

HEALTH SCIENCE CENTER HANDBOOK OF OPERATING PROCEDURES

Chapter 6	Fiscal Policies and Procedures	Effective:	May 2000
Section 6.6	General Services	Revised:	January 2010
Policy 6.6.4	Central Receiving	Responsibility:	Assistant Vice President for Business Affairs

CENTRAL RECEIVING

Responsibilities

Central Receiving, a Division of General Services, is responsible for the acceptance and delivery of all supplies, medical equipment, and furniture arriving at the Health Science Center. A receiving dock is manned at the Long Campus and at the CTRC, STCBM, MARC and ERAHC buildings. Central Receiving does not initiate purchase orders, but maintains “Delivery Transmittals” generated by the Purchasing Office. Central Receiving coordinates efforts to resolve problems that have developed after purchase orders have been received. Such problems include items not conforming to specifications, damaged merchandise, incorrect quantities, unidentifiable merchandise, freight claims and inspections, and the return of merchandise to vendors for either credit or repair. Expediting contacts vendors and inputs notes into PeopleSoft for the Accounting and Purchasing Offices to view.

Arrival of Merchandise

Upon arrival in Central Receiving, merchandise is matched with the “Delivery Transmittals” and checked for accuracy and completeness. The merchandise is then delivered to the department that placed the order.

Acceptance of General Merchandise

Central Receiving will scan all incoming freight into the SCL; Intra-tracking system to identify its delivery. Freight is then checked for damage. If damage is evident, Central Receiving will insure that it is notated on the freight bill and signed by the driver. When damage is apparent or hidden damage is determined at a later time, all boxes, cartons and crates must be retained until a claims inspection has been completed. All incoming freight shipped collect must indicate a purchase order number or department name on the freight bill and the bill must be forwarded to the Accounting Office for payment processing.

If a department requests that large items, such as desks, refrigerators, bio-hoods, etc. be placed in storage, a departmental representative must come to Central Receiving, inspect the items thoroughly and sign the receiving report. The department must

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complete a [General Services Storage Request](#) form and notify General Services Warehousing personnel to schedule a time to move the item(s) to the Warehouse.

Receiving will check all merchandise against its assigned "Delivery Transmittal" number and packing slip for proper quantity and accuracy. If there are any discrepancies, such as shortage of goods, hidden damage, incorrect item, etc. Central Receiving will complete a memorandum noting all facts. Receiving will re-scan the merchandise and note its relocation to Expediting for proper handling.

Merchandise that is received and found to be correct will be scanned and updated into a palm pilot marked as verified, out for delivery and placed on the cart for delivery to department.

All packages are scanned with or without a purchase order number. If all attempts to locate an individual have failed, the package or letter will be re-scanned and returned to the carrier for return to sender.

Furniture Orders

Central Receiving clerks shall deliver only furniture to the room specified on the PeopleSoft requisition. Receiving clerks are not permitted to move, assemble or install furniture. A [Facilities Management Request for Department Funded Work](#) must be submitted by the ordering department for any type of furniture move, assembly and/or installation.

Receipt of Faulty Merchandise

Merchandise rejected by the department must be listed on an "Expediting Memorandum Form" carried by delivery personnel. Merchandise found to be faulty after delivery must be reported to Expediting at 567-6075, 567-6026 or 567-5991, within three (3) working days after receipt.

Placing Completed Orders on Hold

Completed orders may be placed on "hold" to check for proper operation by contacting Expediting or by sending an e-mail to [Receiving/Admin](#) requesting a release from hold. Unless Central Receiving is notified that a problem exists, the order will be held for three (3) working days, and then released to the Accounting Office for

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payment. A departmental representative must sign for merchandise at the time of delivery. Order completion cannot be suspended beyond three (3) working days, pending the return or availability of a specific departmental representative, unless previously justified and approved by the Purchasing Office on the original purchase order. If a department requires assistance in resolving a problem with the order, Expediting will work with the ordering department to correct the problem, and the order will not be considered complete until the problem is resolved. Equipment delivered that requires installation by the vendor, noted on the original purchase order, may be placed on "hold" until the installation is satisfactory.

