DEPARTMENT OF CORRECTIONS

Policy Number:	**402.210**
Title:	**MINNCOR Product Repair**
Effective Date:	**11/6/18**

PURPOSE: To assure prompt and efficient handling, processing and resolution of repairs, warranty works, and service calls.

APPLICABILITY: Minnesota Corrections Industries Program (MINNCOR)

DEFINITIONS: None

PROCEDURES:

A. Customer service initiates a repair order by creating a new sales order in the enterprise resource planning (ERP) system, coded to the appropriate business unit and using the appropriate inventory number and shipping information.

1. The repair sales order must include as much detail as possible, and customer service must ask customers to define and categorize possible defective parts and labor issues to initiate a repair order.
2. The original sales order number is included on the new order.
3. Customer service processes repair orders within 24 hours of the customer's call.

B. The shop supervisor monitors all service repair orders, and may utilize shop service staff, installation services staff, or an approved private firm to complete service orders on time. When possible, all repair/warranty orders are completed within 30 calendar days from the day the customer contacts MINNCOR customer service.

C. The shop staff creates a production order, bill of material (BOM), and routes forms to ensure proper tracking of parts and labor.

D. If this is a repair outside the warranty timeframe, the customer ships the item to the shop. The shop supervisor informs customer service of the repair cost to relay to the customer (for them to send a purchase order). When the repair is not under warranty, the customer is responsible for all shipping costs.

E. Warranty work is completed only if it meets the items and conditions as stated in the MINNCOR literature. Failures in vended components are returned to the shop and processed to the vendor for the appropriate compensation to MINNCOR. (See Policy 402.200, "MINNCOR Reimbursement from Vendor.")

F. When received at the repair center, the item is inspected and evaluated by the appointed supervisor for warranty qualification. When possible, the item is returned to the customer within 30 days. If determined to be outside the "normal wear and tear" criteria, the repair center must notify customer service to contact the customer with a cost estimate for the repair. If the repair is

approved, the customer sends a purchase order to MINNCOR central. If the repair is not authorized, the item is returned to the customer at the customer's expense.

G. The shop supervisor generates and maintains an inventory of properly labeled and necessary parts used for repairs.

H. All warranty/repair orders must be completed by the requested ship date as indicated on the order.

I. Once it has been determined by the shop staff that special order parts or materials are needed, the shop supervisor must submit a request for purchase requisition, making note of the original sales order number, and notify customer service.

J. The vice president of operations periodically examines repair open orders and invoiced repair orders to ensure compliance with this policy.

K. The shop supervisor must inventory the defective parts by vendor, and review them with the respective vendor monthly. The supervisor must also fill out a return goods form and send it to the vice president of operations, MINNCOR buyer, and accounts payable to verify receipt of credit.

L. The executive team evaluates reports assessing the vendor performance. Vendors are invoiced accordingly.

INTERNAL CONTROLS:

A. Repair sales orders and all supporting documents are retained in MINNCOR's ERP system according to MINNCOR's records retention schedule.

ACA STANDARDS: 2-CI-6A-12

REFERENCES: Minn. Stat. § 241.27
Policy 402.200, "MINNCOR Reimbursement from Vendor"

REPLACES: Division Directive 402.210, "MINNCOR Product Repair," 8/5/14.
All facility policies, memos, or other communications, whether verbal, written, or transmitted by electronic means, concerning this topic.

ATTACHMENTS: None

APPROVALS:
Deputy Commissioner, Facility Services
Deputy Commissioner, Community Services
Assistant Commissioner, Facility Services
Assistant Commissioner, Operations Support