













SOP Reference #: PUR005

Operation/Task:	<b>Job Related Return Procedure</b>			Equipment:	<b>N/A</b>
Owner:	Purchasing Manager	Date Created:	5/28/14	Department:	Manufacturing Support
		Revision History:	See last page		

ALERTS (see below): Critical Step  Quality Check  Tip  Team Safety 

**Purpose:** This SOP/work instruction describes the process of managing job related material returns.

Alerts	Step Description - "What to Do"	"How to Do it"	"Why to Do it"
	CSR notifies Purchasing that a job has changed quantity and materials to be returned.	Send an updated copy of the ticket indicating that quantity has been reduced and will need to be returned.	So purchasing may return materials in a timely manner in order to received credits to be applied to the costing and allow for billing to be done in a timely manner.
	Purchasing checks to see if the materials are in a re-salable condition.	Visually inspect to make sure packaging has not been opened or that the material has not been damaged.	This step will help aid in the timely processing of returns and reduce return disputes.
	Complete Return Form PUR006	Locate the form on ENPOINTE Intranet and fill in the information: Material to be return, size, quantity, job number, reason for return.	To document materials to be returned.
	Notify Vendor of the return request.	Call or email return request to Vendor.	Obtain a return authorization and gather any restocking charges if applicable.
	Notify CSR of materials that cannot be returned or restocking charges.	Call or email information to the CSR.	CSR will have awareness of charges that will remain on the job and reason for the charges.
	Distribute copies of the return form "PUR006"	Copies <ol style="list-style-type: none"> <li>Purchasing Return Binder</li> <li>Accounts Payable Brooklyn Park (additional copy to St. Paul for returns)</li> <li>Paper Handler</li> </ol>	Communicate materials needing to be picked up/returned and credits that will coming.
	Inform purchasing that the return has been picked up or returned.	When material leaves ENPOINTE the Paper Handler gives purchasing the signed return sheet.	Make sure returns are being picked up or returned.
	Inform accounting that the return has been picked up or returned.	Remove the copy of the Purchasing Return Binder and discard giving the signed copy to Accounting.	Make sure we are getting credits for returns.

**Notes:**

If a quality concern is found follow Non-conforming Product SOP (NCP001).

Definitions:

**Vendor**-Any non ENPOINTE Employee performing work requested by ENPOINTE

Revision History	Description of Changes	Requested by	Date
Rev 1	Revised SOP to new format	Rick Hamann	5/28/14
Rev 2	Added Revision History table	Rick Hamann	8/1/16
Rev 3	Updated to current SOP format; branding updates: font, company name; Manager review – no changes	Rick Hamann	4/21

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Rev. Date 4/20