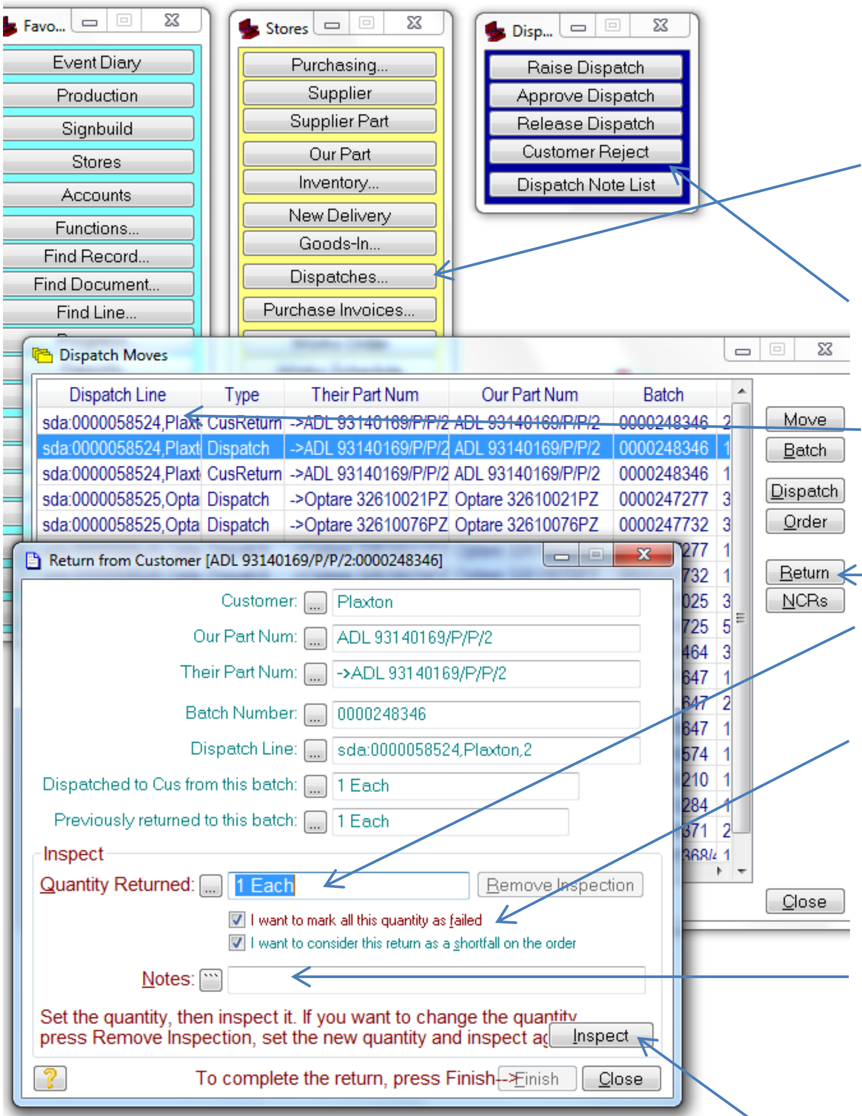
How to – Log a customer reject/return, resolve it & raise a Non Conformance Report (NCR).



The first step is to log a customer return.

From the "Stores" ribbon select "Dispatches".

From the "Dispatches ribbon select "Customer Reject"

Find the Dispatch Line that you wish to log the return against.

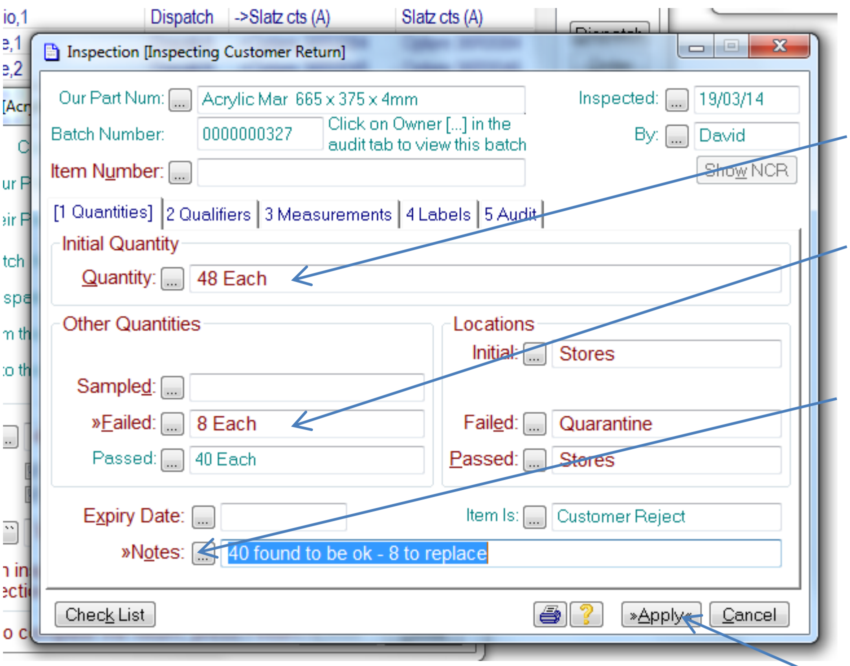
Click "Return"

Enter the quantity involved

Please tick the boxes as appropriate. By ticking the lower box, a demand will be created in Match-IT for replacements.

