

VRMA Disposition			
(Company Logo Here)	Document #: PTP-QUA-0120	Revision: 0	Date: 10/08/2018
	Author: Cathy Hennes	Approver:	Page: 1 of 10

PURPOSE:

When an item has been processed through the MRR to VRMA, there needs to be a determination if the item will be returned to the Vendor (for credit or replacement), scrapped, or reworked in-house (at Company). The VRMA Disposition allows the user to scrap the item, process a return, or take credit for in-house rework cost.

Note: If it is determined that the item will be scrapped or reworked in-house and no credit will be provided by the Vendor then this can be managed on the MRR and no VRMA needs to be loaded or dispositioned.

WORK INSTRUCTION:

Table of Contents:

General Logistics	1	(Page 4 shows where to load cost for credit of in-house rework cost)
Return	5	
Scrap	8	

Prior to completing any VRMA, confirm that the MRR has been adequately addressed and the root cause has been documented in the MRR.

General Logistics

1. With the **QC Vendor RMA Maintenance** form opened, process the following tabs with the following information
2. VRMA Header

VRMA Num: 102	Create Date: 7/26/2018
Item: 306467B	Status: <input type="text" value="Open"/>
LOAD CELL 0-200KG CAPACITY; S/S IP68	<input type="button" value="Scrap Matl"/>
Orig Vend Num: <input type="text" value="V001600"/> BLUFF CITY ELECTRONIC	<input type="button" value="Return Matl"/>
Rcvr Num: 100,328	Cause: <input type="text" value="47"/>
MRR Num: 783	Reason: <input type="text" value="3"/>
Current Unit Cost: 356.42	<input type="button" value="Receive Matl"/>
	<input type="button" value="Paperwork"/>

- a. **Original Vendor** field can always be changed as sometimes the vendors being used are third-party and the original vendor needs to be contacted on a return
- b. **Status** field remains Open until fully completed then can be changed to Closed

VRMA Disposition			
(Company Logo Here)	Document #: PTP-QUA-0120	Revision: 0	Date: 10/08/2018
	Author: Cathy Hennes	Approver:	Page: 2 of 10

c. **Cause** field can be revised

Cause:

Reason:

- 31 APPLICATION ERROR
- 32 COMPONENT ISSUE / FAULT
- 33 CUSTOMER CAUSED
- 34 DESIGN ISSUE
- 35 INCORRECT DOCUMENTATION / MISSING
- 36 FAILED TEST
- 37 DAMAGED IN SHIPPING / HANDLING
- 38 INCORRECT LABELING / IDENTIFICATION
- 39 MACHINE / MECHANICAL ISSUE
- 40 OPERATOR ERROR / MAN
- 41 MATERIAL ISSUE
- 42 METHOD / PROCESS TECHNIQUE
- 43 WRONG PART
- 44 SUPPLIER ISSUE
- 45 TOOLING ISSUE
- 46 INSUFFICIENT PACKAGING
- 47 TO BE INVESTIGATED

d. **Reason** field can be revised

Reason:

- 1 HOLD FOR EVALUATION
- 10 ABNORMAL WEAR
- 11 INCORRECT QUANTITY
- 12 WRONG PART
- 13 REJECTED BY QC
- 16 RETURNED VIA RMA
- 17 MISSING DOCUMENTATION / COC
- 19 DUPLICATE
- 2 ELECTRICAL ISSUE / DEFECT
- 3 COSMETIC ISSUE / DEFECT
- 4 FUNCTIONAL FAILURE
- 5 MECHANICAL DEFECT
- 6 NOT TO SPECIFICATION / FIT FOR PURPOSE
- 7 PROCESS FAULT
- 8 WRONG DELIVERY
- 9 INCORRECT ASSEMBLY

VRMA Disposition			
(Company Logo Here)	Document #: PTP-QUA-0120	Revision: 0	Date: 10/08/2018
	Author: Cathy Hennes	Approver:	Page: 3 of 10

e. **Shipping** tab: Make sure all fields are updated/populated

Shipping Paperwork Reference User Defined JBT

Vendor Tracking ID: Last Ship Code:

Shipping Vend Num: BLUFF CITY ELECTRONIC

VRMA Qty: 1.0000 Last Append Date:

Qty Scrapped: 0.0000 Last Ship Date:

Qty Returned: 1.0000 Last Receive Date:

Qty Back: 0.0000 Expected Receive Date:

Qty Expected:

f. **Paperwork** tab: Contact information for vendor and a specific contact person

Shipping Paperwork Reference User Defined JBT

Paperwork Only

Warranty

Internal Contact:

Internal Phone:

Internal Fax:

Internal Email:

g. **Reference** tab: Allows documentation of Vendor PO Number and the Voucher button used by the SSC only

Shipping Paperwork Reference User Defined JBT

PO Num:

Voucher:

h. **User Defined** tab: Not used at this time

Shipping Paperwork Reference User Defined JBT

Charfid1:

Charfid2:

Charfid3:

Datefid:

Logifid

Decifid1:

Decifid2:

Decifid3:

VRMA Disposition			
(Company Logo Here)	Document #: PTP-QUA-0120	Revision: 0	Date: 10/08/2018
	Author: Cathy Hennes	Approver:	Page: 4 of 10

- i. **Vendor** tab: Allows the RMA number along with the unit cost information if costs changed for the item over time, along with quantity being returned and voucher total cost (used in the Voucher process)

Shipping
Paperwork
Reference
User Defined
JBT

RMA:

Unit Cost:

Quantity Returned:

Additional Cost:

Voucher Total Cost: 0.00000

Note: In the Additional Cost field is where your Rework Hours and Labor Costs are added when Rework In-House is completed. Gather your figures from the Shop Floor and add them in this field.

VRMA Disposition			
(Company Logo Here)	Document #: PTP-QUA-0120	Revision: 0	Date: 10/08/2018
	Author: Cathy Hennes	Approver:	Page: 5 of 10

Return

1. Open the **QC Vendor RMA Maintenance** form and open your VRMA

JBT QC Vendor RMA Maintenance ×

VRMA Num	Q	U	W	Y	Y	Y	Y	Y	Y
1	66	C							
2	106	C							
3	112	C							
4	102	C							
5	101	C							
6	80	C							
7	81	C							
8	89	C							
9	79	C							
10	70	C							
11	98	C							
12	95	C							
13	78	C							
14	96	C							
15	72	C							
16	82	C							
17	86	C							
18	9	C							

VRMA Num: 98 Create Date: 7/19/2018
 Item: 405-20-0798-016 Status: Open
 DRIVE, VARI. FREQ. 400-460V 1.0HP
 Orig Vend Num: V001166 CRESCENT ELECTRIC SUPPLY NWC
 Rcvr Num: 108,615 Cause: 47
 MRR Num: 827 Reason: 2
 Current Unit Cost: 237.72

Buttons: Scrap Matl, Return Matl, Receive Matl, Paperwork

Shipping Paperwork Reference User Defined JBT

Vendor Tracking ID: [] Last Ship Code: []
 Shipping Vend Num: V001166 CRESCENT ELECTRIC SUPPLY NWC

VRMA Qty: 1.0000 Last Append Date: 7/19/2018 11:28:50 AM
 Qty Scrapped: 0.0000 Last Ship Date: 7/19/2018 11:28:50 AM
 Qty Returned: 1.0000 Last Receive Date: []
 Qty Back: 0.0000 Expected Receive Date: []
 Qty Expected: 1.0000

2. Click on the **Return Matl** button

Return Matl

The QC Miscellaneous Issue (Modal) form opens

JBT QC Vendor RMA Maintenance QC Miscellaneous Issue (Modal) ×

Warehouse: SAN1 By Container Status: Return
 Item: 405-20-0798-016 Container:
 DRIVE, VARI. FREQ. 400-460V 1.0HP
 On Hand: 22.000 PC

Detail Serial Numbers Pieces Container Contents Process

Quantity: 1.000 PC
 Reason: RTV RETURN TO VENDOR
 Account: 120151 FC
 Inventory to Research
 Location: QC-HOLD
 Lot:
 Import Document ID: []
 Transaction Date: 11/11/2018 1:25:10 PM
 Document Number: []

VRMA Disposition			
(Company Logo Here)	Document #: PTP-QUA-0120	Revision: 0	Date: 10/08/2018
	Author: Cathy Hennes	Approver:	Page: 6 of 10

- Confirm the **Quantity** field with the number of items from the VRMA needing to be returned

Quantity* PC

- Status field on the form will show **Return**

Status: Return

- Update the **Location** field for the correct location (change from QC Hold to location)

Location*

- Click the **Process** button

Process

- Click the **Yes** button that you want to print a packing slip

i Infor SyteLine (Test_SAN1) - QC Miscellaneous Issue (Modal) ×

Do you want to print the packing slip now?

