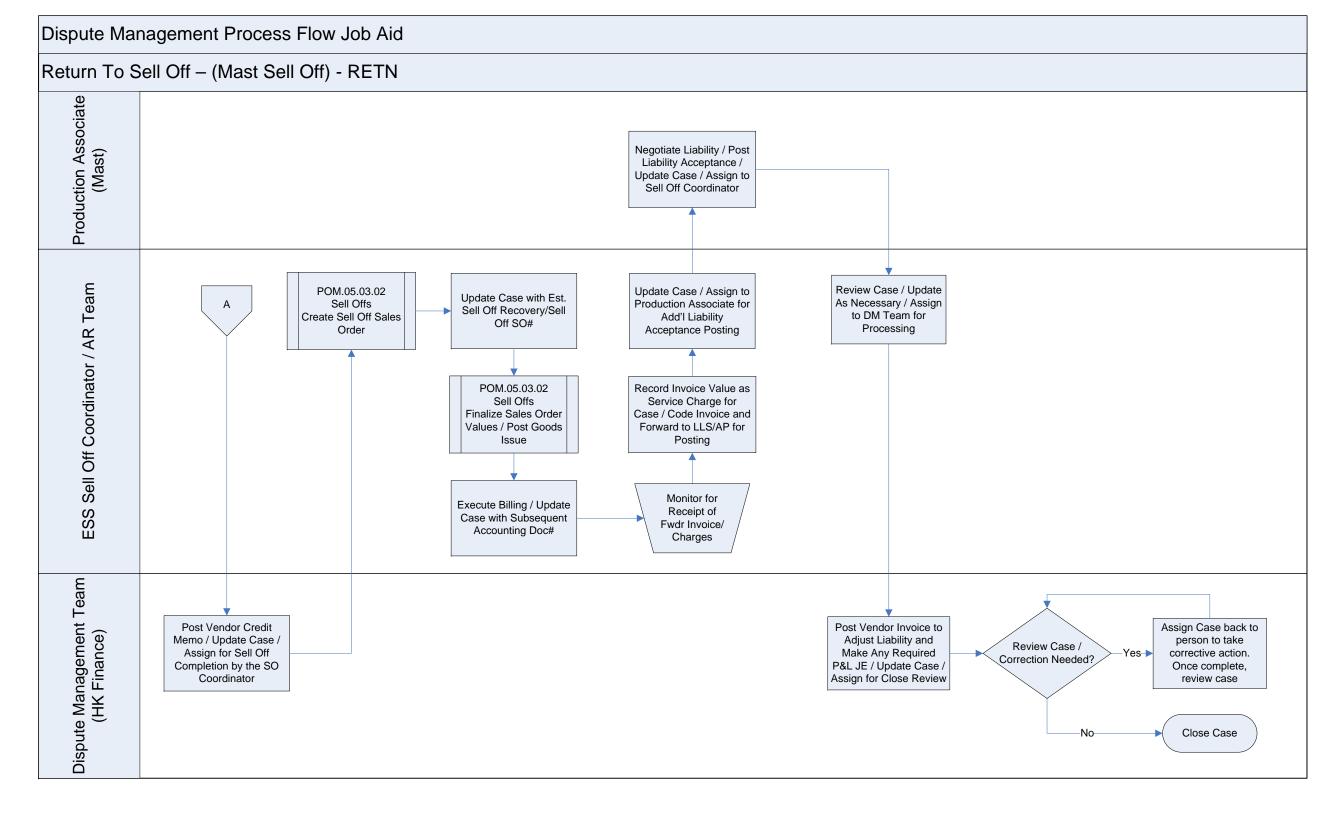


Dispute Management Process Flow Job Aid Return to Vendor – Vendor Pick Up - RETN Production Associate (Mast) Create RETN Dispute Case with Reference to Original Sales Order POM.05.03.01 Negotiate Liability / Post Returns **Update Dispute Case** Liability Acceptance / with CMR# / Assign to Create Credit Memo Update Case / Assign to Sell Off Coordinator Request for Sell Off Coordinator Customer Sell Off Coordinator / AR Review Case & Unblock Credit Memo CMR / Info Yes-Request / Execute Review Case / Update Complete? Billing as Needed / Assign to DM Team for Vendor Credit Memo or P&L JE No Posting Update Case / Assign Update Case / Clear Back to Production Open Items (as Associate for applicable) / Assign Correction Case to Production for ESS Liability Posting Dispute Management Team (HK Finance) Assign Case back to Post Vendor Credit person to take Memo or P&L JE / Review Case / corrective action. Update Case / Assign Correction Needed? Once complete, for Close Review review case Close Case

