

Delivery

User Guide
2006



Welcome To Delivery

Welcome, Delivery is responsible for delivering materials, equipment, supplies, and records to institutional departments. We also pick up various items from departments for delivery to the Materials Management Warehouse or elsewhere.

The functions performed by Delivery include:

- Coordinating final delivery of items ordered by departments;
- Delivery of items ordered from Materials Management;
- Pickup of items being returned to vendors from departments;
- Delivery and pickup of boxes stored at, or being sent to, the Records Center;
- Pickup of surplus items;
- Pickup of used toner cartridges; and
- Cylinder delivery and pickup.

Table Of Contents

General Information

Hours of Operation and Location.....1
 Mailing Address1
 Phone Numbers.....1

Delivery Of Materials

Location Numbers.....2
 Delivery Schedule.....2
 Special Handling.....2
 Inquiries2
 Package Tracking3
 Address Changes3

Types Of Delivery

Purchased Materials4
 Large and/or Unusual Items4
 Materials Inventory Items.....4
 Records Center Boxes.....4
 Gas Cylinders4

Pick-up Of Materials

Returns To Vendors5
 Records Center Boxes.....5
 Surplus.....5
 Cylinders.....5
 Other.....5
 Redirect of Delivered Materials.....5

Forms

Surplus Equipment Warehouse Form.....6
 Redirect Of Delivered Materials.....7

General Information

Hours Of Operation

Monday - Friday, 8 a.m. - 5 p.m.

Please call for holiday hours

Location

14th Street and Strand
Materials Management Warehouse
East end

Mailing Address

Our campus US mail address is:

TO: ATTENTION LINE (name of person)
DELIVERY - ROUTE 1027

Our incoming US mail address is:

NAME OF PERSON (optional attention line)
DELIVERY - 1027
THE UNIVERSITY OF TEXAS MEDICAL BRANCH
301 UNIVERSITY BLVD.
GALVESTON, TX 77555-1027

Our campus ship to address for non postal carriers is:

University of Texas Medical Branch
Delivery
14th and Strand
Galveston, Tx 77555-1027

Internet Address

<http://www.utmb.edu/logistics>

On the Logistics home page click "Delivery"

Phone Numbers

General Information... package tracking and surplus
property pickup

(409) 772-5327
(409) 772-5322

Fax
(409) 772-3693

Delivery of Materials

After inspection by Central Receiving, our team will make delivery of materials to the requesting department as indicated in the purchase order record. Deliveries to departments are usually made within 24 hours after receipt by Central Receiving. If the delivery is a Materials Management supply order, the delivery is made within 24 hours of the order being received by Materials Management Inventory. Peak receiving periods may extend the delivery time unless special handling is required.

Upon delivery, our driver will be required to obtain the signature of the individual accepting the materials for the requesting department. The number of cartons delivered should be verified against the delivery log before signature.

When the driver leaves, the requesting department should verify the contents of each carton against the purchase order. The driver will not be responsible for opening cartons, stocking shelves, installation or assembly of items received.

Shortages, overages, or incorrect merchandise received must be reported to Central Receiving immediately upon receipt. Please see the Central Receiving website for detailed information. Central Receiving will notify the Purchasing Department of any problems with materials received.

Installation or assembly requirements should be requested on the requisition so that the Purchasing Department may include them in the purchase order to the vendor. Departments may also choose to have installation or assembly performed by the University's Facilities Operations And Management (FOAM). Departments are, however, advised to communicate their requirements to FOAM before submittal of these requisitions to the Purchasing Department.

Location Numbers

Every room on campus has been assigned a location number, "L" number for short. Location numbers are very important as they tell our drivers where to deliver your materials. Upon delivery, our drivers are required to scan the rooms' location number, scan the bar code label on each package and obtain a signature for receipt.

Location numbers are located on a bar code sticker label on the center hinge of the door into each room, labels are visible when the door is open.

Delivery Schedule

The approximate delivery schedule is as follows:

- Drivers leave the warehouse around 8:30 a.m. to begin deliveries.
- Drivers return to the warehouse at 10:30 a.m. to check for any new rush deliveries requiring attention.
- In the early afternoon, rush deliveries are taken to their destinations.
- The final run for the day begins at 3:00 p.m.

It is important to remember that there are 93 major buildings at UTMB, with approximately 17,000 potential stops for deliveries. Each driver averages approximately 1 box every 4 minutes, and each delivers approximately 150 boxes per day.

Most small shipments will be delivered to the requesting department within 24 hours, while the amount of time for delivery of large shipments may vary. Overnight shipments are generally delivered same day.

Special Handling

Materials are processed through Central Receiving, and then Delivery on a First In First Out basis unless the nature of the material dictates special handling.

Frozen, refrigerated, or otherwise perishable or sensitive items require special processing and expedited service. Delivery will take every precaution to protect these items, and they will be given priority for timely delivery to the requesting department.

If a department wishes to flag a particular package for priority delivery, please contact Central Receiving at 772-5340.

Departments are are welcome to send representatives to the warehouse to pick up items if they are needed right away.

Inquiries

If a department needs to inquire about a package that has not yet been delivered, please call:

- Central Receiving: 772-5340
- Delivery: 772-5327
- Mail Services, at 747-3268

Please be sure to check with other department members before calling for assistance, to see if another person may have received the items.

