Administration and Finance
Operations Detail: **#11-03**

FACILITIES PLANNING & MANAGEMENT
Package Ordering & Receiving Process
August 25, 2021

1.0 PURPOSE

This document defines new processes for FP&M staff who order parts and receive deliveries on campus.

2.0 BACKGROUND

Facilities Planning & Management had a warehouse manager who retired many years ago. This position was never backfilled and without a warehouse manager or a front desk support person to receive, log and control packages, there is no organizational process for receiving packages in Building 81. This presents several problems:
1) There is no person dedicated to receiving and signing for packages.
2) Customer Service staff often spend days researching who a package is intended for because of a lack of proper documentation on the invoice/label.
3) Packages are not locked up and sometimes disappear from the building.
4) Packages are often left outside.
A recent package delivered to Building 81 without proper documentation forced a Customer Service staff member to research the recipient for a day and a half.
With a new process, time can be saved, and confusion and delays avoided.

3.0 OVERVIEW

Distribution Services and Receiving makes deliveries to Building 81 Monday through Friday. They deliver packages to Mailroom 120 and place them on the floor near the copy machine. They may ask Customer Service to sign for packages or sometimes just ask for the individual's name for documentation purposes. The Customer Service representative determines which shop the package is intended for by looking at the label, invoice or packing slip. The representative reaches out

to the shop supervisor (via email or phone) to inform them they have a package in the mailroom.

Vendors, such as Grainger or third-party trucking carriers, make deliveries directly to Building 81 and sometimes leave packages at the front door if staff members are not present. Packages can also be left at the front desk or if the carrier asks for a signature, an FP&M employee can sign for the package and place it in Mailroom 120. Deliveries often do not have proper contact information on the invoice/label, thus creating confusion and forcing staffers to spend time tracking down the recipient. Rosalina Perez checks the mailroom three times a week and will notify a shop supervisor if she sees a package in the mailroom.

4.0 CITATIONS

https://www.cpp.edu/procurement/hours.shtml
https://www.cpp.edu/procurement/distribution-services/courier.shtml
https://www.cpp.edu/procurement/purchasing.shtml

5.0 PROCEDURES

FP&M needs a proper location to secure packages and a person dedicated to receiving and logging shipments. Because this is not an option at this time, we can improve how orders are placed to streamline the receiving and distribution of packages.

Process 1 - Order Placement
Any supervisor or lead placing an order for parts must include <u>one</u> of three items on the invoice/label: 1) Recipient Name 2) Department or 3) Work Order number. This information is crucial and will allow Customer Service or administrative staff to know whom to contact when a package arrives. Packages will continue to be placed in Mailroom 120 with a notification sent to the shop supervisor.

Process 2 - Package Arrival
If freight or packages do not have one of the three items listed above on the invoice/label, it will be rejected, and the driver will be instructed to take the package to Distribution Services and Receiving in Building 75. Freight is received between 7:30 a.m. and Noon, Monday through Friday. Packages are received between 8 a.m. and 5 p.m., Monday through Friday.

Packages left in Building 81 or Mailroom 120 that do not meet the same criteria (proper documentation on the invoice/label) will be returned to Distribution Services and Receiving by placing the item in the blue mailbag with a note requesting its return. The item will be picked up during the regular mail run. The package must be unopened in order to be returned. Distribution Services can be reached at Ext. 3349 for questions during normal business hours.

6.0 DEFINITIONS

A process describes the actions necessary to implement or comply with a policy. Processes typically include a series of steps that ensure consistent results and compliance with a policy.

7.0 CONTACTS

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8.0 REVISION TRACKING

Revision History

Revision Date	Revised by	Summary of Revision	Section(s) Revised
08-25-21	Aaron Klemm	Initial Draft	All

Review/Approval History

Revision Date	Revised by	Summary of Revision	Section(s) Revised