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# **Central Receiving & Shipping**

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## **Procedures Manual**

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## INTRODUCTION

### **Business Services**

Business Services provides centralized procurement services and other services as provided herein to the University of Alabama in Huntsville (UAH/University) Community and is organized within the Finance and Administration Division of the University of Alabama in Huntsville. Business Services must conform to Federal, State, and University purchasing codes, statutes, and policies. As the primary University interface for campus departments and hundreds of businesses, Business Services is especially responsible for projecting a positive and professional image for the University.

Business Services comprises of Procurement Services, Contract Administration, **Central Receiving & Shipping**, Mail Services, and the UAH Copy Center. Business Services strives to provide quality service with the highest possible degree of proficiency.

### **Procedures Manual**

The purpose of this manual is to help the University Community better understand procedures that guide the Business Services' operations. The procedures in this manual are subject to change because of the rapidly evolving environment (e.g., computer systems, software, administrative procedures, and state laws). Therefore, this department may update and revise portions of this manual periodically. Additional information, training materials, forms and other guidance can be found on the Business Services website. The Procurement Services team is always ready, willing and able to guide you to success.

The procedures contained herein should be used under normal operating circumstances. Exceptions are allowed when, in the opinion of the Chief Financial Officer, the Chief Financial Officer's designee or the Director of Procurement & Business Services, the exception is in the best interest of the University. Exceptions must be properly justified and documented.

This manual has been designed to address most situations; however, it cannot cover all eventualities.

*\*\*\* Exceptions to normal procedures may also be authorized at the discretion of the Director of Procurement & Business Services on an as needed basis. \*\**

## **CENTRAL RECEIVING & SHIPPING**

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## **I. GENERAL**

### **I.1. Objective**

The primary responsibility of Central Receiving and Shipping is to receive, distribute, and ship material for the UAH community. As a clearinghouse for merchandise acquired by Procurement Services, Central Receiving and Shipping strives to provide merchandise delivery that is quick and damage-free. Central Receiving and Shipping also processes outgoing shipments in the most expedient and cost-effective manner.

Central Receiving and Shipping performs the following functions:

- Receives all parcels and packages shipped to the University
- Delivers (daily) parcels and packages to respective individuals and departments
- Packages and processes all outgoing shipments
- Provides temporary storage
- Furnishes industrial gases and alcohol products under strict controls

Central Receiving and Shipping staff may be contacted at 256-824-6315 or by email at [crb@uah.edu](mailto:crb@uah.edu).

### **I.2. Responsibilities**

Central Receiving and Shipping's responsibility for merchandise delivered to the University begins on receipt of the merchandise and ends on acceptance by the requesting department. Central Receiving and Shipping deliver merchandise directly to the requesting department.

To complete delivery, all items bought on a Purchase Order must be signed for by an authorized individual in the requesting department. All documentation (e.g., packing lists, invoices) that accompany the package will be sent to the department.

### **I.3. Authority**

Central Receiving and Shipping has authority to receive and ship goods for the University community.

## **II. RECEIVING PROCEDURES**

### **II.1. Receipt of Deliveries**

Central Receiving and Shipping must physically inspect each item bought on a Purchase Order to ensure correctness of the item and to check for possible damage. If a Purchase Order is not referenced on the shipping documentation of a package, Central Receiving and Shipping personnel will attach a notice on the package that will request the

department to submit a completed (or partial) Memorandum Receiving Report (MRR) to Accounts Payable. Once Central Receiving and Shipping is satisfied that the complete order has been received in the department, this information is entered into the receiving portion of the ERP system. Accounts Payable will process invoices for payment after reviewing the merchandise receipt information.

In cases where items are delivered directly to the department and are not processed by Central Receiving and Shipping, the department receiving the items must prepare a MRR and submit it to Accounts Payable to verify receipt of the item. See Section II.3, "Memorandum Receiving Report," for more information. If an item requires tagging (e.g., an item of capital equipment), please contact Asset Management in Accounting and Financial Reporting for guidance, and refer to its website for information.

## **II.2. Damaged Items**

### ***EXTERNAL DAMAGES***

Goods that arrive with apparent packaging damage are thoroughly inspected. A full description of the damage is noted on the Bill of Lading and initialed by the carrier's representative (driver) as well as the Central Receiving and Shipping staff accepting the shipment. If the department chooses to reject the delivery due to the damage, the Procurement Officer is to be notified by the department and the Procurement Officer will contact the shipper and/or vendor concerning replacement or repair of the damaged item. It is the department's responsibility to make sure that all information required to have the package returned to the vendor is provided to the Central Receiving and Shipping staff (e.g., an RMA#, vendor's shipping information and shipper account number if the vendor is responsible for the return, or the department's University account# for shipping charges if the department is responsible for shipping the package back to the vendor). No package will be picked up from a department by Central Receiving and Shipping without the necessary information to ensure the package is returned to a vendor.

### ***INTERNAL DAMAGES***

Detection of internal damage is the responsibility of the department and must be reported to the Procurement Officer within five (5) days after delivery. Central Receiving and Shipping will file the damage claim with the carrier for replacement merchandise when required. Procurement Services will coordinate the return with Central Receiving and Shipping who will pick up the damaged merchandise from the department. To process a claim, the damaged item must be in its original container.

