

Appendix T:

Campus Freight & UPS Delivery

CAMPUS FREIGHT DELIVERIES

Problems can occur when deliveries are made to the wrong locations on campus. Since Montana State University-Bozeman does not utilize the services of a Central Receiving facility, each employee should know what his or her responsibilities are when accepting a delivery.

Delivery people operate under time constraints and are anxious to get your signature so that they can make the next delivery. Do not sign delivery receipts in ignorance. If you sign delivery receipts on behalf of your department, you are responsible for the following:

1. Ensure that the package belongs to your department.
2. Inspect the package to ensure that the number of packages signed for is the actual number of packages that are delivered.
3. Inspect the packages to ensure that real and suspected damage is noted on the shipping receipt. If damage is noted, the person delivering the package(s) should also sign the receipt.

If the package does not belong to you or your department, you are under no obligation to accept delivery. Don't sign for the package if it isn't yours. However, you should help the driver and the University by trying to help identify the proper destination for the shipment.

Procurement Services can provide you with assistance and help you to identify the proper destination for any order if a University Departmental Purchase Order, Purchase Order, or State Purchase Order number is identified on the package.

PROCEDURES FOR INSPECTING INCOMING FREIGHT & PROCESSING FREIGHT DAMAGE CLAIMS & UPS

1. When a freight company delivers a shipment to your office, the containers should be examined as they come off the truck. If the carton is damaged in any way (hole punched in it, outer layer torn, or corners crushed, etc.), the department should make the following notation on the freight bill: "One carton damaged, accepted subject to inspection." The Department must save all packing material on damaged shipments. The damaged shipment should not be moved until the freight company makes a damage inspection.

2. When the damage has been inspected (if F.O.B. destination), the department should forward to the vendor the following:

-Original delivery receipt (freight bill) signed by the driver and/or department representative, indicating the damage was noted and an exception taken. (This notation won't be available when damage was concealed.)

-Original Inspection Report.

-A letter from the department describing the item damaged, identifying the catalog, finish, and accessory numbers. Indicate the remedy suggested to solve the problem. Identify the Purchase Order number.

3. Upon receipt of this information, if F.O.B. destination, the vendor will order a replacement for which you will not be charged, provided the merchandise was properly received and all damage noted and verified.

4. If F.O.B. shipping point, the department files the claim along with the information indicated in #2 above.

5. If both parties (the vendor and freight company) mutually agree that the article is to be salvaged by the freight company, then a copy of the pick-up slip given to the department by the delivering carrier, should be sent to the vendor to complete the claim.

6. For Steelcase shipments, please do not reject a shipment or the damaged articles. If the shipment is rejected and returned to the shipping point, the carrier cannot make an inspection and the right to file a claim is lost to the vendor.

7. For other shipments, contact the vendor regarding rejection of damaged shipments.

8. Clear receipt is given any time the freight bill is initialed or signed, without an additional notation of visible or apparent damage. So if there is visible or apparent damage, be sure to note it on the Bill of Lading. If the package rattles, and it shouldn't, say so!

9. You should inspect all shipments very carefully on arrival and time of unloading. Take exception and make notations on the delivery receipts in all cases where damage is apparent or suspected. Have the driver sign all copies that you sign. This will establish carrier liability and substantiate the claim at a later date.

10. In all cases, it is each department's responsibility to properly receive incoming freight and to sign any receipt with caution. Call the Procurement Services for clarification or suggestions on specific situations.

UPS SHIPMENTS: PROCEDURES FOR HANDLING DAMAGE & CONCEALED DAMAGE OF UPS SHIPMENTS

The following information was obtained from UPS' website at: <http://www.ups.com>

1. SAVE EVERYTHING, outer boxes and all.

2. Call UPS customer Services at 1-800-742-5877 (1-800-PICK-UPS) to report the damage. You may file a claim electronically via the UPS website. See UPS website for Claims/Damages/Loss at:

http://www.ups.com/content/us/en/resources/service/claims/hlp/damage_process.html?srch_pos=1&srch_phr=claims. Click on **Report a Damaged Package**. Complete all the required fields on the E-mail form and submit.

3. There are two types of claims: loss or damage. See UPS website for instructions.
4. UPS will determine the best method to resolve your claim. The vendor is solely responsible for shipping replacement orders, providing reimbursements to your department, etc.