Welcome To Central Receiving

Mission
The Central Receiving Department’s mission is to ensure accurate receipt, inventory, and prompt distribution of all merchandise received, and also to provide quality expedient processing of outgoing shipments.

Purpose
The purpose of Central Receiving is to provide a central point of delivery for goods purchased by the University to facilitate the efficient delivery by carriers and the issuance of necessary receiving reports.

The purpose of this User Guide is to walk you through the steps necessary to arrange for the receipt of items ordered by your department and to follow-up on damaged or otherwise inappropriate merchandise.

Our services include:
- Receiving all inbound freight for the university that is shipped to our main Central. Receiving dock located at the rear of the Herman Westfall building on Harmon Ave.
- Assisting with processing loss, shortage, damage claims, and returns to the freight carriers and vendors.
• Routing all freight (purchase order and non-purchase order shipments) received at our main dock to the appropriate end user.

Applicability
This User Guide serves as a source of instruction and reference to UNLV administrators, supervisors, and staff for standard Central Receiving procedures.

References
• Department of Delivery Services policy concerning receipt and shipping of accountable parcels
• ASTM STANDARD E2605-08 Standard Practice for Receiving Property

Contact
Questions concerning this Guide should be addressed to the Central Receiving Department at (ext. 5-3212).
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General Information

Hours
Monday – Friday, 8 a.m. – 4 p.m.
Closed on weekends and holidays.

Location
Herman Westfall Building located on the South side of Harmon

Mailing Address
Main Campus address: Shadow Lane Campus
4505 S. Maryland Parkway 1001 Shadow Lane
Las Vegas, NV 89154-XXXX Las Vegas, NV 89106

Web page
http://delivery.unlv.edu/receiving

Phone Numbers:
General information..., package tracking, problem resolution, etc.
Main Campus: Shadow Lane Campus:
(702) 895-3212 (702) 774-2381/2382
Fax- (702)-895-2906 Fax- (702) 774-2384
The Receiving Process

Receipt of Materials

Central Receiving will receive all incoming packages and motor freight marked for UNLV. Incoming packages should be marked with an individual, department name, a purchase order number, and mail stop: without this information, the intended consignee of an item cannot be tracked, and delivery cannot be made.

The Delivery Service’s staff will count the specified number of packages on the freight bill and verify that all have been delivered. The inbound label should reflect the following example:

First & Last name       John Doe
Bldg. Code & Room #, Mail Stop  CSB 241, Box 451044
Street                         4505 S. Maryland Pkwy.
City, State & Zip–Mail Stop   Las Vegas, NV 89154-1044

The following steps and procedures are performed by the Central Receiving staff:

- A visual inspection, for damage to the carton or container, at the time it is off-loaded from the carrier truck.
- Verify the number of packages indicated on the freight bill.
- Enter the item(s) into the Trackpad tracking system, which will track the item throughout the receiving and delivery process. The item is classified as “Received” at this stage in the process.
- Identify the appropriate end user and make the final delivery to the department location.

Special Handling

Materials will be processed through Central Receiving on a First In First Out basis unless the nature of the material dictates special handling. Special handling exceptions may include:

- All air and overnight shipments.
- Materials on dry ice or frozen.
- Live animals (crickets, etc).
• Blood and blood platelets.
• Packages labeled “refrigerate immediately,” “freeze upon arrival” or “special handling” instructions.
• Radioactive materials and controlled substances.
• Chemicals, compounds and liquids.

Items not accepted by Central Receiving
Items that cannot be processed by Central Receiving include the following:
• Live animals, any department ordering live animals should make arrangements to have them
delivered directly to the department’s desired location.
• Items ordered by contractors for work being done at the University. These items are to be delivered
by the carrier directly to the contractor.
• Materials for the Bookstore, Sodexho Food Services, the Thomas and Mack Center, and the US
EPA.
• Central Receiving will not accept COD or “Bill to Receiver” packages.
• Merchandise that is personally owned and not property of the University

Addressing Packages
Packages not properly addressed may not be accepted by Central Receiving or may not make it to the
requesting department as quickly as it should. Please adhere to the following guidelines regarding proper
addressing of packages by vendors.
• Package must be marked by the vendor on the outside of the package.
• Recipient's name (first and last) must be on the package.
• Recipient's telephone extension must be on the package.
• Recipient's building and room number must be on the package.
• Recipient's Mail stop.
Purchase Order-Related Packages

- P.O. number should be clearly marked on the outside of the package and on the packing slip.
- All packages must be delivered with a packing slip on the outside of the box.
- Recipient's name (first and last), department, telephone extension, and building and room number should all be listed on the box and/or packing slip.

