



Administrative Procedure

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Subject: RECEIVING SERVICES

1.0. PURPOSE:

To establish the policy and procedures governing the receipt, inspection, and delivery of materials, supplies, and equipment purchased by the University.

2.0. ORGANIZATIONS AFFECTED:

All organizational units of the University, including Auxiliary services.

3.0. REFERENCES:

- 3.1. State Administrative Manual (SAM), Sections 3510, 3800-3883.
- 3.2. Cal State L.A. Administrative Procedure, 602, "Purchase Requisitions."
- 3.3. Cal State L.A. Administrative Procedure, 705, "Shipping Services."
- 3.4. VISA Card Handbook.

4.0. POLICY:

- 4.1. All items purchased with State or auxiliary funds, except petty cash purchases, items picked up from vendors by departmental personnel, and UAS food items (see section 4.3.), must be received and examined by the University's Receiving staff to establish their condition and conformance to the information contained on the purchase order.
- 4.2. The Shipping and Receiving staff are not authorized to process personal or non-state deliveries.
- 4.3. Food purchased by Auxiliary organizations is not processed through Shipping and Receiving.
- 4.4. VISA card purchases received in Shipping and Receiving will not be inspected for content and conformance but will be delivered to the ordering department.

Approved:

Date:

- 4.5. Live animals, refrigerated goods, and next day air shipments have priority delivery over all other goods.
- 4.6. Upon discovery of damages to goods received, receiving staff shall discontinue unpacking, retain all packing materials and report damages to the Shipping and Receiving Department.
- 4.7. Direct deliveries and department pick-ups will be reported to Shipping and Receiving.
- 4.8. The University will only pay for goods and services after a duly authorized signature has been affixed approving payment.

5.0. DEFINITIONS:

- 5.1. Receiving Services--Services provided by Shipping and Receiving include the receipt, inspection and internal delivery of materials.
- 5.2. Auxiliary Services--Non-state entities referred to as University Contracts and Grants and Sponsored Research Programs.

6.0. RESPONSIBILITIES:

- 6.1. Departments requiring receiving services will:
 - 6.1.1. Comply with the approved procedures governing purchase requisitions.
 - 6.1.2. Verify the quantity and specifications of items received to the accompanying copy of the purchase order (refer to Appendix 8.2).
 - 6.1.3 Report damages or discrepancies promptly to Shipping and Receiving, extension 3-3745.
 - 6.1.4. Prepare the Claim Report and Return Merchandise/Shipping Request form, SRS 2100 (Appendix 8.1.), and request pick-up of the completed form and items to be returned.
 - 6.1.5. Notify Shipping and Receiving, extension 3-3745, if merchandise is delivered directly to the department by the vendor or carrier.
 - 6.1.6. Notify Shipping and Receiving, if merchandise is picked up by department personnel so that payment for goods received may be authorized.

6.2. Receiving Services will:

- 6.2.1. Inspect all deliveries for visible signs of loss or damage.
- 6.2.2. Open and inspect the contents of all deliveries for concealed loss or damage and check items against the corresponding purchase order.
- 6.2.3. Repack the merchandise and provide delivery service to ordering departments.
- 6.2.4. Pick up completed claim forms and items to be returned to vendor from ordering departments.
- 6.2.5. Initiate appropriate corrective action for loss or damage.
- 6.2.6. Notify the Property Management Office when goods are received that require a state tag.

7.0. PROCEDURES:

7.1. Shipping and Receiving will:

- 7.1.1. Open and inspect deliveries and verify goods received on a purchase order.
- 7.1.2. Provide delivery of goods to originating departments.
- 7.1.3. Notify the Property Management Office when goods are received that require a state tag, including those items that are delivered directly to departments and those picked up directly from vendors.

7.2. Ordering Departments will:

- 7.2.1. Sign for goods delivered by Shipping and Receiving and open and inspect the contents of each delivery for condition and quantity received.
- 7.2.2. Upon receipt of large shipments such as catalogs, furniture and computers, provide a delivery location to Shipping and Receiving.
- 7.2.3. Upon discovery of damages refrain from unpacking damaged shipments. Packing materials and merchandise should not be used or returned to the supplier without a Claim Report and Return Merchandise/Shipping Request form, SRS 2100 (Appendix 8.1.).

- 7.2.4. Report any discrepancies on deliveries to Shipping and Receiving such as overages, shortages, damages, or non-conformance to purchase order specifications within 10 days after receipt of goods.
- 7.2.5. Prepare a Claim Report and Return Merchandise Shipping Request form (SRS 2100, see Appendix 8.1.) for items being returned to the vendor and notify Shipping and Receiving to request pick-up of the form and items being returned.
- 7.2.6. Departments will immediately report all items ordered on a Purchase Order that are delivered directly by the vendor or picked-up (will-call) by departmental employees. (See Appendix 8.3.).
- 7.2.7. Provide shipping instructions to vendors according to the VISA Card Handbook for procurement card purchases.

7.3. Accounting Office will:

- 7.3.1. Receive invoices for goods and services and verify the goods and services have been received.
- 7.3.2. Make payments for goods ordered on a purchase order only after a receipt has been processed by Shipping and Receiving.
- 7.3.3. Make payments for services only after an authorized department fiscal representative has approved payment.

8.0 APPENDICES:

- 8.1. Claim Report and Return Merchandise/Shipping Request, SRS 2100. This form is available from Shipping and Receiving and the public folder under Shipping and Receiving.
- 8.2. Purchase Order.
- 8.3. Notification of Receipt of Goods.