# ChecklistGuro

# WMS Returns Processing Checklist Template

## Return Authorization & Documentation

Verify return authorization is obtained and all required documentation is complete.

**Return Authorization Number**

Enter a number...

**Request Date**

Enter date...

**Reason for Return**

☐ Defective

☐ Damaged

☐ Incorrect Item

☐ Customer Request

**Customer Description of Issue**

Write something...

## Supporting Documentation (Photos, etc.)

⬆ Upload File

## Return Method

☐ Carrier Pickup

☐ Customer Dropoff

☐ Prepaid Label

# Receiving & Inspection

Confirm the returned item is received into the WMS and undergoes necessary inspection for damage or discrepancies.

## Return Item Quantity Received

Enter a number...

## Condition of Packaging

☐ Original

☐ Damaged

☐ Missing

☐ Unknown

## Condition of Item

☐ New

☐ Used

☐ Damaged

☐ Defective

☐ As New

**Detailed Description of Item Condition (if applicable)**

Write something...

**Photo Evidence of Item Condition (if applicable)**

⬆ Upload File

**Unique Identifier (Serial/Lot Number)**

Enter a number...

# Inventory Status Update

Ensure the WMS accurately reflects the returned item's status (e.g., Quarantine, Repair, Restock).

**Return Item Status**

☐ Quarantine

☐ Repair

☐ Restock

☐ Damaged

☐ Unsellable

**Quantity Received**

Enter a number...

## Condition Upon Receipt

- ☐ New
- ☐ Used
- ☐ Damaged
- ☐ Refurbished

## Detailed Condition Notes

Write something...

## Date Status Updated

Enter date...

# Disposition & Routing

Verify the correct disposition is selected within the WMS (e.g., Restock, Scrap, Refurbish) and routing is applied.

## Disposition Type

- ☐ Restock
- ☐ Scrap
- ☐ Refurbish
- ☐ Return to Supplier
- ☐ Damaged Goods – Insurance Claim

## Routing Method

☐ Default Routing

☐ Manual Override

☐ Supplier-Specific Routing

## Routing Notes (if Manual Override)

Write something...

## Quantity Approved for Disposition

Enter a number...

## Disposition Completion Date (Planned)

Enter date...

# Restocking/Refurbishment/Scrapping

Confirm the returned item proceeds through the appropriate process based on its disposition.

## Restock Condition

☐ Excellent

☐ Good

☐ Fair

☐ Poor

**Quantity Restocked**

Enter a number...

**Refurbishment Notes**

Write something...

**Refurbishment Required?**

☐ Yes

☐ No

**Scrap Reason**

☐ Damaged

☐ Obsolete

☐ Unrepairable

**Scrap Date**

Enter date...

# Financial Reconciliation

Validate the return is accurately recorded for financial and accounting purposes within the WMS integration.

**Return Value (USD)**

Enter a number...

## Shipping Cost (USD)

Enter a number...

## Restocking Fee (USD)

Enter a number...

## Payment Method

☐ Credit Card

☐ PayPal

☐ Store Credit

☐ Refund to Original Payment

## Refund Issue Date

Enter date...

## Refund Transaction ID

Write something...

## Sales Tax Adjustment (USD)

Enter a number...

# Data Accuracy & Reporting

Ensure return data is accurate, complete, and reflected in relevant reports within the WMS.

**Number of Returns Processed**

Enter a number...

**Percentage of Returns with Data Errors**

Enter a number...

**Data Validation Method Used**

☐ Automated Rules

☐ Manual Review

☐ Combination

**Date of Last Data Accuracy Review**

Enter date...

**Summary of Data Accuracy Findings**

Write something...

**Report Types Generated (Select all that apply)**

☐ Returns Summary Report

☐ Disposition Analysis Report

☐ Returns by Product Report

☐ Returns by Location Report

# Audit Trail & Traceability

Verify a comprehensive audit trail exists within the WMS documenting the entire return process.

### Return Initiation Date

Enter date...

### Return Initiation Time

Enter time...

### Return Transaction ID

Enter a number...

### Reason for Return (recorded by Receiving)

Write something...

### Disposition Code Applied

☐ Restock

☐ Scrap

☐ Refurbish

☐ Return to Vendor

### Employee ID - Receiving

Enter a number...

## Date of Restock/Disposal

Enter date...

## Quantity Restocked/Scrapped

Enter a number...