

Guidelines for Tracking/Receiving Packages with Signature Requirements

I. INTRODUCTION

The primary responsibility of the Receiving department is to establish and implement procedures for the receipt, documentation and distribution of official university goods, materials, equipment and supplies in support of university-related functions.

II. PURPOSE

The purpose of this guide is to acquaint the campus community with the services available through Central Receiving and the procedures necessary to obtain those services.

Central Receiving is the primary point to receive, document and redistribute all incoming material.

III. LOCATION AND HOURS OF OPERATION

We are located at 70 Sewell Street, Glassboro, NJ 08028.

We are open Monday through Friday 7:00 A.M. to 4:30 P.M for Receiving.

Deliveries are made from 8:30 A.M. to 2:30 P.M. each day.

IV. CONTACT INFORMATION

JAMES GEORGE-Supervisor: (Office) 856-256-4947

DANNY LOCANTORA-Store room: (Office) 856-256-4611

V. RECEIVING PROCEDURES

All material, equipment and supply purchases procured by the University are accepted by Central Receiving with exception of any items/materials that are picked up in-person or delivered directly to specific department locations. Incoming shipments are checked for visible external damages and are scanned into our tracking system. Central Receiving will not open a box and count the contents of the box to verify if the quantity agrees with the actual count on the packing slip. Packages that appear damaged on the outside will be returned.

Central Receiving does not accept C.O.D. shipments. The C.O.D. deliveries will be refused and returned to sender. Any package that is not addressed properly, (i.e. No name, no department or does not have PO or Requisition number on the shipping label), will be returned as well.

VI. RECEIPT AND PROCESSING OF SHIPMENT

Once a shipment has been signed for by a Central Receiving Team member, the tracking number is then recorded into the Web Tracking System (WTS), thus producing a label that is used to record additional information such as the name of the person the package is being delivered to, the name of the department and the tracking number. If a tracking number is not in our system, we did not receive the package.

- A. All computer and computer related products are delivered to IRT
- B. All DHL deliveries must be delivered into the Central Receiving warehouse
- C. All delivery drivers must get a valid Central Receiving team member signature and the employee must print his or her name and the date the package was received.
- D. All departments need to notify the shipper that their drivers are not allowed to leave a package at Central Receiving without a valid Central Receiving staff's signature, printed name and date the delivery was made. Shippers/carriers are not allowed to leave packages on the Dock without a Central Receiving employee's signature.

VII. TRACKING PACKAGES FROM CENTRAL RECEIVING

In the event that a department is missing a package that a vendor/shipper claimed was delivered to Central Receiving, the department needs to notify Central Receiving regarding the missing package within five days of the expected delivery date. Before you call Central Receiving to track a package, please make sure that:

- A. Shipments coming to you must read exactly the same as it appears in the Campus Directory.
- B. If you would like to pick up your shipments please let us know ahead of time and bring ID
- C. Please remember we receive thousands of packages each month. Therefore, we will need as much information as you can provide to track and locate your shipment if we received the package in question. The more information you provide us, the less time it will take us to find your package.