

Creating and Processing a Return

This documentation explains how to create and process a Ready for Issues (RFI), Not Ready for Issue (NRFI), Unserviceable (UNS), Unserviceable Normal Wear and Tear (UNS-NWT Return Unserviceable Normal Wear and Tear)

At some caches, an incident label is created with a return number that can be applied to a box, pallet, holding area, and so forth. In order to properly track replacement and refurbishment costs associated with returns from an incident. If this process is used at your cache, please see the following section. If not, then skip ahead to creating the return.

To Print an Incident Label with a System-Generated Return Number:

1. On main menu bar, select **Incident/Other Orders**.
2. Click **Incident Console**. The Search screen appears on the left.
3. Search for the **Incident ID**. To search for the Incident ID:
 - a. Enter the search specifications.
 - b. Click **Search**. The search results display appear on the Incident List page.
 - c. Check the box, or click appropriate **Incident ID** link from the results list.
4. Click **Print**. The Print panel displays.
5. On the Print panel, select **Yes** from **Generate Return No.** drop-down list.
6. Select **NWCGIncident label** from **Print Service Name** drop-down list.
7. Select Printer from **Printer Name** drop-down list.
8. Enter **No of Copies** and click **OK**, or click **Close** to exit the panel without saving changes.

To Create and Process Return for Ready for Issue (RFI), Not Ready For Issue (NRFI), Unserviceable (UNS), UNSNWT (Unserviceable Normal Wear and Tear):

1. On the main menu bar, select **Returns**.
2. Click **Create Return**. The **Incident Return** panel appears.
3. Click **Generate Return No** on the upper right-side of the screen. The Incident Return page automatically updates the **Return Number** field in the Return Header panel. If an **Incident Return Label with Return No** was used, enter **Return No.** from the label in **Return No.** field. The **Return Header** panel displays.
4. Enter **Incident Year**. Do not enter the year for **Other Order #**.

5. Enter or search **Incident/Other Order Number**, and press **Tab**. The **Incident Name** and **Customer ID** auto populate.
6. Navigate to the **Return Lines** panel
7. Click Green **+Add a Return Line**. Continue to click on **+ Add a Return Line** for desired amount of lines to be returned.
8. Enter the six-digit **Item ID Number** and press **Tab**. The system auto populates the item description.
9. In the appropriate text boxes enter the item's **Qty and Disposition. (RFI, NRFI, UNS, UNSNWT)**. Press **Tab** through all fields to ensure **TotalQtyRet** field is populated.
10. After all items are entered, click **Process Return**.
 - Putaway tasks are created for RFI (Ready for Issue) Items. For RRP nodes the returned RFI items are returned the REFURB-RFI zone and need to be moved, using an Ad-Hoc move to the appropriate storage location.
 - A Workorder is created using Return No, for NRFI (Not Ready for Issue) Item.

To Create and Process Trackable Kit Return:

1. Complete Steps 1-9 from [Create and Process Return](#).
2. Enter **Trackable ID** and press **Tab**, or click the **Spy Glass**. A list of item Trackable IDs issued to the Incident appears.
3. Select appropriate **Trackable ID** by selecting the check mark.
4. Select the **Return Disposition** of the returned trackable item: RFI, NRFI, UnsRet, or UnsnwtRet. You need to make sure that the disposition next to the **Trackable ID** matches the original disposition entered at the item line.
5. Enter all Items you are returning and click **Process Return**.
 - Putaway tasks are created for RFI (Ready for Issue) Items. For RRP nodes the returned RFI items are returned the REFURB-RFI zone and need to be moved, using an Ad-Hoc move to the appropriate **Storage Location**.
 - A Workorder is created using Return No, for NRFI (Not Ready for Issue) Item.

To Create and Process Trackable Kit Return with RFI /Non RFI Components:

1. Complete Steps 1-8 from, [Create and Process Return](#).
2. Enter the **Item ID**.
3. Enter the **NRFI QTY**.
4. Select the **RecdKit Comp** check box to display kit components.
5. , Select the **Return Disposition** of kit components being returned.

5. After all items are entered, click **Process Return**.
- Putaway tasks are created for RFI (Ready for Issue) **Items**. For RRP nodes the returned RFI items are returned the REFURB-RFI zone and need to be moved, using an Ad-Hoc move to the appropriate storage location.
 - A Workorder is created using Return No, for NRFI (Not Ready for Issue) Item.

Commented [CCL-1]: Can we add the following after the word items: to the RFI-1 zone for Non-RRP nodes. For an RRP nodes the returned RFI items are returned the REFURB-RFI zone and will need to be moved, via an Ad-Hoc move to the appropriate storage location