



TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER EL PASO

Operating Policy and Procedure

HSCEP OP: 63.05, **Central Shipping and Receiving**

PURPOSE: The purpose of this Texas Tech University Health Sciences Center El Paso Operating Policy and Procedure (HSCEP OP) is to establish guidelines for receipt and shipment of supplies or equipment at TTUHSCEP. Terms used in this HSCEP OP reflect the El Paso campus.

REVIEW: This HSCEP OP will be reviewed on September 1 of each odd-numbered year (ONY) by the Director of General Services or designee with recommendations for revisions submitted to the Chief Financial Officer or designee by September 15.

POLICY/PROCEDURE:

1. **Shipping and Receiving Responsibilities.** Shipping and Receiving is responsible for receiving supplies and equipment ordered by TTUHSCEP departments for official State business. The Shipping and Receiving staff are responsible for checking for visible damage and certifying the correct number of cartons before acceptance of a shipment.
2. **Departmental Ownership/Opening of Freight.** The ownership of items addressed to this institution or to an individual by name or title at the address of this institution rests with Texas Tech University Health Sciences Center El Paso. The incoming freight will be delivered to the designated location of the respective department. **Shipping and Receiving will not separate items for an individual in lieu of delivery to the appropriate location.** The recipient department from this point on is responsible for internal distribution and/or opening of items.
3. **Damaged Shipments.**
 - a. If a shipment arrives with visible damage, Shipping and Receiving will make a notation of such damages on the freight bill and will contact the department. Shipping and Receiving does not open packages. A department representative should come to the freight dock to view and accept or reject the shipment. If a departmental representative cannot be reached, or the damage is concealed or goes unnoticed by the Receiving personnel, please follow the concealed damage instructions. (see item 3b)
 - b. All shipments received by the requisitioning department should be inspected promptly for concealed or unseen damage. If damage is found, call the freight carrier for inspection and notify Shipping and Receiving. Do not move the carton. An inspection by the carrier of any damage must be requested by the department within three (3) days of delivery to TTUHSCEP; otherwise, the carrier will not assume liability. The department must retain the damaged merchandise along with the shipping container and packing materials until an inspection is made by the carrier. After an inspection is made, the department should notify the vendor in writing, attaching the freight bill and inspection report to the correspondence so that the vendor can file a claim for damages.
4. **Shortages on Shipments.**
 - a. All freight bills noted with shortages will be attached to the Delivery Manifest and forwarded to the requisitioning department. Usually packages are located by the freight company and delivered to Shipping and Receiving on a "dead-head" (substitute) freight

bill thus completing the delivery of the shipment within a week.

- b. If the requisitioning department receives a shipment with a discrepancy in the quantity received, the department should allow two working days for a follow-up shipment that would cover the shortage, and thereafter, the department should contact the vendor concerning the shortage.
 - c. If there is a shortage inside of the packages received on any shipment, the requisitioning department should notify the vendor immediately.
5. **Duplicate Shipments.** If the department is notified in advance that a duplicate shipment is expected, it is the department's responsibility to notify Shipping and Receiving in writing. Email notification is acceptable; however it is the department's responsibility to require an acknowledgement. If the correspondence is received in time, the shipment will be refused. Otherwise, the requisitioning department must accept delivery from Shipping and Receiving until arrangements can be coordinated with the vendor for return or other disposition of the merchandise.
6. **Collect Charges and Freight Bills.** Bills of lading will be reviewed to determine if collect charges are applicable, and the recipient or recipient's department will be notified.
7. **Special Items**
- a. **Merchandise Requisitioned on Purchase Orders.** The requisitioning department is responsible for notifying Accounts Payable and/or Purchasing concerning merchandise or equipment purchased on a purchase order upon receipt and in the event of the following:
 - i. Damaged goods
 - ii. Discrepancies in item or quantities received
 - iii. Returns
 - iv. Requests for contract services to install voluminous or heavy shipments
 - v. Upon completion of installation/training

Notifications should be made through TechBuy. Contact Purchasing at PurchasingElp@ttuhsc.edu for assistance. Shipping and Receiving does not enter Receivers.

- b. **Medical Specimens.** Medical specimens and/or refrigeration required items will be given a priority delivery status. Shipping and Receiving personnel will not handle any container that leaks and will report the leakage to Safety Services immediately.
- c. **Radioactive Shipments or Receipts.** ALL radioactive packages are to be addressed to Safety Services to be checked before delivery to labs. The packages must be delivered to the proper location and are logged in by the General Services staff. The packages are isolated from other freight and Safety Services is notified to pick up the package/s; signature is required to collect the freight from General Services. Upon completion of the radiation check, Safety Services delivers the package to its destination.

