

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.

io,1 Dispatch ->Slatz cts (A) Slatz cts (A)

Inspection [Inspecting Customer Return]

Our Part Num: Acrylic Mar 665 x 375 x 4mm Inspected: 19/03/14

Batch Number: 0000000327 Click on Owner [...] in the audit tab to view this batch By: David

Item Number: Show NCR

[1 Quantities] | 2 Qualifiers | 3 Measurements | 4 Labels | 5 Audit

Initial Quantity

Quantity: 48 Each

Other Quantities

Sampled: 8 Each

Failed: 8 Each

Passed: 40 Each

Locations

Initial: Stores

Failed: Quarantine

Passed: Stores

Expiry Date: Item Is: Customer Reject

Notes: 40 found to be ok - 8 to replace

Check List

Apply Cancel

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".

New Delivery

Return from Customer [Acrylic Mar 665 x 375 x 4mm:0000000327]

Customer: IMI Cornelius

Our Part Num: Acrylic Mar 665 x 375 x 4mm

Their Part Num: ->Acrylic Mar 665 x 375 x 4mm

Batch Number: 0000000327

Dispatch Line: sub.0000000017,IMI Cornelius,1

Dispatched to Cus from this batch: 48 Each

Previously returned to this batch:

Inspect

Quantity Returned: 48 Each Remove Inspection

☒ I want to mark all this quantity as failed

☒ I want to consider this return as a shortfall on the order

Notes: Test

Set the quantity, then inspect it. If you want to change the quantity press Remove Inspection, set the new quantity and inspect again Inspect

To complete the return, press Finish Finish Close

[mscViewDispatches] Confirm

Add a customer return move for 48 Each and a fail move for 8 Each?

Yes No

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"

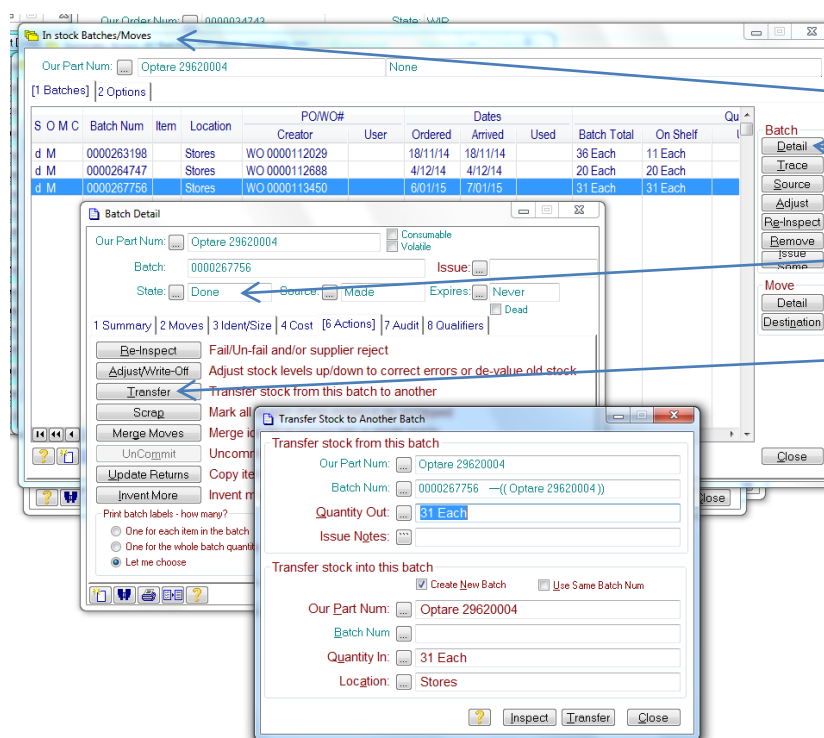
You have now "Returned" the goods, the next step is to decide how to satisfy the customer's requirements.

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.

In 1 & 2 - 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.

