

FACILITIES & PLANNING SERVICES (F&PS)

General Receiving Procedures (for non-Post Deliveries)

Effective Date: August 8, 2018



Purpose: To provide instruction to all University departments (faculty and staff) with respect to freight (non-Post) deliveries on campus. **As of August 8, 2018, deliveries are to be routed through the CBU Logistics Center facility, located at 3050 Myers Street, Riverside, CA 92503.** It is our intent to reduce the amount of deliveries (large trucks) on campus and streamline the delivery process.

Procedure/Guidelines:

1. Receiving (F&PS Responsibility)

When placing an order that requires freight delivery to the F&PS Logistics Center, the following information should be included on the packing list or receiving document in order to make appropriate contact to the ordering staff/faculty/department:

- Name of person placing order**
- Name of Department placing order**
- Contact phone number of person placing order**

Lack of the above information may result in delay of delivery by F&PS staff, according to section 1.b below.

a. General Information:

When placing an order for freight delivery to the Riverside (Main) campus, please have the order delivered to the Logistics Center at 3050 Myers St., Riverside, CA 92503.

Deliveries for Athletics, Provider, The Campus Store, The Post and School of Music, will continue as normal.

b. Signing for Deliveries:

F&PS serves as the receiving department for the campus. Exterior packaging of all deliveries will be inspected for visible signs of damage (**according to section 2.a. below**) before signing the delivery receipt. *For items that do not pass a visual inspection for damage, please refer to **section 2.c. below – Failed Inspections**.* A copy of the signed delivery receipt/packing slip will be dated to indicate when the delivery was made. F&PS will then deliver these documents, and all packages, to the ordering department.

Upon receiving a delivery at the F&PS Logistics Center, the packages will be scanned and logged into the Receiving database. A label will be printed identifying the date received and to whom the package(s) will be delivered to. All packages will then be distributed in the next scheduled delivery (typically same or next business day).

c. F&PS agrees to accept shipment on behalf of the ordering department, and will do the following:

- * F&PS will communicate with the ordering department regarding acceptance of package(s) and to schedule delivery to campus. *If item(s) delivered is/are of a hazardous or perishable nature, it/they must be delivered the same business day.*
- * F&PS will take precaution to ensure that the shipment is not damaged while in their care.

d. Record retention

It is important that the supplier provide a packing list for all shipments. If there is no packing list provided with a delivery, the ordering department should contact the supplier to request that copies be sent for their files. Record retention is particularly important when accepting partial or staggered deliveries over a period of time.

2. Inspection Recommendations (Ordering Department)

a. Inspecting a Shipment

F&PS staff will, upon signing for delivery, conduct an inspection of the **exterior** of the packages to assess damage. F&PS will not open packages that are intended for other departments on campus. Once the ordering department takes possession of the delivery, they should verify the following minimum conditions:

- i. The product conforms to the purchase order requirements and other relevant documents (i.e.: correct model number, description, size, type, color, ratings, etc.)
- ii. The quantity ordered against the quantity shipped or delivered.
- iii. There is no internal/external damage or breakage.
- iv. The unit of measurement count is correct (e.g. if the unit of measurement on the purchase order is one dozen, there should be 12 in the package).
- v. Delivery documentation (packing list, certifications, etc.) is acceptable.
- vi. Perishable items are in good condition and expiration dates have not been exceeded.

b. Partial Deliveries

Departments should contact the supplier whenever a purchase is received as a partial delivery (i.e. only 1 of 2 boxes, items on back-order, etc.). This information is typically noted on the packing list.

c. Failed Inspections

It is recommended that the ordering department notify the supplier via telephone with a follow up **in writing** when any failed inspection results are discovered.

When receiving items from freight companies, F&PS will verify that the number of packages received matches exactly the number on the freight bill. If not, F&PS will require the driver to write the number of packages received on the bill before signing. F&PS will inspect the exterior of all packages for damage; any visual damage will be noted on the freight bill before signing.

In case of concealed damage, a report should be made by the ordering department immediately to the delivering carrier. The report should include the following information:

- Freight bill number**
- Purchase order number**
- Date of delivery**
- Supplier**
- Extent of damage or shortage**

In the event of damage, it is essential that the ordering department retain all original shipping cartons for inspection by a claims adjuster. Notification upon first discovery is strongly recommended, even if the damage has not yet been determined.

*For questions regarding the above procedure, please contact the
F&PS Manager of Logistics, Receiving & Stores at x4730.*