Supply Warehouse – How to Return Supply Warehouse Items for Credit
(from School to the Department of Materials Management)

Begin Process

1.0 Review Shipping List to verify receiving year of items being returned

2.0 Were items being returned received this year?
   YES
   4.0 Make a copy of the Shipping List
   5.0 Are items being returned "full units"?
      YES
      7.0 Mark items being returned on shipping list copy (include total # of boxes/envelopes)
      8.0 Place shipping list copy inside the box/envelope being returned
      9.0 Is your return too large for PONY pickup?
         YES
         11.0 Write "Pick Up" on the shipping list copy
         12.0 Fax the shipping list copy to the Warehouse
         13.0 The Warehouse will arrange for pick up of items being returned
         NO
         6.0 Partial units cannot be returned
         10.0 PONY box/envelope and a copy of the shipping list to the Supply Warehouse for credit processing
   NO
   3.0 Credit may not be issued for items returned in different fiscal year than the year received.

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End Process

YES
NO

Were items being returned received this year?

Are items being returned "full units"?
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3. Supply Warehouse/How to Return Supply Warehouse Items for Credit

   **Step 1.0:** Review Shipping List to verify receiving year of items being returned
   
   Verify that the items being returned were received in the current fiscal year.

   **Step 2.0:** Were items being returned received in this fiscal year?
   
   If no, proceed to Step 3.0.
   
   If yes, skip to Step 4.0.

   **Step 3.0:** Credit may not be issued for these items returned in different fiscal year than the year received
   
   Credit may not be issued for items returned in a fiscal year other than the year they were received. This is due to vendor product and/or price changes.

   **Step 4.0:** Make a copy of the Shipping List
   
   Use a copy of the original Shipping List to mark the items being returned.

   **Step 5.0:** Are items being returned in “full units”?  
   
   If no, proceed to Step 6.0.
   
   If yes, skip to Step 7.0.

   **Step 6.0:** Partial units cannot be returned
   
   This ends the process.

   **Step 7.0:** Mark items being returned on Shipping List copy (include total # of boxes/envelopes)
   
   Mark the items being returned on the Shipping List copy. Include the total number of boxes and/or envelopes being returned.

   **Step 8.0:** Put the Shipping List copy in the box/envelope being returned
   
   It is important to include a copy of the shipping list in your return package.

   **Step 9.0:** Is your return package too large for PONY pickup?
   
   If no, proceed to Step 10.0.
   
   If yes, skip to Step 11.0.
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**Step 10.0:** PONY box/envelope and a copy of the shipping list to the Supply Warehouse for credit processing

Once the package is received, your credit will be processed, and this process ends.

**Step 11.0:** Write “Pick Up” on the Shipping List copy

This will notify the Supply Warehouse that you need a special pickup.

**Step 12.0:** Fax the Shipping List copy to the Warehouse

Sending your list marked “Pick Up” will trigger a special pickup of items.

**Step 13.0:** The Warehouse will arrange for pick up of items being returned

Once your “Pick Up” note is received you will be contacted to arrange a pick up time.

This ends the process.