Please refer to https://www.ucalgary.ca/finance/procedures-guidelines-handbooks for a listing of our Handbooks.
1  Contact Information

Supply Chain Management

Hours of Operation: Monday-Friday; 7:00 am - 4:00 pm
Physical Plant Building (West Campus)
3838 – 24th Ave, NW
Calgary, AB
Telephone: (403) 220-8800
Fax: (403) 282-8451
Email: scmhelp@ucalgary.ca
Web: http://www.ucalgary.ca/finance/scm

If there are any questions regarding the information stated in the handbook, please contact Supply Chain Management.

2  Distribution Services

Distribution Services handle the receipt of goods from outside the campus, the movement of goods on campus, and the disposal and/or outbound movement of goods.

Services include Central Receiving, Delivery, Shipping Services, Postal Services, Customs and Traffic, Furniture Services, Material Disposal Services and Inventory Management.

Most questions can be answered by visiting the Supply Chain Management Frequently Asked Questions webpage: http://www.ucalgary.ca/finance/scm/distribution/faqs

Foothills Campus

Foothills Campus Distribution Services operates out of Room B808 in the Health Sciences Building. For further information regarding Equipment Disposal, Freight Delivery and Mail and Courier Service for Foothills Campus, including Health Science Centre, TRW, HMRB, and HRIC please follow this link:

http://medicine.ucalgary.ca/distribution

2.1  Central Receiving

Distribution Services is responsible for Central Receiving, ensuring centrally received Purchase Order and Non Purchase Order Shipments are received and reconciled in PeopleSoft and/ or the University Package Tracking system daily.
Personal Shipments

Personal shipments are not to be directed through Distribution Services.

Purchase Order Shipments

Inbound Purchase Order Shipments received centrally will be checked for quantity, condition and received in PeopleSoft on behalf of the end-user.

Direct Delivery Purchase Order Shipments

Inbound Purchase Order Shipments received by Faculties and Departments must be checked for quantity, condition and received in PeopleSoft in a timely manner.

Purchase Order Capital Equipment Shipments

Shipments will be received centrally and verified for condition. The central receiving team will liaise with the end-user to coordinate receipt in PeopleSoft and establish and special handling requirements.

Purchase Order - Services

Purchase ordered services completed by vendors should be reviewed regularly by Faculties and Departments and received in PeopleSoft.

Oversized Purchase Order Shipments

Coordination with Procurement Services and Distribution Services is required to ensure logistical issues for receipt and delivery are addressed before the purchase order is processed.

Personal Items

Personal items are not to be directed through Distribution Services.

2.2 Delivery

Distribution Services will provide daily delivery to faculties and departments.

Priority Shipments (Perishable and Business Courier Documents)

Priority delivery will be given to these shipments. If you require a status update on your time sensitive shipment please contact the Integrated Service Center ensuring you have a carrier tracking number.

Damage Claims

Distribution Services will check all shipments for external damage and make note of the damage on the carrier waybill and the delivery transaction. Recipients have 24 hours to check the shipment for any internal damage and notify Distribution Services.
2.3 Shipping Services

Outbound shipments from Faculties and Departments routed through SCM Distribution Services require an Off Campus Shipping Form be completed prior to the shipment being picked up.

The Office Campus Shipping Request form can be found at My U of C Portal > My work > Finance & Supply Chain > SCM service request.

To ensure your shipment is handled in a timely manner the following information is required:

- Consignor Name and Faculty/Department;
- Consignee Name, Address, Phone Number;
- Full description and value of shipment;
- Special Handling information i.e. Refrigeration Required and or Keep at Room Temperature;
- Indicate if the shipment is to be sent prepaid or collect;
- Collect shipments require the name of the consignee’s courier company and courier account number;
- Include your account number and if applicable original purchase order number.
- If your shipment contains Hazardous Goods you must ensure the Dangerous Goods Declaration on the Off Campus Shipping Form is signed acknowledging Dangerous Goods.

Reference materials, examinations, grant applications etc. must be declared as such. Printed materials is usually assigned $5.00 per pound value this is acceptable with foreign customs agents. Indicating "no commercial value" (NCV) or "no value declared" (NVD) is not acceptable.