El Paso – 5001 El Paso Dr. TX 79905
- d. **Compressed Gas Cylinder Shipments or Receipts.** All compressed gas cylinders will be processed through Shipping and Receiving. When the cylinder is empty and ready for pickup, please contact Shipping and Receiving. The caps must be returned on the cylinder. The user department is responsible for all demurrage charges. Any vendor problems involving compressed gas cylinders are to be directed to TTUHSC Purchasing. Shipping and Receiving can only answer questions regarding delivery.

- e. **Voluminous and Heavy Shipments.** Prior to delivery, the requisitioning department is responsible for coordinating with Shipping and Receiving to determine if sufficient manpower and/or equipment will be available to unload, transport, or set in place a large or heavy shipment. If in-house resources are not adequate, the requisitioning department is responsible for arranging for outside contractor support to coincide with the delivery of the equipment. Departments may want to consider including a statement in the original Purchase Order placing the responsibility for rigging expenses, removing all packaging and crating materials from agency's dock area at the time of uncrating. **Shipping and Receiving cannot store shipments.** The requisitioning department must make prior arrangements to delay delivery from the vendor or for storage of items unable to be immediately delivered.
8. **Non-deliverable Items.** The department should make arrangements directly with the vendor for delivery of items which may be more effectively handled by the department involved such as:
- a. Food products and kitchen supplies that were not purchased through Purchasing.
 - b. Laundry and dry cleaning items.
 - c. Items to be picked up for repairs or cleaning and returned to the original location by a vendor.
 - d. Items requiring installation by the vendor. Departments should notify Plant Operations and Safety Services of major equipment additions, changes, or modifications prior to scheduled delivery of equipment.
 - e. Live animals.
 - f. Personal items should not be delivered to the institution and will not be delivered. Employees are encouraged to review HSCEP OP 61.01, Use of TTUHSCEP Facilities, Equipment, Supplies and Services for Private Purposes Prohibited.
9. **Outgoing Shipments.**
- a. Transportation charges are the responsibility of the requesting department unless a call tag is to be issued by the vendor. Departments are responsible for contacting the vendor to arrange the call tag, then for contacting Shipping and Receiving to pick up the shipment. If a call tag is not received within five business days, the shipment will be sent back to the department.
 - b. Departments utilizing express vendors (FedEx, UPS, Lone Star Overnight, USPS, etc.) for their shipments are responsible for completing the appropriate form and attaching it to the shipment. Shipping and Receiving personnel will not pick up the shipment without a completed form and a valid FOP.
 - c. At a department's request, Shipping and Receiving staff will assist departments in obtaining best value and arrange pickup of shipment for voluminous or heavy items.
 - d. All outgoing shipments to be paid by a third party must include a valid FOP on the paperwork. In the event the third party does not pay, the requesting department will be charged.
10. **Returns**
- a. All returns should be coordinated with the vendor prior to notifying Shipping and Receiving that the item is ready to be picked up. Proper paperwork must accompany all return shipments. If an item was requisitioned on a purchase order, the department is

responsible for notifying Purchasing and Accounts Payable through the TechBuy system. For vendor specific return policies and procedures, contact the vendor.

- b. If a call-tag is not received and/or the return item is not picked up by a carrier within five business days, the item will be returned back to the department.

11. **Hours.**

All locations – Shipping and Receiving is open from 8:00am until 5:00pm each weekday, except for official TTUHSCEP holidays and days the institution is closed for inclement weather. Shipping and Receiving will be staffed on partial staff days, however no deliveries will be made. Departments may pick up items as needed.

12. **Departmental Delivery.**

- a. **Tracking.** Shipping and Receiving utilizes tracking software to manage the internal work flow of shipments. Tracking is based on vendor provided tracking number barcodes. An internal tracking barcode will be assigned to items that do not have vendor provided tracking barcodes. All delivery information will be kept on file for a period of three fiscal years plus current fiscal year. Items can be tracked internally through the Shipping and Receiving website at www.ttuhsce.edu/gs/shippingreceiving. A departmental representative **will be required to sign** for acceptance of deliveries.

- b. **Department Responsibility for Ensuring Proper Delivery.** Departments are responsible for providing vendors with the complete proper delivery address including building and room. Proper delivery address for departments utilizing the 5001 El Paso Drive address is as follows:

Texas Tech University Health Sciences Center El Paso
Department Name
Attn: Employee's Name
5001 El Paso Drive Building
El Paso, TX 79905

Proper delivery address when completing a Purchase Order is:

Contact Name Your Name
Phone Your Phone Number
Email Your Email Address TTUHSCEP
Rm/Building XXXX.
5001 El Paso Dr
El Paso TX 79905
United States