

 ENCONNEX	STANDARD OPERATING PROCEDURE	Document ID: <b>QMP-12-056</b>	
	Enconnex Returns SOP	Version	1.1
		Effective Date: <b>10/05/2021</b>	

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# *Enconnex Returns Standard Operating Procedure*

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## ***Table of Contents***

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<b>1 Purpose</b>	<b>4</b>
<b>2 Scope</b>	<b>4</b>
<b>3 Responsibility</b>	<b>4</b>
<b>4 Procedure</b>	<b>4</b>

 ENCONNEX	STANDARD OPERATING PROCEDURE	Document ID: <b>QMP-12-056</b>	
	Enconnex Returns SOP	Version	1.1
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## Document History-

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Version	Date	Summary of Changes
1.0	08-23-2021	Original Release
1.1	10/05/2021	Updated 4.1 to reflect proper process Clarified responsibility for step 4.2

\*Note: Add row as necessary

## References -

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	Enconnex Returns SOP	Version	1.1
		Effective Date: <b>10/05/2021</b>	

## 1 Purpose

The purpose of this document is to clearly define the product return process.

## 2 Scope

This process is for Sales and Operations individuals, and pertains only to items that have been physically returned to Enconnex, in re-sellable condition, where we are offering full credit for the items

## 3 Responsibility

Operations is responsible for the management and maintenance of this process document.

## 4 Procedure

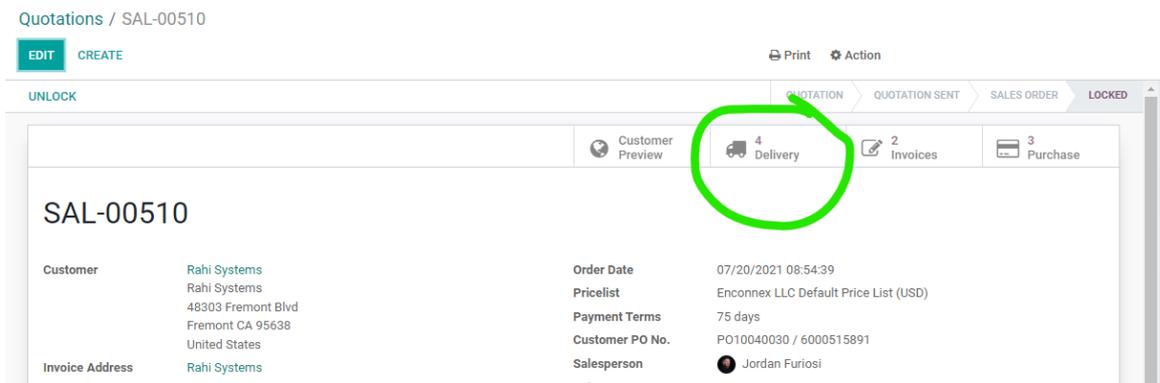
The following steps outline the Enconnex return process.

**\*\*IMPORTANT NOTE\*\* This process is intended for products that can be easily returned by the customer. For any freight or large bulk items, please contact Operations for assistance as some material may need to be crated or palletized and coordinated with freighter companies for return.**

### 4.1 Prerequisites - Sales, with assistance from Product Management and/or Operations

In order to begin the return process, any restocking fees or shipping charges will be worked out with the necessary parties (such as product management) and need to be laid out to the customer in the RMA email. For damaged items, please consult with QA and Operations for further instruction. Once that is complete, Sales issues an RMA number to the customer. ***Please be sure to log Customer Feedback on the SAL itself on the Customer Feedback tab and tag QC in Log Notes so QC can track.***

1. Navigate to the original SAL that shipped the material out.
2. From there, click on Delivery.



Quotations / SAL-00510

EDIT CREATE

UNLOCK

Customer Preview

4 Delivery

2 Invoices

3 Purchase

SAL-00510

Customer: Rahi Systems  
Rahi Systems  
48303 Fremont Blvd  
Fremont CA 95638  
United States

Invoice Address: Rahi Systems

Order Date: 07/20/2021 08:54:39

Pricelist: Enconnex LLC Default Price List (USD)

Payment Terms: 75 days

Customer PO No.: PO10040030 / 6000515891

Salesperson: Jordan Furiosi

	STANDARD OPERATING PROCEDURE	Document ID: <b>QMP-12-056</b>	
	Enconnex Returns SOP	Version	1.1
		Effective Date: <b>10/05/2021</b>	

- Choose the correct delivery ticket that shipped out the material. Click the Return button.

Quotations / SAL-00510 / Transfers / RN-WH-OUT-00546

EDIT CREATE Print Action

SIGN PRINT **RETURN** UNLOCK DRAFT WAITING READY DC

☆ RN-WH-OUT-00546 Tracking

Delivery Address: Rahi Systems, Apple, Inc  
 Source Location: RN-WH/Stock  
 Scheduled Date: 07/20/2021 08:54:39  
 Effective Date: 07/20/2021 08:56:54  
 Source Document: SAL-00510  
 Customer Reference: P01C040030 / 6000515891

Detailed Operations | Operations | Additional Info | Note | Date Changes

Product	From	Source Package	Destination Package	Customs	From Owner	Lot/Serial Number	Reserved	Done	Unit of Measure
ECX-61252-C2	RN-WH/Stock						0.00	19.00	EA

- A popup appears. Verify information is correct, then click Return. If item is serialized, choose the correct serial number.

