

- Starting immediately, all returns of product (Carbonated, Non-Carbonated, or Water) from DSD Soda Vendors for damages or outdates should be processed one of two ways:
  1. As a full case return to the vendor
  2. As a swap out with a PLANOGRAMMED item (similar in size and retail)
  
- FULL CASE RETURN
  - Full case returns would be defined as all one item (same UPC) or like items (same size / 20 oz, 2 liter, etc.)
  - The credit for a full case return would be processed and keyrecd as normal (Vendor downloads DEX credit invoice thru Zebra Printer or enters credit invoice thru Vendor Invoice Entry on the RF Unit. Store then completes credit keyrec on RF Unit.)
  - Full Case returns are the preferred method of processing credits!
  
- SWAP OUT
  - A swap out would be done if you have damages and/or outdates that do not equal a full case.
  - A keyrec would NOT be completed in a swap out. You would give the driver, for example, 3 items and he would replace them with 3 PLANOGRAMMED ITEMS (similar in size and retail).
  
- UNAUTHORIZED PRODUCT (Carbonated, Non-Carbonated, or Water)
  - Returns on unauthorized soda items are not recognized in the store controller and, therefore, cannot be processed through the system.
  - You should make every effort to 1) attempt to process a full case return if similar items are part of the return (ie. 20oz bottles, different flavors, some authorized, some not), 2) swap out the product for PLANOGRAMMED product only (similar in size and retail).