

Returns Processing SOP

Receive, inspect, grade, restock/dispose workflow with decision criteria. A structured returns process keeps your inventory clean and gets sellable items back on shelves fast.

Returns Receiving

1. All returns go to the designated Returns Station (never mixed with inbound receiving).
2. Scan the return shipping label or RMA number to pull up the return authorization in Logentic.
3. Verify the returned items match the RMA. Note any discrepancies.

Inspection & Grading

- Grade A — Like new, original packaging intact. Restock immediately.
- Grade B — Opened but undamaged. Repackage and restock.
- Grade C — Minor cosmetic damage. Restock as "open box" or move to secondary channel.
- Grade D — Defective or significantly damaged. Quarantine for disposal or vendor return.

Disposition & Restocking

1. Grade A/B items: Scan and putaway to original location or nearest available bin.
2. Grade C items: Move to designated clearance zone or secondary marketplace staging.
3. Grade D items: Log reason code, photograph damage, move to quarantine zone.
4. Update Logentic with disposition for each item. This closes the return loop.

SPEED MATTERS

Process returns within 24 hours of receipt. Every day a sellable return sits unprocessed is a day it can't be sold. Set a daily returns goal: all returns received by 2pm are processed and restocked by end of shift.