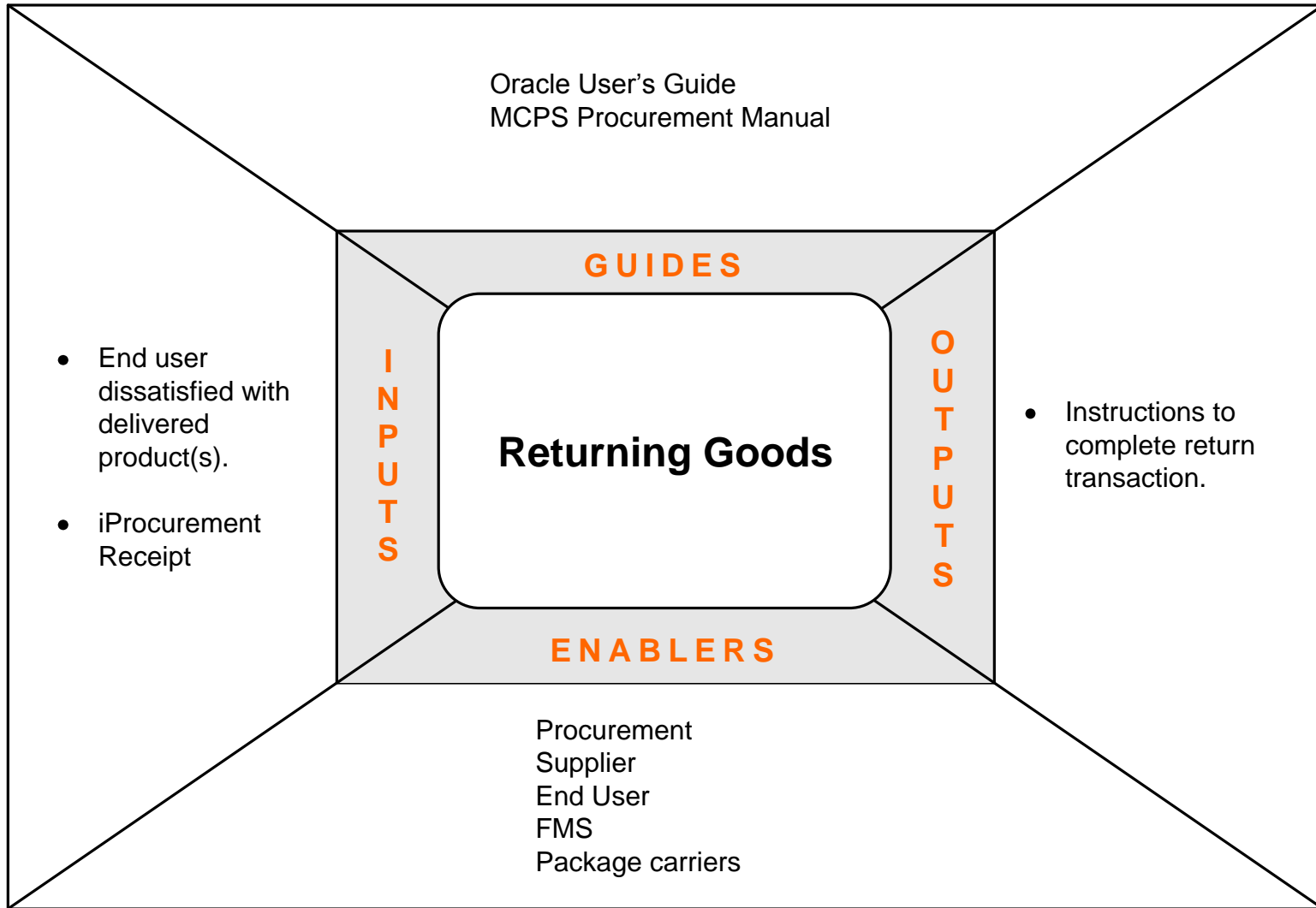


Process Begins when

a shipment of goods is delivered and requires return.

