

SOP: Packaging and Restocking Procedures for Returned Goods

This SOP details the **packaging and restocking procedures for returned goods**, encompassing the inspection and quality assessment of returned items, appropriate cleaning and repackaging methods, labeling and documentation requirements, inventory updates, and proper storage techniques to ensure product integrity and efficient warehouse management. The objective is to maintain high standards of product quality, optimize inventory accuracy, and streamline the handling process for returned merchandise.

1. Purpose

To define the standardized procedures for inspecting, cleaning, repackaging, documenting, and restocking returned goods to maintain quality, inventory accuracy, and efficient warehouse management.

2. Scope

This procedure applies to all returned goods received at the warehouse or returns processing area.

3. Responsibilities

- **Warehouse Staff:** Inspect, clean, repackage, label, and restock returned goods.
- **Supervisors:** Oversee adherence to SOP and verify inventory updates.
- **Inventory Specialist:** Ensure inventory management system is updated.

4. Procedures

4.1 Return Receipt

1. Receive returned goods at the designated area.
2. Verify return documentation (e.g., order number, customer name, reason for return).
3. Assign a unique return reference number and log the return in the system.

4.2 Inspection and Quality Assessment

1. Visually inspect each returned item for damage, wear, or non-conformities.
2. Assess if the item is eligible for restocking (criteria: unopened, unused, undamaged packaging, etc.).
3. Segregate items into categories: *Restockable*, *Repair/Refurbish*, *Scrap*.
4. Document inspection results in the returns processing system.

4.3 Cleaning and Repackaging

1. For restockable items, follow cleaning guidelines appropriate to the product type (use PPE as required).
2. Use original packaging where available and undamaged; otherwise, use suitable replacement packaging.
3. Ensure all relevant accessories, manuals, and inserts are included.
4. Seal the package securely and ensure it matches standard presentation.

4.4 Labeling and Documentation

1. Label repackaged goods as "Restocked" with the return reference number and today's date.
2. Complete all necessary forms and update documentation in the inventory management system.

4.5 Inventory Update

1. Update product inventory counts to reflect restocked items.
2. File return documentation for audit and future reference.

4.6 Storage

1. Place restocked items in the correct warehouse location as per inventory system guidance.
2. Ensure proper handling to maintain product integrity and prevent damage.

5. Records & Documentation

- Return logs and inspection checklists
- Updated inventory records
- Labeling records
- Documentation of non-restockable items for disposal or refurbishment

6. Quality Assurance & Review

- Supervisors to conduct spot checks of processed returns weekly.
- Quarterly SOP review and update as needed.
- Maintain audit trail for all returns and restocking activities.

7. Related Documents

- Returns Handling Policy
- Inventory Management Manual
- Cleaning and Disinfection Guidelines
- Product-Specific Repackaging Instructions

8. Revision History

Date	Version	Change Description	Author
2024-06-15	1.0	Initial SOP creation	Warehouse QA