

UMass Boston Receiving Department Standard Operating Procedures

Standard Operating Procedures

Hours of operation: 7:30am – 4:00pm

Location: Service and Supply Building, LL, Central Loading Dock

The Receiving Department receives materials and equipment (items) delivered to the central loading dock. They inspect items received for quantity, quality, condition and any special specifications as indicated on a purchase order; and coordinate delivery to the requesting department.

Capital Equipment and Moveable Equipment will be held for barcoding by the Property Department.

Inbounding items are materials and equipment delivered to the central loading dock by an outside freight carrier.

Outbounding items are materials and equipment delivered to departments by Receiving staff.

Inbounding and outbounding items are scanned and tracked by an electronic tracking system. Upon delivery of an outbounding item, a departmental staff member acknowledges receipt by signing the signature pad of the electronic tracking system.

Exempt: Items delivered through the internal mail and items, which did not come through the central loading dock.

Carrier Inbounding Items

Carrier barcodes are scanned using an electronic tracking system. If a carrier barcode is not available, Receiving will generate a barcode via the electronic tracking system.

Inspections

An initial visual inspection will be performed by Receiving on all items received via an outside freight carrier. The purpose of this inspection is to discover any obvious damage in the presence of the carrier's representative.

For Movable Equipment Orders: Receiving will review the packing slip to verify that contents of package match description and quantity listed on packing slip. Receiving will immediately note any discrepancies on purchase order and notify the requesting department and the Property Department.

Upon delivery, the department should perform a final inspection. If an item is found to be damaged, shorted, or in non-compliance with the specifications on the purchase order, then the department should notify the vendor immediately of any discrepancies.

Overages/Duplicates

When Receiving inspects a shipment and the quantity count reveals an excessive quantity or a duplicate shipment, Receiving staff will contact the Buyer or requesting department. If the overage is to be retained, the Buyer or requesting department will be required to issue a change order to the original purchase order or to create another purchase order. If the item is to be returned, the Buyer or requesting department is responsible for contacting the vendor in order to determine the appropriate return method.

Damaged Shipments

When Receiving inspects shipments and damage is discovered, a notation is written on the carrier's bill of lading and reported to the Buyer on the purchase order header. The Buyer will need to contact the vendor in order to determine a remedy.

Departments that discover damage should report it immediately to the vendor or the right to recover losses may be forfeited. If the item was barcoded then the Property Department must also be notified.

Special Handling

Various live, perishable, hazardous and time sensitive shipments may require special processing and expedited service. Receiving will take every precaution to protect these special shipments. If deliveries require special handling, departments should notify the Receiving Coordinator in writing in advance.

Items that clearly indicate special handling instructions will be handled in an expeditious manner. These items will remain in a secure area and will be delivered to the department listed on the purchase order.

Oversized Shipments

Large, Bulky, or items weighing over 6,000lbs are considered oversized in nature. With carrier approval, requesting department may arrange delivery of oversized items directly to the final destination.

When possible, departments should note the delivery and handling instructions on the purchase orders and make advanced arrangement with the carrier and/or vendor.

Receiving and the Property Department should be notified of all direct vendor deliveries to a department.

Overnighted Shipments

Inbounding: Receiving will make every attempt to deliver items and/or contact the recipient of overnighted deliveries. Departments may contact Receiving for deliveries that are urgent in nature.

Outgoing overnighted items:

UPS: Receiving does offer the service of mailing your overnighted UPS packages. Overnighted packages should be brought to the central loading dock by 10am. Packages received after 10am may go out the following business day.

FedEx: There is a FedEx drop box located outside the Campus Center. Please check the drop box for pick-up times

Outbounding items (Deliveries)

Daily, items received and delivered are tracked through an electronic tracking system. Items are normally delivered to the department listed on the purchase order.

Upon delivery, a Receiving staff member scans the barcode and the recipient signs the electronic pad acknowledging receipt

Items received at the central loading dock at 2pm or later, will be delivered the next business day, unless clearly marked as needing special handling (see Special Handling section above).

Moveable Equipment will be delivered when cleared to do so by Inventory Control personnel of the Property Department. This is to ensure that proper posting attributes are obtained for inventory control purposes per FY10-PRO-001-00 Inventory Control Policy & Procedure for Moveable Equipment.

Undelivered Items

If Receiving is unable to deliver an item, then a second attempt for delivery will be made the next business day.

If still unable to deliver item(s) after the second attempt, Receiving will contact the person the package is addressed to (via email) and copy the Buyer listed on the purchase order, as applicable. A department representative can come to Receiving to pick up the item or schedule a delivery.

Monitoring Deliveries

Receiving Coordinator periodically reviews the delivery log for recipient signatures via an exception report.