

Operations and Warehouse Management

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CORPORATE OPERATIONS CONTACT

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All other Email coorespondance with Corporate should go to:

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Basic Computer Rules

- **Days work in a day.** This is the number one rule for managing inventory in our computerized inventory system. If it happens in the warehouse today, the transaction must also happen in the computer today. If we receive stock, return product to the shelf, move locations, or pull an order, any function that affects the quantity on hand or location, the computer function must be completed the same day. Cycle counts and inventory on hand will not be accurate if the transactions are not complete.
- **Garbage in, garbage out.** If invalid data is entered to the computer, we will have invalid information to work with. Pay close attention to the check-in & receiving process and enter the right product to the right PO's. If there is an error with an entry, reverse the order and redo it.
- **Organization.** Put like product together and keep all inventory well marked so it is easy to identify. Cycle counts will be faster and easier with less to reconcile, and the overall appearance of the warehouse will improve.
- **Managed Flow.** Warehousing requires certain schedules to maintain the integrity of the inventory. Cycle counts are done first thing every morning. Know and establish the daily priorities for you branch.

Various department's base sales decisions and purchasing additional hardware based on the accuracy of your stock on hand. If an order has to be cancelled because the stock on hand is not accurate or an unnecessary purchase made, someone in operations has not done their job properly.

If you follow these basic rules your inventory will stay accurate, you will have fewer errors, and others will have confidence with the information in our system.

Cross Training

Every function in operations should have more than one person that is capable of doing the job. When someone goes on vacation, or they get sick, there must be someone trained to follow through and do their work. Make sure everyone is cross-trained so the daily operational functions do not suffer.

Receipt of Product

All purchase orders will be generated through the Purchasing Department at the Corporate office. When a PO is generated, the branch will have visibility to the PO and the product ordered. **It is the Operation Managers' responsibility to monitor & prepare for inbound shipments.** The branch Operation Manager will be advised when confirmation of the shipment is received for those vendors that provide reports (HNS, DISH).

- Remember that we pay all DISH freight & most freight with other vendors. Our intent is to keep orders in full truckloads to the best of our ability.
- LTL shipments will be kept to a minimum with DISH orders.
- HNS Prepays Freight, but requires releases be "Full Loads."

Upon receipt, verify the PO number, the piece count, note variances on the freight bill and notify the Corporate office of any variances and damage.

- Scan the pallet or pallet ID's per the processes below for DISH and HNS.
- Download the numbers and verify that the download does not have any variances.
- Attach the confirmation sheet to the packing slip and keep it on file.
- Enter the product to stock in JDE, making sure you have verified the correct PO number.

Discrepancies in the file to items received:

- If you have any variances in the download, you must pull the unit, put it in quarantine, contact the Corporate with the applicable information (R00/Modem #, PO number, pallet ID, etc), and wait for instructions.
- Once Corporate has resolved the discrepancy with the vendor the branch will be advised to release the unit from quarantine.
- Rescan and verify the scan is valid and enter the product to inventory.

Hughes Equipment:

The individual modems and/or radios for Hughes equipment does not need to be scanned on the inbound shipments from Hughes. Branches are required to scan 1 (one) modem off each pallet, download using the "Status" function, and validate that the modems show as already received by your branch.

Note: If there are any exceptions, contact the inventory group at Corporate so they can address the issue.

DISH Equipment:

Receive DISH IRD information to our scan data base using the Pallet ID Number scan from each DISH pallet.

- ❖ DISH uses the pallet ID to record the R00 and serial number information to tie the IRD's on each pallet to RS&I.

Please note these procedures and guidelines:

- You must have the exact RS&I item numbers off the PO, and PO number to enter the pallet scans. The download will look at the incoming DISH file and verify the DISH item number (tied to our item number), and the PO (tied to your branch). Scan control will ask you for Part Number, PO Number, and then Quantity.
- You will need to enter the exact quantity that you are down loading. Example- you have a load with 360 (10 pallets) of DN222K. You scan the pallet ID of 2 pallets, enter the item number (DN222K),

PO number, quantity (72), and download. The quantity must match scans being downloaded or it will reject the download.

- You have the option to unload and stage the pallets, scan the pallet ID's, and download all of one IRD type (item number) at a time, or do partials of the same item number like the example above. Each warehouse is different in how you must stage your pallets upon receiving to FIFO your inventory. You have the option of unloading a truck and putting the product away off the truck, or staging the load.
- This process only works for full pallets with pallet ID's. For the rare instance when a specific model does not have a complete pallet, or the pallet ID is missing, you will need to scan and download each R00.
- You must verify the scans downloaded properly with no errors at the time of the download. In addition you must also monitor the Inventory Scan Compare program under the Inventory tab after each load has been fully received and entered to JDE. This will tell you if you missed a pallet.
- If you have an exception and cannot scan out an IRD when processing an order, set the IRD aside, get a valid IRD, and process the order. You must report the exception to the inventory group at Corporate immediately. We must address the problems as soon as they happen to avoid future issues.
- Do not discard any pallet ID until all IRD's on the pallet have been sold.

