Vendor Complaints / Shipment Issues

- If your department is moving to a different building and requests a mailbox set up, please let Mail Services know at least a week before the move if possible.
- If you are changing your work area on Campus and would like your mail sent to a different department please go the Business Services Website and fill out a Mail Relocation Request Form and submit it to Mail Services as soon as possible before the move.
- When mailing Campus Mail please remember to include the Name, Department, and Building. On outgoing and International mail include the Account number in the upper right hand corner where postage is positioned. **NOTE: Do Not bundle international mail with domestic mail.**
- All outgoing mail leaves each day at 2:30. To give Mail Services time to process mail, please have it in the Mailroom no later than 2:00pm. If you’d like to drop off your outgoing mail at the Copy-Mail Services Outlet, have it there by 11:30am to go out that day.
- All personal mail and the purchase of stamps are handled at the Copy-Mail Services Outlet in Charger Union Rm 121.

Mail Services (Central Receiving Annex)

8:15 am - 5:00 pm  
P: 256.824.6116

Copy & Mail Services Outlet: Charger Union

8:15 am - 5:00 pm  
P: 256.824.6964 | F: 256.824.5801

The copy center print order form can be found online at:

[www.uah.edu/copycenter/helpfultips](http://www.uah.edu/copycenter/helpfultips)

Still can’t find it? Don’t worry about it. Just send an email to copycenter@uah.edu that contains all of the pertinent information including:

1. Finished size
2. Quantity needed
3. Finishing instructions
4. Delivery instructions
5. Account information

We have over 1500 different types of paper in stock! There is sure to be one that will help your project look its best! Want to be sure you’re gonna like it? No problem! Ask for a proof of your job. It’s free, and can really help to set your mind at ease.

Business Cards | Brochures | Copies | Flyers | Programs | Postcards | Certificates | Invitations | Mail Merge | Tent Cards | Tickets | Handbills | Holiday Cards | Calendars | Letterhead | Envelopes | Door Hangers

Located inside the Business Services Building

off of John Wright Dr.

Our Hours are: Monday - Friday

8:00 a.m. - 5:00 p.m.

Please contact us at: copycenter@uah.edu  
256.824.5363

Visit the UAH Copy Center located inside the Business Services Building for all of your printing needs!

Car Rental Information

When you are in need of a rental vehicle, you may obtain one through the campus motor pool or get one from Enterprise using the information from the Procurement services website. Follow the QR Code below:

Our Travel Guidelines under Transportation Section 10 for Rental Vehicles indicate the following:

The traveler will be reimbursed for renting a compact or medium size car. The University will not reimburse for luxury automobiles or upgrades unless there is on additional charge. **Procurement Services can provide information to the employee on liability coverage, if vehicle is needed from the Huntsville vicinity.**

Enterprise Rent-A-Car offers the following to UAH for business trips:

- **Compact Size:** Daily Rate: $34.50  |  Mid-Size: Daily Rate: $35.50
- **Standard Size:** Daily Rate: $36.50  |  Full Size (for groups only): $37.50

**Note:** Fifteen (15) Passenger Vans are allowed for short term rentals (30 days or less), **BUT** the driving distance for each trip one way, must be less than 25 miles and the Van may NOT carry more than 12 passengers including the driver. Twelve (12) Passenger Vans can be found at AVIS. **Rental at 256.772.9848.**

Vendor Complaints / Shipment Issues

- While it is not expected, many times departments will have vendor complaints and/or shipment issues. These problems range from short shipments, over shipments, wrong shipments, no shipments, and damaged shipments. In the Procurement Office this is referred to as an Escalation. So please remember, if you have any Escalation issues (problems with a vendor and/or shipment) contact the Procurement Officer that handled your Purchase Order. They will be more than happy to assist you with your concerns.

(The name and number of the Procurement Officer that handled your order is printed on the PO.)
Procurement Services and Procurement Card Services are audited internally and externally each year. When we are audit-ed, they compare our purchases campus wide (Purchase Orders and Procurement Card purchases) to ensure that we have not violated the Alabama Competitive Bid Law ($15,000 campus wide for a single or like items within a fiscal year.) In addi-tion, our staff does internal audits of our own to see if there is a need for any new bids based on the past purchases of the campus.

