EDISON LOCAL SCHOOLS
PRODUCT RETURN GUIDELINES

All product returns must follow Edison Local School District's Purchase Order Guidelines. Because district funds are public funds, any financial transaction or modification requires prior administrative approval. This includes product returns, which may affect the original Purchase Order (PO) and the funds allocated to it.

To maintain proper financial documentation, auditing, and compliance, all returns must follow the procedures outlined below.

1 Initiate a Return Request

Before returning any item, the staff member must submit a **Requisition** explaining the reason for the return (e.g., damaged goods, incorrect shipment, or unneeded materials).

- Attach the original invoice to the requisition.
- Include remarks explaining the reason for the return.
- Wait for administrative authorization before proceeding with the return.

Credit Processing: If an item is returned, the AP Coordinator must receive an official credit memo or adjusted invoice from the vendor. This documentation allows the original PO to be adjusted and ensures the credited funds are returned to the appropriate account.

Important: Purchase Orders are only paid when the Accounts Payable (AP) Coordinator receives an official invoice. Proper documentation is required for all adjustments and credits.

2 Return Shipping Procedures

Once the return has been authorized by administration, follow the appropriate return process:

- **Amazon Returns:** Take the package to the designated return location (such as Staples), following the provided return instructions.
- **All Other Vendors:** Bring the item, in its original packaging, to the Board Office along with the return shipping label(s). A UPS pickup will then be scheduled.

amazon business | Amazon Business Return Procedures

1 Who can initiate a return?

The requisitioner who placed the order, account administrators, group administrators and finance users.

2 Steps

1. Sign in to Amazon Business and select **Your Orders**.
2. Choose **View All** from the dropdown.
3. Select the order, then **Return or Replace Items** (or Problem with order).
4. Select a reason and choose from the return options shown.

3 Return address

Orders delivered to a shared address (e.g., the board office) must use a shared address as the return address.

4 Labels and pickup

Available options (print-at-home label, drop-off, or carrier pickup) vary by item, seller and location. At least one free option is always offered. Users should check the options shown at the time of the return rather than assume pickup will be available.

5 Refunds (Pay by Invoice)

Refunds for returns, damaged items or missing items are issued as a credit memo.

- Credit memos are emailed to your invoice recipient and can be viewed on the Your Invoices page.
- By default, a credit memo is applied first to any open balance on the original invoice. Account administrators can change this setting. The change applies to all groups and takes effect with the next credit memo.
- If you have unused credit, you can ask for it to be sent back to your bank account. This usually takes 5–10 business days, plus 3–5 more if you're linking a bank account for the first time.

NO ITEMS SHOULD BE RETURNED WITHOUT PRIOR ADMINISTRATIVE APPROVAL.

All return requests, credit memos, and adjusted invoices must be properly documented to maintain an accurate financial record for the District.