# Reasons, inputs and fault

* Are there any that faults that can be pre-selected on basis of reason and product type? (And unlikely to be overridden.)
* When are Lot #s required – all returns?

\*inputs are required fields

|  |  |
| --- | --- |
| What customers and CE see(CE only) | 2) What the Return Specialist sees (expanded view)**Where will this live? Web interface? Avante? Other?** |
| **Customer at fault** |  |
| **Product no longer needed*****Inputs****\*Quantity being returned**\*Pickup address (pre-populated with ship to)**\*Lot #s?**Optional comments?**Save changes/reset* | **Product no longer needed** [ Only returns over $5000, MOD returns and returns invoiced > 60 days ago ] |
| **Ordered the wrong product*****Inputs****\*Quantity being returned (pre-populated with qty ordered?)**\*Pickup address (pre-populated with ship to)**\*Lot #s?**Optional comments?**Save changes/reset* | **Ordered the wrong product** [ Only returns over $5000, MOD returns and returns invoiced > 60 days ago ] |
| **Laddawn at fault** |  |
| **Received extra product****Inputs***\*Choose one:* *O Quantity more than I ordered* *O Excessive overrun (describe)* *O I canceled this order* *[FOR ALL OF THE ABOVE]**\*Qty ordered, qty recd, qty returning**\*Pickup address (pre-populated with ship to)**\*Lot #s**Optional comments?**Save changes/reset* | **Received extra product**Quantity more than I orderedCEShippingProductionMarketplaceTechnical/other (describe) Huh?Excessive overrunOverrun greater than published %Production Marketplace Technical/other (describe)Got overrun on no overrun orderCEProduction Technical/other (describe)I canceled this order CEShippingProduction Marketplace Technical/other (describe) |
| **Packaging & delivery issues >** |  |
| **Damaged in transit** ***Inputs****\*Choose one:**O Packaging damaged**O Product damaged**O Both damaged* *[FOR ALL OF THE ABOVE]**\*Qty returning**\*Pickup address (pre-populated with ship to)**\*Brief description**\*Was the delivery signed for damaged? Y/N**\*Lot #s?**Upload photo (optional)* *Save changes/reset* | **Damaged in transit >**Packaging damagedProduct damagedBoth damagedCarrier |
| **Packaging defective*****Inputs****\*Check all that apply (at least one)**[ ] Packed poorly**[ ] Telescoping**[ ] Other (describe)**\*Qty returning**\*Pickup address (pre-populated with ship to)**\*Brief description**\*Lot #s?**Upload photo (optional)* *Save changes/reset* | **Packaging defective**Packed poorlyShipping Prod Marketplace Purchasing TelescopingShipping Prod Marketplace Purchasing Other (describe)Shipping Prod Marketplace Purchasing  |
| **Shipping/packaging instructions not followed >*****Inputs****\*Check all that apply (at least one)**[ ] Labeled incorrectly* *[ ] Packaged incorrectly (see “Received wrong product” for incorrect packout/put up)**[ ] Delivered to wrong address**[ ] Product arrived too early/too late**[ ] Wrong carrier* *[ ] Other instructions not followed (\*describe)**\*Qty returning**\*Brief description**\*Pickup address (pre-populated with ship to)**Upload photo (optional)* *Save changes/reset* | **Shipping/packaging instructions not followed >**Labeled incorrectly CEShipping (only masterpacks)ProductionMarketplacePurchasingPacked incorrectly CEShippingProductionMarketplacePurchasingDelivered to wrong addressCEShippingMarketplaceITProduct arrived too early/too lateCEShippingProductionMarketplaceCarrier?IT Wrong carrier CEShippingITOther instructions not followed (describe)CEShippingProductionMarketplaceIT |
