# Return Authorization Form - BOA

*Note*: *Items must be returned within 15 days of receipt. Items must be in original packaging and in resellable condition.*

| Ship To: | | Return Authorization: | |
|---|---|---|---|
| Company: | | Return Authorization # | |
| Address: | | Date RMA Issued: | |
| City/State/Zip: | | RMA Provided By: | |
| Telephone: | | ARS Label / Tracking # | |

| DPR Information: | | Reason for Return: | |
|---|---|---|---|
| DPR Name: | | Damaged: | |
| Z Number: | | Incorrect Item: | |
| Telephone: | | Warranty Return: | |
| Date Return Submitted: | | Other (Please explain) | |
| BOA Contract # | | | |

| Returned Items | | | | |
|---|---|---|---|---|
| Release # / PO# | Line # | Date Received | Description | Qty |
| | | | | |
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| For returns >$25K, requires ASM-PUR approval: | | | | | |
|---|---|---|---|---|---|
| ASM-PUR Name: | | Z#: | | Signature: | |

| Shipping Administration (to be completed by ASM-MM) | | | |
|---|---|---|---|
| Date Shipped / Picked Up: | | Company: | |
| Carrier: | | | |
| ASM-MM Employee: | | Z Number: | |

# BOA/iProcurement Return Authorization Instructions

1. DPR determines if the item being returned is asset tagged.
2. If it is not asset tagged – the DPR/Requester downloads the BOA Return Authorization Form (DPR Form 003) from DPR website.
3. If it is asset tagged – the DPR will use a shipping request Form 1768 for the return.
4. DPR/Requester contacts Supplier via telephone for a Return Merchandise Authorization (RMA)
5. The DPR will ask the supplier if they are going to pick up the material or use a $3^{rd}$ party carrier for the return.
6. If the supplier is using a $3^{rd}$ party carrier, the DPR will obtain from the supplier an Authorized Return Service (ARS) label for their carrier (i.e. FedX, UPS, etc.).
7. DPR contacts ASM-MM at [delivery@lanl.gov](mailto:delivery@lanl.gov) to notify them that package is ready for pick-up for non asset tagged items.
8. DPR/Requester places item for return with Return Authorization Form and ARS label (if using $3^{rd}$ party carrier) attached to package, at their drop point.  There shall be only one form per package and a copy of the form shall be placed inside the package.
9. For items being returned under the shipping request – contact the shipping office at 7-SHIP for pick up. Do not place the item at the drop point.
10. DPR creates a credit in Oracle iProcurement which will appear on the following week's invoice.
11. In accordance with revised ASM-MM delivery schedules, ASM-MM picks up returns (both JIT and iProcurement) from drop point, and places them in secure bin at SM-30.
12. The supplier will coordinate a pickup time from SM-30. ASM-MM will generate a manifest of items picked-up for return and have supplier sign manifest.
13. For items being returned under an ARS, the ARS number is trackable, so no additional manifest will be generated.
14. For asset tagged items, the shipping manifest will be official shipping document.  If a Supplier picks up the item via own truck, they must sign the shipping manifest.  If an ARS label is used, #13 above will apply.
15. Supplier matches returned items with credits that appear on the weekly invoicing, by comparing the Return Authorization form or shipping manifest, with the weekly invoice statements.
16. DPR can authorize returns up to $25K.  All returns valued at greater than $25K shall be authorized by the Procurement Specialist.

**Points for DPR** –
If the supplier is using a 3rd party carrier – they must provide you with an ARS label.
You must log the ARS label number on either your return form or the shipping request.
This number is the only means LANS has to track the shipment.