



MILLINGTON, TN • LITTLE ROCK, AR

Return Materials Authorization Procedure

This procedure should be followed when a customer requests to return an order or part of an order.

1. Customer initiates return request through Inside Sales
2. Inside Sales provides the HSIS Return Materials Authorization Request Form
3. Inside Sales completes the HSIS Request Form
4. Inside Sales creates a Sales Order for the Return, and marks the Sales Order Number as the RMA Number on the Request Form
5. Inside Sales sends both the Request Form and Delivery Ticket to the customer for the return
6. Inside Sales saves completed RMA form in Sales Order Folder under RMA Number
7. Customer returns materials within 15 days of receiving the approved RMA
8. Warehouse Team receives and inspects the returned materials
9. Warehouse Team (WH@gohispeed.com) notifies Accounts Receivable via ar@gohispeed.com, and Inside Sales via parts@gohispeed.com when the material is received
10. Accounts Receivable issues the Customer a Credit for the returned materials
11. Warehouse Team determines if items go back to stock or are returned to the vendor
12. Drop Shipments will be handled accordingly. Inside Sales will initiate a return through the vendor and initiate the RMA in ACS. The customer will return the parts to the vendor utilizing the vendor and HSIS RMA documentation. AR will issue a credit once the vendor credit is received.