

Author	Status	Effective Date
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### 1.0 Purpose

This procedure is intended to ensure that all Gemini employees follow the proper guidelines for scheduling pickups for a Return Goods Authorization (RGA). These standard operating procedures are guidelines intended to meet and comply with the Gemini Coatings Operational Plan.

### 2.0 Scope

This document covers the standard procedures to be followed for scheduling and processing an RGA. By following the instructions, the workload will be completed accurately and consistently.


### 3.0 Safety



- \*Absolutely NO Electronic Devices in the Hazardous Environments. (Production, Fill-Off, TWP Room)**
- \*Absolutely NO use of headphones, ear buds, etc. inside the Warehouse and/or Hazardous Environments.**

### 4.0 Processing Returns (RGA)

#### 4.1 Obtain Information



Gemini Coatings, Inc  
421 S.E. 27th Street  
El Reno, Oklahoma, 73036  
800-262-5710  
www.gemini-coatings.com

**Shipper:**  
LANHAM HARDWOOD (LOUISVILLE, KY)  
4121 Bishop Ln  
1 COURSVILLE KY 40378-4503

**RETURN SLIP**

Return No.	Return Date
SRH4502214	10/26/2022
Receiving Site	Order Date
100	
Expiration Date	
11/29/2022	

RETURNS ARE VALID 30 DAYS FROM THE DATE ISSUED.  
ANY RETURN PASSED 30 DAYS WILL REQUIRE APPROVAL  
FROM MANAGEMENT FOR CUSTOMER TO RECEIVE CREDIT

Product	Description	Expended Qty.	Returned Qty.	Item Weight	Actual Qty Ret.	Lot #	Move To Loc.	Notes
1Y-487-1	POLYURETHANE SATIN CLEAR (1G)	32.0000	EA	0.0000	EA	6.1957	LB	

This section to be completed by Receiving & returned to Customer

RGACREDIT MEMO  
REFER TO 50174162DR10104 PRODUCT APPEARS TO BE MORE OF A GLOSSYSSG THAN SATIN \*\*DO NOT PUT BACK INTO STOCK\*\*  
TTL Weight: 8.29

4.1.1 Identify the RGA Number

4.1.2 Find the Customer Information on the RGA including Name, Contact, Address, and Email.

- 4.1.3 Identify the products being returned.
- 4.1.4 Look up the weights of the products.
- 4.1.5 Calculate the number of pallets and cartons being returned.
- 4.2 **Create a bill of lading for the return.** Ensure that all information is filled out correctly including shipper, consignee, freight terms, product/hazmat information.
- 4.3 **Forward the bill of lading to the customer.** Communicate to the customer that they need a printed, signed copy for the driver to pick up.
- 4.4 **Schedule a pickup with the appropriate carrier identified using the Mhlfeld freight rater.** This can be done by phone, online, or email depending on the carrier.
- 4.5 **Customer Service Involvement** - Be sure to tag customer service on any emails you are sending regarding the RGA. With multiple parties involved it is easy to get something lost. Be sure to keep customer service involved when scheduling the pickup for the customer.
- 4.6 **Receiving** - As with customer service, be sure to keep the receiving department aware of status of the RGA.
- 4.7 **Once received**, customer service shall be notified in order to post the transaction and make any needed inventory adjustments.

**5.0 References**

Reference	Title
1	None