It is the department's responsibility to make sure that all information required to have the package returned to the vendor is provided to Central Receiving and shipping staff (e.g., an RMA#, vendor's shipping information and shipper account number if the vendor is responsible for the return, or the department's University account# for shipping charges if the department is responsible for shipping the package back to the vendor). No package will be picked up from a department by

Central Receiving and Shipping without the necessary information to ensure the package is returned to a vendor.

### **II.3. Memorandum Receiving Report (MRR)**

#### ***PROCEDURE***

The MRR verifies the receipt of merchandise and the status of a shipment, whether partial or complete. Departments must prepare MRRs when receiving:

- Equipment or items delivered directly to the department and not processed by Central Receiving and Shipping
- Packages purchased with a Purchase Order but not having the Purchase Order number on the outside shipping label
- Radioactive materials
- Merchandise picked up by the department
- Merchandise purchased on a "No Receipt Required" Purchase Order

#### ***COMPLETING THE FORM***

MRR forms are available on the Business Services' website (<https://www.uah.edu/business-services/business-services-forms> ).

Return completed MRRs to Accounts Payable (Shelbie King Hall, Room 241), unless otherwise instructed. **Be sure to attach packing slip, invoice, and/or other supporting documentation.** Instructions for completing the MRR fields are as follows:

1. **Date** - Enter the date on which the MRR is initiated.
2. **Purchase Order No** - Enter the Purchase Order number.
3. **Issued To** - Enter the vendor's name.
4. **Partially filled... or Completed** - Check the appropriate box indicating the status of the order.
5. **Item/Quantity/ ... / Total** - If the MRR is for a partial order, list the items received, quantity, and cost information. If the MRR is for a complete order, skip this section.
6. **Approved by** - The individual completing the form should sign here.
7. **Title** - Enter the title of the individual whose signature appears above.
8. **Division** - Enter the name of the division.
9. **Department** - Enter the name of the department.

**II.4. Undeliverable Items**

Packages received with an incorrect or insufficient address are undeliverable.

**II.5 Wrong Shipment**

After the department has tried to resolve a shipment discrepancy (e.g., shortages, wrong items) with the vendor, the department will then contact the Procurement Team to reach out to the vendor to address the problem.

**II.6. Merchandise Requiring Assembly / Large Shipments**

Whenever merchandise arrives that requires assembly, special handling, or installation, the department is contacted for the necessary arrangements to complete the delivery process.

Large shipments may require the assistance of Facilities and Operations to complete delivery. Departments requiring the services of Facilities and Operations should complete a *Move Request Form*, available from the Facilities website (<https://www.uah.edu/facilities-and-operations/services/service-requests> ). Click on “Move Request Form.” Complete and submit this form directly to Facilities and Operations.

**II.7. Personal Orders**

Central Receiving and Shipping is not responsible for loss or damage to personal packages addressed and delivered to UAH. To avoid potential loss and to reduce issues involving liability, security, and safety at Central Receiving and Shipping, it is strongly recommended that you have personal packages shipped to your home address.

To note, all packages received at Central Receiving and Shipping are subject to inspection and personal packages may be opened. Personal packages will not receive any priority in delivery as that is reserved for UAH business.

**II.8. Radioactive Materials**

All radioactive materials are immediately reported and then transferred to the Environmental Health and Safety (EHS) department. EHS will check the item and deliver it to the requesting department, where an authorized individual must sign for it. The requisitioning department must then submit an MRR to Central Receiving and Shipping to verify the shipment status, whether partial or complete (see Section II.3, “Memorandum Receiving Report”).

## II.9. Industrial Gases

### ***INDUSTRIAL GASES***

**Requests:** All containerized industrial gas cylinders are to be ordered through Central Receiving and Shipping), submit a *Gas Cylinder Request Form* as found on the Business Services' website. All gas orders must be in writing; telephone orders are not sufficient. Industrial gases are purchased on Blanket Purchase Orders previously established for Central Receiving. The purchase is then charged back to the department's account via budget transfer. Please allow three working days for delivery.

All containerized industrial gas cylinder transactions, including acquisitions, storage, and turn-ins require recipient's signature.

**Returns:** To avoid payment of unnecessary rental charges/fees, report empty or unused cylinders to Central Receiving and Shipping. This office will coordinate the return of the cylinder to the vendor. Use the bottom of the *Gas Cylinder Request Form* to authorize the return of empty or unused cylinders to the vendor. Enter the ID or serial number of the cylinder(s) and the pick-up location and sign the form. To receive a copy of the form, include your email address, the new delivery date, vendor's signature, and pick-up date of the old cylinders recorded on your copy.

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*NOTE: It is the responsibility of the requesting department to notify Central Receiving and Shipping for the return of unused/empty cylinders to the vendor. Also, immediately notify Central Receiving and Shipping of any account discrepancies related to cylinder rental charges.*

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After receiving the form, Central Receiving and Shipping will schedule the vendor to pick up the cylinder(s) as soon as possible.

