

**Central Receiving Department**  
**Policies & Procedures Manual**

**West End Washington Street**  
**Laredo Texas 78040**  
**Phone: (956)721-5152**

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## INTRODUCTION

The major purpose of Central Receiving is to plan, formulate and implement a delivery and receiving plan for supportive assistance of the Laredo College. Central receiving has all responsibilities for receiving equipment, furniture, office supplies and other merchandise.

### 1.1 MISSION STATEMENT

The mission of Central Receiving Department is to provide efficient, reliable service for receiving and distribution. Our commitment is to support Laredo College by enduring a safe and prompt delivery of all supplies and materials that aid in the growth and education of our students, faculty and staff. We will provide effective management through a commitment to the philosophy of Excellence through Service.

### 1.2 GOALS

1. Establish good customer service relationships throughout the College and the vendors.
2. Maintain good fiscal budget standing in Central Receiving Area.
3. Enhance the automation of all functions within Central Receiving.
4. Keep a steady flow of processing orders to deliver the supplies to the departments in a timely manner.
5. Maintain the College Receiving warehouse and adhere to Health and Safety regulations and guidelines.

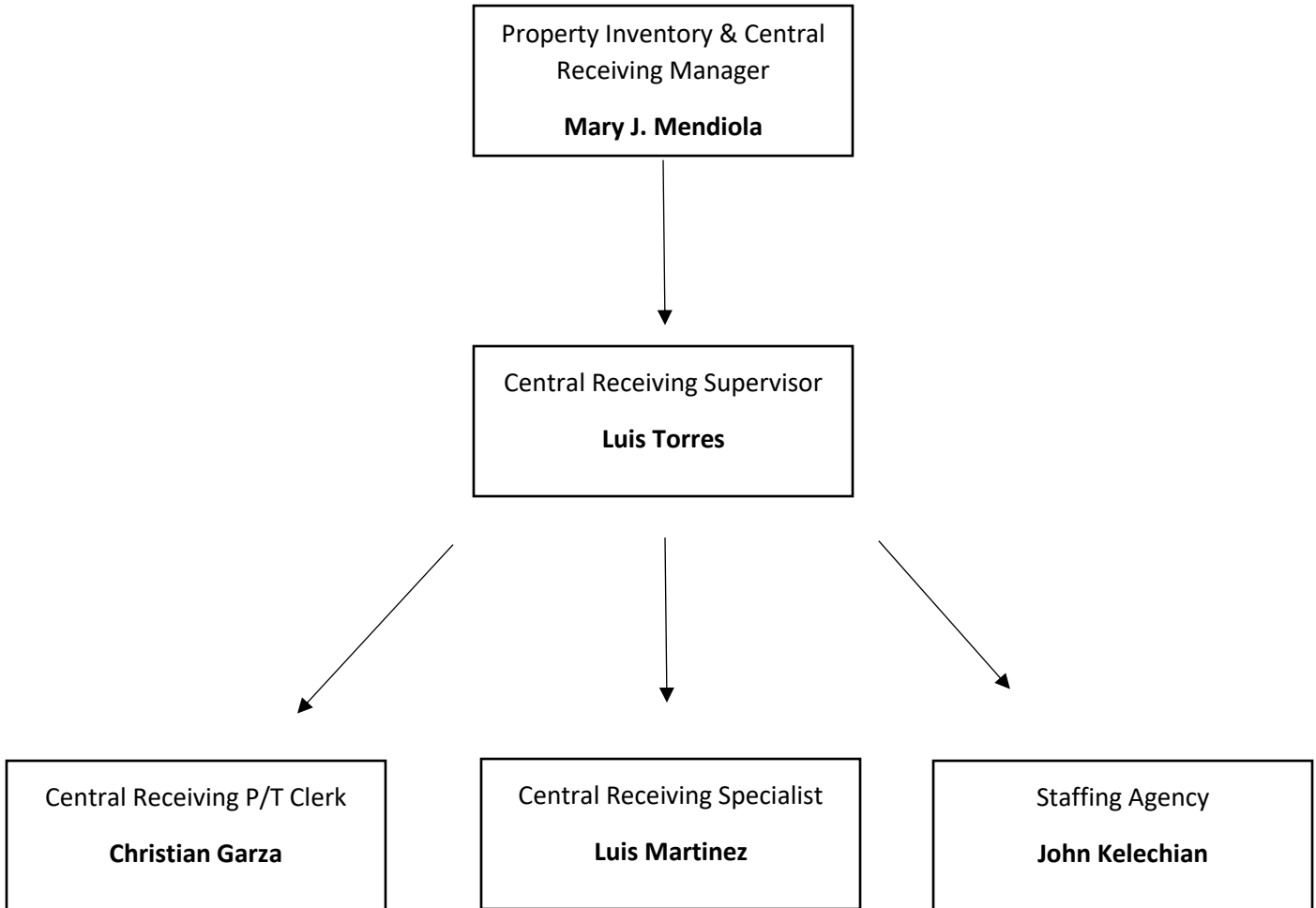
### 1.3 GENERAL DUTIES OF THE DEPARTMENT