Open the Notes box, enter the customer ref' (their QCR etc) brief details if the failure *(eg. "Poor finish" or "Undersize" etc)* and add your "Date & Time".

Next click "Inspect" to do so.

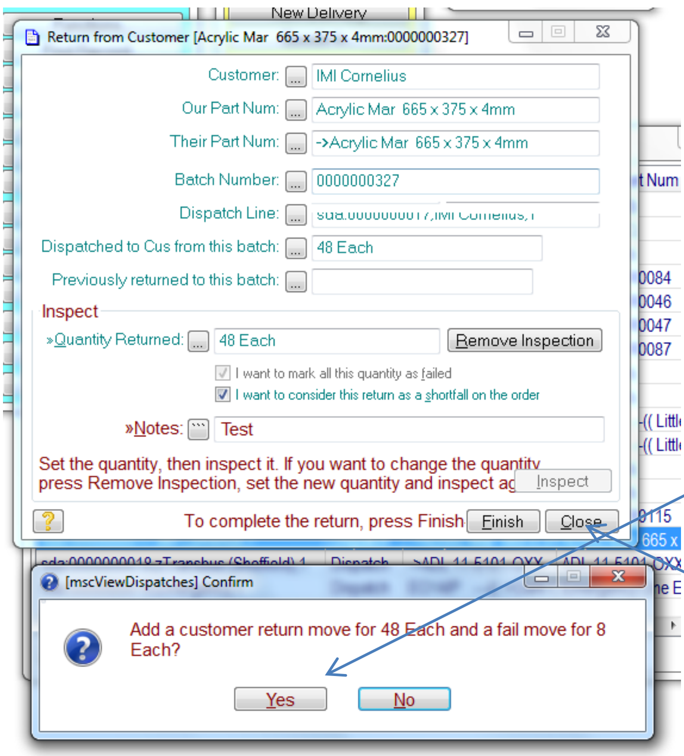


In the inspection window enter the quantity to be rejected.

Usually the "Failed" quantity will be the same as the one above.

You can further use the Notes box to enter an explanation (this will appear on the report below *).

When finished click on "Apply".



The confirmation window will pop up with a summary of your action, if it is correct click "Finish" and "Yes".

If not, click No to go back a step or two.

When finished, click "Close"

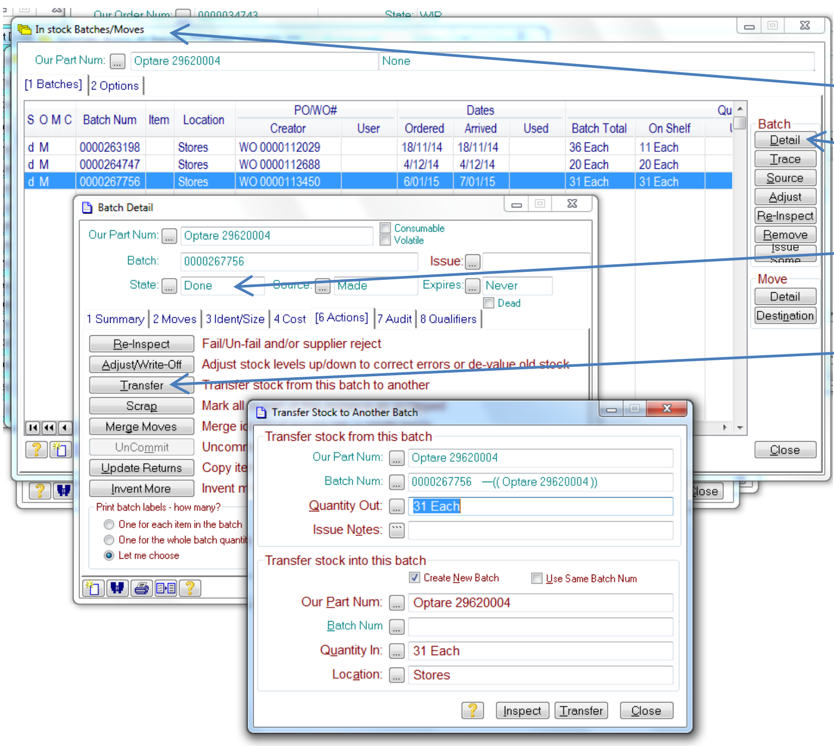
You have now "Returned" the goods, the next step is to decide how to satisfy the customer's requirements.

