

REALSOURCE ALERT
DELIVERY OF GOODS & EQUIPMENT
(March 20, 2020)

The following changes have been implemented to ensure goods and equipment can be delivered where and when needed. They will remain in place through April 30th, however, updates are expected as the university's operations evolve. Please send questions, suggestions or comments by email to RealSource@vcu.edu or by phone to (804) 828-0889.

I. Deliveries to At-Home Teleworkers

Effective today, requests to add Ship-To addresses for certain at-home teleworkers will be accepted. **Approvers must submit** the "Home Ship to Address Request" form at the bottom of the RealSource homepage. Requests received by 3pm will be processed same-day. Approvers should carefully evaluate the need for at-home deliveries and minimize use where possible. Approvers are responsible for:

- Establishing appropriate business processes and controls to ensure goods/equipment delivered at-home are necessary and appropriate,
- Ensuring teleworkers are fully cognizant of their responsibilities and can be trusted to perform them, and
- Ensuring receivers are promptly keyed, including appropriate documentation.

Requisitions involving at-home deliveries will be routed to Purchasing for review prior to release. While it is ultimately the department's responsibility to set reasonable business processes/controls and to monitor purchases, at-home deliveries are highly unusual and require additional scrutiny. Requisitions received by 3pm can be reviewed by Purchasing same-day.

II. Inactivation of Ship-To Addresses

All RealSource Ship-To addresses for closed or inaccessible facilities are inactivated. This will ensure future deliveries are directed to locations that are equipped to accept them. If a Ship-To address needs to be re-activated, email or call the RealSource HelpDesk.

III. New Ship-To Location for POs for Services (No Shipping Involved)

Because Ship-To addresses are required for all POs whether for goods, equipment or services, a new Ship-To address has been created, for "services" purchases that do not involve the shipment of goods or equipment. The Ship-To address is called "**No Shipment Required.**" Please ensure this address is used for services-related purchases (only).

IV. List of PO Lines with Pending Receivers

A list of PO line items pending receivers will be published each morning on RealSource website, Departments Only tab beginning March 23rd. It will provide a global view of all PO lines with missing receivers to assist departments in locating at-risk deliveries, POs that need to be cancelled, or POs with shipments that need redirected.

V. Cancelling or Redirecting Deliveries for Pre-Existing POs

Due to the inability of 3rd party delivery services to make certain deliveries, departments may need to cancel POs altogether, reissue POs or redirect deliveries to other suitable locations.

To cancel a PO, departments must use the Cancel PO Request form on the RealSource homepage (emails will not be accepted). Cancellation of POs can only occur "if" there are no paid invoices keyed against them. Please contact the vendor first to ensure that the shipment is not already in process.

If you need to redirect shipments, Requesters and Approvers may contact the vendor to make alternate delivery arrangements. In addition to normal receiving records, documents should be attached to the RealSource receiving record that demonstrate where the goods and equipment were redirected/delivered to and who received them.

For deliveries of goods and equipment that cannot be delivered to a university facility or an at-home teleworker, but are essential to VCU nonetheless, Requesters and Approvers may be able to send goods and equipment to VCU's Central Receiving Warehouse for safekeeping and departmental pick-up. Note, however, this is the delivery method of last resort. The Warehouse will be minimally staffed and does not have the ability to research items delivered to them on your behalf. They cannot take calls and will be operating under a limited schedule (8:30am-noon). Goods and equipment delivered would require pick-up by your own staff. At the present, departments who wish to send stray deliveries to the Central Receiving Warehouse for receipt and employee pick-up must first coordinate with the RealSource staff via the contact information above until such time as additional information is available.

We will provide periodic updates as changes occur. Thank you all for your help and support.