

UNIVERSITY OF NORTH CAROLINA

SCHOOL OF THE ARTS

UNC School of the Arts Central Receiving and Storage Manual

This manual includes general information and detailed procedures regarding the Central Receiving and Storage Facility

Revised: 4/01/2021

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Introduction

General Overview

The major purpose of the UNCSA Central Receiving and Storage facility is to plan, formulate and implement delivery and receiving procedures for supportive assistance to the University. Central Receiving and Storage has the responsibility for receiving and delivering all equipment, supplies, and surplus property in addition to long-term storage of records for the campus.

This facility will be used mainly as central records storage for departments on campus and includes office space for Campus Purchasing Services. Since it is difficult for large trucks to deliver to most buildings on campus and to avoid traffic flow disruptions, the facility will also serve as a central receiving point for merchandise, materials, and equipment for distribution to the University departments. Surplus property will also operate out of the facility. All items stored in the facility will be managed by an inventory control/bar coding system. This will provide the school with a reliable means to protect and manage University assets.

Mission Statement

The mission of the Central Receiving and Storage department is to provide efficient, reliable service in the areas of receiving, distribution and long-term storage of records. Our dedication to the University and its vision will ensure safe and prompt delivery of all equipment, supplies and surplus property to aid in the growth and education of our students as well as the administration and staff.

Goals

- Maintain excellent customer relations throughout the University.
- Enhance the automation of all functions within Central Receiving and Storage as well as Surplus Property.
- Deliver all received merchandise to the originating department in a timely manner. Keep Surplus Property Inventory consistently revolving through the useful life cycle and have surplus property picked up from the requesting department in a timely manner.
- Operate the Storage Warehouse under local, State and OSHA safety regulations and procedures.

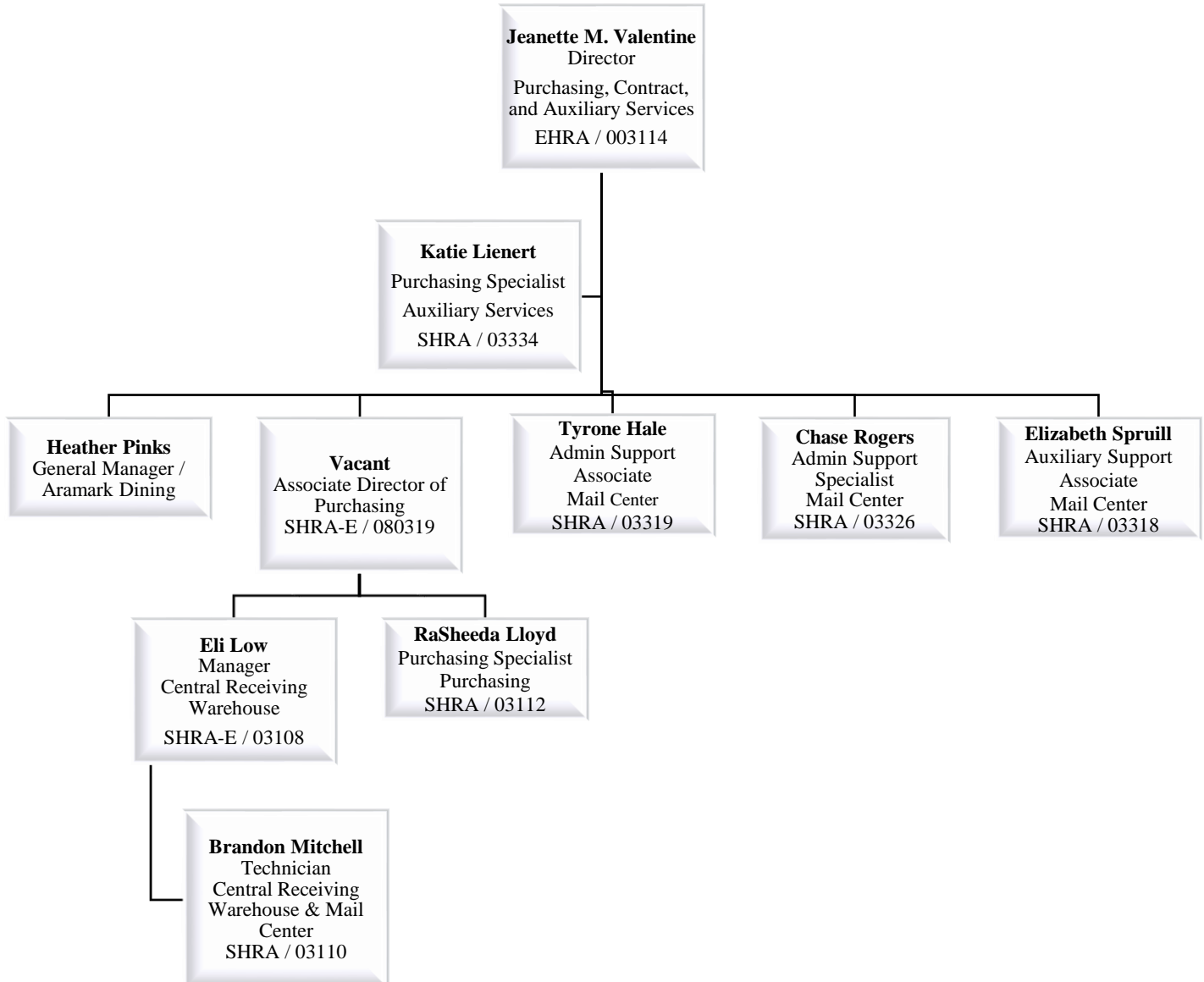
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General Roles and Responsibilities of Department

