



NAGA LIMITED RETAIL

No-4/213, Pudupatti, Padiyur (P.O.), Dindigul – 624 005



CV : NLRD

Department Name / Commercial, Sales, Quality, Inventory & Accounts

Ver : 1

*sop / inv
006*

SALES RETURN

Scenario 1 Dispatch Error

System Implemented
Ref :
SOP no - INV-15

If any Material return through
dispatch error, Shift QC
should check material

Once the material tested by
QC, Inventory should unload
the stock at plant

QC tested report & Inventory
unloading report should
shared to commercial dept

Commercial associate will
book the sales return to
concerned party *immediately*

Inventory dept also shared
the truck dispatch sheet to
accounts dept / logistics
coordinator

Logistics coordinator should
share the *particular* amt for the
particular bag *to Acc
dept*

If the dispatch clerk had *get*
the signature from driver in
dispatch sheet, accounts
dept raise the debit note to
logistics division

Accounts dept should raise
the debit note amt for
unloading & *return* for the
particular bags *freight*

If the dispatch clerk had not
get the sign from driver,
Inventory ~~team~~ will liable *for
particular amt*

Scenario 2 Billing Error

Billing coordinator
should compare the
sales order sms vs
sales order system

SMS order linked to system
& total order received
statement auto send to party

Before raise the Pick slip,
Billing coordinator should
check the SMS order vs Pick
slip order

If any changes / deviation in
SMS order vs Pick slip order,
Billing coordinator should
changed the order

Before change the sales
order, Get the approval from
commercial head &
confirmation from Party *(SMS)*

Once above should be
completed, Billing coordinator
should raise the pick slip &
issue for dispatch

If any variation in SMS order vs
Invoice, Billing coordinator will
fully responsible

Scenario 3 Damages

If any damages from
party side, Sales
team should intimate
to Quality dept

Quality dept should known
about the damage regarding
Product, Batch no,
Compliant, DOP

Quality dept should get the
particular date of packing
samples & tested the spec

Within 48hours quality
dept should attend the
damage complaint through
phone / directly

The complaint attender
should convinced the party
regarding damages
as per quality norms

If the complaint mistake from
NAGA side, Quality dept
should give the
acknowledged paper

Damage acceptance paper
should shared to Sales /
commercial / Inventory dept

Once received the Quality
acknowledged paper by
commercial dept

Arranged the truck & return
the stock to NLRD plant by
commercial dept

After inward of stock &
unload at plant, commercial
associate should booked the
sales return entry

Scenario 4 Late Delivery

Logistics coordinator
should give the first
important to on time
delivery party

Logistics coordinator should
give the priority to on time
delivery party (MT)

If any reason affect the on
the time delivery, logistic
coordinator inform to sales
team regarding issue

Logistics coordinator should
give the commitment time to
party on delivery

If prior intimation accepted by
party, Logistics coordinator
should arrange the truck for
the party

The stock should not return
to NLRD plant through late
delivery

If the stock return to NLRD
plant, Quality dept should
check & give the quality
report to commercial & Inven

Once the quality report
(Pass) received from quality
dept, Commercial associate
book the return entry to party

Logistics coordinator will
liable, if any stock return to
NLRD under the late delivery

NOTE :
The sales return stock from party side should not unloaded to another party.
The sales return stock must unload to NLRD plant *After weightment.*

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20/2/18
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