INDEX

1.0 INTRODUCTION

1.1 Mission Statement
1.2 Goals
1.3 Organizational Chart
1.4

2.0 CONTACT INFORMATION/LOCATION OF ORGANIZATION

3.0 OPERATIONAL PROCEDURES

3.1 Receiving and Storage Procedures
   3.1.1 System Flowchart for Incoming Goods
   3.1.2 On-Line Order Entry
   3.1.3 Flowchart for Campus Delivered Goods
   3.1.4 Emergency Off-Campus Pick-Ups
3.2 Receiving Unauthorized Package
3.3 NCCU Tagging Procedures
3.4 Capital Assets
   3.4.1 Movable Equipment Form
3.5 Disposing of Surplus Property
   3.5.1 On-Line State Surplus Property Form
INTRODUCTION

The major purpose of Central Stores/Receiving is to plan, formulate and implement a delivery and receiving plan for supportive assistance to the University. Central Stores/Receiving has all responsibilities for receiving equipment, office supplies, household supplies and other merchandise (such as issuing gas for motor fleet vehicles on campus), and temporarily storing equipment that is ordered through a Purchase Order by the departments or through small requisitions done to Central Stores until items are delivered.

1.1 MISSION STATEMENT

The mission of Central Stores/ Receiving Department is to provide efficient, reliable services in the areas of sales, receiving, and distribution. Our commitment is to support the University by ensuring a safe and prompt delivery of all supplies and materials that aid in the growth and education of our students as well to the administrators and staff. We will provide effective management through a commitment to the philosophy of Excellence through Service.

1.2 GOALS

1. Establish good customer relationships throughout the University.
2. Maintain good fiscal budget standing in Central Stores/Receiving area.
3. Enhance the automation of all functions within Central Stores/Receiving Department. Implement an on-line process of placing orders through Central Stores.
4. Keep a steady flow of office supplies that are requested by the University departments and to deliver as expeditiously as possible.
5. Keep a steady flow of Surplus materials out to bid and have Surplus picked up from the requesting department in a timely manner.

1.3 GENERAL DUTIES OF THE DEPARTMENT

1. Records for inventory, university customer accounts, and customer orders are kept on the Internal Accounting System and on an interoffice spreadsheet maintained by the Business Manager.

2. Receive merchandise, equipment and other items requested by campus departments and having the items logged on a Receiving Log. Examine packages
for quantities description and delivery slips as stated on packing slips. Check for
damages.

3. Receive and verify orders issued by the Purchasing Department.

4. Make periodic spot checks on packages delivered to make sure all items are
accounted for.

5. Make orders in a timely manner to ensure smooth operations within the
University.

6. Reconcile Central Stores/Receiving accounts and prepares Management reports.
Provide requested reports generated by the Internal Accounting System and
physical inventory to the Director and the Vice Chancellor for Financial Affairs.

7. Equipment and furniture are coded with a Barcode for inventory records as
required for all items classified by Fixed Assets. These items are maintained on
the inventory module of the Financial Records System (FRS).

8. Maintain time sheets for all Central Stores/Receiving staff including vacation and
sick leave; is coordinated with schedules in order to achieve the most efficient
operation.

9. Unassembled furniture or equipment shipped to Central Stores/Receiving is
received and delivered to the appropriate department. It is the responsibility of
the appropriate department to contact Physical Plant Facilities to place a work
order for assembling and installing furniture or equipment or pay for an individual
company to do work that is desired.

10. Delivery of heavy items (>500 Lbs.), bulky items, or equipment requiring
specialized handling (scientific equipment, hazardous items, etc.) must be
arranged through outside vendors. Payment for specialized delivery shall be the
responsibility of the department requesting the service.

11. Provides technical information and serve as a liaison with vendors concerning
delivery and receipt of orders to University staff when requested for shipping and
purchasing dealing with the department Purchase Order or Central Stores order.

12. Communicate effectively with University Departments concerning Central
Stores/Receiving orders, deliveries and other activities.

