



# Returns User Guide

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Track Every Return from Start to Finish

Part of ScanIt Parts  
Inventory Management System

Innovative Programming Systems  
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# 1. Returns Overview

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## 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:

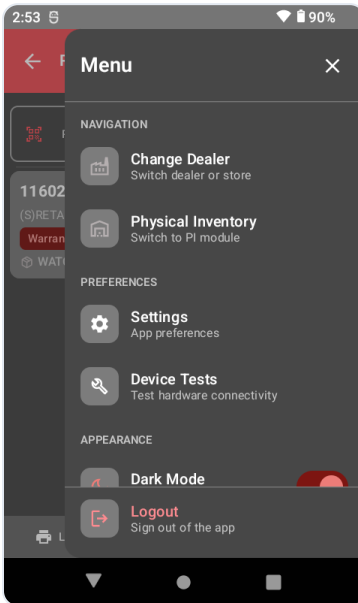
| Category   | Description                        | Typical Action                       |
|------------|------------------------------------|--------------------------------------|
| Damaged    | Part is broken or harmed           | Kept separate, may go back to vendor |
| Core       | Core charge return (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.

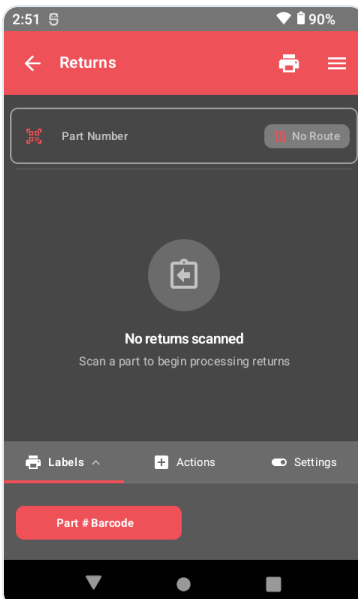
## 2. Processing a Return

### 2.1 Basic Return Workflow

- 1 Select **Returns** from the scanner main menu

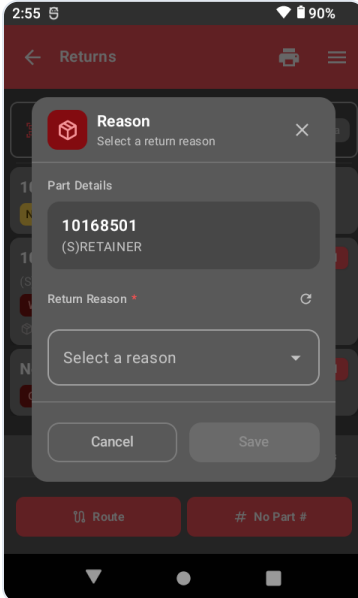


- 2 Scan the **part barcode** on the returned part



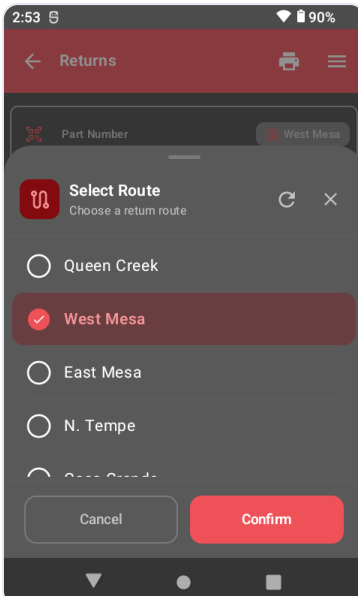
3 The system shows the part number, name, and bin

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



5 Enter **who** is returning the part

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



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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.

## Scanning a UPC That Is Not On File

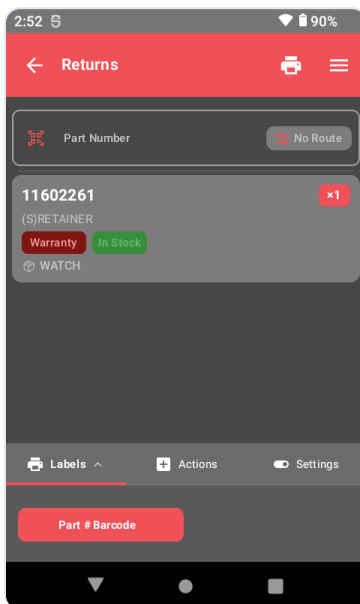
If you scan a UPC label on a returned part and that UPC is not on file yet, the scanner offers to **add it to your lookups**. Saying yes saves the UPC against the part, so the next time anyone scans that UPC — in Returns or anywhere else — it finds the part straight away instead of coming back as not found.

The prompt only appears for a UPC that is not already a lookup. Skipping it costs you nothing: the return is still recorded exactly as it would have been, the UPC just is not saved for next time.

**Tip:** Returned parts are a good source of UPCs. The part is in your hand, so it is the easiest moment to teach the scanner a barcode it does not know yet. You can see and manage every lookup from the web dashboard.

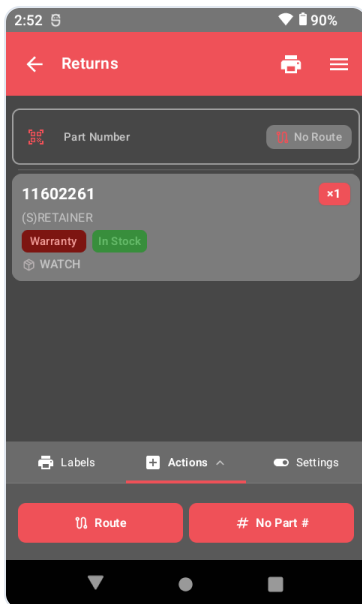
## Labels

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

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### 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. Go to **Settings > Section Categories > Returns** tab. Drag to reorder, or click to add or delete categories. 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

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| 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

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### 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

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## Returns

Return Tracking Guide

