

**ADMINISTRATIVE SERVICES DIVISION  
CENTRAL OFFICE SUPPLY/CENTRAL RECEIVING**

**CENTRAL OFFICE SUPPLY**

Central Office Supply (COS) is a campus storeroom which warehouses limited items such as copy paper, UGA forms and remanufactured toner cartridges. Recycled toner cartridges are produced within COS by staff. Components used in the remanufacturing of cartridges are chosen to meet or exceed original equipment manufacturer specifications for image quality and page yield. Remanufactured toner cartridges offer a substantial savings compared to purchasing new cartridges.

**Summary of Major Accomplishments**

Central Office Supply continues to obtain copier/printer paper at discounted prices, based upon large volume purchasing. COS utilizes vendor/customer relationships with suppliers to obtain large volumes of paper at an efficient price. COS then provides campus departments with competitively priced products.

A \$5.00 discount was offered for each cartridge ordered during the month of May to promote the recycled toner cartridge program. Recycling empty cartridges diverts unrecyclable plastic from landfills.

**Summary of FY 2011 Goals**

COS will continue to purchase in bulk quantities to offer a greater discount price for University departments.

COS will expand the line of remanufactured toner cartridges to meet the needs of University departments as new technology is purchased.

COS will recycle spent cartridges that can no longer be remanufactured in-house by selling them in bulk quantities to recycling companies. This effort greatly reduces the number of empty cartridges sent to the landfill.

COS will continue to work towards interface with the UGAmart ordering system. The new UGAmart system, which replaced Procurement's electronic purchasing system, does not allow purchase orders issued in UGAmart to be imported directly into the COS inventory system. The function of the import feature is to eliminate duplicate data entry. Due to a programming oversight, the new UGAmart ordering system and the COS inventory system do not appropriately communicate. A change to the UGAmart system and COS inventory system to allow the import system to function properly is expected in FY 2011.

## **CENTRAL RECEIVING**

Central Receiving is responsible for the receipt, inspection and delivery of incoming vendor shipments, the delivery of shipments generated by Central Office Supply, and the processing of outbound freight shipments. Central Receiving also is responsible for resolving shortages and damaged receipts and for conducting delivery follow-ups on outstanding orders.

### **Summary of Major Accomplishments**

The number of vendor receipts (17,148) handled in Fiscal Year 2010 increased by 17% over last year (see Exhibit 1). Overall delivery volume (18,228) – including deliveries generated by other University departments – increased by 15%.

The average number of deliveries each workday in FY 2010 was 74, as compared to 64 in FY 2009. This included the many requests for Central Receiving to accept shipments that were routed directly to the departments, but which could not be delivered by the freight carrier due to problems with accessibility at delivery points.

The mix of shipments by source was similar to the previous year. Vendor receipts (17,148) were 94% of total shipments. Deliveries for Central Office Supply (799) were 4%. Outgoing shipments from campus departments (281) comprised 2% of the volume.

The overall volume of incoming and outgoing shipments has increased slightly compared to previous years. During FY 2010, Central Receiving inspected and redelivered 11,735 incoming shipments (68% of total) the same day as received (see Exhibit 2). This performance compares with 79% in FY 2009 and 79% in FY 2008.

The vendor contact/follow-up program has been instrumental in expediting deliveries, identifying problem orders and coordinating problem order information flow between the Procurement Office, Accounts Payable and Central Receiving. In FY 2010, 5,449 vendor contact actions were initiated on 8,313 orders, an increase of 1,566 vendor contacts compared to FY 2009; these included routine follow-ups. The number of electronically generated follow-ups was 2,783, representing a 43% increase from the 1,940 follow-ups generated in FY 2009.

### **Summary of FY 2011 Goals**

A primary goal is to continue redelivery of merchandise to University departments in an efficient manner, which includes operating within new physical delivery boundaries created by the addition of greenspace, construction, and reduction of roadways and parking areas.

