SCANIT
PARTS ®

Returns User Guide

Track Every Return from Start to Finish

Part of ScanIt Parts

Inventory Management System

Innovative Programming Systems

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1. Returns Overview

1.1 Why Track Returns?

Every parts team deals with returns. Parts come back from service, body shop, or customers. Without a system, they get mixed in with regular stock. Broken parts get resold. Nobody knows who returned what.

ScanIt Parts Returns fixes this by:

- Logging **who** returned each part
- Tracking **where** it came from
- Sorting **why** it came back
- Updating your **DMS in real-time**
- Keeping bad parts **out of sellable stock**

1.2 Return Categories

Your store can set up custom return types. Common ones:

Category	Description	Typical Action
Damaged	Part is broken or harmed	Kept separate, may go back to vendor
Core	Core charge return (starter, etc.)	Sent back to vendor for credit
Warranty	Bad part under warranty	Filed for a claim
Wrong Part	Wrong part was pulled	Put back in the right bin
Not Needed	Part wasn't needed for the job	Put back in stock
Defective	Part failed or doesn't work	Filed for vendor credit

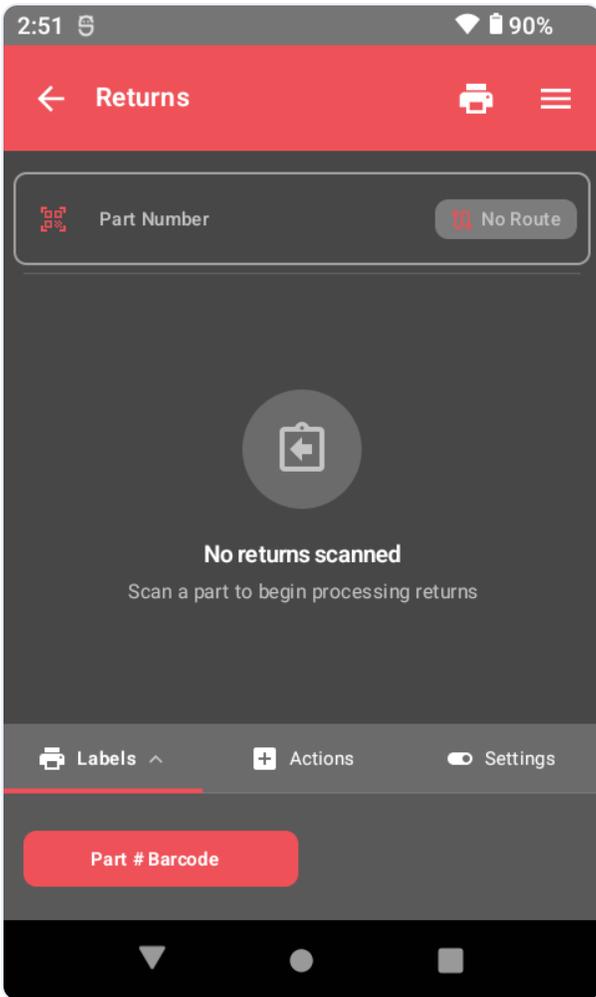> **Tip:** Create as many return types as you need. Set them up in ScanIt Parts settings on the web dashboard.

