



DSS Frequently Asked Questions

Table of Contents

STOCKROOM INFORMATION – DSS INFO	1
GENERAL QUESTIONS	2
CHECKING OUT OF THE STOCKROOM	5
ORDER QUESTIONS	5
NON-STOCK ITEMS (FORMERLY SPECIAL ORDERS)	6
SEARCHING THE STOCKROOM PUNCHOUT	6
ETHANOL QUESTIONS.....	8
DRY ICE/LIQUID NITROGEN.....	11
CYLINDER SAFETY NET	11
DELIVERY QUESTIONS – DELIVERY/PICKUP.....	12
RETURNING AN ITEM TO THE STOCKROOM – RETURN QUESTIONS.....	13
LANGLEY STATION	15

STOCKROOM INFORMATION – DSS INFO

For general *PantherExpress System* questions that are not related to the Dietrich School Scientific Stockroom Punchout or ordering process, please see the [PantherExpress System FAQ page](#).

The following FAQs are specifically for DSS stockroom questions:

Q. Is this a University of Pittsburgh Stockroom?

A. Yes, specifically, this is the Dietrich School Scientific Stockroom. The DSS is an internal (University) supplier in the PantherExpress System.

Q. What are the hours of the Dietrich School Scientific Stockroom?

A. The DSS business hours are Monday through Friday 7:30 a.m. to 5 p.m. The DSS follows the University’s schedule for holidays. If you are placing an order, please have your order approved prior to 4:45 p.m. Any orders after that will be processed for pickup the next business day. If you have placed your order prior to 4:45 p.m. and received notice that your order is ready for pickup, you may do so before 5 p.m. [Table of Contents](#)

Q. Can I still place my order directly by going down to the Stockroom and can I still use the kiosks?

A. No, walk up orders are no longer accepted. All orders can be placed directly in the DSS Punchout on the PantherExpress System from the convenience of your desktop. The kiosks will be removed with the exception of the kiosk outside the dry ice and liquid nitrogen center.

Q. Can University of Pittsburgh regional campuses order from the Dietrich School Scientific Stockroom?

A. No, this Stockroom is only for the University of Pittsburgh extended Oakland campus, which includes buildings located in South Side, Shadyside, and Bloomfield. The Stockroom cannot accept orders from University of Pittsburgh regional campuses. If you previously ordered and received deliveries from the Stockroom you are still able to do so in the PantherExpress System since the delivery buildings have not changed.

Q. If I make purchases from the Stockroom using a grant, are these costs subject to indirect cost rates?

A. Not under most circumstances because the Stockroom is classified as a Specialized Service Center in accordance with OMB Circular A-21. Accordingly, purchases of items stocked in the Stockroom are exempt from the application of indirect cost rates (if the grant is subject to indirect costs) applied on the basis of Modified Total Direct Costs (MTDC). This applies to all entity 05 sponsored project awards from federal sponsors and non-federal sponsors.

[Table of Contents](#)

GENERAL QUESTIONS

Q. Why does the punchout look like Fisher Scientific's Punchout?

A. The Stockroom is operated with inventory management support from Fisher Scientific and as such, our PantherExpress System is integrated with the Fisher Scientific inventory management system known as RIMS. Our Stockroom catalog now runs off of the Fisher Scientific software platform, which is why it mirrors the regular Fisher Scientific Punchout.

Q. Why did the Stockroom change their operating procedures?

A. There are many factors that were taken into account prior to implementing changes to the Stockroom. E.g.:

- Lower Product Cost: Under the University's - partnership with Fisher Scientific, who is our Preferred Provider of scientific supplies and consumables, the Stockroom was able to take advantage of new and improved pricing. This, in turn, allowed the Stockroom to provide the same breadth of products at a lower cost to the research community. Overall aggregate savings range from 20 – 25%.
- Additional Cost Savings: In addition to improved product pricing, additional cost saving opportunities were investigated, such as demand management, product substitution, space utilization and organization of product, best practice implementation to maximize employee efforts, and contract compliance.
- Improved Customer Service: The Stockroom is committed to enhancing and improving service to all Stockroom customers at the University of Pittsburgh Oakland campus.
- Process improvements to streamline ordering: The PantherExpress System is a Web-based

procurement tool which links authorized University of Pittsburgh purchasers to contracted suppliers, like the Dietrich School Scientific Stockroom. The University uses this system to streamline the process of purchasing goods.

