

CLARK ATLANTA UNIVERSITY

Policy 7.4.3: CENTRAL RECEIVING



CLARK ATLANTA UNIVERSITY		
POLICY & PROCEDURES	Subject: Processing of faculty and staff parcels/packages/and equipment received by the University at a central site.	
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1.0 CENTRAL RECEIVING POLICY STATEMENT

Central Receiving is established to offer a centralized location for delivery of supplies and equipment purchased by Clark Atlanta University (University). This central receiving function will receive, inspect, and verify items ordered through an authorized University issued purchase order. Deliveries without an authorized purchase order will not be accepted. Unless otherwise specified on the original purchase order, all supplies and equipment received at the University, will be delivered to Central Receiving. The parcel or equipment will then be available for pick up by the ordering department and receipt will be acknowledged by signature on an electronic delivery manifest.

1.1 Functions and Responsibilities of Central Receiving

Central Receiving is designed to:

- Provide fast turnover of deliveries received and improve payment turnaround time for invoices by providing an organized system for receipt processing.
- Accurately document the receiving date and condition of items.
- Provide delivery status information to the ordering departments, Purchasing and Accounts Payable.
- Reduce the risk that capital equipment is not timely recorded and tagged by the Property Control Accountant.

Special Note: Central Receiving is not a central warehouse function and not a Mailroom..

Exceptions to Central Receiving:

Items purchased through issuance of an authorized purchase order are to be received by Central Receiving before delivery to the requesting ordering department, with the following exceptions:

- Orders placed by Food Services through Sodexo (see section 2.6.1).
- Orders placed by the Woodruff Library (see section 2.6.2).
- Orders placed by the Bookstore (see section 2.6.2).
- Items ordered for designated areas at the construction sites under a C & W contract (see section 2.6.1).
- Professional services contracts.
- Non-University purchased packages (see section 2.6.2).
- Orders/packages received by Students (see section 2.6.2).
- Desktop deliveries of supplies/expendable items (see section 2.5).

2.0 PROCEDURES NARRATIVE

2.1 Receipting During Normal Hours of Operations.

Central Receiving is opened from 9:00 am to 5:00 pm, Monday through Friday, and is closed on weekends and University holidays. If a University department is expecting an emergency shipment requiring any special receiving or internal delivery

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arrangements, the ordering department and/or Purchasing Department shall alert the Central Receiving in advance for special delivery arrangements.

2.1.1 Identify Sender's Information.

Before signing for any delivery, Central Receiving will verify that all shipments have a shipping label which identifies the package's sender and recipient information. Normally such identification shall be made from a Purchase Order (PO) number attached and/or inside the parcel.

2.1.2 Verification of Parcel Count.

Before signing for any delivery, Central Receiving will verify the number of packages/boxes being received from the shipper/carrier.

2.1.3 Inspection for Damage.

During the verification process, Central Receiving will review the general condition of all parcels received including where any package is visibly damaged. Inspection notation will be made on the shipper's/carrier's manifest and on the parcel.

2.1.4 Documentation of Receipt from Carrier.

Central Receiving documents receipt of shipments by either of the following two methods:

2.1.4.1 Bar Coded Tracking Number Based Shipments (Method 1).

Parcels with bar coded tracking numbers (UPS, FedEx, Airborne, DHL, etc.) are counted by issuing courier staff member and Central Receiving staff member via the Smart Track. Shortages, surpluses, and refusals will be noted on both Carrier and Central Receiving recording logs. Once both parties verify that the package count and shipper's tracking number are the same, the Central Receiving staff member will sign the shippers/carrier's manifest.

2.1.4.2 Non-Bar Coded Tracking Number Shipments (Method 2).

Shipment Parcels from non-bar code tracking number based carrier (i.e. common carrier) will be counted, inspected, signed, and manually entered into to the Smart Track package receiving module.

2.2 Processing of Incoming Shipments.

Incoming shipments shall be processed by Central Receiving staff in the following manner:

2.2.1 Scanning of incoming packages.

Verification and confirmation of incoming shipments are documented when carrier's shipping labels are scanned using the Smart Track Receiving Scanner.

2.2.2 Packages with PO # and attached packing slip .

Central Receiving staff member will retrieve the packing slip from the exterior of the parcel and use the packing slip details for entering shipments into the University Receiving system.

2.2.3 Packages with PO # and No Attached Packing Slip.

Parcels will be opened to retrieve a packing slip from the interior of the parcel unless the parcel contents are clearly marked on the exterior, or the parcel contents are labeled as sensitive contents (see section 2.2.4). If a parcel is opened to obtain packing slip, the packing slip details are entered into the University Receiving system , and the parcel is re-sealed.

2.2.4 Packages with no PO # or Requiring Additional Investigation.

Parcels delivered to Central Receiving, but do not have a packing slip on the exterior of the shipment or within the parcel require additional investigation. Central Receiving staff member shall contact the Purchasing Department to resolve. Central Receiving along with Purchasing and or ordering department will conduct additional investigation to resolve items description or other discrepancies. If the Purchasing Department is unable to resolve the discrepancies, then the parcel will be returned to the vendor. (see section 2.4).

