

Materials Management Process Overview



Return to Vendor RTV

This is a process to return unused, damaged, or incorrect material to the Vendor in exchange for replacement or refund/credit.

Basic Trigger

- Maintenance personnel returns unused, damaged, or incorrect material to storeroom

Key Steps

1. Buyer contacts the Vendor for return documentation
2. Vendor issues a Return Material Authorization (RMA) and any additional documents required
3. Storeroom clerk prepares item for shipment, in compliance with any transportation regulations
4. Storeroom prepares shipping documents, and records the RMA for tracking, and to ensure eventual credit by the Vendor
5. CMMS is updated with shipment details, for verification of the return/ credit

Final Output

- Material is returned to the Vendor and documentation is updated

What's Different?

- Non-stock parts are not held in inventory
- Damaged or "out-of-spec" parts are returned for refund/credit or replacement

Benefits

- Less redundant inventory / fewer instances of overstocking
- Reduced inventory investment