Use of "Purchased from RS&I" Stickers:

Some of you apply "Purchased from RS&I" stickers to each IRD when scanning them in. Some of you add the sticker at the time of order processing. These stickers were added to the boxes when we migrated to DISH to help dealers identify our inventory from inventory purchased directly through DISH. Today, we do not believe that this sticker needs to be applied to every box. Some dealers have only purchased from RS&I and some are still dual dealers. Some installers install for multiple dealers and like the sticker. You know your retailer/installer base better than we do and will allow you to stop adding these stickers for the dealers you think they are wasted on. This should also save some amount of time in the warehouse. How you designate the dealers with or without stickers is up to you. A suggestion would be to add a comment to the pick ticket- "add RS&I stickers".

Weekly run of OPEN PO Report -

The Operations Manager is to be aware of all POs their Open PO Report. Any open PO over 2 weeks old should be verified to determine status and validity of the order.

Anything over this period should be validated to determine:

- Why it is still open
- Where the order is
- ETA for the order

Keeping tabs on these open orders will help to quickly identify potential issues that have the possibility of causing issues with other offices of the company.

If there is a problem you can identify, the Operations Manager should contact the Corporate purchasing department. The Branch Manager is to be notified if there are issues that will impact your supply.

Warehousing and Inventory Stocking

- Pallet identifiers must be on all products (including receipt date)
- FIFO rules apply (First In First Out)
- Days work in a Day (See General Information)
- Keep like product together
- All scan products will cycle count daily (See Cycle Counts)
- Be sure to keep an open flow to your primary shipping & order processing area for faster moving items.

Personalizing/Organizing the Warehouse

The warehouse should be organized in such a manner so that parts can be found easily by new employees. Generating a map of the warehouse indicating where various groups of inventory are located may be helpful (and it may also be included as part of a safety map).

Cycle Counts

All branch offices are required to run and manage their daily cycle counts. The Branch Manager is required to authorize any adjustments and must be actively involved with any variance and reconciliation. **The Operation Manager is required to rotate the people doing the counts and not allow the same person to count the same product continually.** We also caution you to monitor running the variance report and entering a reconciled amount using the variance. **Falsifying cycle counts will be grounds for termination.** Cycle counts are a serious part of your inventory management and you must make sure they are properly done.

- Cycles must be done first thing, before any orders are pulled
- Counts should be alternated by 2 or more people
- Organization is the key to accurate counting
- The Branch Manager is to count and be part of the reconciliation at least once a week
- The Branch Manager is responsible for cycle counts in the absence of the Operations Manager

IF THE COMPUTER SYSTEM IS DOWN:

- Contact the Inventory Group at Corporate for instructions. Each situation and branch is different and may require different steps to be taken.

Scan Data Base Management

The purpose for doing Scan Data Base Management is to insure the scans in the data base are valid scans and every scan able item has been scanned. It is also the place to verify and manage any active product in the warehouse.

- If your scans are **long** compared to your inventory:
 - a. You need to count the inventory first to make sure your count is correct.
 - b. If the count is correct, you need to compare scan numbers from the web to the numbers you have in inventory to determine the “extra” scan numbers.
- If your scans are **short** compared to your inventory:
 - a. You need to count the inventory first to make sure your count is correct.

- b. If the count is correct, all of the inventory for the product will need to be rescanned into the system.
- Once you have determined the numbers in the scan data base that do not match your inventory:
 - a. Email them to the Corporate Scan Database Coordinator
 - b. They will remove/adjust the scans in the data base

Weekly Ordering / Running Sales

Branch weekly orders are to be on Mondays. The Running Sales on the web will supply you with the necessary information to accurately order product.

We use 4 to 6 weeks of stock as a baseline on inventory, depending on the vendor, lead times, and supply.

Once the needed products (or special orders from the Sales Staff) have been identified, the branch will need to fill out the RS&I Order from in the “F” inventory drive and forward it to Corporate no later than Tuesday morning.

There may be special situations with inventory requirements from a specific vendor that may impact the ability/quantity allowed for a given order. The Corporate office will evaluate each branch request (against all other requests and special requirements) and reply back with comments on each item.

Instruct the people pulling orders to notify the Ops manager or Branch manager any time they pull the last of an item that is a standard stocking item. It is your responsibility to question the Branch manager or the Inventory Group at Corporate when a one time sale depletes stock of a normal Stock item. This is to avoid allowing one account to purchase an item in short supply and leave no inventory for other accounts.

