

1. Policy: West Dock Restricted Area

POLICY STATEMENT:

The West Receiving dock (FB016) is a restricted area. Only Nqi kuleu Management staff is allowed. A notice is posted on the double doors leading to/from the West Dock. Customers shall use the side entrance to the left of the double doors for all official business. A directional customer service entrance sign is posted.

2. Policy: Receipt of Goods

POLICY STATEMENT:

Following is the process for receipt of deliveries and the entry of the corresponding items into HuskyBuy

When a package arrives under a PO, the packing slip is removed from the package. The receiver processes the package through our internal delivery system and notes the following on the packing slip:

- 1) Date received
- 2) Deliver-to location
- 3) Number of packages associated with the packing slip
- 4) Initials
- 5) Mark with stamp that alerts end user to contact QNM data control personnel immediately with any discrepancy between items included in shipment and items listed as shipped on packing slip.

Receiver then scans a digital copy into our QNM system to be processed later by data control personnel.

To process a package under a PO in our internal delivery system, the receiver ensures the following is included:

- 1) PO number – inputted utilizing PO number on packing slip
- 2) Dept – imported from file feed from HuskyBuy
- 3) Deliver-to location – imported from file feed from HuskyBuy

- 4) Deliver-to person – imported from file feed from HuskyBuy
- 5) Tracking number – scanned from delivery label
- 6) Cart Number - is established utilizing day of receipt, type of delivery service, and floor/route that the package is assigned

Once the above is verified, the receiver completes the addition into our internal delivery system, and a sticker is printed. The sticker is affixed to each package, and includes the following:

- 1) Cart
- 2) Dept
- 3) Deliver-to location
- 4) Deliver-to person
- 5) Number of packages included in delivery
- 6) PO number
- 7) Internal piece ID – each package has a unique ID assigned, allowing us to track each package

Distribution personnel deliver packages according to the established Package Delivery Procedure and Cart Verification Policy.

Copies of The packing slips are provided to the customer that placed the PO, and originals are given to our data control personnel.

Our data control person verifies the packing slip against HuskyBuy by verifying that description and quantity for each line item matches.

Once the above is verified, data control personnel posts receipt. If any of the above do not match, data control personnel add comment to HuskyBuy end user to confirm what was received. Once data control personnel receives a return comment, receipt is posted accordingly.

For any package that arrives under a PO with no packing slip provided receiver completes a form, including PO number and number of pieces, which is given to data control personnel. Data control personnel adds a comment to HuskyBuy end user to verify items/quantities received. Once data control personnel receives a return comment, receipt is posted accordingly.

3. Policy: Cart Verification

POLICY STATEMENT:

Before leaving the West Dock with any deliveries, distribution personnel must verify the packages included on their cart against the digital manifest to verify they match.

PROCEDURE:

A load sheet provided for warehouse deliveries, or a digital manifest is provided for all deliveries leaving the West Dock.

Delivery personnel must check the packages included on their cart against the corresponding load sheet/digital manifest to ensure they match. Any discrepancies must be reported immediately to the courier supervisor and the appropriate UCH Nqi kuleu Management staff. Any additional packages on the cart not included on the load sheet/digital manifest should be hand delivered to the courier supervisor or receivers for proper processing and placement on the correct cart. If a package is scanned that is not on the digital manifest the scanner is locked and requires a supervisor password to unlock. Any missing packages will be noted by the supervisor on the load sheet/PTS system, and no delivery will leave the dock without verification that the missing package is not included.

Immediately upon return to the West Dock, the handheld scanner must be uploaded in order to synchronize the data to PTS. Any packages remaining on the load sheet must be handled as follows:

- 1) Due to package coming back to dock with delivery personnel – hand delivers the package to courier supervisor immediately to have the status changed.
- 2) Due to signature not captured – delivery personnel immediately returns to obtain signature from recipient.

If items are missing/returned then scanner is locked and requires supervisor to unlock. Delivery personnel will not be able to accept a new cart until items are rectified. The courier supervisor will hand deliver to the receivers any packages needing to be reassigned to a new cart.

4. Policy: Computer Design Center (NPA)

POLICY STATEMENT:

NPA provides a code on the attention line of all incoming deliveries. UCHC receiving and distribution shall process these packages by our PO number included in the attention line. Included below is an example of the attention line:

123456/B12345/**P0092212** = Trackit ticket # / NPA P.O. # / **UCHC P.O. #.**

The highlighted portion of the attention line will always be one of our PO numbers.