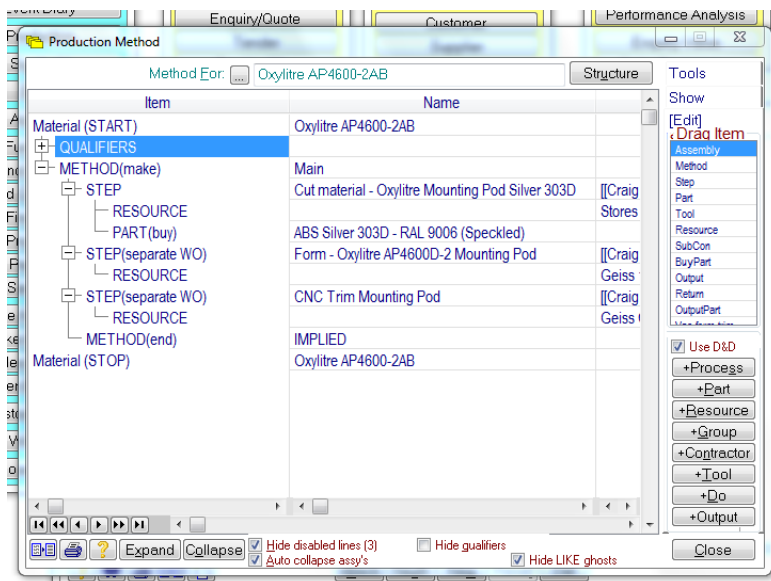
Click on 'Detail', then

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.

In 3 – 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.

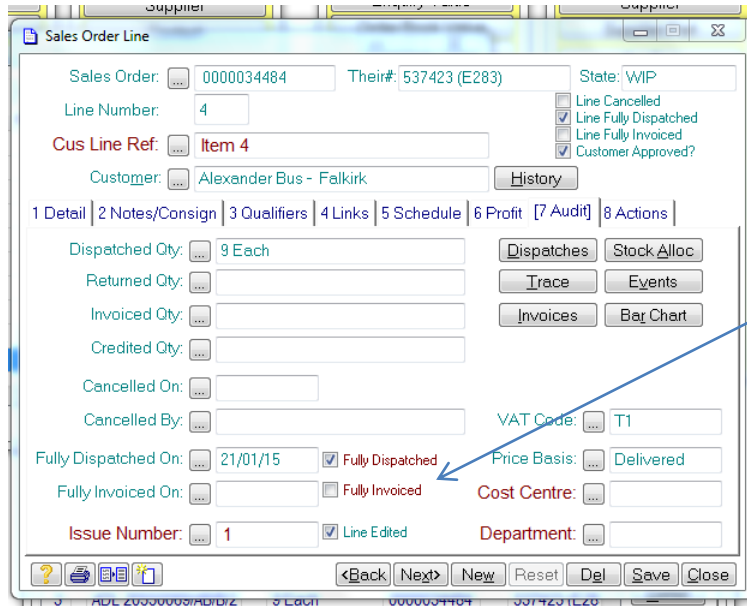


Eg:

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

Dispatch Moves

Dispatch Line	Type	Their Part Num	Our Part Num
sda.0000000017,IMI Cornelius,1	CusReturn	->Acrylic Mar 665 x 37	Acrylic Mar 665 x 37
sda.0000000018,zTransbus (Sheffield),1	Dispatch	->ADL 11-5101-OXX	ADL 11-5101-OXX
sda.0000000019,Emergency,1	Dispatch	EO14/P	--((->Dark C Emergency One E
sda.0000000020,zTransbus (Alexander),1	Dispatch		JAK Sample
sda.0000000021,White,1	Dispatch	->Slatz cts (A)	Slatz cts (A)
sda.0000000022,Butterfield,1	Dispatch	->ML506 --((->3m M ML506	--((3m M
sda.0000000022,Butterfield,2	Dispatch	->SB0308 --((->50 SB0308	--((50 V
sda.0000000023,Signs Express (Sth Durha	Dispatch	->Slatz cts (A)	Slatz cts (A)

Failure Reports

Src	Failure#	Cus/Sup	Our Part Num	Mode	Cus/Sup Ref
Works	0000000001		Dennard 3-555/	General	
Sales	0000000002	O & H --((Our	O&H H1500565	Customer	19579
Works	0000000003		Havelock ST07	General	
Works	0000000004		Havelock ST07	General	

Inspection Jobs Awaiting Failure Report

Show inspections after: 1/02/14

S	Inspected On	By	POWOW#	Our Part Num	Quantity	Failed Qty
C	11/03/14	Mick W	00001021C	ADL 68280685/AB/	4 Each	4 Each
C	12/03/14	Mick W	00001020E	Dorman B04.03135	9 Each	9 Each
C	12/03/14	Mick W	00001034E	Dorman B04.03135	40 Each	40 Each
C	12/03/14	Mick W	00001020E	Dorman B04.03135	9 Each	9 Each
C	12/03/14	Mick W	00001035E	Dorman B04.03134	9 Each	9 Each
C	12/03/14	Mick W	00001035E	Dorman B04.03137	8 Each	8 Each
C	19/03/14	David	000000000	Acrylic Mar 665 x 3	48 Each	8 Each

S = (B)ought, (M)ade, (C)ustomer reject, Re-(W)orked item

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"