Standard Order Processing

There is a basic flow for processing all orders that must be followed:

- Monitor the orders as they appear in Order Shipping. Process orders as they are ready to avoid a buildup of orders late in the day that could hinder late orders from processing same day.
- Print the Pick Ticket. Review the Pick Ticket for any special notes or comments. Verify the weights are printed based on the type of shipment (Carrier/ LTL should be actual weight, UPS/Fed Ex/Flat Rate should be based on DIM weight).
- Pull and stage the product.
- **Prior to boxing, the order must be checked to verify there are no errors and initialed by the person(s) checking the order.** This is a very critical step as the order now has a minimum of 2 people validating the order. Orders that are not checked when processed may be cause for termination. The Ops Manager or Branch Manager are to be available to check orders if the warehouse staff are unavailable or busy with other functions.
- Scan and download verifying that all scans processed. Monitor and correct any issues with scans. This is critical as the payment to the retailer is based on an accurate scan.
- The guidelines for pulling and checking an order must be followed prior to packing an order for shipment or will call. This includes all branch transfers.

Orders shipping on UPS or Fed Ex Ground:

- For orders going UPS or Fed Ex Ground, pack the shipment and make note of the items included in each box. The pick ticket will advise you on the “estimated packages”. Guidelines for boxing are based on using the standard 20X20X16 box and the value of the items. For reference, no more than 2 722’s should be in one package as the value exceeds the limit we have set for any package. Work with the Ops Manager for any questions on packaging.
- Process the order at the scale. Make note that the standard 20X20X16 box will DIM at 40lbs. If the actual weight does not meet 40lbs, increase the weight to 40lbs.
- Stage your packages for pickup.

Orders Shipping LTL/carrier:

- Pack or palletize the order depending on the product and order size making sure to wrap and secure the product for shipment. Follow the carrier contract guidelines for packaging if required.
- Generate the freight bill as required by the carrier.
- When confirming the order, make sure you input the shipping cost and bill amount to the customer.
- If the order is a branch transfer between offices, enter 0 (zero) in both columns

Updates to Sales Order and Order Shipping posted on 1/18/11 for reference:

Updates to Sales Order include some major interface changes;

1. The Freight drop down has been replaced with Freight Billing radio buttons.
 - a. Buttons include “Flat Rate”, “Pre Paid” and “Free” Freight.

- i. Flat Rate is used only for UPS and FedEx shipments. We calculate the flat rate amount and Sales order enters the freight line.
 - ii. Pre Paid can be used for UPS, FedEx or any Carrier Freight order. You calculate how much to charge the dealer and you enter the Freight line.
 - iii. Free freight means you are shipping the whole order for free. There is no cost to the dealer. There cannot be a freight line on the order.
2. Shipping options have been removed.
 - a. Sales Order will determine if an address is either Residential or Commercial and you cannot change them.
 - b. The label that indicates a Residential address is now located between the dealer notes button and your Branch.
 - c. If a new address shows up as Residential and you think it should be Commercial then click the “Verify Address” button and Sales Order will access the UPS server to validate the address. If UPS indicates that the address Commercial then the red Residential label will disappear, otherwise it will remain. Changing the address after verification will force it to be Residential.
3. The Carrier text box is no longer available.
 - a. You will need to enter the carrier in the order notes.
 - i. This applies to Carrier freight orders.
 - b. When shipping an order carrier you will need to contact your shipping department to get a freight quote.
 - i. **You are responsible for entering the freight line for a carrier order!**
 - ii. You will need to enter the freight quote as a freight line in the order to charge the dealer. Remember to add the mark up or you will be shipping the order at cost!
 - iii. The shipping department will not be able to enter the price for shipping. **You must enter the shipping price in Sales Order!** The shipping department can only enter the cost RS&I pays for the shipment.
 - c. We were having trouble with the shipping department entering the shipping price for credit card orders. It changed the amount that we captured from the credit card company and sometimes caused the card to reject. The order ships and the dealer didn't pay for it.
4. The “Show Cancelled Lines” and “Force Tax” checkboxes have been moved to the lower right corner of Sales Order to open up space.

Operations Managers – You will need to make sure that someone is always available to give Sales a freight quote for Carrier orders.

Also note that the option for “all box COD” has been eliminated from the system. Other payment arrangements must be made with a customer requesting all box COD.

Manual Processing

Manual Order Processing When Computer or Phone Systems Are “Down”

There is a manual Sales Order Form in the forms section on the RS&I website, and included with the Operations Manual. All branches need to print a limited amount of forms and have them on hand for full manual processing.

First, determine the type of outage and follow the process based on the type and term of the problem.

Risk management must release all orders that have terms, or process credit cards if needed.

Remember to always work with the Corporate office on the various scenarios below (or any others) to get your orders processed. If you must manually process orders, follow the guidelines in the given Scenarios or in the Manual Order Processing section below.

