

Sul Ross State University  
Business Process Analysis – Finance Module

Process Name: Returning Merchandise

Date: 9-27-05

Time: 9:30 a.m.

Location: SR207

Participants: Cindy Kennedy, Noe Hernandez, Jessie Lara

Session Lead: Jessie Lara

Narrative/Description: The end user is the primary contact to start the return process. The end user will contact Purchasing about what they are trying to do. The Purchasing department contacts the vendor about handling the return. The vendor sets requirements such as return authorization numbers and shipping addresses for the return. The vendor will also discuss credit terms for the return. Examples of the credit terms are: Restocking fees and freight handling charges (i.e. call tag or freight charges associated with return). Purchasing will then contact Central Receiving, end user and Accounts Payable about the terms for the return. Central receiving will then pick up the merchandise and follow the requested process declared by the vendor. Accounts Payable will wait for a modified invoice or credit memo and adjust payment to the modifications. Purchasing will contact all necessary departments (listed above) if the return is not authorized by the vendor.

Electronic Inputs: Purchase Order; Image Now; Email (CDW online call-tag); FRS (freeze of purchase order)

Related Policy(s): None

Web Features: None

Manual/Paper Outputs: Email notifications; Telephone notifications; Call tags

Customer(s): End User; Vendor; Freight Carrier

Regulatory Items: Policy of the University; Policy of the vendor for freight returns; Policy of the freight carrier for damage notifications.

Frequency/Volume: 15 returns per month

Potential Break Points: Departments not notifying purchasing, accounts payable, or receiving. The departments contact the vendor direct for replacement and/or handling of credit.

Issues: Restocking fees; Freight Charges for return; Proof of damages; Getting return authorization from vendor before returning merchandise