

## Procedure for Returning Merchandise

There are times when departments find themselves having to return items to vendors, i.e., double shipments, preview materials, etc. In order to avoid having to pay for an item that you did not keep, you must be able to show that it was returned to the vendor. Open invoices where a vendor can show proof of delivery places the burden on the receiving individual and/or department to pay the charges.

The ability to track "merchandise returns" back to the vendor requires cooperation of all concerned. In order to protect CCSN, your department and yourself, a formal "returned items" procedure is detailed below.

A "Return Shipping Authorization" form must be filled out for each return. This is the "source" document establishing a paper trail regarding your return. This form details which department is returning the items, the number of boxes, estimated cost of the items and Purchase Order reference.

1. In order to complete the Return Shipping Authorization form, contact must be made with the vendor to arrange for the return and obtain detailed information for the form. You will list the vendor representative's name, phone number, "Return Merchandise Authorization" (RMA) number and the address to which you are directed to return the items. If the vendor is going to issue a "Call Tag" (i.e., the vendor arranges for the pickup and pays for the shipping) this information is also noted here. The lines provided at the bottom of the form are for the department to indicate why this return action is taking place.
2. Enclose a copy of the Return Shipping Authorization form inside your package, attach a copy of the form to the outside of the package and keep a copy for your records. A copy of any packing slip/invoice should also be included inside, thus insuring proper credit for your return. (Note: Indicate on the packing slip/invoice which items are being returned.

3. Notify CCSN Receiving (Cheyenne - 651-4239, West Charleston - 651-5766, Henderson - 651-3180) when item is ready for pick up.
4. PAYMENT FOR SHIPPING. If the department is to pay for the return shipping cost (the vendor DOES NOT issue a "Call Tag") and the cost is expected to be in excess of \$5.00 the department must include an IV/IX form to the CCSN mail room for the shipping charges. It is very important to indicate that this package be tracked back to the vendor (UPS delivery or "Return Receipt Requested") so the mailroom can take the necessary steps to accomplish this requirement.