



## Campus Distribution Center Receiving Procedures

June 2015

### Standard Receiving Procedures

Campus Distribution Center (CDC) will receive materials and equipment; inspect items received for quantity, quality, condition and any special specifications as indicated on the purchase order; coordinate delivery to the requesting department; ship items returned to vendors; process loss, shortage and damage claims to the freight carriers.

Unless otherwise specified on the original purchase order, all supplies and equipment received at the University, as a result of action taken by the Purchasing Department, will be delivered to Receiving. The material will then be delivered to the Requesting Department and receipt will be acknowledged by a signature. Receiving will be responsible for distribution and inputting of all receiving documents to ensure prompt and proper completion of files and payment of bills. Every precaution will be taken to expedite documentation processing in order that the University may take advantage of all discounts offered.

All items received at the Campus Distributions Center **must** contains the followings:

- BYU-HC Generated Purchase Order Number
- BYU-HC Credit Card Purchases with buyer's name and Department.
- Any received item(s) that do not meet the above criteria will be dealt with one on one bases and won't be delivered on time due to the extra time spent on researching for the rightful initiator.

CDC will inspect all purchase order shipments for obvious damage, irregularities, or other discrepancies. However, the requisitioning department is ultimately responsible for the acceptance of the merchandise, and should take the following steps upon discovery of any damages, irregularities, nonconformity with specifications, or other discrepancies:

- Failure of the university to report damaged shipments to the carrier within fifteen (15) days after taking delivery may forfeit the right of the university to file such damage claims. Departments must therefore report any damaged shipment to Receiving or Purchasing within ten (10) days after receipt of the shipment, so as to allow time for the preparation and filing of a claim.
- All damaged materials should be preserved in the condition in which received and must be kept in the original shipping containers until instructions for disposal are received from Purchasing. Compliance with this requirement is extremely important because, in most instances, an inspection report is required before a claim can be filed. This inspection report is prepared by the carrier and covers the packaging and shipping materials as well as the damaged merchandise.
- It is the responsibility of Receiving and Purchasing to work together to arrange the filing of all claims for damaged materials, as well as to initiate requests for replacement shipments.

- The return of any purchase order supplies or materials to the vendor, whether due to damage, misshipment, or other reasons, should be arranged through Purchasing to assure that appropriate credit is received. Purchasing card purchases will be the responsibility of the department to process their own returns to the vendor.
- When arrangements have been made with Purchasing to return items to a vendor, the items may be delivered to CDC for this purpose, or a pickup requested. The purchase order reference number must be prominently displayed on all such items being processed for return.

## **Direct Shipments to Departments**

If a shipment is made directly to a department and it is not specified in the purchase order, it should be refused by the department. The carrier should be directed to CDC for the delivery to be completed. Acceptance of this type of shipment places full responsibility for all receiving, claims processing, and payment liability on the individual who accepts the shipment. Since the condition of the shipment would not be known by Receiving, we cannot effectively represent the University if problems arise.

It is not uncommon that items can inadvertently be shipped directly to the Requesting Department. To provide for timely invoice payment and to avoid unnecessary delivery follow-up effort, it is essential that deliveries destined for CDC be received at Receiving warehouse. Departments should advise suppliers to not make direct shipments to the Requesting Department when the purchase order calls for delivery to Receiving. In the event a delivery does bypass Receiving, and cannot be redirected, the department must notify Receiving at the earliest convenience so that document processing will be completed promptly.

If items are intentionally shipped to departments or are picked up by department personnel, as in a case of an emergency, Receiving should be notified promptly in order to properly receive the order in their system and prevent any delays in payment.

## **Shortages/Overages/Damaged Shipments**

### **Shortages in Shipments**

When Receiving inspects shipments and a shortage is discovered, a claim will be issued against the supplier. Such shortages generally result from an error in packing unless evidence indicates that the original supplier package has been tampered with. Should evidence indicate tampering, the carrier will also be notified and an investigation requested.

### **Overages & Duplicate Shipments**

When Receiving inspects shipments and the quantity count reveals an excessive quantity or a duplicate shipment, the Buyer or Requesting Department will be contacted to determine whether the additional quantity can be accepted. If the overage is to be retained, the Buyer or the Requesting Department will be required to issue a change to the original purchase order.

### **Damaged Shipments**

When Receiving inspects shipments and damages are discovered, a notation is immediately referenced on the carrier's bill of lading and reported to the Buyer. The Buyer will need to contact the supplier to determine a remedy. Concealed damage that is discovered by the Requesting Department should be reported to Receiving immediately, or the right to recover losses may be forfeited.

### **Shipments Which Do Not Meet Specifications**

Items which do not comply with the specifications of the purchase order will be rejected at the time of inspection. The Receiving Department will notify the Buyer and/or the Requesting Department

immediately upon rejection.

When a department performs the final inspection and an item is found to be damaged, shorted or in noncompliance with the specifications of the purchase order, Receiving must be notified immediately.