The options will be one of the following;

1. **Credit and replace**
2. **Replace free of charge**
3. **Re-work free of charge**
4. **Credit and consider complete**
5. **Argue the rejection either out of hand, or discuss a concession**

As mentioned above, logging the return will mark the original Sales Order incomplete and raise a demand for the 'returned' shortfall within Match-IT. This will deal with the manufacture of replacements, but the *"credit" or "free of charge"* options require manual intervention at the 'Sales Order' level. How to raise a credit is detailed at the bottom of this document.

<u>In 1 & 2</u> - If the returns are to be fully scrapped (ie not suitable for re-work), then the default position of Match-IT is to re-make complete and no further intervention is required (except regarding credit vs FOC above). However, it may be expedient to see if there are some new parts either in stock or in progress that can be used as replacements to satisfy the demand more promptly than making from scratch. If so, a 'Transfer' of an existing 'Batch' to the replacement 'Sales Order' demand might be appropriate.



A 'Transfer' is done by locating a 'Batch' that you want to transfer.

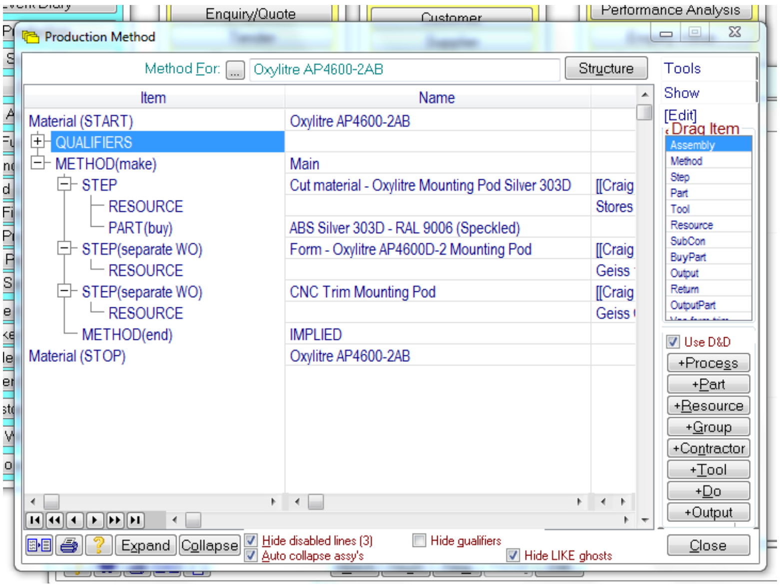
Click on 'Detail', then

It has to be a 'Done' batch to allow a transfer

Click 'Transfer'

In the next window you can transfer the batch, or part of it, from one demand to another. You can also use this function to change one material or step into another.

<u>In 3</u> – Where re-work is practical, you have to 'Adjust In' a 'Batch' quantity, to place the returned stock at the correct step for re-work.

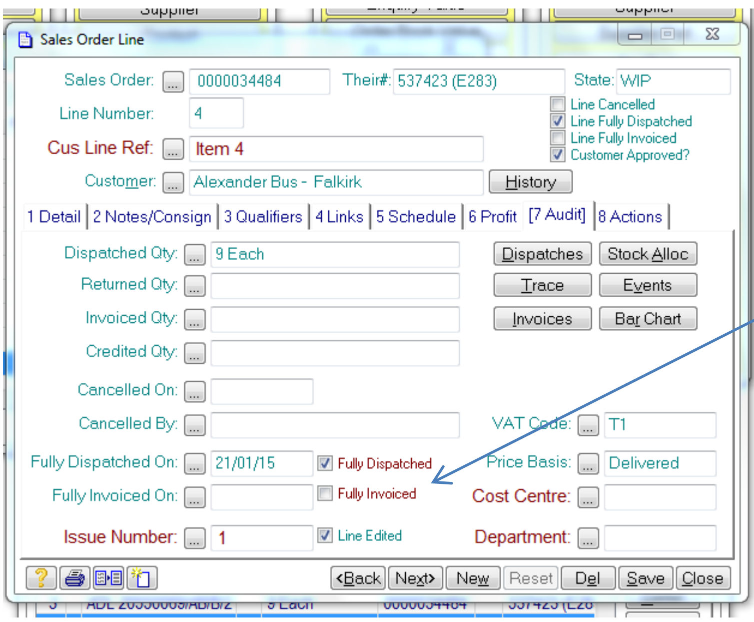


Eg:

If this customer has rejected some of these because the trim was incorrect, and we decide that we can re-trim correctly (either back on the CNC, or a tweak by hand), then the 'Returns' would need to be shown in-stock at the forming step, ready for (re) trimming.

