

DHSU State PO and Problem Resolution Protocol

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

Resolution Steps: This document also posted online at: [Central Receiving Webpage \(link\)](#) under "Documents".
 Call the applicable DHSU State Purchasing Agent. If not known, call **Maureen Crystal** (X-1976)

SUNY-State PO Number Format: 1st & 2nd digit identifies the responsible Purchase Agent;
 3rd digit identifies the FY (4=FY23-24).

Lawson PO Numbers auto-assigned sequentially; begins with **2#####**. Current Lawson PO# start with 247xxxx
 AND increases sequentially. Online Lawson record identifies the responsible Purchase Agent.

SUNY-State PO# starts w/	Purchase Agent: <small>(shared)</small>	Extension (718-270-XXXX) unless otherwise noted
01,02,04,07,08,09,10,12,13,14,18,19	shared (original agent no longer here. All agents share problem resolution)	Any avail agent
	State Purchasing Main #	613-8405
03	Portia John	1123
05	Sandra Panton	3197
06	James Jarvi	1839
08	Beatrice York	1121
11	Shirley Ingram	613-8405
15 Contracts Team:	Individual Agents (link)	613-8723
FMD PAgents (link)		
16	Frantz Poyau	613-8724
17	Donne Harper	6778
2##### ('current' Lawson POs start with 247XXXX)	Lawson shows P Agent name.	

Other PO Prefixes (starts with):

- C**= Contract Cxxxxxx Requires SURS entry.
- CC##-###-###** (# = User Dept req#) Dept Credit Card Orders. **No SURS entry.**
- A**= Affiliate (non-State funded; any of Downstate's many affiliated organizations). **No SURS- Lawson 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).
- Q**= PurchAgent Credit Card.**

#####Q, 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.

1. If unresolved, SEND eMail (Use) to Maureen Crystal with a cc copy to: CentralReceiving@downstate.edu , & the applicable Purchasing & A/P** Agent. If PO # with suffix "Q" send only to: Maureen Crystal with cc to CentralReceiving &, 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.
2. If all else fails, contact your Supervisor, or if that fails, contact RBentley at Ext 2186.
3. Lawson System problems- send eMail to "[LawsonSupport \(eMail link\)](#)" and call Herve Blemur (Ext 8023)

Accounts Payable Issues: Agent name/ contact is determined by starting letter of vendor name. See [AP webpage \(link\)](#)