

**Fixture + Décor Returns Post-Project**

**Guidelines + Process**

**April 2024**



## Guidelines + Standards

### What are the qualifiers of a fixture/décor return post-project?

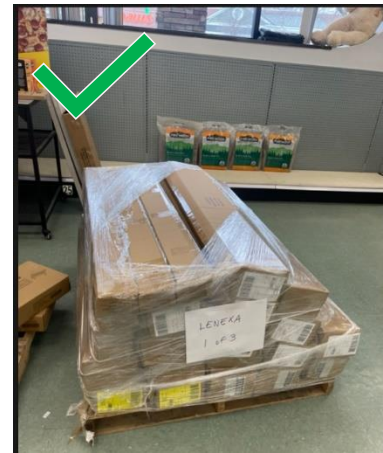
- Age of order
  - RSC returns = 30 days from date of shipment
  - Lenexa returns = 60 days from date of shipment
  - *No exceptions will be made*
- Condition of product
  - Product that is looking to be returned must be in NEW condition. If the condition of the product is determined non-returnable, a credit will NOT be issued for this product
    - NO open boxes OR partially used boxes of fixtures
    - NO water damage
    - NO torn up cases (weight damage, etc.)
- Value of product
  - Value of fixtures returning to the Lenexa RDC must be more than \$1K
  - No restriction on value of return for the RSC
- Origin of product
  - Product must be returned to the warehouse where it originated from
  - Lenexa RDC is on a different inventory system than the Ace Retail Support Centers – even if dually stocked, there is no way to credit inventory that originated from a different warehouse than it was returned to

### How should the return be documented and submitted for approval?

- Return must be documented using the Smart Sheet process (as seen on pages 5-8)
- Items must be separated and palletized by destination of fixtures
  - i.e. (x) number of pallets for Lenexa, (y) number of pallets for RSC, (z) number of pallets for transfer
  - items that are sent back to a source they did not originate from will NOT be credited
- Pallets must be clearly labeled with “LENEXA”, store #, city, state

- Pallets must be shrink wrapped thoroughly in order to ensure no damage to product
  - One layer of shrink wrap is NOT enough to protect from damage
  - Opti-paks will NOT be accepted as the Lenexa RDC has no way of using these or sending them to another Ace RDC
  - If pictures with Opti-paks are sent over for approval, you will be asked to palletize on a standard pallet and the return will not be submitted for approval until a new picture with the standard pallet is received (this only pertains to Lenexa, not the RSC returns).
- Once shrink wrapped and labeled, pictures of pallets must be sent to the Project Specialist to include with the RGA request

**Examples (Good):**



**All Examples Show:**  
 Standard Pallet  
 Labeled for Lenexa  
 Sufficient Shrink Wrapping  
 No fixtures overhanging pallets  
 Heavy boxes on bottom, lighter on top  
 Stored in covered area

**Examples (Bad):**



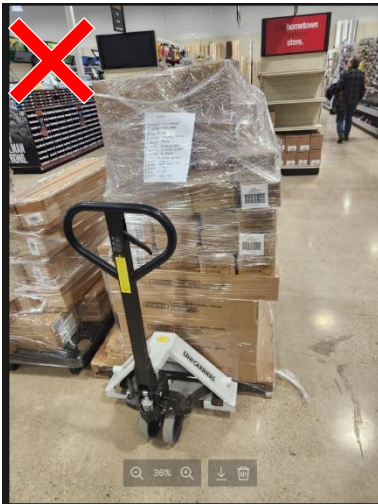
**Fixtures overhang  
Not enough shrinkwrap  
on bottom**



