**Returns and Credits**

**Lost, Damaged or Returned Shipments**

This guide outlines the steps for resolving lost or damaged shipments and returning non-damaged items.

**Lost Delivery/Damaged Items**

1. **Do Not Receive the Items in ePro/PeopleSoft**

If an order is lost or arrives damaged, do not mark it as received in PeopleSoft.

1. **Notify the Supplier**
* Email the supplier immediately to report the issue and request a credit memo.
* Check the shipment confirmation email for claim instructions.
* Submit the claim within the supplier’s required timeframe (some allow **only** 30 days)**.**
1. **Return the Damaged Items**
* Follow the supplier’s return instructions. No return is needed for lost items.
1. **Re-order the items**
* **If a new order is required (e.g., Staples, Amazon):** Submit a new requisition **only** after the claim is approved, and you receive credit memo from the vendor.
* **If items will be re-shipped using the original PO (e.g., Fisher):** Ensure claim/credit memo approval before requesting reshipment.
1. **Update Accounts Payable and Procurement**
* **For credit memo processing:** Send the credit memo to vendor@kennesaw.edu to offset the original billing.
* **For new orders requiring PO closure:** Request Procurement to close the original PO (**only** after credit memos are submitted to Accounts Payable)**.**
* **For replacements under the original PO:** Mark the replacement items as received in PeopleSoft **only** after delivery. Do not request PO closure until invoices are fully processed.

**Return of Non-Damaged Items**

If returning an item for reasons other than damage or loss, follow these steps:

1. **Receive the Items in PeopleSoft ePro**
* Since the vendor fulfilled the order, mark the PO as received to ensure payment.
1. **Process the Return**
* Follow the supplier’s return policy and request a credit memo.
1. **Update Accounts Payable**
* Send the credit memo to vendor@kennesaw.edu upon receipt.
* The credit memo will be applied to the original PO budget.

For questions regarding these steps, please email vendor@kennesaw.edu.