

UNIVERSITY OF MISSOURI HEALTHCARE RETURN PROCESS

The processes for returning items differ based on the type of requisition that was done: Item Master, Non-Catalog, or Show-Me Shop.

ITEM MASTER – Inventory Items from QDECK or CSTOR Warehouses

- Items with a pick ticket, and any notes regarding the reason for return, can be sent back via a Distribution team member.
- Credits will not be issued to the ordering department if the team does not have the required information along with the package (Order Number, Pick Ticket Number, Discrepancy details, etc)

NON-CATALOG – Non-Inventory Items

- Returns for items ordered direct from the Supplier MUST be processed through your Purchasing Buyer. Your Buyer will communicate with the Supplier regarding the need for the return and then send detailed return instructions (RMA numbers, Packaging, Addressing, etc) to the ePro Requester. Once the package is ready for return and labeled appropriately, it can be handed over to a Distribution team member for ship-out via carrier.
- Credits for returns via the Distribution team or Purchasing team will NOT be granted if the RMA process has not been initiated, or if the return is not approved by the Supplier.
- Keep in mind that many Suppliers have restock fees that may outweigh the cost of the return. Your Buyer will determine the best method to resolve any issues and may decide that a return is not cost-effective to the organization. In that case, the return process will be canceled.

SHOW-ME SHOP – Items from Show-Me Shop Suppliers

- Show-Me Shop orders and returns are the responsibility of the ePro Requester. Your Buyer does not have access or authority to assist in managing orders or returns.
- The Requester should communicate directly with the Supplier representative. Reference the Purchase Order number (found on the confirmation email, or from Manage Requisitions), clearly explain the order issue, and follow the Supplier's instructions.
- Supplier Contact information can be found here:
<https://www.umsystem.edu/ums/fa/procurement/epro/suppliers>

Unsure Where Your Delivery Came From and Still Need a Return?

- Contact your Buyer and provide the known information regarding the package. Your Buyer will research to determine the correct next steps based on the ordering method.