**Open Boxes  
Damaged boxes (bottom)  
Not wrapped**



**Fixtures overhanging pallet**



**Not enough shrink wrap  
on bottom  
Stacked awkwardly  
Stacked too high**



**Open Boxes  
Boxes stacked with  
"Do Not Stack" Fixture**



**Opti bottom, not standard pallet  
Product not from Lenexa (Hunter Fan)**



**Opti-pak in use, not  
Standard pallet**

## Roles + Responsibilities

- Project Specialist drafts fixture + décor order based off of ALL planograms reporting on merchandise plan
- Project Manager + Retailer reviews the fixture + décor order, removing any SKUs that are already in-house, will not be used for POG, etc.
- Project Manager + Retailer give Project Specialist approval to place the fixture + décor order once all modifications are complete
- Merchandise Service Organization receives + checks-in ALL fixtures + décor items week 1 of project
- Project Manager alerts Project Specialist of punch walk date and time via calendar invite no less than 1 WEEK before punch walk is conducted
- Once alerted of punch walk date, Project Specialist will update consolidated check-in to include any additional fixtures ordered during the course of the project, will sort in numerical order, and will move the RGA lines to the front of the sheet (AKA RGA prep) – this should be done no later than 3 days before the punch walk
- By the time the punch walk is conducted, the Merchandise Service Organization documents fixtures that should be returned for Project Manager and retailer review
- Project Manager blesses the return but takes anything off of the return that should truly be merchandised at the store. Project Manager fills in any missing reason codes for return.
- Project Manager + Merchandise Service Organization take pictures of pallets and loads them into line #1 of Consolidated Check-In sheet in Smart Sheet
- Project Manager informs the Project Specialist that the return is ready for audit through an @mention to PS through line #1 in Consolidated Check-in
- Project Specialist moves return on for final audit from Project Support Manager
- Project Support Manager moves return on for approval from RDC (Lenexa) Team

- Once return is approved by RDC Team, RDC Team schedules pick-up with common carrier and sends over return paperwork to Project Support Manager (return paperwork = placards for pallets + BOL)
- Project Support Manager passes on pick-up info + paperwork to Project Manager + Project Specialist
- Project Manager + Project Specialist inform store of pick-up and pass on paperwork
- Once freight company arrives on site to pick up, Retailer will take a picture of loaded trailer before departure to send back to Project Manager and Project Specialist. This helps with any damage claims that potentially need to be filed. See below disclaimers below for more information.
- Retailer communicates back to Project Manager and Project Specialist when return is picked up
- RDC receives return and audits said return
- Fixtures that are deemed returnable based on condition will be issued credit (minus return freight) by the Ace Care Center – this can be up to 1 month post receipt of the return

**Disclaimers:**

- 1. Project Manager is responsible to have Project Specialist to cancel any outstanding orders that are no longer needed for the project by end of project***
- 2. Retailer should not refuse fixtures unless given instruction to do-so by the Project Manager.***
- 3. Once pallets are sealed for return, nothing else may be added to the return request.***
- 4. Retailer is responsible for return transportation charges unless otherwise noted.***
- 5. Any product that is sent back to a warehouse from which it did NOT originate from, will be disposed of immediately, without notice, without credit.***
- 6. Any product that is sent back without paperwork will not be credited and will be disposed of.***

- 7. Fixtures that arrive with a "Do Not Stack" cone (white with red writing) are required to be returned with said cone. If the cone is missing, damage is inevitable due to fragile nature and the fixture will be marked as a damage, not credited, and disposed of.**
- 8. Return pallets should be stored in a controlled environment until pick-up. If left outside, even under tarps, the risk of damage via natural elements (rain, etc.) is far too great. No waterlogged fixtures will be credited and will be disposed of.**