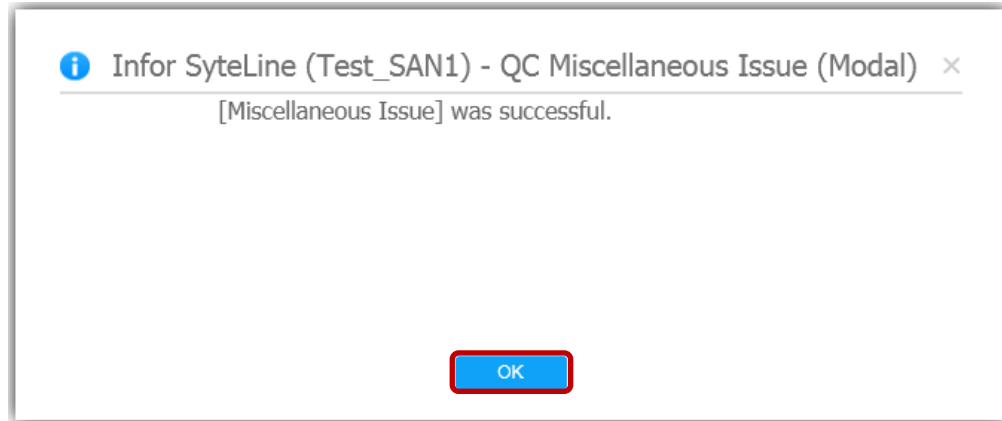
- Click the OK button that the report has been submitted

i Infor SyteLine (Test_SAN1) - QC Miscellaneous Issue (Modal) ×

Report Submitted

VRMA Disposition			
(Company Logo Here)	Document #: PTP-QUA-0120	Revision: 0	Date: 10/08/2018
	Author: Cathy Hennes	Approver:	Page: 7 of 10

9. Click the OK button that the processing was successful



10. Form closes, returning you to your VRMA

11. Locate Outlook and open the report that was emailed to you



12. Close the email and close the VRMA until the item is returned by the Vendor

VRMA Disposition			
(Company Logo Here)	Document #: PTP-QUA-0120	Revision: 0	Date: 10/08/2018
	Author: Cathy Hennes	Approver:	Page: 8 of 10

Scrap

1. Open the **QC Vendor RMA Maintenance** form and open your VRMA

JBT QC Vendor RMA Maintenance x

VRMA Num	Item	VRMA Num	Item
1	66 C		
2	106 C		
3	112 C		
4	102 C		
5	101 C		
6	80 C		
7	81 C		
8	89 C		
9	79 C		
10	70 C		
11	98 C		
12	95 C		
13	78 C		
14	96 C		
15	72 C		
16	82 C		
17	86 C		
18	9 C		

VRMA Num: 106
 Item: 405-20-0936
 DO NOT SELL USE 405-20-0936-PROGRAMMED
 Orig Vend Num: V001463 AUTOMATION ZONE INC
 Rcvr Num: 123,659 Cause: 44
 MRR Num: 909 Reason: 2
 Current Unit Cost: 2,767.34

Create Date: 8/1/2018
 Status: Open

Buttons: Scrap Matl, Return Matl, Receive Matl, Paperwork

Shipping Paperwork Reference User Defined JBT

Vendor Tracking ID: [] Last Ship Code: []
 Shipping Vend Num: V001463 AUTOMATION ZONE INC

VRMA Qty: 1.0000 Last Append Date: 8/1/2018 2:56:13 PM
 Qty Scrapped: 0.0000 Last Ship Date: 8/1/2018 2:56:13 PM
 Qty Returned: 1.0000 Last Receive Date: []
 Qty Back: 0.0000 Expected Receive Date: []
 Qty Expected: 1.0000

2. Click on the Scrap Mtl button

Scrap Matl

The QC Miscellaneous Issue (Modal) form opens

JBT QC Vendor RMA Maintenance QC Miscellaneous Issue (Modal) x

Warehouse: SAN1 By Container Status: Scrapped
 Item: 405-20-0936 Container:
 DO NOT SELL USE 405-20-0936-PROGRAMMED
 On Hand: 1.000 PC