Non-PO / Purchase Card Related Purchases

- Packages must have the recipient's name (first and last) and telephone extension.
- The recipient's physical address (building, and room number, must be clearly marked on the outside of the package(s).

Damaged Freight

Central Receiving is responsible for distributing packages to the ordering departments. Departments are responsible for inspecting the contents and condition of delivered goods in a timely manner and resolving problems related to order discrepancies and concealed damage with the vendor.

Once a package has been delivered to the department, a representative must inspect the contents as soon as possible (ideally, within 24 hours) for concealed damage, unidentifiable items, and items not conforming to specifications or other discrepancies.

If the material or equipment must be installed to verify if it is acceptable, the department should arrange to have this procedure completed as soon as possible.

If there is damage, the representative should contact the vendor, within 24 to 48 hours of receipt, for assistance in filing a claim with the carrier. The department should preserve all portions of the container and wrappings for the carrier's physical inspection.

Incorrect Item

If a shipment does not contain correct materials, the department should contact the Purchasing Department.
Discrepancy

Always verify your order upon receipt. Notify the Purchasing Department immediately of any discrepancies related to the delivered material.

Sometimes a shipment arrives with a problem, which may include damage, missing items, overages, or shortages. All problems with shipments must be reported to the vendor or carrier, depending on the nature of the problem. If a problem most likely occurred in transit, such as damage to the container, then a freight claim will need to be filed with the carrier.

If it is obvious to Central Receiving that a shipment is damaged, Central Receiving will notify the department and assist with filing the appropriate claims. Immediate action is necessary to comply with the time limits set by carriers for filing damage claims.

Holding Freight

Parcels that the Central Receiving staff cannot identify will be handled by the task presented below. The parcels will be placed on the Parcels to be Claimed list, located at the Delivery Services website at: http://apps.telecom.unlv.edu/DeliveryWebForms/Parcels/Search

To claim a parcel on hold that is yours, simply select the parcel and complete the delivery information to have it delivered to you. http://apps.telecom.unlv.edu/DeliveryWebForms/Parcels/Surplus

After 60 days, if the item is not a purchase order, it will be sent to the surplus department. If the package is a purchase order, Central Receiving will wait 90 days before sending the parcel to surplus.

Storage

Central Receiving does not have a designated area for storage of received materials. However, under certain circumstances, departments may make special arrangements with Central Receiving by ext. 5-3212.
If approved, arrangements may be made to store materials for up to two weeks. These arrangements should be made prior to scheduled delivery. Prior to storage, a department representative must sign for the package and validate its contents.

Items not accepted within 30 days will either be transferred to offsite storage, with all applicable fees charged to the responsible department, or delegated as surplus property.

**Personal Property**

Central Receiving prohibits the use of its resources for receipt, or delivery of personal material. Personal materials should be addressed to the individual's home. If personal packages are received at the Central Receiving facilities, the recipient will be contacted and directed on the proper procedures for receiving personal property. Neither Central Receiving, nor the University will be responsible for the material, if it is delayed, damaged, or lost.

**The Delivery Process**

**Delivery of Materials**

Central Receiving will deliver all inbound materials to the ordering department, except materials requiring special handling and/or installation by the vendor. Shipments will be delivered to the designated delivery area for the department indicated on the package or purchase order, unless other delivery instructions are received, prior to the receipt of the material.

Deliveries to departments are usually made within 3 working days, after receipt by Central Receiving. All priority overnight, next day, second day or other expedited packages will be delivered to the departments on the same day they are received at the receiving warehouse, if receipt at the Receiving warehouse is by 12:00 P.M., otherwise delivery will be made on the next working day.

If a customer is unable to wait for delivery he/she should notify the Receiving Clerk (ext. 5-3212), and telephone notification will be made when the package reaches Central Receiving.
Ordering department personnel are responsible for notifying the Central Receiving of frozen, refrigerated, or otherwise perishable or sensitive items that require special processing and expedited service.

