Administration and Finance
Operations Detail: Facilities Planning & Management - 03

Purchasing, Requesting & Receiving Deliveries
April 24, 2023

1.0 PURPOSE

This operations detail establishes guidelines for purchasing, requesting, and receiving deliveries, aiming to provide efficient logistics and versatile services that align with the requirements of the expanding campus.

2.0 BACKGROUND

This operational guide is designed to explain the framework encompassing the purchase, request, and delivery of essential supplies and services for efficient facilities management. Understanding the intricacies of this operational flow is imperative for ensuring the functionality and sustainability of facilities.

3.0 OVERVIEW

Facilities management supplies and equipment can be procured either via a purchase order or a one-time purchase facilitated by a storekeeper or designated supervisor. Subsequent to the acquisition, Distribution Services undertakes the processing, and the shipping and receiving department ensures the delivery of all items to the Facilities warehouse. The objective is to achieve warehouse delivery within 2-3 business days. Delivery times for requested dispatches may vary depending on the size of the shipment.

Upon receipt, facilities warehouse personnel conduct thorough checks to ensure that items specified in the purchase order are in sound condition and received in the correct quantities. Once verified, the ordered items are promptly dispatched to the requesting units. The warehouse aims to achieve the delivery of all packages within a 24-hours timeframe from receipt.

4.0 CITATIONS

Cal Poly Pomona Strategic Plan 2017-2025

CSU Contracts & Procurement, Strategic Sourcing Options and Alternatives, Sections 3.b & 4.a

Procurement Card Policy Manual

CSU Administration of University Property Equipment Procedures, Section 5.1

SUAM Section XII, Construction Management for Public Works Contracts, 9792.05, #11

Procurement Services, Purchasing

Distribution Services, Courier

5.0 PROCEDURES

Purchasing Merchandise and Equipment

A designated supervisor/manager or storekeeper can procure supplies and equipment by placing a purchase order or through a one-time purchase.

Purchase Orders (PO)

Purchase orders are generated when the department submits a requisition in PeopleSoft. To ensure completeness, the funding source and vendors information must be validated. Contact the Administrative Manager via email to verify the correct funding source for the purchase of all operational costs. It is essential to include a quote that references the associated work order number. The designated administrative support coordinator will input the requisition into PeopleSoft, to initiate the requisition processing.

The administrative support coordinator will send the approved requisition via email to the procurement department at procurement@cpp.edu, who will then review and process the requisition. The procurement specialist must send the purchase order to the supplier before initiating the order of goods/services or committing funds. It generally takes 2-3 business days to process a completed requisition. Upon procurement's creation of the purchase order, the FPM administrative support coordinator will receive the PO documents and be responsible for converting the requisition into a purchase order within the work order system (TMA).

Purchasing Parts as a One Time Purchase (OTP)

For one-time purchases, warehouse personnel must first secure approval from the relevant administrator. Subsequently, they are required to set up the payment method through either a procurement credit card or requisition, adhering to the guidelines specified by the procurement department before initiating the order.

When making an online order, it is essential to provide the recipient's name, department, and the associated work order number. Warehouse personnel must additionally present a cost quote in alignment with the chosen payment method to comply with policy and procedures established by procurement. The confirmation of sale for online purchases should be submitted as a supplementary quote.

Requesting Parts from the FPM Warehouse

The FPM warehouse houses the necessary merchandise and equipment for fulfilling work orders. FPM technicians requesting parts from the warehouse must follow these steps:

1. Viewing assigned work orders and initiating part requests can be done either through a mobile device or a desktop computer.
2. Select the "Request" action feature in Web TMA to initiate the display of requested parts in the warehouse's "Requested Part Browse" query.

Upon availability of the requested parts in the inventory, a notification is transmitted to the requesting party along with instructions for retrieval. If the requested parts are out of stock or the quantity is unavailable, technicians have the option to leave a comment in Web TMA or reach out to warehouse personnel to initiate a part order. Parts not found in the Requested Part Browse query necessitate a one-time purchase (OTP), requiring technicians to reach out to warehouse personnel to initiate the part order.

Fulfilling Requests for Parts

Warehouse personnel satisfy orders for merchandise and equipment. If the requested parts are in the warehouse inventory, they fulfill the request by utilizing TMA to convert it into a “work order part”. This process depletes the TMA warehouse inventory and records the transactions on the specified work order. Following this, warehouse personnel convert the request, retrieve the item from physical inventory, and prepare it for pickup by the requesting party.

For parts that are out of stock or require an OTP, the financial support coordinator allocates the parts/line items to the appropriate work order. This ensures that parts are posted to the correct work order upon receipt of the vendor's invoice after the order has been placed. Subsequently, the financial support coordinator saves the record.

Package Delivery

FPM technicians, vendors, and third-party carriers should arrange deliveries with warehouse personnel before the scheduled delivery day. The shipping and receiving department, situated in building 75, accepts freight deliveries from 8:00 a.m. to 12:00 p.m., Monday through Friday. Shipping and receiving will coordinate with warehouse personnel to deliver packages to the FPM warehouse within their operating hours.

