

## 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 Elisa Brink on the email.

### Lab's Return Process

1. Lab member will contact the vendor for an RMA (Return Merchandise Authorization).  
*\*Be sure to ask vendor if insurance is required or recommended for expensive items during transport.*
2. Once an RMA is sent to the lab member, lab member will contact Elisa Brink, who will track the return.
3. Lab member will take return item and RMA to CCE Stockroom, who will package and send out the return.

### Tracking Process of Return

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