How to Arrange for Return of Products to a Supplier

When it is necessary for a requisitioner to return goods purchased from a supplier, the requisitioner should first advise the supplier of the need/reason for the return. The supplier will assist and support the requisitioner in working to set up the arrangements for the return.

The three reasons for returning goods are:

1. Non-conforming goods
2. Goods damaged in transit
3. Penn department voluntary return of materials

Return of Non-Conforming or Damaged Goods

If the supplier ships non-conforming goods, e.g., too many goods, the wrong goods, or faulty goods, the requisitioner should immediately notify the supplier. If the goods delivered fail to conform to the purchase order, the requisitioner has three options.

- Reject the whole order
- Accept the whole order
- Accept any ordered unit(s) and reject the rest.

To properly document the return, the requisitioner must complete the following steps:

1. Identify and document the non-conforming goods.
2. Notify the supplier of the problem and your decision to accept or reject in whole or in part the non-conforming goods.
3. Work with the supplier to establish a remedy, a credit and a re-invoice if necessary and/or the shipment of replacement conforming goods at no charge. Be sure to request the following information to return the non-conforming goods:
   - Request a formal Return Authorization Number and required documentation (many suppliers require a Return Authorization Number on returned goods so that they can inventory and track the problem).
   - Correct return-to address and attention-to name
   - Return the goods to the supplier via UPS or common carrier
   - Verify how the supplier will handle the credit and re-invoicing if it is part of the remedy.

Penn Voluntary Return of Goods

If the requisitioner decides to voluntarily return the goods, the requisitioner should immediately notify the supplier. This decision may be based on one of the following circumstance:

- the Penn department or requisitioner made a purchase order error
- the goods are no longer needed
- the goods were over-ordered

To make arrangements to return the goods to the supplier, the requisitioner must:

1. Inform the supplier and ask if they will take the merchandise back.
2. Ask the supplier whether there will be a restocking fee for the return.
3. Be sure to request the following information:
- Return Authorization Number and required documentation (many suppliers require a Return Authorization Number on returned goods so that they can inventory and track the problem).
- Correct return-to address and attention-to name.
- Return the goods to the supplier via UPS or common carrier.