

TEPS/AMD New Part Return		Dage 1 of F
Work Instruction	Rev: 01	Page I UI S

#### **REVISION HISTORY**

Revision Level	Issued By (Department)	Authors	Description of Change	Date
1	Parts	Sarah Bohanan	First Edition	11/6/15

#### APPROVALS

Name	Position	Date Reviewed
Procedure Committee		

#### 1. PURPOSE

The purpose of this procedure is to outline the steps to effectively return a new part from a TEPS/AMD customer into inventory

## 2. SCOPE

Entering the return Sales Order correctly and completely will enable employees to efficiently research billing questions and transactions.

#### 3. **DEFINITIONS**

Returning a new part: the returned parts are only accepted if the part can be resold as new.

#### 4. **RESPONSIBILITIES**

Parts Warehouse Employees Dock Attendant Parts Counter Employees Parts Supervisors Parts Managers

S:\Departments\Power Systems\Second Level Dealers\TEPS - AMD\2018 TEPS Warranty & Marketing Admin. Training\2018 Warranty Training Binder\6) Parts Return Procedure\276.150.10 TEPS-AMD New Parts Return.docx



TEPS/AMD New Part Return		Dage 2 of F
Work Instruction	Rev: 01	Page 2 01 5

## 5. PROCEDURE

Begin by starting a Sales Order; refer to procedure <u>026.010.00 Parts Sales Order</u> for those steps.

- STEP 1. Follow the policies and steps outlined for a new part returns in 176.025.00 Parts Return Policy and Procedure with the following changes:
- Step 2. TEPS/AMD customer completes TRR form and delivers parts to the warehouse.
  - a. Customer Requisition is the complete TRR number
  - b. Customer Reference is the original Customer's Purchase Order number or original Sales Order number.
- Step 3. When you get the Apply return policy pop up
  - a. Select the return reason code PA\_Teps (Parts Teps)
  - b. You will need to choose the Return reason code a 2<sup>nd</sup> time PA\_Teps (Teps Return)
  - c. Click the Apply button
- Step 4. Verify that the quantity and net amount are negative numbers on the sales order line(s)

<b>W</b>	Apply return policy (	[1]	×		
Would you like Return reason code:	e to apply or override	the Return poli	icy?		
	Return reason code groups	Return reason codes	All return reason codes		
	Return reason code	Description	<b>.</b>	Return reason code group PA_teps	Return excep
	PA_Teps	Teps Return		PA_teps	
	<				>

**Note:** Refer to 276.150.05 Parts Return Policy and Procedure to determine if a restocking fee should be applied

S:\Departments\Power Systems\Second Level Dealers\TEPS - AMD\2018 TEPS Warranty & Marketing Admin. Training\2018 Warranty Training Binder\6) Parts Return Procedure\276.150.10 TEPS-AMD New Parts Return.docx



TEPS/AMD New Part Return		Dago 2 of 5
Work Instruction	Rev: 01	Fage 5 01 5

Step 5. If a restocking fee applies, click on the Sales Order action pane and then click on the Charges button

- a. Charges code is PA-ReSTK
- b. Category is Percent
- c. Charges value is -20.00 for negative 20% (Make sure the charges value is a negative number)
- d. Click Close

<b>W</b>			Sa	ales order (1 - m	nltn) - Sale	es order: SO00	990435, New	Hampshire Pete	rbilt			_	۵ x
File 👻 Sales o	order Sell	Manage P	ick and pack Inv	pice General	Interface	es Inquiries							
Create return Create	it Charges	Sales tax Tax	Multiline di Total discou ates Total discou Jates Tiered charg	scount unt ges Sales ora confirma	der Protition confi	forma Servi mation agreer	Cenent	order confirmation tation confirmation	Apply mar	keting program▼	Reservation	Create reservation	»
SO00000425 - 49	79200 - Now	(Hampshire De	torbilt		Generate	PP	''y	Journals	Trade a	greements		0	nen order
Solos order her	of 0500 - New	r nampsnine re	terbitt									New Usersee	ine Diskenhilk
Customer				Delivery date				Discounts				Setu	D
Customer account:	4878300	×	-	,	Charges t	ransactions (1	- mltn) - Sale	es order: SO0099	0435, New H	ampshire Peter	bilt	_ 🗆 X	auto repla
Name:	New Hampshi	re Peterbilt	File -	🔆 New 🗙	Delete	Distribute amount	s Freight cha	arge calculati					sponsible:
Customer requisition:	TRR345678		Charg	es code Categor	y Keep	Charges value	Commited	Printed on Packing	Charges code	DA-ReSTK			use:
Customer reference:	so00978796			+	• •	+	-		Categon	Descent			imber:
Contact ID:			✓ PA-Re	STK V Percent		-20.00			Charges value	-20.00	Ť		
Telephone:									4 General				e group:
Invoice account:	4878300		~						Descripti	on: Re	stocking		
Name:	New Hampshi	re Peterbilt							Currency	US	D		ass:
Delivery address									Restockir	ıg fee applied: 🗌			voice met
Name:	Milton Cat Wa	rehouse - Hopkint	10						▷ Sales ta	x			e price vis
Delivery address:	Milton Cat Wa	rehouse - Hopkint	on 🗸						▶ Ledger				hal call
Address:	554 Maple Stre Hopkinton, NH USA	et H 03229							▷ Intercor	npany			hal call:
Delivery contact:													
<													>
Sales order line	25		<		ш			>					
📑 Add line	式 Add lines	对 Remove	😽 Sale Identifica	tion of the charges								Close	
Warning	SOS Item nu	mber Product	name Country	Simp Quy Sime	omeprice	Net amount	Made as orac	ica Stockea stat	necomotic	Replacemen	турс	Treeze price	reet / batch
	• 1614164	• Compress	• -100	*	222.25	.222.25	Not a MAG	item Non-stasked	-	•		•	
	2696348	Cover As-	Val -1.00	pc	123.13	-123.13	- Not a MAO	item Non-stocked					
				-									