This would then be recognised on the next re-schedule to satisfy the shortfall in the now incomplete Sales Order.

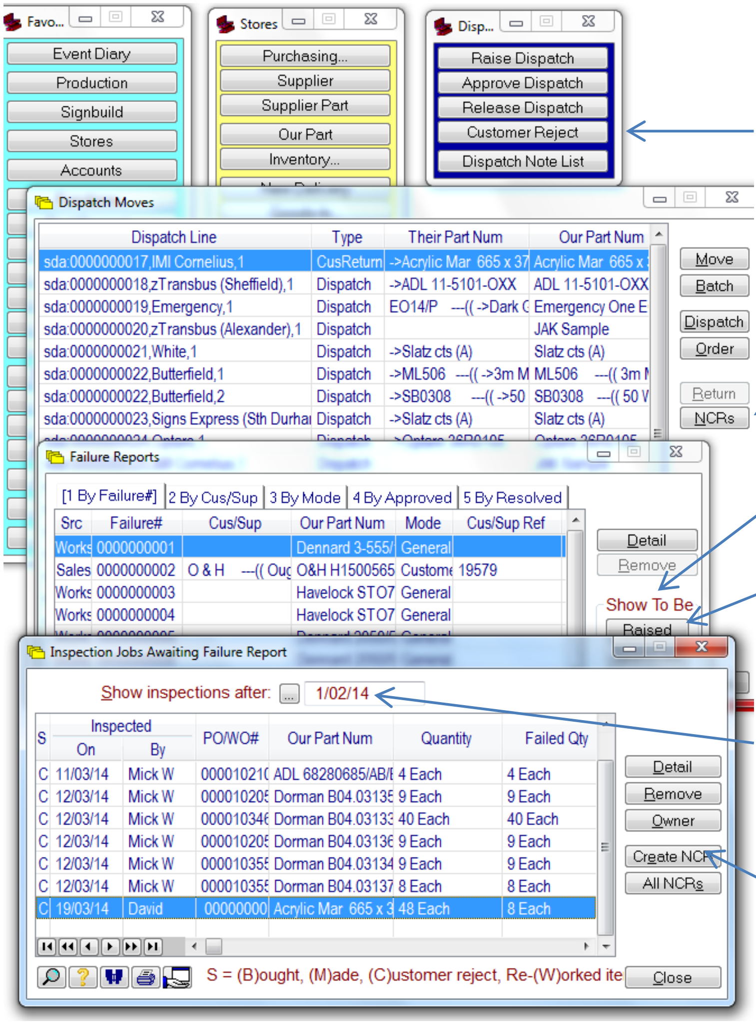
__In 4__ – Where the customer is happy to take credit and does not require either replacement or re-work, there are two things to do, the first is to raise a credit note for the customer. This is an Accounts function and how to do it is described at the bottom of this How To. The next thing to do is to (re) close off the Sales line – it will already have been closed, but the process of 'Return' above, will have re-opened one or both of these boxes.



This is done by (re) ticking the boxes in the Sales Order line 'Tab 7 Audit' as Fully Dispatched and Fully Invoiced.

Several customers have their own NCR routine and documentation, where this is the case we will follow that. For customers who do not have a formal NCR system in place, raising our own NCR in Match-IT, will give us traceability and a formal response to the customer.

To raise a J & A Kay NCR



Back in the "Customer Reject" menu.

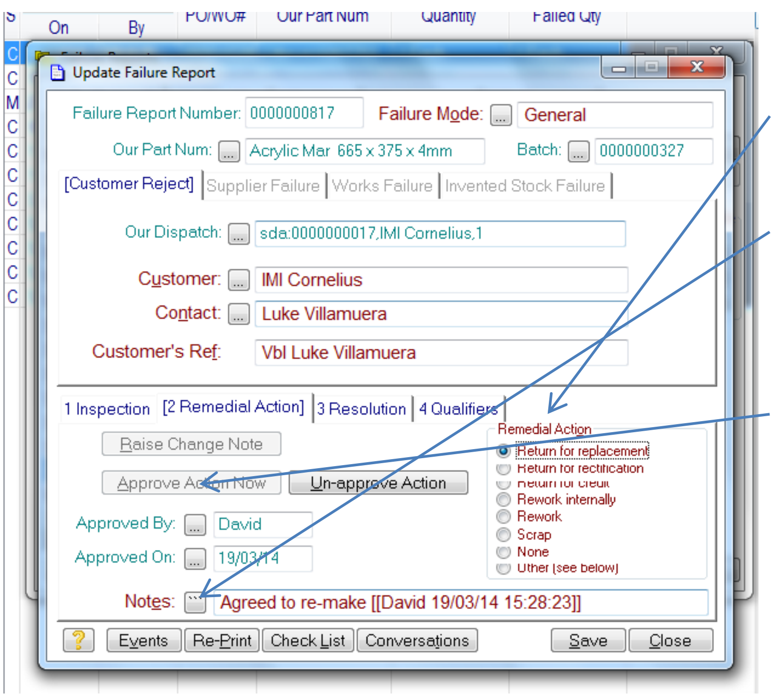
Next click on "NCRs"

