

4.0 PROCESS STEPS: RETURN GOODS

Receivers may need to return goods for various reasons:

- Item is damaged
- Vendor sent more than what was ordered
- Wrong item or substitute
- Requester does not want item

When Department...	This process is followed...
Receives correct item, but item is damaged	<ol style="list-style-type: none"> 1. Department Buyer contacts Vendor offline to return damaged item and request replacement item. 2. Department Receiver DOES NOT RECEIVE damaged item. 3. Vendor sends replacement item. 4. Department Receiver RECORDS receipt of replacement item.
Receives more than they ordered, and does not want un-requested items (e.g. request 2 widgets and vendor sends 5 widgets)	<ol style="list-style-type: none"> 1. Department Receiver DOES NOT RECEIVE unwanted items. 2. Department Buyer contacts Vendor offline to return unwanted items. 3. Vendor receives returned items and sends Credit Memo.
Receives wrong item or substitute and does not want to keep the item received	<ol style="list-style-type: none"> 1. Department Buyer contacts Vendor offline to return substitute/wrong item and request original item. 2. Department Receiver DOES NOT RECEIVE substitute/wrong item. 3. Vendor sends original item. 4. Department Receiver RECORDS receipt of original item after it arrives.
Receives correct item and department no longer needs	<ol style="list-style-type: none"> 1. Department Buyer contacts Vendor offline to return item. 2. Department Receiver RECORDS receipt for item. 3. Vendor receives returned goods and sends Credit Memo.
Receives correct item, but decides to return it after it has been received	<ol style="list-style-type: none"> 1. Department Buyer contacts Vendor offline to return item. 2. Vendor receives returned goods and sends credit memo.