2. Processing a Return

2.1 Basic Return Workflow

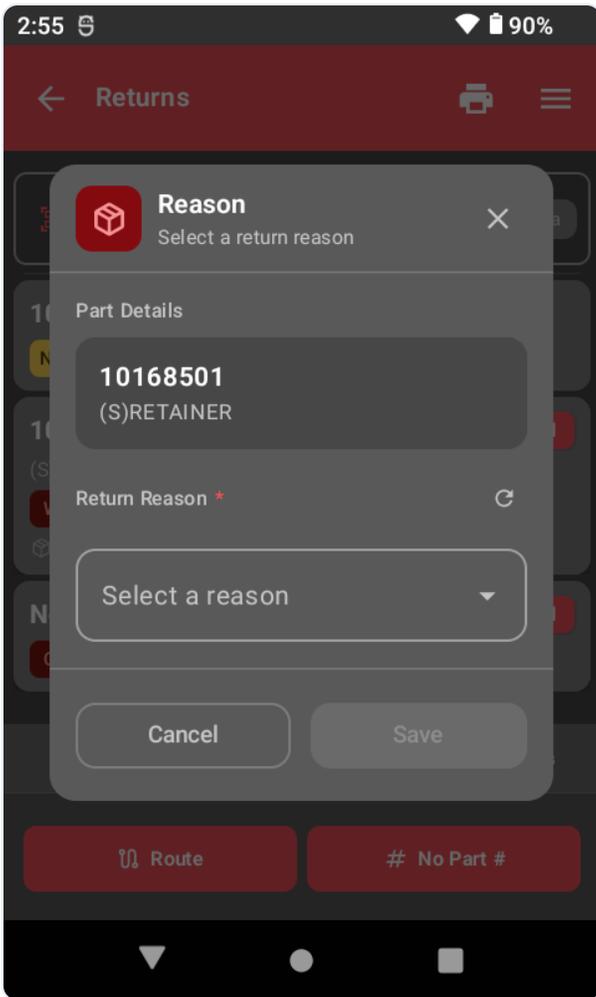**1** Select **Returns** from the scanner main menu
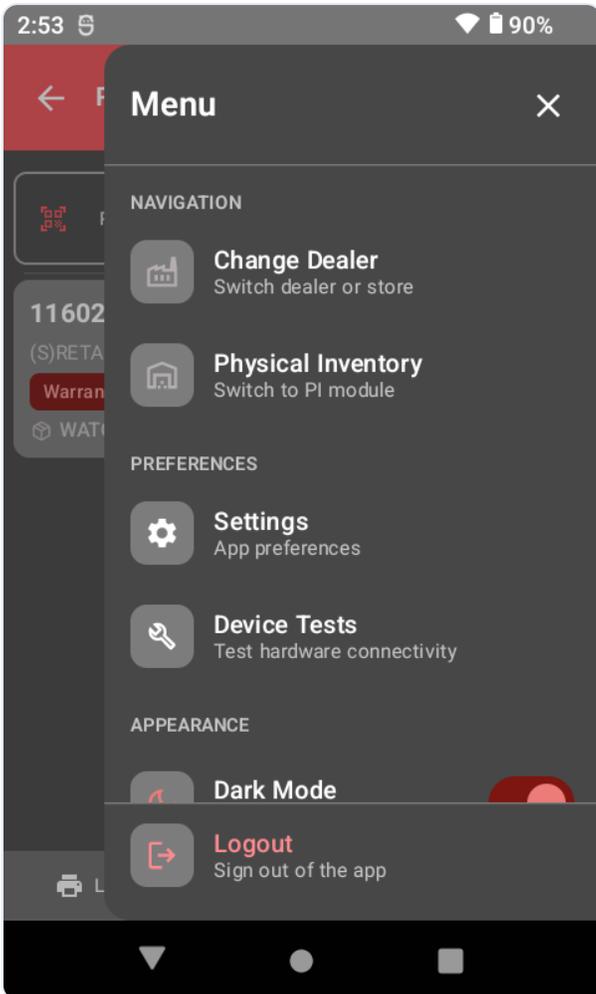
2 Scan the **part barcode** on the returned part

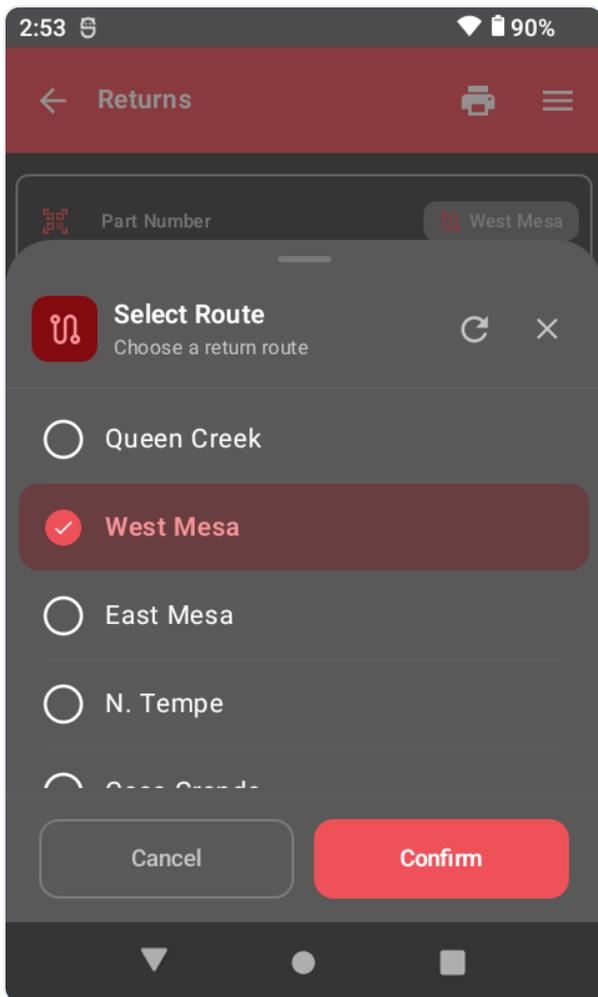**3** The system shows the part number, name, and bin

