End-user has a return

**End-user calls Purchasing**

Purchasing determines why there is a return

**Purchasing notifies Central Receiving and Accounting**

**Purchasing calls Vendor**

- **Return approved by Vendor?**
  - No: Do we keep and get credit?
    - No: Keep and pay for merchandise. End-user, Central Receiving and Accounting are notified.
    - Yes: Vendor pays shipping?
      - No: Get acct# from end-user to pay for shipping. Purchasing informs Central Receiving
      - Yes: Central Receiving have call tag?
        - Yes: Central Receiving have merchandise?
          - No: Central Receiving picks up merchandise
          - Yes: Central Receiving ships merchandise, scans call tag.
        - No: Central Receiving have call tag?
          - Yes: Vendor pays shipping?
            - No: Get acct# from end-user to pay for shipping. Purchasing informs Central Receiving
            - Yes: Central Receiving have merchandise?
              - No: Central Receiving picks up merchandise
              - Yes: Central Receiving ships merchandise, scans call tag.

**Proposed Return Process**

Tuesday, September 27, 2005