1. Receive merchandise, equipment, furniture and all other items requested by College departments and have the items scanned and log in the system. Examine packages for quantities description as stated on packing slips. Check for damages.
2. Receive and verify orders for a PO issued by the Purchasing Department.
3. Reconcile open/ pending PO's before the end of the Fiscal Year.
4. Unassembled furniture or equipment shipped to Central Receiving is received and delivered to the appropriate departments.

***\*\*\*\*It is the responsibility of the appropriate department to contact Physical Plant department to place a work order for assembling and installing the furniture or equipment or pay for an individual company to do work that is desired. \*\*\*\****

5. Delivery of heavy items, bulky items or equipment requiring specialized handling (specific equipment, hazardous items, etc) must be arranged through outside vendors with the assistance of the Purchasing Department.
6. Communicate effectively with College departments concerning receiving orders and deliveries.

## 1.4 ORGANIZATIONAL CHART





## 2.0 CONTACTS

### Central Receiving Office

Luis Torres	Central Receiving Supervisor	956-721-5385	<a href="mailto:luis.torres@laredo.edu">luis.torres@laredo.edu</a>
Luis Martinez	Central Receiving Specialist	956-794-4154	<a href="mailto:luis.martinez@laredo.edu">luis.martinez@laredo.edu</a>
Christian Garza	Central Rec P/T Clerk	956-794-4153	<a href="mailto:christian.garza@laredo.edu">christian.garza@laredo.edu</a>

### Central Receiving Department physical address:

Central Receiving Department (DeLlano Complex)