**Account Number Changes:** To change a departmental account number used to bill containerized gas cylinder acquisitions and rental charges/fees, complete a *Gas Cylinder Account Change Form* available from the Business Services website (<https://www.uah.edu/business-services/business-services-forms> ). This form must be signed by the Budget Unit Head.

Central Receiving and Shipping will initiate completion of this form following the expiration of an existing account or when an existing account is changed for other administrative reasons. This form must be completed within five calendar days.

## III. SHIPPING PROCEDURE

### III.1. Shipments

Central Receiving and Shipping provides a complete shipping facility capable of handling most sizes of packages or freight items. All shipments must be charged to a

departmental account number. A Purchase Order or P-Card transaction is required for payment of a motor freight shipment.

The Central Receiving and Shipping will provide assistance in determining the best shipping options and rates. Central Receiving and Shipping does not supply shipping containers or packing material. If a wooden crate is needed for shipping, contact Facilities and Operations or a private packaging provider (Mail Services provides shipping containers only for small USPS shipments. Central Receiving and Shipping can provide small containers for FedEx and UPS document and small package shipments).

It is the responsibility of the department to complete and submit a Shipping Order Form. The form is available from the Business Services website (<https://www.uah.edu/business-services/business-services-forms>) The form should accompany the package when it is picked up or dropped off at Central Receiving. No package will be picked up from a department without the completed Shipping Order Form.

For pickups of outgoing shipments, please contact Central Receiving at 256.824.6315 or email at [crb@uah.edu](mailto:crb@uah.edu).

Shipping can be divided into two categories: (1) standard, and (2) freight.

### ***FREIGHT***

Packages over 150 pounds are considered freight and should be shipped by a truck line, such as one of the following:

- AAA Cooper Freight Lines
- ABF Freight Lines
- North American Van Lines
- R&L Carriers
- Roadway
- SAIA Motor Freight
- Southeastern Freight Lines
- United Van Lines
- Yellow Freight Lines

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*NOTE: A Purchase Order or P-Card transaction is required for a motor freight shipment.*

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**HAZARDOUS MATERIALS**

Hazardous materials must be coordinated and approved by the Office of Environmental Health and Safety. Restrictions and special documentation and labeling requirements apply to hazardous material shipments. Contact Environmental Health and Safety at 256-824-6668 for specific instructions.

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**WEIGHT AND SIZE**

Weight and size limits for most standard and express shippers are shown in Table CR-1.

**Table CR-1, Weight and Size Limits**

| Measurement    | Limit      |
|----------------|------------|
| Weight         | 150 pounds |
| Length + Girth | 130 inches |
| Length         | 108 inches |

To find Length + Girth:

1. With a tape measure, measure the longest side or edge of the package. This measurement is the length.
2. At a right angle to the longest side, wrap the tape measure around the package and measure the perimeter or the distance around the package. This measurement is the girth.
3. Add the length measurement to the girth measurement.

**UPS SERVICES**

UPS provides a variety of shipping options including the following:

- UPS Ground Service
- UPS 3 Day Select

Both options provide electronic package tracking and delivery verification. The same weight and size limits listed above apply to all UPS shipping options. Please refer to Table CR-2 for a further description of several UPS options. Contact Central Receiving at 256-824-6315 for current rates based on weight and destination ZIP code.

Table CR-2, UPS Options

| Option                      | Color Code | Guaranteed Time of Delivery | Destination                   |
|-----------------------------|------------|-----------------------------|-------------------------------|
| UPS 3 Day Select            | None       | Three Business Days         | Continental United States     |
| UPS 2nd Day Air             | Blue       | Priority Shipment           | All 50 states and Puerto Rico |
| UPS Next Day Air Saver      | Red        | 3:00 P.M. Next Day          | Continental United States     |
| UPS Next Day Air            | Red        | 10:30 A.M. Next Day         | Continental United States     |
| UPS Next Day Air Early A.M. | Red        | 8:30 A.M. Next Day          | See service guide             |

### III.2. Returns

Departments should contact the Procurement Officer to return items acquired by Purchase Order—**DO NOT CONTACT THE VENDOR**. Reasons to return items may include incorrect or damaged items, duplicate shipments, unordered items, and defective items. No package will be picked up from a department without the proper shipping information provided for vendor responsible for returns or University responsible returns (e.g., RMA#, vendor's shipping information and shipper account number, or the department's University account number).

Departments must obtain an authorized Purchase Order before sending out University property for repair or estimate.

**Retain original packaging until advised by Procurement Services.** Procurement Services will obtain the necessary return authorization, which is required by most vendors. Procurement Services will coordinate the return with Central Receiving. This procedure ensures proper insurance coverage and traceability of the items returned.

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*NOTE: Any package shipped without going through Central Receiving and Shipping cannot be traced. Departments or individuals will be held responsible for lost packages shipped other than by Central Receiving and Shipping. Packages shipped without proper authorization will be returned at the department's expense.*

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Departments should provide the Procurement Officer with the following information:

- Purchase Order number against which items were purchased
- Vendor's name

- The item(s) in question
- Date of receipt
- Method of receipt (i.e., Central Receiving and Shipping or direct shipment)
- Reason for the return