4 Pick the **return reason** (Damaged, Core, Warranty, etc.)

2:55

Returns

Reason
Select a return reason

Part Details

10168501
(S)RETAINER

Return Reason *

Select a reason ▾

Cancel | Save

🚏 Route | # No Part #

5 Enter **who** is returning the part

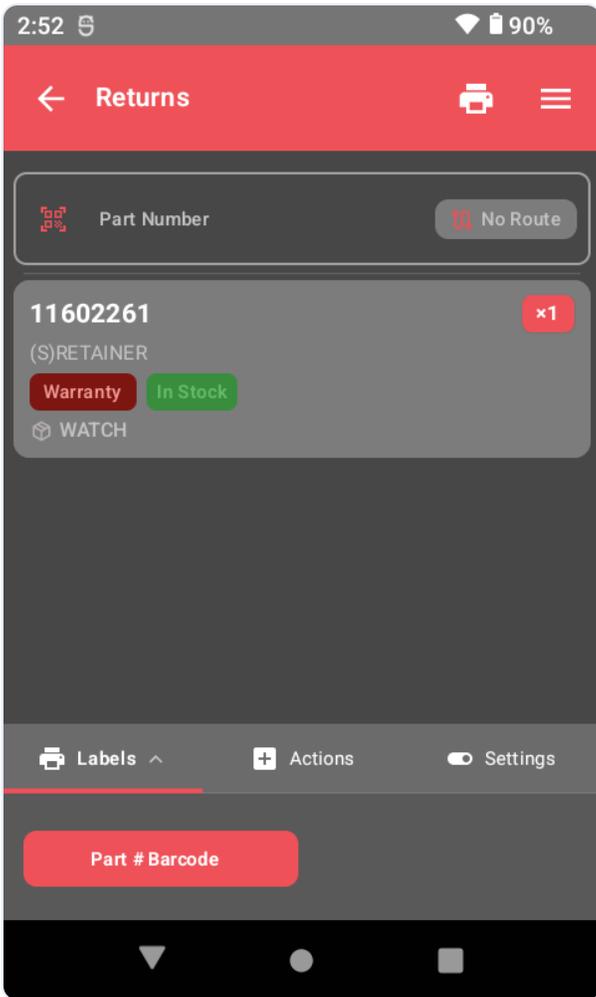**6** Pick **where** it came from (service, body shop, etc.)

7 Confirm - the DMS updates on its own

Important: Always pick the right return type. If a broken part is marked "good stock," it goes back on the shelf and could be sold again.
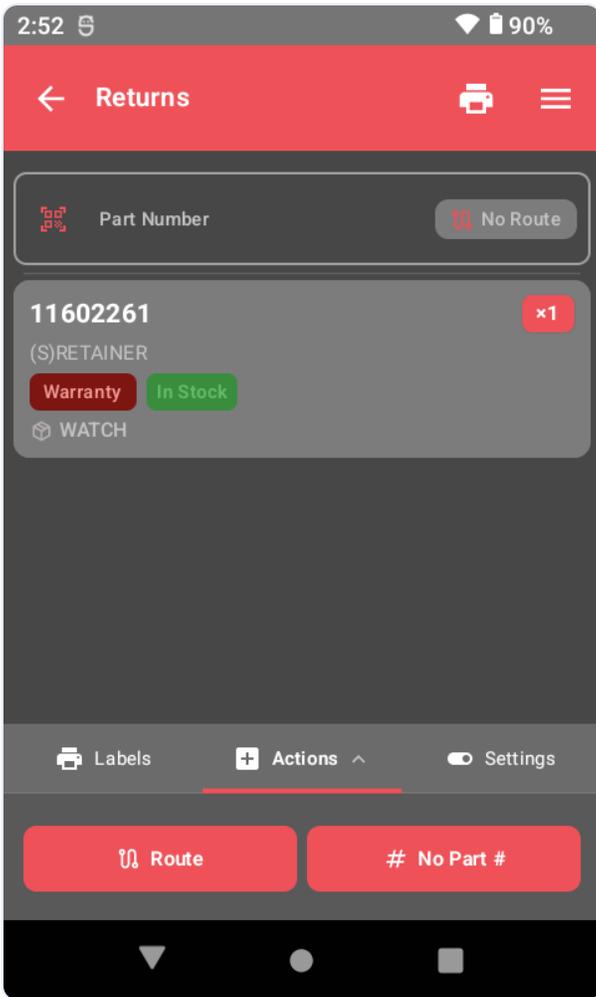
Labels