Process complete when

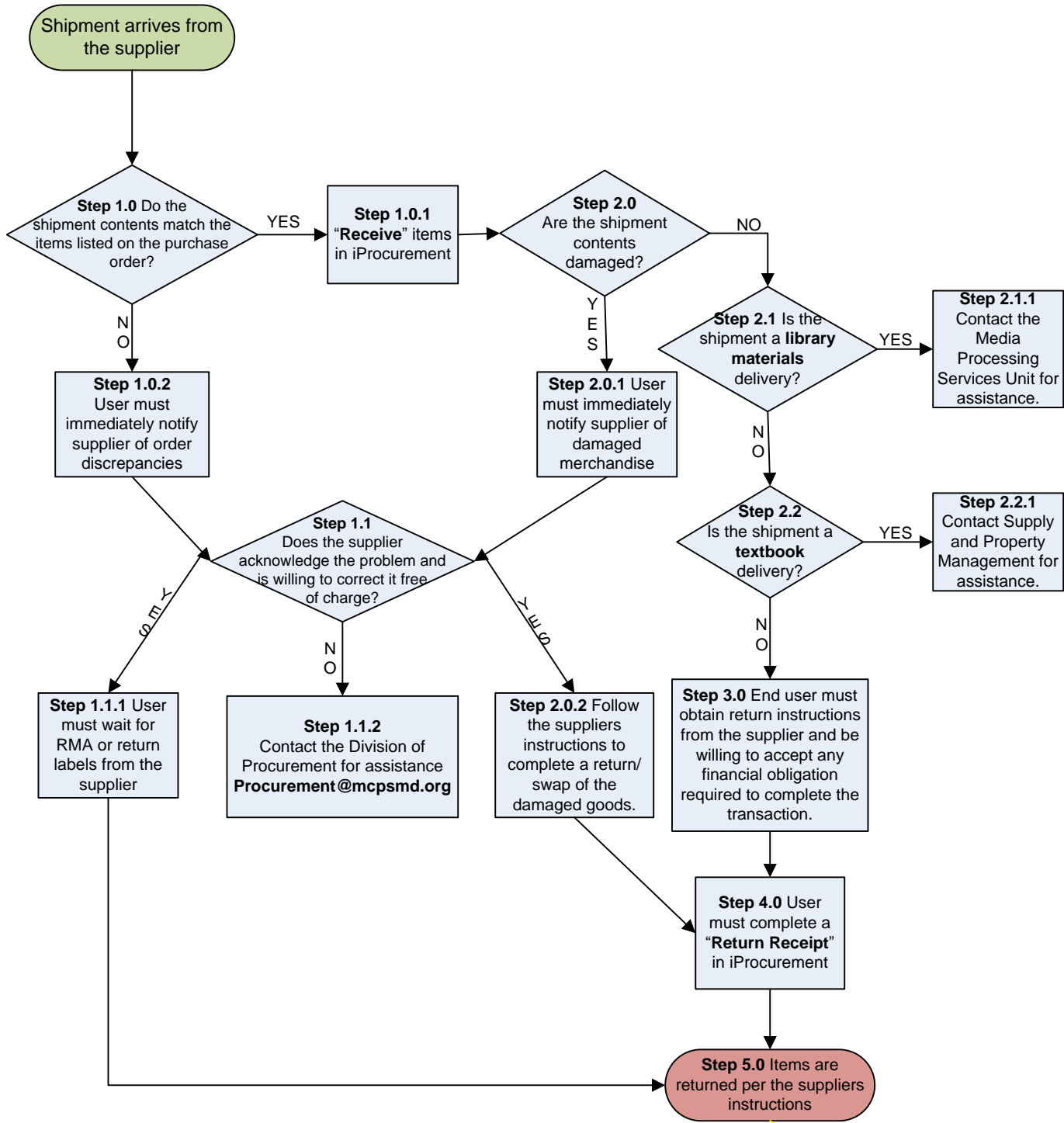
the supplier receives returned shipment.




Performance Measures



Returning Goods



 Return to IGOE

 To Details 1

Note: If the returned merchandise is replaced a "Correct Receipts" entry must be completed in iProcurement once the replacement is received.

RETURNING GOODS

Introduction

This process is to be used when an end user school/office receives an item that either was incorrect, damaged or no longer needed.

Process Description

End user receives shipment:

Step 1.0 Do the shipment contents match the items listed on the purchase order?

YES: Step 1.0.1 Receive items in iProcurement; continue to **Step 2.0**

NO: Step 1.0.2 With information from the purchase order and/or the packing slip, the end user must immediately contact and inform the supplier of the shipment discrepancies. Continue to **Step 1.1**

Step 1.1 Does the supplier acknowledge the problem and is willing to correct it free of charge?

YES: Continue on to **Step 1.1.1** for order discrepancies OR **Step 2.0.2** for damaged goods received.

NO: Step 1.1.2 Contact the Division of Procurement for assistance at Procurment@mcpsmd.org

Step 1.1.1 The end user must wait for RMA, return labels, or other supplier provided means to complete the return.

Step 2.0 Are any of the shipment contents damaged?

YES: Step 2.0.1 With information from the purchase order and/or the packing slip, the end user must immediately contact and inform the supplier of the damaged merchandise. Continue to **Step 1.1**

NO: Continue on to **Step 2.1**


Step 2.0.2 Follow the supplier's instructions to complete a return or exchange of the damaged goods.

Step 2.1 Is the shipment a library materials order delivery?

YES: Step 2.1.1 Contact the Media Processing Unit at 301-279-3122 for assistance.

NO: Continue on to **Step 2.2**

Step 2.2 Is the shipment a textbook order delivery?

 Return to Key Process

 To Details 2

YES: Step 2.2.1 Contact Supply and Property Management at 301-279-3346 for assistance.


NO: Continue on to **Step 3.0**

Step 3.0 If the end user receives the correct item and decides it is no longer needed/wanted, they may be responsible for charges such as re-stocking fees and/or shipping charges. The end user must contact the supplier and make the necessary arrangements to return the item(s).

Step 4.0 The end user must now create a **“Return Receipt”** in iProcurement.

Step 5.0 Items are returned per the supplier’s instructions.

Note: If the returned merchandise is replaced, a **“Correct Receipts”** entry must be completed in iProcurement once the replacement is received.

 [Return to Details 1](#)