1. Department decides to return item and initiates Change Request form in 49erMart

2. Department completes “Return Goods Notice” (RGN) form and attaches to change request form

3. Dept approves change request / RGN

4. Purchasing Agent receives RGN

5. Has receiving been completed?
   - YES
     - 5a. Purchasing Agent completes “Returned” receipt doc in 49erMart for the applicable purchase order
   - NO
     - 5b. Purchasing Agent contacts vendor to obtain return authorization
     - Purchasing Agent logs return in 49erMart
     - Purchasing Agent sends RGN form to Receiving & Stores to ship item back to vendor

6. Vendor receives returned item

7. Vendor sends credit memo

8. AP receives credit memo from vendor

9. AP enters credit memo in Banner

Note: Vendor should be instructed to send credit memo directly to AP