Central Receiving Procedure Flow Chart

*SURS= State University Receiving System= aka WebReceive

Shipments are received daily from various carriers through the Central Receiving dock, then separated. If from a tracking number Courier, labels are scanned and numbered, then separated into two groups:

**SURS** Entry (pkgs with State PO #s).

**Lawson Entry** (Lawson PO#s)

**No SURS** Entry

Non-State Shipments: All Research, & DMC Affiliates

No Charge Shipments (any source).

State SURS Exempt: Some Pharmacy, PO’s starting with CC [end user procurement card purchases].

**Investigate.** If ‘PO Not On File’, or ‘PO fully completed’, etc., call Purchase Agent to investigate/resolve (see Exhibit B).

Once resolved, continue processing. If unresolved, and upon supervisor authorization, **Return to Sender.** Exceptions: see Pg 3 detail.

**SURS Entry:**

Per PackSlip- Qty received, initials, shipment/UPS number, # of cartons is entered in SURS; receipt is printed.

If successful, printed receipt is stapled to the shipment.

If unsuccessful

**Non-SURS Entry:**

Boxes are sorted by area for internal delivery

If internal destination is unclear, clerk must call department or vendor to clarify.

Shipments are staged for internal delivery to dept
Shipment Investigation: Reference and Resources

Proper Shipping Label Format:

SUNY Downstate Medical Center (UHB, HSCB, or the affiliate’s name are acceptable)
Central Receiving M-F 8:30am-4pm (this helps drivers!)

PO#: ______________ (required)
445 Lenox Rd (Helps drivers since Receiving entrance is on Lenox Rd; 450 Clarkson Ave is also acceptable)

Recipient’s Name, Building and Room# (required)
Brooklyn, NY 11203-2098

PO #: All shipments must have a PO number on the shipping label (see next page-list of known exceptions):

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>PO # On Shipping Label begins with</th>
<th>SURNS entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>State</td>
<td># assigned by State Purchasing; per Exhib B. Contract #s start with “C”.</td>
<td>YES</td>
</tr>
<tr>
<td>State – Lawson Generated</td>
<td>328… (sequentially increases)</td>
<td>Lawson Entry</td>
</tr>
<tr>
<td>State Procurement Card (Purch Agent)</td>
<td># assigned by Purchasing ends with “N” (changes annually, reverse alpha order)</td>
<td>YES-Short Form</td>
</tr>
<tr>
<td>State Procurement Card (User Dept)</td>
<td>CCXX-XXX-XXX (X=depts normal req #)</td>
<td>NO</td>
</tr>
<tr>
<td>Research Foundation</td>
<td>R… (as assigned by ORA)</td>
<td>NO</td>
</tr>
<tr>
<td>All Other Affiliates (HSCB Foundation,</td>
<td>A…(Affiliate’s numbering plan)</td>
<td>NO</td>
</tr>
<tr>
<td>FSA, UPB, Arthur Ashe Institute,</td>
<td></td>
<td></td>
</tr>
<tr>
<td>construction /contractor funded, etc…)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>No Charge Shipments</td>
<td>NC…</td>
<td>NO</td>
</tr>
</tbody>
</table>

Incoming Shipments with No Internal Destination - Investigation Resources:

1. For an Individual Names: Check DMC Directory (on-line Web), Check Telephone System Directory (available on all Receiving telephones), or Call the DownstateCard office at X-4600. DCard database includes all affiliated staff as well as all Students.

2. For Department Name: Check DMC Directory (online) for DMC Office Guide “Search by dept “).

3. Purchasing Departments:
   Call State Purchasing Agent (if you have a PO# upon attempted input as “not on file”, or “fully received”).
   Call Research Purchasing X-1118 (if words “Research Foundation” appears on the shipping label or packing slip).

4. When all else fails…Consult Your Supervisor or fellow staff for the typical destination of similar orders, then call that department.
Known Exceptions Before Any Return Can Occur

Receiving staff must use Caution and Prudence with the following types of shipments. Only after all attempts to identify the internal destination are exhausted and unsuccessful can the shipment be “returned to sender”:

1. **Any Express Shipment** (overnight, next day and 2 day services). By their nature, such shipments are typically associated with some urgency. Receiving Clerks will make every attempt to investigate its internal destination and deliver timely. If during investigation it is found the item is associated with a State payment source, every attempt will be made to identify the corresponding PO and make entry to SURS.

2. **Any Perishable item**. By their nature, such shipments are typically associated with some urgency. Receiving Clerks will make every attempt to research its internal destination and deliver timely. If during research, it is found the item is associated with a payment from State sources, every attempt will be made to identify the corresponding PO and make entry to SURS. Includes:
   - **Hazardous Materials** (Radioactive, Biological Hazards symbols on shipment). Do Not open the package. If the shipping label or external packing list does not identify any internal destination, CALL the SHIPPER.
   - **Live Shipments** (animals of any nature) Do Not open the package. If the shipping label or external packing list cannot identify any internal destination, CALL the SHIPPER.
   - **Refrigerate Upon Arrival**. Place in CReceiving refrigerator.

3. **Government Agencies**. Items from any Federal, State and Municipal agencies including NIH National Institute of Health, Dept of Health, Dept of Education. Often these include essential Financial Aid, Research or Educational Materials.

4. **Educational and Research Entities**. Items coming from another education or research institution (colleges-universities). By their nature, can be collaborative research involving no payment.

5. **Banking Materials**. Checks & banking supplies. If destination is unknown, deliver all such shipments to BURSAR.

6. **Students**. Personal items intended for delivery to a student. DCard Office (X-4600) can verify student names.

7. "**Freebies" and Samples**. Often for distribution to students or patients from a variety of sources. While often pamphlets, at times it could be medically related items. Researchers and Clinicians at times receive pharmaceuticals as part of clinical trial studies underway. Some pkgs may be marked "samples enclosed" on the exterior or packing slip. These are typically vendor provided samples of products intended for clinicians as part of research or clinical trials. While these should have PO# = NC, often the recipient has little or no control over the sender's initiation of a shipment since they are not specifically “ordered” by the recipient.

8. **Flower deliveries**. Staff may receive flowers at work, normally a result of a personal event (birthday, anniversary). While personal in nature, it is not a shipment that the recipient ordered, but is normally ordered by some third party. Local flower shops typically make direct internal delivery to the recipient, however some internet-based orders are shipped via couriers and arrive at Central Receiving for the internal recipient, call the staff member to come to CReceiving to pick up the shipment.

If all investigation attempts are exhausted and failed, item will be staged for return to sender. Only the following persons can authorize a final ‘return to sender’: C Receiving Manager, Asst Director, Deputy Director or Director of Admin Services.