

	PURCHASING DEPARTMENT FREDONIA STATE UNIVERSITY OF NEW YORK	GUIDELINE NO: 203
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		ORIGINAL: January 2003
		LAST REVISED: January 2014
TITLE: Receipt of Goods Reporting Damages, Shortages & Return Authorizations		REVISION DATE: January 2016

I. Purpose

The purpose of this guideline 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.