

# CREDIT AND RMA REASONS TABLE

BRAD 30/05/2024

[LINK TO ZOHO](#)

## WHY?

Correct reasons are selected to ensure credit reporting is accurate

Stock is re input correctly

Customers stats are easily tracked

If selected currently and accurate we can measure & monitor credits and take action when items are above KPI's

DO NOT GUESS IF UNSURE ASK YOUR TRAINER

## STEPS?

→ SELECT THE CORRECT REASON AS PER TABLE BELOW

PINNACLE REASON	What this means	GUIDES
05- Damage inTransit	It left JJ in good condition but now is damaged in transit or Lost in transit	
06- More damage than described	It wasn't damaged in freight but the customer is saying it has more damage than what they expected so wants refund or return. See steps and process flow in <a href="#">THIS GUIDE</a>	
11- Interchange Error	JJs Interchange notes are incorrect and or verify got it wrong	<a href="#">LINK TO GUIDE</a>
12-Inventory Error	This was inventoried into pinnacle as the wrong item - human error from JJs staff - wrong side remove from vehicle or wrong part tagged etc	<a href="#">LINK TO GUIDE</a>
No longer required	This is good part but customer wants to cancel order	
27-Core Return	Item had a core deposit return of the core engine/trans/steering	

	column	
<b>Incorrect part supplied</b>	It was the wrong part sent, supplied or ordered, it doesn't matter. (It is salesperson responsibility to ensure we get the VIN/REGO so we supply correct part by verifying )	<a href="#">LINK TO GUIDE</a>
<b>Mechanical Failure warranty issue</b>	Mechanical part failure / Warranty claim	
<b>Invoice keying error</b>	Wrong customer invoiced / Customer now charged to CAP	