HSC OP: 63.05, **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 items to and from TTUHSC.

**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 Campus Business Officer (CBO) at each campus, with recommendations for revisions forwarded to the Vice President and Chief Financial Officer by September 15.

**POLICY/PROCEDURE:**

1. **Department Responsibilities**

   A. **Departmental Responsibility for Ensuring Proper Delivery.** Departments are responsible for providing the complete proper delivery address at all times. Items without complete address information may never reach the intended destination.

      When placing orders using a PCard, confirm the delivery address with the vendor. This is especially important since multiple departments may order from the same vendor.

      Before you place an order using a purchase order, check your TechBuy profile. [Instructions for Changing TechBuy profile](#). If the purchase order is correct and the vendor shipped to a different address, contact the vendor and let them know that the shipping address on every order MUST match the PO.

      For help in determining the correct address to be used, contact Central Receiving, Mail Service, or the Campus Business Officer (CBO) for your campus.

   B. **Radioactive Shipments or Receipts.** ALL radioactive packages are to be addressed to Safety Services to be checked before delivery to labs. Upon completion of the radiation check, Safety Services delivers the package to its destination.

      Amarillo – 1400 Wallace Blvd., Amarillo TX 79106
      Lubbock – 3601 4th St Stop 9020, Lubbock TX 79430-9020

      Any questions should be addressed with Safety Services prior to placing an order.

   C. **Special 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:

      Food products and kitchen supplies that were not purchased through TechBuy.

      Laundry and dry cleaning items.

      Items to be picked up for repairs or cleaning and returned to the original location by a vendor.

      Items requiring installation by the vendor. Departments should notify Facilities & Safety Services of major equipment additions, changes, or modifications prior to scheduled delivery of equipment.

      Live animals.
Compressed Gas Cylinder(s). Exception: Cylinders for use at the Lubbock main campus – 3601 4th Street are processed through Receiving.

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.

D. Merchandise Requisitioned on Purchase Orders. The requisitioning department is responsible for notifying Accounts Payable and/or Purchasing through TechBuy concerning merchandise or equipment purchased on a purchase order upon receipt and in the event of the following:

- Damaged goods
- Discrepancies in item or quantities received
- Returns
- Requests for contract services to install voluminous or heavy shipments
- Upon completion of installation/training

Contact Purchasing at purchasing@ttuhsc.edu for assistance.

E. Damaged Shipments. 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. 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.

F. Shortages on Shipments. If the requisitioning department receives a shipment with a discrepancy in the number of boxes received, the department should allow two working days for a follow-up shipment that would cover the shortage. If there is a shortage inside of the packages received on any shipment, the requisitioning department should notify the vendor immediately.

G. 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.

H. Opening of items by Departments. Items should only be opened by the intended recipient’s department.

I. Ownership. 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. Do not send personal items to the institution.

2. Central Shipping and Receiving. Centralized Shipping and Receiving departments are established at certain campuses throughout the institution. Contact Central Receiving, Mail Service, or the Campus Business Officer (CBO) for your campus for help in determining the correct delivery point for your address.

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.

Amarillo

Delivery acceptance. Freight for 1400 Wallace Blvd. is received at the dock by General Services staff. Packages for the Coulter campus buildings are received at 1400 Coulter, Room 1003 unless other arrangements have been made prior to delivery.

Departmental Delivery. Packages will be delivered to one location per department. This location should have adequate space to handle incoming deliveries, and should be staffed with, or 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 Freight Supervisor must approve the department location for normal deliveries.

Voluminous & Heavy Shipments. Prior to delivery, the requisitioning department is responsible for coordinating with 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 receiving area at the time of uncrating.

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.

Outgoing shipments. Outgoing shipment arrangements, including payments, are the responsibility of the requesting department. Receiving will pick up the outgoing packages when the shipping arrangements have been finalized and the packages have proper labels attached. Contact for package pickup is: generalservicesama@ttuhsc.edu

Dallas

Central Shipping and Receiving is not available in Dallas. Use physical address for all items.
Lubbock

Delivery acceptance. Receiving only accepts packages for the 3601 4th Street address. Departments at off-site locations in Lubbock are encouraged to use their physical address for items delivered by UPS, FedEx and other carriers. Compressed gas cylinders must be delivered to the physical address where they will be used; Receiving does not have a license to transport.

Departmental Delivery. 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 Receiving supervisor must approve the department location for normal deliveries. Compressed gas cylinders and voluminous or heavy shipments (refer to information below) are exempt and are delivered accordingly.

Tracking. Receiving utilizes tracking software to manage the internal workflow 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 the current fiscal year. Items can be tracked internally through the website at http://lubwsgs081701.ttuhscedu/IntraWeb.

Compressed Gas Cylinder Shipments or Receipts. All compressed gas cylinders for 3601 4th Street are processed through Receiving. When the cylinder is empty and ready for pickup, please complete the Tank Pickup Request. 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. Receiving can only answer questions regarding delivery.

Voluminous and Heavy Shipments. Prior to delivery, the requisitioning department is responsible for coordinating with 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.

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 accepted.

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. 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, Receiving staff will assist departments in obtaining
best value and arrange pickup of shipment for voluminous or heavy items.

**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.

3. **Central Shipping and Receiving Responsibilities.** Shipping and Receiving is responsible for receiving
supplies and equipment ordered by TTUHSC departments for official State business for the addresses
listed in item 10 above. 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.

A. **Incoming.** The Shipping and Receiving staff are responsible for checking for visible damage and
certifying the correct number of cartons before acceptance of a shipment.

1) **Unidentified Delivery Point.** 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 (Lubbock only) or Building/Room Number (All other cities)
- Department Name
- Intended Recipient's Name

2) **Undeliverable items** will be returned to sender in most cases. Shipping and Receiving’s
management team and their delegates are authorized to open to search for packing slips. Undeliverable items that are 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. **Uncrating Items.** 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.** 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 5).

4) **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.

5) **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 Receiving.
B. **Outgoing Shipments.** Transportation charges are the responsibility of the requesting department. If 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 returned to the department.

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.

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.

C. **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.