



**THE GEORGE
WASHINGTON
UNIVERSITY**
WASHINGTON, DC

Responsible University Official:
Executive Director, Procurement and
Travel Services
Responsible Office: Procurement and
Travel Services
Last Revised Date: February 25, 2009

RECEIPT AND RETURN OF GOODS

Policy Statement

All goods received by a department must be inspected and verified immediately against the purchase order, packing slip, or receiving document by the requestor of the goods. Evidence of satisfactory receipt is required for all goods provided to the university. Defective goods must not be accepted.

Reason for Policy

The purpose of this policy is to provide guidance on the satisfactory receipt of goods and the return of defective goods.

Who is Governed by this Policy

Faculty and staff

Table of Contents

Policy Statement	1
Reason for Policy	1
Who is Governed by this Policy	1
Table of Contents	1
Policy	2
Related Information	3
Contacts	3
Document History	4
Who Approved This Policy	4

Policy

I. Receiving and Documenting Receipt of Goods

All goods received by a department must be inspected and verified immediately against the purchase order or against another receiving document such as an electronic receipt (preferred method), bill of lading, approved invoice for payment, or proof of delivery. The responsibility for receiving and documenting receipt of goods must be with the requestor of the goods. If not physically received by the requestor, the requestor must receive notification from the receiving party summarizing what was received so that an accurate record of receipt can be posted.

A. Over/Under Shipments

If you receive more or less than originally ordered, notify Procurement and Travel Services immediately by e-mail at procure@gwu.edu (include the purchase order number) to amend the purchase order. In the case of an overage, the department will work with the vendor to obtain a Return Merchandise Agreement (RMA).

B. Changes or Cancellations

If a requisitioner decides to change or cancel an order (except in iBuy, where no changes are allowed to issued orders), notify Procurement and Travel Services immediately by e-mail at procure@gwu.edu (include the Purchase Order number). Procurement and Travel Services will verify the change or cancellation if it is accepted by the supplier.

If a supplier elects to change the quantity or substitute an item, the supplier should notify Procurement and Travel Services. However, if the supplier notifies the requisitioner, the requisitioner should notify Procurement and Travel Services.

C. Procurement Card (P-Card) Requirements

If goods are purchased with a P-Card, the P-Card holder is responsible for: 1) inspecting the goods immediately upon delivery; 2) contacting the merchant when the goods purchased are not acceptable (incorrect, defective, etc.); 3) arranging a return for credit or an exchange. Credit must be returned to the P-Card.

II. Defective Goods

It is the policy of the university not to accept defective goods. When defective goods are detected while the carrier is present, the bill of lading or other receiving document must not be signed and the defective goods must not be received in Oracle. Oracle should be updated with the receipt of acceptable goods only.

When defective goods are not discovered until the package is opened, and after the carrier is gone, the facts must be reported to Procurement and Travel Services and the Accounts Payable Department immediately via e-mail giving the purchase order number and specifics of quantity damaged and/or shorted. The goods must be kept as is until the supplier claim inspection has been made or the supplier concurs. No goods may be returned to a supplier without the authorization of the vendor via an RMA.

III. Warranties

It is the requisitioning department's responsibility to record warranties with the supplier, as applicable. In the event service is required during the warranty period, the requisitioning department is responsible for contacting the supplier. If the warranty service is not provided or is inadequate, notify Procurement and Travel Services for support. If the warranty expires and the department intends to extend the service, a requisition must be created via EAS to extend the warranty.

Related Information

[Procurement Card \(P-Card\) Policy](#)
[Procurement Card Cardholders Responsibilities](#)

Contacts

Contact	Telephone	Email
Procurement Department	202-994-2500	procure@gwu.edu

Document History

- **Last Reviewed Date:** April 14, 2017
- **Last Revised Date:** February 25, 2009
- **Policy Origination Date:** 1997

Who Approved This Policy

Louis H. Katz, Executive Vice President and Treasurer
Beth Nolan, Senior Vice President and General Counsel

This policy, as well as all [university policies](#), are located on the [Office of Compliance and Privacy's](#) home page.