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Policy Owner: Chief Financial Officer
Approved by: President
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RECEIPT AND RETURN OF GOODS

Policy Statement

All goods received by NewU must be inspected and verified immediately against the purchase order, packing slip, or receiving document by the requestor of the goods. Evidence of satisfactory receipt is required for all goods provided to NewU. Defective goods must not be accepted.

Reason for Policy

The purpose of this policy is to provide guidance on the satisfactory receipt of goods and the return of defective goods.

Scope

The Policy on Receipt and Return of Goods applies to all NewU Faculty and Staff.

Policy

Receiving and Documenting Receipt of Goods

All goods received must be inspected and verified immediately against the purchase order or against another receiving document, such as a bill of lading, packing slip or by noting the receipt on the invoice submitted for payment. The responsibility for receiving and documenting receipt of goods rests with the requestor of the goods. If not physically received by the requestor, the requestor must receive notification from the receiving party summarizing what was received so that an accurate record of receipt can be noted.

A. Over/Under Shipments

If you receive more or less than originally ordered and a purchase order (PO) was issued, notify immediately the CFO or his/her designee via email to amend the purchase order.

In the case of an overage, the employee should work with the vendor to obtain a Return Merchandise Agreement (RMA).

B. Changes or Cancellations

If a requisitioner decides to change or cancel the quantity on a purchase order, notify immediately the CFO or his/her designee via email to verify the change or cancellation with the supplier.

If a supplier elects to change the quantity or substitute an item, the supplier should notify the CFO or his/her designee via email. However, if the supplier notifies the requisitioner, the requisitioner should amend the purchase order to match the substituted item by submitting a requisition to revise the purchase order information.

C. Corporate Card Requirements

If goods are purchased with a Corporate Card, the Corporate Card holder is responsible for: 1) inspecting the goods immediately upon delivery; 2) contacting the merchant when the goods purchased are not acceptable (incorrect, defective, etc.); 3) arranging a return for credit or an exchange. Credit must be returned to the Corporate Card.

Defective Goods

It is the policy of NewU not to accept defective goods. When defective goods are detected while the carrier is present due to damage to the shipping box or carton, the bill of lading or other receiving document must not be signed and the defective goods should be rejected and returned to the supplier by the carrier.

When defective goods are not discovered until the package is opened, and after the carrier is gone, the damaged or missing items should be documented and the deficiency or damage reported to the supplier. The goods must be kept as is until the supplier claim inspection has been made or the supplier concurs. Most often an RMA is required to return goods to a supplier after NewU has signed for its delivery.

Warranties

In the event service is required during a warranty period, the employee in charge is responsible for contacting the supplier. If the warranty service is not provided or is inadequate, notify the CFO or his/her designee for support. If the warranty expires and it needs to be extended, notify the CFO or his/her designee to extend the warranty.

[End]