

Albert Einstein College of Medicine

Shipping and Receiving Procedures

RATIONALE: To provide guidelines and information regarding the receipt and distribution of packages by the Shipping and Receiving Department.

POLICY: The Shipping and Receiving Department is responsible for accepting packages from outside vendors and delivering these packages to the appropriate person or department. All packages must be properly identified with a departmental address, building number or purchase order number and whenever possible, the name of the individual who placed the order.

GENERAL:

Deliveries will be made to the address shown on the package or to the main office of the department.

- The Shipping and Receiving Department is responsible for sorting and distribution of packages.
- Deliveries are made Monday through Friday. A signature is required at the time of delivery. Departments may schedule a time to pick up packages at the Receiving Department by contacting the Shipping and Receiving Department directly.
- The Receiving Department must be notified of any special delivery concerns or instructions, or if the package(s) requires special handling (such as size).
- Upon request, the Shipping and Receiving department will provide temporary storage not to exceed 24 hours.
- We cannot be held responsible for any damaged or missing packages for personal ordered items shipped to the Receiving Department.

DEPARTMENTAL RESPONSIBILITY

1. Count the number of cartons and/or items at the time of delivery.
2. Record this number on the freight bill or delivery document.
3. Inspect each carton and/or item for damage in the presence of the delivery driver.
4. Note any overage, shortage, and/or damage on the freight bill or delivery document; this requires the delivering driver's signature.

5. Match up the information from the purchase order with the incoming material. This can be done by checking the purchase order number on the:
 - a. Shipping label
 - b. Vendor label
 - c. Shipment packing list.
6. Enter receiving information in the P.O system.
7. Compare label to P.O system information.
8. Control number and location of delivery must be written on every package.
9. Duplicate copies of manifest must be printed.
 - (A) Control copy to manager
 - (B) Delivery copy for signature
10. Stage merchandise for delivery to departments.
11. Make delivery to department and secure signature acknowledging receipt on delivery.
12. Completed delivery manifest must be returned to Receiving Department manager.
14. Control copy and delivery copy are inspected for completeness and filed by date.

Exceptions and Limitations to Acceptance:

1. Items delivered on a “Furnish & Install” basis should be acknowledged as received by the department in which the goods are received.
2. Services ordered on a purchase order should be acknowledged as received.

Each receiving employee must verify that the packages delivered are correct, the proper quantity and not damaged. The department must sign for the packages acknowledging delivery. The Shipping and Receiving Department is not liable for any packages once the department has signed for them.

Erroneous Packages

If the wrong package was received or is damaged, the department must notify the Shipping and Receiving Department, the Purchasing Department and the vendor immediately. The Material Return and Shipping Order must be completed and sent to the

Receiving Department. The Vendor is responsible insuring that a call tag (a prepaid return shipment order) is issued for United Parcel Service (UPS). If the merchandise is being returned via a call tag, the department must notify the Shipping and Receiving Department for pick up. The Material Return and Shipping Order are to be left intact and sent to Shipping and Receiving with the item to be shipped.

Damaged Packages

The vendor should be notified immediately of any package received in damaged condition. Package and contents (including all inner packaging material) must be in its original state until instructions for return or replacement are issued. A Material Return and Shipping Order, completed in the manner specified above, must accompany damaged packages that are returned.

Tracking Delivery of Packages

In the event of delayed delivery, the Shipping and Receiving Department can determine where a package is in the delivery system using a tracking number supplied by the ordering department. If there is no tracking number and the Shipping and Receiving Department does not show receipt of the item, the department should contact the company and request a tracer.

Outgoing Shipments of Packages

Packages to be shipped must be taken to the Receiving Department. Weight and cost are available through department. The package will be inspected to ensure it is properly packaged and labeled and to ensure that the package meets all Department of Transportation standards. Departments must complete a charge slip with a valid university fund or grant number.

Lost or Ruined Packages

In the rare event that Receiving loses or misplaces a package notify the Receiving manager immediately and provide the following documentations so we may investigate.

1. Purchase order number.
2. Tracking number
3. Proof of delivery (date/ time)
4. Invoice(if any)