



FREIGHT GUIDELINES

Forest Grove Campus

Pacific's Facilities Department, Mail Services and Purchasing Department have established guidelines and information regarding the receipt and distribution of freight on the University's Campuses. Guidelines are in place to insure a safe and secure environment for shipping and receiving of freight items. Service is provided by the Facilities Department exclusively for University related business.

Shipping Address: Pacific University, 2352 Sunset Dr., Forest Grove OR 97116

Shipping Phone: 503-352-2213 (Facilities Management office)

Shipping & Receiving Hours: **MONDAY – FRIDAY 8AM to 3PM**

Closed on Observed Holidays

NO EXCEPTIONS – Facilities staff not available after 3:30PM

What is FREIGHT?

Items shipped as "freight" are transported in a large delivery truck or a semi-truck and the use of a fork lift or lift gate is necessary to load or unload due to the weight or size. Examples might be large equipment or furniture or several smaller boxes that come on a skid or pallet. Examples of these carriers could be private trucking companies, UPS Freight, FedEx Freight, etc.

Please note: Single packages brought to campus on a delivery vehicle that can be carried by a driver are to be addressed to the campus' main address by route of Campus Mail Services. Forest Grove Campus: 2043 College Way, Forest Grove OR 97116. Examples of these carriers would be USPS, UPS, FedEx, independent small truck carriers, etc.

Receiving FREIGHT Shipments

For assurance of accurate delivery, vendors need to be provided with the **exact delivery address (see above)**. **Insist** that they included a purchase order number or department contact and phone number, department name and the building. Changing the address AFTER a delivery arrangement has been made may cost significantly! Please be accurate when giving the address to Freight Companies.

For security purposes and to provide proper handling of incoming shipments, Facilities Management must be notified at least 48 hours in advance of delivery.

Contact facilities@pacificu.edu with the following information:

- Shipping Company
- Scheduled shipment delivery date
- Administrative personnel's contact information and Department name
- Shipment description (size, weight, number of boxes, or number of pallets)
- Special receiving instructions or requirements from the Carrier.
- Special receiving/handling instructions for Facilities Staff at delivery site such as "fragile", "needs refrigeration", etc.

- If a vendor cannot print delivery information on shipping documents, Pacific's Facilities Management office needs to be notified of possible unmarked shipments.
- Department administrative personnel are responsible for all tracking information on their shipment. If the shipment is going to be delayed beyond the original delivery date, it is their responsibility to inform Facilities of this change.

Should the shipping company require contact information for our Shipping & Receiving area, provide them with Facilities Management's phone number, 503-352-2213.

Delivery to Departments

When delivery is received, Facilities Management or the receiving Facilities staff will contact the department designee via phone or email to arrange prompt delivery.

If you prefer to pick up your shipped item directly, contact Facilities Management by phone or email facilities@pacificu.edu to make those arrangements.

Due to limited storage space, received goods **must be picked up promptly**. Upon request, Shipping & Receiving may be able to provide temporary storage not to exceed 24 hrs.

Facilities Staff will deliver heavy and/or bulky items from receiving to departments.

- **One location for each department is required** and this established information must be communicated to Facilities Management prior to delivery.

Each department should designate 1 or 2 persons to sign for deliveries. The identified individual name(s) need to also be conveyed to Facilities Management in writing prior to delivery.

- **A signature from the designee will be required before Facilities staff will make delivery.**

Facilities delivery staff will not provide services of uncrating and/or equipment set-up unless previously arranged via a work request.

- For items that will require uncrating, disposing of packing materials, installation, setup, special handling or that are oversized and require building modification (i.e. temporary removal of doors to allow delivery), a submitted Work Request is required 48 hours PRIOR to the delivery. **This work request will require a department budget account as there will be a chargeback for this service.** Work Requests can be found at <https://www.pacificu.edu/about-us/offices/facilities-management/work-requests> and follow the directions.

Damaged Received Goods

- Facilities Staff, upon receipt of delivery, will examine the exterior packing container for visible damage and will note such damage on the delivery ticket.
- **Check for concealed damage!** Since most vendors impose strict time limits on reporting damaged goods and/or content discrepancies, department administrative personnel are advised to promptly open and inspect all shipments.
- Departments are responsible for resolving discrepancies with the vendor and/or shipping carrier, not Facilities.

Refusal of Delivery

The following items **will not be accepted** by the Shipping & Receiving Department:

- Personal items
- Hazardous Materials
- COD items

The following departments have their own designated dock for shipping and receiving of goods:

- Bookstore
- Food Service

Outgoing Shipment of Freight

Each department's designee is responsible for:

- Scheduling with their shipping carrier a pick up date / time that falls within the operating hours of Pacific's Shipping & Receiving.
- Completing all necessary paperwork for shipment.
- Preparing the item for shipment, making sure the package has a call tag if required and securing the package readying it for shipping.
- Clearly labeling all shipments with vendor's correct shipping information and a return address label that states department contact, department name, and the university's address.
- Contacting Facilities Management at 503-352-2213 or facilities@pacificu.edu for to request pick up of item and supply information as to when the carrier will be arriving for shipment. This must be done at **least two working days in advance** of expected ship date.

Facilities staff reserves the right to refuse pick up if the outgoing freight's packaging is not satisfactory or if it is not properly labeled.

All shipping companies must retrieve freight packages from our Shipping & Receiving area. It is the department's responsibility to inform the shipping company of the location to pick up.