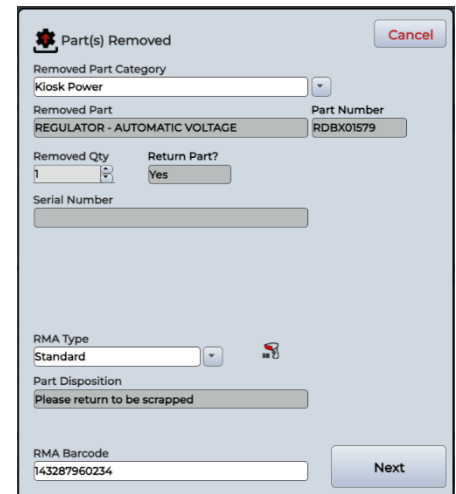# Declining RMA Parts in the WOS

Purpose

This document provides written instruction for declining the replenishment of a part that is slated for replenishment as part of the RMA process when the FST has an adequate amount of that part in their trunk stock or warehouse inventory. This new functionality is a necessary step in inventory control.
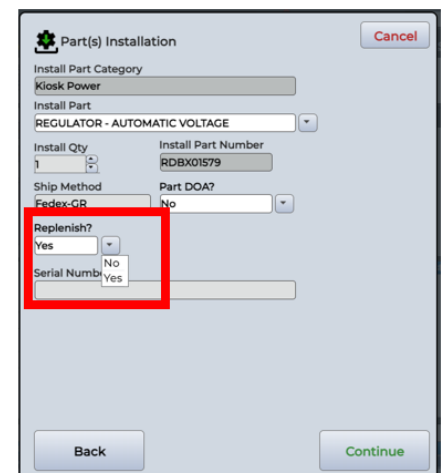
Procedure

1. The FST acknowledges the work order and places themselves in route to the site.
2. Complete the Trip Detail portion of the work order upon arrival.
3. Add a task line item for the Troubleshooting step (if applicable).
4. Begin the task line item that will document the usage of the part and document the consumption of the part.
5. After indicating a Resolution of "Replaced" in your task line item, complete the Part(s) Removed pop-up. This example shows the replacement of an AVR.

    - Choose the part you replaced from the Removed Part Category dropdown
    - Choose the RMA type
    - Scan the RMA barcode you will be using to return the part into the RMA barcode field.
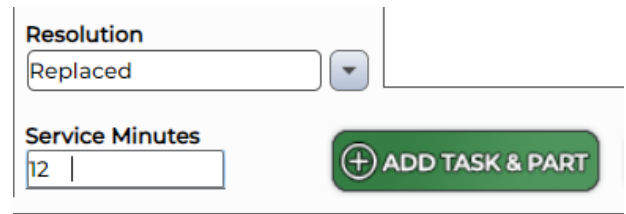
6. Complete the Part(s) Installed pop-up.

    - Choose the part you installed from the Install Part Dropdown
    - Indicate if the part was DOA by choosing "Yes" or "No" from the Part DOA dropdown
    - Indicate if you would like the part to be replenished by choosing "Yes" or "No" from the Replenish dropdown.
        - Choose "No" if you have adequate inventory in your trunk stock. This will allow you to ship back the part if required and not receive a replacement part
        - Choose "Yes" if you would like a replacement part for the part you have just removed.

7. **Enter the service minutes it took to replace in the Service Minutes field, the press "Add Task & Part"**

Resolution

Replaced

Service Minutes

12

ADD TASK & PART

8. **Add any additional task line items that are required to document your work.**

9. **Indicate if the kiosk is operational and complete the Technician's Comments section.**

10. **Press Save & Complete" to submit the work order.**

FINISH WORK ORDER

Is the kiosk operational?
- Yes (Kiosk fully functional)
- No (Select all reasons for revisit)

WORK ORDER TOTALS

Total Service Minutes 12

Total Parts Consumed 0

Technician's Comments   Character Count: 107\25

Date; Initials; Hold time if accrued; What you found; What you did; Parts consumed; State of kiosk

SAVE & COMPLETE