- **Account Number Validation:** Within the PantherExpress System, the account number will be validated on all orders ensuring they are active and valid. This eliminates invoicing problems due to invalid or inactive account numbers, which can lead to a delay in payments of up to 3 months.
- **Proper Authorization:** PantherExpress System is an enterprise-wide internet procurement system that permits authorized users to purchase items against University accounts. Accordingly, PantherExpress System is mandated to follow University of Pittsburgh policies 10-02-05 and 10-02-06 governing user access to the system. The old method of purchasing from the Stockroom did not provide the necessary security to ensure purchasers were authorized to make those purchases at the time the orders were being placed.
- **Going Green:** The elimination of paper orders, consolidating orders, and merging deliveries helps the University stay greener.

[Table of Contents](#)

Q. Why doesn't the PDF Stockroom catalog on the Stockroom Information Page contain pricing?

A. The Stockroom product catalog is posted on the PantherExpress System Web site as a courtesy so that those working in labs without a PantherExpress System account can view the items that can be purchased through the system. The catalog changes frequently and we keep the catalog updated with the most up to date product listings. In order to obtain prices for individual items, a non-PantherExpress System user should work with their "Buyer" to obtain approximate prices. The prices may increase or decrease at the time of purchase.

Q. Does that mean I can order any Fisher Scientific item from the Stockroom Punchout?

A. No, only items that are stocked in the Stockroom are available in the Stockroom Punchout. Currently, the Stockroom inventories around 1500 of the most frequently purchased items by Stockroom customers. For a complete list, please login to the PantherExpress System, and select the category or supplier you are interested in purchasing from the "Company lists" drop down box.

Q. Why don't I see anything in the "My Lists" section?

A. The punchout is set up so customers can set up personal hotlists for the frequently ordered items. Under "My Lists" click on the Company Lists (89+) link. Then you can scroll down and select the list for the items that you are interested in. E.g., Eppendorf tubes are under "Decon / Entegris / Eppendorf / Eurofins"

Q. How do I use the Place Rapid Order feature?

A. If you know the Fisher catalog number, manufacturer or supplier part number, or the old Stockroom part number, you can place that information in the available box along with the quantity you would like to order. As long as the part exists in the Stockroom inventory, you will be able to add it to your cart. Please note: an "EA", "PK", or "FT" may be added at the end of a catalog number especially if the DSS sells the item in more than 1 size.

[Table of Contents](#)

Q. How do I use the Hotlist functionality?

A. The Hotlists are available on the DSS Punchout homepage, or by clicking the My Account drop-down menu. Please select the Hotlist that interests you to view that category of items sold in the DSS. One can also create a personal Hotlist and add their favorite stockroom items for quick access.

Q. Can I add notes to my Stockroom order?

A. There are two different types of notes that can be entered on a PantherExpress System order; Internal and External. On Stockroom orders, internal notes can be used and are seen by the University Account Approvers or Department Buyers. Internal notes are NOT sent to the Stockroom. Internal notes can be used to communicate information to the Account Approver or Departmental Buyer regarding the specific grant, account, or lab to which the specific order is associated. At this time, external notes cannot be added to Stockroom orders for the Stockroom personnel to read. *External notes signal an error and cause the order to stop; this may cause the order to be delayed.*

Q. What is subcode 6088 and why does it have to be used in the Stockroom Punchout?

A. Subcode 6088 is the subcode that is designated “Interdepartmental Non-Overhead Bearing Supplies”. Purchases made on the 6088 subcode are exempt from the indirect fee charged to researchers by the University. Purchases from the Stockroom are considered Interdepartmental Charges (IDCs), therefore if any other subcode is used, the cart will be returned to the requisitioner in the PantherExpress System. In order to successfully place your stockroom order, subcode 6088 must always be used.

[Table of Contents](#)

CHECKING OUT OF THE STOCKROOM

Q. Can I add items from other PantherExpress System suppliers in my shopping cart with my Stockroom items?

A. No, because of the subcode account restrictions associated with the Stockroom you can only add items from the Stockroom to your cart and checkout. If you place items in the same shopping cart from other suppliers your order will fail. This applies for all suppliers in PantherExpress System and therefore all vendors must have their own shopping cart.

