

# CLARK ATLANTA UNIVERSITY

## Policy 7.4.3: CENTRAL RECEIVING



<b>CLARK ATLANTA UNIVERSITY</b>		
<b>POLICY &amp; PROCEDURES</b>	<b>Subject:</b> Processing of faculty and staff parcels/ packages/and equipment received by the University at a central site.	
<b>Department:</b> Finance and Business Services Division	<b>Review Date:</b> <b>CAuPRI: 3/16/2011</b> <b>Compliance Committee:</b> <b>04/07/11</b>	<b>Issued By:</b> Lucille Mauge, Vice President & CFO of Finance & Business Services and Edward Patrick, Associate Vice-President & Controller of Finance & Business Services
	<b>Effective Date:</b> <b>04/07/11</b>	
<b>Distribution:</b> The Clark Atlanta University Community, (All Departments, Offices and Units must adhere to this policy)	<b>Date of President's Approval:</b>	<b>No. of Pages:</b> 8
<b>Approver's Signature: Carlton E. Brown, President</b>		<b>Date 02/06/13</b>

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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 authorization of a 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, as a result of procurement actions taken by the Purchasing Department, will be delivered to Central Receiving. The parcel or equipment will then be available for pick up by the requesting department and receipt will be acknowledged by signature on an electronic delivery manifest.

### **1.2. Functions and Responsibilities of Central Receiving**

Central Receiving is designed to:

- Provide fast turnover of inventory received and improve payment turnaround time for invoices by providing an organized system for processing and forwarding receiving reports to Accounts Payable.
- Accurately document the receiving date and condition of items.
- Provide delivery status information to the 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.

Exceptions to Central Receiving:

Items purchased through issuance of an authorized purchase order from the Purchasing department are to be received by the Central Receiving department before delivery to the requesting 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 UNICCO 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 legal holidays. Hours of operation for receipt of goods from couriers are 9:00 AM to 4:00 PM. If a University department is expecting an emergency

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shipment requiring any special receiving or internal delivery arrangements, the user department and/or purchasing department shall alert the Central Receiving department in advance for special delivery arrangements.

#### **2.1.1 Identify Sender's Information.**

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

#### **2.1.3 Inspection for Damage.**

During the verification process, the Central Receiving staff member 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 the issuing courier staff member and the Central Receiving staff member via the Smart Track scanning device. 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 the carrier's shipping labels are scanned using the HASLER Smart Track Wireless

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Receiving Scanner. (Additional detailed procedures related to interface with HASLER software will be provided during software training.)

#### **2.2.2 Packages with PO # and attached packing list.**

The 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 Banner receiving system.

#### **2.2.3 Packages with PO # and no attached packing list.**

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 Banner receiving system, and the parcel is re-sealed.

#### **2.2.4 Packages with no PO #, incorrect PO #.**

Parcels that normally known to be university purchased shipments but do not have a packing slip on the exterior of the shipment require additional investigation. The Central Receiving staff member shall contact the Purchasing department to resolve. If Purchasing is unable to resolve then the parcel will be returned (see section 2.4).

#### **2.2.5 Additional Investigation.**

As necessary, the Central Receiving staff member will conduct additional investigation with the Purchasing department or end user department to resolve items description or other discrepancies. If the Purchase department is unable to resolve the discrepancies then the parcel will be returned (see section 2.4).

#### **2.2.6 Banner Entry Receiving (Three Way Match).**

The Central Receiving staff member will enter the applicable PO number in Banner Purchase and Procurement-Receiving Processing module. This will include matching the packing slip item descriptions to the prescribed Purchase Order line items descriptions, and entering the quantity received. The Central Receiving staff member will initial the form and input any special review comments. (Detailed procedures into Banner will be provided during software training.)

#### **2.2.7 Sensitive Shipments.**

These parcels include live contents, hazardous contents, refrigerated contents, or other special handling instructions. Sensitive shipments are **NOT** opened by Central Receiving. The internal end user recipient is contacted immediately. Often the end user is required to come to Central Receiving to review/receive the shipment. If the end user comes to Central Receiving, the end user will open the contents to retrieve the packing slip for entry into the Banner receiving system. In cases where the shipment is delivered directly to the end user, the Central Receiving staff member

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will require the end user to open the contents and provide a copy of the packing slip to Central Receiving within 72 hours (see section 2.5).

