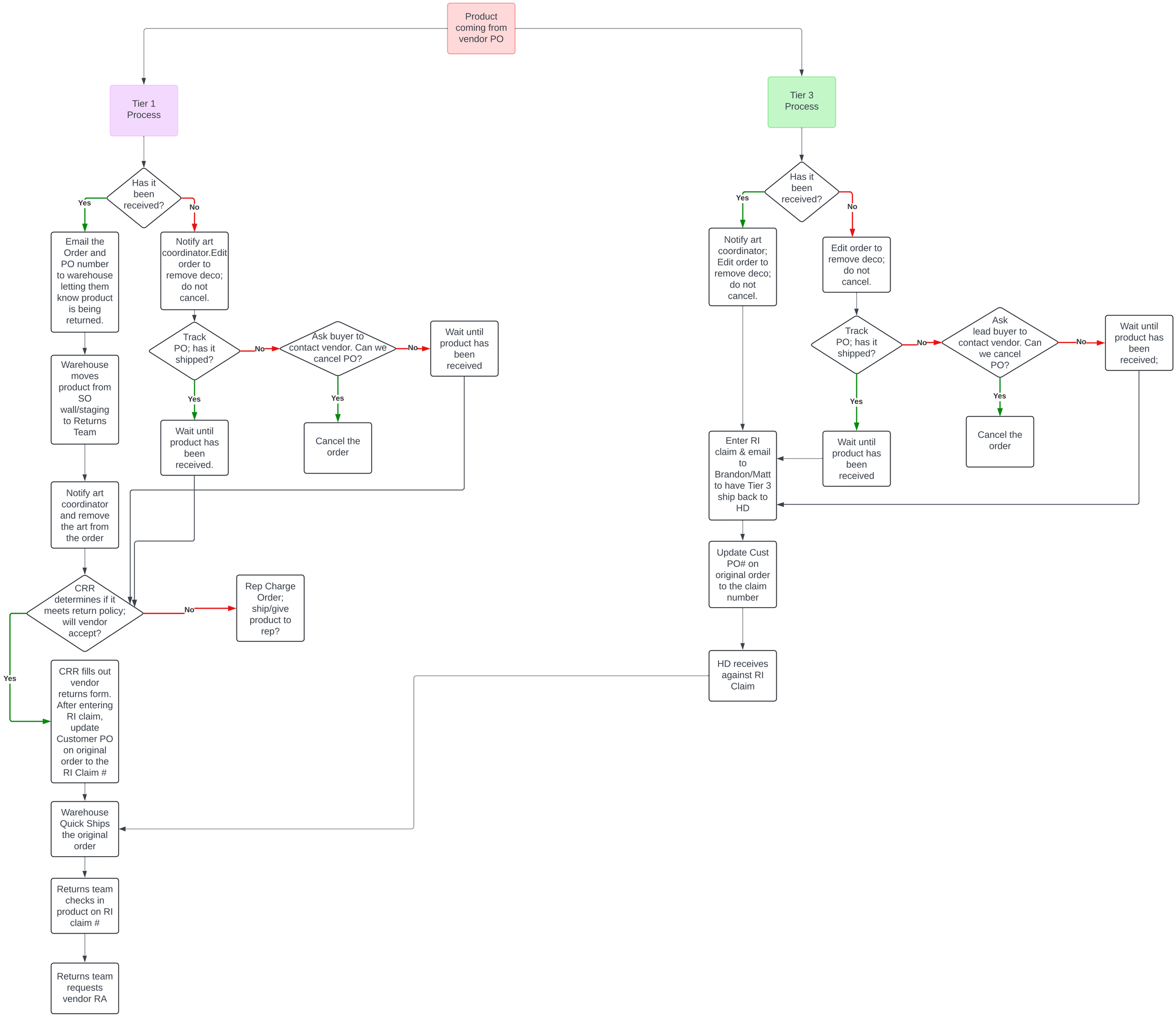
Product coming from vendor PO
Tier 1 Process
Has it been received?
Yes
No
Email the Order and PO number to warehouse letting them know product is being returned.
Warehouse moves product from SO wall/staging to Returns Team
Notify art coordinator and remove the art from the order
Notify art coordinator.Edit order to remove deco; do not cancel.
Track PO; has it shipped?
No
Ask buyer to contact vendor. Can we cancel PO?
No
Wait until product has been received
Yes
Wait until product has been received.
Yes
Cancel the order
CRR determines if it meets return policy; will vendor accept?
No
Rep Charge Order; ship/give product to rep?
Yes
CRR fills out vendor returns form. After entering RI claim, update Customer PO on original order to the RI Claim #
Warehouse Quick Ships the original order
Returns team checks in product on RI claim #
Returns team requests vendor RA
Tier 3 Process
Has it been received?
Yes
No
Notify art coordinator; Edit order to remove deco; do not cancel.
Edit order to remove deco; do not cancel.
Track PO; has it shipped?
No
Ask lead buyer to contact vendor. Can we cancel PO?
No
Wait until product has been received;
Yes
Wait until product has been received
Yes
Cancel the order
Enter RI claim & email to Brandon/Matt to have Tier 3 ship back to HD
Update Cust PO# on original order to the claim number
HD receives against RI Claim