West End Washington Street

Laredo, Texas 78040

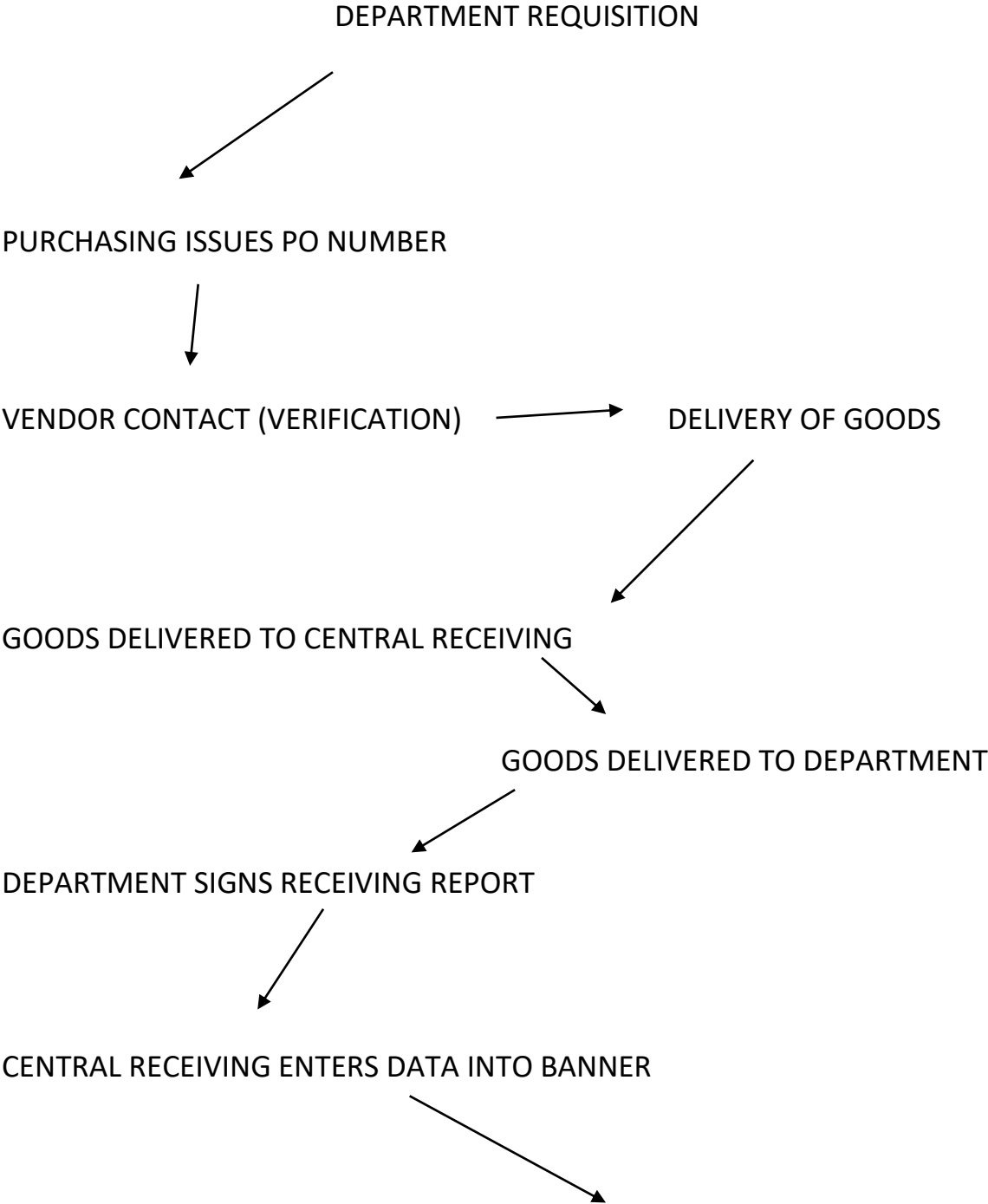
956-721-5152

## **3.0 OPERATIONAL PROCEDURES**

### **3.1 RECEIVING PROCEDURES**

- 1. Accurate records are essential for our processes. Office supplies and other commodities are obtained via College purchasing procedures through the following method:**
  - **Purchasing Order number (PO)**
- 2. Upon receipt of packages, the receiving staff will confirm that the merchandise belongs to Laredo College. Purchase order number is verified to ensure College compliance and logged into the Pitney Bowes system. (Packages that do not belong to Laredo College will not be accepted)**
- 3. Packages without a purchase order number or contact name and number are placed on hold until proper clearance is granted by the Purchasing Department.**
- 4. Incoming packages are checked against packing slips and receiving reports to determine if item quantities are correct and not damaged.**
- 5. Packing slips are verified against the Purchase Order number listed on the incoming package.**
- 6. A PO is used to mark items received and back order items.**
- 7. Once items are verified with the PO, staff will schedule for delivery.**
- 8. Packages are prepared for campus delivery to the appropriate departments and offices.**
- 9. Upon delivery to the department and offices, the receiver verifies the order to ensure its completeness or partial shipment via PO verification (receiving report).**
- 10. Proof of delivery is verified through signature from receiving party.**
- 11. If the items need to be returned, the department or office will contact the Purchasing Department to make the arrangements with the vendor.**
  - ❖ **RETURNS: All items will be kept at the department until proper paperwork or return address labels are obtained from the vendor and scheduled to be picked up.**
- 12. When all proper receiving reports are completed, entries are made into BANNER.**

**3.1.1 SYSTEM FLOW CHART FOR INCOMING  
GOODS/DELIVERY OF GOODS**





## ACCOUNTING PAYS VENDOR FOR GOODS RECEIVED

### **3.2 RECEIVING UNAUTHORIZED PACKAGES**

**Please call 956-721-5152 for information regarding this matter.  
{Personal orders (flowers) will not be accepted}**

### **3.3 TAGGING PROCEDURES**

The Central Receiving office will send an email to the Property Inventory Department for the tagging of PO's that have accounts: 71000 and 71004. For POs' that have account 71008, the Central Receiving office will assist the Property Inventory office with placing a "Property of Laredo College" tag.

### **3.4 ORDERS NOT ARRIVING THROUGH CENTRAL RECEIVING**

If, for any reason, orders are delivered to the department or were picked up from the vendor, the departments **must** submit proof of delivery (invoice, packing slip, or receipt) with signature and date.

### **3.5 UPS RETURNS**

For all orders that need to be returned (repairs, wrong item ordered, etc.) and no return label is provided by the vendor, **departments will pay for the shipping cost.** The Central Receiving office will provide a "UPS Shipping Form" for departments to fill out. These orders will be processed in the "UPS Worldship" system and will be picked up by the UPS carrier.

### **3.6 FREIGHT (HEAVY SHIPMENTS)**

**Freight (heavy) shipments will be delivered by vendors to the requesting department location. This will also include shipments requested by south campus departments. It is recommended that all freight deliveries come in box trucks with liftgate (no 18 wheelers) and have all necessary equipment to unload shipments (pallet jack and dollies).**