

Sul Ross State University
Business Process Analysis – Finance Module

Process Name: Rejecting Merchandise

Date: September 27, 2006

Time: 8 am

Location: ACR207

Participants: Barbara Vega, Rose Enos, Jessie Lara, Victor Romero

Session Lead: Jessie Lara

Narrative/Description: The process is to determine what steps are currently followed by Sulross in rejecting/returning merchandise. When the damage is apparent, Central Receiving will refuse the product at the dock. If the damages are concealed, the end user will contact Purchasing who will then contact the vendor for a replacement. Purchasing will then contact Central Receiving about the pickup. Central Receiving will return the product back to vendor.

Electronic Inputs: Image Now to document the call tag.

Related Policy(s): Please see pending return process

Web Features: None

Manual/Paper Outputs: None

Customer(s): End-user

Regulatory Items: None

Frequency/Volume: Very Rare

Potential Break Points: No communication on damages

Automation: None

Issues: Getting credit for damages; Getting a replacement re-issued by vendor; time frame for reporting concealed damages.