

**UNIVERSITY OF ARKANSAS AT PINE BLUFF
FINANCE AND ADMINISTRATION
BUSINESS PROCEDURES MANUAL**

CENTRAL RECEIVING & STORES

Central Receiving

Procedures:

1. Receipt of purchases made by the University

- (A) When deliveries are made before acceptance, they are inspected for external damage and correct address. The warehouse staff maintains a file on deliveries and bills of lading from all carriers.
- (B) All packages are logged in, receive date stamped, and readied for delivery with log sheet page and destination on the package. Equipment received is set aside for further processing, see equipment decaling.
- (C) Student packages including FEDEX deliveries are routed to the Mail Center.
- (D) Packages without purchase orders are inspected to see if they are to be billed to UAPB. If a purchase order has not been issued, the ordering department is contacted to find out the circumstances. In some cases, other funding is being used. If no other solution is available, the merchandise is returned to the vendor, or the person ordering must sign a form accepting personal fiscal responsibility.
- (E) Receiving FEDEX & other overnight services: Packages received from overnight services are delivered immediately subject to the above criteria; however, a special logbook is used. Student packages received through FEDEX are immediately delivered to the Post Office.

2. Delivery of merchandise to the requesting department

Packages are sorted as to destination and loaded for delivery to the requesting department. Packages must be signed for by the requesting department on the log sheets which are bound and kept for future reference.

Delivery Diverted to other Departments:

If a department wants its equipment or supplies to be delivered to another department (a department other than the one listed on the purchase order) the ordering department must notify Property Control or Central Receiving in writing. The notification may be faxed to 575-4686. This must be done by the department listed on the purchase order. To facilitate delivery, this may be done in advance.

Returns:

If a return authorization, prepaid freight, or any other arrangement is necessary, the requesting department must attend to all of this before the merchandise is taken to Central Receiving. At this time, Central Receiving is restricted to returning merchandise for which the vendor has had a call tag issued from UPS or other carrier. The warehouse does not have an account with any carrier and one time pickups are prohibitively expensive. Packages for return will only be received as previously stated.

4. Shipping & Receiving Matters

Equipment Verification:

It is the sole responsibility of the requester, not Central Receiving, to verify that he/she has received all of the merchandise. Central Receiving can only deliver to the requester what it receives. Central Receiving does not open merchandise to verify whether or not it is what was ordered. Central Receiving provides tagging only, and assembly as needed or requested.

Shipping:

In lieu of any formal shipping procedures, the campus Mail Center is available. It is a simple matter of filling out a charge slip and taking the package to the Mail Center. The University also utilizes the services of Emery Worldwide for shipping packages. To utilize Emery, the requester must contact the Controller's Office and complete a shipping ticket. This requires the street address of the receiver and an account name and number for departmental charge. The ticket must be signed by someone authorized to sign for the requesting department.

10 days means acceptance!

Vendors may be reluctant to accept returned merchandise, if they are not notified within 10 days. Common carriers are not responsible for damage reported after 10 days. Ten (10) days refers to the time after the merchandise is received by Central Receiving. Central Receiving will contact the

requesting department expeditiously upon arrival of the equipment. If the requester does not come and check out the equipment in two days, Central Receiving considers it accepted and authorizes decaling. Equipment is paid for when the decal paperwork is forwarded to the Controller; therefore, it is very important that the purchase is verified rather than having it accepted by default.

Central Stores

Policies and Procedures

Central Store hours follow normal business hours, 8:00 a.m. to 5:00 p.m., Monday through Friday and is closed from 12:00 – 1:00 p.m. Faxed and hand delivered requisitions will be accepted. The fax number is 575-4686.

The Central Store on-line catalog may be accessed on the Internet on the Office Depot site. The requester must present (via campus mail, fax to 575-4686 or walk-in) an approved Central Stores Requisition listing the merchandise with the associated cost. Taxes will be automatically included in the purchase price of each item of merchandise.

Due to product availability and lengthy orders, the requester may be contacted when the order is ready for pick-up or it can be delivered.

For those frequently ordered and commonly used items, Central Stores makes every effort to keep in stock and have readily available. Specialty items used by only one department and customized items such as imprinted pens, pencils, etc. may be ordered directly through the Office of Procurement.

For ordering assistance in accessing the State Contract vendor (currently Office Depot) call Central stores at extension 8372 for the web address. Once you reach the site, get the stock descriptions and stock numbers to use on the purchase requisition. If the Central Stores requisition is used, it is not necessary to get fund check approval. The budget officer's signature is the only signature required. Prices and taxes are subject to change as notification is received from the State.

The following information is needed to process a Central Stores order:

1. The requester must use the **official Central Stores requisition form**, which is different from the Requisition that is used for ordering commodities and services through Office of Procurement. A copy of the Central Stores requisition is in the forms section of this document. Once a requisition is received by Central Stores, the lead time given to fill the order is 21 days.
2. The correct account number and the budget officer's signature must be on the requisition.

3. The corresponding item number for each stock item requested must be included. While the description is very important and adds support to the item number, **the item number and letter from the State Contract will determine what the customer receives, not the description.** The customer must take the time to record the information correctly on the Central Stores Requisition since there will be a restocking fee if the items are not what was ordered. The requisition must be signed by the approved Budget Officer.

Addendum:

Central Stores – Policy on Returned Merchandise

For orders which were properly filled according to the purchase requisition, Central Store will accept returns up to 5 working days after the customer receives the order; however, there will be a 20% restocking fee assessed to the account. If the mistake was made by Central Stores in filling the order, the returns will be accepted at no charge to the customer up to 10 working days after delivery.

When a department brings items for return or credit after the above time limits, the merchandise will not be excepted as items change, are replaced, or may be discontinued by the State Contractor and Central Stores are without other means of disposal. The customer is advised to check the order carefully for item numbers, stock numbers, etc. before submitting the request to Central Stores. You may call extension 8371 for ordering assistance. There are no returns allowed after 30 days of receipt of an item.

Forms:

Central Stores Requisition
Receiving FedEx Packages Form
Priority Delivery Log
Equipment Return form
Equipment Located Off-campus form
Moving Request Form