### **Oversized Shipments**

With the carrier's approval, Requesting Departments may arrange the delivery of large, bulky items directly to the final destination to avoid double-handling. Departments should note the delivery and handling instructions on the purchase order and make advanced arrangements with the supplier. Proper receiving procedures should be followed at the delivery site.

### **Special Handling**

Various live, perishable, and sensitive shipments require special processing and expedited service. Receiving will take every precaution to protect these special shipments. The Requesting Department will be notified immediately of any items noted to require controlled temperatures or refrigeration. Classified items will be maintained in a secure area and delivered only to persons authorized on the purchase order.

### **Workers Responsibilities**

- Inspect all parcels before signing for them.
- If any damages are visible, then make note on the packing slip such as "CONTENTS SUBJECT TO INSPECTION" or "CRUSHED BOX."
- If shipment(s) are from FEDEX or UPS, inform the driver be so he can make notes of the damage.
- All parcels must be scanned into the Vuetura Tracking System and information is inputted and yellow labels are printed out for all the parcels for tracking purposes.
- ***Any parcels with time sensitive requirement such as refrigeration, it is the processor's responsibility to process and deliver the package(s) right away to the end user.***
- Processed parcels are then scanned with the handheld and loaded into the van for delivery to the departments. The delivery person(s) must check the refrigerator to make sure that no package is left behind.
- Print out the list of student's parcel for the Mail Center before leaving CDC.
- Parcels are then scanned with the handheld at the department's office and the owner or the secretary can sign for the parcels on the handheld.
- The handheld is then brought back to CDC and synchronized into the system for data storage.
- Make sure that is noted SUCCESSFUL on the handheld.

### **Receiving Process for Purchase Orders**

- Inspect all shipments receive before signing for them.

- If any seen damaged, then make note on the packing slip such as “CONTENTS SUBJECT TO INSPECTION” or “CRUSHED BOX”.
- Locate the packing slip and the Purchase Order number and input the Purchase Order in PeopleSoft.
- Check the content shipped against the Packing Slip and the Purchase Orders on PeopleSoft and receive all the content received. Physically check and confirm any backorders accordingly. If there are damaged, then take a picture of the damage item and send an email to the Buyer at Purchasing Department.
- After the Purchase Order checking process is done, scan all the line items into Vuetura if there are barcode on the boxes.
- If there is no barcode then we can use the senders as the key Tracking information.
- All merchandize must be scanned into the Vuetura Tracking System and information is input and yellow labels are printed out for all the parcels for tracking purposes.
- Processed parcels are then scanned with the handheld and loaded into the van for delivery to the owners.
- Parcels are then scanned with the handheld at the department office and the owner or the secretary can sign for the parcels on the handheld.
- Use stylus to navigate to NOTES. Input signers last name and submit.
- Receiver or Secretary Print and sign their full name on the packing slip
- Handheld is then brought back to CDC and is sync into the system for data storage and make sure it is a SUCCESS.
- Place all signed packing slips in the completed tray
- Lock into PS to Maintain Delivery Information
- Input the Receipt#, recipient name, and receipt date
- Scan all packing slip and store Electronic copies in CDC Shares.
- Send all completed packing slips to Accounts Payable.

### **Processing Outgoing Parcels**

- University Outgoing parcels are picked up by CDC employees or dropped off by the department employees. CDC employee must check each parcel for complete and accurate information.
- Personal outgoing parcels are dropped off by the individual ready to ship. Individual is responsible for taping and putting all accurate information and placing the proper shipping labels on their parcel.
- A BYUH CDC Personal Shipment Waiver must be completed for each Personal

outgoing parcel by the owner of the parcel for future references. White copy will be kept at CDC while the Canary goes to the shipper

- Personal Parcel with no COMPLETED shipping label will NOT BE accepted at CDC.
- CDC employee will take the Outgoing parcels to the Receiving Area to process thru the Vuetura System.
- CDC employee sign into Vuetura and click on the outbound icon and then click on Priority and select Outbound.
- Place the cursor on the Tracking Number and Scan the barcode on the parcel
- Type in the name of the sender's
- Click on Manual and Type the name of the sender's on the location slot
- Type the recipient on the Name slot then click on the PROCESS button to print the yellow sticker to place on the outgoing parcel and then place the parcel on the OUTGOING PARCEL table to be picked up by the driver.
- When the driver arrives, CDC employee will log into the handheld scanner and click on the Vuetura Track Package icon and then sign in.
- Click on the Scan Type and select outbound pickup.
- Select location and click on CDC
- Scan the barcode on the yellow sticker.
- Click on the signature and the driver will print his name on the handheld scanner.
- CDC employee click on the notes and write the driver's name in print form.
- Click on Submit and place the handheld on the cradle to upload all the information into the system.
- The handheld must have the word SUCCESSFUL BEAM across for the process to be complete.