PROCEDURE:

- 1) When the PO **P0092212** is included on a package, the label generated in Arrival will include in the third line **HOLD FOR NPA/KAROL PIKE**. When this PO is used, please do not open the box, there should be no packing slip included. Also, please do not post receiving on these packages in FRS. As agreed upon, these boxes should be placed on the “NPA” cart. NPA has agreed to come to the Nqi kōkēu Management Help Desk to retrieve their packages. Upon their arrival to the Help Desk, all packages on the NPA cart shall be brought to the Help Desk for signature, following established delivery criteria. NPA representatives will come twice daily, and retrieve all packages on the NPA cart.
- 2) For NPA packages utilizing a different PO please follow established criteria to process.
- 3) NPA has agreed to reference every delivery with a PO, included on each delivery label. This should significantly decrease the number of deliveries processed with no PO. If there is a NPA delivery without a PO referenced on the label, please let the appropriate QNM staff know as soon as possible.

5. Policy: Delivery Signature Requirements

POLICY STATEMENT:

Signatures for deliveries must be obtained at time of delivery, including full last and first name of recipient and room number of recipient. Signatures will only be accepted from individuals who possess a current, valid UCH public safety issued badge.

PROCEDURE:

Signatures will be collected as noted above. In the rare event that no one is available to sign for a delivery, it must be hand delivered to the courier supervisor for status change then to one of the UCH receivers to be reprocessed. These deliveries should be reassigned to the next available cart for delivery and stored appropriately so as not to jeopardize the contents.

6. Policy: Incoming Delivery Verification

POLICY STATEMENT:

All incoming deliveries that require a signature must be verified before providing said signature.

Verification includes, but is not limited to:

- 1) Ensuring piece count on bill of lading/delivery manifest is correct.
- 2) Visual observation of scanning of incoming deliveries.
- 3) Confirmation of correct vendor, date, and delivery destination on each label.
- 4) Damaged packages will be accepted with a notation on bill of lading prior to signing. In addition, a comment shall be added to HuskyBuy end user notifying them of damage along with a comment added to PTS.

7. Policy: Proper Location for Hospital, Clinical, Laboratory Deliveries

POLICY STATEMENT:

The proper place for deliveries of packages going to hospital, clinical, and laboratory departments is a rack, cart, shelf, or designated pallet. All deliveries shall be placed no less than six inches off of the floor in accordance with compliance regulations. Deliveries can be left on a counter or in a cabinet upon request from the department.

- 1). No deliveries shall be left on the floor under any circumstance.
- 2). No deliveries shall block or protrude upon any door, egress, exit, or path.
- 3). For clarification of which units are designated as hospital, clinical, or laboratory please see the appropriate QNM staff.

8. Policy: Returns

POLICY STATEMENT:

No package shall be picked up for return to the West Dock by any Ngi kuleu Management or affiliated staff without proper documentation.

Proper documentation includes, but is not limited to:

- 1) The completed Materials Return Form (LM-3R), for packages returned to West Dock for reprocessing; or the completed Return Authorization Form (LM17), for packages being shipped to vendor, including return authorization number. The forms must be completed, printed and given to the UCH Courier. The forms can be found at <http://opa.uchc.edu/> under Forms & Catalogs. The form contains mandatory fields marked in "Red", along with other pertinent information for completion.
 - a. Courier shall acquire the signature of the person requesting return.
 - b. Indication of number of packages being returned.
 - c. Printed name and signature from person/department requesting return.
 - d. Printed name and signature of Materials Management or affiliated staff taking the return.
 - e. Intended recipient
 - f. Date of request to return.
- 2) Returns shall always be hand delivered to an authorized Logistics Management staff member on the West Receiving Dock, without exceptions.
 - a. A signature is required at this point from the appropriate Logistic Management staff.
 - b. Upon processing a LM-3R return, Logistics staff shall send a confirmation email to the originator requesting return, with the assigned reference number.
 - c. Package shall be reprocessed and placed on next available cart for delivery.

- d. For LM17 return shall be placed on corresponding outbound shipping cart and form shall be sent to OLM shipping staff for billing.
 - e. For a PO return the return shall be posted in HuskyBuy, the form should be digitally scanned and added via comment to PO in HuskyBuy.
- 4) Your signature on the LM-3R Form indicates that you have read, understand and agree with this policy.

