# INTERNAL OPERATING MEMORANDUM

Memorandum No. ____________

| Subject: Central Receiving of Goods Procedures |
| Authority: Title X Chapter 120 F.S, Title XXIII Motor Vehicles, Title XLVIII K-20 Education Code Chapter 1011, 1013, 6A-2 F.A.C. 6C-16 F.A.C. | Date March 13, 2006 |
| Purpose The purpose of this procedure is set forth policies and procedures governing the operation of the Central Receiving Department. |
| Signature of Approving Authority |

## 1.0 General Information
This procedure is designed to update the policies and procedures, which were previously contained in the Receiving Manual and to reflect the current organizational structure. The Central Receiving Department, which was formerly part of the Purchasing Department, is now under the operational control of the Plant Operations and Maintenance Department.

## 2.0 Definition
(Definitions of terms specific to the IOM. For example: in-kind contribution)

## 3.0 Responsibilities
(Delineation of tasks associated with carrying out the actions of the IOM)

## 4.0 Procedures
### 1. RECEIPTS
#### 1.A. GENERAL INFORMATION
Vendors and contractors may make deliveries to the Central Receiving Department from 8:00AM to 12:00AM and 1:00PM to 4:00 PM Monday through Friday (excluding holidays). The Department is located in the Plant Operations and Maintenance Department Facility.
1.B. RECEIPTS
As shipments are received from carriers, they are signed for and recorded on the Receiving Log using the carrier's tracking number as a reference. All deliveries are inspected for outward signs of damage upon receipt. Any sign of outward damage is recorded on the carrier's delivery ticket, as well as, the Receiving Log. Once the receipt is recorded, the Department will use the purchase order number on the packing slip to query the PeopleSoft Purchasing Module to obtain the delivery information. Upon obtaining this information, the shipment is staged in a delivery zone and is scheduled for delivery to the respective departments.

2. DELIVERIES
2.A. RECEIVING DEPARTMENT DELIVERIES
Deliveries are made to the departments approximately twice a week. However, departments are welcome to pick up their orders whenever possible. All deliveries are recorded on the Delivery Log and when signed by the requesting department serves as proof of delivery. However, all priority parcel shipments (overnight, one and two day) shall be delivered within one business day of receipt.

2.B. DIRECT DELIVERIES
Purchase orders may be issued for goods that are to be directly delivered to campus departments. In those cases, deliveries will not be made to the Central Receiving Department, therefore, the Receiving and Delivery Logs will not be generated.

2.C. DIRECT DELIVERY CATEGORIES
The following categories of items are inappropriate for delivery to the Central Receiving Department and should be directly delivered to the campus departments:
1. The delivery point for a user is an off-campus facility.
2. Items requiring special handling or storage, such as bulk fuel, chemicals, refrigerated products and live animals.
3. The delivery of an item or group of items that require the use of a forklift, crane or similar equipment for unloading and delivery.
4. Shipments of furniture or equipment, which needs to be installed at a later date by a vendor or contractor.
5. Direct deliveries to departments when it is determined by the Purchasing Department to be in the best interest of the University and the requesting department.

3. STORAGE OF GOODS
The Central Receiving Department has a limited amount of storage space and therefore cannot serve as a storage facility for goods. Since all goods are to be delivered within five days of receipt, departments must be able to receive the goods or make alternative arrangements to store them. Therefore, it is recommended that departments stagger deliveries with vendors until they are ready to receive them.

4. RETURNING GOODS TO VENDORS
4.A. GENERAL INFORMATION
Departments should contact the vendor to obtain authorization to return the goods. The authorization will take the form of a Return Material Authorization (RMA), which lists the name of the department representative, invoice number, return address, items to be returned and authorization number. A copy of the RMA should be placed on the inside of the box that is being returned to the vendor. Departments must pay for return shipping unless the cost is born by the vendor.

