
Procedure for Returning Equipment

There are times when departments find themselves having to return items to vendors, i.e., double shipments, repairs, replacements, preview materials, incorrect items, etc. In order to avoid having to pay for an item that you do not keep, you must be able to show that it was returned to the vendor. Open invoices in which a vendor can show proof of delivery, places the burden on the receiving individual and/or department to pay charges on those items.

The ability to track merchandise returns back to the vendor requires cooperation of all concerned. In order to protect CSN, your department and yourself, a formal returned items procedure is detailed below.

A **Return Shipping Authorization** form must be completed for each return. This is the source document establishing a paper trail regarding your return. This form details the department that is returning the item(s), the number of boxes/packages, estimated cost of the items if known, the Department's Program Account number, a Return Merchandise Authorization code if provided and a Purchase Order or PCard (PCV) transaction number to reference.

1. In order to complete the Return Shipping Authorization form, contact must be made with the vendor to arrange for the return and to obtain detailed information. You must list the vendor, the representative's name, phone number, Returned Merchandise Authorization (RMA) number if one is provided and the address to which you are directing the return of the items. If the vendor is going to issue a "Call Tag" (i.e., the vendor arranges for the pickup and pays for the shipping) this information should also be noted. The lines provided at the bottom of the form are for the department to indicate why the return is taking place.
2. Enclose a copy of the Return Shipping Authorization form inside your package, attach a copy of the form to the outside of the package and keep a copy for your records. A copy of any packing slip/invoice should also be included inside your package, this will help to insure proper credit for your return. (**NOTE:** Indicate on the packing slip/invoice which item(s) are being returned)
3. Notify CSN Receiving (North Las Vegas/Henderson/Sites – 702.651.4239, Charleston – 702.651.5766) when item(s) are ready to pick up from your department. A representative from your department may also bring the package to the NLV or WC Receiving.
4. Payment for Shipping (NO CALL TAG ISSUED): If the cost of the shipping will be charged to the College, Delivery Services can inform you of those charges. If the cost is more than the allotted \$25.00 per month via Federal Express or more than the allotted \$50.00 per day for USPS postage, Delivery Services will issue a Journal through Workday for reimbursement. If using USPS methods, it is very important to tell the staff that you need the package(s) tracked and a signature upon delivery is obtained.