

COUNTY COLLEGE OF MORRIS Business and Finance Division Procedures	
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General

All material that is to be returned to a supplier for repair, exchange, credit, etc., must be adequately documented through the use of a Memorandum of Return (MR) (Attachment A). This form must be completed in its entirety and should fully describe the transaction that is to take place and must be signed by a department head and submitted to the Purchasing Department for the Purchasing Manager's approval. The purchasing department will coordinate the return of materials with the Receiving & Distribution Department.

Responsibility

Originator
Purchasing Department
Receiving & Distribution Department

Types of Returns

Billable Repair - Whenever materials are shipped out for "billable repair" (equipment that is not covered under warranty or a maintenance contract), a Memorandum of Return must be completed along with a Purchase Requisition. (Requisition encumbers funds for the repair).

NOTE: If a MR was processed for a repair without knowing the final cost, the requesting department is not authorized to give vendor authorization to proceed with the repair. The requesting department must process a purchase order change request and submit to the Purchasing Department. A change order will be issued to the original purchase order if the repair is deemed cost effective and a copy emailed to the vendor.

Defective or Unsuitable Material - Material that has been received by the requisitioning department however is subsequently found to be unacceptable due to a defect or unsuitability the MR form is used to request an exchange or credit from the supplier.

NOTE: To return material due to either defect or unsuitability, the Purchasing Department must also be notified at ext. 5045 upon receipt and inspection of your order within 24 hours of delivery. All defective material must be returned in the original carton in which it was received.

Rented/Leased/Borrowed Material - All material for which CCM is liable; i.e., rentals, review materials, loaner equipment, when being shipped or picked up by a vendor, must be documented through the use of a Memorandum of Return. This document is the College's only recourse in resolving any discrepancies that may occur in the future regarding the received/returned items.

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Procedure

1. To return material to a supplier for any reason, you must first notify the Receiving & Distribution Department at ext. 5048, request a Memorandum of Return number, and follow the appropriate procedure as outlined herein.
2. All applicable information must be provided on the Memorandum of Return form (See attached form). This form is very straightforward; however, some explanations are listed below:
 - **Memorandum of Return Number** must be placed in the "MR" box.
 - **Purchase Order Number** (if available) must appear in the appropriate box. If the MR does not reference a purchase order number, you must fill in the name of the person who has authorized the return in the "vendor contact person" box. Please note that many suppliers require a Return Authorization Number (RA#) and if this number does not appear on the shipping label--the material will be refused at the supplier's receiving dock. If you know that an RA# is required, it must be included on your MR.
 - **The vendor's complete name and ship-to address is required.** The ship-to address must be legibly printed as it will act as the mailing label. The telephone number is optional and is only on the form to help the Purchasing Department if problems should occur with your Memorandum of Return (MR).
 - **The "account number" is required if freight charges are to be incurred.** "Ship Via" is usually UPS. If you would like material shipped by another method, please specify. "Value" on this form means the total value of material being shipped. Check the box if insurance is required. Note: UPS will insure packages up to \$100 at no cost. Insurance for items valued over \$100 will cost \$.90 per \$100 of insurance required. The Receiving & Distribution Department will acquire the insurance and charge the department for the coverage.
 - **The "reason for the return"** must be provided and if you have already contacted the supplier, you must mark that box accordingly. Please use the comments area to state the required corrective action. For example, If you marked the reason for return as "exchange," you may want to explain why you want to exchange items; i.e., "Typewriter was received broken, please exchange for the same model."
 - **The quantity, description, CCM tag number (if applicable) and comments** must be provided.

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3. After completing all the required information and department head approval is secured, remove and file the last copy of the form (originator's copy) and forward the remaining (4) copies to the Purchasing Department.
4. The Purchasing Department will review the MR and if approved by the Purchasing Manager, will forward the MR form to the Receiving & Distribution Department.
5. The Receiving & Distribution Department will pick up the material from the location specified on your MR and ship the material according to the instructions. The top copy (white copy) of the MR form will act as a packing slip and is included with the shipment.

The Receiving & Distribution Department is required to fill in all shipping information in the box "For Shipping Use Only."

Note: There may be circumstances when the vendor will be requested to pick-up the material from the campus. In this case the Receiving & Distribution Department will coordinate the pick-up with the vendor.

6. When the material has shipped, the Receiving & Distribution Department will keep a permanent file copy (filed by MR number). Remaining copies are forwarded to the Accounting Department and Purchasing Department.



214 Center Grove Road
 Randolph, NJ 07869
 Purchasing - 973-328-5045

MEMORANDUM OF RETURN

Date	MR#

SHIP TO:

Company: _____
 Address: _____
 City: _____ State: _____ Zip: _____
 RA# _____ Vendor Contact: _____
 Vendor Telephone # _____

Purchase Order # _____
 Account # _____
 Ship Via _____
 Est. Value _____
 Check if Insurance is Required

REASON FOR RETURN

Credit \$ _____ Exchange (Is there a price difference?) Yes No Warranty _____
 Incorrect Item Received Other _____
 Repair \$ _____ (Repair cost must be pre-approved by Purchasing Dept.)

Item	Qty	Description	CCM Tag #

Comment: _____

Additional Information:

Vendor has been contacted and
 RA # Required Call Tag Being Issued
 RA # Not Required
 Direct Delivery by Department Pick-up by Vendor

Vendor Signature required when goods are not shipped by CCM.

 Vendor Signature Date

FOR SHIPPING USE ONLY

Date Shipped: _____
 Carrier: _____
 Ins. Value: _____
 # of Pkgs: _____ Weight: _____
 Packed by: _____

Location of Material for Warehouse/Vendor Pick-Up:

Requested by:	Department:	Ext. #:

Dept. Head Approval:	Purchasing Approval: