

California State University East Bay

Department: **Shipping and Receiving**

Procedure No: 1

Date Issued: January 24, 2012

SUBJECT: Receipt and Processing of Incoming Shipments

PURPOSE: To provide instructions on the receipt of materials at CSU East Bay

I. OBJECTIVE

Shipping and Receiving's objective is to expeditiously process all incoming and outgoing shipments in order to deliver the material to the proper requestor or consignee as soon as possible.

II. POLICY

- A. All deliverable items ordered under a purchase order must be physically processed through the Receiving Department located in the Corporation Yard. Exceptions are:
- Office Max desktop delivery
 - Services
 - Large Items (Delivery Coordinated by buyer in Purchasing and the requesting department.
 - Purchase Card (P-Card)
- B. Procedures for above exceptions
1. Office Max Deliveries: Departments are responsible for following up directly with Office Max on items ordered and not received.
 2. Large, bulky items for on-site drop delivery must be coordinated between the buyer in Purchasing and the requesting department.
 3. Purchase Card receipts are signature manifested. Normally purchase card deliveries are not opened. These types of receipts are opened only when there is no indication on the external package of an internal CSUEB recipient.

III. PROCEDURE

- A. For efficiency and convenience, incoming packages are scanned in at the Receiving dock with the Neopost PDA (Personal Digital Assistant) in order to track the actual time and date the material arrived at Receiving. A CSUEB Receiving sticker is generated from Neopost and affixed to the package for tracking purposes.
- B. Packages are separated as follow:

- Purchases orders are moved to the Receiving staging area to be received into PeopleSoft. Delivery shall be made within 24 hours after receipt at Receiving depending upon the department's availability.
 - Purchase card orders are staged for immediate delivery.
 - All Express shipments are moved to the delivery staging area for immediate delivery.
- C. Delivery personnel scan all packages out in the field as they are being delivered to the recipient. The following information is referenced: tracking number, recipient name, actual location where the material was delivered, and hard signature of the individual receiving the item.
- D. At the close of business, the Neopost PDA data is uploaded to the Neopost central system for permanent retention.

IV. DAMAGED SHIPMENTS

- A. Any damage to material discovered at any time, will be immediately reported to the Support Services Manager. For shipments where there is obvious damage (damaged carton or crate, etc.), the Receiving Clerk will call the attention of the carrier or vendor representative to the discrepancy and record the condition on the Freight Bill. It is very important that both the Receiving Department and carrier representatives verify the damaged condition of the shipment and that they both sign the shipping papers after clearly stating thereon the actual conditions. This information is required to support any claim CSUEB may originate and, therefore, it is very important that the Receiving Clerk note all the conditions and photograph the material, if necessary. In the case of concealed or hidden damage and/or quantity shortage, the Receiving Clerk will refer the situation to the Support Services Manager for preparation of the necessary report. Photographs of the damaged material shall be taken and the carton or crate will be retained for examination by the carrier(s). The pertinent documents shall be promptly forwarded to the Support Services Manager for processing of claim against the carrier.

B. FREIGHT CLAIMS

The Support Services Manager has overall responsibility for the filing of claims arising from damages incident to incoming or outgoing shipments. This includes shortages discovered during incoming inspection and concealed damages determined during final unpacking by requestors. On all claims exceeding \$500.00 in value, the Support Services Manager, or his representative, will keep the Buyer fully informed of developments. The Buyer shall be responsible for offering guidance on the proper approach with the vendor on resolving the issue.

C. NON-PURCHASE ORDER RECEIPTS

There are certain types of materials and/or documents received which are not assigned a CSUEB purchase order. These are received from various universities, institutions, laboratories, vendors

and persons. They are collaborative, work related and/or reciprocal materials and are "no charge" to CSUEB. This type of receiving is processed in the following manner:

- Upon completion of delivery, the manifest and all related documentation should be given to the Property Control Coordinator located in Receiving for retention for proper control of materials and audit purposes.