The RMA (Return Merchandise Authorization) SOP for Elite Wheel Warehouse is located on page 2 + 3 (scroll down).

You are able to download or print this document if needed.

The following are not finalized and changes may occur. If you have any suggestions on how to improve each procedure, please let management know.

Thank you,

Elite Management

SEE WAREHOUSE MANAGEMENT FOR MORE DETAILED STEP BY STEP INSTRUCTIONS FOR ALL PRODUCTS IN THE RMA PROCESSING AREA.

RETURNS

1. Make sure all packages are signed off on the clipboard. (See Receiving Parcel on Dock SOP prior to processing Parcel RMA's)
2. If the RMA is palletized, see the Shipping Department for BOL.
3. Inspect box(s), find RMA number or PO number on shipping label. If there is no RMA number or PO number, item lookup the product to see if there are any RMA's associated to the product. If there are no RMA's associated to the product, lookup the customer via the ship from address and identify the SO that contains the product, if no information can be found see Warehouse Management or email ew.sales@ewwfl.com and provide ship from, part number, quantity and any other info.
4. Once the RMA is found or created start processing the return.

PRODUCT IN RMA PROCESSING AREA WITH NO PAPERWORK

1. Open the box or inspect the tire, ensure the product matches the label and QC the product.
2. Item Look-Up the product, look for any associated RMA's.
3. If there are no RMA's for the product, contact drivers and warehouse employees to see if there was a cancelled or refused order, if unable to locate the cause for the item to appear, advise Warehouse Management for further directions.
4. Any time product is found in the RMA Processing Area with no information, advise Warehouse Management immediately.

PROCESSING RETURNS

1. Start filling out the RMA's TPA Google Sheet.
2. Open box and QC the wheel. (Size, offset, bolt pattern, finish, cap, inspect for damage, label on box matches wheel)
3. Create a new label or re-box if necessary.
4. Look at notes in RMA and associated Sales Order.
5. Approve or refuse RMA, advise sales rep if refused.
6. Once approved, remove all shipping labels, then, open RMA Receiving on scanner, scan each item, then restock into a bin.
7. Once received, refresh RMA in NetSuite, double check Item Receipt.
8. Return to RMA, process refund, if it was returned at our fault, refund shipping and refund the full cost of the item(s).

9. If it is necessary to charge a restocking fee and freight fee, contact the sales rep for approval prior to issuing fees.
10. Double check Credit Memo before saving, once verified, save CM and return to RMA.
11. Open associated Sales Order / Invoice, if the Invoice is “Open” apply the Credit Memo to the Invoice. If the Invoice is “Paid” or “Paid in Full”, there is no further action required, the CM will automatically apply to the customers account.
12. Once complete, finish filling out RMA’s TPA Google Sheet.

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