



UNIVERSITY POLICY

SUBJECT: SUPPORT SERVICES

TITLE: DELIVERY OF GOODS

CODING: 00-01-55-35:00

ADOPTED: 04/01/90

AMENDED:

**As of July 23, 2007
this policy has been Suspended
while undergoing review**

FOR ANY RELATED QUESTIONS, PLEASE REFER TO:

Website: <http://www.umdj.edu/purchweb/index.htm>

Email: Purchasing@umdj.edu

Policies:

http://www.umdj.edu/oppmweb/university_policies/purchasing_services/index.htm



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I. PURPOSE

To establish guidelines for receiving, inspecting, and returning goods, including the handling of vendor complaints.

II. ACCOUNTABILITY

Under the Senior Vice President for Administration and Finance, the Associate Vice President for Support Services shall ensure compliance with the policy and shall implement this policy

III. POLICY

A. Requirements:

1. Expediting Delivery

a. In order to expedite delivery, the Purchase Requisition should clearly show the required delivery date. Phrases such as 'as soon as possible' or 'at once' are unacceptable. An unrealistic delivery date, as it relates to the date of the vendor's procedural requirements, should be avoided. The purchase order will show the anticipated delivery date based on the vendor's promise given at the time the order was placed.

b. To ascertain the status of a purchase, the requesting department must contact the Purchasing Department and provide the purchase order number. Departments are not to contact vendors, unless authorized to do so by the Purchasing Coordinator handling the transaction.

2. Receiving and Inspecting Goods

a. The functions of receiving materials and verifying that the deliveries correspond exactly to the purchase order is performed by the Receiving Department. When the Receiving Department delivers materials to the Requisitioning Department, careful inspection and count of the number of cases per shipment should be made to ensure that there are no shortages, overages, or damage. If a shortage, overage, or damage exists, a proper notation should be made on all copies of the delivery receipt, noting damage or the specific number of pieces received. When inspection can not be made immediately, all delivery receipts should be marked "Goods Accepted Subject Inspection". The Requisitioning Department will initiate a claim by immediately contacting the Purchasing Department.

SUSPENDED

3. Vendor Service Complaints

- a. A vendor service complaint should be initiated by a report of unsatisfactory performance. Examples of unsatisfactory performance are:
 - i. Failure by a vendor to deliver at the time and/or place specified.
 - ii. Delivery of damaged material.
 - iii. Non-performance by a vendor on a service contract.
 - iv. Delivery of an insufficient quantity of goods.
 - v. Vendor demand for higher prices.
 - vi. Delivery of inferior goods, unauthorized substitutes, and ungraded material where grading is required.
 - vii. Failure to install goods or improper installation.
 - viii. Any other failure to comply with contract specifications.
- b. A report of unsatisfactory performance by a vendor is the only accepted method by which a record can be established to substantiate unsatisfactory performance. Therefore, department cooperation in reporting deficiencies in quality, service, or delivery is essential.
- c. Reports of unsatisfactory performance must be transmitted promptly to the Purchasing Department. Reports by phone should be confirmed in writing as soon as possible. The report must provide detailed information of the infractions.

4. Return of goods

- a. A vendor is under no obligation to receive back for credit, equipment or supplies delivered as specified. The Purchasing Department will assist departments in returning goods for credit.

5. Cancellation of goods

- a. If the requisitioning department would like to cancel an order, they must notify the Purchasing Department. However, since a purchase order is a contract, the order may not be able to be canceled, and therefore, the Requisitioning Department is liable for payment. If cancellation is permissible, it can be accomplished by issuance of a change order to the vendor from the Purchasing Department (see Policy # 00-01-55-30:00, Change Orders).

B. Responsibilities:

1. The Requisitioning Department is responsible for:

- a. properly documenting a request for an expedited delivery on a Purchase Requisition.
- b. dealing with the Purchasing Department regarding the status of an order.
- c. initiating a claim of shortages, overages, or damages to the Purchasing Department.
- d. reporting unsatisfactory performance to the Purchasing Department; and

- e. requesting a credit to, or a cancellation of the order to the Purchasing Department.
2. The Purchasing Department is responsible for:
 - a. contacting vendors regarding expediting deliveries, claims of shortages, overages, or damages, or other unsatisfactory performance, and requesting cancellations and/or credits.
 - b. assisting the requisitioning department regarding any questions about vendor performance in terms of B1-a-e, above.
 3. The Associate Vice President for Support Services is responsible for timely reporting, at least on a quarterly basis, to the Senior Vice President for Administration and Finance on the University's compliance with this policy and any recommendations or problems that arise.

V. PROCEDURE:

A. Receipt of Goods

<u>Performed By:</u>	<u>Action Taken:</u>
Receiving Department	1. Receives goods
	2. Verifies quantities.
	3. If quantities differ from purchase order, notifies the Requisitioning Department
	4. Delivers goods to user.
User Department	5. Inspects goods.
	6. Notifies the Purchasing Department of any discrepancies, such as those outlined in Section IVA-2 and IVA-3.
Purchasing Department	7. Contacts vendor regarding any substantiated claims made by the user or requisitioning department.

By Direction of the President:

Senior Vice President for Administration and Finance