#### **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.**

There will be a secured storage area which will be located in the Central Receiving area that will only be accessible by Central Receiving and Purchasing staff members. This area will house shelving labeled by campus building to identify the packages to be delivered to the respective recipients in that location.

##### **2.3.2 Location of the Recipient.**

Upon scanning of the package from the vendor's carrier into HASLER and Banner, location of the recipient should be found through the HASLER smart track database. The recipient location will be affixed to package and stored in the appropriate location for pickup.

##### **2.3.3 Unlisted Recipient.**

Upon scanning of the package, the recipient is not found in the HASLER database, the Central Receiving staff member will locate the recipient via the purchase order detail. If the recipient information is not found on the purchase order, the Central Receiving staff member will contact the purchasing department for assistance.

##### **2.3.4 Internal Pickup for End User.**

The Central Receiving staff member will notify the recipient that their shipment is available for pick up. It is the responsibility of Central Receiving staff person 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 the Central Receiving department will be made by the staff accountant responsible accounting for fixed assets in the General Accounting Department. Notification of the receipt of capital asset purchases will be identified from the procurement report/capital expenditure query ran by the staff accountant in general accounting and coordination will be made with the end user for physical location and tagging of the capital asset purchased.

#### **2.4 Returns**

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

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### **2.4.1 Returns after Internal Pickup.**

Purchasing Manager will be the initial contact point for all shipment returns or adjustments. End users shall notify Purchasing within 24 hours of any delivery discrepancy. Notification from end user will be made via phone or email; an immediate follow-up via email/fax documenting specific circumstances on the Discrepancy Form.

### **2.4.2 Completion of the Discrepancy Form.**

The Discrepancy 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 Manager will review the Discrepancy 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 Manager will determine whether return to sender as an over shipment is required. If a return is required, Purchasing will forward to Central Receiving the Discrepancy Form with the Return Authorization detail that includes the PO# via e-mail with copy to Accounts Payable. Central Receiving will process the return within 24 hours of receiving the Discrepancy Form and the Return Authorization form.

#### **2.4.3.2 Quantity Discrepancies.**

End user notification to Purchasing must include specific item descriptions and quantities on the Discrepancy Form. Purchasing will initiate contact with the vendor to notify them of the discrepancy in the quantities received. Discrepancy report will be forwarded to Central receiving to where they will initiate a Banner receipt adjustment to the Receiving Goods form (FPARCVD).

### **2.4.4 Damaged Goods.**

Initial notification from the end user to the Purchasing Office must include specific item description, quantity, and nature of damage involved on the Discrepancy Form. Upon receipt of end user's email notification, the Purchasing Office will make contact with Central Receiving to ensure that the shipment was not damaged during internal pickup. If the shipment was not damaged during internal pickup, Purchasing will contact the vendor to get authorization for return shipment and issue P.O credit for item(s) to be returned.

Once authorization for return has been confirmed with vendor, Central Receiving will coordinate with end user for delivery and return of item to vendor within 24 hours of receiving the Discrepancy Form and Return Authorization form. Central Receiving will complete a Returns Form in Banner (FPARTRN) to document return shipment of item(s) for proper processing of payment in accounts payable.

## **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 Office 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 Office. It is the responsibility of the ordering department/requestor to forward all shipping documents to Central Receiving within 72 hours upon receiving the shipment. Failure to do so will result in the following actions:

- 1<sup>st</sup> time offense – meet with the related requestor and requestor’s supervisor
- 2<sup>nd</sup> offense – suspend direct delivery privileges for three (3) months
- 3<sup>rd</sup> 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 Office 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 Order (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 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.
2. 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. UNICCO, Sodexo). The driver of these deliveries will be directed to the Management Service office on campus for redirection of these deliveries to the proper location. The receiving department will not assume any responsibility for the safe-guarding of a contractor’s materials left on the Central Receiving department’s platform area.



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### **2.6.2 Internal 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.
- **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.
- **HASLER Smart Track Wireless Receiving Scanner and Database-** an inbound tracking system that captures the carrier, mode of service, date/time and sender just by scanning a tracking label barcode.
- **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.

**See Form Next Page**

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**Appendix: Return Authorization Form**

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

Source: Purchasing Office