



Albert Einstein College of Medicine

# Shipping and Receiving Policies and Procedures

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## I. Purpose

This Policy outlines services provided by the Albert Einstein College of Medicine (“Einstein”) Shipping and Receiving Department. It also provides guidelines and information regarding the receipt and distribution of packages by the Shipping and Receiving Department.

## II. Scope

This Policy applies to all faculty, staff, employees, students, and visitors of Einstein.

## III. Policy

The Shipping and Receiving Department is responsible for accepting packages from outside vendors and delivering these packages to the appropriate person or department. All packages must be properly identified with a departmental address, building number or purchase order number and whenever possible, the name of the individual who placed the order.

The Shipping and Receiving Department is responsible for sorting and distribution of packages. Deliveries are made Monday through Friday.

### III.A. Shipping

Packages to be shipped must be taken to the Receiving Department. Weight and cost are available through department. The package will be inspected to ensure it is properly packaged and labeled and to ensure that the package meets all Department of Transportation standards. Departments must complete an [iLab form](#).

### III.B. Receiving

The Receiving Department is responsible for processing all incoming packages and materials. We currently receive approximately 100,000 items per year.

- Deliveries will be made to the address shown on the package or to the main office of the department.
- Deliveries are made Monday through Friday.
- Departments may schedule a time to pick up packages at the receiving department by contacting the Receiving Department directly.
- A signature is required at the time of delivery.
- The receiving department must be notified of any special delivery concerns or instructions, or if the package(s) require special handling (such as size).
- Upon request, the receiving department will provide temporary storage not to exceed 24 hours.
- We cannot be held responsible for any damaged or missing packages for personal items shipped to the receiving department.

#### III.B.1. Departmental Responsibility

When the Receiving Department makes deliveries to a department, the delivery staff is responsible for the following:

1. Counting the number of cartons and/or items at the time of delivery.
2. Recording this number on the freight bill or delivery document.
3. Inspecting each carton and/or item for damage in the presence of the delivery driver.
4. Noting any overage, shortage, and/or damage on the freight bill or delivery document; this requires the delivering driver's signature.
5. Matching up the information from the purchase order (PO) with the incoming material. This can be done by checking the purchase order number on the:
  - a. Shipping label
  - b. Vendor label
  - c. Shipment packing list.
6. Writing the control number and location of delivery on every package.
7. Printing duplicate copies of manifest.
  - a. Control copy to manager
  - b. Delivery copy for signature
8. Staging merchandise for delivery to departments.
9. Making deliveries to departments and secure signature acknowledging receipt on delivery.
10. Completing the delivery manifest returning it to the Receiving Department manager.
11. Ensuring the control copy and delivery copy are inspected for completeness and filed by date.

### III.B.2. Exceptions and Limitations to Acceptance

#### III.B.2(a) Furnish and Install

Items delivered on a "Furnish & Install" basis should be acknowledged as received by the department in which the goods are received.

#### III.B.2(b) Inspection

Services ordered on a purchase order should be acknowledged as received. Each receiving employee must verify that the packages delivered are correct, the proper quantity and not damaged. The department must sign for the packages acknowledging delivery. The Shipping and Receiving Department is not liable for any packages once the department has signed for them.

#### III.B.3. Erroneous Packages

If the wrong package was received or is damaged, the department must notify the Shipping and Receiving Department, the Purchasing Department and the vendor immediately. The Material Return and Shipping Order must be completed and sent to the Receiving Department. The Vendor is responsible for ensuring that a call tag (a prepaid return shipment order) is issued for United Parcel Service (UPS). If the merchandise is being returned via a call tag, the department must notify the Shipping and Receiving Department for pick up. The Material Return and Shipping Order are to be left intact and sent to Shipping and Receiving with the item to be shipped.

III.B.4. Damaged Packages

The vendor should be notified immediately of any package received in damaged condition. Package and contents (including all inner packaging material) must be in its original state until instructions for return or replacement are issued. A Material Return and Shipping Order, completed in the manner specified above, must accompany damaged packages that are returned.

III.B.5. Tracking Delivery of Packages

In the event of delayed delivery, the Shipping and Receiving Department can determine where a package is in the delivery system using a tracking number supplied by the ordering department. If there is no tracking number and the Shipping and Receiving Department does not show receipt of the item, the department should contact the company and request a tracer.

III.B.6. Lost or Ruined Packages

In the rare event that Receiving loses or misplaces a package notify the Receiving manager immediately and provide the following documentations so we may investigate.

1. PO number
2. Tracking number
3. Proof of delivery (date/ time)
4. Invoice (if any)

III.C. Information for Patrons

The Receiving Department is located at the Belfer loading dock.

Shipping and Receiving Department is open Monday to Friday, from 8:00 a.m. to 5:00 p.m.

**IV. Definitions**

None.

**V. Effective Date**

Effective as of: 15 June 2018

**VI. Policy Management and Responsibilities**

Einstein's Shipping and Receiving Department is the Responsible Office under this Policy. Einstein's Associate Dean for Finance and Administration is the Responsible Executive for this Policy. Einstein's Director of Auxiliary Services is the Responsible Officer for the management of this Policy.

**VII. Approved (or Revised)**

  
Responsible Executive

4/19/18  
Date