
Overview

What this standard is about

This standard is about dealing with returned goods whether from customers, clients or within own organisation. It deals with checking goods to identify condition and relabeling if required.

Who this standard is for

This standard is relevant to all operatives at every level in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding

Performance criteria

- You must be able to:*
- P1 confirm with an appropriate person the type, quantity, and condition of the goods being returned, and obtain information on the **reasons for returning the goods**
 - P2 provide all relevant details of the returned goods to the appropriate people, and update the **stock control system**
 - P3 position the returned goods in the correct location, and ensure they are kept separately from outgoing stock
 - P4 label clearly any goods that are to be returned to the supplier or manufacturer
 - P5 dispose of any waste packaging in accordance with operational procedures
 - P6 identify any problems with processing returned goods, and take the appropriate action to deal with them
 - P7 record work according to organisational procedures
 - P8 comply with the organisation's procedures and all relevant **legal, safety and operating requirements** relating to processing returned goods

Knowledge and understanding

You need to know and understand:

- K1 main reasons **customers** might have for returning goods
- K2 organisational policy and procedures in relation to **customers'** rights to replacements
- K3 how the goods can be returned, and how to make any necessary arrangements
- K4 how to dispose of any waste packaging that arrives with the returned goods
- K5 when and how to update the **stock control system**
- K6 where to put goods for processing or return to the supplier or manufacturer
- K7 types of problem arising from returned goods
- K8 roles and responsibilities of different **colleagues**
- K9 the **relevant legal, safety and operating requirements** relating to processing returned goods

Additional Information

Glossary

1. **Reasons for returning the goods:** damaged, incorrect item, incorrect quantity, no longer required, expired shelf life
2. **Stock control systems:** manual, computerised, warehouse management systems, radio frequency
3. **Colleagues:** permanent, temporary, agency staff
4. **legal, safety and operating requirements** safety regulations, codes of practice, load restrictions, working time directive, transport regulations
5. **Equipment:** tools, implements, machinery, lifts, conveyors, cranes, mechanical/manual, PPE

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SfL31 Process returned goods

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Suite Warehousing and Storage

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