Central Receiving will take every precaution to protect these items, and they will be given priority for timely delivery to the requesting departments. If a department wishes to flag a particular package for priority delivery, please contact Central Receiving at (ext. 5–3212).

Upon delivery, our driver will be required to obtain the signature of the individual accepting the materials for the requesting department. The number of cartons delivered should be verified against the delivery log before signature.

When the driver leaves, the requesting department should verify the contents of each carton against the purchase order. The driver will not be responsible for opening cartons, stocking shelves, installation or assembly of items received.

Installation or assembly requirements should be requested on the requisition, so that the Purchasing Department may include them in the purchase order to the vendor. Departments may also choose to have installation or assembly performed by the University’s Facilities Management. Departments, however, are advised to communicate their requirements to Facilities, before submittal of these requisitions to the Purchasing Department.

Central Receiving’s responsibility for the delivery is complete upon obtaining a signature for the material from the department. Subsequent relocations of the material are the responsibility of the ordering department.
**Package Inquiry and Tracking**

If a department needs to inquire about a package not yet received the customer should go to the Delivery Services website at:

http://delivery.unlv.edu/tracking

From this site you can determine whether the materials have been delivered to the university. Type the Tracking Number in the applicable shipping company (UPS, FEDEX, DHL or US Mail) block, and then select the “Track …” button.

Or you can go directly to the carrier website at:

**UPS**


**Federal Express**


**DHL**

http://track.dhl-usa.com/TrackByNbr.asp?nav=TrackBynumber

If your package has been delivered to UNLV, please visit our internal tracking system at this web address:

http://trackpad.sysapps.unlv.edu/search/step1.aspx

As a final resort the department may call Central Receiving, at (ext. 5-3212).

When calling to inquire about a package, please have the following information available:

• Purchase order number, if applicable

• Name and address of sender

• Carrier name (FedEx, Airborne, UPS, etc.)
• Carrier assigned tracking number
• Department and recipient at UNLV
• Building and room number

The Shipping Process

Shipping

Central Receiving is responsible for the shipment of all outgoing campus packages other than those sent through the U.S. Mail.

Shipments up to and including 150 lbs. will be made via Fed Ex; packages over this weight will be shipped via Fed Ex Freight.

To ship material via Fed Ex, complete a Shipping Authorization Form from the Delivery Services web site at: http://apps.telecom.unlv.edu/DeliveryWebForms/Shipping

In order to ensure same-day shipment of a package, all packages must be received before 2:00 P.M.

Items for shipping may also be dropped off at the Central Receiving the Herman Westfall Building (HWB). Fed Ex pickup of outgoing packages is at or about 3:00 P.M. each day from the Receiving warehouse.

A pickup request can be completed on the Delivery Services web page at: http://apps.telecom.unlv.edu/DeliveryWebForms/PickupRequest. If you need assistance with completing the pick-up request, please contact Central Receiving as (ext. 5-3212).

Outgoing Fed Ex or freight items should not be sent to the Shipping Department via Mail Services. Instead, submit a pickup request for pickup. Please be sure the Shipping Authorization Form is completed.
Delivery Services does not provide packaging services, other than the standard materials supplied by FedEx and small packages for a minimal charge. Central Receiving can provide information on proper packaging techniques. Generally, items being returned to the vendor should be shipped in their original packaging.

If the item being shipped is very large or very heavy, a crate may need to be built for shipment. In this case, the sender should contact Facilities Maintenance. Facilities personnel are skilled and equipped to build any type of shipping container that may be required. Facilities Maintenance may charge for this service.

Before requesting a pickup that needs postage, please be sure the Shipping Authorization Form is completed.

If the package has a pre-paid shipment label, then a completed Shipping Authorization Form is not required.

**Parcel Pick-Up**

A pick up request for outgoing parcels or freight items can be completed on line via the Delivery Services website at:

http://apps.telecom.unlv.edu/DeliveryWebForms/PickupRequest

Before requesting a pickup, please be sure the Shipping Authorization Form is completed.

If the package has a pre-paid shipment label, then a completed Shipping Authorization Form is not required.

**Return to Vendor**

Departments are responsible for securely packing items for outbound shipment, obtaining a vendor return authorization (if applicable), and placing labels on all items to be shipped, before Central Receiving picks
them up. Please label all packages being returned with the return authorization number and the original purchase order number.

