✅ ChecklistGuro

Reverse Logistics Process Checklist

Returns Initiation & Authorization

Covers the initial steps of a return, including customer request, return authorization, and documentation.

Customer Name

Write something...

Order Number

Enter a number...

Reason for Return (Customer Description)

Write something...

Return Reason Category

☐ Defective

☐ Damaged

☐ Incorrect Item

☐ Changed Mind

☐ Other

Return Request Date

Enter date...

Return Authorization Status

☐ Pending

☐ Approved

☐ Rejected

Return Authorization Number

Write something...

Authorization Notes (Internal)

Write something...

Returns Transportation & Receiving

Details the transportation of returned goods and the receiving process at the designated facility.

Return Shipment Date

Enter date...

Carrier Used
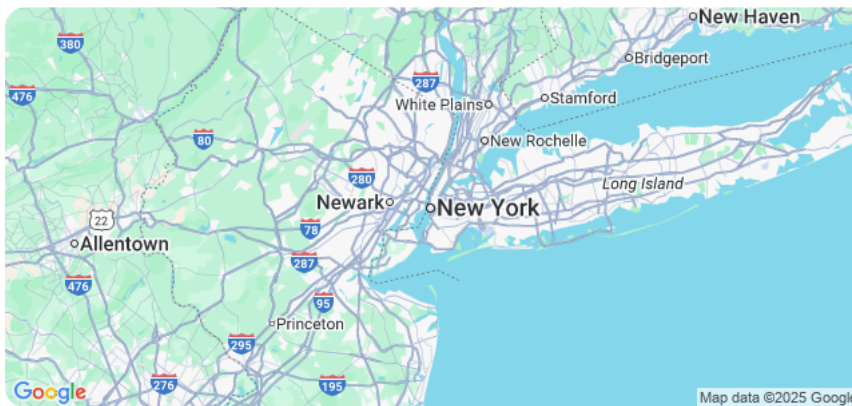
Write something...

Tracking Number

Write something...

Number of Packages Received

Enter a number...

Receiving Location

📍 Set My Current Location

Condition of Packaging Upon Arrival

☐ Excellent

☐ Good

☐ Damaged

☐ Severe Damage

Notes on Receiving Condition

Write something...

Time of Receipt

Inspection & Assessment

Outlines the inspection procedures to determine the condition of the returned product and its disposition.

Detailed Description of Defect/Reason for Return

Write something...

Quantity Received

Enter a number...

Condition of Product

- [ ] New - Unused
- [ ] Like New
- [ ] Used - Good
- [ ] Used - Fair
- [ ] Damaged

Reasons for Damage (if applicable)

- [ ] Shipping Damage
- [ ] Manufacturing Defect
- [ ] Customer Misuse
- [ ] Wear and Tear

Upload Photos of Damage/Defect

⬆ Upload File

Percentage of Functionality Remaining (if applicable)

Enter a number...

Packaging Condition

☐ Original Packaging Intact

☐ Original Packaging Damaged

☐ No Original Packaging

Disposition & Processing

Covers the various disposition options, such as resale, repair, recycling, or disposal.

Disposition Method

☐ Resale (New)

☐ Resale (Refurbished)

☐ Repair

☐ Recycle

☐ Dispose

☐ Return to Vendor

Estimated Resale Value (if applicable)

Enter a number...

Repair Notes (if applicable)

Write something...

Repair Completion Date (if applicable)

Enter date...

Recycling Stream (if applicable)

☐ Metals

☐ Plastics

☐ Electronics

☐ Other

Disposal Method & Details (if applicable)

Write something...

Supporting Documentation (e.g., Recycling Certificate)

⬆ Upload File

Quantity Processed

Enter a number...

Inventory Management & Updates

Focuses on accurate inventory adjustments and updates to reflect the returned products.

Quantity Received

Enter a number...

Condition of Goods

- ☐ New
- ☐ Used - Excellent
- ☐ Used - Good
- ☐ Used - Fair
- ☐ Damaged

Serial Number (if applicable)

Enter a number...

Date of Inventory Update

Enter date...

Notes on Inventory Discrepancies (if any)

Write something...

Inventory Location Updated

- ☐ Yes
- ☐ No

Financial Reconciliation & Reporting

Ensures proper financial processing and reporting related to returns.

Total Value of Returned Goods

Enter a number...

Shipping and Handling Costs (Returns)

Enter a number...

Restocking Fees Applied

Enter a number...

Value of Salvaged Materials/Components

Enter a number...

Accounting Code/GL Account Used

☐ Returns Expense

☐ Salvage Revenue

☐ Other

Date of Financial Reconciliation

Enter date...

Notes/Comments Regarding Financial Reconciliation

Write something...

Authorized Signatory

Customer Communication & Feedback

Focuses on keeping the customer informed about the return process and gathering feedback.

Initial Return Request Confirmation Message

Write something...

Estimated Return Arrival Date (Customer)

Enter date...

Actual Return Arrival Date (Received)

Enter date...

Return Status Update (Sent to Customer)

☐ Processing

☐ Shipped

☐ Received

☐ Refunded

☐ Resolved

Detailed Explanation of Return Resolution (if applicable)

Write something...

Customer Satisfaction Score (1-5)

Enter a number...

Customer Comments/Feedback

Write something...

Resolution Type (offered to customer)

☐ Refund

☐ Exchange

☐ Repair

☐ Store Credit

Compliance & Documentation

Ensures adherence to relevant regulations and maintains accurate records.

Date of Compliance Review

Enter date...

Relevant Regulations Applied

☐ REACH

☐ RoHS

☐ WEEE

☐ CCPA

☐ Other

Summary of Compliance Findings

Write something...

Supporting Documentation (e.g., Permits, Certifications)

⬆ Upload File

Version Number of Compliance Procedure

Enter a number...

Audit Status

☐ Pending

☐ Completed

☐ Failed

☐ Passed

Next Review Date

Enter date...