

Arkansas State University - Jonesboro

Effective Date: 07/01/91

Number: 05-19

Section: Finance and Administration

Subject: Accounts Payable: Damaged/Incorrect Deliveries

1. Each department is responsible for inspection of all orders as they are received and for notifying Accounts Payable of all deliveries which are damaged or do not contain the items specified on the purchase order.
2. Accounts Payable conducts all negotiations for the replacement of damaged or incorrect items delivered.
3. Invoices are not to be processed until the damaged goods or incorrect items have been replaced or adjusted.

PROCEDURES

If a delivery appears to be damaged or incorrect, the following procedures should be followed:

1. Open all cartons immediately and notify Accounts Payable if there are any damages or if certain items were not delivered.
2. Payment of damaged or incorrect items will not occur until the correct items are received.

Note: If damages or incorrect items delivered are not reported immediately to Accounts Payable it could result in the release of liability of the carrier or vendor. No items can be returned after 15 days of delivery if damages have not been reported.

Revised on 08/02/13.