[Table of Contents](#)

ORDER QUESTIONS

Q. Why does my Picking and Packing Instructions document have Fisher Scientific printed at the top when I ordered from the Stockroom?

A. All Stockroom orders entered into the PantherExpress System are automatically transmitted to the proprietary Fisher RIMS inventory management system. Since RIMS manages the Stockroom inventory, the Picking and Packing Instructions document generated is in the standard Fisher Scientific format.

Q. Does that mean I can order any Fisher Scientific item from the Stockroom Punchout?

A. No, only items that are stocked in the Stockroom are available in the Stockroom Punchout. Currently, the Stockroom inventories most frequently purchased items by Stockroom customers. For a complete list, please login to the PantherExpress System, and select the category or supplier you are interested in purchasing from the “Company Wide Hotlist” drop down box.

Q. Can I purchase non-Fisher Scientific items from the Stockroom?

A. Yes. A committee reviews the Stockroom orders routinely to adjust the selection according to demand and user wants and needs. Use the [DSS Product Request Form](#) to request new products.

[Table of Contents](#)

NON-STOCK ITEMS (FORMERLY SPECIAL ORDERS)

Q. Can I place an order for an item that is not in the Stockroom catalog?

A. No, only items that are stocked in the Stockroom are available in the punchout. The Stockroom is unable to process requests for non-stocked items that are to be ordered through the Stockroom’s Punchout.

SEARCHING THE STOCKROOM PUNCHOUT

Q. How do I know if my item is now stocked at the Stockroom?

A. When shopping the Punchout, there is a selection of Stockroom Item Hotlists available for you to search. Simply click on the “My Hotlists” link at the upper right-hand corner of the Web page, and use the drop-down box in the “Company” Hotlist section to try and locate your item. Each list in the drop down box is grouped by supplier. Once you locate the list you would like to search click the Hotlist title to activate and view the list. All products sold by that supplier or within that supplier category will be listed. You may also search using a manufacturer part number. For more assistance, please e-mail the Stockroom for assistance at stockroom@pitt.edu.

Q. What if I can’t find an item that I previously bought from the Stockroom?

A. If you have the old Stockroom part number you can enter it in the “Place Rapid Order” feature to locate the current part number. If you do not have the old Stockroom part number you can perform a keyword search or try searching one of the Stockroom Hotlists. To search a Stockroom Hotlist by category or supplier click on “My Hotlist” (located in the upper right-hand corner) and use the drop-down box in the “Personal” Hotlist section to try and locate your item. Once you locate the list you would like to search click the Hotlist title to activate and view the list. All products here are one you add to the lists. For more assistance, please e-mail the Stockroom for assistance at stockroom@pitt.edu.

Q. What should I do if I have an item that I need to order that is not available in the Stockroom?

A. Ordering from contracted suppliers in PantherExpress System is very easy. [See the PantherExpress System Shopper User Guide for instructions.](#)

[Table of Contents](#)

Q. I order the same items repeatedly, is there a feature to efficiently reorder these items?

A. Yes. There is a feature on the DSS Punchout that allows you to save lists of favorites for quick order purposes. The feature is called "My Hotlists". You can create multiple "Personal" Hotlists depending on your shopping preference.

Q. I currently place orders for multiple labs. Is there any way that I can also coordinate the ordering for Stockroom once it goes into the PantherExpress System as opposed to each lab doing it themselves?

A. Yes, if you would like to continue placing the orders for multiple labs you can continue to do so for the Stockroom within the PantherExpress System. You may also consider setting up your researchers as "Shoppers" in the system so they can shop the Stockroom and add the items they wish to purchase into a cart. The cart/order will then be sent to an "Account Assigner" to assign an account number to the order. If you want to continue to place the orders for them, that is up to your discretion.

Q. If I have a Hotlist saved in my Fisher Scientific Punchout on PantherExpress System will that carry over to my Stockroom Hot List?