When calling to inquire about a package, please have the following information available:

- Purchase order number, if applicable
- Name and address of sender
- Carrier name (FedEx, DHL, UPS, etc.)
- Carrier assigned tracking number
- Department and recipient at UTMB
- Building, room number, and “L” number where the package is to be delivered
- Information on who and when a package may have been signed for at UTMB

Package Tracking

Departments may track the delivery status of package(s) through any of the major carriers:

UPS

http://www.ups.com/WebTracking/track?loc=en_US

Federal Express

<http://fedex.com/us/pckgenvlp/track/index.html?link=1&lid=//Track&hbxrootmenuid=//Track&hbxrotmenuorientation=down>

DHL

<http://track.dhl-usa.com/TrackByNbr.asp?nav=TrackBynumber>

If your package has been delivered to UTMB, please visit our internal tracking system at this web address:

<http://packagetracking.utmb.edu>

Address Changes

Individuals should check UTMB’s online directory to make sure their building and room number fields are correct. If they are not, please access the “Edit” feature when you find your information in the online directory at:

<http://iram.utmb.edu/directory>

If your department needs to change the default delivery code in People Soft, please call the Problem Resolution Help Desk at 747-8025 for instructions.

Types of Delivery

Purchased Materials

Materials will be delivered to the designated receiving area for the department indicated on the package or purchase order, unless other delivery instructions are received prior to the receipt of the material in Central Receiving.

Delivery's responsibility for the delivery is complete upon obtaining a signature for the merchandise from the department. Subsequent relocations and/or installations of the material are the responsibility of the requesting department.

Once a package has been delivered to the department, a representative must inspect the contents as soon as possible (ideally, within 24 hours) for concealed damage, unidentifiable items, items not conforming to specifications or other discrepancies. Retain all packing materials for inspection by the freight inspectors if there is a problem to be reported.

If the material or equipment must be installed to verify if it is acceptable, the department should arrange to have this procedure completed as soon as possible.

If there is damage, please contact Central Receiving at 772-5340 for assistance in filing a claim with the carrier. If a shipment is not correct, please follow these procedures:

- Small Order System (SOS) Purchase Order changes, please e-mail your changes to purchsos@utmb.edu or fax to 747-8030.
- Formulary orders, please call the Problem Resolution Desk, at 747-8025.
- Materials Management orders, please call the Customer Service Desk, at 772-5364.
- Orders placed by Acquisition, please mail (to route 0905), fax (to 747-8030), or e-mail your buyer in Acquisition stating the problem. The responsible buyer will issue a change order to the vendor.

Large and/or Unusual Items

Delivery personnel do not assemble, nor do we set up furniture or merchandise. Delivery is not responsible for making arrangements to deliver items that are so large they will not fit in elevators or through doorways. The department must take these issues into consideration and make proper arrangements during the purchasing process.

Supply Inventory Items

Materials Management orders may be consolidated for delivery to the requesting department. Please use the Materials Management's online system for ordering supplies.

If you need to follow up on a supply order, please call Materials Management at 772-5364. The following information may be needed during a follow-up call:

- requisition number created in the EDS system;
- Materials Management order number;
- date and time the order was forwarded to Materials Management;
- items ordered, and quantities; and
- number of items on the order.

Records Center Boxes

For instructions on how to send boxes to the Records Center or how to request and return records already stored at the Records Center, please visit the Records Management web site.

Once Delivery personnel bring records boxes to the department, the requestor or another authorized department representative must sign the Records Request form for the driver in order to confirm receipt of the box(es).

Gas Cylinders

Delivery transports cylinders to departments who have placed orders through Materials Management for liquid nitrogen, oxygen, or other materials stored in these tanks. Our Cylinder delivery crew also delivers gas orders coming through Central Receiving on a purchase Order.

Please use Materials Management's online system for ordering cylinders.

A department representative must supply his or her signature and employee number to the driver when cylinders are delivered.

Pick-up of Materials

Returns To Vendors

For detailed instructions on shipping materials and equipment back to vendors, please visit our Shipping web site.

Departments are responsible for securely packing items for outbound shipment, obtaining a vendor return authorization (if applicable), and placing labels on all items to be shipped before Delivery picks them up. Please label all packages being returned with the return authorization number and the original purchase order number.

Records Center Boxes

For detailed instructions on returning records boxes to the Records Center, please visit our Records Management web site.

Place the boxes in the area indicated (by "L" number) on the Records Request form or Transmittal of UTMB Records form. Our Delivery team will schedule the pick-up.

Surplus Property

For detailed instructions on surplus property pickup, please visit our Surplus Property web site

Departments must complete a [Surplus Equipment Warehouse](#) (SEW) form and fax it to 772-5334 or mail it to Delivery at mail route 1027.

Delivery will not pick-up surplus property without a SEW form. The form must be signed by our Delivery driver and a representative from your department. Departments should keep a copy of the SEW form for their records.

If the department has extra items to add to the SEW form at the time of pick-up, the Department Property Contact (DPC) must initial the changes.

Cylinders

Delivery will pick up empty cylinders from departments when delivering new cylinders.

A department representative must supply his or her signature and employee number to the driver when cylinders are picked up.

Other

Delivery will pick-up used toner cartridges for recycling. Please call 772-5327 to make arrangements. To have full paper recycling bags picked up, please call the provider's Service Response Center at 772-5326.

Redirect of Delivered Materials

Central Receiving and Delivery make every effort to deliver materials correctly the first time. On occasion, materials may be delivered to and signed for by the wrong department. If this happens and you receive materials that were not ordered by your department, please fill out our [Redirect Of Delivered Materials](#) form and mail or fax to us.

We will pickup the material during our normal daily delivery routes, research the problem and redeliver to the correct department.

Pickup From

Department:
Building, Rm #:
L - Number:
Contact / phone:
Number of Pieces:

Comments