Possible Scenarios

Your local branch is down, but the Corporate system is functional:

Scenario 1- You have a **local power problem** and your computers are not functional. Find out how long the power will be out and proceed accordingly.

- Short-term, process will call orders manually and work with Corporate on the invoicing and scan management. Follow the guidelines from risk management prior to releasing any order.
- Long-term outage, work with the operations group at Corporate on a solution to process your orders.
 - Corporate operations can enter and ship those orders that can process from another office.
 - Orders that must ship from your branch can be entered and completed at Corporate.

Scenario 2- The Branch computer line is down with Corporate

- Contact the IT group and find out when your line will be functional.
 - Short-term, process your orders the same as in Scenario 1.
 - Long-term, work with Corporate to get your DSL line functional. Your system will not be as fast, but you can process your own orders and work within the system.

Scenario 3- Some computer functions are operational, others do not function.

- If the web is operational and Order Express is functional, enter your dealer orders in Order Express and release.

Worst case, with all computer functions down at Corporate

Corporate will communicate a timeline with each branch.

- Orders that must be processed will be manual.
 - This should be restricted to will call orders only if at all possible.
 - Ship orders must be confirmed with Corporate prior to releasing the order.
- The Ops Manager must have the freight amount figured or the LTL quote prior to contacting Corporate for the release.

Manual Order Processing

If you must manually process orders, only process those orders that **must** be processed. Any orders that can wait for the systems to be operational should be held.

- Any orders that are processed manually will have to be reprocessed through the automated programs once the system is operational.
- If possible, pull a scan label from any product that requires a scan and keep it with the order. If a scan label is not available, record the numbers manually and have them verified by a second person.
- Complete the manual Sales Order Form. Follow all Risk Management guidelines and obtain a verbal release from Risk Management prior to processing the order.
 - Make sure you note who authorized the release on the form.
 - Follow all Risk Management manual guidelines for processing credit cards if applicable.
 - Contact Risk Management if you need help or have questions.
- Verify and double check all item numbers, descriptions, quantities, prices, and extended pricing.
 - Get another person to validate the total.
 - Exceptions that require shipping must have the freight amount listed.
- Pull and double-check the order.

Follow the guidelines above for ALL scan data.

- Go over the order with the dealer and get a signature on the order form.
- Once confirmed, collect payment.
- Ship orders must be LTL, or processed on the World Ship system.

Switching over to Internet Lines from primary T1 connection

- Contact the IT Department at Corporate for instructions. Each situation and branch is different and may require different steps to be taken.

Releasing orders during “Off Time”

~Prior to 8am or after 5pm Mountain~

Credit Card Limit holds or Over-limit holds require additional research prior to making the decision to release the order or not. These holds can only be done during normal corporate office hours.

- Processes have been put in place to better avoid charge backs and disputes from dealers. In order to win a disputed charge all information that is processed must match. This includes card swipes and credit card authorization forms.
 - Note: All new cards are validated prior to allowing them to go on the dealer’s file.

Orders generated by one branch for another branches dealer

Unless prior arrangements have been made with the branch holding the account, the branch responsible for the dealer is to enter the order. The only exception would be if the responsible branch is in an “Off hours” situation and cannot be reached to enter the order.

Guidelines on using MISC accounts

RS&I is a distributor and is not to sell anything direct to the public. As a distributor, we must have identification for the business in which we are selling equipment to.

- Miscellaneous accounts are only to be used for first time purchases from customers as a means to expedite the first order for a new dealer while the application is being processed.
- Having a vendor number for the dealer allows them access to a number of the services provided by RS&I.
- Abuse of these accounts will cause in their removal from the system.

Missing Items/Parts

Missing items are handled based on the instructions from the vendor.

DISH- The DISH policy requires the retailer submit a Service Request for any DISH hardware missing from a box. RS&I does not replace missing parts.

Hughes- HNS supplies RS&I with an inventory of parts and pieces to manage missing or damaged parts for antennas. Some items such as reflectors or bolt kits can be supplied by the branch if requested. For any missing parts, the branch, or dealer has the option to contact RA Processing (reprocessing@rsiinc.com) for a replacement. Any request for missing parts or internal damage will require the **date code** off the box for reporting back to HNS. In instances of internal damage with no apparent damage to the packaging, or defective packaging, pictures of the damage and packaging may be required as well.

Contact inventory at corporate (inventory@rsiinc.com) or RA processing with any requests for missing parts from other vendors. You will need to supply all pertinent information such as customer name, dealer number, serial number if serialized, date sold, invoice number, and the missing item(s). You will be advised how to process once we have the information.

Promotional Display Items

To relieve inventory for display or internal use, the Branch manager will need to email a request for an order to the Inventory Group at Corporate (inventory@rsiinc.com) for input. Copy the branch operations manager so they can complete the process.

