

## Return Process for CCE

Beginning June 1, 2019, there will be a new process for labs to process returns. The purpose of the new process is to ensure credit memos are tracked and applied to the PTA.

The Administrative Assistant will be responsible of sending an email to their labs by Wednesday, May 29<sup>th</sup>. Please cc Victor Rivera on the email.

### Lab's Return Process

1. Lab member will contact the vendor for an RMA (Return Merchandise Authorization) or ask the Victor Rivera to obtain an RMA.  
*\*Be sure to ask vendor if insurance is required or recommended for expensive items during transport. If return is due to vendor error, please request their FedEx/UPS account number or a shipping label.*
2. If lab member obtained their own RMA: Follow the vendor's instructions in case additional packaging is required or overnight shipping is required.
3. Lab member will take return item and RMA to CCE Stockroom, who will package and send out the return. A PTA may be required when shipping a package to the vendor.

### Tracking Process of Return

1. CCE Stockroom will send Victor Rivera an email confirming the package was shipped.  
*(Email to Victor should include the following information: Lab member name, vendor name, PO number, RMA, tracking number, and item/items being returned)*
2. Victor will notify Grant Manager
3. Victor will contact the vendor after 10 days of the return being shipped, to ask for a credit memo.
4. Victor will work with AP to ensure credit memo is applied.