General Information

- **Dangerous Goods Shipping**

People who ship dangerous goods, including dry ice, are required to attend DOT/IATA training.

The DOT also requires that individuals who ship diagnostic specimens or other dangerous goods must receive training.

Please see training schedule http://ors.uchc.edu/training_sessions/trainrso2013.pdf for the next Shipping Dangerous Goods training session, which will include shipping requirements. Call the Research Safety Office (x2723) if you have questions on shipping hazardous materials or importing/exporting materials to/from other countries.

Research Safety Office

- **Help avoid delivery mishaps, follow these important directions!!**

Please make sure that you list your Ship-To address correctly when placing your Purchase Order!! Your Department Name, Your Name, Telephone Number, Building/Floor/Room Number, and Mail Code are Essential. When ordering critical items, make sure the vendor knows to include this information before shipping. 99% of missed Delivered or Loss Packages are a result of deficient Ship-To information.

Please make sure that you Sign & Print your name legibly when receiving goods from our Distribution Staff. If there is a problem with the delivery/receiving, your signature plays a critical role when dealing with Vendors or Distribution Services.

Please make sure that all destination labeling is accurate. Your Department Name, Your Name, Telephone Number, Building/Floor/Room Number, and Mail Code are Essential.

All receiving issues must be reported in a timely fashion to the Receiving Department Supervisor at 679-1957 or x-1958. We are not responsible for any receiving losses which were not reported within 45 days from arrival date at the UCH West Dock.

- **Holiday Schedule**

Normal distribution services during National Holidays will be affected, as the flow of incoming parcels will be substantially reduced. As always, there will be no mail, PAR or distribution services during major holidays. (e.g. Fourth of July, Christmas, Thanksgiving, Labor Day and Memorial Day). A special notice is sent to all Hospital and Clinical units with information regarding holiday coverage.

- **Personal or Non-UConn Health Business Related Deliveries**

Absolutely no personal or non-UConn Health business related deliveries should go through the UCHC Distribution System. UConn Health is not responsible for lost or stolen personal items that are sent through the system.

Examples:

- parcels, products, orders, clothing, etc.
- chain letters
- personal bills
- clothing magazines
- travel magazines
- non-business bulk mailings (etc.)

- If you notice a tag on your door the next time you return to your office or lab, it may be because you missed a delivery from Central Distribution Services. There are many instances when we are unable to make a delivery. This type of delivery problem can cause delays in our distribution system. In some cases items may even get lost in the distribution system. To avoid these problems, we will be going to the same type of notification system used by the USPS and UPS.

If you have any questions, please contact our Help Desk at x-7951

WORKING TOGETHER WE MAKE A DIFFERENCE

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BCA.1.101

NOTICE OF DELIVERY ATTEMPT

Office of Materials Management
CENTRAL DISTRIBUTION SERVICES
University of Connecticut Health Center



We are here to serve You!
TELEPHONE: 679-1950 MAIL CODE: 2010

CLAIM NO. A000733

NOTICE: We have made an attempt to deliver the item(s) on P.O. #/WH: _____, but were unable for the following reason(s):

No one in your office was available to sign for delivery.
 No one would accept/sign for your delivery.
 Your office was closed.

Please call 679-1930 or 1953, to make arrangements for pick up or for special delivery of your item(s).

A storage fee will be charged for any item(s) not picked up within thirty (30) days. Items that are not claimed within one year will be declared surplus by Materials Management.

Name: _____ Date: ____/____/____

Received By: _____
PLEASE PRINT FULL NAME

Signature: _____ Date: ____/____/____

- **Proper Labeling Is Essential. Avoid delivery errors!!**

Internal Mail Address Example:

| | |
|--|-----------------------------|
| Unit | Logistics Management |
| Address Building/Floor/Room # | FB023 |
| Mail Code | 2012 |
| ATTN: | Jack Ferraro |

Incoming or Outgoing US Mail Address Example:

Name or attention line: **ADAM MIKE LOGISTICS SERVICES SUPERVISOR**

Company: **UNCONN HEALTH
OFFICE OF LOGISTICSS MANAGEMENT**

Delivery address: **MAIN BUILDING FB023
263 FARMINGTON AVENUE**

City, state, ZIP Code: **FARMINGTON CT 06030-2012**