EXHIBIT 1

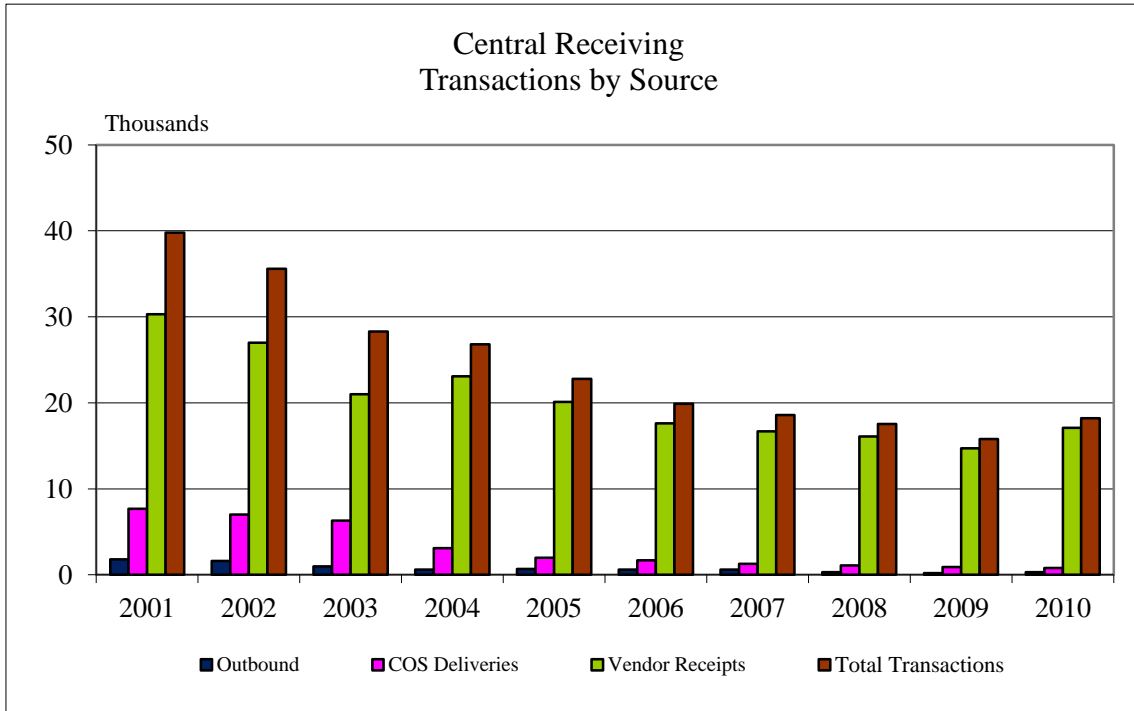
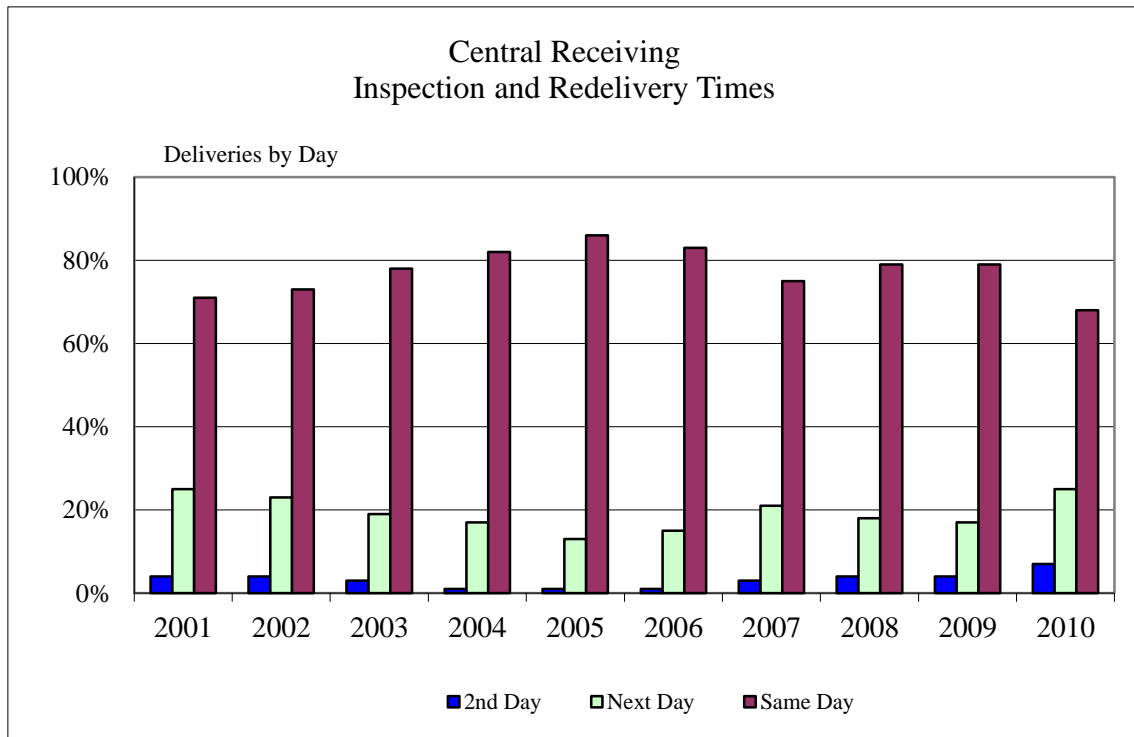