13. Manage the pick-up and disposition of Surplus property. Surplus property is
offered for sale to the public or any state office.

14. Manage gasoline sales for University vehicles in accordance with Purchase Order.
15. Maintain of an inventory of coping paper for University purchase. Invoices are generated by the inventory module by the Internal Accounting System.
1.4 ORGANIZATIONAL CHART

Purchasing and Central Stores/Receiving (as of July 2013)
1.5 HOURS OF OPERATION

Normal hours of operation for the Central Stores/Receiving Department are as follows:

Monday – Friday  8:00am – 5:00 pm*
Saturday – Sunday  Closed

Schedule of Daily Services

Delivery on North Carolina Central University campus:  9:00am – 12:00 pm M-F
                                                        1:00pm – 4:30 pm M-F
Warehouse pick-up of packages:  8:00am – 5:00pm M-F
Vendor delivery to NCCU campus:  8:00am – 5:00pm M-F
Pick Up Surplus from Departments:  8:00am – 4:30pm Friday

- Central Stores/Receiving operational hours 8:00am – 5:00pm Monday – Friday

- **Priority** delivery service can be arranged for orders that have Health and Safety requirements or spoilage items (chemicals, medicines, live specimen, etc.). The end user department must take responsibility to notify Central Receiving of such shipment and make arrangements for priority delivery.

* Hours of operation are subject to change due to special events, adverse weather, etc.
2.0 CONTACTS

Central Receiving Office

Vice Chancellor for Administration & Finance  919.530.6204

Director of Purchasing Central Receiving  919.530.5063

Business Manager (Central Receiving)  919.530.7526

Storehouse Manager  919.530.5141

Stock Clerk  919.530.6441

Processing Assistant  919.530.7284

Central Stores/Receiving Department physical address:

Central Stores and Receiving Department
North Carolina Central University
625 George Street
Durham, North Carolina 27707
919.530.7284
919.530.6152 (fax)
3.0 OPERATIONAL PROCEDURES

3.1 RECEIVING AND STORAGE PROCEDURES

1. Accurate records are essential to our inventory control as well as provide a basis for receiving, issuing, purchasing, selling, and cost analysis. Office supplies and other commodities are obtained via State and University Purchasing procedures or the State Surplus Office through the following methods:
   - Purchase Order number (P0)
   - State Surplus Property
   - Telephone Quotations
   - Electronic Check Request (must follow University guidelines)

2. Upon receipt of packages, the purchase order number is verified to ensure University compliance and logged into the daily receiving book.

3. Packages without a purchase order number or contact name and number are refused 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 Central Receiving report is pulled and dated.

7. Packages are prepared for campus delivery to the appropriate departments and offices.

8. Upon delivery to the department and offices, the receiver verifies the order to ensure its completeness or partial shipment via electronic package scanning system.

9. Proof of delivery is verified through signature from receiving party.

10. The receiving report and packaging slips are retained by Central Stores/Receiving. It is entered in BANNER.

11. If an order is marked partial or if items need to be returned, the department or office will contact the Purchasing Department to make the arrangements with the vendor.
(Returns)

- **Returns:** All returns will be kept at the Department until proper paper work or return address labels are obtained from the vendor and scheduled to be picked up.

- **Returns:** Any return that is not picked up from the vendor within a two week period will be delivered back to the Department.

- **Central Store Returns:** A Department wishing to return an item that is either damaged or no longer a need for the item will have two (2) weeks (10 days) to do so, excluding weekends. The time will start from the date that the item(s) were delivered to the Department and signed off on.

- **Central Store Missing Items:** A Department will have one (1) week (5 days) to call in or email the Business Manager or their assistant of any items missing from an order. If the time has lapsed, then the Department will have to re-order the item(s).