Hazardous/Biological/Perishable
Distribution Services requires 24 hours notification prior to shipping date for document processing. Please attach MSDS form to shipment.

Hazardous/Biological/Perishable Shipments require the following information:

- Chemical/ sample name;
- Quantity and/or volume;
- Quantity of Dry-Ice if applicable.

The following dry-ice packaging quantities should be considered:

- Major cities in North America – minimum 5kg Dry-Ice;
- Rural Areas – minimum 10kg Dry-Ice;
- Overseas Shipments – minimum 20kg Dry-Ice.
Out of Country Equipment Repairs

Equipment sent out of the country for repair or calibration must have the following information:

- Serial number and model number
- University of Calgary tag number
- FCC identifier number (for electronics)
- Country of origin
- Consignee’s Tax Identifier number (IRS number)
- Returned goods authorization (RGA or RMA) number
- Value of the goods

This information is a requirement of both Canada and US Customs to identify the goods as being sent for repair.

2.4 Postal Services

Postal Services provides daily mail delivery and pick-up service to University Faculties and Departments. We are located at the west end of Physical Plant building, 3838 24th Avenue N.W.

Incoming Mail

Inbound mail from Canada Post is received daily, sorted and delivered to faculties and departments. To ensure timely mail delivery please inform all correspondents that all incoming mail must be addressed with your name any department. Any unknown mail will be returned to sender.

Personal Mail

Personal mail is not to be directed through Distribution Services.

Outbound Mail

Outbound mail is collected from Faculties and Departments daily. Please ensure all mailings include a valid account number for processing.
3 Customs and Traffic Unit

The Customs and Traffic Unit provides Customs clearance for the majority of imported goods destined for the University of Calgary. If required we will use outside agencies for clearance of these shipments.

Import Permits

Certain commodities require import permits be acquired before the goods are shipped by the supplier. These commodities include:

- Biological Shipments
- Hazardous Products
- Controlled Products

We recommend you contact the Customs and Traffic Unit prior to having these types of products shipped to Canada. The following links provide more information on Import Permits.


Contact Information

Rob Lang, at 403-220-7224. Judy Loewen, at 403-220-4273

4 Furnishing Services

Furnishing Services is responsible for furniture removal, minor office moves, event set-ups and provide a used furniture inventory.

4.1 Initiating a Furnishing Service Request

Faculties and or Departments are required to complete an on-line “Furnishing Services” Request Form. The request form is located on the [My U of C Portal > My work > Finance & Supply Chain > SCM service request forms](http://www.inspection.gc.ca/english/toce.shtml).
4.2 Furniture Removal
Furnishing Services provide furniture removal support to faculties and departments. Each request is assessed to ensure the furniture removal “does not exceed 2 hours in duration”. Furniture removal that “exceeds two hours in duration” will be referred to a University of Calgary preferred moving supplier. The cost for this service is the responsibility of the Faculty or Department. Note: File Cabinets, Storage Cabinets and desks must be emptied prior to removal. Accurate description and quantity of furniture is essential to ensure adequate resources are allocated to the request.

4.3 Office Moves
Furnishing Services provides office move support to faculties and departments. Each request is assessed to ensure “the move does not exceed 2 hours in duration”. Moves that “exceed two hours in duration” will be referred to a University of Calgary preferred moving supplier. The cost for this service is the responsibility of the Faculty or Department.

4.4 University Event Set-ups
Furnishing Services provides event set-up support to faculties and departments. Requests that “exceed 2 hours in duration” will be referred to a University of Calgary preferred service supplier. Note: Please confirm the number of tables and chairs required, the day and time of the event, and the anticipated completion date.

4.5 Used Furniture Inventory Requests
Furnishings Services maintains a limited inventory of furniture for re-distribution on campus. Please inquire at 403-220-4109 or email Lionel Johnson ljohns@ucalgary.ca for more information.

Material Disposal Services (MDS)

Materials Disposal Services (MDS) is responsible for the disposal of all University of Calgary equipment, furnishings, computer equipment, vehicles and miscellaneous items. MDS strives to follow sustainable disposal practices to minimize impact on the environment. Please contact Nancy Abrahamson, Disposal Coordinator at nabraham@ucalgary.ca.

