

Standard Operating Procedure

Returns Process

Dole & Bailey, Inc.

Implementation Date: 03/17/2023

Revision Date: 03/17/2023

Responsible Department: Quality Assurance Department

Frequency: Daily

1. Quality Assurance will process the Return Paperwork such as pick up slips, invoices, and black sheets by determining if product needs to be disposed of or returned to stock. Write RTS or DISPO in the paperwork depending on the evaluation.
2. Give all processed paperwork to the front office to be put together on a daily returns log which once done will be posted to Dole and Bailey purchasing email.
3. Accounts Payable will then take the log that they receive daily and process the returns for credit in the Cai Soft System.
4. Accounts Payable will then Post on the Returns Credits Processed General Team to show that all Credits were processed. They will post the day that was processed with the Date.
5. Quality Assurance will then print the log from the day that it was processed.
6. Quality Assurance will then go to the scan gun and go to Reprint Labels.
7. Once in Reprint Labels they will then enter each item number for the log that has a RTS designation and make the WMS label for these items.
8. Once all labels are made for the items, they will then attach the corresponding label to the corresponding cases.
9. Once all items have a label attached, they will then return all products back to the stock location. While they are returning to the stock location, they will go to Move Items in the scan gun and scan all items being returned stock back into their stock location.
10. Once all items are returned to their stock Locations and scanned to that location, Quality Assurance will then Thumbs up Accounts Payables post in Teams making everyone aware that this day's log is completed.