**Relationship with FedEx**

FedEx is the preferred carrier for all university inbound and outbound freight in order to more effectively meet the needs of the campus community. Delivery Services has worked with FedEx so that freight is billed to the University at the discounted rate separate from the vendor charges for the Purchase Order. This change in process breaks the freight charge out of the Purchase Order amount and creates a separate bill to the department for this (currently this is sent to the department as a shipping authorization and future efforts will attempt to simplify this process and include freight charges in the monthly mail billing process).

Again, this new partnership with FedEx creates a reduction to the department in the freight amount from what would have been paid in the past (approximately 25%), but departments will now see a separate bill outside of the PO total. For more information visit the Delivery Services website at: [http://delivery.unlv.edu/](http://delivery.unlv.edu/)

**Frequently Asked Questions**

I signed for a package and I can't find it?

Delivery Services responsibility for the delivery is complete upon obtaining a signature for the material from the department.

My equipment was delivered but I need it moved to a different location, how do I get the equipment moved?

Subsequent relocations of the material are the responsibility of the ordering department.

I have a very important priority package being delivered, when can I expect delivery?
All priority, overnight, next day, second day, or other expedited packages will be delivered to the departments on the same day they are received at Delivery Services, if receipt at Central Receiving is by 12:00 P.M.

All packages received by Delivery Services that do not possess any sort of expedited indication will be delivered to the department within a maximum of three working days.

**Can I pick up my package from the warehouse?**

If a customer is unable to wait for delivery he/she should notify the Receiving Clerk (ext. 5-3212), and telephone notification will be made when the package reaches Central Receiving.

**I ordered furniture that needs to be assembled. Does Central Receiving assemble the Furniture for me?**

It is the responsibility of the requesting department to make arrangements for the assembly of the merchandise.

**How do I return products to the vendor?**

The vendor will offer instructions to the department on returning goods to them. This may include a “call tag” issued by the vendor to have the merchandise picked up and possibly a Return Merchandise Authorization (RMA), and identification number for the vendor. Information such as shipping, associated costs, restocking charges, and packaging may be other instructions given by the vendor.

**NOTE:** RMA number are return authorizations and are not account number to pay for the shipping. If a “call tag” is not issued then a valid account number must be submitted to process the shipping.

**Can new items (furniture, file cabinets, etc), that cannot be put to immediate use be stored at Central Receiving? Examples: if remodeling is in process, or if there is not available space in your department.**

Yes, but only if receiving is contacted in advance and enough space is available in the warehouse. Prior to storage, a department representative must sign for the package and validate its contents.

**Why does delivery Services not allow direct deliveries from the carriers?**
UNLV has adopted a closed campus policy for the safety of the campus community. Allowing those carriers to attempt direct deliveries would create extra vehicles on campus, driving on sidewalks and pathways designed for pedestrian and not vehicle traffic. To further complicate matters, commercial carriers will deliver to only one location per address, and the entire Maryland Parkway campus shares a single mailing address.

In addition, a vital role of Central Receiving is to provide a third party check and balance system to provide proof of merchandise receipt and delivery for the purpose of releasing payment. Other complications would arise if Inventory Control was unable to bar code the required equipment in Receiving, causing more of a disruption to the inventory cycle.

**Why does Central Receiving only deliver to the department office?**

Delivering to a department office assures that someone is available to accept receipt of the delivery. Faculty member are extremely busy and are not always present to accept deliveries. The absence of a faculty member from his office may require several trips to the same location negatively impacting delivery times and increasing customer dissatisfaction.

**Why does Central Receiving not service off campus entities?**

Central Receiving does not currently have sufficient staff nor equipment (things such as trucks, etc.) to enable it to provide regular deliveries for off-campus entities. Many off campus locations possess a mailing address separate from the university’s main mailing address of 4505 South Maryland Parkway. Those customers should feel free to utilize their own mailing address to ensure timely receipt of their materials.

**Why does it take so long to get Computers and peripherals delivered?**

All computers must be bar coded or recorded in the UNLV property control system by Inventory Control and then they are sent to the Office of Information Technology for further processing. Once delivered to the Office of Information Technology, Delivery Services’ part of the process has been completed. The average amount of time it takes Delivery Services to receive, record it into the inventory system, and deliver to the Office of Information technology is 3 working days.