The General Roles and Responsibilities of the Central Receiving and Storage department are as follows:

- Receive merchandise, equipment, and other items ordered by campus departments. Log items into the Inventory Tracking System. Confirm quantities and description as stated on packing list. Check for damages.
- Deliver orders to departments in a timely manner to ensure smooth operations within the University. Departments will be contacted by Central Receiving Warehouse when the equipment / supplies are received to schedule delivery within the next 48 hours.
- All items received in the Central Receiving Warehouse are coded with a barcode for tracking purposes. These items are maintained on the Inventory Tracking System.
- Unassembled furniture and equipment shipped to Central Receiving / Storage is received and delivered to the appropriate department. It is the responsibility of the ordering department to make arrangements with the vendor for assembly.
- Delivery of heavy items (>500 Lbs.), bulky items or equipment requiring specialized handling must be arranged through an outside vendor and will need to be delivered directly to the department / office. Payment for specialized delivery shall be the responsibility of the department requesting the service.
- Act as a liaison between the University, vendors and freight handlers to ensure accurate delivery of items to the Central Receiving Warehouse.
- Communicate effectively with University Departments concerning Central Receiving deliveries and other activities that may affect them.
- Pick-up and delivery of Surplus Property for departments in a timely manner.

Purchasing, Contract, and Auxiliary Services



3 Hours of Operation

Normal Hours

Normal Hours of operation for the UNCSCA Central Receiving / Storage Facility are as follows:

Monday – Friday 8:00 am – 4:00 pm
Saturday – Sunday CLOSED

*****Appointment required to view Surplus Property*****

Daily Services (Monday – Friday)

Vendor Delivery to UNCSCA Central Receiving Warehouse

Warehouse delivery of packages to campus

Pick up of Surplus Property from Campus

Delivery of Surplus Property to Campus

- Priority delivery service can be arranged for orders that have Health and Safety requirements or spoilage items (chemicals, medicines, live specimens, etc.). The department must take responsibility to notify Central Receiving of such shipment and make arrangements for priority delivery.
- Hours of Operation are subject to change due to special events, adverse weather, etc. Any changes to the normal hours of operation will be announced in the Every Friday Email the Friday before changes occur.