12. When all proper receiving reports are completed, entries are made into BANNER.
3.1.1 SYSTEM FLOW CHART FOR INCOMING GOODS

DEPARTMENT REQUISITION

PURCHASING ISSUES P0 NUMBER

VENDOR CONTACT (Verification) → DELIVERY OF GOODS

GOODS DELIVERED TO CENTRAL RECEIVING

GOODS DELIVERED DEPARTMENT

DEPARTMENT SIGNS RECEIVING REPORT

CENTRAL RECEIVING ENTERS DATA INTO BANNER

SIGNED RECEIVING IS MAINTAINED IN CENTRAL STORES RECEIVING
3.1.2 FLOW CHART FOR CAMPUS DELIVERED GOODS

Departmental Requisition

Purchasing Department

On Campus Requisition with P0 number or Blanket Order #

Storeroom Requisition

Order filled and delivered To Department

Storeroom Requisition Signed

Central Stores Reconciles Inventory
3.1.4 EMERGENCY OFF CAMPUS PICK UP ORDERS

NCCU departments are strongly encouraged to suspend ordering emergency off campus supplies. Because of enormous errors in paperwork on behalf of the vendor and the requesting departments, we must abandon this practice.

Emergency orders often interrupt standards established by NCCU Purchasing. Departments, in turn, are being shipped and billed twice or more for goods that were to be requested once. This occurs when vendors and the departments avoid adherence to proper procedures. Once proper paperwork is later completed, goods are then reshipped because the shipping departments are submitted formal paperwork for distribution because requester verbally requests a shipment and the Purchasing Department’s standard procedure is mailed a hard copy to the vendor.

Please abandon this practice!! It would be the advantage of all parties involved to follow established procedures. If the department decides to follow this practice, it will not be the responsibility of Central Receiving to pick up the items or to tag items costing over $1,000 or more with a barcode for Capital Assets if this occurs. Central Receiving WILL NOT accept any package without the correct paperwork, i.e. the Purchase Order number, name and correct address.

3.2 RECEIVING UNAUTHORIZED PACKAGES

Any packages delivered to Central Receiving without a North Carolina Central University Purchase Order number or contact name and number will be rejected.

Please call 919.530.5141 or 919.530.7526 for information regarding this matter.

3.3 NCCU TAGGING PROCEDURES

Goods valued at $1,000.00 or more, delivered to Central Receiving will be tagged on site at Central Receiving Warehouse and delivered to the proper department, unless to do so would violate warranty provisions. Any goods delivered through Central Receiving that is specified “Do Not Open,” implies that the warranty will be voided, if not opened by technician.

Arrangements for tagging will be coordinated through Central Receiving and /or the NCCU Capital Assets Office for sensitive scientific instruments, and other equipment requiring specialized delivery and set-up. Central Receiving must be notified of specialized deliveries made directly to the Department. Failure to follow these procedures to the letter will result in the department being liable for lost, misplaced or stolen goods.
Any goods valued at $1,000.00 or more delivered directly to the appropriate department without going through Central Receiving must be tagged immediately by contacting the Capital Assets Office or Central Receiving. Failure to follow this procedure will result in the department being liable for lost, misplaced, or stolen goods. Call the Warehouse Manager (919.530.7526) or the Stock Clerk (919.530.6441) for assistance.

3.4 CAPITAL ASSETS

GENERAL STATEMENT: All equipment that is considered a “high theft item” or has a value of $1000 or more ($500 or more for computer equipment) as determined on the applicable Purchase Order must be assigned a barcode number. These goods (equipment and merchandise) are called Capital Assets. The Purpose of assigning a decal number to the merchandise is to verify a positive identification of the property being purchased and owned by North Carolina Central University. (Refer to N. C. Central University Capital Assets Office for more details.)

Central Receiving will be assigned a series of numbers at the beginning of each fiscal year by the Capital Assets Office. Each piece of equipment that requires inventory and/or capitalization must be assigned an item number. The assigned number shall be recorded on the receiving report. A log should be maintained for each item that is issued a number. Additional barcodes are only provided upon request. It is Central Receiving responsibility to maintain an adequate supply of barcodes.

