

Free Book Samples Delivery

POLICY STATEMENT

Because free book samples are often sent by publishers and are unsolicited, Central Receiving will not make a delivery unless the department notifies Central Receiving by email that a complimentary book samples has been ordered and sent.

REASON FOR POLICY

Due to the large volume of unsolicited packages, this is not cost effective for Central Receiving to deliver: no tracking numbers, no names on packages, and no one to receive the packages at the department level. This all takes time and money.

PROCEDURES

- If your department desires a book sample please email Central Receiving with the name of the book, publisher, department and recipient.
- Free book samples will not be rerouted if the information on the shipping label is wrong. These books will be placed in the Warehouse "Free Bin" pile.
- Free book samples that are unclaimed will go into a free bin, and donated twice per year.

Package Returns

POLICY STATEMENT

All returns must have a Return Authorization form filled out and attached to the item being returned (see: forms and attachments #1 below), and the item must be delivered to Central Receiving within 24hrs of the arranged scheduled pick-up. .

REASON FOR POLICY

To provide a simple process to return mis-shipped or damaged good to our vendors.

PROCEDURES

It is the department's responsibility to box up their returnable item(s) and contact a vendor and or shipping carrier to schedule for a pick up of the returning item(s) All returns must be scheduled to be picked up at Central Receiving, NOT your department.

Procedure is as follows:

- a. Make sure item (s) is boxed properly.
- b. Fill out a Return Authorization Form that can be found in APU Public Folders and attach it to package.
 - i. You must include any return numbers on the Return Authorization form and attach the form to your package.
 - ii. Keep a record of any number(s) that pertain to your package and its return process.
- c. Coordinate pick-up with vendor and or shipping company
 - i. This address must be used when scheduling a pick-up
A.P.U. Central Receiving Bldg. #3
Your Name and Department
701 East Foothill Boulevard
Azusa, CA 91702
- d. Send your item to Central Receiving within 24 hours of scheduling a return.
 - i. Most shipping companies will attempt 3 times to pick-up this return,
 - ii. After the third attempt, you must rearrange for another pick-up.
- e. Central Receiving and Warehousing is responsible for the return only if the previous procedures have been followed.
- f. Once an item has been picked up from the Central Receiving dock, it is the responsibility of the department to verify that the item (s) have been returned in a timely fashion.
 - i. Some vendors required that Central Receiving leave an item for return on the loading dock and we are not always present when an item is picked up for return and we do not assume any responsibility for loss should there be any question of the return.

FORMS

Return Authorization Form at www.apu.edu/auxiliaryservices/receiving

Parcels and Packages Delivery

POLICY STATEMENT

Central Receiving will make two attempts to deliver packages. After returning a package to the warehouse a second time because of an office being consistently closed, it will then become the responsibility of the department to pick up their package.

REASON FOR POLICY

To insure a consistent same day delivery service for the delivery of packages and parcels being delivered through Central Receiving.

PROCEDURES

1. All next-day accountable mail will be delivered on the day it is received during either our morning or afternoon delivery run.
 - a. Morning 10:45-12:30
 - b. Afternoon 2:45-4:00
2. All ground shipments will be delivered within 24 hours of receiving at APU on or during one of the above mentioned delivery times. There are 2 exceptions to this procedure:
 - a. If the package is oversized, special arrangements need to be made for delivery through Central Receiving ext. 5111.
 - b. If the package has not been addressed correctly and/or we can not find who the recipient is.
3. Concerning oversized packages or freight:
 - a. Central Receiving will contact the department or person by phone within 24 hours of receipt of the shipment.
 - b. The department or person must make arrangements with Central Receiving to schedule delivery options or to discuss storage placement.
4. Concerning closed offices:
 - a. We will attempt to deliver all normal sized packages within 24 hours.
 - b. Should an office be closed during one of our scheduled delivery times, we will do the following:
 - i. Drop a door hanger (door hanger #1) indicating the date, time and what we attempted to deliver.
 - ii. That department will also receive a phone call from the receiving clerk that day indicating our attempt.
 - iii. We will attempt a second delivery. Should that department be closed on our second attempt, they shall receive a second door hanger (door hanger #2) indicating that they can pick up their item from Central Receiving on West Campus. They also can expect a phone call from the coordinator of Central Receiving and Warehousing to discuss delivery issue.
 - iv. After two attempts to deliver, it will be the department's responsibility to pick up the packages at Central Receiving. We will not attempt a third delivery.

Replacing Lost Packages

POLICY STATEMENT

This policy is in affect to provide guidance as when reimbursement can occur for a lost package, after an attempt is completed by Central Receiving to track and locate the parcel in question.

REASON FOR POLICY

On occasion a parcel will be lost once it arrives at the university. This policy will provide guidance for Central Receiving when a customer asks for replacement of their parcel.

PROCEDURES

1. Customer is to contact Central Receiving when there is a question regarding the delivery of an in bound package.
2. Customer will need to provide Central Receiving with a tracking number and the name of the carrier. If no tracking number is available Central Receiving will not be able to assist the customer in finding their package. (Our suggestion would be for the customer to call the company they placed the order with and see if there was a tracking number or if the package was shipped.)
3. If we have a tracking number, Central Receiving will track the package on the carrier's website to verify delivery to the university.
4. Central Receiving will track the package using the SMART Track software located in Warehouse #3 to verify the package has been validated and delivered.
5. If proof can be shown that the package was validated at the Central Receiving, it will be the responsibility of CR to search for the missing package to the best of their ability.
 - a. The package may be located on the mystery shelf, due to the fact it arrived without an individual name or department name.
 - b. The package may have been returned to sender, if the recipient can not be located or has left the university.
 - c. The package may have been miss-delivered to another department.
 - i. Central Receiving used three lists to search for an employee or student; Outlook, Student listing and Employee listing.
6. If proof of delivery can be determined and that the recipient is an employee or registered student, Central Receiving will be responsible for reimbursing the recipient for the cost of replacing the lost item if proof of delivery can not be established.
7. The customer will be responsible for reordering and providing Central Receiving with a receipt for the cost of replacing the lost item.
8. A check request will be sent to the Business Office to obtain the replacement cost.
9. The customer will need to provide the following items to Central Receiving.
 - a. An original receipt
 - b. Name and valid address
 - c. Social Security Number (required by the Business Office)
10. Once the check is cut, it will be forwarded to the customer by mail or arrangements can be made to pick up the check in Central Receiving.