HSC OP: 63.05, Central Shipping and Receiving

PURPOSE: The purpose of this Health Sciences Center Operating Policy and Procedure (HSC OP) is to establish guidelines for receipt and shipment of supplies or equipment at TTUHSC. Terms used in this HSC OP reflect the Abilene, Amarillo, Lubbock, and Permian Basin campuses. The other campuses shall substitute the designated department name responsible at each respective campus location.

REVIEW: This HSC OP will be reviewed on September 1 of each odd-numbered year (ONY) by the Director of General Services-Lubbock in coordination with corresponding Directors at the Regional Centers, with recommendations for revisions forwarded to the Executive Vice President for Finance and Administration by September 15.

POLICY/PROCEDURE:

1. **Shipping and Receiving Responsibilities.** Shipping and Receiving is responsible for receiving supplies and equipment ordered by TTUHSC 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. 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.

   The Director of General Services, or designee, is authorized to open and distribute, or return unidentified or otherwise non-deliverable items. An item is considered unidentified if it does not have any of the following information in the address or the information is not valid:
   - STOP (Substitute building and/or room number for all locations except Lubbock. STOP number is required when using the 3601 4th Street address.)
   - Department Name,
   - Intended Recipient’s Name,

   Unidentified mail that is marked "Personal" and/or "Confidential", or the intended recipient is unknown, will be returned unopened to the sender. By opening undeliverable items, Shipping and Receiving is not assuming responsibility for verifying content.

   Shipping and Receiving will not uncrate large items. It is the department’s responsibility to go to Receiving, uncrate items, inspect for damages, remove all crating materials, and arrange for delivery.

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 TTUHSC; 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 purchasing@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 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.
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/Facilities 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 to the individual. Employees are encouraged to review [HSC OP 61.01](#), Use of TTUHSC 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 three 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. 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**

    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. If a call-tag is not received and/or the return item is not picked up by a carrier within three 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 TTUHSC 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. Abilene

All deliveries will be made through the receiving area at 1674 Pine.

*Departmental Responsibility for Ensuring Proper Delivery:* Departments are responsible for providing vendors with the complete proper delivery address including building, room and a contact name:

- Texas Tech University Health Sciences Center
- Department Name
- Attn: Employee’s Name
- 1674 Pine Street
- Abilene, TX 79601

*Proper delivery address when completing a Purchase Order is:*
- Contact Name
- Phone number of contact
- Email
- Building/Rm
- 1674 Pine
- Abilene, TX 79601
- United States

*Voluminous and Heavy Shipments:* The Abilene Campus does not have a loading dock, requisitioning departments should not order dock to dock and all delivery vehicles should be required to have a lift for heavy load. Prior to delivery, the requisitioning department is responsible to determine if sufficient manpower and/or equipment will be available to unload. If additional assistance is needed it is the department responsibility to coordinate with the department of Facilities, Operations & Maintenance (FO&M). The FO&M supervisor will determine if additional service charges may apply for Voluminous and Heavy Shipments.

*Compressed Gas Cylinders* are to be delivered directly to the ordering department by the vendor.

*Radioactive Shipments.* ALL radioactive packages are to be addressed to Safety Services and must be checked and logged in before delivery to the labs.

*Medical Specimens.* Medical specimens and/or refrigeration required items will be delivered directly to the labs or requisition department.

b. Amarillo

The Amarillo campus of TTUHSC has multiple shipping and receiving sites.

Freight at 1400 Wallace Blvd. is received at the dock by General Services. Packages are counted and inspected for visible damage prior to signing for the freight. All packages received are entered in a log book and the recipients are notified either by email or phone. Recipients come at their convenience to pick up their packages and are asked to sign for their freight. Any concealed damage that needs to be reported is the responsibility of the end user.

Freight deliveries addressed to 1400 Coulter for less than pallet loads are delivered to a freight room on the 1st floor and signature is obtained for delivery from the front desk reception staff. If the vendor indicates there is a cold package, the reception staff will locate the package and contact the receiving department to come pick up that package. Remaining packages are delivered by a part time student in the afternoon. Full pallets of freight are dropped off in the dock area. Drivers come to the reception desk to ask for a contact person to come inspect and sign for
the freight. Departments send someone to come take care of this. Compressed gas cylinders are delivered directly to the ordering department by the vendor.

Freight for 1300 Coulter and 1310 Coulter is to be delivered to the Amarillo Research Building at 1406 Coulter. Small packages are delivered to the front desk in that building and are entered in a log sheet. Recipients in that building are notified by email to come and pick them up after signing for the package from the receptionist. Freight that belongs to the main School of Pharmacy building and Pharmacy Academic Classroom building is delivered by a part time student. Compressed gas cylinders and large freight items are delivered to the dock area. The receptionist in the building notifies the recipient by way of email that they have items to be picked up. There is no tracking or signature log for these large deliveries.

c. Lubbock

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. A departmental representative will be required to sign for acceptance of deliveries. In the event of computer failure, a log will be utilized. 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.ttuhsc.edu/gs/shippingreceiving.

Departmental Delivery. Shipping and Receiving will provide delivery of items to one location per STOP number. This location should have adequate space to handle incoming deliveries, and should be staffed with, or be in close proximity to, a department representative who has authority to accept and sign for deliveries. The departments are then responsible for internal distribution. The Shipping and Receiving Supervisor must approve the departmental location for normal deliveries. Compressed gas cylinders (refer to item 7d) and voluminous or heavy shipments (refer to item 7e) are exempt and will be delivered accordingly.

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. Exception: Permian Basin - Compressed gas cylinders are delivered directly to the ordering department by the vendor.

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.

Departmental Responsibility for Ensuring Proper Delivery. Departments are responsible for providing vendors with the complete proper delivery address including STOP. Proper delivery address for departments utilizing the 3601 4th Street address is as follows:

Texas Tech University Health Sciences Center
Department Name
Attn: Employee’s Name
3601 4th Street STOP XXXX
Lubbock TX  79430-XXXX
Proper delivery address when completing a Purchase Order is:

- **Contact Name**: Your Name
- **Phone**: Your Phone Number
- **Email**: Your Email Address

TTUHSC
3601 4TH ST
**Rm/Building** STOP XXXX.
Lubbock TX 79430-STOP
United States

Shipping and Receiving utilizes the STOP number for tracking and delivery purposes. Shipping and Receiving does not deliver according to room numbers. In the event that the item is undeliverable, the Director of General Services and delegates are authorized to open only to determine delivery point. Only items that do not indicate STOP, department and employee name are considered undeliverable. Most items without proper delivery information will be returned to sender unopened.

*Outgoing Shipments.* 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. **The Permian Basin**

Incoming freight and packages are distributed by Mail Services. Please refer to HSC OP 57.01. Compressed gas cylinders, voluminous and heavy shipments are to be delivered directly to the requisitioning department.