

## **Receiving and Inspecting Shipments**

It is the responsibility of the person accepting incoming shipments to verify that the goods delivered match the order before signing the delivery slip.

If the goods have been shipped to the wrong department and an order number is included on the shipment, query KFS or call Procurement Services to identify the proper destination. It is the responsibility of the department signing for material to arrange for delivery to the correct department. In most cases, the trucker will deliver to the correct department if shipment has not been removed from the truck or it is a small carton.

### **Inspection**

Inspection of all packages or cartons at time of delivery is essential. Any apparent damage should be noted on the delivery receipt by the carrier's agent along with the agent's signature. If it is necessary to file a claim for damaged goods, the supplier should be notified within 24 hours of delivery. If damage is discovered only after the package has been opened, refer to Receiving Procedure "Concealed Damage" below. After inspecting the packages, all packing lists and bills of lading should be forwarded to the individuals in the department who are responsible for recording receipts.

### **Freight Claims**

Fast and fair settlement of claims on the receipt of damaged goods is of mutual benefit to the University and its suppliers. The FTC/BSC should ensure that the required documents are filed within ten (10) working days by the unit and the supplier and/or carrier.

This procedure defines the types of freight claims and explains what must be done in the filing of the claim. In all instances, the supplier must be notified within 24 hours of the discovery of the damage.

### **Filing Responsibility**

The vendor has the responsibility for filing the freight claim if the FOB terms are "Destination". Cornell University has the responsibility for initiating a freight claim only when the FOB terms specify "Shipping Point". For more detailed information on FOB terms see section 803-A. If Cornell has the responsibility for filing the claim, the Unit or FTC/BSC will prepare the paperwork and contact the carrier. If the supplier is responsible for filing, then the Unit or FTC/BSC will notify the supplier of the damaged, lost, or concealed damaged shipment and request replacement shipment.

### **Receipt and Inspection of Shipments**

This procedure addresses three (3) types of freight claims that might be processed if Cornell has the responsibility for filing the freight claim.

#### **1. Damage in Transit**

Damage has occurred to the shipment while it was in the possession of the freight carrier. Damage to packages and cartons is usually readily apparent.

When the shipment is received, any damage is noted on the freight bill at time of delivery. The User Department notifies the supplier about the damaged shipment within 24 hours. End User/Dept/FTC/BSC will contact the carrier and begin the claim process.

## **2. Loss in Transit**

If the supplier has shipped the merchandise to Cornell and it has not been delivered after a "reasonable" amount of time, and the carrier is unable to locate the shipment, then the shipment may be lost.

The end user/unit must notify the supplier when they have not received a shipment within a "reasonable" waiting period. After confirming the supplier's shipment date and verifying that the carrier is unable to locate the shipment, the End User/Dept/FTC/BSC will begin the claim process.

## **3. Concealed Damage**

Merchandise is delivered in apparently good condition and the carrier's bill of lading is signed with no mention of damage. Damage is discovered only after the container is opened within a "reasonable" period of time.

End user/unit must notify the supplier immediately of the damage. The supplier will in turn notify the carrier that a "concealed damage" claim is pending and an inspection is needed. All containers and contents must be kept in a safe place for inspection by the carrier. The carrier will supply an inspection report to accompany the freight claim processed by the End User/Dept/FTC/BSC.

## **Return of Goods to the Vendor**

This procedure describes the correct steps to be followed when goods need to be returned to the vendor for credit or replacement.

When defective merchandise is received from a vendor, or the received item(s) are not the item(s) specified on the purchase order, the shipment will be subject to return to the vendor for credit.

Whenever the department needs to return merchandise to a vendor, the department needs to contact the vendor, explain the reasons for returning the merchandise and get a "Return Authorization" number.

The department prepares the shipment for return to the vendor noting the "Return Authorization" number on all paperwork. This number allows the vendor to identify the goods when they are received and to correctly issue a credit.

**If a replacement is desired, then the department needs to issue a new requisition/order for the replacement.**