

# GUIDE FOR GETTING ITEMS RECONDITIONED/FIXED BY EXTERNAL SUPPLIER ( NOT HEADLIGHTS)

[TABLE OF DETAILS OF ITEMS THAT WE GET RECOD -See column link to guide for getting recod](#)

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## WHEN ITEM READY TO COME BACK

OPERATIONS MANAGER

Update RMA TITLE so sales support staff can arrange for goods to be returned to JJ

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## WHEN GOODS RETURNED

### CREDIT DEPARTMENT

### DO NOT CREDIT THE PART

ADD NOTE TO WORKING DOC: **"PART IS BACK @ JJS NAME & DATE"**

UPDATE SUBJECT LINE OF RMA: **"AA @ JJs - ON C CRATE NAME & DATE"**

- SAVE & PRINT RMA
- ATTACH RMA TO PART
- PUT PART ONTO C CRATE

## OPERATIONS MANAGER

- ATTACH GOOGLE DOC TO PRIVATE NOTES
  - DELETE ALL OTHER PRIVATE NOTES
  - NEW TAG
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