

## **Frequently Asked Questions....**

### **For the Warehouse**

#### **1. How do I voice my opinion on what is stocked in the Stores Warehouse?**

The Product Evaluation Committee evaluates currently stocked items in the Stores Warehouse. The committee has established standards for quality and cost effectiveness of products and seeks input from all COE staff regarding current inventory items.

For more information about the committee, see Section 1, page 42.

#### **2. How do I find the product I need in the Stores catalog?**

The catalog is printed in alphabetical order by product name. Use the commonly used name of the item to facilitate your search. If you are unable to find a specific item in the catalog, call the Warehouse staff at 453-6910. A sample of the catalog is in Section 2, WH-Exhibit 3.

#### **3. How do I return a Stores item?**

Make a copy of the original invoice which was delivered with the order. Circle or highlight the item which is being returned.

Note the reason for the return and you will receive a credit. Notify the Warehouse that you have return items ready for pick-up.

#### **4. How do I return an item order on a Purchase Order?**

For materials that have been received centrally and delivered to your program, contact the Warehouse staff for return authorization information. For material picked up from the vendor or shipped directly to the site, contact the Purchasing Services buyer for return assistance.

#### **5. When do sites receive deliveries from the Warehouse?**

The General Services Warehouse delivers Stores items, supplies, equipment, mail, and surplus property to all COE sites and District offices once a week (subject to change).

Note: Bulky items, such as large appliances or large quantities of office supplies, are delivered on Fridays. Central office programs receive deliveries on Monday, Wednesday and Friday. See Section 2, WH-Exhibit 2 for the site and district delivery schedule.

**6. Whom do I call when I need furniture moved?**

The Warehouse staff is available to help with minor furniture moves.

Within the COE office, furniture delivery and moves can be scheduled on an as needed basis.

The COE has contract with a moving company to accommodate large moves. Please contact the Senior Buyer at 453-6920 for further information.

**7. Can I pick up an item from a vendor?**

Yes, you may pick up the material directly from the vendor when you have designated the P.O. as Will Call and the P.O. has been approved by Purchasing Services through the QSS system. All packing lists or invoices should be sent to Accounting Services so that payment can be processed promptly.

If the P.O. indicates insurable or capital outlay items, the Warehouse must be contacted. Fixed Asset numbers can be affixed on any item over \$500. See Warehouse information on Section, 2, Page 19.

**8. Can I pick up an order which has already been delivered to the Warehouse?**

Yes, however it is a good idea to call the Warehouse to make sure the order has actually arrived.

**9. How do I place an urgent Stores order?**

Order information can be faxed to (408) 436-1437 or hand-carried to the Warehouse. An urgent order is generally three items or less.

**10. How do I know whether to order from Stores or an outside vendor?**

Check the Stores catalog for the most commonly used items. If the items are not listed in the catalog, call the Warehouse. If the item(s) are not stocked, order the item from an outside vendor. (See a sample Stores Product catalog at the end of Section 2, WH-Exhibit 3).

**11. What do I do with material I no longer need or want?**

Surplus property is defined as property or furniture that is not operational or is no longer needed to operate a program. To dispose of surplus property, fill out the Property Change Notice/Surplus Property form and send to Insurance Services/Risk Management MC245. Contact the Warehouse staff to determine if space is available for storage or if the item is to be retained at the site.

For more information see, Section 2, page 20. (See sample of the Property Change Notice/ Surplus form at the end of Section 2, WH-Exhibit 1).

**12. Can I buy surplus property for personal use?**

The County Office of Education sells surplus property through an on line auction service. Programs are notified prior to the auction.