Tap the **Labels** tab to print or reprint return labels.

Actions

Tap the **plus menu** for more actions like clearing the screen or viewing return history.

2.2 Recording Return Source

The return source tells you where the part came from:

Source	Description
Service	Parts from service repair orders
Body Shop	Parts from body work
Customer	Retail or wholesale returns
Wholesale	Returns from jobber accounts
Internal	Parts moved inside the store (wrong pull, etc.)

3. Return Types

3.1 Damaged Returns

When a part is broken or harmed:

1. Scan the part and select **Damaged** as the return reason
2. The part is flagged and kept out of stock
3. It goes to the return area, not back to the bin
4. Process vendor credit as needed

3.2 Core Returns

Core returns are common for starters, brake calipers, and other rebuilt items:

1. Scan the part and select **Core** as the return reason
2. The core is tracked for vendor return
3. Core credits are handled through your DMS

> **Tip:** Process cores right away. Most vendors have time limits on core credits.

3.3 Warranty Returns

For parts that failed under warranty:

1. Scan the part and select **Warranty** as the return reason
2. Enter the invoice or RO number if you have it
3. The system tracks it for claims
4. Keep the bad part until the claim is settled

3.4 Custom Categories

Create more return types on the ScanIt Parts web dashboard. Common custom types:

- **Vendor Recall** - Parts recalled by the maker
- **Overstock** - Extra stock sent back to vendor
- **Cross-Ship** - Part sent back in a cross-ship swap

4. Returns Metrics and Reporting

The system tracks every return and feeds it into reports. Spot what comes back, why, and if certain parts or vendors keep causing issues.

Available Metrics

Metric	What It Shows
Return Volume	Total returns for a time span
Trends by Category	Returns split by reason (Damaged, Core, Warranty, etc.)
Return Rate	Percent of parts sold that are returned
By Part Number	Parts returned most often
By Supplier	Vendors with the most returns

Tip: Check returns reports each month. A high return rate on one part may point to a bad vendor or a wrong listing.

Using Returns Data

- **Find problem parts** - High return rates may mean you need a new vendor
- **Track vendor quality** - Compare rates across vendors
- **Cut waste** - Spot trends before they get costly
- **Train staff** - Lots of "Wrong Part" returns? Staff may need help with lookup

5. Quick Fixes

Problem	Fix
Part barcode won't scan	Type the part number by hand
Return type not listed	Ask your admin to add it on the dashboard
Wrong return reason picked	Fix it through the web dashboard or ask your admin
Part not found in system	Check the part number - it may be old or changed
DMS not updating	Check your wireless link. Returns queue and send when it comes back.

6. Quick Reference

Process a Return

Returns > Scan Part > Select Reason > Enter Who/Where > Confirm

Return Categories

Category	When to Use
Damaged	Part is broken or harmed - do NOT return to shelf
Core	Core charge return (starter, etc.)
Warranty	Part failed under warranty
Wrong Part	Wrong part was pulled for the job
Not Needed	Part wasn't needed after all
Defective	Part doesn't work right

Key Rules

- Always scan the part - don't just put it back on the shelf
- Always pick the right return reason
- Always record who returned it
- Never put broken parts back in stock
- Process cores right away for vendor credit

Returns

Return Tracking Guide