

## **Central Receiving**

Updated: October 2009

The Facilities & Operations' Material Services unit is responsible for the Central Receiving function at the University of Michigan – Flint campus.

### **Helpful Suggestions**

The following are some suggestions that campus departments will want to use in expediting the delivery of packages received:

1. Require that the vendor include the campus department, contact person and purchase order number, if applicable, on the package's shipping label. We often receive packages into Central Receiving that we have no idea who they belong to. These packages cause a lot of unnecessary investigative work to take place through the Procurement and Contracts department, the vendor, etc. in order to see if we can identify who the package belongs to. An example of a proper package shipping label would be:

The University of Michigan – Flint  
Facilities & Operations  
Attn: Robert Keller  
PO #3000123456  
602 Mill St.  
Flint, Michigan 48503

2. Notify Material Services, in advance, of any critical or time sensitive packages that will be delivered. We can then be on the lookout for the package and ensure a timely delivery.
3. If a package is needed quicker than it can be scheduled for delivery by Material Services, the package can always be picked up by the department directly from Central Receiving located in the Hubbard building.
4. If a package has not been received by the expected delivery date that the vendor has provided, contact Material Services. At that time, a package tracking number will be needed from the vendor in order to track the package via the transportation company's web site. Using the information provided by the package tracking number we're able to determine what day the package was delivered to the University and who signed for it at Central Receiving.

## **Central Receiving**

Packages are delivered daily at Central Receiving via UPS, FedEx, OfficeMax, etc. Packages are signed for by Material Services staff as they are received. Each package

received is logged in on a “Receiving and Delivery Log” form for delivery purposes. Information included in the form is:

- Shipper number
- Vendor that shipped the package
- Number of packages
- Room number and building where the package is to be delivered

All packages delivered by Material Services staff require a signature from the department verifying that the package was received. **Important:** departments should always confirm that what they’re signing for is actually what they’re receiving.

Scheduled deliveries are performed to all campus buildings by Material Services. Packages are sorted by building to streamline the delivery process. Packages using “Next Day Air” or “Priority” services are delivered the same day they are received. These packages generally contain items that are extremely important to the receiving department, require refrigeration, etc. All other packages received are typically delivered to campus departments the following business day.

Larger items such as furniture and equipment are not always received at Central Receiving, if it is easier to receive those items at the department’s building loading dock where the items belong. These deliveries may be delivered directly to the ordering department also. When this occurs, Material Services or the ordering department will be required to sign for the delivery. As with all packages received, each package should be expeditiously opened, reviewed for accuracy of the order and inspected for possible damage.

Computer equipment and peripherals can be received in different ways. Items ordered directly from a vendor will be delivered to Central Receiving. For items that are received through Central Receiving, Material Services will open all CPU’s and laptops, assign a University’s Property Control barcode, record the information in the University’s Capital Equipment inventory data base and deliver the package to the ordering department. If, for some reason, the delivery takes place directly to the ordering department, Material Services should be notified immediately in order to tag and record those items for the University’s Capital Equipment inventory database. If the delivery is received directly by the ordering department, each package should be inspected for accuracy and for damage immediately by authorized department personnel. If there are any problems, Procurement Services must be notified immediately.

#### *Package Shortage or Missing Items*

Some shipments may be received in multiple packages, such as 1 of 4 to 4 of 4, etc. If one of the packages is missing, contact Material Services at 766-6671 or 762-3223 after waiting a few days. It is possible that the transportation company separated the multiple packages and may deliver some packages one day and the rest the next day or following days.

If there are missing items, the packing slip provided in/with the package by the vendor should first be reviewed to determine if the total order was shipped and there are no backordered items. It's possible that a partial shipment may have been sent with additional items on backorder to be shipped in the future. If there are actual missing items that were ordered when compared to the packing list that the vendor has provided, you should contact the vendor immediately.

### Damaged packages

Once a package is received by the department from Material Services, an authorized representative of the department should expeditiously open the package, review the accuracy of the order and inspect the contents for any damage to the items shipped. If there is any damage to the package contents, Procurement Services should be notified at 2-3488. Coverage for damage is provided by most transportation companies for up to seven (7) days after the package is received.

If damage is reported after seven (7) days, the transportation company may request an independent investigator take a look at the package, including all packaging materials used for packing, and the contents of the package to determine if the transportation company was actually at fault. It's in everyone best interest to inspect the packages received and report any damage or shortage immediately.

Packages that are delivered with obvious external damage to the packaging material are identified by the Material Services at the time of delivery. If the Material Services staff can determine that the items inside the package have been damaged, we'll refuse the shipment. The transportation company will return the damaged package to their shipping hub for replacement determination. If damage cannot be determined immediately, the Material Services staff will have the transportation company's delivery driver note the damage on the "Bill of Lading" that we sign to accept the delivery. By noting the damage to a package, at the time of the delivery, helps to validate a damage claim when it is made against the transportation company later on. Upon further inspection, we may discover that no damage has taken place to the item shipped and the package will be delivered to the department.

If damage is discovered after inspection, it'll be necessary to contact the transportation company and place a claim against the transportation company to have the item replaced. Damaged packages will be opened by Material Services and inspected for damage to the packages' contents. If damage to the contents is identified, a "Damage or Shortage" report will be filled out by Material Services staff for documentation purposes. A copy of this report will be sent to the ordering department, Procurement Services and we'll keep a copy on file in Material Services.

There are situations where a package may appear damaged when we received it, but the items in the package had not been damaged. There are also situations where a package does not appear to be damaged, but because of the handling of the package, internal parts

of an item may not work properly. These packages should be brought to the attention of Material Services and Procurement Services. Material Services staff will fill out a “Damage and Shortage” report for the damaged package, as required. If Material Services has already noted possible damage on the transportation company’s “Bill of Lading” it will be easier to deal with getting a replacement shipped out. If Material Services has not already noted possible damage on the transportation companies’ “Bill of Lading” it may be necessary to have a transportation company’s inspector take a look at the package for claim determination.

The visual inspection of a package may not always show evidence of physical damage that has occurred to some items in the package. In the transportation industry, this is known as “concealed damage” and should be identified as soon as possible in order to make a claim against the transportation company. If there is concealed damage to any item, Procurement Services should be notified immediately to report the damage.

The contacts listed below can help explain or answer further questions that you may have:

Annette Holt – 6-6671 ([holta@umflint.edu](mailto:holta@umflint.edu))

Robert Keller – 2-3358 ([rckeller@umflint.edu](mailto:rckeller@umflint.edu))