Then in the next window click in "Show To Be"

Click "Raised"

Locate the job that you want to create the NCR for. To help you can further filter by using the date function.

When you have found the record, click "Create NCR"

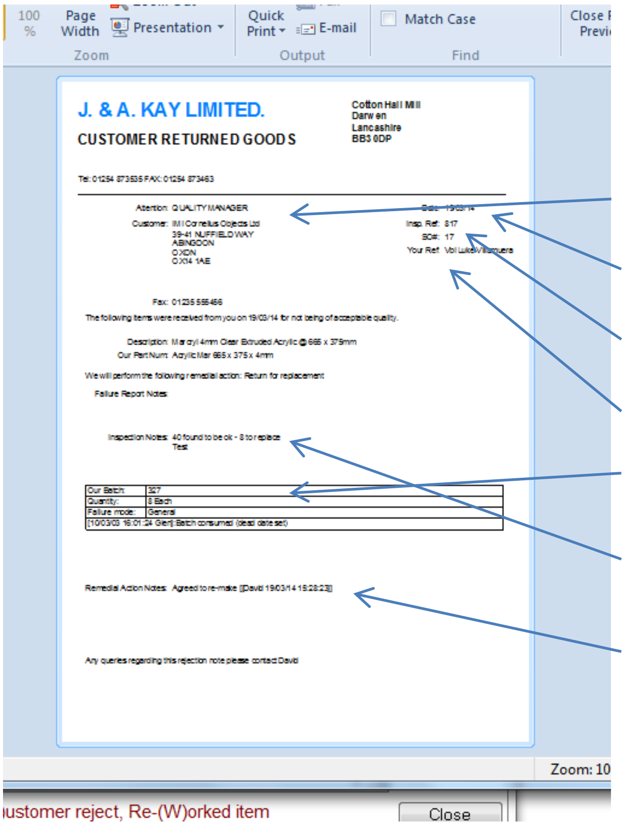


In the "Remedial Action" column, tick the appropriate line.

Use the "Notes" to add any detail that will be useful – these notes will appear on the paperwork that can be sent to the customer (see below **).

Click "Approve Action Now".

The print below is what will be generated.



This is in effect our acknowledgement to the customer of their product rejection. It contains

The customer name,

Our inspection ref (the NCR ref)

Our sales order number

Their purchase order number

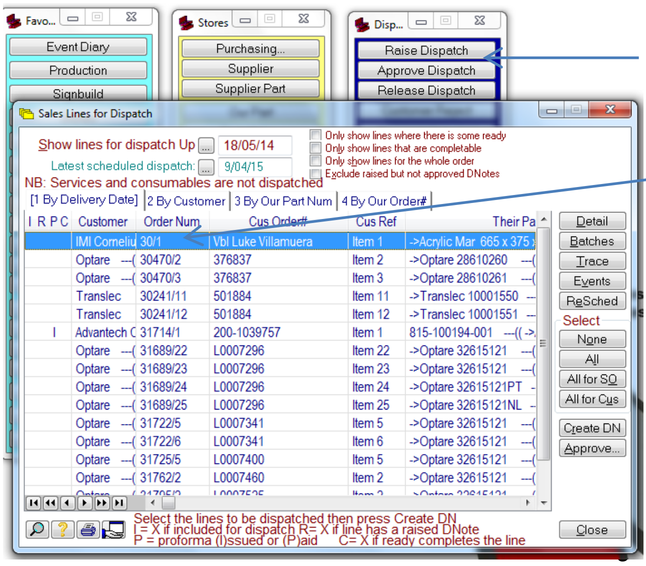
The product detail

The notes from our initial inspection (see above marked *)

The remedial action notes (see above marked **)

If appropriate, this can be sent to the customer for their information.