Detail Serial Numbers Pieces Container Contents Process

Quantity: 1.000 PC
 Reason: RTV RETURN TO VENDOR
 Account: 120151 FC
 Inventory to Research
 Location: QC-HOLD
 Lot:
 Import Document ID: []
 Transaction Date: 11/11/2018 12:35:23 PM
 Document Number: []

3. Confirm the **Quantity** field with the number of items from the VRMA needing to be scrapped

Quantity: 1.000 PC

VRMA Disposition			
(Company Logo Here)	Document #: PTP-QUA-0120	Revision: 0	Date: 10/08/2018
	Author: Cathy Hennes	Approver:	Page: 9 of 10

4. Status field on the form will show **Scrapped**

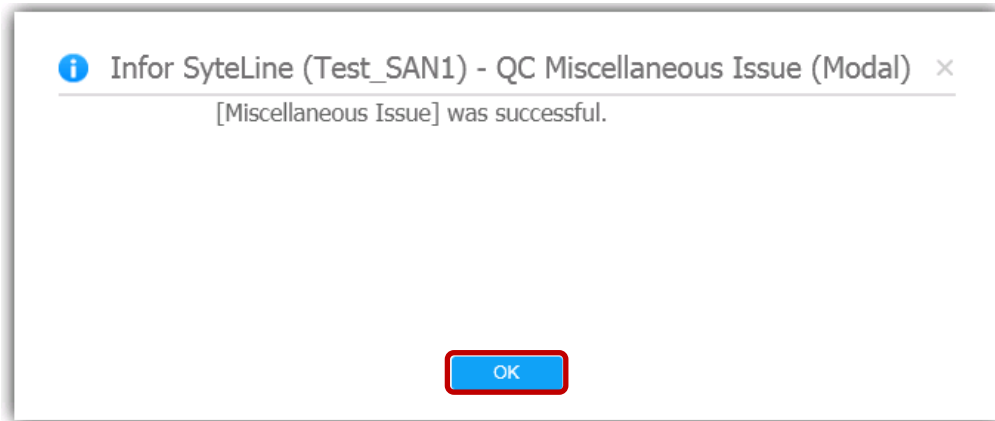
Status: Scrapped

5. Update the **Location** field for the correct location (change from QC Hold to location)

Location:

6. Click the **Process** button

7. Click the **OK** button that the processing was successful



8. Form closes, returning the user back to the VRMA

JBT QC Vendor RMA Maintenance

VRMA Num	Item	Create Date	Status
1 66 C			
2 106 C	405-20-0936	8/1/2018	Open
3 112 C			
4 102 C			
5 101 C			
6 80 C			
7 81 C			
8 89 C			
9 79 C			
10 70 C			
11 98 C			
12 95 C			
13 78 C			
14 96 C			
15 72 C			
16 82 C			
17 86 C			
18 9 C			

VRMA Num: 106	Create Date: 8/1/2018
Item: 405-20-0936	Status: Open
DO NOT SELL USE 405-20-0936-PROGRAMMED	
Orig Vnd Num: V001463	AUTOMATION ZONE INC
Rcvr Num: 123,659	Cause: 44
MRR Num: 909	Reason: 2
Current Unit Cost: 2,767.34	

Buttons: Scrap Matl, Return Matl, Receive Matl, Paperwork

Shipping | Paperwork | Reference | User Defined | JBT

Vendor Tracking ID: Last Ship Code:

Shipping Vnd Num: V001463 AUTOMATION ZONE INC

VRMA Qty:	1.0000	Last Append Date:	11/11/2018 12:38:35 PM
Qty Scrapped:	1.0000	Last Ship Date:	8/1/2018 2:56:13 PM
Qty Returned:	1.0000	Last Receive Date:	11/11/2018 12:38:35 PM
Qty Back:	0.0000	Expected Receive Date:	<input type="text"/>
Qty Expected:	<input type="text" value="0.0000"/>		

9. Number Scrapped becomes 1 where you can move to vouchering and/or crediting and closing the VRMA

VRMA Disposition			
(Company Logo Here)	Document #: PTP-QUA-0120	Revision: 0	Date: 10/08/2018
	Author: Cathy Hennes	Approver:	Page: 10 of 10

Revision History

Page(s)	Description	Rev	Date	Revised By
	New Document	0	10/08/2018	Cathy Hennes