Flow chart

Support initiates quote for a return
Copy order number/PO and paste into NetSuite
Copy Sales order number
Open Pacejet
Go to transactions and select search shipments
Click in the 'search for' bar
Paste order number into search value and click enter
Copy delivery order number
Go to transactions and select shipments
Paste delivery order number into search for box and press enter
Click on delivery order number
Click return
Click on special services
Unclick lift gate and residential delivery
Select applicable options for return
Scroll to the top and select rate shipment
Take a screenshot of the results and reply to email showing the costs provided for return
Is return shipping approved by Support Manager
No Reply in 24 Hours
If no reply within 24 hours, Quote must be ran again. Cost change?
Yes
No
Go to the top and Click ship
Send the BOL back via email
Final Information send to Account Manger
Create RMA & in memo type reason given "Field Destory" or "Refund without Merch" etc.
Support Manager notifies Costco on final steps