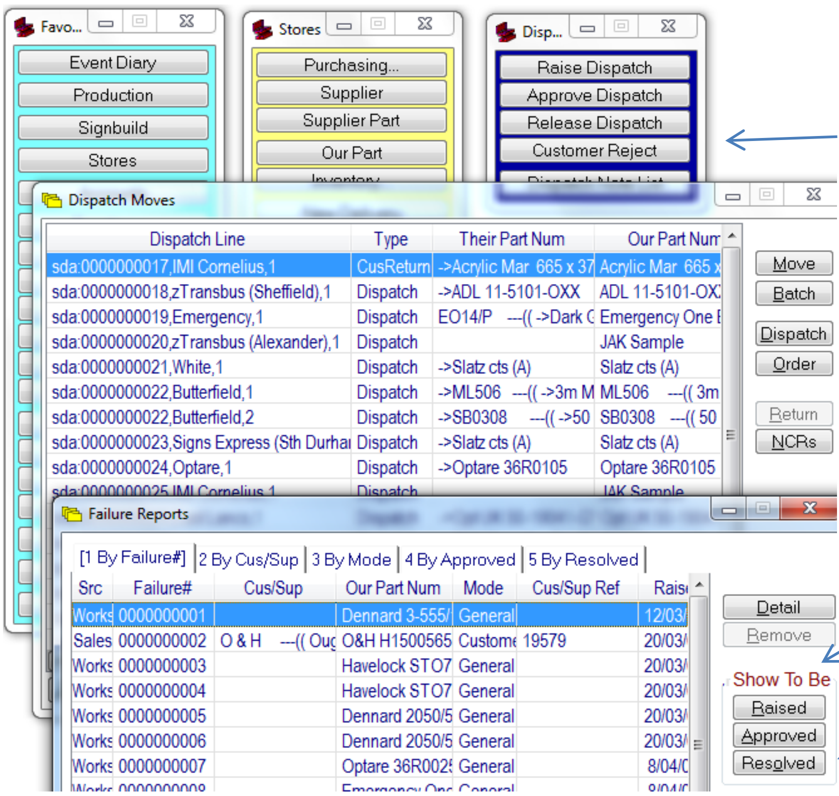
The result of the ‘Return’ is to put a demand back into the schedule and you can see this by looking in the “Raise Dispatch” window.



Click here to open

Locate the line that is subject of the NCR.

The following actions are to "Resolve" the NCR



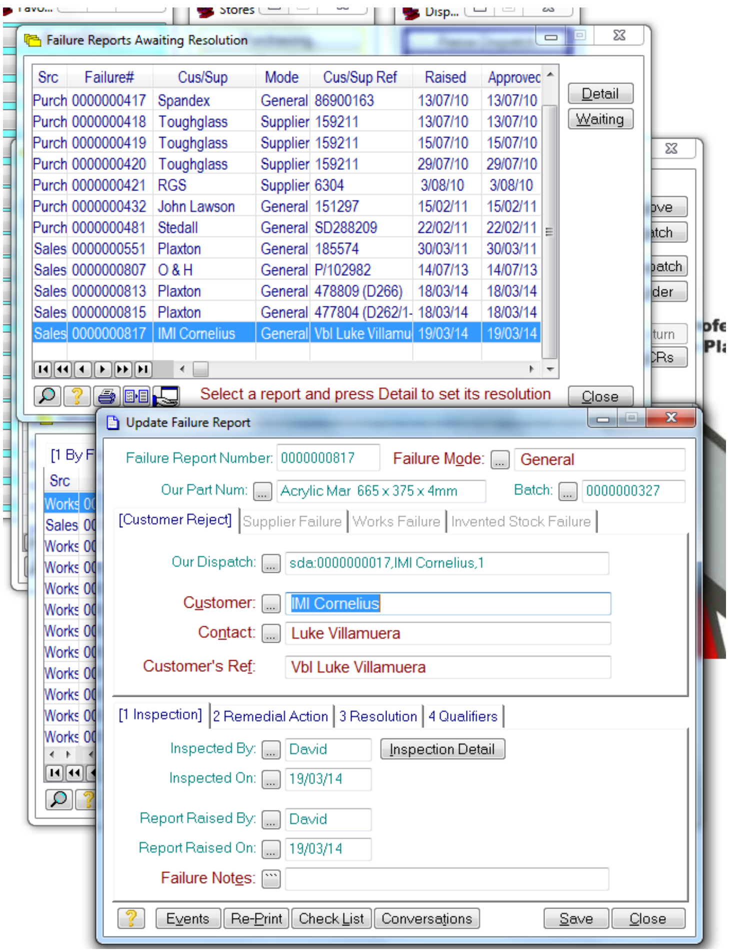
To locate the NCR follow the routine as previously.

