CUBIQ
DEALER SERVICES

Parts Returns –

Return Merchandise Authorization (RMA)

Initiate an RMA

Cancel an RMA

Reprint a Packing Slip

Initiate a Return Material Authorization

1. Go to the **ORDER MANAGEMENT** application, select **Orders and Invoices.**

2. Select **Invoiced** (preset filter at the top of the page) to filter the view to show only the parts that have been invoiced sorted by most recent first to oldest last.

> 💡 Parts must be invoiced before they can be returned.
> TIP!

3. In **Search** select **Search parameter** from drop down list. Information entered in the search criteria will support either a singular return or a multiple entitlement return. You can search by Part number, Purchase order, Order number, or Invoice number.

Click Invoiced and Select Search Parameter

Note:

- Multiple search function is available when using an exact match and pressing <enter>.
- Partial search functionality is available for a single search criteria only.

4. The results displayed will be the invoiced orders containing the search criteria provided. Click **View Details** to get additional information and see a complete part number list.

Click View Details

5. Click **Return Parts**.

Click Return Parts

6. **Check the box(es)** against the **returning line(s)**. Core Returns are separated from regular component returns.

Check Mark Against Returning Line

Returning Unused Exchange Components. Select the **component part number** only from the **Select Returnable Parts** section. Credit for the component and core charge will be processed and refunded together.
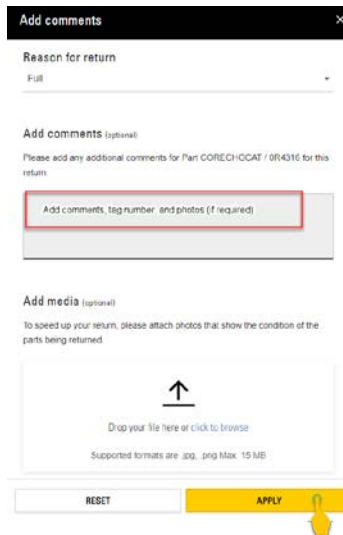
Returning Cores. Select the **core part number** from the **Core Credit Charge** section.

7. Select the applicable **Reason for Return** from the dropdown list.

Regular Component Return Reasons	Cores Return Reasons
• Item Damaged • Not Required • Expired Product • Incorrect product Ordered • Incorrect Product supplied • Incorrect quantity • Delivered too late • Wrong delivery address • Credit & rebill • Warranty	• Full • Partial • Potential Warranty

8. If required, add **comments** and **upload photos**. **For TEPS Dealers Only** include:

- TAG #

- Request for Credit (RFC) #

- Invoice #

- Send it Back (SIB) *when required

Add Comments and Photos

9. Search and select the **location for drop-off branch**. Click **Add Additional Details.**

Returning Branch

10. Enter your **Requester Contact information**. Add information you want viewable for the final printed documentation in **Additional Comments**. Click **Review Returns.**

Requester Contact Information

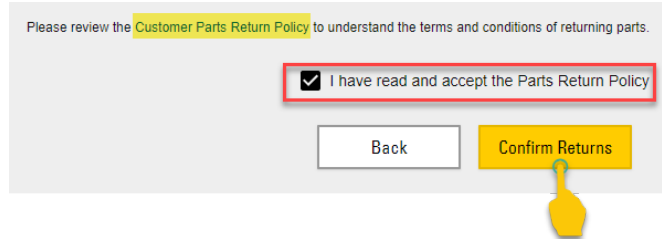11. **Review** the details of the RMA. Edit if necessary.

Review RMA Details

12. **Review** the **Parts Return Policy** and click the **check box** to acknowledge you've read and understand the **Parts Return Policy.** Click **Confirm Returns**.
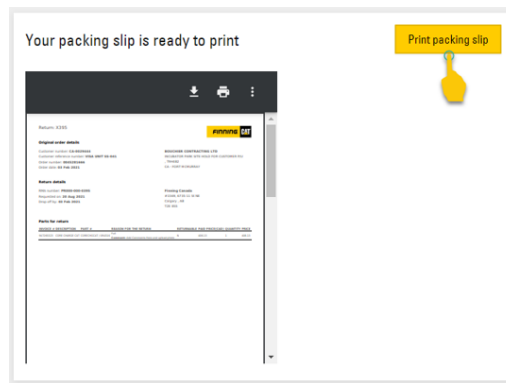
Acknowledge Parts Return Policy

13. Your request has been confirmed and RMA number generated! **Print** the RMA packing slip and include it with the returning parts.

Print RMA Paperwork

14. Physically **return the parts to Finning** within seven (7) days to process the return.

   Note: Restocking and aging fees, if applicable, are applied the day the returns are physically received at the branch (not the date of RMA creation).

Important to Note: Credit will be issued once a physical receipt and inspection of the return items have occurred.

Cancel a Return Material Authorization

Contact Finning to cancel an RMA request.

Reprint Packing Slip

1. Go to the **ORDER MANAGEMENT** application, select **Returns History.**

2. Locate the **RMA Number** and click **View Details.**

Print RMA Paperwork

3. Click **Reprint packing slip.**

💡 Packing slips can only be reprinted for returns generated in CUBIQ Dealer Services (CDS).