OP 63.03: Central Receiving and Shipping  

DATE: August 25, 2014  

PURPOSE: The purpose of this Operating Policy/Procedure (OP) is to establish guidelines to facilitate delivery and handling of shipments made to and from the university.  

REVIEW: This OP will be reviewed in May of every fourth year by the assistant vice president for operations with substantive revisions forwarded to the vice president for administration and finance and chief financial officer.  

POLICY/PROCEDURE  

1. Receipt of Merchandise  

   a. Freight Shipments  

      Central Receiving will be responsible for receiving and distributing shipments to requisitioning departments. The shipping and receiving supervisor is responsible for checking for visible damage and certifying for the correct number of cartons before accepting the shipment.  

      Shipments consigned (addressed) to a requisitioning department will not be accepted in Central Receiving unless arrangements have been made to do so. The shipment will be evaluated with regard to size and content to ensure that personnel and equipment available to Central Receiving are sufficient to safely accept and/or deliver the load. The requisitioning department will be notified if the shipment cannot be handled and will be advised to make alternate arrangements. Requisitioning departments will be notified when acceptable shipments have arrived and a delivery time will be arranged. Requisitioning departments will be assessed a delivery charge after the shipment is transported to the department.  

   b. Parcel Post  

      Packages received at MailTech are delivered to Central Receiving for distribution to the proper department.  

   c. Voluminous and Heavy Shipments  

      When Central Receiving does not have sufficient staff and/or equipment to unload or set in place a large or heavy shipment, the requisitioning department is responsible for arranging for outside help. The shipping and receiving supervisor will notify the department when such a shipment is received. Requests for services to be provided by off-campus personnel should be coordinated through Procurement Services.  

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d. Radioactive Shipments

The Office of Environmental Health and Safety will be responsible for receiving all radioactive shipments. They will direct the delivery of the shipments to the requisitioning department. Central Receiving will refuse and direct any radioactive shipments to Environmental Health and Safety.

2. Delivery of Merchandise

a. Every effort is made to complete delivery to the requisitioning department within 24 hours following receipt of the shipment by Central Receiving.

b. If a vendor duplicates shipment or ships the wrong merchandise, the requisitioning department will accept delivery from Central Receiving then notify the buyer team in Procurement Services to coordinate disposition of the shipment with the vendor.

c. If delivery is made in error to a department other than the requisitioning department, notification should be made immediately to Central Receiving in order for the merchandise to be picked up and delivered correctly.

3. Damaged Shipments

a. As shipments arrive damaged, Central Receiving will make a notation of such damages on all copies of the freight bill. The freight bill will be attached to the delivery receipt and forwarded with the shipment to the department. The department should notify the vendor in writing stating details of the damage and attach the freight bill in order for the vendor to file claim with the carrier; courtesy copies of the correspondence should be forwarded to Procurement Services.

b. All shipments received by the requisitioning department from Central Receiving should be inspected promptly for concealed damage. If concealed damage is found, request the freight bill from Central Receiving and call the carrier for an inspection. Carrier damage inspections must be requested by the department within fifteen (15) days of delivery to the university; otherwise, the carrier will not assume liability. The department must retain the damaged merchandise along with the shipping container and packing materials until the carrier makes an inspection. After an inspection is made, notify the vendor in writing, attaching the freight bill and inspection report to the correspondence, in order for the vendor to file claim for damages. Courtesy copies of correspondence should be forwarded to Procurement Services. If assistance is needed concerning damages, contact the buyer team in Procurement Services.

4. Shortage on Shipments

a. All freight bills noted with shortages will be attached to the delivery receipt and forwarded to the requisitioning department. Usually packages are located by the freight company and delivered to Central Receiving on a "dead-head" freight bill to complete delivery of the shipment within a week.

b. If the requisitioning department receives shipment with a discrepancy in the quantity received, packing list and freight bill, allow three days for a follow-up shipment to cover the shortage. After this time, the department should contact the vendor concerning the shortage.
5. **Outgoing Shipments**

   a. Central Receiving will facilitate outgoing shipments except Federal Express. The *Outgoing Shipments* form (see attachment) must be completed for all shipments. The department sending the shipment will be expected to package or crate and properly address the shipment.

   b. The department will pay charges for transportation of a shipment unless the shipment is designated to be sent collect. If the shipment is to be insured, the amount should be specified.

   c. United Parcel Service (UPS) shipments are insured for $100 per carton. Special requirements such as additional insurance, first day air, second day air, collect and call tags should be designated on the *Outgoing Shipment* form. Shipping and Receiving will charge the shipping department a nominal fee to defray UPS account maintenance expense.

   d. Merchandise or equipment purchased on a *Purchase Order* should not be returned to the vendor without approval from Procurement Services and the vendor. No purchase order, or any part, may be cancelled or returned without prior approval of Procurement Services and the vendor. Procurement Services will handle approved cancellations and advise all interested parties. After permission is received to return merchandise, the department will prepare the merchandise for shipment and an *Outgoing Shipment* form then notify Central Receiving to pick up the merchandise to complete shipment.

6. **Items not to be Delivered to Central Receiving**

   The department should make arrangements directly with the vendor for delivery of items that may be more effectively handled by the department involved such as:

   a. Food products and kitchen supplies procured for one of the kitchens other than through Procurement Services;

   b. Laundry and dry cleaning items; and

   c. Items to be picked up for repairs or cleaning and returned to the original location by the vendor.

**Attachment: Outgoing Shipments**