- The Branch Manager will need to give the reason for the order- display, training, internal install, etc.
- This will allow for the monitoring of the product leaving the warehouse and give the information to accounting.
- It also makes sure that the Branch managers are involved with any items being invoiced for internal use.
- Your branch will complete the order the same as an inventory transfer or order generated by another branch.

For any of these items that are sold, or need to be returned to stock, the branch will need to send a request to the Inventory E mail at Corporate advising them of the detail for the request. Copy the branch operations manager.

- Depending on the circumstance for the sale or return, they will either credit the item back to stock, or process an invoice for the sale using a class code.

This process is required for accounting to maximize the dollars spent on internal use for tax purposes and eliminate duplicate inventory locations that are closely monitored.

Freight Loss/Damage Claim Procedure

Each office has 1 Freight/Loss Account for all claims:

I.F.	561304	FRT./LOSS ACCOUNT
Sacramento	562339	FRT./LOSS ACCOUNT
Puyallup	563358	FRT./LOSS ACCOUNT
Corona	564291	FRT. LOSS ACCOUNT
Dallas	568361	FRT./LOSS ACCOUNT
Houston	560812	FRT./LOSS ACCOUNT
Phoenix	561739	FRT./LOSS ACCOUNT
Denver	562905	FRT./LOSS ACCOUNT
Great Lakes	564891	FRT./LOSS ACCOUNT

Scanned Product:

1. Send to Corporate a request for credit with the freight amount that needs to be credited for the dealer
2. Corporate will enter the credit and the bill the Freight/Loss account.
 - a. The Freight/Loss account is billed for the item(s) at cost plus freight.
3. When the check comes to the field office from the freight carrier, it is applied to the loss invoice billed on the Freight/Loss account.
4. The field office then sends to Corporate
 - a. A copy of the original billing to the dealer
 - b. A copy of the credit to the dealer
 - c. A copy of the Freight/Loss account billing
 - d. A copy of the check from the carrier.
5. Corporate will then write off the outstanding balance.

Non-Scanned Product:

- The process is the same except for the field office does their own dealer credit and billing to the Freight/Loss account.

The maximum is \$1,000.00 over the amount collected from the carrier.

Return Authorizations

All returns for scanned product must be processed by the billing department at Corporate. Any returns of other items must be new, complete, and in the original containers. A 10% restock fee will be charged.

Most of the programs have special guidelines that pertain specifically to the given program. Refer to the specific program sections for instructions that may vary from the following.

This policy applies to defective hardware returns.

- [DISH products have their own return policy](#) as outlined in the Manuals and Forms section of the RS&I website.

- [HughesNet returns are managed through the HNS Spares program](#) or the HNS RA Process in the Manuals and Forms section of the RS&I website.

Generic RA's for other items

Dealer responsibility:

- The dealer has the option of sending defective product directly to the RA Processing department in Idaho Falls, or returning the hardware to your branch.
- If returning directly to the Idaho Falls RA Processing Dept. they must obtain an RA number for all items being returned.
- Dealer must provide Proof of Purchase at the time of getting the RA number. **Note that a POP is required for all returns.**
- The dealer will ship the product to the Idaho Falls RA Processing Dept, freight prepaid, with the RA number clearly marked on the outside of the package and the POP included with proper packing to protect product.
- Once the product is received with a valid RA number, and verified defective to the best of our ability, credit would be issued to the dealer. Any charges to RS&I by the vendor after the return will be passed back to the dealer.

Returns to the selling branch:

- A POP is required prior to issuing credit.
- Inspect the hardware to verify that there is no visible damage caused by neglect or any other obvious reason why the product would not qualify as warranty. Contact the Corporate Returns RA Department if there are questions on specific vendor policies.
- Credit non scanned items once requirements have been verified. Send a credit request to inventory@rsiinc.com for scanned items and note that they are defective returns.
- Once credited, email RAProcessing@rsiinc.com to obtain an RA number or instructions. Include the serial numbers if required, the dealer name, and the original invoice number from the POP.
- An internal RA number will be issued and a transfer input by the Corporate office for the return to IF. If there are special instructions for the return, the branch will be advised at this time.
- The branch can now send the RA request to Inventory E mail address. Corporate will input a transfer and reply back with an RA #.
- Ship the return to Idaho Falls or to the address on the special instructions.
- Mark all packages with the RA number next to the label so it is clearly visible.
- DO NOT ship any product to the Idaho Falls RA Dept. without first obtaining an RA number and a transfer.

Issuing Credit for Returns for another Branch's dealer

The branch receiving the actual inventory must process the credit request for any equipment being returned. The Ops manager must either enter the credit request or request the credit for scanned items from the corporate office.

Tax on RA replacements

In the event that a dealer is not Tax exempt, they will be charged tax on the replacement receiver that they get when they return a receiver to the branch for replacement. In order to receive credit for the tax portion, a manual request to Marcella must be sent on the same day as the purchase with the corresponding credit invoice in order to process the reversal of the sales tax for the RA.

