

Reporting Damages, Shortages & Return Authorizations

DOCUMENT INFORMATION

Document Title	Reporting Damages, Shortages & Return Authorizations			
Document Type	<input type="checkbox"/> Bylaws <input type="checkbox"/> Policy Document <input checked="" type="checkbox"/> Procedures <input type="checkbox"/> Guidelines <input type="checkbox"/> Form			
Office/Unit	Purchasing Department			
Document Owner				
Contact Information	Office	Name	Phone	Email
Policy Number	Purchasing Department Policy No. 203			
Approval Date	January 2003			
Approved by				
Effective Date	January 2003			
Review Date/Schedule				
Revision History	ORIGINAL: January 2003 LAST REVISED: January 2014 REVISION DATE: January 2016			

DOCUMENT CONTENT

I. Purpose

The purpose of this policy is to define a procedure for reporting damages, shortages and return authorizations for goods purchased via a purchase order.

II. Procedure

ANY PROBLEMS WITH DELIVERED SUPPLIES SHOULD BE REPORTED DIRECTLY TO CENTRAL RECEIVING AND THE PURCHASING DEPARTMENT IMMEDIATELY VIA EMAIL. Be sure to describe in full the nature of the problem including purchase order number, vendor, etc. The Accounting Department will process the invoice as normal unless they are told that there is a problem with the merchandise.

REPORTING DAMAGES OR SHORTAGES

Check all boxes, packages or envelopes for shortages or damages IMMEDIATELY upon receiving them. Call Central Receiving at extension 3484 if any items are in dispute, such as damaged or incorrect items. Send any invoices and/or packing slips to Accounting at 401 Maytum Hall. Clearly mark the requisition number on the invoices/packing slips.

RETURN AUTHORIZATIONS

All returns must be coordinated with Central Receiving and the Purchasing Department via email describing the reason for the return, including requisition number, vendor, etc. Please call Central Receiving at extension 3484 IMMEDIATELY or email them at warehous@fredonia.edu for additional instructions. Please be aware that vendors may have time limit constraints for returned items and/or may charge restocking fees, which in the past, has been as much as 50%.

When the department has the returned item properly packaged and ready for return, contact Central Receiving, extension 3484 to make arrangements for pick-up.

Do NOT leave the package on the loading dock unless instructed to do so.

Following the above procedures will enable our departments to track any returned items should it become necessary. If a package is returned to the vendor by a department with no way for tracking and should the item be lost, the department may be liable for payment of the item.

FAQ's			
Keywords			
Category(s)	<table border="1"><tr><td data-bbox="526 245 769 510"><input type="checkbox"/> Academic Affairs <input type="checkbox"/> Advancement <input checked="" type="checkbox"/> Financial <input type="checkbox"/> Governance <input type="checkbox"/> ITS</td><td data-bbox="769 245 1000 510"><input type="checkbox"/> Operational <input type="checkbox"/> Personnel <input type="checkbox"/> School/College <input type="checkbox"/> Student Life</td></tr></table>	<input type="checkbox"/> Academic Affairs <input type="checkbox"/> Advancement <input checked="" type="checkbox"/> Financial <input type="checkbox"/> Governance <input type="checkbox"/> ITS	<input type="checkbox"/> Operational <input type="checkbox"/> Personnel <input type="checkbox"/> School/College <input type="checkbox"/> Student Life
<input type="checkbox"/> Academic Affairs <input type="checkbox"/> Advancement <input checked="" type="checkbox"/> Financial <input type="checkbox"/> Governance <input type="checkbox"/> ITS	<input type="checkbox"/> Operational <input type="checkbox"/> Personnel <input type="checkbox"/> School/College <input type="checkbox"/> Student Life		
Sub-Category(s)			