No exceptions to this policy will be granted, due to amendments passed during the 75th Legislative Session, Chapter 2251, HB 1209, Prompt Payment Law.

Radioactive Material

Radioactive material is not delivered to the ordering department. It is delivered to the Environmental Health and Safety Office, Radiation Division for processing. The ordering department is then notified when the material may be picked-up.

Live Animal Purchase Orders

Live animal orders are not processed or received in Central Receiving. All live animal orders and deliveries are processed through Laboratory Animal Resources.

Perishable Items

Perishable items always receive same day delivery if the ordering person is available. If not, the item is stored overnight in accordance with the product label. When Central Receiving is notified at other than normal work hours that a perishable item has arrived, the ordering department is informed and is requested to pick up the item.

When perishable items are received and the "Delivery Transmittal" has not been dispatched, all efforts to identify the intended recipient will be attempted. Once the "Delivery Transmittal" has been dispatched, it will be updated and completed on its received date. If this cannot be accomplished, a copy of the inquiry screen will be printed with the necessary delivery information and used as a

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temporary receiving report. The merchandise will be checked in on this copy to include quantity received. When the items are delivered, the departmental representative receiving the goods will sign for them on the delivery clerk palm pilot for record keeping. The delivery clerk and departmental representative will make a physical check of each item, against the receiving report and packing slip. All undeliverable perishables will be returned to receiving for proper storage. Recipient will be notified of an attempt to deliver this merchandise.

Controlled Substances

Receiving reports that make reference to a DEA label will be internally identified by Central Receiving and, upon receipt, will be handled with the utmost speed and dispatch. Known controlled substances are not opened by Central Receiving, but are delivered directly to and must be signed for by the ordering individual whose name appears on the "Delivery Transmittal". No stops or other deliveries will be made, and close observation of the carton will be maintained at all times. If the order cannot be delivered due to a locked laboratory or unavailability of the ordering individual, an "Attempted Delivery Form" will be left on the laboratory door or given to someone in the department. This form will advise that an attempt to deliver the order was made, the time and date of attempted delivery, and that the order can be picked-up in Central Receiving by the ordering individual. The order will then be secured under lock and key in Central Receiving by the Receiving Supervisor or Assistant Supervisor until picked-up. It is the ordering department's responsibility to inspect the order promptly.

Personal Items

Personal items should not be addressed to or shipped from the Health Science Center. Processing of personal items constitutes unauthorized use of state employees and state contracts. All packages arriving in Central Receiving are opened and checked for purchase order number, packing lists, damage, etc. Central Receiving/Expediting is not responsible for the loss of any personal items.

Partial Payment on Purchase Orders

Partial payments on incomplete orders are processed through the Accounting Office.

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Items Not Conforming to Specifications

In many cases merchandise that is received by a department does not meet the exact specifications of the "Delivery Transmittal". Upon discovering this fact, and no more than three (3) working days after the department has received the merchandise, the department

should contact Expediting at 567-5991, 567-6075 or 567-6026 with complete details concerning non-conformance. In some cases involving highly technical equipment, Expediting may ask that department personnel deal directly with the vendor involved. If this is the case, the department should notify Expediting, in writing, of the results of such contact so that a follow-up can be scheduled to ensure the resolution of the problem. Unless requested by Expediting, under no other circumstances should a department attempt to do its own problem resolution. In many cases, Expediting can simply advise the vendor of the error and a replacement conforming to specifications can be forwarded.

Damaged Merchandise

Expediting will assist in resolving problems involving obvious damage or hidden damage. In most cases, the departments are the ones that discover hidden damage and must advise Expediting of the problem. In all cases of damage, freight claims must be filed with Expediting within three (3) working days of receipt of the merchandise. All packing materials and cartons must be retained for a claim to be processed. Timely inspection of merchandise by department personnel is a necessity if any claims are to be placed against the freight lines or the vendor.

Undershipments or Overshipments

Occasionally there are discrepancies between the quantity which a vendor claims was shipped and the quantity which the University says was received. If such a discrepancy occurs, contact Expediting at 567-6026, 567-5991 or 567-6075 within three (3) working days.