Campus Purchasing Services / Central Receiving Offices

Jeanette M. Valentine Director of Purchasing, Contract and Auxiliary Services	336-770-3319
Vacant Associate Director of Purchasing	336-770-3320
RaSheeda Lloyd Purchasing Specialist	336-631-1589
Eli Lowe Central Receiving	336-631-1204
Brandon Mitchell Central Receiving Technician	336-631-1204

Central Receiving Warehouse (Physical Address)

University of North Carolina School of the Arts
Central Receiving and Storage Warehouse
65 East Acadia Avenue
Winston- Salem, North Carolina 27127

5 Operational Procedures

The University prefers that all shipments be made directly to the University Central Receiving and Storage Department; however, other methods may be authorized when time, type or size of shipment, location, etc. make an alternative more feasible. Shipments may arrive via truck, UPS, FedEx, USPS, etc. Departments are still responsible for the receiving of goods and services via the Banner_App_Receiving mailbox.

CENTRAL RECEIVING

Campus Delivery

Delivery from Central Receiving areas to the requesting department is by University vehicles and employees. During peak times of ordering, University Temporary Employees may be used to assist with the delivery of merchandise and equipment to campus. Deliveries are made to designated department receiving areas for acceptance by departmental personnel. It is not necessary to inspect contents of shipments of delivery; only verify the number of shipping cartons, when deliveries are made by Central Receiving. Should discrepancies or damage to contents be evident upon later inspection, report the discrepancies or damage to the vendor. Complete shipping information must be on label of item(s) ordered. Complete shipping information consists of: **Purchase Order # (if applicable), “Department” and “Attention to”**. Failure to provide this information may result in your items being returned to shipper and delayed.

When processing a requisition in the Banner System, use **Ship-To Code 068** for items to be shipped to the Central Receiving warehouse.

Exempt From Delivery to Central Receiving

A department may elect to have materials delivered directly to the department because of the nature or quantity of the materials involved. In these cases, the carrier is responsible for the materials until they are delivered to the requesting department's receiving area. The receiving individual will be required to sign the common carrier's bill of lading. It should be noted that all shipments of this type should be prepaid freight. Examples of orders **exempt** from Central Receiving and delivered directly to departments are listed below:

Printing Orders (any item ordered from a printing service that will be delivered to campus)

Library Book Orders

Delicate Equipment (Such as musical instruments)

Repair Orders

Maintenance Contracts*

Major Furniture Shipments – most furniture deliveries include installation.

Gasoline Orders

Vehicle Orders

Rental Orders – unless being shipped to the campus.

All Hazardous Chemicals

Large orders requiring specialized delivery (such as large metal, wood shipments and pianos)

Large Orders / Bulky Items delivered to Facilities Management (Custodial Supplies, Mowers, etc.)

*Denotes equipment that requires vendor installation and demonstration.

Damages/Discrepancies

If the merchandise is damaged, or a shortage or overage is discovered after delivery, all packing material and shipping cartons should be retained until an inspection report is received from the supplier and instructions are obtained as to the disposition of the damaged materials and the shipping carton and packing.

If damage is discovered by Central Receiving Staff during unloading of the carrier or inspection of items, merchandise will not be accepted by the Central Receiving Department. Central Receiving will notify the carrier and the department so that the vendor can be contacted concerning credit for or replacement of the damaged merchandise through the vendors' damage policy and notify the department of the return or delay.

Note: If there is damage on direct deliveries, do not receive or sign for the shipment; notify the Vendor for their return procedures immediately.

Incoming Shipments

Central receiving personnel accept shipments, inspect for visible damage, note number of shipping cartons received, campus delivery point, purchase order number, etc., and prepare for delivery to departments. Central Receiving does not store items. Departments are responsible for storage of items ordered.

Upon receipt of equipment or supplies at the Central Receiving Warehouse, the Department will be contacted by Warehouse personnel and delivery scheduled (within 48 hours). Departments should be prepared to accept delivery of the items. Central Receiving personnel will attempt delivery of the merchandise as the specified time. If the department / office is not available for delivery, one re-delivery will be attempted the following day. After the two initial attempts, the department / office will be responsible for pick-up of the items within 24 hours from the Central Receiving Warehouse due to space constraints.

