Q.P.8 - RMA Process – Rev 4

UNITED HYDRAULICS™

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Customer Service

- Customer Requests to return goods
- Fill out Return Request Form (Q.F.6) with customers help
- Give Copy to Account Receivable
- Emails Customer Copy of RMA Receiver to attach with shipment instructions

Accounts Receivable

- Defective?
  - Yes → Create RMA Receiver in ERP System
  - No → Management will decide if restocking fee will be charged. → RE-Stock Fee? Customer pays for shipping?
- Email Copy of RMA Receiver to Customer Services
- Prints 1 copy of RMA Receiver
- Staples Return Request Form to 1 copy of RMA Receiver from ERP System
- Files copy of RMA
- Email Quality team the RMA Receiver → (1)
- (2) → Creates RMA from Return Request From → Sends RMA to Quality Supervisor → (3)
- Process RMA accordingly and file paperwork.

Customer

- Customer waits for RMA Receiver → Customer follows shipping instructions → Part leaves Customers location

Receiving Clerk

- Give to a copy to Quality Supervisor ← Signs and date paperwork ← Write Tracking and serial(if applicable) Number on paperwork. ← Ensure item on paperwork is item received

Logistic Tech

- (1) → Part arrives → Receiving Process (Non-Container) S.P.2 → Turn paperwork that was with shipment into Receiving Clerk and place shipment in Warranty Room

Quality Supervisor

- Does paperwork reference an RMA#
  - No → Was a RMA issued in sage?
    - Yes → Attach RMA to paperwork
    - No → Fill out Return Request Form Q.F.6 → Turn in to Accounts Receivable to create an RMA → (2)
  - Yes → Attach RMA to paperwork ← (3)
- Attach RMA to paperwork → Was part returned for warranty?
  - Yes → Warranty Return Process Q.P.9
  - No → Defective?
    - Yes → Approve Credit on RMA and turn into Accounts Receivable
    - No → Deny Credit on RMA and turn into Accounts Receivable
- Approve Credit on RMA and turn into Accounts Receivable → Damaged in Transit?
  - Yes → Damaged Freight Process S.P.6
  - No →

VP Ops	DocuSigned by: *Stephen English* — 3FBAF6D25D2E47F...	9/11/2017
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Rev No.	Description	Date
1	Initial Lauch	11/11/16
2	Redesigned process with V.P. and ISO Champion. Added steps for Receiving clerk.	4/12/17
3	Simplified description of Logistic Techs duties. Updated flowchart boxes.	8/18/17
4	Added Revision Box	9/11/17

Rev No.	Description	Date