Update Failure Report

Failure Report Number: 0000000817 Failure Mode: General

Our Part Num: Acrylic Mar 665 x 375 x 4mm Batch: 0000000327

[Customer Reject] Supplier Failure Works Failure Invented Stock Failure

Our Dispatch: sda.0000000017,IMI Cornelius,1

Customer: IMI Cornelius

Contact: Luke Villamueva

Customer's Ref: Vbl Luke Villamueva

1 Inspection [2 Remedial Action] 3 Resolution 4 Qualifiers

Raise Change Note

Approve Action Now Un-approve Action

Approved By: David

Approved On: 19/03/14

Notes: Agreed to re-make [[David 19/03/14 15:28:23]]

Remedial Action

- ☒ Return for replacement
- ☐ Return for rectification
- ☐ Return for credit
- ☐ Rework internally
- ☐ Rework
- ☐ Scrap
- ☐ None
- ☐ Other (see below)

Events Re-Print Check List Conversations Save Close

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".

customer reject, Re-(W)orked item

The customer name,

- Our sales order number

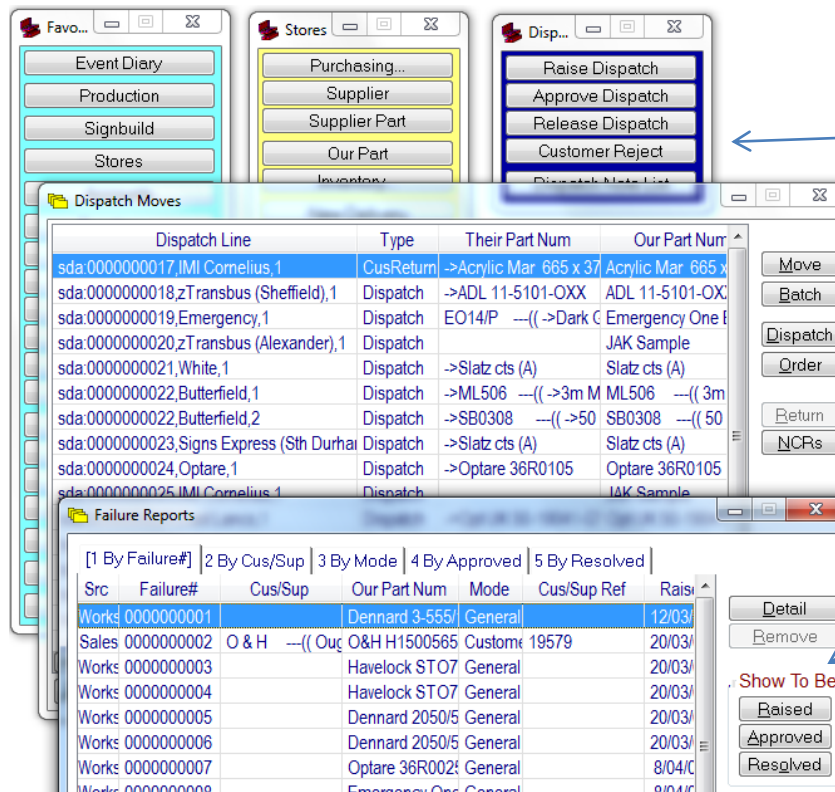
- The product detail

- The remedial action notes (see above marked **)

I = X if included for dispatch R = X if line has a raised DNote
P = proforma (I)ssued or (P)aid C = X if ready completes the line

Locate the line that is subject of the NCR.

