Receiving Purchases in eProcurement Guidelines

Before Signing for Delivery or Receiving in eProcurement
1. Match freight delivered with the Freight Bill.
   o Make sure the carton and packing slip match the freight bill. Check that
     shipper, receiver, number of cartons and marks match.
2. Examine the cartons for damage. Check cartons on all sides, top and bottom. (Drivers
   have been known to put the side with the damage down.) Look for any type of visible
   external damage (no matter how slight), including the following:
   o Visible damage to carton
   o Crushed or dented cartons
   o Evidence of rough handling
   o Punctures
   o Gouges
   o Moisture damage
   o Open packages
   o Sounds of breakage
   o Creases
   o Scrape marks
3. Note damage on Freight Bill.
   o Write down any damage you've noted on all copies of the freight bill,
     especially on the driver's copy. Do not sign the freight bill until the driver
     signs and dates it (do not accept the driver's initials; it must be a full
     signature).
   o You have the right to note damage on the freight bill before accepting the
     shipment.

Sign the Delivery Receipt
1. Note any damage on the delivery receipt and legibly sign it in ink, showing "U.W.",
   your full name, date and number of cartons received.
2. Save the Freight Bill and all other shipping documents.
3. Open the cartons and inspect the contents immediately. It can be difficult to prove
   concealed damage, especially if the carton was in good shape when it was received.
   To protect yourself, use the following procedure:
   a. Before moving a carton, open it immediately after delivery and inspect
      thoroughly for any concealed damage to contents. (If you move a carton prior
      to inspecting the contents, you won't be able to prove that the contents weren't
      damaged by you when you moved the carton.)
   b. Also check to see that all items on the packing slip are contained in the carton.

If Shortage or Damage is Evident
1. Do not move the cartons, packing material, or merchandise.
2. Do not use, move or destroy the carton, packing material or merchandise unless
   instructed to do so by the buyer.
3. If you can, take a picture of the damaged carton and merchandise.
4. Contact the vendor or if appropriate the shipping vendor for resolution.
If Damage is Evident or Incorrect Items have been shipped, in eProcurement:

What do we recommend campus do in eProcurement when:

- **Items are damaged**
  - The items are damaged and they need to be replaced with non-damaged goods
  - The items are damaged and the user decides to abandon the EI order

- **Items don’t match what was ordered.**
  - They are incorrect items and need to be replaced with the correct items
  - They are incorrect items and the user decides to abandon the EI order