e. Note the dollar amount given on the Sales order lines.

S:\Departments\Power Systems\Second Level Dealers\TEPS - AMD\2018 TEPS Warranty & Marketing Admin. Training\2018 Warranty Training Binder\6) Parts Return Procedure\276.150.10 TEPS-AMD New Parts Return.docx



TEPS/AMD New Part Return		Dage 4 of 5
Work Instruction	Rev: 01	Page 4 01 5

Step 6. Go to the Sales Order Header View from the Show group. Change the TEPS Order Type to TEPS Stock

			Sales order	(1 - mltn) - Sales d	order: SO0099043	5, New Ha	mpshire Peterbilt				_	0 X
File 👻 Sales order	Sell Manage	Pick and pa	ack Invoice Ge	neral Interfaces	Inquiries							
Sales	Create EMR	Edit X Dele	ete ncel • Header Line	😚 From all 🕋 From journal	Totals Order class	Orderin	Cost/revenue to	Backorder	Attachments	Email	Import	Equipment
order Direct delivery			view view		filter 🔻	configurati	on▼ be allocated			notification		
New		Maintain	Show	Сору	View		Add	Ŷ	Attachments	Ŷ	Ť	Ť
SO00990435 : 4878300	- New Hampshi	re Peterbilt										Open order
⊿ General								4878300 4	1878300 SO009904	35 New Ha	impshire P	eterbilt PA
Customer				TEPS			References					
Customer account:	4878300	✓ Or	ne-time customer: 🗌	RDD Type:	TEPS 🗸		Customer requisition:	TRR345678				
Invoice account:	4878300	~		TEPS Order type:	TEPS stock 🗸	>	Campaign ID:		V			
Contact:			×	TEPS Code:	A79L		Customer reference:	so00978796	1			
Contact information				TEPS web-auth. state	us: NotTEPS 🗸		Project ID:					
Internet address:			6	Storage dimensions	5		RMA number:					
E-mail:				Site:	PA 🗸		Service Contract Id:		~			
	L			Warehouse:	02 🗸		Rental Contract Id:		~			
Sales order				Store	02		Invoice schedule id:					
Sales order:	SO00990435			Store			Release Number:					
Name:	New Hampshire Pe	terbilt		Credit limit				L				
Order type:	Sales order	~	_	Business area:	PARTSERV	~	Export information					
					L		CK Reg #					

Step 7. Click on the interfaces tab

- a. Click on the TEPS Authentication button in the Caterpillar webinterfaces group.
- b. The TEPS web-auth. Status should change to "success".

<b>7</b>	Sales c	order (1 - mltn) - Sales	order: SO00990435,	, New Hampshire Peterbilt	, Sales responsible:	: Bohanan, Sarah	_ 0 X
File 👻 Sales order	Sell Manage Pick an	d pack Invoice Ge	eneral Interfaces	Inquiries			
SIS main CCS Detail	Stolen inquiry			/			
SIS Serial SIMS	TEPS Authentication						
SIS Component PIS							
Caterpillar webi	nterfaces						
SO00990435 : 4878300	- New Hampshire Peterb	ilt					Open order
⊿ General						4878300   4878300   SO00990435	New Hampshire Peterbilt PA
Customer			TEPS		References		
Customer account:	4878300	One-time customer: 🗌	RDD Type:	TEPS 🗸	Customer requisition:	TRR345678	
Invoice account:	4878300 🗸		TEPS Order type:	TEPS stock 🗸	Campaign ID:	×	
Contact:		~	TEPS Code:	A79L	Customer reference:	so00978796	
Contact information			TEPS web-auth. status	Success V	Project ID:		
Internet address:		0	Storage dimensions		RMA number:		
E-mail:			Site:	PA 🗸	Service Contract Id:	×	
			Warehouse:	02 🗸	Rental Contract Id:	~	
Sales order			Store:	02 ¥	Invoice schedule id:		
Sales order:	SO00990435				Release Number:		
Name:	New Hampshire Peterbilt		Credit limit				
Order type:	Sales order 🗸 🗸		Business area:	PARTSERV 🗸	Export information		
Status					CK Keg #		
Status	Onen order				Local Dealer Code:		
oracasi	openoraei						

S:\Departments\Power Systems\Second Level Dealers\TEPS - AMD\2018 TEPS Warranty & Marketing Admin. Training\2018 Warranty Training Binder\6) Parts Return Procedure\276.150.10 TEPS-AMD New Parts Return.docx



# TEPS/AMD New Part Return Page 5 of 5 Work Instruction Rev: 01

Step 8. Click on the sales order action pane, in the Show group click on Line View

- a. From the View group click the Totals button. You should see a negative Invoice amount and a positive Total charges amount if you have charged a restocking fee.
- b. Also note that the customer should only be getting credit for the stock order price of the part. That should be 5% less than the amount shown in step 4E.

