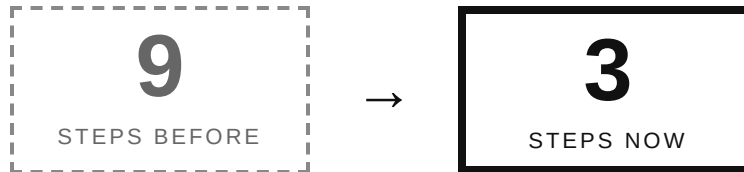




NEW PROCESS

Over \$100 Returns

Now: you no longer type Over \$100 returns into StoreFront or the Store Portal. The Command Center files them for you.



THE OLD WAY

- 1 Find the part on the Over \$100 list.
- 2 Sign in to NAPA Connect, open Gateway, open StoreFront. **STOREFRONT**
- 3 Start a new return and pick the return type. **STOREFRONT**
- 4 Look up the NAPA order number, type it in, and find the part. **STOREFRONT**
- 5 Type the RGN and the tare count, then submit. **STOREFRONT**
- 6 Go back in later to see if NAPA approved it. **STOREFRONT**
- 7 Find the request in the Return Log and download the tare label. **STOREFRONT**
- 8 Enter the return so the credit gets tracked. **STORE PORTAL**
- 9 Print the label, bill it out, send it back.

THE NEW WAY

- 1 **Click Return.**
Over \$100 card on the To-Do page in the Command Center. Pick the quantity, click Return.
- 2 **Open the tare email and print the label.**
It lands in your store mailbox when NAPA approves (usually 24 to 48 hours). The office is copied.
- 3 **Bill it out, tape the label, cage it.**
Bill out to account 24 + your store # with the RGN as the PO. In the cage within 2 days.

StoreFront: you do not open it.

WHAT THE COMMAND CENTER DOES IN BETWEEN

Files the return with NAPA using our RGN, watches for NAPA's answer, pulls the tare label and emails it to you, clears the card when TAMS shows the bill-out, and watches for the credit.

DO IT RIGHT AWAY

NAPA only takes an Over \$100 back within **15 days of billing** (AAG and WTT: **30 days**). Click Return the day you know it is going back.

IF NAPA SAYS NO

You get an email with NAPA's reason. **Keep the part.**
Nothing to bill out.