

CUSTOMER SERVICES

The fixed day delivery schedule provides premium service to ensure meeting and fulfilling the order requirements.

FIXED DAY DELIVERY

1.) All BANNER requisitions are collated, items picked in the stores and during the week arranged for delivery on the scheduled day. All deliveries are done during business working hours. Approved orders have to be received by Stores one day prior to actual delivery day, *e.g., all requests received by the Stores from offices in the Main Building on Tuesday up to Sunday of the following week, will be accommodated for the Tuesday delivery.*

2.) The delivery schedule for Stationery Store items within the AUS campus is as follows;

SATURDAY

1. IEP
2. University Health Services
3. Student Affairs Center
4. School of Arts & Design

SUNDAY

1. College Arts & Sciences
2. School of Business Management

MONDAY

1. Day Care
2. Leisure Center
3. Sports Complex
4. School of Engineering

TUESDAY

1. Main Building

WEDNESDAY

1. Stores replenishment day

COUNTER SERVICE

Stores offer a counter service catering to meet and serve urgent or emergency requirements, *i.e., unforeseen or unplanned situations that may lead to operational disruption.* We will accommodate and process these requests *(which are outside of*

the observed delivery schedule), provided you/your authorized representative come to the store and pick-up the item (s). Please forward your e-mail request notification addressed to the Stores Controller - Extn. 2043, fhourani@auharjah.edu; the request has to be covered with a BANNER reference requisition. The customer or representative has to acknowledge receipt of the item/s and sign on the Stores Issue Voucher.

For non-store items, ordered through the Purchasing Department, vendors will deliver items to the Central Receiving Stores located in the basement of the Main Building; customer or requestor will receive notification by e-mail.

We aim for same day delivery of items not requiring assembly or inspection. Items received in the morning, are arranged for delivery after 12.00 noon of the same day and within 24 hours for items received in the afternoon.

Receiving In-Charge will inform respective departments/schools for items requiring technical or quality/quantity inspection. Assembly or fit out items (*e.g. furniture*) has to be pre-arranged with the supplier; customers will be informed and suitable timing and place coordinated. These are direct deliveries to the requesting department, the items are not off-loaded in the Central Receiving Area; hence, prior arrangements are required.

PC's will be arranged with IT Support Group for assembly (*for non-schools/colleges only*), including pre-load of required (*standard operating*) programs. LAN connections need separate request by the user to IT Department (*c/o Call Center*). Coordination for different schools and colleges will be with respective IT Lab Technician/Supervisor.