1. **PURPOSE**

The purpose of this procedure is to outline the steps to effectively return a new part from a TEPS/AMD customer into inventory.

2. **SCOPE**

Entering the return Sales Order correctly and completely will enable employees to efficiently research billing questions and transactions.

3. **DEFINITIONS**

Returning a new part: the returned parts are only accepted if the part can be resold as new.

4. **RESPONSIBILITIES**

Parts Warehouse Employees  
Dock Attendant  
Parts Counter Employees  
Parts Supervisors  
Parts Managers
5. **PROCEDURE**

Begin by starting a Sales Order; refer to procedure [026.010.00 Parts Sales Order](#) for those steps.

**STEP 1.** Follow the policies and steps outlined for a new part returns in 176.025.00 Parts Return Policy and Procedure with the following changes:

Step 2. TEPS/AMD customer completes TRR form and delivers parts to the warehouse.
   a. Customer Requisition is the complete TRR number
   b. Customer Reference is the original Customer’s Purchase Order number or original Sales Order number.

Step 3. When you get the Apply return policy pop up
   a. Select the return reason code PA_Teps (Parts Teps)
   b. You will need to choose the Return reason code a 2nd time PA_Teps (Teps Return)
   c. Click the Apply button

Step 4. Verify that the quantity and net amount are negative numbers on the sales order line(s)

![Apply return policy](apply_return_policy.png)

**Note:** Refer to 276.150.05 Parts Return Policy and Procedure to determine if a restocking fee should be applied
Step 5. If a restocking fee applies, click on the Sales Order action pane and then click on the Charges button

a. Charges code is PA-ReSTK
b. Category is Percent
c. Charges value is -20.00 for negative 20% (Make sure the charges value is a negative number)
d. Click Close

e. Note the dollar amount given on the Sales order lines.
Step 6. Go to the Sales Order Header View from the Show group. Change the TEPS Order Type to TEPS Stock.

Step 7. Click on the interfaces tab
   a. Click on the TEPS Authentication button in the Caterpillar webinterfaces group.
   b. The TEPS web-auth. Status should change to “success”.
Step 8. Click on the sales order action pane, in the Show group click on Line View
   a. From the View group click the Totals button. You should see a negative Invoice amount and a positive Total charges amount if you have charged a restocking fee.
   b. Also note that the customer should only be getting credit for the stock order price of the part. That should be 5% less than the amount shown in step 4E.

6. **APPLICABLE REFERENCES**

   026.010.00 Parts Sales Order
   176.025.00 Parts Return Policy and Procedure
   276.150.05 Parts Return Policy for TEPS-AMD-ISD Dealers