## Process - Initiating a RGA on Smartsheet

1. Access the **Consolidated, Drop Ship & Décor** Sheet.

	Source/Note	SKU	MFG #	Description	Order Qty	Quantity Returned	Reason Code	Cancel Backorder (Item Not Needed)	RGA	Checked In	Priority
33	Princeton	9018440	A-IDB-LAND-S	LED LANDSCP LIGHT DSPLYR	1	2	2 - Order Submission	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
34	Princeton RSC Truck 1/6	9018475	41309	AISLE MARKR SIGN KIT	1			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
35	Suffolk	9018707	41350	RUST PAINT SIGN KIT	1			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
36	Suffolk	9018977	41352	BEAM OVRHNG BRACKT KIT	1	1	2 - Order Submission	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
37	Suffolk	9018978	41353	LIGHT BEAM OVRHNG 36"	1	1	2 - Order Submission	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
38	La Crosse 1/4	9019014	41355	TOILET REPAIR SIGN KIT	1			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
39	Suffolk	9019607	350383	CHLK PNT POP DSPLY18.5"W	1			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
40	La Crosse 1/4	9021977	41339	GRILL FENCE DIVIDER	12	1	2 - Order Submission	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
41	Sacramento 1/6	9022806	54309	TUBE PIPE&SUPLY LIN HOOK	1			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
42	Princeton RSC Truck 1/6	9023690	1022218-A	AIR FLTR SHLF DIVDR KIT	1			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
43	Suffolk	9024940	9081126-PURCH	BROOM LOOP HOOK 18"	2			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
44	Suffolk	9026053	1023313-00U0014	EXTENSION POLE HOLDER	1	1	2 - Order Submission	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
45	Transfer from Sugar Grove	9027411		CROSS BAR 48" D/DISPLAY	1			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
46	Suffolk	9027411	1023368-2PK	CROSS BAR 48" D/DISPLAY	13			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
47	Suffolk	9027472	109513-ACE	TICKT HOLDR SLF PRC100PK	1			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
48	Princeton RSC Truck 1/6	9028816	1023794-PK50014	DISPLAY GRDN TOOL HOOK B	6	2	2 - Order Submission	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
49	Suffolk	9029533	22815	SUPPLY LINE HOOKS	7			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
50	Suffolk	9031931	51282	PRESSURE WASHER SIDEKICK	1			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
51	La Crosse 1/4	9031936	1023246-05PK2	POWER BAR W/HOL48X14	1	1	2 - Order Submissio	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

2. Find the fields highlighted in purple:

Source/Note	SKU	Description	Order Qty	Quantity Returned	Reason Code	RGA	Cancel Backorder (Item Not Needed)
<b>BACKORDER LENEXA</b>	<b>9009322</b>	<b>BAND SAW BASKET RACK</b>	1			<input type="checkbox"/>	<input type="checkbox"/>
LENEXA 5/9	9009825	PRY BAR HOOK 2PK	1			<input type="checkbox"/>	<input type="checkbox"/>
LENEXA 5/9	9033392	Power Tools Craftsman Si	1			<input type="checkbox"/>	<input type="checkbox"/>
<b>BACKORDER LENEXA</b>	<b>9033727</b>	<b>FIVE DOLLR PAINT SGN KIT</b>	1			<input type="checkbox"/>	<input type="checkbox"/>
LENEXA 5/9	9033734	KEY CUTTING SHROUD	1			<input type="checkbox"/>	<input type="checkbox"/>
<b>BACKORDER LENEXA</b>	<b>9902313</b>	<b>POUCH W/HANGNG HOLE 4X6"</b>	1			<input type="checkbox"/>	<input type="checkbox"/>
LENEXA 5/9	91095	HOOK FSTBK SCAN 6" BX100	1			<input type="checkbox"/>	<input type="checkbox"/>
LENEXA 5/9	91099	HOOK FSTBK SCAN 12"BX100	1			<input type="checkbox"/>	<input type="checkbox"/>
LENEXA 5/9	9001629	COUNTER DISPLAY BLK 6'L	1			<input type="checkbox"/>	<input type="checkbox"/>
LENEXA 5/9	9006412	DISPLAY TOILET SEAT	1			<input type="checkbox"/>	<input type="checkbox"/>
LENEXA 5/9	9007308	WIRE BN FRNT 3X48CHR20PK	1			<input type="checkbox"/>	<input type="checkbox"/>
LENEXA 5/9	9007539	LARGE HOLE SAW SHELF	1			<input type="checkbox"/>	<input type="checkbox"/>
LENEXA 5/9	9007540	SMALL HOLE SAW SHELF	1			<input type="checkbox"/>	<input type="checkbox"/>
RSC- LOXLEY 5/9	9008208	UPRIGHT BRACKET	1			<input type="checkbox"/>	<input type="checkbox"/>



