UNC Charlotte
Flowchart for Returned Goods

Vendor

Note: Vendor should be instructed to send credit memo directly to AP

6. Vendor receives returned item

7. Vendor sends credit memo

College / Department

START

1. Department decides to return item and initiates Change Request form in 49erMart

2. Department completes "Return Goods Notice" (RGN) form and attaches to change request form

3. Dept approves change request / RGN

49erMart

Change Request

Return Goods Notice (RGN) form

Returned receipt

Materials Management

4. Purchasing Agent receives RGN

Has receiving been completed?

NO → *Contact Dept and request they complete receiving first*

YES → Has Department already returned item to vendor?

YES → **5a.** Purchasing Agent completes "Returned" receipt doc in 49erMart for the applicable purchase order

NO → **5b.**
- Purchasing Agent contacts vendor to obtain return authorization
- Purchasing Agent logs return in 49erMart
- Purchasing Agent sends RGN form to Receiving & Stores to ship item back to vendor

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Accounts Payable

8. AP receives credit memo from vendor

Have both Receipt AND Return been logged in 49erMart?

YES → **9.** AP enters credit memo in Banner

NO → *Contact Dept and request they log receipt and return in 49erMart*

Banner

END