

# SESLHD PROCEDURE COVER SHEET



**Health**  
South Eastern Sydney  
Local Health District

<b>NAME OF DOCUMENT</b>	Goods Return Advice Procedure
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<b>KEY TERMS</b>	Goods Return, Stock, Non Stock, HealthShare, Credit
<b>SUMMARY</b>	Procedure for cost centres to utilise when medical goods are required to be returned to either the HealthShare Distribution Centre (ONELINK warehouse) or directly to the supplier.

## **COMPLIANCE WITH THIS DOCUMENT IS MANDATORY**

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## Goods Return Advice Procedure

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### 1. POLICY STATEMENT

To provide a standardised procedure for advising HealthShare that goods are being returned to the warehouse or supplier, and the reasons for the return.

### 2. DEFINITIONS

**Inventory Items:**

Goods which are held in the warehouse and can be purchased by cost centres.

**Non Stock Items:**

Goods which are purchased direct from a supplier.

**Goods Return Authority Number:**

A number which is issued by HealthShare, as authorisation for returning goods.

### 3. RESPONSIBILITIES

All Local Health District staff who return goods.

### 4. PROCEDURE

#### 4.1 Returning Inventory Items

- Complete the [Goods Delivery Discrepancy Form](#), or contact HealthShare Service Desk on 1300 883 965 and the link will be sent to your email
- Submit completed form to HealthShare
- OneLink warehouse approves the return of goods
- Receive email confirmation with **Return Goods Authority Number** plus stickers
- Place stickers on goods for return, with the Return Goods Authority paperwork
- Contact dock staff and arrange pick up back to the delivery docks
- OneLink warehouse transport will pick up the good at the next scheduled delivery to the site

#### 4.2 Return of non-inventory (Direct from vendor) items

- Complete the [Goods Delivery Discrepancy Form](#), or contact HealthShare Service Desk on 1300 883 965 and the link will be sent to your email
- Submit completed form to HealthShare
- Receive email confirmation with **Return Goods Authority Number** plus stickers along with return instruction from HealthShare. These instructions will vary depending on the vendor.

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- Place stickers on good for return, with the Returns Goods Authority paperwork
- Contact dock staff and arrange pick up back to the delivery docks, or follow HealthShares instructions
- Goods will either be picked up by the vendors' courier, or the dock staff will arrange courier for pick up back to vendor.

### 4.3 Considerations

Please follow return instructions which will be provided by HealthShare customer service on receipt of your on-line discrepancy form to successfully return the goods.

#### Quick checklist when doing a return

- Are the goods undamaged?
- Are the goods in the unit of issue?
- Have you considered whether the value of the goods warrants a return? Consider time to complete form, time to pack goods, time to send goods to Hospital Dock, time to book pick up (if applicable), cost of freight, cost of customer service time and cost of Onelink time
- Have you completed the [Goods Delivery Discrepancy Form](#)?
- Do you have more than three items to return? If so contact Procurement & Logistics Customer Service on 1300 883 965 before proceeding as the form will only accept three items.
- Have you received a Return Goods Authority Number and instruction sheet from customer service?
- Do not action the return until the Return Goods Authority Number and instructions are received as this is your authorisation
- Check whether your return will be via dedicated run or network freight. If you are unsure then please contact customer service to confirm
- Ensure the instruction sheet is followed.

#### Inventory Disputes Process

HealthShare NSW, in collaboration with Onelink, will ensure all customer requests for goods are delivered accurately and as per delivery schedule.

If your delivered goods are short supplied, over supplied, incorrectly supplied or damaged, please complete the online Goods Discrepancy Form within seven working days.

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Key steps:

- Check the number of cartons/trolleys/pallets you receive matches your delivery manifest or network freight consignment note before signing for delivery
- Check your received goods against your pick slip
- Any discrepancies claims must be made via the Online Goods Discrepancy Form within seven working days. NOTE - This is negotiable dependent on your delivery rates and cause of discrepancy

### 5. DOCUMENTATION

[Goods Delivery Discrepancy Form](#)

### 6. AUDIT

Not required

### 7. REFERENCES

Nil

### 8. REVISION AND APPROVAL HISTORY

Date	Revision No.	Author and Approval
July 2006	1	Former SESAHS MRD Procedure dated May 2004 revised for SESIASH Area Procurement & Logistics. Author Alison Briggs. Approved by Acting Manager, Ray Coward & Manager Shared Services, Rod Wilson, June 2006. Approved for release by Area Executive Committee 4 July 2006.
January 2013	2	Reviewed by Peter Hudnall, Helen Mckinlay and Ashleigh Vinton 2013. Approved by Director of Finance Karen Foldi
November 2018	3	Reviewed by Mark Atkinson, Kate Dobinson and Vesna Trajceska 2018. Approved by Director of Finance Peter Eaton.
October 2019	3	Minor review, updated links. Submitted to Executive Services for publishing. Formatted by Executive Services prior to publishing.