A. No, since the DSS Punchout is a separate vendor in PantherExpress System, Hotlists from other suppliers, including Fisher Scientific, are not accessible within the Stockroom Punchout. Hotlists edited after April 24, 2015 in the Biological Science Stockroom Punchout will not be transferred to the DSS Punchout. Customers can check their order confirmation e-mails for items ordered during the stockroom unification process then add those items to the hotlists transferred from the Biological Sciences Stockroom Punchout.

Q. My account number is not valid, how do I active an account number with 6088 as the subcode?

A. Please send an e-mail to CFO – Account Request accountrequests@cfo.pitt.edu with the full 32-digit account number. You cannot activate an account number containing 6088 yourself. (This process changed in the Fall 2022.)

Q: How can I find out if my order was processed?

A: You will receive an e-mail confirmation from iRIMS@thermofisher.com letting you know your order has been received by the stockroom. The e-mail serves as a confirmation to you that the order has made its way through the PantherExpress System and the Stockroom system managed by Fisher Scientific.

Q. Do I need to bring a copy of my Order Confirmation with me to pick-up my order?

A. No, the Stockroom will have two copies of your order. The first copy will require your signature and will be kept on file by the stockroom. The other copy will be your receipt.

Q. What if my item is on backorder? How will I know when it is available to be picked up or when it will be delivered?

A. Someone from the Stockroom will contact you when your item is available for pickup. Items on backorder for delivery orders will be shipped with the next batch of deliveries upon receipt of the back-ordered item. If you would like to inquire about the status of your backordered item you may do so by contacting the Stockroom at 412-624-4260 Monday through Friday between 7:30 a.m. and 5 p.m..

[Table of Contents](#)

Q. Can I still pick up my orders directly by going to the Stockroom, if so when can I pick up my order?

A. Yes, the pickup feature is still available. After your order is submitted in the PantherExpress System DSS Punchout you will receive an e-mail confirmation from iRIMS@fishersci.com that your order has been received and processed successfully in the RIMS ordering system. Once you receive this confirmation, please allow 30 minutes after receipt of the e-mail confirmation for the Stockroom personnel to pick and pack your order. [Table of Contents](#)

ETHANOL QUESTIONS

Q. Is Ethanol the same as Ethyl alcohol?

A. Yes.

Q. What types and sizes of Ethanol are available for purchase?

A. The DSS Ethanol list [is available here](#).

Q. What does 200 Proof mean?

A. For our purposes, 200 Proof means the liquid is 100% Ethanol. 190 Proof, means it is a 95% Ethanol solution where the other 5% is water.

Q. Do I need a pint of molecular biology grade Ethanol, specifically 200PROOF GLASS MOLECULAR BIO GR catalog number 200GMP0125?

A. For most people, the answer is, "No". This Ethanol is 200 proof molecular biology grade. It comes from Decon Labs just like the rest of the Ethanol sold in the Dietrich School Scientific Stockroom. Decon Labs developed this Ethanol for a specific application. This grade of Ethanol is for the extraction and precipitation of DNA and RNA, it can be used full strength or diluted with endonuclease-free water to any desired dilution.

Q. Where can I get a Safety Data Sheet(SDS) formerly MSDS or technical information regarding Ethanol

A. Ethanol details, SDS, and technical information are available from the manufacturer: Decon Labs, Inc.

Q. Who can order Ethanol?

A. Any department within the University of Pittsburgh research community that currently has access to the PantherExpress System may order Ethanol. Ethanol is purchased in the PantherExpress System now through the DSS Punchout.

Q. How long will it take for my Ethanol to be delivered?

A. The goal for the DSS is to have your Ethanol delivered within two business days of your order being approved. However, it may take up to three business days for delivery. If you have a question about your order you may contact the DSS by phone at (412) 624-8554 or e-mail stockroom@pitt.edu. For your convenience, we are striving to provide "just in time" delivery.

[Table of Contents](#)

Q. How much Ethanol can I buy?

A. We recommend you buy only what you plan to use in the near future. Since Ethanol is a flammable liquid and there are safety concerns about the quantity of Ethanol you may safely store in any one area.

For more information, the University Safety Manual has a section on Fire Safety, specifically on flammable and combustible liquids.

