

	Patient Care Support Services Policy and Procedure Manual	Policy # Effective Date: 03/10/05 Approved By:
Subject: Returned Goods		

Policy: Returned Goods

Purpose: For various reasons it may be necessary to return merchandise to suppliers.

Procedure:

This procedure pertains to any return of supplies or equipment that have been procured by the Purchasing Department and must be returned by means of UPS, distributor pick-up, or standard freight. It does not include emergency shipments such as lab specimens or special documents to be sent by Federal Express or a local messenger service.

Type of Goods

1. Over shipments
2. Incorrect shipments
3. Damaged goods
4. Rental equipment
5. Loan or trial goods

Requisitioning Department

1. The requisitioning department completes a supply requisition, form number 452.
2. List the items to be returned and clearly state that this item is to be returned to the supplies.
3. List the value for insurance purposes (estimated if exact value is not known).
4. Explain the reason for return; indicate the location of the goods; submit the requisition to the Purchasing Department.

Purchasing Department

1. Upon receipt of the completed requisition, the Purchasing Department will contact the appropriate vendor for return authorization, including instructions regarding shipping (collect, prepaid, pick-up, etc. Details applying to credit, including any restocking charges, will be obtained by the Purchasing Department if not indicated by the requisitioning department.

2. The purchase order is typed, stating all pertinent information. The purchase order number that is used to make the turns is the original purchase order number by which the merchandise was procured. This number is differentiated from the original by typing "R" after the purchase order number for straight returns and preceded by "DM" for any returns that will generate a vendor credit.
3. A shipping label is prepared.
4. Distribution of the purchase order:
 - The Vendor and Department confirmation, along with the shipping label are sent to the requisitioning department.
 - An information sheet instructing the department to either deliver the Item(s) to be returned to the Receiving dock, or if the item(s) is too heavy or building, to call the Receiving Dock and request a pick-up.
 - In either case, the department retains the Department Confirmation and sends the Vendor Confirmation and shipping label along with the item(s) to the Receiving Dock.
 - The Accounts Payable Confirmation is printed and sent to Accounts Payable.

Receiving Dock

1. The Receiving Dock ships the items per the instructions on the purchase order; completes the order in the computer system and files necessary paperwork.