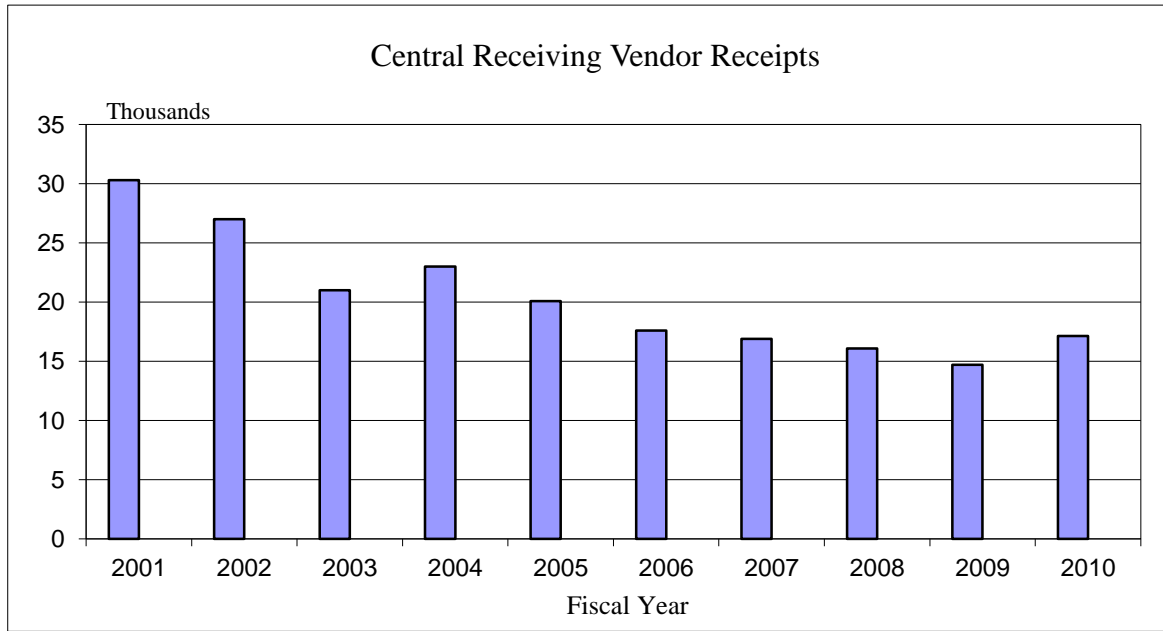


EXHIBIT 2





# CENTRAL OFFICE SUPPLY/CENTRAL RECEIVING ORGANIZATION CHART

