



PROCUREMENT SERVICE - DBM POLICY GUIDELINES ON THE RETURN AND REFUND OF COMMON-USE SUPPLIES AND EQUIPMENT (CSE)

1. POLICY STATEMENT

- 1.1. Consistent with LOI 755 and Administrative Order No. 17 that directs all government agencies to procure common-use supplies and equipment (CSE) from the Procurement Service (PS).
- 1.2. Upon purchase of CSEs from PS, the agency through their duly authorized representative may return item/s procured and request for a refund equivalent to the cost of the returned items. This covers purchases from the PS-Main, Depots and Sub-depots.

2. PURPOSE

This policy defines the guidelines to meet the following objectives:

- 2.1. To prescribe the rules and procedures for the return and refund of CSEs procured from the PS Main Warehouse, Depots, and Sub-depots.
- 2.2. To provide the procuring entity the opportunity to return CSEs and request for a refund provided the request meets the criteria set in these guidelines.

3. SCOPE AND APPLICATION

These guidelines shall apply to all common-use supplies and equipment purchased from the Procurement Service (PS) by the procuring entities of all branches, constitutional commissions and offices, agencies, departments, bureaus, offices, and instrumentalities of the Government, including government-owned and/or controlled corporations (GOCCs), government financial institutions (GFIs), state university and colleges (SUCs) and local government units (LGUs).

4. DEFINITION OF TERMS

- 4.1. For these Guidelines, the following terms, or words and phrases shall mean or be understood as follows:

4.1.1. *Procuring Entity* – refers to all branches, constitutional

commissions and offices, agencies, departments, bureaus, offices, and instrumentalities of the Government, including government-owned and/or controlled corporations (GOCCs), government financial institutions (GFIs), state universities and colleges (SUCs) and local government units (LGUs) procuring CSEs in the PS Main Warehouse, Depots and Sub-depots.

- 4.1.2. *Common-Use Supplies and Equipment (CSEs)* – refers to goods, materials, and equipment that are used for the day-to-day operations of Agencies in performing their functions listed in the Product Catalogue through the PS-DBM website.
- 4.1.3. *Depot and/or Sub-depot* – refers to the warehouse facilities of the Procurement Service that physically receives, stores, and distributes CSEs within Metro Manila and across other regions.
- 4.1.4. *Damaged or Defective* - the item is defective and/or with missing parts in contrast to the description found at the product specifications.
- 4.1.5. *Wrong Item(s) Ordered/Delivered* – the item(s) is/are different from the agency's need based on the submitted Agency Procurement Request (APR). This could also cover the item(s) that was wrongly delivered by the PS or if the agency indicated the wrong item in their APR.
- 4.1.6. *Double Delivery* – The item(s) is/are delivered twice based on the same submitted APR Form.
- 4.1.7. *Expired Product Warranty* – Item(s) is/are already expired concerning the product expiration date.

5. PROCEDURAL GUIDELINES

5.1. RETURN AND REPLACEMENT

Items procured/delivered shall be allowed for return or replacement within **thirty (30) calendar days** from the date of receipt of the item(s) as indicated in the date of acknowledgement in the PS Delivery Receipt. To be eligible for return or replacement, the return must fall in any of the conditions below:

Reason for Returns	*Conditions
Damaged or Defective or Missing Parts	<ul style="list-style-type: none"> - When returning, the item must be in original packaging i.e. complete packaging, including accessories -The defect must be indicated in the Sales Return Form and validated by the PS Inspection Division
Wrong Item(s) Ordered/Delivered	<ul style="list-style-type: none"> - The item should be unused

	- Item must be sealed, in original condition and original packaging including accessories
Double Delivery	- The item should be unused - Item must be in its original condition, with all packaging and accessories
Expired Product Warranty	- The item should be unused - Item must be in its original condition, with all packaging and accessories

**The above conditions are subject to validation by the PS Inspection Division.*

5.2. REQUIREMENTS FOR VALID RETURN AND REPLACEMENT

The agency shall return the item(s) with the following requirements:

- Fully accomplished PS-DBM Sales Return Form downloadable through www.ps-philgeps.gov.ph.
- Items must be in its original condition and packaging with complete accessories upon return.
- Present the proof of purchase e.g. Delivery Receipt, Agency Procurement Request.

