



Scope of Services

Updated: November, 2020

Science Stores offers the following services:

1) *Sale of Stock Inventory*

Science Stores maintains an inventory of commonly used chemicals, basic lab equipment and stationary. Stocked items are mostly intended to satisfy spontaneous needs. Though we inventory regularly and order promptly, some stock items get backordered or shipments are delayed. If you require significant quantities of any of our stock items, given advanced notice, we can amend our upcoming stock orders to accommodate you. You can find a list of our stock items either on our website or in our red binder in Stores reception. We update both lists about once a quarter.

2) *Assistance in Placing Orders*

Go to <https://www.uvic.ca/science/stores/special-orders/index.php> for instructions on how to create an order. We can provide some very limited sourcing but not product selection. For most orders under \$5000 (tax included) we can place them directly. For orders over \$5000 we will create a web requisition on your behalf and the order will be placed by UVic Purchasing. If you are seeking an official quote request please contact the company representative directly. There are many advantages to asking for an official quote including saving money and making order placement more efficient. Please note: Stores is restricted from placing animal orders. For a list of our preferred vendors please see our website. Please allow **3-5 business days** for processing of all order requests. Order requisitions will be processed in order of receipt. Please be as descriptive as possible in terms of pack sizes, volumes, etc. and always include catalogue numbers when available. Order (or shipping) requisitions that are missing pertinent details or mandatory data, will be returned to the account holder or delegate.

3) *Receiving Shipments*

Science Stores staff are trained in the handling, shipping and receiving of dangerous goods. Stores will not deliver received goods to labs or offices but will contact end users when their orders have arrived. If you wish to arrange incoming shipments to Stores, please use the courier address found on our website or on the bulletin board outside Stores reception. Please inform us of the shipment via scistore@uvic.ca. And if the package is coming from outside the country, please fill out this Notice of Shipment form at <https://www.uvic.ca/purchasing/forms/shipment/index.php>.

4) *Shipping of Materials*

Science Stores will assist in the shipping of hazardous or other research materials, but we are restricted from shipping printed materials or live animals. Please allow **3-5 business days** for processing all shipping requests. All shipping requests will be date stamped and processed in order of receipt but you can submit the shipping requisition form early to increase the odds of getting your preferred ship date. Perishable shipments should be scheduled at the beginning of the week (Mon-Wed) as a precautionary measure to counter any unexpected delays. If you have pre-arranged shipping with us, the deadline for dropping off the actual goods is 11 AM. Please note that Stores does not provide same day shipping.

Authorized users of Science Stores

Science Stores can sell stock items to any group or individual on campus with a valid UVic account once it is set up in our system AND provided the account holder sanctions such purchases. And ALL of the above services (1- 4) are available to Faculty, Staff and Researchers appointed in the Faculty of Science, Division of Medical Sciences, and Animal Care Units. All purchases must be made by authorized delegates on accounts within the Faculty of Science.

General Policies and Information

See our website for our open hours as they are sometimes subject to change.

Storeroom access is generally restricted to Science Stores staff. Clients are not permitted into the storeroom unless accompanied by a Storekeeper. Whenever you need assistance please come to our front reception area. The Storekeeper on counter duty will be happy to serve you.

Scope of Services

General Policies and Information *(cont'd)*

Please submit large stock orders (8 or more different items) to scistore@uvic.ca. **Please reference our stock codes and descriptions from the price lists found on our website.** A Storekeeper will compile the goods and notify you once the goods are ready for pick up.

Queries regarding the status of special orders should be submitted to scistore@uvic.ca. Please provide full details or a copy of your order to help us track it. At a minimum, we will need: 1) when the order was submitted, 2) the vendor name, and 3) the PI's name. OR you can provide the order's AGR, SS or WR number.

When complimentary textbooks arrive, Stores will inform the intended recipients. If they are not picked up within 2 weeks they will be offered to other clients for free.

Labs are encouraged to record the location and pass code for access to the OHSE waste container room. A small supply of mercury spill kits and refill spill pads are available there.

While we are happy to provide advice, Stores personnel are not responsible for the training of our clients in the use and dispensing of liquid nitrogen and dry ice (or in the proper and safe use of any of the items that we sell). New users should first seek training from their lab supervisors before attempting to use our self-serve areas.

PLEASE SEE OUR WEBSITE FOR MORE INFORMATION. PLEASE SEND ALL TYPES OF INQUIRIES TO SCISTORE@UVIC.CA

Special Notes to Account Holders Re: Month End Statement Processing

- Stores cannot be held responsible for transactions that get ascribed to the wrong account due to **purchaser** error.
- It is the responsibility of the buyer to give Stores staff the correct account at the time of purchase.
- It is the responsibility of the account holders to inform their staff/students about which accounts they should use.
- Once Stores' monthly statements are run (at the end of the month) they cannot be changed. Consequently, once a statement is run, charges cannot be moved to another account by Stores. Account holders will have to process a journal voucher
- Stores does not require a reply or approval for 10000 account statement emails.
- 3XXXX or 5XXXX accounts are "approved" by account holders for auditing purposes only and not to allow the charges to be processed by UVic Accounting. Stores' monthly statement generation and the associated account charging process are automatic and cannot be amended or stopped, once started.
- Account holders must approve their Monthly Stores Statements by email, within 30 days of receiving their Statement. Failure to do so could result in a suspension of all Stores services for said Lab/Group until the approval is received.
- Account holders must inform Stores promptly when their accounts can no longer support Stores purchases. Stores will promptly close said accounts so no errant transactions are charged to them.
- If account holders have concerns about what purchases might exist on their Stores accounts OR if they wish to move charges from one Stores' account or another, they must seek clarification from Stores at least 3 business days BEFORE the end of the month. No changes can and will be made after that time.
- If a Stores statement charge bounces in Accounting due to a FAST account that is no longer working, account holders will be asked to promptly provide a substitute FAST code. Associated Stores accounts related to the invalid FAST accounts will be closed immediately. Account holders may be charged a \$30 fee due to the extra work involved in processing their Statement charges.