Report dealers not purchasing approved parts

Ops Managers are in the “last” position to recognize dealers not purchasing approved accessories. Additionally, they need to be aware of the value to RS&I and the end customer when a dealer uses approved accessories for installation.

- Operations managers are an additional set of eyes on dealer purchases, and should be attentive to instances in which dealers are purchasing non-approved accessories. When dealers consistently purchase (or purchase in large quantities) non-approved accessories, the Operations manager needs to report them to Brian.DeRusha@rsiinc.com for possible audit review.

HughesNet

Buy/Sell HNS Inventory Management

The primary components of a HughesNet system consist of the Modem, Radio Assembly, and Antenna.

These items are now sold as individual units in the following packaging:

Modem = \$120

Radio = \$120 (1 watt Radio – see inventory sheet for 2 watt)

Antenna Assembly = \$60 (for .74 meter reflector – see inventory sheet for .98)

Antenna Assembly includes Tri-Mast which is why it is priced at \$0

Reminders for some important parts:

- The MT-6 mount is a no charge option
 - You are not to ship more mounts than complete systems on the same order unless authorized by someone at Corporate.
- The .98 systems are the only systems that are to ship with a 2 watt radio assembly.

Any damage or shortage issues must be reported to Corporate for reconciliation.

Outbound equipment Processing:

All modems and radios must be scanned out as a part of the dealer invoicing process. We still have to validate the equipment was purchased from RS&I prior to reimbursing for hardware and commissions. We also validate that defective modems came from RS&I prior to processing an RA.

Damaged equipment must be noted on freight bill. Send a copy of the freight bill with a photo of the damage to inventory@rsiinc.com

Factory Refurbished Unit (FRU) Spare Modems Program

Please refer to the Ka and Ku RMA Processes found in the [Hughes Online P&P manual](#) under Manuals/Forms/Promos → Hughes Satellite Manual P&P → IV. d. and e. (respectively).

DAPT Meter Replacement

HNS has allotted a small pool of DAPT meters to use in RA Processing for replacement of defective meters. There are 2 options available to the branch or the dealer:

- 1- **Dealer direct with Corporate:** Dealer sends an E mail RAProcessing@rsiinc.com with their dealer information and failure reason. A return E mail with the RA number and a note to print the E mail to include with the return will be sent to the dealer.
- 2- **Branch Replacement for the dealer:** The branch can credit/invoice a replacement from the local inventory and E mail RA Processing for a transfer and replacement. Please ask the dealer for an explanation of the problem so you can include it with your request.

In either option, HNS is asking that we provide the failure reason for each of the meters when RS&I request the RA and replacements from them. Contact RA Processing at Corporate if you have any questions.

Ku Component Sales

The Ku program is different from Ka in that the Hughes Spares Program is still intact and the dealer does not need to purchase components for repair. This allows us the option to require that Ku systems be purchased as complete systems at the standard HNS pricing and gives us the ability to sell the components out of the system at a profit.

To accomplish this we must move the inventory from the standard HNS item numbers to new HNSU item numbers so they are coded correctly and will show the profit for your branch. Although some of the components are similarly used for the Galaxy/Sentinel program these component sales are not to be confused or sold as components needed for Galaxy or Sentinel systems, which are not available separately. These components are for use with HNS activations and installation only.

If you need to sell components for Ku, you can complete the [attached form](#) and send it to the inventory@rsiinc.com E mail address, or simply E mail your request to the group. The inventory group will transfer the quantity you request so you can create your order and invoice the components. The inventory group will only move the inventory for you and will not create your order. You may then enter your order and limit the confusion with payment and shipping methods. To avoid confusion with monitoring your inventory, do not request more hardware be moved to the HNSU item numbers than you have sold.

Pricing is as follows:

HNSU100 HN7000 Ku modem- \$135.00
HNSU101 1 Watt Ku radio- \$135.00
HNSU102 .74 Ku antenna- \$70.00
HNSU103 2 Watt Ku radio- \$280.00
HNSU104 .98 Ku antenna (Prodelin)- \$225.00

Sales of Ku components under the standard HNS item numbers and pricing is no longer allowed. Ku systems must now ship complete (modem, radio, antenna, and optional mast) on one invoice.

Per the instructions under the billable to HNS repair document, the dealer must submit a dispute for reimbursement when a complete antenna or component is used for an in warranty repair. Credit will be issued at the HNS system pricing (\$60.00 .74, \$200.00 .98). You may sell the component or full antenna at the lesser system price when the dealer presents you with a valid credit.