5.3. PROCEDURES

- The client agency shall submit the above requirements to the concerned depot, sub-depot and/or through the PS Main Office where the item(s) is/are being procured.
- The PS personnel in-charge receiving the item(s) shall validate the completeness of the submitted documents and the thirty (30 days) validity period to return the items as stated in provision 5.1.
- Upon validation, the item(s) shall be endorsed to PS personnel in-charge inspecting the item(s) and check the defects, damage and the completeness of its packaging to ensure that it meets the complete packaging required to return or replacement of item(s).
- The PS personnel in-charge validating and inspecting the item(s) shall record the finding(s) and recommendation(s) using the submitted Sales Return Form.

- e. Once validated and inspected, the designated officer-in-charge will approve or disapprove the findings and recommendations and shall sign the Sales Return Form.
- f. The client agency shall receive the replacement items or acknowledge the return of the items. Refund of payment shall be charged automatically to the agency's single fund or e-Wallet fund balance which may be used by the agency on its next purchase. In the case that agency opts to make a refund, the agency shall select the request for a refund through the Sales Return Form to notify in advance the PS Comptroller Division for reconciliation of its fund balances. The agency shall coordinate with PS Comptroller Division for the date of issuance of the check.

5.4. SHIPPING OF ITEMS

The agency shall be responsible for the shipment of item(s) for return unless the reason falls under "Wrong Item(s) Ordered/Delivered" and "Double Delivery", in such case, the concerned depot, sub-depot or the Main Warehouse of PS will arrange for the retrieval of the CSE item(s) from the agency.

5.5. REFUND

The agency may opt to request for the refund of returned items by formally writing to the Comptroller of PS. In the absence of a request for a refund, the cost of the returned items will be added to the agency's single fund/e-Wallet balances which may be used by the agency in its next purchase of CSEs from PS.

6. EFFECTIVITY

These guidelines shall take effect immediately.


LLOYD CHRISTOPHER A. LAO
Undersecretary
OIC – Executive Director V

Date: 09 JUN 2020



SALES RETURN FORM

Sales Return No.:

Date:

Agency Name :

Address :

Ref Invoice/DR No. :

Invoice / DR Date :

APR No. :

☐ For Return/Replacement

☐ For Refund

I hereby request refund for the following items below:

Reason for Returns (Based on Sales Return Policy)

[1] Defective or damaged

[3] Wrong Item/s in DR
(wrong DR preparation)

[5] Manufacturing Defect
(seals/unopened box)

[7] Double Delivery
(double DR preparation)

[8] Others Please specify

[2] Wrong item/s ordered in APR
(wrong APR preparation)

[4] Wrong item/s delivered
(wrong item/s released by WALD)

[6] Request for replacement of items/s

Item Code	Product Code	Quantity	UOM	Rate	Amount	Reasons for Return
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Amount in Words: Total Php

NOTE: ALL SIGNATURES MUST BE OVER PRINTED NAME

Prepared by:

Certified by:

AGENCY PROPERTY/SUPPLY OFFICER

AGENCY CHIEF ACCOUNTANT

To be filled out by PS Personnel

Findings and Recommendations:

Validated by:

Recommending Approval/Disapproval

PMO in Charge (Marketing and Sales Division)

LEAH M. VALDEZ

OIC - CHIEF, MARKETING AND SALES DIVISION

Inspected by:

Recommending Approval/Disapproval

PMO in Charge (Inspection Division)

AUGUSTO M. YLAGAN

OIC - CHIEF, INSPECTION DIVISION

☐ Approved

☐ Disapproved

Received the item(s) for return in the system by:

Received the request for refund by:

ATTY. JOLAS E. BRUTAS

OIC - DIRECTOR IV, OPERATIONS GROUP

CATHERINE ANN D.G. MIRABEL

OIC - CHIEF, WAREHOUSE AND LOGISTICS DIVISION

AMY T. DELA CRUZ

OIC-CHIEF, COMPTROLLER DIVISION