2.2.5 University Receiving Method (Three Way Match).

Central Receiving will enter the applicable PO number in the University Receiving system. This will include matching the packing slip item descriptions to the prescribed Purchase Order line items descriptions, and entering the quantity received. Central Receiving will initial the form and input any special review comments.

2.2.6 Sensitive Shipments.

These parcels include live contents, hazardous contents, refrigerated contents, other special handling instructions and controlled substance you must contact the Lab Safety Manager. The internal end user recipient is contacted immediately. The end user is required to come to Central Receiving to review and or /receive the shipment. In cases where the shipment is delivered directly to the end user, Central Receiving will require the end user to open the

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contents and provide a copy of the packing slip to Central Receiving and contact the Lab Safety Manager within 24 hours (see section 2.).

2.3 Storing of Shipments prior to Internal Pickup.

Once processed, packages or equipment will be sorted and staged in the designated secured storage area in Central Receiving.

2.3.1 Storage.

A secured storage area located in the Central Receiving area that will only be accessible by Central Receiving and Purchasing staff members. This area will house shelving labeled alphabetically to identify the packages to be picked-up by the respective recipients.

2.3.2 Location of the Recipient.

Upon scanning of the package from the vendor's carrier into Smart Track . The recipient location will be affixed to the package and stored in the appropriate location for pickup.

2.3.3 Unlisted Recipient.

If upon scanning of the package, the recipient is not found in the Smart Track database, Central Receiving will locate the recipient via the purchase order detail. If the recipient information is not found on the purchase order, Central Receiving will contact the Purchasing Department for assistance.

2.3.4 Internal Pickup for End User.

Central Receiving will notify the recipient that their shipment is available for pick up. It is the responsibility of Central Receiving to ensure that a signature is obtained from a responsible member of the recipient when it is picked up.

2.3.5 Purchases designated as Capital Assets.

Tagging of capital assets that are purchased and received through Central Receiving will be made by the staff accountant responsible for fixed assets in the General Accounting Department. Central Receiving will send an email notification monthly, of the receipt of new fixed assets purchases to the General Accounting, Inventory Specialist. The Inventory Specialist coordinates with the end user for physical location and tagging of the capital assets purchased. General Accounting reviews a monthly Fixed Asset report in Banner for potential assets that require capitalization.

2.4 Returns

The Purchasing Department will contact the vendor on your behalf to obtain an RMA “Return Material Authorization” number. The Purchasing Department is responsible for communication with the vendor should an item need to be returned.

2.4.1 Returns after Internal Pickup.

The Purchasing Department is the initial point of contact for all shipments being returned for adjustments. End users are to notify Purchasing within 24 hours of any delivery discrepancy. Notification from end user will be made via phone or email; with immediate follow-up via email/fax documenting specific circumstances on the RMA “Return Material Authorization Form.

2.4.2 Completion of the Discrepancy Form.

The Return Material Authorization Form will be completed by the end user immediately upon discovery of a discrepancy in the received shipment.

2.4.3 Processing of Returns.

The Purchasing Department will review the Return Material Authorization Form submitted by the end user and complete the appropriate sections of the form per the instructions listed and process the return within 48 hours.

2.4.3.1 Over-shipment Return to Sender.

The Purchasing Department will determine whether the return of an over shipment is required. If a return is required, Purchasing will forward the Return Material Authorization Form to Central Receiving and to Accounts Payable. Central Receiving will process the return within 48 hours of receiving the Return Material Authorization Form. .

2.4.3.2 Quantity Discrepancies.

End user notification to Purchasing must include specific item descriptions and quantities on the Return Material Authorization Form. Purchasing will initiate contact with the vendor to notify them of the discrepancy in the quantities received.

2.4.4 Damaged Goods.

In case of damaged goods, the end-user will complete the Return Material Authorization form (RMA) notating the specific damaged, quantity and nature of the damage. Upon receipt of the end users email notification, the Purchasing Department will contact Central Receiving to ensure that the shipment was not damaged during internal pickup. If the shipment was not

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damaged during internal pick-up, Purchasing will contact the vendor to get authorization for the return shipment.

Once authorization for a return has been confirmed with the vendor, Central Receiving will coordinate with the end user for delivery and return of the item to the vendor within 48 hours of receiving the Return Material Authorization Form (RMA).

2.5 Direct Deliveries

In certain instances, it may be necessary to have merchandise/property delivered directly to the ordering department without first processing it through Central Receiving. In these cases, the Purchasing Department and Central Receiving must be notified immediately so the merchandise / property can be properly processed. Direct deliveries of capital assets will require prior approval from the Purchasing Department. It is the responsibility of the ordering department/requestor to forward all shipping documents to Central Receiving within 24 hours upon receiving the shipment and contact the Lab Safety Manager if the items received are considered hazardous materials. Failure to do so will result in the following actions:

- 1st time offense – meet with the related requestor and requestor’s supervisor
- 2nd offense – suspend direct delivery privileges for three (3) months
- 3rd offense – suspend direct delivery privileges for six (6) months

Examples of appropriate Direct Deliveries include but are not limited to:

1. Extremely delicate property or materials requiring professional handling by the vendor.
2. The purchase agreement requiring assembly and installation by the vendor.

