracle to receive the items into SCALE.	
	Pullback Scrap	
370	Once the pullback for a month has been completed, the supervisor and a second associate should verify that on-hand quantities in the **PULLBCKSCR** subinventory match the physical inventory.	
380	Perform an Account Alias Issue on all inventory in PULLBACKSCR using the source code PULLBACK_SCRAP**.** 	Refer to the latest revision of **DN016062 - Oracle Miscellaneous Transactions: Account Alias.**
390	Consolidate all scrap into larger pallets. Wrap and tag the pallets as **"Not in inventory"** until there are enough pallets across the facility to send to local recycling.	Keep items in **PULLBCKSCR** physical location unless the space is needed for another pullback.

Record Retention Table

Record	Storage	Maintenance	Disposition
IHS Pullbacks	SUW Returns > IHS Pullbacks	Indefinite	Archive

Appendix: Discrepancy Resolution

Quantities received less than expected (Short):

1. Email the sending Org:
    a. Inform them of the shortage
    b. Inform them that an Inter-Org will be created after a 10 day grace period to transfer missing items back to the sending Org.
2. Create an Inter-Org in Oracle for the items expected but not received.
3. Receive the original Inter-Org in Oracle.
4. Continue with the process (Seq. 140)

*Click the [M] below for an email template for "Short" Shipments.

To	
Cc	ihsinventoryteams@dish.com; laurie.carlson@dish.com; InventoryAtlanta@dish.com
Bcc	
Subject	Pullback Shipment Received in Distribution Center with Shortage - (Org #)

Good morning,

We received Shipment xxxxxxxxxxxxxx at our facility. The following items were expected but not received:

Part #	Qty Expected	Qty Received		Part #	Qty Expected	Qty Received

Please let us know within 10 days if you would like us to transfer these items back to you.

Regards,

xxxxx xxxxxxxx

Quantities received more than expected (Over):

1. Email the sending Org:
    a. Inform them of the overage
    b. Request they create an Inter-Org to receive the "extra" items.
2. Receive expected items received
3. Set aside unexpected items
4. When informed of the "new" Inter-Org by the sending Org, receive remaining items.
5. If no solution is forthcoming, inform your Supervisor/Manager

*Click the M below for an email template for "Over" Shipments.

To	
Cc	ihsinventoryteams@dish.com; laurie.carlson@dish.com; InventoryAtlanta@dish.com
Bcc	
Subject	Pullback Shipment Received in Distribution Center with Overage - (Org #)

Good morning,

We received Shipment xxxxxxxxxxxxxx at our facility. Extra quantities of the following items were received:

Part #	Qty Expected	Qty Received		Part #	Qty Expected	Qty Received

Please create a Shipment for the extra items in order that we may receive them in Oracle. Please reply with the Shipment ID.

Regards,

xxxxx xxxxxxxx

Mixed/Incorrect items received:

1. Email the sending Org:
   a. Inform them of all discrepancies
   b. Inform them that an Inter-Org will be created after 10 days for missing items to be received by the sending Org.
   c. Ask them to create an Inter-Org and email the Shipment ID for extra items/incorrect part numbers within the10-day period to be received by the receiving Org.
2. Create an Inter-Org in Oracle for the items expected but not received.
3. Receive expected items received
4. Set aside unexpected items
5. When informed of the "new" Inter-Org by the sending Org, receive remaining items.
6. If no solution is forthcoming, inform your Supervisor/Manager

*Click the 🅼 below for an email template for "Mixed" Shipments.

To	
Cc	ihsinventoryteams@dish.com; laurie.carlson@dish.com; InventoryAtlanta@dish.com
Bcc	
Subject	Pullback Shipment Received in Distribution Center with Mixed/Incorrect part numbers - (Org #)

Good morning,

We received Shipment xxxxxxxxxxxxxx at our facility. The following discrepancies exist for this shipment:

Part #	Qty Expected	Qty Received		Part #	Qty Expected	Qty Received

Please reply with the results of your investigation of these discrepancies within ten days. We will then return the missing items in Oracle back to your Organization and ask that you create a Shipment for the extra items/incorrect part numbers in order that we may receive them in Oracle to our Org. Please supply the Shipment ID for the returned items.

Regards,

xxxxx xxxxxxxx

Items received not permitted for Return:

1. Email the sending Org:
    a. Inform them of items received which cannot be processed.
    b. Ask them to investigate and inform the receiving Org. of their proposed solution
2. Receive expected items
3. Set aside items not permitted for return
4. Follow up on reply email.
5. If no solution is forthcoming, inform your Supervisor/Manager

*Click the M below for an email template for Items received that are not permitted for Return.

To	
Cc	ihsinventoryteams@dish.com; laurie.carlson@dish.com; InventoryAtlanta@dish.com
Bcc	
Subject	Shipment received with items not permitted for return

Good morning,

We received Shipment xxxxxxxxxxxxxx at our facility containing items that are not part of our current pullback schedule.
Items in question:

Part #	Qty Delivered		Part #	Qty Delivered		Part #	Qty Delivered

Please investigate and let us know if these items should be returned to you.

Regards,

xxxxx xxxxxxxx

Shipment ID not found in Oracle:

1. Email the sending Org:
    a. Inform them that the shipment cannot be found in Oracle
    b. Ask them to investigate and create/complete the Inter-Org transaction if necessary
2. Set aside all items in the shipment
3. Receive items when Shipment ID is sent via reply email.
4. If no solution is forthcoming, inform your Supervisor/Manager

*Click the 🅜 below for an email template for Items received that are not permitted for Return.

To	
Cc	ihsinventoryteams@dish.com; laurie.carlson@dish.com; InventoryAtlanta@dish.com
Bcc	
Subject	

Good morning,

We received Shipment xxxxxxxxxxxxxx at our facility today which cannot be found in Oracle. Items included in the shipment:

Part #	Qty Delivered		Part #	Qty Delivered		Part #	Qty Delivered

Please investigate and reply with a proposed solution. We will set these items aside until a resolution is reached.

Regards,

xxxxx xxxxxxxx

Missing information on the Pullback sheet:

1. Email the sending Org:
   a. Inform them of the information that is required, but not available
   b. Ask them to investigate and fill in the missing data
2. Set aside all items in the shipment
3. Receive items when reply email informs that the missing information has been added to the pullback sheet
4. If no solution is forthcoming, inform your Supervisor/Manager.

*Click the Ⓜ below for an email template for Items received that are not permitted for Return.

To	
Cc	ihsinventoryteams@dish.com; laurie.carlson@dish.com; InventoryAtlanta@dish.com
Bcc	
Subject	

Good morning,

We received Shipment xxxxxxxxxxxxxxx at our facility today which is missing some required information in order for us to track and process the shipment.

Please investigate and reply when the relevant information is added to the Pullback sheet. We will set these items aside until a resolution is reached.

Regards,

xxxxx xxxxxxxx