Click the "Customer Reject"

Click on "NCR"

In the "Show To Be"

Click "Resolved"



Check that the correct NCR is selected

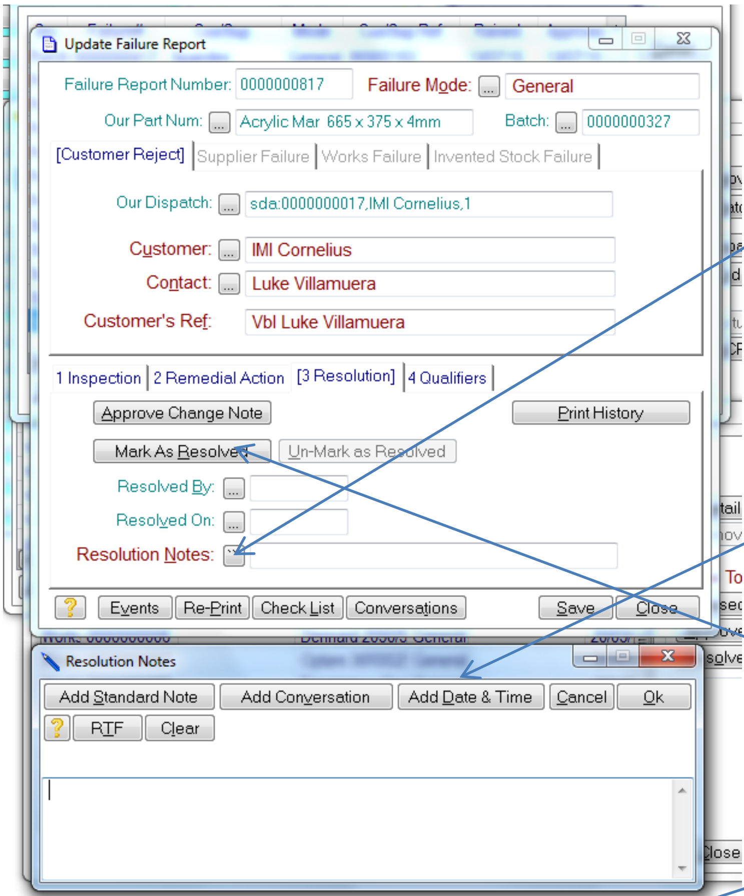
Next click "Detail" to open the report

In the options tabs . . . .

You can use tab 1 to enter any helpful information in the "Failure Notes", or click the "Inspection Detail" button to edit the information there. If there is nothing to add, ignore this tab.

Tab 2 was completed in a previous step.

Click tab 3 “Resolution”



This is the final step in completing the NCR.

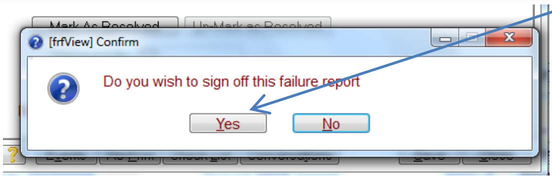
You can enter notes that explain the resolution, for example;

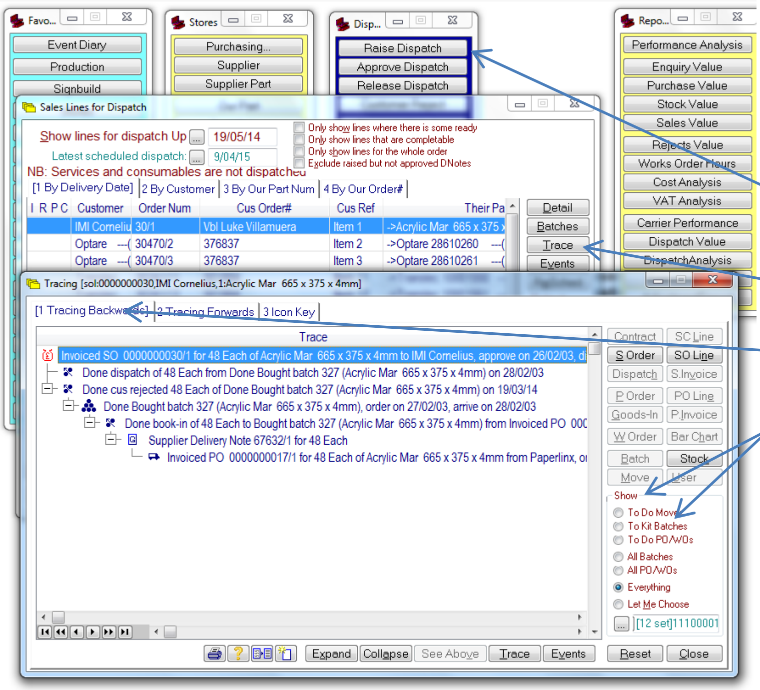
“Agreed to re-make whole quantity. CNC programmes modified and method updated with agreed inspection criteria to avoid failure in future.”

Having done this, remember to add your Date & Time”. Click OK.

Finally, click “Mark As Resolved” to complete the NCR.