4.B. VENDOR BORN SHIPPING
Parcel delivery service items (United Parcel Service (UPS), Federal Express (FedEx), etc.) should be picked up at the department. The department should contact the vendor's carrier to arrange for the pick up and obtain the required shipping paperwork. Freight
carrier items should be shipped from the Central Receiving Department, if possible. The Central Receiving Department should be contacted to pick up the items that are being returned. However, the departments should contact the freight company to arrange for a pick up and obtain the required shipping paperwork.

4.C. DEPARTMENT BORN SHIPPING
Parcel delivery service items (United States Postal Service (USPS) and United Parcel Service (UPS)) should be delivered to the University Post Office for shipping. The University Post Office has the required forms for USPS and UPS shipping. Departments should contact the University Post Office to obtain shipping instructions. Freight carrier items should be shipped from the Central Receiving Department, if possible. The departments should contact the Central Receiving Department to pick up the items that are being returned. However, the departments must first contact the freight carrier to get the estimated shipping charge and submit a purchase requisition to pay for the shipping. The Central Receiving Department can assist the departments in locating a freight carrier and determining the shipping requirements.

5. NON-PURCHASE ORDER SHIPPING SERVICES

5.A. GENERAL INFORMATION
These are shipments that take place between University departments and off campus entities independent from the Purchasing/Receiving functions. Departments wishing to receive a shipment should request that the shipper (company, University, vendor, individuals, etc.) ship via UPS, FedEx or similar service. These are door-to-door delivery services and are the preferred method of shipment. Packages shipped via USPS will come to the University Post Office and will have to be distributed by the University Post Office.

5.B. INCOMING DOOR-TO-DOOR SHIPMENT
The shipper will need to ensure that the complete delivery address is listed on the outside of the shipping container. This is because the City of Tallahassee and the USPS have not assigned street addresses to the University. The following is an example of a complete delivery address:
Employee's Name, Title John Smith, Professor
Name of University Florida A&M University
College/School Department School of Allied Health
Building, Room Number Ware-Rhaney, Room 102
City, State, Zip Code Tallahassee, FL 32307

5.C. INCOMING SHIPMENT TO THE RECEIVING DEPARTMENT
If a shipment cannot be made door-to-door due to the size or weight of the package or other special reasons, ask the shipper (other than the USPS) to ship to the Central Receiving Department. In order to differentiate between a non-purchase order shipment and a purchase order shipment, use the shipping address format below:
Florida A&M University
Central Receiving Department (Special)
Tallahassee, FL 32307
Attn: (Employee’s Name, Building and Room Number)

5.D. OUTGOING SHIPMENTS
Parcel delivery service items should be delivered to the University Post Office for shipment. The University Post Office has the required forms for USPS and UPS shipments. Departments should contact the University Post Office to obtain the shipping
instructions. If a freight carrier is required, the department must contact the carrier to get the estimated shipping charge and submit a purchase requisition to pay for the shipping. The Central Receiving Department can assist the departments in locating a freight carrier. Once a purchase order has been assigned, the departments may request the Central Receiving Department to pick up the shipment and hold it for the freight carrier.

6. HAZARDOUS MATERIALS
6.A. GENERAL INFORMATION
In an effort to avoid injuries to employees, it is strongly recommended that all procedures relative to handling these materials be adhered to by campus departments and coordinated with the Purchasing, Environmental Health & Safety and Central Receiving departments.

6.B. HAZARDOUS MATERIALS
In order to handle hazardous materials properly during the purchasing and receiving processes, campus departments must follow these helpful steps:
1. Purchase requisitions should request that the shipment be made “directly” to the department’s campus address following the manufacturers shipping instructions.
2. Contact the vendor or contractor to determine the safety requirements. Additional help can be obtained by contacting the University Safety Officer.
3. Include additional information on the purchase requisition regarding packaging, warning labels and other signs to alert the department and receiving personnel of potential dangers. Also, indicate if employee safety gear or special tools are needed for handling such items.
4. Be sure to provide a name and complete address for the deliveries following the below sample:
   Employee’s Name, Title
   Florida A&M University
   College, School or Department
   Building Name and Number
   Tallahassee, FL 32307
   Telephone Number

5.0 Records
Receiving logs and delivery logs are maintained for five (5) years.