Return of Merchandise

Departments needing to return materials to a vendor should contact the Vendor and, give the reason for the desired return. The Department should secure permission from the vendor for return of the materials, and should obtain shipping instructions. No supplies or equipment should be returned to a vendor without first obtaining the vendor's permission and shipping instructions. Return of items shipped by UPS, FedEx, USPS, and motor freight will be handled by the University Central Receiving Department once the Department has made arrangements for the return and forwarded all of the paperwork to Central Receiving personnel. All returns will be kept in the Department until proper paper work or return address labels are obtained from the vendor and scheduled to be picked up. Once the item is ready for return, please contact Central Receiving to pick it up.

Receiving and Delivery Procedures

- Upon receipt of packages, the package is logged into the Inventory Tracking System.
- Packages that arrive without a Purchase Order number or University contact name and number may be delayed until accurate information can be obtained by the Purchasing Department.
- A Central Receiving report will be generated in the Inventory Tracking System.
- Packages are prepared for Campus delivery to the appropriate departments and offices.

- Central Receiving will sign for the package when it is received from the carrier. The department will sign when the package is received from Central Receiving.

CENTRAL STORAGE

Long-Term Records Storage Procedures

- Upon notification from department, Central Receiving personnel will pick up the Banker's Box* of material, which will need to be labeled with the following:
 - Type of Records (Purchase Orders, Employee Records, etc.)
 - Date Span of Records
 - Department Name
 - Fiscal Year
 - Shred Date
 - If boxes need to be filed in a sequential order, please number the boxes accordingly.
- Banker's Box will be barcoded and assigned a bin number in long-term storage.
- If the files need to be reviewed, a 24 hour notice is required. Submit a request, via email, to Central_Rec@uncsa.edu. Department will need to come to Central Receiving to review – items will not be delivered to the department.

SURPLUS PROPERTY

Surplus Property Procedures (To remove from your department)

- Assure that your items are ready to leave your department prior to completing any paperwork, i.e.: filing cabinets and drawers are emptied, hard drives have been removed from computers, fax and copy machines (call the IT helpdesk and submit a ticket).
- Fill out the Inventory Action Form listing all items that you would like to send to the Surplus Property Warehouse. Include the condition of each item, any model or serial #s, as well as fixed assets tag #s when applicable.
- Email the Inventory Action form to the Department Approver for electronic signature.
- Once signed, please email form to surplus@uncsa.edu
- The Surplus Property dept. will contact you within 48 hours to arrange for pick-up of your items.
- Pick Up of heavy items (>500 Lbs.), bulky items or equipment requiring specialized handling must be arranged through an outside vendor and will need to be delivered directly to the destination (landfill, metal recycling, etc.) after approval for disposal has been received from State Surplus Property Office. Departments will be responsible for associated charges when special handling is required.

Surplus Property Shop Procedures (to have items transferred to your department)

- Complete an Inventory Action Form checking the box for a Department Transfer.
- List the item requested using the item # provided on the Surplus Property Shop.
- The location of the item will always be “Surplus Property”
- The condition will be “good”
- Insert your department info in the box titled “Department Receiving Item”.
- Leave the “Department submitting request” box empty
- Email form to surplus@uncsa.edu
- The surplus property dept. will contact you within 48 hours to arrange for delivery of your item.

6 Central Storage Facility Guidelines

For those departments with designated storage areas - access to stored materials will be available Monday – Friday from 8:00 am until 5:00 pm. It will be the responsibility of those departments to keep their designated spaces organized, clean, and free of trash.

Any department not meeting these requirements will receive a written warning from the Central Storage Manager. Corrections shall be made within 5 business days or further action will be taken as deemed necessary by the Central Storage Manager.

Please be advised that NO Hazardous Material may be stored in any part of the Departmental Storage Facility.