Shipping and receiving does not accept freight deliveries after 12:00 p.m., Monday through Friday. FPM warehouse personnel will aid shipping and receiving with any freight deliveries between 12:00 p.m. to 4:00 p.m. If the shipping and receiving department plans to close during regular operating hours, they must inform FPM warehouse personnel. This notification will help the warehouse prepare more effectively for deliveries.

The warehouse personnel conduct checks of the package pick-up area at the FPM warehouse twice a day to ensure deliveries. They are obligated to sign for each package, thereby assuming responsibility for the items. If the storekeeper is unavailable, packages can be delivered to the FPM customer service counter. In such cases, either the storekeeper or customer service personnel are authorized to sign for and receive packages on behalf of the warehouse.

It is not permitted to leave packages at the entrance of building 81 pr in the mailroom. If packages are found in undesignated areas, they will be returned to distribution services located in building 98-B1-258.If a package is missing any of the requirements noted in the order tracking section, it will be rejected, and the delivery driver will be instructed to take the package to distribution services. Items dropped off at distribution services will be labeled as “return to sender”. Distribution Services can be reached at 909-869-4702.

Order Tracking

When inquiring about the status of an order, FPM technicians should contact the storekeeper or the designated individual who placed the order. The following information is required to track an order:

- Vendor Name
- Package Address
- Currier (FedEx, UPS, USPS, or other)
- Tracking Number

One the quote or invoice is provided; the storekeeper will contact the appropriate vendor to verify the order and obtain its status.

Procurement & Support services

The Asset Management Property Officer conducts a physical inventory of all state-owned equipment, ensuring that all assets acquired by the university are appropriately accounted for and reconciled to the general ledger. Upon receipt via shipping and receiving or the FPM warehouse, all property is labeled with a barcode identification number (CPK #). It is then the responsibility of the Asset Management to update and maintain the PeopleSoft database.

If equipment is not received through the proper receiving process or if equipment is purchased with the procurement credit card, asset management must be notified to determine whether on-site tagging or stamping is required. The property officer can be reached at building 75-100. Asset management is responsible for removing equipment from the property database which is achieved through the completion and submission of a "property survey report" by the respective department. Property Officers can be reached at 909-869-3394 ext. 3394 or assetmanagement@cpp.edu.

Order Inspection and Return

When orders are delivered to the FPM warehouse or to the shipping and receiving department, warehouse personnel must inspect and verify the items upon arrival. If the items are incorrect, do not meet specifications, or are damaged, unpacking should cease immediately. All packing materials and merchandise should be retained by the FPM warehouse, Warehouse personnel will then proceed to prepare a claim report and notify the distribution services manager to arrange for pick-up or to coordinate the return of the merchandise. Returned items should not be sent through campus or US Mail. The package must remain unopened, and property sealed with packaging tape for the return process. Distribution Services can be reached at 909-869-3349 or distribution@cpp.edu.

Order Storage and Notification for Pick-Up

Upon the arrival of part orders, the storekeeper must adhere to the "on-hand adjustment" receiving process to update warehouse inventory as parts arrive. Warehouse personnel are tasked with logging all incoming packages and securely storing the items in a designated safe area within the warehouse. Once the owner of the package is identified, warehouse personnel will notify the relevant FPM personnel within 24 hours and work with them to physically verify the order and provide instructions for pick-up. If warehouse personnel are unavailable, advance notification will be provided to the FPM technician regarding pick-up options. Access to the warehouse is strictly limited to authorized personnel and must be accompanied by warehouse staff.

Retrieving Parts from the FPM Warehouse

Once warehouse personnel have reviewed and fulfilled an order request, FPM technicians are required to proceed to their designated area within the warehouse, retrieve the requested parts from the shelf, and scan the barcode containing the part-code information. Before leaving the warehouse premises, the technician must check out with warehouse personnel, supplying a work order number along with part and quantity information. The work order number is utilized to locate corresponding "part request".

6.0 DEFINITIONS

Web TMA
Web TMA is a computerized maintenance management system used to track, log, and control FPM assets, equipment, and part inventory.

Purchase Order
A purchase order is a document issued by a buyer to a seller, indicating types, quantities, and prices for products and services.

PeopleSoft
PeopleSoft is CSU's common financial system platform.

Storekeeper
Under general supervision, the Storekeeper, (1) is in charge of receipt, storage, and issuance of a volume of varied supplies requiring moderately complex storage practices in one of the branch warehouses or supply rooms of a CSU campus; or (2) has charge of the stores on a small CSU campus; or (3) assumes equivalent duties and responsibilities in assisting a higher-grade store supervisor.

7.0 CONTACTS

This operations detail is owned administered, interpreted, and revised as necessary by the Department of Facilities, Planning & Management.

Lead Storekeeper, FPM
909-878-6143

FPM Customer Service Team
909-869-3030
fmcustomer@cpp.edu

8.0 REVISION TRACKING

Revision History

Revision Date	Revised by	Summary of Revision	Section(s) Revised
08/25/21	Aaron Klemm	Initial Draft	All
03/28/23	Jeffrey Beal Sr.	Updated Draft	All
04/24/23	Natalie Schroeder	Revised for Concision & Clarity	All

Review/Approval History

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01/09/24	Vanessa Garcia	Revised Draft	All
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