



NEW PROCESS

Defect Returns (RPT045)

Now: you no longer fill out RGN slips, file Black / Red Label requests in StoreFront, or key defects in the Store Portal.

7
STEPS BEFORE



3
STEPS NOW

THE OLD WAY

- 1 Print the RPT045 and check the defects.
- 2 Finalize the RPT045 in TAMS.
- 3 Fill out a DC RGN slip for each type.
- 4 Black / Red Label: start a return, type the RGN and tare count, submit. **STOREFRONT**
- 5 Go back later to see if NAPA approved it and download the tare label. **STOREFRONT**
- 6 Key the type, RGN # and period, submit. **STORE PORTAL**
- 7 Box it, label it, send it back.

THE NEW WAY

- 1 **Print the RPT045 and check it.**
Every defect on the report should be at the store. Fix anything missing or extra first.
- 2 **Finalize the RPT045 in TAMS.**
One report per disposition, or one with all of them. Each report gets one RGN.
- 3 **Open the email, box it, ship.**
Print the RGN form and RPT045. Black / Red Label: the tare label is in the same email.

StoreFront: you do not open it.

WHAT THE OFFICE DOES IN BETWEEN

Makes one RGN per RPT045. For Black and Red Label it files the StoreFront request with a 1-box tare, waits for NAPA to approve, then sends you ONE email. Watches for the credit.

WAIT FOR THE EMAIL

Core Defects: ~5 min. Black Label: ~15 min. Red Label: a few hours (a DC person approves). **Don't ship Black / Red without the tare.**

CILOW

No RGN and no email. Keep handling CILOW parts the way you do today. Need more than 1 box on a tare? Call the office first.