

Purchasing Services Delivery Policy

Purpose

To establish standard procedures and coordinated efforts for delivery and redelivery of material delivered to Ball State University.

Policy

The University's goal is to reduce traffic on campus. This not only protects the faculty and student population, but also allows for most goods to be delivered to one central location.

Once the product has been received at Central Receiving, it is our responsibility to make sure the product gets delivered to the appropriate building on campus, in a timely manner and undamaged.

Our material handlers are responsible for delivering to the docks or receiving areas of the buildings. We make every effort to provide a 1-3 business days turn around on all shipments. This means that once the product hits our docks, you should have your product within 3 business days. We track all materials from the time of receipt to the time in which it is delivered to your building's receiving location.

We make every effort to provide a 1-business day turnaround on all Central Stores and custodial orders that are delivered. Our material handlers are responsible for delivering to the docks or receiving areas of the buildings. If the department that ordered the item(s) does not sign for the item (s) upon delivery, the order will be marked as refused. The refusal will be documented on the manifest and all item (s) returned to Central Stores/Receiving. It will be the requesting department's responsibility to reschedule a delivery time and date. If after two days, there is not a delivery time scheduled all items will be restocked and the requesting department will be refunded for those items.

Once the product is signed for, received, scanned, and delivered, Central Receiving is no longer responsible for the product and we will not replace that product. If it appears the product may have been damaged during shipping, contact Central Receiving at 765-285-1801. Any damage that may be deemed as manufacturer or vendor defect should be handled by the department and that manufacturer or vendor.

Special Delivery Procedures

Departments that have large and/or unusual delivery requests need to contact the Central Receiving Office at 765-285-1801 and/or email Delivery@bsu.edu to arrange for this delivery.

School Hours

Monday- Friday 8-4 p.m.

Summer hours

Monday-Friday 8 a.m. – 3:30 p.m

No Delivery

11:30 a.m. – 12:30 p.m.