

SECTION 19: RECEIVING

19.0 Receiving of Orders – Delivery Address

- 19.0.1 A department should establish a standard location for receipt of goods.
- 19.0.2 To set up a Location (delivery) Address Book record to be used in the requisition procedure, contact Procurement.
- 19.0.3 When more than one physical address is involved, a delivery address record should be established for each location used.

19.1 Receiving of Orders – Expected Delivery Date

- 19.1.1 The purchase order indicates the expected delivery date. The department should contact Procurement if the items are not received by the stated delivery date on any purchase order that has a “P” for Procurement to handle in the send method on the requisition.

19.2 Receiving Procedures

- 19.2.1 Departmental quality control assurance procedures should be established to ensure the accuracy and proper content of products ordered.
- 19.2.2 Receipt of goods and services is basically a two-step process, which is not necessarily performed by one person.
- 19.2.3 **Step 1** – receipt of packages – this step acknowledges receipt of a specific number of packages only.
- 19.2.4 Before signing for the delivered packages the receiver should:
- Verify the delivery name and address are correct for the location receiving the delivery.
 - If the delivery should go to another County facility, delivery should not be accepted.
 - Check the number of packages delivered against the shipping Bill of Lading and certify that the number of packages agree.
 - Note any evidence of damage to packaging on Bill of Lading.
 - Sign for “receipt of packages only – subject to inspection”.

19.2.5 **Step 2** – verification of items received – in this step the packing slip or invoice is compared with the actual physical contents of the package(s).

- A copy of the purchase order may be used to check contents of items received.
- Note any items received but not listed on the packing slip or invoice.
- Note any items listed on the packing slip or invoice as shipped that are not contained in the shipment received.
- The vendor shall be notified of any damaged items or other discrepancies within three working days of the date the delivery was made.
- Report any damaged items or other discrepancy to the department authorized requisitioner on the same day as delivery.
- Receiver must sign the packing slip, attesting all items shown were received or discrepancies noted.
- Forward the packing slip, invoice, Bill of Lading and any other supporting documentation to the department's authorized requisitioner.
- Procurement should be notified of any discrepancies between items ordered and items received if the purchase order had a "P" for Procurement to handle in the send method on the requisition.
- Process an Order Revision to accept any change in quantity, description or unit price of items as NOTED: An Order Revision cannot change the scope, term, or prices on quoted items; nor can it change the vendor.

19.3 Return Goods Procedure

19.3.1 When it is necessary for an item or items to be returned to the vendor the following procedure should be followed:

- The item(s) should be repackaged in the original packaging if possible.
- If a County employee personally delivers the item(s) to the vendor's place of business, a credit memo must be obtained (preferable) or have the vendor's representative sign a piece of paper showing a description of the item(s) returned, the date and the purchase order number.

- If the vendor's representative picks up the item(s) being returned at one of the various County offices, they must either leave a credit memo or sign a piece of paper showing a description of the item(s) returned, the date and the purchase order number.
- If a credit memo is received upon the return of item(s) to a vendor, this credit memo should be sent to Finance. A copy should be kept in the department's file for reference purposes.
- If only a signed statement showing the description of the returned item(s), the date and the purchase order number, etc. is received, this should be forwarded to Finance. Again, a copy should be kept for the department's file for reference purposes.
- If the vendor will not issue a credit memo or sign a statement showing the item(s) was/were returned, then under no circumstances should the item(s) be left with the vendor or the vendor allowed to remove the item(s) from the County's possession.