Q. How should I store my Ethanol?

A. Ethanol should be stored in a Flammable Material Storage Cabinet. Flammable Material Storage Cabinets must be UL/FM approved and marked in conspicuous lettering: "FLAMMABLE – KEEP FIRE AWAY".

Ethanol is a regulated material and the user is accountable for securing Ethanol upon receipt. The lab, storage cabinet, or storage room for Ethanol must be locked when unattended.

Q. Can I bundle my order [of gloves, for example] with my order of Ethanol and have them both delivered?

A. Yes, most items purchased from the DSS are available for delivery. Exceptions include dry ice, Liquid nitrogen, gas cylinders, and refills of acetone cans.

Q. Can I return Ethanol, if so how can I return Ethanol?

A. Please see the [DSS Return Policy](#). The Return Policy lists acceptable and unacceptable return situations. A DSS return form will need to be completed and e-mailed to the DSS at stockroom@pitt.edu. The return form is located on the DSS information page. Do not return items to the Stockroom or delivery driver without authorization. A representative from the Stockroom will contact you regarding your return.

Q. What is that barcode on my Ethanol or on another chemical for?

A. The barcode is a unique identification number for each chemical container. The stockroom tracks chemical containers within the Department of Chemistry and also tracks all chemicals sold from DSS. Please see the [DSS Barcode Policy](#) for further information including what to do with your barcodes once your container is empty.

Q. Why do I have to notify the DSS if my laboratory is new?

A. Under the University's Industrial Alcohol federal permit, a list of all locations where Ethanol alcohol is stored and used is required.

[Table of Contents](#)

Q. Can I come pick my order up?

A. Delivery by Pitt drivers is the University's preferred method of transporting Ethanol to your laboratory. Since the University's preferred method is delivery, the fee associated is a primary part of the Stockroom Punchout.

You may walk or push your order on a cart back to your lab. All items in containers greater than 100mL in size need to be carried in a bucket; this includes all bottles of Ethanol sold in the DSS.

You must bring a secondary container that can contain spills and protect the material when transporting the Ethanol back to your lab.

It is against Department of Transportation regulations to drive a chemical over the road without the proper training and paperwork. That is why we offer delivery for a nominal fee.

The Dietrich School Scientific Stockroom is located at 326 Chevron Science Center, 219 Parkman Avenue.

Please remember chemicals, including Ethanol, should be transported in the freight elevator, which is the elevator closest to the DSS.

After your cart is returned to the PantherExpress System in the Supplier / Line Item Detail section and underneath Dietrich School Stockroom, you will see "Stockroom Delivery Fee". Click on Edit and select "Stockroom Pickup: US" and you will be returned to your active cart. The Handling will be \$0. You may need to indicate that your order will be picked up by changing your address to the DSS. The DSS address is Chevron 326. The change to your "ship to" address should be made in the PantherExpress system shopping cart. Using the external notes field may cause a delay when used to indicate your order is urgent or is going to be picked up. Please call or e-mail the stockroom if you have any problems regarding delivery.

[Table of Contents](#)

DRY ICE/LIQUID NITROGEN

Q. How do I order dry ice or liquid nitrogen?

A. To order dry ice and/or liquid nitrogen follow these steps:

1. Go to the storage center for dry ice and liquid nitrogen.
2. Safely obtain the amount of product you need or is available for withdrawal (bring Personal Protective Equipment, appropriate containers for your cryogenics).
3. Go to the kiosk, login to your PantherExpress System account, select the Dietrich School
4. Scientific Stockroom (DSS) Punchout and place an order for the amount of dry ice and/or liquid nitrogen you obtained (if you do not have access to PantherExpress, then note the amount obtained and have your department buyer make the purchase for you).
5. This is required for the tracking and management of these products and how your account will be charged.
6. Submit your order, secure the storage center, and return to your lab.

The PantherExpress System order will be approved by the appropriate account approver by next business day. You will receive an order confirmation, which will be for your records only since you already obtained your product.

