**Process Begins when**
a shipment of goods is delivered and requires return.

**Process complete when**
the supplier receives returned shipment.

---

**Returning Goods**

----

**Oracle User's Guide**
**MCPS Procurement Manual**

**GUIDES**

- End user dissatisfied with delivered product(s).
- iProcurement Receipt

**INPUTS**

**OUTPUTS**

**ENABLERS**

- Procurement
- Supplier
- End User
- FMS
- Package carriers

**Performance Measures**

---

057_DMM_Procurement_Returning_Goods_Package
Shipment arrives from the supplier

**Step 1.0** Do the shipment contents match the items listed on the purchase order?

**Step 1.0.1** "Receive" items in iProcurement

**Step 1.0.2** User must immediately notify supplier of order discrepancies

**Step 1.1** Does the supplier acknowledge the problem and is willing to correct it free of charge?

**Step 1.1.1** User must wait for RMA or return labels from the supplier

**Step 1.1.2** Contact the Division of Procurement for assistance Procurement@mcpsmd.org

**Step 2.0** Are the shipment contents damaged?

**Step 2.0.1** User must immediately notify supplier of damaged merchandise

**Step 2.0.2** Follow the suppliers instructions to complete a return/swap of the damaged goods.

**Step 2.1** Is the shipment a library materials delivery?

**Step 2.1.1** Contact the Media Processing Services Unit for assistance.

**Step 2.1.2** Is the shipment a textbook delivery?

**Step 2.2** Is the shipment a textbook delivery?

**Step 2.2.1** Contact Supply and Property Management for assistance.

**Step 2.3** End user must obtain return instructions from the supplier and be willing to accept any financial obligation required to complete the transaction.

**Step 4.0** User must complete a "Return Receipt" in iProcurement

**Step 5.0** Items are returned per the suppliers instructions

**Note:** If the returned merchandise is replaced a "Correct Receipts" entry must be completed in iProcurement once the replacement is received.
**RETURNING GOODS**

**Introduction**

This process is to be used when an end user school/office receives an item that either was incorrect, damaged or no longer needed.

**Process Description**

End user receives shipment:

**Step 1.0** Do the shipment contents match the items listed on the purchase order?

- **YES:** Step 1.0.1 Receive items in iProcurement; continue to Step 2.0
- **NO:** Step 1.0.2 With information from the purchase order and/or the packing slip, the end user must immediately contact and inform the supplier of the shipment discrepancies. Continue to Step 1.1

**Step 1.1** Does the supplier acknowledge the problem and is willing to correct it free of charge?

- **YES:** Continue on to Step 1.1.1 for order discrepancies OR Step 2.0.2 for damaged goods received.
- **NO:** Step 1.1.2 Contact the Division of Procurement for assistance at Procurement@mcpsmd.org

**Step 1.1.1** The end user must wait for RMA, return labels, or other supplier provided means to complete the return.

**Step 2.0** Are any of the shipment contents damaged?

- **YES:** Step 2.0.1 With information from the purchase order and/or the packing slip, the end user must immediately contact and inform the supplier of the damaged merchandise. Continue to Step 1.1
- **NO:** Continue on to Step 2.1

**Step 2.0.2** Follow the supplier’s instructions to complete a return or exchange of the damaged goods.

**Step 2.1** Is the shipment a library materials order delivery?

- **YES:** Step 2.1.1 Contact the Media Processing Unit at 301-279-3122 for assistance.
- **NO:** Continue on to Step 2.2

**Step 2.2** Is the shipment a textbook order delivery?

- Return to Key Process
- To Details 2
**YES:** Step 2.2.1 Contact Supply and Property Management at 301-279-3346 for assistance.

**NO:** Continue on to Step 3.0

**Step 3.0** If the end user receives the correct item and decides it is no longer needed/wanted, they may be responsible for charges such as re-stocking fees and/or shipping charges. The end user must contact the supplier and make the necessary arrangements to return the item(s).

**Step 4.0** The end user must now create a “Return Receipt” in iProcurement.

**Step 5.0** Items are returned per the supplier’s instructions.

**Note:** If the returned merchandise is replaced, a “Correct Receipts” entry must be completed in iProcurement once the replacement is received.