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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
<i>Procedure Committee</i>		

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

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5. PROCEDURE

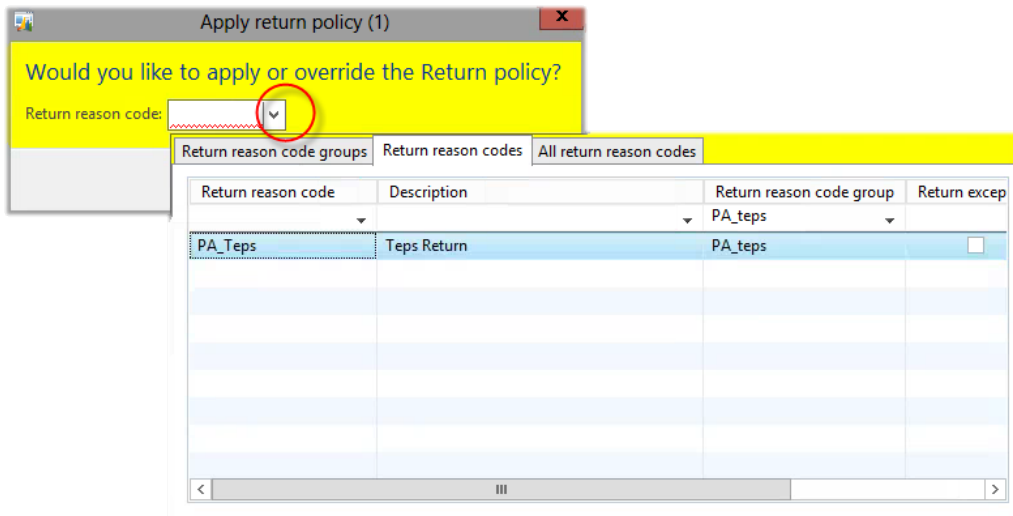
Begin by starting a Sales Order; refer to procedure [026.010.00 Parts Sales Order](#) for those steps.

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.
- Customer Requisition is the complete TRR number
 - 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
- Select the return reason code PA_Teps (Parts Teps)
 - You will need to choose the Return reason code a 2nd time PA_Teps (Teps Return)
 - Click the Apply button

Step 4. Verify that the quantity and net amount are negative numbers on the sales order line(s)



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

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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

The screenshot displays the SAP Sales Order interface. A 'Charges transactions' dialog box is open, showing the following details:

- Charges code:** PA-ReSTK
- Category:** Percent
- Charges value:** -20.00
- Description:** Restocking
- Currency:** USD
- Restocking fee applied:**

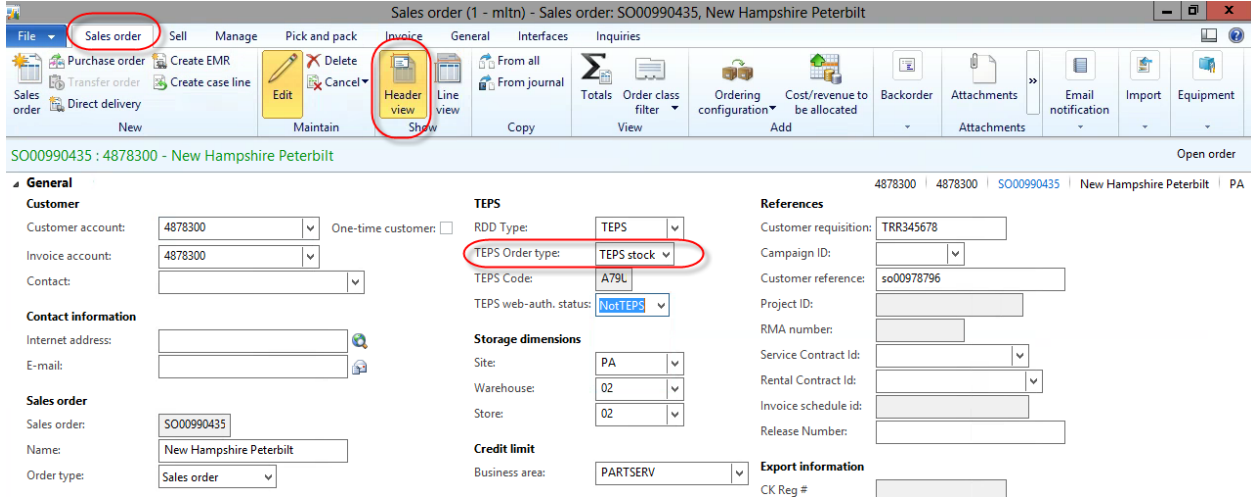
The background shows the 'Sales order lines' table with the following data:

Warning	SOS	Item number	Product name	Quantity	Unit	Unit price	Net amount	Made 2-Ordered	Stocked sum	Returnable	Replacement	Type	Price	Batch
		1614164	Compressor A	-1.00	pc	333.35	-333.35	0		Not a MAO item	Non-stocked			
		2696348	Cover As-Val	-1.00	pc	123.13	-123.13	0		Not a MAO item	Non-stocked			

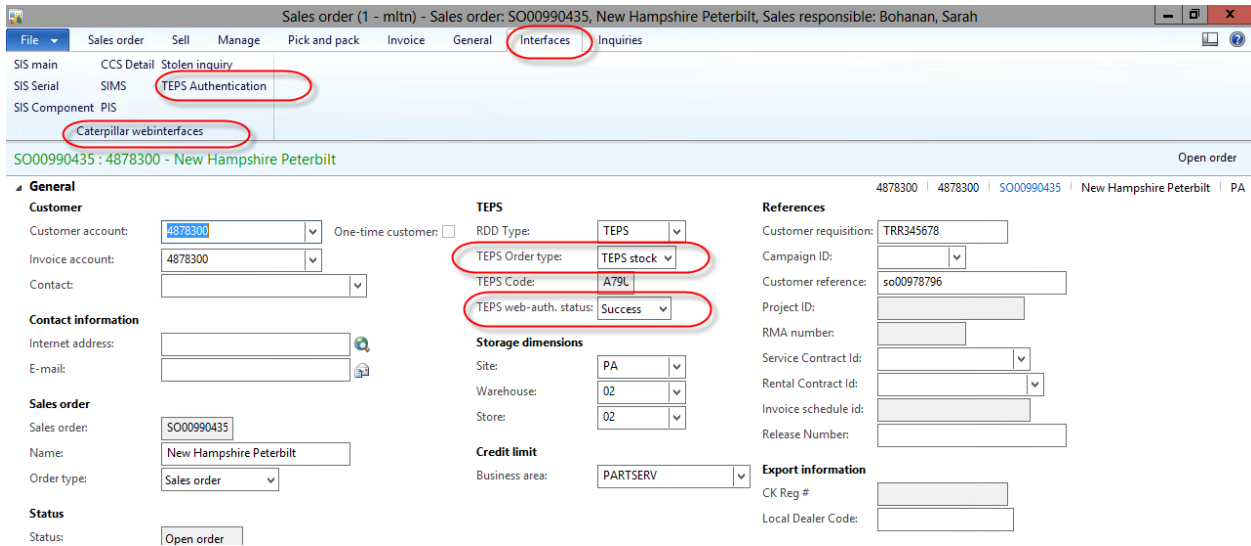
e. Note the dollar amount given on the Sales order lines.

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



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".



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

The screenshot displays the SAP Sales Order interface for sales order SO00990435. The 'Sales order header' section shows customer details for New Hampshire Peterbilt. The 'Sales order lines' table lists two items: Compressor A and Cover As-Val, both with a net amount of -316.70 and -116.97 respectively. A 'Totals' dialog box is open, showing a subtotal of -433.67, total charges of 86.73, and an invoice amount of -346.94. Red circles highlight the 'Sales order' menu, 'Line view' button, 'Totals' button, and the 'Net amount' column in the table. The 'Totals' dialog also shows a subtotal amount of -433.67, total charges of 86.73, and an invoice amount of -346.94.

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](#)