Q. Can I have Liquid Nitrogen and/or Dry Ice delivered to my lab?

A. No, these items are not ideal for next day shipping. Dry ice and liquid nitrogen evaporate and require insulated storage containers. Kelly Dry Ice is a University supplier in the PantherExpress System. Sources for liquid nitrogen include Pitt Cryogenics and Matheson, both in the PantherExpress System. Pitt Cryogenics is an internal (University) supplier for Liquid Nitrogen and Liquid Helium. Matheson is a contracted gas supplier in the PantherExpress System. [Table of Contents](#)

CYLINDER SAFETY NET

Q. How do I purchase a gas cylinder from the Cylinder Safety Net?

A. The Cylinder Safety Net stores NI304 nitrogen, AR336 argon, and PHEN30047 helium and is only for non-stockroom hours and emergencies for the Chemistry Department. An “emergency purchase” is considered for situations that will negatively impact research but for the gas cylinder and one that cannot wait until the next business day. If you have an emergency need for a gas cylinder follow these steps:

1. Go to the safety net cage located inside the loading dock doors on the 2nd floor of Chevron Science Center.
2. The LOCK COMBINATION is listed in the Stockroom Gas Cylinder(Safety Net) Hotlist TITLE.
3. Enter the combination on the bottom of the lock.
4. PUSH IN ON THE BOTTOM OF THE LOCK TO OPEN IT.
5. Obtain the gas cylinder you need.
6. Log your name, group, e-mail address, barcode from the cylinder, and type of cylinder you are taking on the clipboard attached to the cage.
7. Safely transport the cylinder to your lab.

8. Login to your PantherExpress System account, select the Dietrich School Scientific Stockroom (DSS) Punchout and place an order for the cylinder you obtained.
9. This is required for the tracking and management of these products and how your account will be charged.
10. Do NOT add any other products to your order.
11. Cylinders from the Cylinder Safety Net must be ordered separate from other stockroom items.
12. Place your Matheson customer number in the Internal Notes field. See DSS and Department of Chemistry Gas Cylinder Policy: <http://researchservices.pitt.edu/gas.pdf>
13. Place your reason for needing a cylinder urgently in internal Notes field, that way it will not get rejected by the approver.
14. Submit your order through the system.

Q. Can I have high pressure gas cylinders delivered to my lab?

A. No, gas cylinders require specific shipping and handling to ensure everyone's safety. Matheson is a contracted gas supplier in the PantherExpress System.

[Table of Contents](#)

DELIVERY QUESTIONS – DELIVERY/PICKUP

Q. Can my order be delivered to me?

A. Yes, in most cases, but with a few specific exceptions.

Q. What items cannot be delivered?

A. The DSS sells some items that are not easy to transport. These items are not available for delivery, but are sold in the Chevron Science Center complex for the convenience of the researchers within Chemistry. These include a backup of high-pressure gas cylinders, for emergency use we call the Safety Net. Refills on 20 Liter acetone containers would require a 2-day turn around. Acetone is sold from the DSS in other size containers. Dry ice and liquid nitrogen evaporate and require insulated storage containers. Kelly Dry Ice is a University supplier in the PantherExpress System. Sources for liquid nitrogen include Pitt Cryogenics and Matheson, both in the PantherExpress System.

Q. Is there a delivery fee?

A. Yes, there is a fee, which will be noted as a Handling Fee on your Purchase Order.

Q. Why does the delivery fee change?

A. The cost of D.O.T packing materials and shipping costs that go into the delivery fee are evaluated on a quarterly basis.

Q. Why can't I buy Ethanol directly from another vendor?

A. The University has an Industrial Alcohol User Permit which allows purchasers to withdraw and use alcohol free of tax, because this Ethanol is used for research and teaching purposes.

Q. Is the delivery fee applied to orders that are picked up?

A. No, but you will have to manually edit your order in the PantherExpress System checkout process

to change it from a delivery to a pickup to ensure you are not charged the delivery fee. [Table of Contents](#)

Q. How do I change my order to pickup?

A. After your cart is returned to the PantherExpress System, in the Supplier / Line Item Detail section and underneath Dietrich School Stockroom, you will see “Delivery Fee: US”. Click on Edit and select “Chevron: US” and you will be returned to your active cart. The Handling will be \$0.