<b>F</b>	_	Sales o	rder (1 - mlt	n) - Sales	order: SO	009904	35, New Ha	mps	hire Peterbilt, !	Sales respon	sible: Bohan	an, Sarah		-	D X
File 👻 Sales	order Sell Mar	nage Pick and	l pack Inv	oice Ge	neral l	nterfaces	Inquiries								
Purchase	order 🔛 Create EMR	ine 🖉 🕅	Delete Cancel 🔻		From	n all n journal							»		
order 🙀 Direct del	livery	Edit	vie	w view			fil	ter (las	<ul> <li>configuration</li> </ul>	n be allocat	ed Backord	ier Attachments	notification	Import	Equipment
	New	Mainta	in	Show	C0	ру	View	_	Tatala (1	Add		Attachmente		-hilb Call	×
SO00990435 : 48	378300 - New Ham	pshire Peterbi	t						M Totals (1 -	mith) - Sale	s order: SOU	0990435, New H	ampshire Pete	erblit, Sale	es
⊿ Sales order heat	ader								View sales	order tota	ls				lt
Customer				Delivery d	late				Update:	All			1		
Customer account:	4878300	×		Promised of	date:				Data	1811		Totals	1		pl
Name:	New Hampshire Peter	bilt		Requested	ship date:	11/6/2	2015		Quantity:		-2.00	Exchange rate:	100.00	00 USD	le
Customer requisition:	TRR345678			Requested	receipt dat	e: 11/6/2	2015		Weight:		17.40	Line discount:	0.	00	
Customer reference:	so00978796			Confirmed	l ship date:		<u> </u>	-	CW quantity:		_			7	
Contact ID:		~		Confirmed	l receipt dat	ie:			Volume:		0.00	Subtotal amou	nt: -433.6	7	
Telephone:	4070200			Need by d	ate:	11/6/2	2015		General ledge	er		Total discount:	0.	00	p:
Invoice account:	48/8300	×		Delivery					Cost value:		-400.73	Total charges:	86	73	
Name:	New Hampshire Peter	bilt		Mode of d	elivery:	Credit	/Ret 🗸		Margin:		-32.94	Sales tax:	-0.	00	
Delivery address				Delivery re	ason:	Credit	/Ret 🗸		Contribution r	atio:	7.60	Round-off:	-0.	00	het
Name:	Milton Cat Warehous	e - Hopkintor		Reference											vis
Delivery address:	Milton Cat Warehous	e - Hopkinton	- 🔋 🛟	Customer	requisition:	TRR34	5678		Customer			Invoice amoun	t: -346.9	4	
Address:	554 Maple Street			Customer	reference	50009	78796	-1	Credit limit:	500,00	0.00	Cash discount:	0.	00	
	Hopkinton, NH 03229 USA			Division:				-	Credit available	e: 500,34	16.94				
				Governme	nt Order:										OK
Delivery contact:				oovenine	in orden										UK
contact															
Sales order line	es														/
Add line	📷 Add lines 🛛 💌 R	emove 🛛 🥳 Si	ales order line 🔻	🛛 🗱 Fina	ncials 🔻 📊	lnvent	ory 🔻 🙀 Pi	oduc	t and supply -	式 Update line	<ul> <li>Interface</li> </ul>	Reservation •			
Warning	SOS Item number	Product name	Quantity	Ship Qty	Unit Ur	nit price	Net amount	M	ade as Ordered	Stocked stat.	. Returnable	Replacement	Type Fr	eeze price	Fleet / batch
	• •		•		•	•	-		•			-			
(	0 1614164	Compressor A	-1.00		pc	316.70	-316.70	0-	Not a MAO item	Non-stocked	1				
	0 2696348	Cover As-Val	-1.00		pc	116.97	-116.97	' <b>)</b> -	Not a MAO item	Non-stocked	4				
								1							
<															>
Line details								-							
		Custome	account that d	enerated th	e order.									<b>(</b> 0)	Close

# 6. APPLICABLE REFERENCES

#### 026.010.00 Parts Sales Order

176.025.00 Parts Return Policy and Procedure 276.150.05 Parts Return Policy for TEPS-AMD-ISD Dealers

S:\Departments\Power Systems\Second Level Dealers\TEPS - AMD\2018 TEPS Warranty & Marketing Admin. Training\2018 Warranty Training Binder\6) Parts Return Procedure\276.150.10 TEPS-AMD New Parts Return.docx