



FREIGHT GUIDELINES

Hillsboro 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.

For Hillsboro ONLY:

Shipping Address: 190 SE 8th Avenue, Hillsboro OR 97123

Shipping Contact: 503-352-7379 (Mail Services / HPC-2, Suite 104)

STRICT Delivery Hours: MONDAY – FRIDAY 9:30AM – 2:30PM

Closed on Observed Holidays

NO EXCEPTIONS – Both Mail Services and Facilities staff not available after time listed.

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 Hillsboro Campus: 190 SE 8th Avenue, Hillsboro OR 97123. Examples of these carriers would be USPS, UPS, FedEx, independent small truck carriers, etc.

Receiving FREIGHT Shipments at Hillsboro Campus

- Hillsboro campus does not have a fork lift or pallet jack to off-load and move pallets
- Delivery trucks must be equipped with a lift gate and pallet jack.
- **The shipping & receiving doors into the building are 70.5" which allow access into the 1st floor of the HPC-2 building HOWEVER, the elevator doors are not that wide. They also have a weight limit.**
 - Creighton Hall (HPC-1) Elevator doors: 41.5 in. wide
 - HPC-2 Elevator doors: 47 in. wide
 - Creighton Hall (HPC-1) Elevator weight limit: 2500 lbs.
 - HPC-2 Elevator weight limit: 4500 lbs.

For assurance of accurate delivery, vendors need to be provided with **exact delivery address (see above)**. **Insist** 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 and Mail Services must be notified at least 48 hours in advance of delivery.

Contact facilities@pacificu.edu and mailservices@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 and Mail Services 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 and Mail Services 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 or the number of HPC Mail Services 503-352-7379.

Delivery to Departments

When delivery is received, Mail Services will contact Facilities Management. If assistance is needed to move item(s) from first floor of HPC-2, Facilities Staff can help IF:

- The item is 200 lbs. or less AND will fit in the elevator (based on size and weight)
 - IF NOT: Departments are required to make arrangements for TRUCK TO BUILDING/ROOM delivery with the company they are placing order.
 - Installation or assembly is the responsibility of the ordering Department.
- A previously submitted work request has been received (with details). This information must be communicated to Facilities Management prior to delivery.

If you prefer to pick up your shipped item directly, contact HPC Mail Services 503-352-7379 by phone or email mailservices@pacificu.edu to make those arrangements.

Due to limited storage space, received goods **must be picked up promptly.**

Like all other deliveries, a signature will be required before for receipt of item(s).

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

- Mail Services or 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 Mail Services or Facilities.

Refusal of Delivery

The following items **will not be accepted**:

- Personal items
- COD items

Outgoing Shipment of Freight

- NOT AVAILABLE at Hillsboro Campus
- Contact Facilities Management at 503-352-2213 by phone or email: facilities@pacificu.edu to verify if special arrangements can be made. **See "Outgoing Shipment of Freight" on the Freight Guidelines – Forest Grove Campus.**