Reverse Transfer ×

Product	Quantity	Unit of Measure
ECX-61252-C2	19.00	EA

Return Location: RN-WH/Stock

**RETURN** CANCEL

This creates a new Transfer ticket.

- From the new Transfer ticket, choose Print - RMA Slip.

 ENCONNEX	STANDARD OPERATING PROCEDURE	Document ID: <b>QMP-12-056</b>	
	Enconnex Returns SOP	Version	1.1
		Effective Date: <b>10/05/2021</b>	

Quotations / SAL-00510 / Transfers / RN-WH-OUT-00546

[EDIT](#) [CREATE](#)

[SIGN](#) [PRINT](#) [RETURN](#) [UNLOCK](#)

Print    Action

- Picking Operations
- Delivery Slip
- Barcodes (ZPL)
- Barcodes (PDF)
- Enconnex - Delivery Slip
- Blind Drop Ship Delivery Slip
- Vendor Drop Ship
- Vendor Blind Drop Ship
- RMA Slip**

★ RN-WH-OUT

Delivery Address: [Rahi Systems, Apple, Inc](#)  
Source Location: [RN-WH/Stock](#)

Scheduled Date: 07/20/21  
Effective Date: 07/20/21  
Source Document: SAL-00510  
Customer Reference: PO10040030 / 6000515891

- Review RMA slip for accuracy, and then forward on to the customer.
- If we are shipping replacement parts to the customer, add the line(s) to the original sales order at the original prices (customer will receive agreed-upon credit amount once we receive back the rejected parts). Tag Operations and Logistics on the order and note that replacement parts need to ship out.
- Electronically attach documentation to the original SAL that shows why we needed to issue an RMA using the “+ Add Attachments” feature in Odoo.

#### 4.2 Return Process Steps - Logistics (Receiving)

- Receive a package of returned items and identify original sales order in odoo.
- Navigate to the Delivery tab

[CREATE INVOICE](#) [SEND BY EMAIL](#) [CANCEL](#) [LOCK](#)

[QUOTATION](#) [QUOTATION SENT](#) [SALES ORDER](#)

Customer Preview    **5 Delivery**    2 Invoices

**SAL-00175**

Customer: [Align Communications](#)  
1215 Integrity Drive  
Richardson TX 75081  
United States

Invoice Address: [Align Communications](#)  
Delivery Address: [Align Communications](#)  
Quotation Template

Order Date: 03/22/2021 11:30:02  
Pricelist: Gold Partner Registered (USD)  
Payment Terms: 30 Days  
Customer PO No.: P05107  
Salesperson: Jerod Green  
Sales Manager

Product	Description	Quantity	Delivered	Invoiced	UoM	Unit Price	Taxes	Disc.%	Subtotal
ECX-CAT6-24AWG-BL-10FT	ECX-CAT6-24AWG-BL-10FT Enconnex, Cat6 24(AWG) cable w/ snag-free boot, labeled, Blue, 10ft.	20.00	0.00	0.00	EA	4.5400		0.00	\$ 90.80

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### 3. Choose the Transfer that matches the RMA number on the return paperwork.

Reference	From	To	Contact	Scheduled Date	Source Document	Back Order of	Company	Status
RN-WH/OUT/00204	RN-WH/Stock	Partner Locations/Customers	Align Communications		SAL-00175	RN-WH/OUT/00202	Enconnex LLC	Cancelled
RN-WH/OUT/00202	RN-WH/Stock	Partner Locations/Customers	Align Communications		SAL-00175		Enconnex LLC	Done
RN-WH/OUT/00212	RN-WH/Stock	Partner Locations/Customers	Align Communications		SAL-00175		Enconnex LLC	Cancelled
RN-WH/OUT/00237	RN-WH/Stock	Partner Locations/Customers	Align Communications	7 days ago	SAL-00175		Enconnex LLC	Draft
RN-WH-IN-00420	Partner Locations/Customers	RN-WH/Stock	Align Communications		Return of RN-WH/OUT/00202		Enconnex LLC	Done

4. Edit the Transfer - note the Source document now says it is "Return of [original transfer number]". Do this by clicking Edit, then filling out the following information on the Additional Info tab - Ship Via, Tracking reference, Vendor Packing Slip no, and COO. Click Validate, report quantities as done, and Save. This will change the document from Ready to Done.
5. Initial and date the paperwork, and file hard copy with Enconnex receipts.
6. Check Invoice tab on SAL - if there was an invoice paired with the material that was returned, send an email to [AR@enconnex.com](mailto:AR@enconnex.com) with reference to the new transfer number, so they can create a credit memo to cancel out the original invoice.

 ENCONNEX	STANDARD OPERATING PROCEDURE	Document ID: <b>QMP-12-056</b>	
	Enconnex Returns SOP	Version	1.1
		Effective Date: <b>10/05/2021</b>	

**Signature Page**

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Date	Revised by
10/05/2021	Katie Krause

Date	Reviewed by
03/31/2022	Katie Krause

Date	Approved by
03/31/2022	Thane Moore