DMC State PO and Problem Resolution Protocol
Typical Receiving problems are: "Purchase Order Not on File (NOF)", "PO Fully Received", and "Items Received Don't Match PO".

Resolution Steps: This document also posted online at: www.downstate.edu/centralreceiving under "Forms & Documents".

1. Call the applicable DMC State Purchasing Agent. If not known, call Maria Lucido (X-7214)
   State Web PO Number Format: 1st & 2nd digit identifies the responsible Purchase Agent.
   3rd digit identifies the FY (7=FY16-17).
   Lawson PO Numbers auto-assigned sequentially; as of Feb 2017 starts with 166####, increases sequentially. Online Lawson record identifies the responsible Purchase Agent.

State PO# starts w/	Purchase Agent: (shared = original agent no longer here. All agents share problem resolution)	Extension (718-270- XXXX) unless otherwise noted
01,02,07,09,10, 12,13,14,18	shared	Any avail agent
03	Portia John	1123
04	Edmund Folkes	1378
05	Sandra Panton	3197
06	James Jarvi	1839
08	Beatrice York	1121
11	Shirley Ingram	613-8405
15	Contracts: Agents (link)	3109, 1134, 1976
16	Brian McGraw & all FMD Agents (link)	1532
17	Brian McGraw	1532
	State Purchasing Customer Service	613-8405
166#### sequential grows	Lawson record shows the P Agent name.	Lawson record.

Other PO Prefixes (starts with):
C= DMC Contract C123456 Requires SURS entry.

CC##-###-### (# = User Dept req#) Dept Credit Card Orders. **No SURS entry**.

A= Affiliate (non-State funded; any of DMC's many affiliated organizations). **No SURS entry.**
R= Research Foundation. **No SURS entry**.

PO Suffixes (ends with): Normal SURS entry needed for:
T= local contracts under $75K (######T)
C=COPS (######C)
S= Standing Orders (#####S).
L= PurchAgent Credit Card.**
   ######L, where #=Dept req#.
   **Use WebReceive SHORT FORM entry.
Each FY this suffix will change to next letter in reverse alpha order. PO will be entered as single line item and Qty=9, ZERO COST so up to 9 shipments can be received by CReceiving (no line item verification required). This enables PurchAgents to reconcile their credit card accounts.

2. If unresolved, SEND eMail (Use Lotus Notes=CentralReceiving) to MLucido with a cc copy to: RBentley,& the applicable Purchasing & A/P** Agent.
   **PO #s with suffix "L" send only to: MLucido with cc to RBentley &, Purch Agent (not A/P since A/P is not involved with PAgent credit card payments).
   A. **SUBJECT=** the **PO#**, **Vendor Name**, and **brief problem**.
   B. In the MESSAGE BODY, briefly describe problem; Scan & attach the Packing Slip(s) involved.
3. If all else fails, contact your Supervisor, or if that fails, contact RBentley at Ext 2186.
4. WebReceive System problems – SUNY SystAdmin, call Amy Kahn (518) 320-1437 (amy.kahn@suny.edu)
5. Lawson System problems- send eMail HelpDesk and call HErve Blemur (Ext 8023)

Accounts Payable; Box 54; Fax 3375 (as of 1/30/17) see AP webpage (link)		
Vendor Starts with…	**Agent**	**Phone (718) 270-**
A, V	Tanisha Ransom	**1993**
B, X, Y, Z	Liberty Morris	**1992**
C, S, U	Angie Reyes	**6791**
D, F, I, T	Al Benjamin	**1125**
E, H, J, K, W	Linda Harris	**1999**
G, L, M	Andy Destra	**1991**
N, O, P, Q, R,	Carmen Craig	**4624**
Asst Director	Sharon Yamraj	**613-8439**
Director	Surbhi Shah	**1990**