





Operation/Task:	Returned Material			Equipment:	N/A
Owner:	Quality Manager	Date Created:	3/07/2018	Department:	Quality, Customer Service, Distribution, Accounting, Management
		Revision History:	See last page		

ALERTS (see below): Critical Step  Quality Check  Tip  Team Safety 

Purpose: This SOP/work instruction documents procedures for non-conforming product being returned by client

Step #	Alerts	Step Description - "What to Do"	"How to Do it"	"Why to Do it"
Checklist Of Main Steps		This is a summary of the MOST IMPORTANT steps that are to be taken when product is returned to ENPOINTE. For details around each step – see the tasks below	<ol style="list-style-type: none"> 1. Create new job# 2. Receive product to inventory 3. Determine disposition and plan for correction (inspect/sort, fix, destroy/rework) 4. Communicate outcome 5. Create Sales Order to return product (if new rework job# not created) 	To ensure the proper audit trail
1		Initiate Return Material pick-up	<p>Quality Manager, Department Manager responsible for the nonconformance or Customer Service Rep assigned to account should:</p> <ul style="list-style-type: none"> • Contact project manager to create new job# to be used as the RMA # to track the returned product. • Contact shipping lead to schedule pick-up • Communicate RMA# to customer • Work with Distribution Manager/Lead to provide estimate of inspection time in order to include that in the rework request form. • Fill out rework request form once job# is created and estimate is known – see QS010 	To inspect the product and determine what should be done we need to track the time and costs to a job# and the original job# would already be closed since the product was at the client's location.
2		Project Manager to create rework job to track time for inspection	<ul style="list-style-type: none"> • Take out a new job# and set Job type to PE. • For the job description, identify it as a rework inspection job and indicate the original job# on the ticket. • Include instructions of what the issue is in the ticket and/or job jacket and how the inspection is to occur. • Provide job jacket to department slotted to do the inspection – typically Distribution. • Provide job# to Quality manager, the Department Manager that is responsible for the nonconformance and accounting (timecards@alwaysevenpointe.com). 	<p>This job # will be used to track the amount of time the inspection takes. Note: If for rare some reason, the inspection uncovers that it was a client issue, the job can be changed back to regular.</p> <p>This job # is also to be used as the Return Authorization Number (RMA#)</p>

3a		INVENTORIED PRODUCT: Distribution Customer Service communicates with client to coordinate the return of the product	<ul style="list-style-type: none"> Sends email to client indicating the RMA#. RMA# is the inspection job# in the format of 99-9999. (if for some reason no inspection is needed, use original job#) Determine the Item Number and Inventory Code associated with this product. When product comes back for inspection, verify counts and complete an inventory return against the original SO or physically adjust and add notes explaining. Determine what job produced the product in question and whether there is any inventory in-house that also needs to be inspected. Customer Returned Inventory would be issued to the inspection job # with a note explaining. Inventory produced on the same production job would be issued to the inspection job#, on a separate issue line, to keep the quantities separate with a note explaining. 	<p>The dash between the 2nd and 3rd digits of the job # distinguishes it as a number being used for another purpose.</p> <p>Proper documentation and audit trail of inventory of the product is necessary so value can be credited if necessary.</p> <p>To ensure all product that was created meets quality standard</p> <p>To keep inventory audit trail</p> <p>To keep inventory audit trail</p>
3b		NON INVENTORIED PRODUCT: Client Services Project Manager communicates with client to coordinate the return of the product and works with Distribution Customer Service to accept the return product into inventory.	<ul style="list-style-type: none"> Sends email to client indicating the RMA#. RMA# is the inspection job# in the format of 99-9999. (if no inspection is needed, use original job#) Create an item # in Printstream (or have distribution CSR create it) for the product being returned, When product comes back for inspection, verify counts against the original job# Distribution is to do a physical adjustment to put the product in to inventory Distribution is to issue the product to the inspection PE job# 	<p>The dash between the 2nd and 3rd digits of the job # distinguishes it as a number being used for another purpose.</p> <p>So that we the returned product can be tracked through the process.</p> <p>To understand if entire job was rejected and to provide accurate count for next steps.</p> <p>To keep inventory audit trail</p>
4		Distribution Manager/Lead communicates results of inspection	<p>Send email to all parties involved with the total amount returned, total bad and total good.</p>	<p>Most often, only a portion of the product the client received is nonconforming. Inspection of the entire job is needed to know the extent of the issue so root cause can be determined and solutions can be put in place.</p>
5		Quality Manager or Department Manager responsible for the nonconformance work with interested parties to determine next steps	<p>Discussion needs to take place about what needs to be done to satisfy the client regarding both good and bad product.</p> <p>This could be many various outcomes such as crediting the invoice, reworking the entire job, fixing the bad product. All should be considered and best determination made.</p> <p>Update rework request form and inspection job# with additional information/activities based on next steps (if applicable)</p>	<p>We need to keep our customers happy with the best outcome in mind for both ENPOINTE and the customer.</p>

6a		INVENTORIED PRODUCT: After inspection and decision of next steps, Distribution Customer Service updates inventory system	<ul style="list-style-type: none"> • Customer returned product is to be returned to inventory using usage return against the RMA# with a note explaining. Indicate good and bad product counts. • In-house inventory product is to be returned to inventory using usage return against the RMA# with a note explaining. Indicate good and bad product counts. • Determine if the good product will be returned to the customer, and if so, complete a new SO and include notes explaining. • For rejected product, complete a destroy request against the appropriate re-work inspection ticket. Include notes explaining. <p>Note: Accounting would typically create credit memo for both good and bad product</p>	These steps are necessary in order to keep an inventory audit trail of the returned product.
6b		NON INVENTORIED PRODUCT: After inspection and decision of next steps, Distribution Customer Service updates inventory system	<ul style="list-style-type: none"> • Customer returned product is to be returned to inventory using usage return against the RMA# with a note explaining. Indicate good and bad product counts. • Return good product to the customer by completing a new SO and include notes explaining. • For rejected product, complete a destroy request against the appropriate re-work inspection ticket. Include notes explaining. <p>Note: Accounting would typically create credit memo for only the bad product</p>	These steps are necessary in order to keep an inventory audit trail of the returned product.

Notes:

Definitions: Interested Parties = Accounting, Sales, Customer Service, Quality, Department Managers
 RMA = Returned Merchandise Authorization

Revision History	Description of Changes	Requested by	Date
Rev 1	First posting to intranet	Kathy Osterberg	4/18
Rev 2	Converted to current SOP format; Changed GLS Companies to ENPOINTE; updated font to Arial; reviewed for changes – none made	Kathy Osterberg	02/21