

Central Texas College Materials Management Policy and Procedures Manual	Policy No. 115 July 2011
Inspection, Substitution, Changes, and Returns Procedures	

I. INSPECTION OF MERCHANDISE

The Receiving and Shipping Department (RSD) is responsible for inspecting all shipments to verify quantities received, condition of merchandise, compliance with purchase order requirements, and entry of the receiving data into the system. However, because of the technical nature of some goods, the ordering department must inventory the merchandise upon delivery by the RSD. Any discrepancies or damage must be reported, preferably in writing, to the RSD who is responsible for notifying and negotiating with the vendor. To protect the District, reports must be submitted as soon as possible after delivery, but **in no case later than three days after receipt**. Failure to promptly submit required reports will jeopardize the District's ability to correct the problem to the end user's satisfaction.

II. SUBSTITUTIONS

Substitutions of items specified on a Purchase Order (PO) are not permitted without prior approval of the Purchasing Department. Such approvals cannot be granted unless the substituted item(s) meet or exceed the requirements of the PO, are of equal or better quality, and are furnished at the same or lower price.

III. CANCELLATION/MODIFICATION OF ORDERS

A PO is a contract between the District and the vendor. Consequently, it cannot be modified or canceled unilaterally. Any request to modify or cancel an order must be in writing and directed to the Purchasing Department. If it becomes necessary to make a change in the original PO, such as price, terms, description, addition or deletion, the requesting department should immediately notify the Purchasing Department by written memo or electronically describing the reasons for change. The Purchasing Department will notify the vendor of approved changes by re-issuing the PO. The Purchasing Department will handle the request in accordance with established procedures.

Generally, a vendor will agree to cancel an order, if the item(s) have not been shipped. The department may be held responsible for any material shipped by a vendor or for other costs incurred prior to cancellation. In some cases, the payment of a restocking charge may be authorized.

IV. RETURNS

Merchandise to be returned to suppliers or manufacturers for adjustment or credit should be coordinated with the Purchasing Department. The actual return of the merchandise is handled by RSD in coordination with the Inventory Manager and in accordance with the property disposal procedures, if applicable. The vendor is under no obligation to accept a return of items shipped in accordance with the PO, unless the item(s) is damaged, and then only if the damage is reported within three days. Agreement from the vendor to accept a return is by no means automatic, and a restocking charge may be incurred and charged to the requesting department.