

# Vendor Return

Department

From Catalog/  
Non Catalog  
Pcard  
Process

Order  
incomplete or  
damaged?

Package and  
return item to  
vendor

Department  
receives item or  
credit.

Initials & dates  
packing slip.  
Sends packing  
slip/notice of credit  
to BRC.

UCOP BRC  
Preparer  
Reviewer

Reviews request  
for return item.

Request RMA\*  
from vendor.

BRC receives  
RMA and  
instructions

Is change  
order  
required?

Prepare change  
order

File packing slip,  
credit notice,  
change order  
documentation.

\*RMA = Return Merchandise Authorization

Vendor

Vendor issues  
RMA\* and  
instructions for  
return.

Vendor receives  
item, issues credit  
or exchanges item.

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