

## Inventory Management and RMA Policies and Procedures

### General Statement - Policy:

It is the policy of USSI to ensure all Service Providers/Employees comply with USSI/Customer Equipment/Inventory policies. Service Provider/Employee equipment management practices are reported to USSI Customers at appropriate intervals throughout the life of any and all Customer Projects and/or Contracts. Your adherence to consistent Inventory Reporting ensures all involved have the means to effectively manage and report equipment needs in a timely manner.

### Monthly Equipment Inventory Reporting:

The Service Provider/Employee will adhere to USSI Policies requiring consistent and verifiable methods of equipment management and reporting. Equipment is to be stored and reported by specific Customer Part/Serial Number identification. The Service Provider/Employee will provide USSI with Monthly Inventory Reports completed online using the Online Inventory Control Center. *These are to be received by USSI on or before the 15th of each month.*

**NOTE:** *In the event the Service Provider fails to report equipment inventory when due, USSI will withhold payment for services rendered until such time the Monthly Inventory Report is received.*

### INSTRUCTIONS FOR USING THE VIRTUAL OFFICE ONLINE INVENTORY MODULE

Log into [www.ussi.org/technician](http://www.ussi.org/technician)

Enter your Virtual Office Login and password  
Go to "SUBMIT PAPERWORK".

Go to "ONLINE INVENTORY CONTROL".

**About the application:** The ONLINE INVENTORY CONTROL application displays all inventory residing under your stockroom ID. It is displayed by part and serial number where applicable. The information displayed in this application will always reflect current inventory as recorded in USSI's database **regardless of any previous submissions you have made.** Instructions for the applications use are displayed on the right hand side of the screen.

You may click on a column header in order to sort the listing for your convenience to display the parts in the order you wish to view them. Look to the bottom of the screen to see if there are multiple pages of data displayed. Do **not** submit your inventory until you have reviewed all pages. Verify all data, both part and serial number, in the listing. If all parts listed are correct and there are no variances, you will then click on the "SUBMIT INVENTORY" button at the top of the screen above the column headings. If there are any variances, you must make corrections to the list **before** submitting. If there is a serialized item displayed that you do not have, you must **"click to adjust"** the quantity in the "TechQty" field to zero. You are then required to put a note/reason for your zero quantity submission. Use the "TechQty" column for all quantity changes for both serialized and non-serialized items. If you have an item in your possession which is not displayed in the listing, use the "Add Part" button to add that unit to the inventory submission. Please carefully follow the Adding New Parts instructions on the right hand side of your screen. Once all corrections have been made click "submit".

Note that within the application, using the buttons above the column headings, are options to export the current listing of data showing on the screen or to export your most recent (last) inventory submission.

After your submission has been made, you will receive an email confirming your submission with either a "no variance" message or in the case of variances, the email will have an Excel spreadsheet attachment showing only those items in variance. Should you experience problems, please call Field Services 321-723-5395 option 4.

**NOTE:** In the event the Service Provider/Employee is unable to submit Monthly Inventory Reports via the Virtual Office, they are to contact Field Services within 24hrs. @ 321-723-5395 Option 4.

**Inventory Reconciliation:** Review of variances reported in the monthly inventory submission by the Service Provider/Employee and reconciliation of them will be handled by the Program managers and/or Logistics personnel for the product line/Customer that the items in variance are for.

Your adherence to consistent Inventory Reporting ensures all involved have the means to effectively manage and report equipment needs in a timely manner.

**Available Inventory Definition:** Any/all equipment that has been sent to the Technician for spares or for specific sites. This can include all equipment shipped to the installer on a Material Transfer Request/Order (MTR/MTO), Sales Order, or equipment that the Service Provider/Employee will be returning to USSI using an RMA or MTR/MTO.

**Equipment Receiving Practices:**

The Service Provider/Employee is held responsible for any and all equipment accepted and received. When receiving equipment from USSI via FedEx, UPS and/or Common Carriers, the Service Provider/Employee will ensure all items stated on the packing slip are accounted for and is in good condition before accepting and/or signing for receipt of equipment. Service Providers/Employees should also reconcile the packing slip against the Call Traveler in the Virtual Office and Sales Order. Service Providers/Employees using a "no signature required" for receipt of equipment are held responsible for any and all equipment shortages/damages.

**NOTE:** In the event of equipment shortages or damages at the time of delivery, the Service Provider/Employee must document them on the Packing Slip and notify the carrier (FedEx, UPS or Common Carrier). After which the Service Provider/Employee is to notify USSI immediately by contacting the appropriate Operations Department.