DISH RA Processing

For the most current policy concerning the [DISH RA Guidelines](#), please refer to the DISH Online manual found under Manuals/Forms/Promos → DISH Satellite Manual P&P → III.b. RA Guidelines

PRE-AUTHORIZING RECEIVERS IS AGAINST OUR CONTRACT WITH DISH

Giving out information that can help preauthorize a receiver is not allowed. This includes branch managers, sales people, CSR's and operations. No one is authorized to verbally give R00, serial number or S00 information prior to product leaving the warehouse. The R00 and serial number information is available to the dealer on the RS&I website once the product has invoiced. In addition, no product is to be shipped or allowed out of RS&I's possession until it is invoiced. The exception would be for manual processing of an order if all computer systems are down. (See Manual Order Processing).

Re-invoicing from one dealer to another dealer due to an installation issue:

There are payment and inventory issues that occur when an RS&I receiver is purchased by one Dealer and installed on another DISH dealer's customer claim. This situation usually occurs when a subcontracted installer works for multiple companies. DISH will decline Service Requests to swap the receivers on their end to correct the payment issue. Instead they will refer the dealers back to RS&I for invoicing corrections.

The first indication of this type of error happens when a signed DISH Agreement is faxed and received.

- Dealer Services will recognize the receiver is not invoiced to the dealer submitting the claim.
- An Automail will be sent to the dealer submitting a signed claim and the dealer who purchased the inventory, notifying them of the issue and referring the dealers to their local RS&I Branch.
- The Agreement will now be accepted and forwarded to DISH so the hardware payments will not charge back.

When a dealer contacts their Account Executive, they are to review the receiver invoicing situation with the dealer. Training must be given to the dealer so the installer causing the issue will understand that using another dealer's hardware is not an acceptable action.

Re-invoicing of a receiver due to an RA issue with DISH:

DISH Service is requiring a form be completed for any receiver re-invoice request due to an RA processing error by a dealer. All fields in the form except the "Order number original receiver purchase" must be completed by you on behalf of the dealer and sent to inventory@rsiinc.com. The corporate office will check and forward the request to DISH Service for processing. Once we are advised that the re-invoicing is complete, we will manually generate a no charge RPL invoice for the receiver to the dealer requesting the re-invoice.

WILD BLUE by DISH

A Wild Blue modem purchased from RS&I will have the same negative financial issues as a receiver if a dual dealer uses them for a direct Wild Blue install or a DISH direct order. There is no recourse for the dealer to correct the error and get paid. That said, make sure that shipping personnel are putting the “Purchased from RS&I” stickers on all modems along with all DISH receivers sold from your warehouse.

The WILD BLUE ODU that contains the TRIA are scanned and managed in a database. The ODU will require an outbound scan (similar to a meter) to validate the unit came from RS&I for the dealer.

Wild Blue Service:

The modems RA'd for Wild Blue service will be treated the same as a defective receiver. A credit or replacement will be determined by DISH when we request the RA on behalf of the dealer.

Defective TRIA's will be credited the same as an accessory item. Today TRIA's will not be sold separately so if a dealer needs a replacement they need to purchase a complete ODU, use the TRIA, and keep the antenna for parts. The credit amount for the TRIA will be the same as the ODU. At some point DISH may sell TRIA's as a stand alone item to use for field replacements, but this has not happened yet.

BRANCH SHOWROOM ACCOUNTS

Each branch has a DISH showroom account. When the branch needs to change receivers on their showroom account, they need to enter a Service Request (SR) through the DISH Retailer Website with a category of “showroom” and a subcategory of “showroom - swap.” In the SR be certain to include the Receiver and Smart Card numbers for the new receiver along with the old receiver number and smart card number. The SR needs to be accepted by RS&I Dealer Services – when DISH approves (or denies) the SR the branch will be notified via email of the status.

DISH Retail Services can also assist in the swap process. If you contact Retail Services, you must also be certain to email the swap information to DealerServices@rsiinc.com as well.

Watch orders for receiver only purchases

Ops Managers are in the “last” position to recognize dealers not purchasing approved accessories. DISH reimburses all required equipment for installation to the dealer with their sales commissions, Dealers are required to purchase approved accessory items from their distributor.

- Ops Managers are an additional set of eyes on dealer purchases. Dealers consistently purchasing receivers without the other accessory items required for a complete installation (or large volumes of receiver without the needed accessory items) are suspect for fraud and need to be reported to Risk Management immediately for audits.

Consumer Electronics

Brad Johnson is the person responsible for helping all branches with information regarding the Sony CE and LG Commercial products. All Sony and LG products are ordered through the purchasing dept at corporate. All branches will need to monitor their sales and E mail inventory@rsiinc.com and copy Brad (Brad.Johnson@rsiinc.com) with requests for stock.