3. Find the line of the item that needs to be returned.

Source/Note	SKU	Description	Order Qty	Quantity Returned	Reason Code	RGA	Cancel Backorder (Item Not Needed)
LENEXA 5/9	9273616	DREMEL TOOL HOLDER	4			<input type="checkbox"/>	<input type="checkbox"/>

4. Enter the quantity of the returned item.

Source/Note	SKU	Description	Order Qty	Quantity Returned	Reason Code	RGA	Cancel Backorder (Item Not Needed)
LENEXA 5/9	9273616	DREMEL TOOL HOLDER	4	4		<input type="checkbox"/>	<input type="checkbox"/>
LENEXA 5/9	9608415	CRS TUBE DIV BLK 19"L	4	1		<input type="checkbox"/>	<input type="checkbox"/>

5. Enter the reason code for the return from the drop down menu.

Source/Note	SKU	Description	Order Qty	Quantity Returned	Reason Code	RGA	Cancel Backorder (Item Not Needed)
LENEXA 5/9	9273616	DREMEL TOOL HOLDER	4	4	4 - Order Submission - Scope Change	<input type="checkbox"/>	<input type="checkbox"/>
LENEXA 5/9	9608415	CRS TUBE DIV BLK 19"L	4	1	5 - Reporting - POG Error	<input type="checkbox"/>	<input type="checkbox"/>

6. Select the RGA box.

Source/Note	SKU	Description	Order Qty	Quantity Returned	Reason Code	RGA	Cancel Backorder (Item Not Needed)
LENEXA 5/9	9273616	DREMEL TOOL HOLDER	4	4	4 - Order Submission - Scope Change	<input checked="" type="checkbox"/>	<input type="checkbox"/>
LENEXA 5/9	9608415	CRS TUBE DIV BLK 19"L	4	1	5 - Reporting - POG Error	<input checked="" type="checkbox"/>	<input type="checkbox"/>

7. Hit Save.

8. Repeat until all items for the RGA have been entered.

9. Once completed please notify the PS via email with the pallet count of the Lenexa return.

**Anomalies – what do I do?**

**1. I have more to return than the quantity of the SKU on the consolidated check-in. What do I do?**

- a. Fill out the max quantity for the line that is in the consolidated check-in for the RGA
- b. For the remaining quantity, write in that SKU # + remaining quantity at the bottom of the consolidated check-in
- c. Follow the RGA steps for this line
- d. Put aside on a pallet – the Project Specialist will alert you where these will go

**2. I have a SKU to return that is not on my consolidated check-in. What do I do?**

- a. Write in that SKU # + quantity at the bottom of the consolidated check-in

- b. Follow the RGA steps for this line
- c. Put aside on a pallet – the Project Specialist will alert you where these will go

10. The PS will then review and enter any missing information for items needed. Upon review, the RGA will then sent the RDC Manager for approval.

### Cancel Backorders:

While the Punch Walk and RGAs are being completed PM has the ability to filter to the store's backorders on the **Consolidated, Drop Ship & Décor** Sheet and the PM can check off items that the PS will then cancel the backorder.

RGA	Quantity Returned	Reason Code	Cancel Backorder (Item Not Needed)
<input type="checkbox"/>			<input type="checkbox"/>
<input type="checkbox"/>			<input checked="" type="checkbox"/>
<input type="checkbox"/>			<input type="checkbox"/>
<input type="checkbox"/>			<input type="checkbox"/>
<input type="checkbox"/>			<input type="checkbox"/>
<input type="checkbox"/>			<input type="checkbox"/>
<input type="checkbox"/>			<input type="checkbox"/>
<input type="checkbox"/>			<input type="checkbox"/>

PS will submit a request to have the following lines that have been identified to be cancelled.