**Equipment Handling, Storage, Preservation and Delivery:**

Upon receipt of equipment the Service Provider/Employee is responsible for the preservation, storage, reporting and delivery of equipment to Customer site. The Service Provider/Employee must maintain sufficient and verifiable Liability Insurance Coverage for equipment received and stored within his/her warehouse/storage facility. The Service Provider/Employee will ensure equipment is in good condition prior to completing any and all Customer installations.

Never dispose of any equipment without the proper authorization and retain the information for future reference. Should USSI be charged for equipment due to negligence on the part of the Service Provider, USSI will pass the charge onto the Service Provider in the form of a deduction from your account.

**Equipment Auditing:**

Service Provider/Employee warehouse/storage facilities may be visited by USSI auditing personnel and/or 3rd party auditors to confirm warehouse/storage conditions and practices.

**Note:** In the event the Service Provider/Employee fails to comply or prepare for equipment audits, USSI will withhold payment for services rendered until such time the equipment audit has been completed. Equipment deemed suspect or non-operational is to be reported immediately to the Operations Department.

**Equipment-Call Ticket Reconciliation:**

The Service Provider/Employee is responsible for reporting of any and all equipment used in the completion of any and all USSI Call Tickets (Work Orders) by reporting exact quantities of equipment installed by specific Serial/Part Number at the close out of each Call Ticket.

In the event equipment is deemed to be OBF (Out Of Box Failure), the Service Provider/Employee must immediately notify USSI by contacting appropriate Operations Department.

**Return Material Authorization (RMA) Procedure:**

At time of close out if there is faulty, extra-new, or defective equipment, ensure the RMA is issued at the time of closeout and make sure you document the RMA Number. For faulty/defective equipment, please make sure you fill out a Failure Tag and return it with the defective unit. Project Coordinators will also give you the method in which to return the RMA, i.e. FedEx account number, UPS shipping label, etc. Service Provider payment for call travelers with outstanding RMA's will not be paid until all equipment is received by USSI and/or the customer. Once the open RMA is closed, the hold for payment will be released and payment will be issued in the next check run provided all other payment requirements have been met. Please remember to apply USSI with RMA tracking numbers as soon as you receive them. Escalation is direct to the Program Manager.

**Note:** Any correspondence regarding an RMA should always contain RMA number, part number and serial number if applicable. RMA's are to be returned within 15 days.

The information gathered for the RMA links RMA parts to the Call Ticket (and to you the Service Provider/Employee) via our RMA control system and provides a verifiable trail that will be monitored and tracked right up until your returned equipment arrives either here at USSI or the designated Customer location. Per Customer RMA and equipment tracking requirements, the Operations Departments must know where any given part is at any given moment and the RMA Number is your guarantee of traceability. Service Providers/Employees can track the progress of their RMAs in the Virtual Office.

**Service Provider/Employee RMA Inventory** consists of all items on an Open RMA. Remember you can view your open RMA's online through the Virtual Office. RMA Inventory is **NOT** to be reported as part of your monthly submission through the Virtual office.

**Equipment Re-Deployment MTR (Material Transfer Request):**

When requested by USSI, the Service Provider/Employee will re-deploy equipment as instructed by USSI using the MTR (Material Transfer Request) process. The Service Provider will have 24 hours to comply with the MTR. **Note:** In the event, the Service Provider/Employee is unable to comply with an MTR the Service Provider/Employee must immediately notify the Operations Department that requested the MTR.

**Service Provider - Personnel Training Process:**

The Service Provider is responsible for providing USSI with verifiable evidence that his/her personnel have been properly trained in the USSI Equipment and Inventory Management Policies and Procedures. The Service Provider will download (from the USSI Virtual Office) this USSI Equipment and Inventory Management Policies and Procedures brochure while completing the required training of his/her personnel and have them sign stating that they have been trained.

The Service Provider will forward all employee signed Equipment and Inventory Management Policies and Procedures to USSI Field Services at [fieldservices@ussi.org](mailto:fieldservices@ussi.org).

**Note:** In the event, the Service Provider fails to forward verifiable evidence of completed personnel training, USSI will redistribute all Call Tickets (Work Orders) until such time USSI Field Services has received signed Equipment and Inventory Management Policies and Procedures.

**Compliance Statement - Agreement:**

By affixing your signature, the Service Provider/Employee and his/her employees understand, agree to and will comply with any and all Policies and Procedures as stipulated within this document. USSI will not be held liable for any failure on the part of the Service Provider and/or his/her employees to comply with the Policies and Procedures as set forth within this document.

**Service Provider/Employee Name:** \_\_\_\_\_

**Service Provider/Employee Code (if available):** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Please sign and return to USSI Field Services at [fieldservices@ussi.org](mailto:fieldservices@ussi.org) or fax to 321-727-3107.**