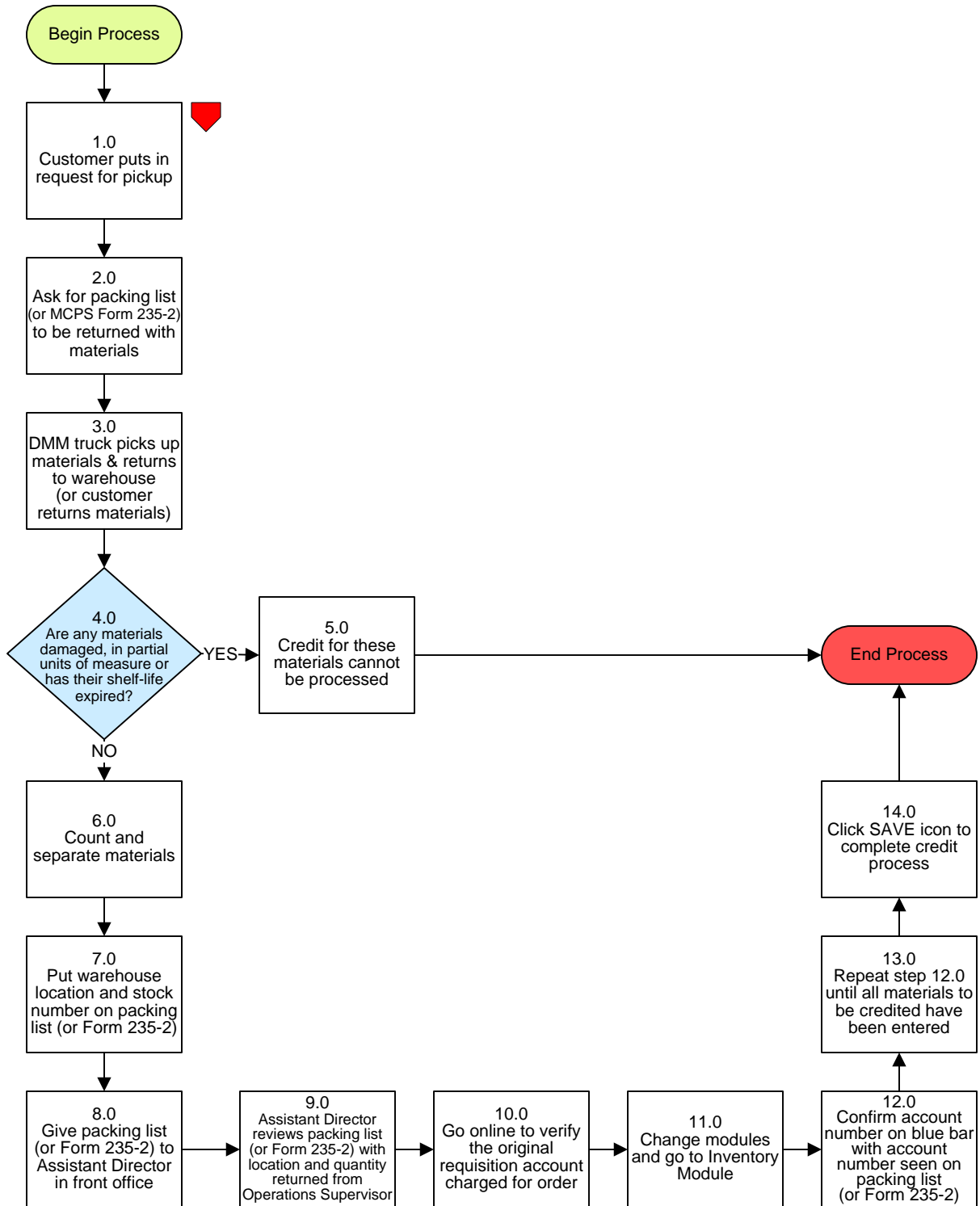


Supply Warehouse – Processing Credit Returns



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Supply Warehouse – Processing Credit Returns

3. PROCESS AREA/BUSINESS AREA DESCRIPTION

Step 1.0: Customer puts in request for pickup

Step 2.0: Ask for packing list (or MCPS Form 235-2) to be returned with materials

Step 3.0: DMM truck picks up materials and returns to warehouse (or customer returns materials)

Step 4.0: Are any materials damaged, in partial units of measure or has the shelf-life expired?

If yes, proceed to step 5.0. If no, skip to step 6.0.

Step 5.0: Credit for these materials cannot be processed

This ends the process.

Step 6.0: Count and separate materials

Step 7.0: Put warehouse location and stock number on packing list (or Form 235-2)

Step 8.0: Give packing list (or Form 235-2) to Assistant Director in front office

Step 9.0: Assistant Director reviews packing list (or Form 235-2) with location and quantity returned from Operations Supervisor

Step 10.0: Go online to verify the original requisition account charged for order

You must find the account used when the requisition was first placed. Go to the internet and choose the following:

- 1) Go to iProcurement
- 2) Click on the Requisition tab
- 3) Click on the Search button
- 4) Click on the Clear button
- 5) In the Requisition Created box change to ANYTIME
- 6) Enter the Requisition Number (number shown in brown)
- 7) Click on the Details icon
- 8) Click on Show Additional Information
- 9) Copy Charge Account number onto the Packing List (or Form 235-2)
- 10) Exit iProcurement



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Step 11.0: Change modules and go to Inventory Module

- 1) Go to Transactions
- 2) Click on Miscellaneous Transactions
- 3) Click on DM2 (box opens)
- 4) Click 3 Dots on Type Line
- 5) Select Account Receipt
- 6) Click the 3 Dots on Source Line
- 7) Enter Charge Account Number (segment by segment)
- 8) Click OK button
- 9) Click on Transaction Lines button


Step 12.0: Confirm account number on blue bar with account number seen on packing list (or Form 235-2)

- 1) Enter Item Number
- 2) Enter Sub inventory
- 3) Click the 3 Dots and choose
- 4) Enter Location
- 5) Click the 3 Dots to find and select Location
- 6) Tab to Quantity field
- 7) Enter Quantity
- 8) Tab to Reason field
- 9) Click the 3 Dots to choose 'Customer Credit'
- 10) Tab to Reference field
- 11) Enter either Sales Order Number or Requisition Number

Step 13.0: Repeat step 12.0 until all materials to be credited have been entered

Step 14.0: Click SAVE icon to complete credit process

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