PEOPLESOF – RETURNING GOODS TO VENDORS
(RTV PROCESS)

End users will be required to notify Central Receiving (Main or DT Campus) when a/an item(s) is/are to be returned to the originating vendor. In the event a user needs to return a product or good back to the ordering entity (vendor), the following steps will ensure all packages are returned timely and appropriately.

1. End user will identify the item(s) to be returned

2. User will need to contact the Vendor to determine best course of action
   a. User should ask for a Return Materials Authorization (RMA) number or a Call Tag number
   b. User should arrange for shipment and determine who is responsible for the cost of the return (the vendor or department).

3. Once a department receives a RMA or Call Tag, and the return shipping cost is settled, user should packed the item.
   a. If the department is responsible for paying for the return shipment, a Shipping Request Form will need to be completed. Users can download the form at: http://www.utsa.edu/purchasing/PS_Purch_Forms.cfm
   b. If the vendor is responsible for paying for the return shipment, the vendor will need to supply the user with a return shipping label and arrange pick-up through a carrier of the vendor’s choice.

4. User will need to complete a Return to Vendor Request (RTV) Form before the package is picked up by Central Receiving (Main and Downtown Campus). The RTV form can be found at: http://www.utsa.edu/purchasing/PS_Purch_Forms.cfm

5. After steps 1-4 are complete, user will need to contact Central Receiving at 458-4019 (Main Campus) or 458-2780 (Downtown or Hemisfair Park Campuses) to arrange for the package to be picked up.
   a. Central Receiving will be responsible for ensuring the package is given to the appropriate carrier to return the product or good.
   b. Central Receiving will also generate a RTV in PeopleSoft, to track the package. This can only be completed once the Return to Vendor (RTV) Form is submitted with the package.