

Consignment Charges and Chargebacks Email

“Upcoming Consignment Charges” email can include *up to* three (3) attachments. The process to handle these is different depending on the attachment.

_consignment_upcoming_adjustments

This is a list of parts that have all been **removed** from inventory by one or more in-store employees. This attachment is simply notifying us that we will be charged for those parts, as they have now been “consumed”. *Generally*, the removal was intentional, either part was broken by tech or is defective. For parts listed on this attachment, you just *need to verify they are in fact not “good” parts in inventory*.

Process:

1. Review list of parts and confirm they were *supposed* to be removed from inventory.
2. If the part should not be in inventory, then no further action is needed. You do **not** need to do a routine count of those parts if they aren't in inventory.
3. If any of these parts should *not* have been removed from inventory then:
 - a. Change their part status back to “Available”
 - b. Do a routine count of that specific SKU.

Example:

Charge Date	Part	Model	Label	Consumption Ty
01/11/2024	Samsung Galaxy S22 Ultra Front Camera, 40MP, GH96-14777A	402726	4186	Adjusted Out

Email attachment shows SKU 402726 has been removed from inventory.

0000004186	5141914	Sep 13, 2023	In-Store	Broken
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Portal Items page shows SKU 402726 was broken by tech.

In this example, no further action is needed for this part. Part was broken by tech, and this email is simply notifying us that we will now be charged for breaking that part.

_consignment_upcoming_charges: These parts have been reserved on a work order for (21) days. The part goes from being consigned to being owned. We want to **avoid** this. Scanning these parts does **not** stop the upcoming charge. There are many reasons that a part may be reserved for this period of time, so use your best judgement [or ask me]. Common reasons are:

- Customer inquired about a repair. We created a work order and part arrived. Customer never responded, came into the store, had it done elsewhere, ect.
- Partner work order cannot be Sale Completed due to *any* Portal errors. Most commonly a Samsung that is “stuck” due to an OQC error.

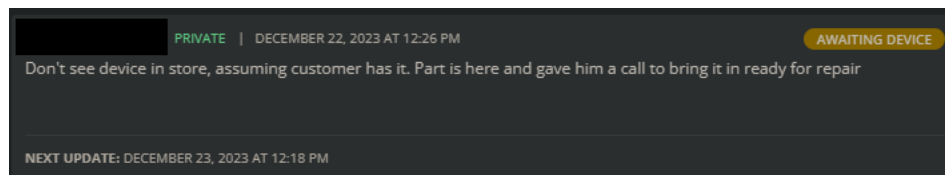
Process:

1. Review work orders associated with the list of parts to determine if they should remain attached to that work order.
2. If the part should be removed from the work order then remove it.
3. Perform a routine count of any SKU's that are removed from work orders.

Example:

Charge Date	Part	Model	Label	Consumption Type
01/12/2024	Samsung Galaxy S2	463989	5571	Aged (Reserved)

Email attachment shows SKU 463989 has been in Reserved status for 21 days.



Work order confirms that the customer has not arrived for their repair.

In this example, it has been over (3) weeks since customer contact. Tech should call the customer to inform them that their part is no longer Reserved, and if they do wish to proceed with their repair, to call us to confirm part availability prior to arriving in-store. Tech can notate that in the work order, move the work order to Declined – RFP, and Sale Complete. Store management could then perform a routine inventory count of SKU 463989.

_consignment_upcoming_aged: These parts need counted before the listed date or we are charged for the part. Part goes from being consigned to being owned. We want to **avoid** this. If your store is keeping up on inventory counts, there should only be a handful of items (ex. misc. Samsung small parts).

Process:

1. Perform a routine inventory count of all parts listed on this sheet.

Example:

Charge Date	Part	Model	Label	Consumption Type
01/16/2024	Samsung Galaxy S2	402615	3727	Aged

In this example, SKU 402615 has *not* been counted in 60 days, and we will be charged for that part on 1/16/24. *Before* 1/16/24, a routine count needs to be done for SKU 402615. This means all parts in that SKU need scanned and the count finalized.