The following actions are to “Resolve” the NCR



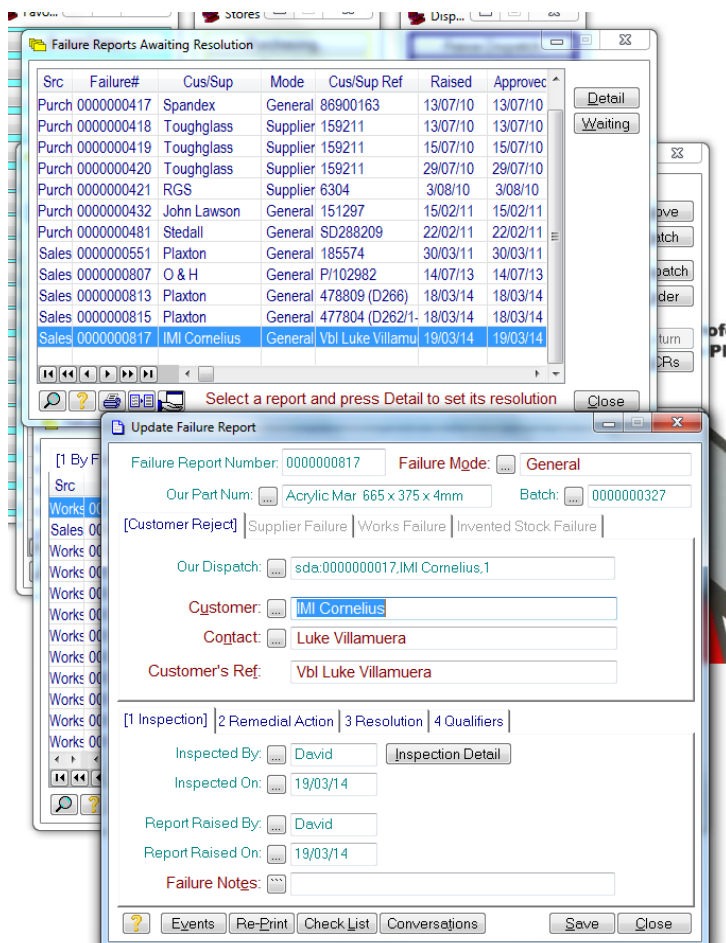
To locate the NCR follow the routine as previously.

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”

Update Failure Report

Failure Report Number: 0000000817 Failure Mode: General

Our Part Num: Acrylic Mar 665 x 375 x 4mm Batch: 0000000327

[Customer Reject] Supplier Failure Works Failure Invented Stock Failure

Our Dispatch: sda:0000000017,IMI Cornelius,1

Customer: IMI Cornelius

Contact: Luke Villamueva

Customer's Ref: Vbl Luke Villamueva

1 Inspection 2 Remedial Action 3 Resolution 4 Qualifiers

Approve Change Note Print History

Mark As Resolved Un-Mark as Resolved

Resolved By: Resolved On:

Resolution Notes:

Resolution Notes

Add Standard Note Add Conversation Add Date & Time Cancel Ok

RIF Clear

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

Confirm

Do you wish to sign off this failure report

Yes No

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.

Sales Lines for Dispatch

Show lines for dispatch Up 19/05/14

Latest scheduled dispatch 9/04/15

NB: Services and consumables are not dispatched

[1 By Delivery Date] [2 By Customer] [3 By Our Part Num] [4 By Our Order#]

I	R	P	C	Customer	Order Num	Cus Order#	Cus Ref	Their Pa	Detail
				IMI Cornelius	301	Vbl Luke Villamueva	Item 1	->Acrylic Mar 665 x 375 x 4mm	Batches
				Optare	304702	376837	Item 2	->Optare 28610260	Trace
				Optare	304703	376837	Item 3	->Optare 28610261	Events

Tracing [sol:0000000030,IMI Cornelius,1;Acrylic Mar 665 x 375 x 4mm]

[1 Tracing Backwards] [2 Tracing Forwards] [3 Icon Key]

Trace

Invoiced SO: 0000000030/1 for 48 Each of Acrylic Mar 665 x 375 x 4mm to IMI Cornelius, approve on 28/02/03, d

Done dispatch of 48 Each from Done Bought batch 327 (Acrylic Mar 665 x 375 x 4mm) on 28/02/03

Done cus rejected 48 Each of Done Bought batch 327 (Acrylic Mar 665 x 375 x 4mm) on 19/03/14

Done Bought batch 327 (Acrylic Mar 665 x 375 x 4mm), order on 27/02/03, arrive on 28/02/03

Done book-in of 48 Each to Bought batch 327 (Acrylic Mar 665 x 375 x 4mm) from Invoiced PO 000

Supplier Delivery Note 67632/1 for 48 Each

Invoiced PO 0000000017/1 for 48 Each of Acrylic Mar 665 x 375 x 4mm from Paperlinx, o

Contract SC Line

S Order SO Line

Dispatch S Invoice

P Order PO Line

Goods-In P Invoice

W Order Bar Chart

Batch Stock

Move User

Show

To Do Move

To Ki Batches

To Do PO Av0s

All Batches

All PO Av0s

Everything

Let Me Choose

[12 sel]11100001

Reset Close

How to raise a Credit Note

Select 'Functions'

Select 'Sales Invoices'

Select 'Adhoc Sales Credit Note'

The screenshot shows the software interface for raising a credit note. The 'Functions' menu is open, and 'Sales Invoices' is selected. The 'Adhoc Sales Credit Note' option is highlighted. The 'Sales Credit Note' window is open, showing the 'New' button. The 'Credit Note Line' window is open, showing the 'Description' field. The 'Price' and 'Quantity' fields are also visible.

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.