Sony CE

Sony items are limited from time to time and may be on allocation. You can contact the inventory group requesting status and copy Brad. All Sony items are purchased from Tech Data using a special portal administered by Sony with special pricing for RS&I. Upon confirmation of an order, you will be sent a status report from the Tech Data website advising you of the pending ship date and other information. There will be free freight on Sony orders that exceed \$1000.00. Drop ship orders may be possible but must get confirmation prior to a commitment and may have additional charges. The minimum order to process a Sony PO is \$1000.00.

Sony will allow a current model DOA item to be returned if it fails at the time of install. To request an RA, you must send the following information to RAProcessing@rsiinc.com

- Customer invoice or invoice number with serial number and date sold.
- Confirm that the defective unit is new, complete with all remotes/manuals etc, and in the original carton.

RA processing will complete the necessary paperwork and submit the RA and return request to Sony. Once authorized, an RA will be issued through Tech Data for the return. We will credit the defective unit once the RA is issued and re-invoice the item to the vendor. You will be notified with the RA number and return information. All DOA return freight will be prepaid by Tech Data/Sony.

All other service is completed by an authorized Sony service center. Your customer can access a list of service centers in the Sony website under <https://eservice.sony.com/webrma/web/index.do>.

LG Commercial

LG items are purchased through an outside distribution group that has been authorized to sell LG to RS&I. Availability and pricing may vary between these vendors. There is no set freight policy among these vendors and will require confirmation prior to ordering. Drop ships are available but may have special charges applied. All drop ship freight charges will be passed to the customer.

Our intent at this time is to use these vendors and special order product as needed on a presold basis. We will shop these vendors for the day to day requests for you. E mail your requests to inventory@rsiinc.com and copy Brad. Once we have confirmed availability, freight, and best pricing, we will notify you so you can obtain payment and confirm the order. Since our system cannot have multiple costs on an item, there will be special instruction to follow for the PO receipt and invoicing once an order is confirmed shipped by one of the vendors. The minimum order to process an LG PO will be \$1000.00. All sales are final.

LG bid requests for larger purchases need to be coordinated through the Sales Dept and Brad as we must follow the appropriate bid process with LG. E mail or contact Brad at corporate with your request and information. LG will quote the bid and send the pricing to their authorized distributor partners. We must follow through with the individual partners to obtain pricing and availability. This process may take several days and must be coordinated through Sales and Brad at corporate.

All DOA policies will be followed based on the specific vendor policy with LG. All service will be handled through the authorized LG service centers per the LG policy for commercial equipment as in the past.

Galaxy Order Processing

Order entry and processing for Galaxy/Sentinel Equipment will be done by the inventory group at Corporate. The process requires movement of inventory from other item numbers into the item numbers coded for this specific program in order to account for profit and properly record on the sales report. There also may be a need for customer dealer pricing on each individual item. Email orders with all the needed dealer and shipping information to inventory@rsiinc.com (be sure to CC Craig.Harker@rsiinc.com).

Contact the Corporate inventory group if you have any questions about this product.

Appendix

Meter Warranty

Vendor	Meter		Warranty	Warranty Procedure
P-10				30 day over the counter exchange/POP required
	ACC614	Bird Dog/Ultra	30 Days	After 30 Days Dealer/Installer returns Meter Direct to Pace Setter. Call for RA 800-963-6363 Neecotron
	ACC596	Bird Dog	30 Days	
	PET559	Acutrac 22 Pro	1 Year	Dealer/Installer returns to P10. Call 1-800-205-8620 for RA. POP required.
	PET575	Digisat III Pro	1 Year	

Vendor	Meter		Warranty	
PCT (Channel Master)				
	CM788	1004	90- Days	Dealer/Installer returns to local Branch with POP. RA to Idaho Falls
	CM851	1007	90- Days	
	CM854	1008	90- Days	

Vendor	Meter		Warranty	
Applied Instrument				
APP100	Sat Buddy		1 Year	Dealer/Installer returns to Applied Instrument. Call for RA 317-782-4331 Applied Instruments Inc. 5230 Elmwood Ave Indianapolis, Indiana 46203
APP101	Sat Buddy II		1 Year	
APP102	Dual Sat Buddy		1 Year	
APP104	Super DST Buddy		1 year	

HNS KU COMPONENTADJUSTMENT REQUEST

Requesting Branch	Date:	Requested By:
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Dealer #	Dealer Name:
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From Item #		To Item #	
	Qty		Qty
HNS654 HNS KU HN7000S MODEM w/64W PS		HNSU100 HNSU100 HNS KU* HN7000SMODEM	
HNS655 HNS KU RADIO 1 WATT (.74)		HNSU101 HNS KU* 1 WATT RADIO	
HNS651 HNS KU .74 ANT (RAVEN)		HNSU102 HNS KU* .74 ANT (RAVEN)	
HNS656 HNS KU RADIO 2 WT .98		HNSU103 HNS KU* 2 WATT RADIO	
HNS662 HNS KU .98 ANTENNA		HNSU104 HNS KU* .98 ANT(PRODELIN)	