# 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 ordered  CE  Shipping  Production  Marketplace  Technical/other (describe) Huh?  Excessive overrun  Overrun greater than published %  Production  Marketplace  Technical/other (describe)  Got overrun on no overrun order  CE  Production  Technical/other (describe)  I canceled this order  CE  Shipping  Production  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 damaged  Product damaged  Both damaged  Carrier |
| **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 poorly  Shipping  Prod  Marketplace  Purchasing  Telescoping  Shipping  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  CE  Shipping (only masterpacks)  Production  Marketplace  Purchasing  Packed incorrectly  CE  Shipping  Production  Marketplace  Purchasing  Delivered to wrong address  CE  Shipping  Marketplace  IT  Product arrived too early/too late  CE  Shipping  Production  Marketplace  Carrier?  IT  Wrong carrier  CE  Shipping  IT  Other instructions not followed (describe)  CE  Shipping  Production  Marketplace  IT |
| **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 >  CE  Shipping  Purchasing  Production  <Made on Demand item did not match specifications>  Incorrect dimensions  CE  Production  Marketplace  Incorrect gauge  CE  Production  Marketplace  Incorrect product type  CE  Production  Marketplace  Incorrect material or additive  CE  Production  Marketplace  Incorrect packout (items per case or roll)  CE  Production  Marketplace  Purchasing  Incorrect film color/opacity  CE  Production  Marketplace  Incorrect venting placement  CE  Production  Marketplace  Incorrect printing or print plate  CE  Production  Marketplace  Incorrect ink colors  CE  Production  Marketplace  Other (describe)  CE  Production  Marketplace  IT |
| **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  Production  Purchasing  Marketplace  Gels  Production  Purchasing  Marketplace  Color/opacity (describe)  Production  Purchasing  Marketplace  Printing (describe)  Production  Purchasing  Marketplace  Other (describe)  Production  Purchasing  Marketplace |
| **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 open  Production  Purchasing  Marketplace  Other (describe)  Production  Purchasing  Marketplace |
| **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/missing  Production  Purchasing  Marketplace  Other (describe)  Production  Purchasing  Marketplace |
| **Other defect**  **Inputs**  *Other defect (\*describe)*  *\*Qty returning*  *\*Pickup address (prepopulated)*  *\*Lot numbers*  *Upload photo (optional)*  *Save changes/reset* | **Other (describe)**  Production  Purchasing  Marketplace |
| **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)**  CE  Shipping  Production  Purchasing  Marketplace  IT/technical issue |
| **N/A** | **No return, credit concession** |
| **N/A** | **Inspection – determined not to be defective or at fault** |