As a result of the audits, we now have a new bid for Promotional Products or Novelty Printing Items. If you find that this bid does not meet your specifications, we will be more than happy to work with you to send out a bid for the items that you need. Don’t forget, we have a T-Shirt bid that has been in place for about two years. The current T-Shirt vendor is Baru Agency (B002476)

Information regarding the Promotional Products bid, and others, are posted on our Open Bid Information tab on the Business Services website: www.uah.edu/business-services/faculty-staff/open-bid-information

TRAVEL REIMBURSEMENT

Business Serivces will now process travel reimbursements. For questions or more information concerning travel please visit www.uah.edu/business-services/travel-information or contact Sharon Box srb0021@uah.edu or at 256.824.2239. If you have questions about the status of your reimbursement, contact Celia Curry at 256.824.1071. Please remember that if you are requesting reimbursement for mileage you must include a copy of Map Quest or Rand McNally.

TRAVER POLICY CHANGE

As established in the code of Alabama 1975, 36-7-21, employees traveling within the state of Alabama to attend a convention, conference, seminar or other meeting of a state or national organization of which the state or individual is a dues-paying member may be reimbursed for their actual expenses for meals and lodging in addition to the actual expenses for transportation. In-state travel authorized under this section is subject to the same requirements as non-state travel for UAH employees.

Information related to International /Foreign travel is located on our website at: www.uah.edu/business-services/travel-information

Asset Management - Equipment Purchases

Business Services conducted a survey of the state funded Universities in reference to Asset Management. We discovered that the majority of the four-year Universities in Alabama do not tag assets below $5,000. Beginning 10/1/2017 Asset Management will no longer tag /track equipment purchased under $5,000 (with the exception of computers (desktops, laptops, iPads, etc.) that are $1,000 and over) and federally pur-chased/acquired equipment regardless of cost.

Procurement Card - Amazon Purchases

While NOT expressly prohibited, departments that order through Amazon are accountable for compliance with the following requirements and must take into account the potential for negative impact their purchase may have on the University.

- Amazon Tax Exemption information is posted on our website under forms/"Other Helpful Documents". www.uah.edu/business-services/forms/p-card-services/amazon_tax_exemption_program_-2016.pdf
- Office supplies must be purchased from the contract supplier (Staples).
- Items purchased must not be available through a contract supplier.
- All Amazon purchases must be in alignment with the Allowable P-Card Purchases, found on our website.

If you have questions about a purchase please contact us beforehand to ensure that it is within our guidelines at 256.824.6484

Got Surplus? What to do with it. Who to contact.

Every department and center at the University deals with surplus equipment, furniture, office supplies, etc. Please remember that all University purchased property deemed unusable is subject to the University's surplus policy procedure. Hopefully, the following short guide will answer the basic ques-tions of what to do with your department’s surplus.

Consider the following before declaring equipment or materials as surplus:

1. For computers, computer related equipment, cables and accessories - Contact the office of Information Technology (OIT). OIT maintains a storeroom of used equipment to service the campus community. Email the department at tag@uah.edu and simply list the equipment available, location and contact information. A representative from OIT will then visit and evaluate the reuse.
2. Consider a trade-in for new equipment purchases. Contact a buyer at Procurement Services at 256.824.6484 or purch@uah.edu for details.
3. Office equipment, furniture, and office supplies to other University departments or centers for transfer. Equipment with active asset tags will require a Property Relocation Form to be completed to record the transfer. Contact the Asset Management Department at 256.824.6315 or crb@uah.edu for details and/or instructions.
4. If the surplus is suspect of being or containing radioactive or hazardous material, please contact the University’s Office of Environmental Health and Safety at 256.824.2171 for evaluation. Central Receiving cannot accept hazardous material or surplus contaminated with hazardous or radioactive material.
5. Any equipment that would require disassembly, for removal from an office or room, is the responsibility of the department to arrange for disassembly prior to pickup.

Note: Any surplus property currently at the warehouse can be viewed and claimed, for use by the department, during Central Receiving’s normal business hours of Monday - Friday, 8:15 am to 5:00 pm.

For Surplus ready for pickup:

1. Complete a Surplus request form, fax to 256.824.7448, email to crb@uah.edu or through campus mail addressed to Central Receiving. An authorizing signature is required before request can be accepted.
2. Prior to pickup—clean, segregate and clearly label all items as SURPLUS.
3. It is the department responsibility to insure that data from computers and/or hard drives is removed prior to pickup.
4. Material determined by Central Receiving to be trash needs to be discarded through Facilities & Operations.
5. Departments can opt to drop off surplus at the Central Receiving warehouse. Please prepare a Surplus Pickup Request Form prior to the drop off.

Contact Central Receiving at 256.824.6315 for more information.