TAGGING PROCEDURE:

1. Consistently place asset tags in the same location on each similar type of asset. Place the tags where the number can be easily seen and identified in inventory taking.

2. For Office Machines (Including computers): Apply the barcode on the right side of the machine case next to the serial number, if applicable. If this is not feasible, then on the left side or on the back of the item.

3. For Chairs: On the right side of the right rear leg. If this is not feasible, then on the smooth surface in some other location. Refrain from applying barcodes on the arms, back or on the front of the legs.

4. For Office Desk (Tables, etc.): Apply the tag on the right side near the top of a smooth surface.
5. For Miscellaneous equipment not listed: Apply barcode on an easily accessible location, preferably on the right side of the item or adjacent to the manufacturer’s name plate or model number.

6. For Items with no surface: These items should be inventoried, recorded and number assigned by the barcode number not actually affixed. The assigned barcode should be returned with a copy of the receiving report to the Capital Assets Office.

### 3.4.1 MOVABLE EQUIPMENT NOTICES OF DISPOSAL/CHANGE IN LOCATION FORM

Forms used to notify the Capital Assets Office of a change of location of decaled equipment (including items that are transferred to another institution or department, items sent to surplus property, or items that have been lost, stolen, traded or scrapped) can be found in the Document Library of Eagles Online (EOL):

[http://www.nccu.edu/formsdocs/proxy.cfm?file_id=71](http://www.nccu.edu/formsdocs/proxy.cfm?file_id=71)

### 3.5 DISPOSING OF SURPLUS PROPERTY

**GENERAL STATEMENT:** The purpose of this procedure is to dispose of all surplus property that is declared so by the University officials and State Surplus.

**PROCEDURE:**

1. Obtain a “Movable Equipment Form” from the Capital Assets Office or online at the link above. This form contains the description of the item, NCCU decal number, present location of the item, and expected location, also a section requesting special information.

2. Complete the “Moving Equipment Form” and have it signed by the Department Head and submitted to the Capital Assets Office.

3. Upon receipt of the “Moving Equipment Form” the request reviewed and approved by the Capital Assets Office. The form notifies the Capital Assets Office of the location of the item and its current status.

4. A copy of the “Movable Equipment Form” is forwarded to Central Receiving by Capital Assets so that Central Receiving can arrange to pick-up the surplus items.
5. Items to be picked up are placed on a schedule. Surplus is picked up only on Friday’s, if weather permits. If items are too heavy for staff of Central Receiving to handle (500 lbs. or more), too large a quantity, or too bulky, the Department surplusing the items must make arrangements with a professional moving company to have the items relocated.

6. Surplused items may need to be stored and/or placed on a surplus list that is submitted to the State Surplus Property Agency. Note: Departments should make every effort to plan so that surplus property (especially sensitive, large, heavy, and/or bulky items) can be viewed and examined by prospective buyers while they are resident within a department’s offices. The average time for the surplus property bid procedures is 60 days. Department should plan accordingly.

7. The State Bid List is established by the State Surplus Property Agency. A list of all surplus goods will be available through the Internet on www.ncstatesurplus.com.

8. After a bid list is established by the State Surplus Property Agency, items are awarded to the highest bidder.

9. Upon payment for items by the highest bidder, the State Surplus Property Agency Office then forwards a list of successful bidders to the Central Stores/Receiving Manager.

3.5.1 ON-LINE STATE SURPLUS PROPERTY FORM

Request for bids on State Property Form is available on-line. The website address is http://www.ncstatesurplus.com/ssp/agency/logon.asp, only the Central Receiving Business Manager, or the Capital Assets Officer will have access to the system. The Business Manager and the Capital Assets Officer must approve items before they are submitted for bid.

For more information, including procedures for access to the State Surplus website, a copy of the State Surplus Manual is located in Central Receiving Warehouse and in the Capital Assets Office.