



NEW PROCESS

Shortages & Damaged Parts

Now: you no longer file Over / Short or Damaged claims in StoreFront for orders the DC bills to your store.

8

STEPS BEFORE



2

STEPS NOW

THE OLD WAY

- 1 Check the order in and receive it short or damaged in TAMS.
- 2 Sign in to NAPA Connect, open Gateway, open StoreFront. **STOREFRONT**
- 3 Start an Over / Short or Damaged claim. **STOREFRONT**
- 4 Look up the NAPA order number and type it in. **STOREFRONT**
- 5 Find the part, type how many are short or damaged, submit. **STOREFRONT**
- 6 Go back in later for NAPA's answer. **STOREFRONT**
- 7 Enter the claim so the credit gets tracked. **STORE PORTAL**
- 8 If the part shows up late, sort out the claim you already filed.

THE NEW WAY

- 1 **Check the order in and receive it short or damaged in TAMS.**
Close it out with the real quantities. For a shortage, that is all you do.
- 2 **Damaged only: print the tare and send it back.**
When NAPA approves, you get an email with the tare. Tape it on and send it on the DC truck within 2 days. **Do not bill it out in TAMS.**

StoreFront: you do not open it.

IF THE PART SHOWS UP LATE

Receive it in TAMS like normal. If the claim wasn't filed yet, it drops off the list by itself.

WHAT THE COMMAND CENTER DOES AFTER YOU RECEIVE IT

Same day

Reads your receiving report (SCR053).



Files it

Over / Short or Damaged request with NAPA on that order.



NAPA answers

Approved, or declined with the reason.



Then

Watches for the credit and closes it.

WHICH ORDERS

DC stock orders (PO ends in N), NAPA Online (NXP) the DC bills, and factory directs (PO ends in F) billed to your store. See each one in **RGN Tracking**, with NAPA's answer.

NOT CHANGING

- **Transfers from 801** (PO ends in -801B): not filed with NAPA.
- **Damage on a factory direct / UPS delivery:** claim with the carrier, as today.
- **Price problems:** handle them as today.
- Anything you already filed in StoreFront stays as it is.