Supply Warehouse – How to Return Supply Warehouse Items for Credit
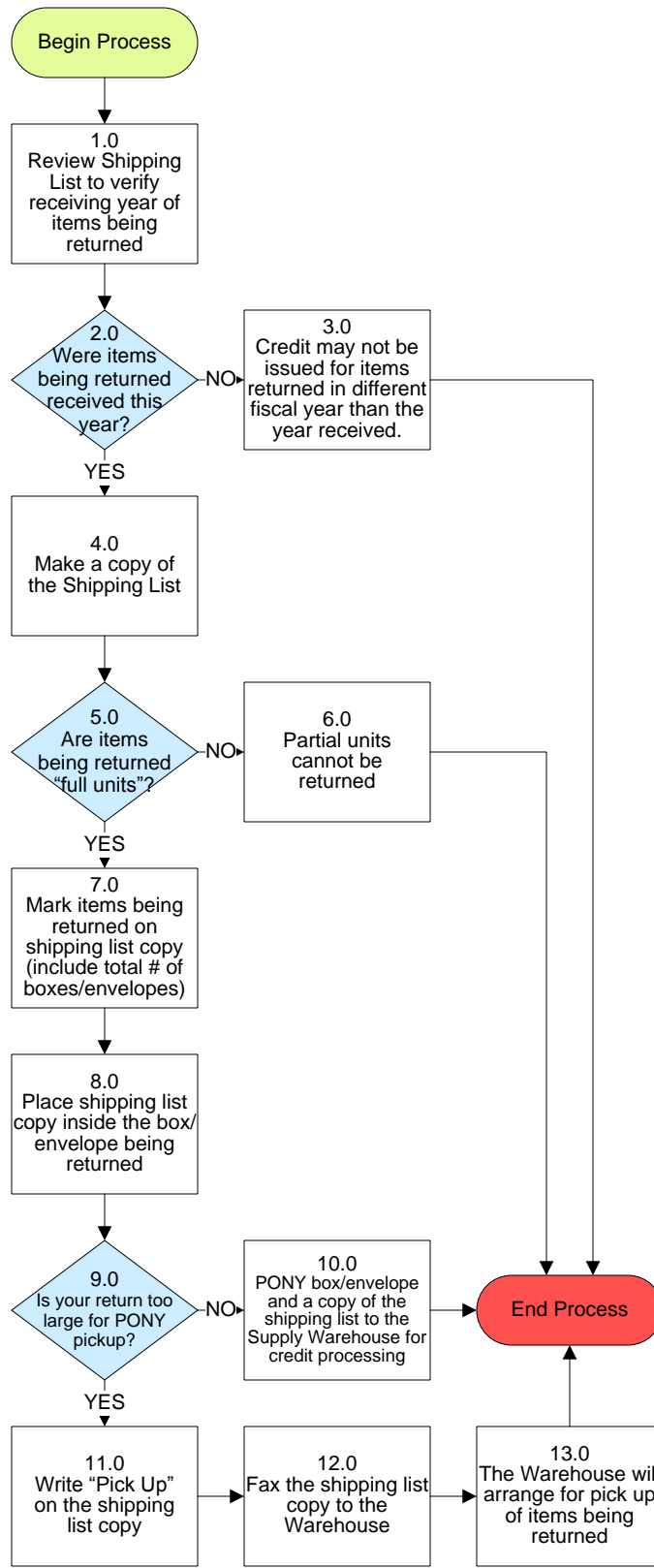## (from School to the Department of Materials Management)

Begin Process

1.0
Review Shipping List to verify receiving year of items being returned

2.0
Were items being returned received this year? — **NO** → **3.0** Credit may not be issued for items returned in different fiscal year than the year received.

YES

4.0
Make a copy of the Shipping List

5.0
Are items being returned "full units"? — **NO** → **6.0** Partial units cannot be returned

YES

7.0
Mark items being returned on shipping list copy (include total # of boxes/envelopes)

8.0
Place shipping list copy inside the box/envelope being returned

9.0
Is your return too large for PONY pickup? — **NO** → **10.0** PONY box/envelope and a copy of the shipping list to the Supply Warehouse for credit processing → **End Process**

YES

11.0
Write "Pick Up" on the shipping list copy →
12.0
Fax the shipping list copy to the Warehouse →
13.0
The Warehouse will arrange for pick up of items being returned → **End Process**

End Process

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3. Supply Warehouse/How to Return Supply Warehouse Items for Credit

Step 1.0: Review Shipping List to verify receiving year of items being returned

Verify that the items being returned were received in the current fiscal year.

Step 2.0: Were items being returned received in this fiscal year?

If no, proceed to Step 3.0.

If yes, skip to Step 4.0.

Step 3.0: Credit may not be issued for these items returned in different fiscal year than the year received

Credit may not be issued for items returned in a fiscal year other than the year they were received. This is due to vendor product and/or price changes.

Step 4.0: Make a copy of the Shipping List

Use a copy of the original Shipping List to mark the items being returned.

Step 5.0: Are items being returned in "full units"?

If no, proceed to Step 6.0.

If yes, skip to Step 7.0.

Step 6.0: Partial units cannot be returned

This ends the process.

Step 7.0: Mark items being returned on Shipping List copy (include total # of boxes/envelopes)

Mark the items being returned on the Shipping List copy. Include the total number of boxes and/or envelopes being returned.

Step 8.0: Put the Shipping List copy in the box/envelope being returned

It is important to include a copy of the shipping list in your return package.

Step 9.0: Is your return package too large for PONY pickup?

If no, proceed to Step 10.0.

If yes, skip to Step 11.0.

Return to Key Process

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Step 10.0: PONY box/envelope and a copy of the shipping list to the Supply Warehouse for credit processing

Once the package is received, your credit will be processed, and this process ends.

Step 11.0: Write "Pick Up" on the Shipping List copy

This will notify the Supply Warehouse that you need a special pickup.

Step 12.0: Fax the Shipping List copy to the Warehouse

Sending your list marked "Pick Up" will trigger a special pickup of items.

Step 13.0: The Warehouse will arrange for pick up of items being returned

Once your "Pick Up" note is received you will be contacted to arrange a pick up time.

This ends the process.

Return to Key Process