Unidentifiable Merchandise

Occasionally, the Health Science Center receives merchandise and discovers that the items were ordered by an individual who did not follow the proper procedures via the Purchasing Office and is considered an unauthorized purchase. All unidentifiable merchandise is turned over to Expediting for proper identification. In

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some cases, even the vendor is unable to identify the specific department for which an item is ordered. In such cases, the merchandise is held by Expediting until a call is received inquiring about its delivery or it is returned to the vendor.

Freight Claims and Inspections

Federal regulations require that any freight claims filed against a common carrier for damaged merchandise be made within fifteen (15) days from the receipt of the merchandise. In nearly all cases, the institution's responsibility is to file freight claims and secure freight inspections. Any merchandise received damaged that was not ordered "FOB (Free-On-Board) Destination" requires Central Receiving to file a freight claim. It is the institution's responsibility to do so within the fifteen (15) day limitation. Central Receiving is responsible for securing freight inspections and processing freight claims for both obvious and hidden damage. Damage is documented on the freight bill and the driver's signature is obtained to acknowledge damages.

Return of Merchandise to the Vendor

Whenever merchandise is to be returned to a vendor for any reason, such as over shipments, damaged goods, or incorrect merchandise, it should be sent back to Expediting for authorization of return. This ensures the method of transportation, procedure for billing, and the release of responsibility for the items.

Department's Responsibility

Inspections

Each department is responsible for the prompt inspection of merchandise as soon as it has been received with regard to damages (either obvious or hidden), quantities, and conformity to specifications as stated on the receiving report. The department has a maximum of three (3) working days to inspect an item that has been received. This will allow time for Central Receiving/Expediting personnel to file a claim and secure an inspection, if needed. The department is also responsible for returning all packing material and cartons any time a claim for damages is to be filed. This packing material and containers must be held with the merchandise for study by the freight inspectors.

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Notifications

If there is a problem involving any of the areas described above, departments are responsible for notifying Expediting within three (3) working days after receipt of merchandise. Complete information should be supplied regarding the problem. In many cases, this

information is noted on all delivery transmittal under "Reason for Rejection" carried by all Central Receiving personnel.

Outbound Shipping

Central Receiving provides shipping services for the Health Science Center. All outbound packages are shipped via the eShip Global System. eShip Global is a consolidated web-based shipping service, to process all letters and packages shipped via third party carriers through Central Receiving. eShip Global provides shipping services for all carriers currently used by the Health Science Center, including Federal Express, UPS, and Lone Star Overnight. Departments wishing to use this service must bring the items to Central Receiving with a completed [Shipping Request](#). Departments wishing to process their own shipping may do so by logging into the portal under [eShip Global](#).

For heavy equipment or items too large to move without special equipment, Central Receiving should be contacted for assistance. To ship items on dry ice the department must provide the dry ice and the styrofoam container. Both are available in General Stores. Normal packing, including the carton, will be done by Central Receiving. Special packing such as wooden crates or metal containers should be coordinated through Facilities Management. Items shipped having a Health Science Center inventory number must be accompanied by a [Property Removal Permit](#). All outbound shipments containing radioactive material must be coordinated with the Environmental Health and Safety Office, Radiation Safety Division, for inspection before shipping.

Central Receiving can be contacted at 567-5998 for information regarding carriers, pricing, and preprinted freight bills. Outbound shipments requiring supplementary documentation must be in Central Receiving by 4:00 p.m. and all other shipments must be in Central Receiving by 4:30 p.m. if same day shipment is required.

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Pro-Card Returns

All Pro-Card orders are delivered by Central Receiving. All Pro-Card orders are expedited by departments and not by Expediting. For Pro-Card orders that are being returned to the vendor, departments may contact Central Receiving and arrange for a pick-up of large or heavy items (over 50 pounds).

All returns should have one of the following:

- a. Prepaid Return Shipping Label.
- b. Health Science Center [Shipping Request](#) with Project ID number (if department is responsible for shipping charges).

The department is responsible for packaging of all returns.