4.6 General Disposal Information

All University of Calgary equipment and furnishings purchased with University funds (Operating, Capital or Research) declared surplus by faculties and departments will not leave the campus without prior MDS approval. Department Heads, Deans or designates must approve all equipment/furnishings offered for disposal.

Disposing of University of Calgary equipment by any method other than the Equipment Disposal Requisition Form and the Materials Disposal Services process is not permitted.

For more information please visit the Supply Chain Management Frequently Asked Questions webpage: http://www.ucalgary.ca/finance/scm/distribution/faqs
4.7 Disposal Forms

Materials Disposal Requisition Form
Faculties and/or Departments are required to complete an “Materials Disposal” Request. The request form is located on the My U of C Portal > My work > Finance & Supply Chain > SCM service request forms.

Complete the “Materials Disposal” Form in detail ensuring you provide the e-mail of an approver, which MUST be a Department Head, Dean or designate. Materials Disposal Services cannot process your request until the approval process is complete.

Hazardous Materials Clearance Form
If your asset contains hazardous materials or has been exposed to potential chemical and or radioactive contamination you must follow proper equipment decommissioning instructions before the asset is offered for disposal. The Hazardous Material Clearance Form is available at:

4.8 Equipment Disposal Categories

Operating Fund Purchase
Equipment purchased with Operating funds remains the property of the University of Calgary and must be disposed of through the Materials Disposal Services.

Research (Non Tri-Council) Purchase
Equipment purchased with Research Funds other than Tri-Council Funds must have the terms and conditions of the trust agencies checked by Research and Trust Accounting to determine if the goods can be legally released from the University.

Research (Tri-Council) Purchase
Requests by staff to retain equipment purchased with Tri-Council Funds will be handled on a case by case basis and governed by appropriate University and Granting Agencies Policies and Procedures.
Professional Expense Reimbursement (PER) Purchase

As Non-taxable Benefits, items with a useful life of more than a year will remain the property of the University. When a staff member retires or leaves their employment with the University they must ensure these items are returned to their department or faculty. **These assets cannot be gifted to the employee.**

University Funded – External Research

All equipment will be returned to the University of Calgary at the end of approved off-site activities.

Retention of equipment for purposes of continued University related research work at an off-site location will require the following:

- The written approval of Department Head, Dean or designate
- Completion of an Authorization for off Campus Use of Equipment Form
- Asset Management module in PeopleSoft to be updated by the faculty/department

4.9 Transfer of Equipment

If a staff member/grantee is moving to another Canadian institution and wishes to move equipment purchased with grant funds, permission for such a move must be obtained from the University and the Grantor. In the event that equipment or facilities are transferred or loaned by the University of Calgary the following arrangements may apply:

- The University of Calgary retains ownership of the equipment, but may reach an agreement to relocate them. There should be a letter of agreement from the University that confirms ownership of the equipment, the associated custodial responsibilities, how it will be used, and what access researchers from each institution will have;
- The University of Calgary may transfer ownership of the equipment to a Secondary Institution, through a gift or sale. A written agreement detailing transfer rights and responsibilities of both parties should be in place before the transfer takes place. All applicable University and Granting Agency Policies and Procedures will be considered before transfer is approved.
5 Inventory Management

Supply Chain Management is accountable for inventory management across campus ensuring best practices are followed in the development of policies and procedures to support and expand a University inventory program. For more information contact Bryan Mayo, Inventory Analyst at bcmayo@ucalgary.ca

5.1 Maintenance Repair Operations (MRO) Stores
Inventory Management supports Facilities Management by ensuring inventory minimum/maximum levels are maintained. Activity reports and guidance associated with changes to both product and inventory levels are provided on an ongoing basis.

5.2 Animal Resource Center (ARC) Stores
Inventory management supports ARC by ensuring inventory minimum/maximum levels on a select line of products is maintained. Activity reports and guidance associated with changes to both product and inventory levels are provided on an ongoing basis.

5.3 Faculty/Department Inventory Locations (Under Development)
Inventory Management supports faculty/department locations through centralized management of a University of Calgary Master Item List. Activity reports and guidance associated with changes to both product and inventory levels are provided on an ongoing basis.