DELIVERIES AND RECEIVING

A. GENERAL

1. It is IISD practice to direct shipments to the location of the user, as well as to receive shipments at several receiving locations. In either instance, it is the responsibility of the requisitioning department to inspect the shipment. In case of any problems, follow the appropriate procedure shown below. If the shipment is acceptable as received, and items and quantities agree with the packing list and purchase order, the department is to retain the packing list.

2. NOTE: In case of damaged or defective items, it is imperative that the original carton and packing material be retained.

B. DAMAGED AND/OR DEFECTIVE MATERIAL RECEIVED

1. Purchasing department personnel will contact the vendor to verify the following information

   a. Authorized for return and replacement or credit,

   b. Is the item to be returned or discarded?

   c. If to be returned, is a vendor returned goods authorization number or form required before item may be returned?

   d. Method of return and who pays shipping charges,

   e. Return address (Material cannot be returned to a P.O. Box.),

   f. Exact amount of credit (if applicable), and

   g. Expected arrival date for replacement (if applicable).

2. Departments are responsible for completing a shipping permit form and forwarding form with packing slip to the purchasing department.
C. DUPLICATE AND/OR OVERSHIPMENTS

1. If requisitioning department wishes to retain the duplicate or over shipment (providing funds are available in the budget), written authorization is to be submitted to the purchasing department and an amendment to the original purchase order (change order) will be issued. The packing slip is to be forwarded to the purchasing department.

2. If the duplicate or over shipment is to be returned, the department is to complete a shipping permit form and forward the form with the packing slip to the purchasing department.

3. Purchasing department personnel will contact the vendor to arrange the return and verify the following information:
   a. Authorization for return and credit,
   b. Is the item to be returned or discarded?
   c. If to be returned, is a vendor returned goods authorization number or form required before item may be returned?
   d. Method of return and who pays shipping charges,
   e. Return address (Materials cannot be returned to a P.O. Box.), and
   f. Exact amount of credit.

D. UNDERSHIPMENT

1. Purchasing department personnel, upon notification by the requisitioning department, will contact the vendor and initiate a follow-up on missing items. The requisitioner will be advised if vendor is able to supply balance of order and of the rescheduled shipping date. If vendor is unable to supply balance of order, a new requisition shall be submitted if the department requirement still exists.

2. NOTE: Check any packing lists to verify if item(s) is shown as being backordered.
E. MATERIAL RECEIVED BUT NOT ORDERED

1. Departments are responsible for completing a shipping permit form and forwarding form and packing slip to the purchasing department.

2. Purchasing department personnel will contact the vendor to arrange the return of the material.

F. MATERIAL ORDERED IN ERROR

1. Departments are responsible for completing a shipping permit form and forwarding form and packing slip to the purchasing department.

2. Purchasing department personnel will negotiate the return of the item(s). Any restocking charges or other costs due the vendor will be charged to the account number of the department responsible for the error. If the item(s) has a total value of $25.00 or less, returns may not be processed due to administrative cost.