Q. My order was submitted as a delivery and I decided to pick it up. Will I be refunded the handling fee?

A. No, unfortunately once your order is submitted the handling fee cannot be refunded.

Q. How do I change my order to delivery?

A. Your order is automatically defaulted to include the delivery charge unless you changed and saved your preference default to “Chevron: US”. After your cart is returned to the PantherExpress System, click on Review. Underneath Dietrich School Stockroom, you will see “Delivery Fee: US”. Click on Edit and select “Delivery Fee: US”. Select “save”. You will be returned to your active cart. You will now be charged the handling fee and your order will be delivered.

Q. What should I do if my shipment was damaged during shipment?

A. Please have your phone number, the “ship to” name, Purchase Order or Requisition number, and the details of the damaged material ready before calling to report any damaged shipment. Call the DSS at (412) 624-8551 Monday through Friday between 7:30 a.m. and 5 p.m. Please do not send damaged products back to the Stockroom, unless the return of damaged material is approved by the Stockroom.

Please call within 24 hours of receipt of the damaged material. [Table of Contents](#)

RETURNING AN ITEM TO THE STOCKROOM – RETURN QUESTIONS

Q. Does the Stockroom have a return policy?

A. Yes. The complete Dietrich School Scientific Stockroom Return Policy can be viewed by going to the [DSS Information page](#).

Q. How do I initiate a return?

A. You will need to complete a Return Request Form and submit to the Stockroom to review. The Return Request form is located on the DSS Information page. All completed forms need to be e-mailed to stockroom@pitt.edu. Someone from the Stockroom will contact you shortly regarding the status of your return.

Q. What if I no longer have my packing list, can I find out my original order information in the PantherExpress System?

A. Yes, you are able to view all of your order history in PantherExpress System. To view a specific order you must be logged into the PantherExpress System, click the History Tab, click the PR History tab and type the PO number in the PO field. If you do not have the PO number, while logged into the PantherExpress System, click on the History tab, click the PR History Tab, place a check mark in the Filter box to choose a date range, and then click Search to find your requisition. [Table of Contents](#)

Q. Is there a restocking or delivery fee to return an item?

A. No, the Stockroom does not charge any fees for returns.

Q. When will I get credit for my return?

A. All approved returns that meet the return policy criteria will be processed within one week of the receipt of return back to the Stockroom. The credit will appear on your next level report after that date.

Q. How do I get the item back to the Stockroom that I want to return?

A. After you submit your return request it will be reviewed by the Stockroom Coordinator to validate. If it is approved, you will receive an authorization approving your return and providing specific instructions to return the product. Please do not return your item until your request has been approved. Items returned without the proper return authorization paperwork will not be accepted by the Stockroom personnel.

Q. If my order was originally delivered how should I return the item back to the DSS?

A. After you submit your return request it will be reviewed by the Stockroom Coordinator to validate. If it is approved, you will receive an authorization approving your return and providing specific instructions to return the product. Please do not attempt to return your item until your request has been approved. Items without the proper return authorization paperwork will not be picked up or accepted by the Stockroom personnel. If your order was delivered, the Stockroom personnel will arrange for your approved return to be picked up by our delivery driver the next time they are in your building. Complete instructions will be sent with your authorization.

Q. If I originally picked up my order, how do I get the item back to the Stockroom that I want to return?

A. After you submit your return request it will be reviewed by the Stockroom Coordinator to validate. If it is approved, you will receive an authorization approving your return and providing specific instructions to return the product. Please do not return your item until your request has been approved. Items returned without the proper return authorization paperwork will not be accepted by the Stockroom personnel. If you originally picked up your order you will need to physically return your item after you receive the approval authorization.

Q. Does my original account have to be credited for my return?

A. Yes, the original account used to make the purchase must be used to issue the return.

Q. What if my original account is now closed?

A. If you are within the Chemistry Department, contact Dawna Kasper at 4-8507. If you are outside the Chemistry Department, contact your account administrator.

[Table of Contents](#)

LANGLEY STATION

The Langley station is located at 120F Langley Hall. This is in the Garage area of the building.

Hours of operation: 8 a.m. to 4:30 p.m. Monday – Friday, the Langley Station follows the University's schedule for holidays. Phone: 412-624-4170.

If you have a question about your order or a question not covered above, then please contact the DSS by phone at (412) 624-8551, (412) 624-4260, or e-mail stockroom@pitt.edu.

[Table of Contents](#)