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## Improved Customer Return Process

Cassandra Harrell

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Cassandra Harrell  
Title: Improved Customer Return Process  
Organization: Defense Logistics Agency Land and Maritime

### **Abstract**

The purpose of the project was to analyze the return process of product throughout DLA Land and Maritime over the past two years, determining why the current process does not reverse the funds paid to the customer for transportation and misc. handling fees for unserviceable material.

A literature review of a journal and Policy & Procedures was complete that articulate to the effects of the return process on companies, the impact of reverse logistics network model concerning handling returned products and how DLA validates the retail supply and transport interchange.

Secondary data was selected using an electronic data mining process of returns were coded as unserviceable material, and the amount of money paid out so that comparisons could be statistically calculated.

The most meaningful data collected showed that DLA was catching a vast majority of these errors, but there was a disconnect among the departments who are involved in the return process. Departments had become accustomed to a routine and were not following specific guidelines under DLM 4000.25-1 C9.1.5.

The determination made by the research were: 1) the returns coded as unserviceable the payment should have been re-coupe, 2) there was a lack of communication between the departments involved in the return process, 3) there are no penalties for FTE's when they knowingly return unserviceable products.

A recommendation was made to have a quarterly review of the returns process and place identifiers on those FTE's who are perpetual offenders. Also, a proposal was made to have monthly meetings among the departments who are involved in the return process to maximize the potential to reduce incorrect payments overall.