Notify Central Receiving and the Purchasing Department immediately when the need for a direct delivery has been identified. When placing a Direct Delivery order, any special handling or shipping instructions should appear on the Purchase requisition (if applicable). The street address, office or lab of the department is required on direct deliveries. Including the building and room number of the end user is required to ensure a timely delivery.

Departments who receive invoices related to purchase orders are required to immediately forward them to Accounts Payable via email at Accountspayable@cau.edu for processing.

It is the responsibility of the ordering department or the end user receiving the merchandise being delivered from Central Receiving to verify the delivery.

Verification of a shipment consists of the following:

1. Verify that your department has received the correct quantities.

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2. Assuming that all items have been received, document the shipment status on the packing slip and forward via email to Wrice@cau.edu in Central Receiving or Purchasing@cau.edu for processing.
3. If the shipment appears damaged, verify and notate the number of items damaged on the packing slip and contact Purchasing via email at Purchasing@cau.edu for further instructions.
4. Verify that the correct merchandise has been received, meets your specifications, and is not damaged.

2.6 Miscellaneous Provisions

2.6.1 Contractor Goods.

The Central Receiving department will not receive goods consigned to contractors working at Clark Atlanta University (i.e. C & W, Sodexo, Follett Bookstore or Powerplant). The driver of these deliveries will be redirected to the proper location. The Central Receiving department will not assume any responsibility for the safe-guarding of a contractor's materials left on Central Receiving's platform area.

2.6.2 Delivery by Mail Services.

All student packages and all non-university purchased small packages shall be internally diverted to Mail Room services for internal delivery/pickup.

3.0 ENTITIES AFFECTED BY THIS POLICY

All schools, departments, offices, and units ordering supplies, materials, and equipment are affected by this policy. Vendors delivering goods and equipment to the University are also affected by this policy.

4.0 DEFINITION OF KEY TERMS

- **Banner Purchase and Procurement-Receiving Processing module**- a component of the Banner Finance module which encompasses all business operations of the university including operating budgets, purchasing, receiving, accounts payable, fixed assets, and general ledger operations of the university.
- **University Receiving System** – a component of the PantherBuy e-Procurement system, the inventory receiving process which is initiated from a completed PO or quantity receipt.
- **Bar Coded Tracking Number**-Universal codes that appear as lines (bars) of varying widths representing the series of 10 or 12 numbers commonly shown below the bars for tracking and control of equipment purposes.
 - **Capital Assets** - Capital assets are tangible and intangible assets acquired for use in operations that will benefit more than a single fiscal period. Typical examples are land, improvements to land, easements, water rights, buildings, building improvements, vehicles, machinery, equipment, works of art and historical treasures, infrastructure, and various intangible assets. (Land associated with infrastructure should be reported as land rather than as part of the cost of the related infrastructure

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asset.) A capitalized asset is a capital asset that has a value equal to or greater than the capitalization threshold established for that asset type. Capitalized assets are reported for financial reporting purposes.

- **Return Material Authorization Number-** is a numbered authorization provided by a merchant to permit the return of a product for various reasons, like being defective or wrong order.
- **Return Material Authorization Form – it is the form that allows customers to return products for an exchange or refund. RMA is similar to a tracking number in that it is used to identify and track the returned item.**
- **Smart Track Receiving Application** - an inbound tracking system that captures the carrier, mode of service, date/time and sender just by scanning the affixed tracking barcode label.
- **University Receiving Method 3 Way Match** – Three way match refers to a procedure used when processing an invoice received from the vendor or supplier. The purpose of the three-way match is to avoid paying an incorrect and or fraudulent vendor.

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Appendix: Return Material Authorization Form

Return Authorization Form								
					R.A. #			
					Date			
					Department			
		SOLD TO:		RETURNED TO:				
Name:				Name:				
Address:				Address:				
Phone/Fax:				Phone/Fax:				
Our Invoice #	Your P.O. #	Our Invoice Date	Date Returned Goods Received	OTHER	Terms			
Quantity Ordered	Item #	Description	Number Returned	Unit Price	Total			
✓	Reason for Return:			Subtotal	TOTAL \$			
	Overstock	COMMENTS:	CREDIT ISSUED FOR			SalesTax		
	Order was cancelled					_____	Restocking Fee	
	Order duplicated						NO CREDIT WILL BE ISSUED	Other
	Arrived too late							(circle if applicable)
	Damaged							
	Error on Invoice							
	Wrong Item							
Other:								
Date:				Authorized By:				

Source: Purchasing Office