Dispute Management Process Flow Job Aid Return To Sell Off – (Mast Sell Off) - RETN Production Associate (Mast) POM.05.03.01 Notify LLS Create RETN **Update Dispute Case** Negotiate Liability / Post Returns **Customer Service** Dispute Case with with Return Sales Liability Acceptance / Create Return Sales of Return to Order# / Assign to Reference to Update Case / Assign to Order w/ Reference Freight Fwdr Original Sales Order Sell Off Coordinator Sell Off Coordinator To Original SO (FARO) Receive Update Case as Notification of Review Case & Appropriate and Assign Sales Order - Info -Yes-Goods to DM Team for Vendor Complete? Returned to Posting Freight Fwdr ESS Sell Off Coordinator / AR Team No POM.05.03.01 Update Case / Assign Returns Back to Production Delivery Created / Associate for GR Posted / Credit Correction Memo Issued Update Case / Clear Open Items (as applicable) / Assign Case to Production for Liability Posting



Dispute Management Process Flow Job Aid Customer Sell Off - RETN ESS Sell Off Coordinator / AR Team **Customer Deduction** Update Case Notes. or Chargeback Rec'd Void Case. with Payment Yes Post Customer Credit Inform customer. Create case. Assign Post Payment / Update Case to Memo / Clear Disputed Should Case Be to Prod Associate for Update Case / Pending Collections Item / Update Case / Assign to DM Team Authorization/ Voided? Assign to DM Team for Status Until Payment Approval to Proceed for Close Review Liability Distribution Received Production Associate (Mast) Update Case / Re-Should Case Be assign to AR for Rejected? Collections or Voiding of the Case Update Case / Post Liability Acceptance / Assign to AR for Customer Credit Memo Dispute Management Team (HK Assign Case to Post Vendor Credit Appropriate User to Memo or P&L JE / Review Case / Yes take Corrective Action. Update Case / Assign Correction Needed? Once Complete, for Close Review **Review Case** Close Case

Dispute Management Process Flow Job Aid Physical Return – Return to Dispose - RETN Production Associate (Mast) POM.05.03.01 Notify LLS Create RETN Update Dispute Case Negotiate Liability / Post Returns Customer Service Dispute Case with with Return Sales Liability Acceptance / Create Return Sales of Return to Reference to Order# / Assign to Update Case / Assign to Order w/ Reference Freight Fwdr (as Original Sales Order Sell Off Coordinator Sell Off Coordinator To Original SO applicable) Receive Update Case / Assign to Review Case / Update Review Case & Notification of Production Associate for As Necessary / Assign Sales Order - Info -Yes-Goods Add'l Liability to DM Team for Complete? Returned to Acceptance Posting Processing Freight Fwdr Sell Off Coordinator / AR Team No POM.05.03.01 Record Invoice Value as Update Case / Assign Returns Service Charge for Back to Production Delivery Created / Case / Code Invoice and Associate for GR Posted / Credit Forward to LLS/AP for Correction Memo Issued Posting POM.05.03.01 Update Case / Clear Returns Open Items (as Relieve Inventory to applicable) Claims Clearing Acct ESS Arrange for Monitor for Disposal or Receipt of Receive Fwdr Invoice & Details of Disposal Disposal Charges Dispute Management Team (HK Finance) Assign Case back to Post Vendor Credit person to take Review Case / Memo or P&L JE / corrective action. Correction Needed? Update Case / Assign Once complete, for Close Review review case Close Case No

Dispute Management Process Flow Job Aid Physical Return - Return to Rework/Resell - RETN Production Associate (Mast) POM.05.03.01 POM.05.03.01 Returns Create RETN **Update Dispute Case** Negotiate Liability / Post Create Resale Sales Returns Dispute Case with with Return Sales Liability Acceptance / Order / Add Sales Create Return Sales Reference to Order# / Assign to Order w/ Reference **Update Case** Order to Case / Assign Original Sales Order Sell Off Coordinator To Original SO to SO Coordinator Notify LLS POM.05.03.01 **Customer Service** Review Case & Returns Process of Return to Sales Order - Info -Yes Inventory Movement to POM.05.03.01 Freight Fwdr Update Case / Assign to Complete? Restricted Stock / Create Outbound (FARO) / Obtain Rework Performed Production Associate for ESS Sell Off Coordinator / AR Team Quote for Rework Delivery / Returns Resale Sales Order and Coordinate No Add'l Liability Shipment / Pick and Acceptance Posting Receive Notice PGI Update Case / Assign Receive Rework Back to Production Completed / Notification of Associate for Goods Results Correction Returned to (saleable units) Record Invoice Value as Freight Fwdr Service Charge for ATP.08.02.02 Case / Code Invoice and Execute Billing (Standard Process) Forward to LLS/AP for POM.05.03.01 Returns POM.05.03.01 Posting Move Stock to Returns Unrestricted Status / Delivery Created / Write Off Shrink GR Posted / Credit Amount to Claim Memo Issued Monitor for Clearing Account Update Dispute Case as Receipt of Needed / Assign for Fwdr Invoice & Vendor Credit Memo or Disposal Update Case / Clear Open P&L Posting Charges Items (as applicable) / Add Update Case as Rework Value / Assign Appropriate Case to Production for Liability Posting Dispute Management Team (HK Finance) Assign Case back to Post Vendor Credit person to take Memo or P&L JE / Review Case / corrective action. Yes-Correction Needed? Update Case / Assign Once complete, for Close Review review case Close Case No