| **Received wrong product** ***Inputs***<If stock….>\*Qty returning\*Pickup address (prepopulated)\*<Please tell us what was wrong>\*Lot number(s)?Upload photo (optional)Save/reset<If MOD … >[CHECK ALL THAT APPLY]\*Qty returning\*Pickup address (prepopulated)\*Please tell us what was wrong:[ ] Incorrect dimensions *> expand to fill in what I requested, what I got*[ ]Incorrect gauge > expand to fill in which *> expand to fill in what I requested, what I got*[ ] Incorrect product type *> expand to fill in what I requested, what I got*Incorrect material or additive*> expand to fill in what I requested, what I got*[ ] Incorrect film color/opacity*> expand to fill in what I requested, what I got (show conditionally)*[ ] Incorrect venting placement*> expand to fill in what I requested, what I got (show conditionally)*[ ] Incorrect printing or print plate*> expand to fill in what I requested, what I got (show conditionally)*[ ] Incorrect ink colors*> expand to fill in what I requested, what I got (show conditionally)*[ ] Other (describe) *> expand to fill in what I requested, what I got (show conditionally)*\*Lot #(s)Upload photo (optional) Save changes/reset | **Received wrong product** <Rec’d the wrong stock product >CEShippingPurchasingProduction<Made on Demand item did not match specifications>Incorrect dimensionsCEProduction Marketplace Incorrect gaugeCEProductionMarketplaceIncorrect product typeCEProductionMarketplaceIncorrect material or additiveCEProductionMarketplaceIncorrect packout (items per case or roll)CEProductionMarketplacePurchasingIncorrect film color/opacityCEProductionMarketplaceIncorrect venting placementCEProductionMarketplaceIncorrect printing or print plateCEProductionMarketplaceIncorrect ink colorsCEProductionMarketplaceOther (describe)CEProductionMarketplaceIT |
| **Received defective product****Appearance or texture*****Inputs****Appearance or texture (\*describe)**\*Check all that apply (at least one)**[ ] Black specs* *[ ] Gels**[ ] Color/opacity (describe)**[ ] Printing (describe)**[ ] Other (\*describe)**\*Qty returning**\*Pickup address (prepopulated)**\*Lot number(s)**Upload photo (optional)* *Save changes/reset* | **Received defective product****Appearance or texture (describe)**<Customer description if not entered by CE>Black specs ProductionPurchasingMarketplaceGelsProductionPurchasingMarketplaceColor/opacity (describe)ProductionPurchasingMarketplacePrinting (describe)ProductionPurchasingMarketplaceOther (describe)ProductionPurchasingMarketplace |
| **Film integrity/performance** **Inputs***Film integrity/performance (\*describe)**\*Check all that apply (at least one)**[ ] Difficult to open**[ ] Other (\*describe)**\*Qty returning**\*Pickup address (prepopulated)**\*Lot numbers**Upload photo (optional)* *Save changes/reset* | **Film integrity/performance (describe)**<Customer description if not entered by CE>Difficult to openProductionPurchasingMarketplaceOther (describe)ProductionPurchasingMarketplace |
| **Construction** **Inputs***Construction (\*describe)**\*Check all that apply (at least one)**[ ] Seal/weld bad/missing/splitting (describe)**[ ] Other (\*describe)**\*Qty returning**\*Pickup address (prepopulated)**\*Lot numbers**Upload photo (optional)* *Save changes/reset* | **Construction (describe)**<Customer description if not entered by CE>Seal/weld bad/missingProductionPurchasingMarketplaceOther (describe)ProductionPurchasingMarketplace |
| **Other defect** **Inputs***Other defect (\*describe)**\*Qty returning**\*Pickup address (prepopulated)**\*Lot numbers**Upload photo (optional)* *Save changes/reset* | **Other (describe)**ProductionPurchasingMarketplace |
| **Other reason for returning*****Inputs****Other reason for returning (\*describe)**\*Qty returning**\*Pickup address (prepopulated)**\*Lot numbers**Upload photo (optional)* *Save changes/reset* | **Other (describe)**CEShippingProductionPurchasingMarketplaceIT/technical issue |
| **N/A** | **No return, credit concession** |
| **N/A** | **Inspection – determined not to be defective or at fault** |