Click “Yes” to sign off the NCR





BUT THE PHYSICAL DEMAND STILL NEEDS TO BE COMPLETED.

To review this click on the “Raise Dispatch” button

Locate the line involved and click “Trace”

Click on tab 1 “Tracing Backwards”

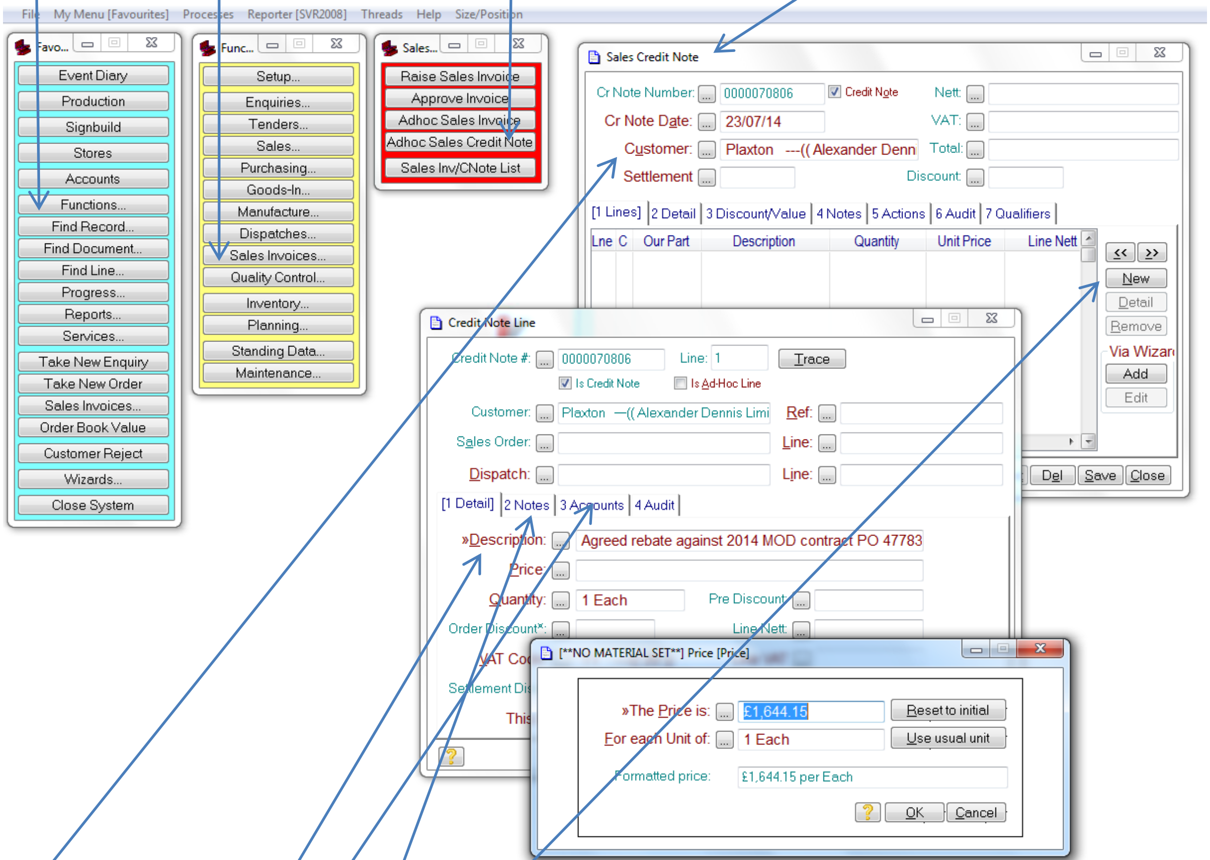
Then in “Show”, Click “Everything” to review the scheduled moves for the product.

How to raise a Credit Note

Select 'Functions'

Select 'Sales Invoices'

Select 'Adhoc Sales Credit Note'



Select the customer to be credited

Click 'New' to create a credit note line

Use the 'Description' box to enter relevant detail. This should contain at least the part number (if appropriate) and reason for the credit, eg. "ADL 12345 – Priced incorrectly".

Next use the 'Price' and 'Quantity' boxes to set the credit required.

Use Tab 3 to enter an appropriate nominal code, if it is for something other than a material. For example a manufactured product, tooling, carriage, a rebate etc.

You can also use tab 2 (Notes – Use the second line, not 'Notes For Us') to elaborate with detail such as their purchase order and our invoice number(s) involved. If room permits and you feel it necessary, you can add text to further clearly describe why the credit has been raised so as to avoid any ambiguity or confusion.

In all cases please do use the tab in the notes window to (‘Add Date & Time’) inset your name as a point of reference on the document.

Finally from “Actions” in the ‘Sales Credit Note’ window, approve the note in the usual manner.