

### Problem DMC State PO Resolution Protocol

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

**Resolution Steps:** Also avail online at: [www.downstate.edu/centralreceiving](http://www.downstate.edu/centralreceiving) under "Forms & Documents".

1. Call the applicable DMC State Purchasing Agent.

**State PO Number Format** (Main Campus): 1<sup>st</sup> & 2<sup>nd</sup> digit identifies the responsible Purchase Agent.

3<sup>rd</sup> digit identifies the FY (**5**=FY24-25).

Problem State PO Resolution Protocol - Policy CR001 Exhibit B (as of 4/2/25)		
State PO# starts w/	Purchase Agent:	Extension (718-270- XXXX) unless otherwise noted
	State Purchasing Main #	718-613-8405
Lawson PO's; 7 digits start with:		
2XXXXXX (sequentially assigned). 'current' issued POs start with 261XXXX	Lawson will show P Agent name	
SUNY PO's; 6 digits	See <a href="https://www.downstate.edu/about/our-administration/finance/contracts-purchasing/procurement/contact-us.html">Procurement/Contact us</a> webpage for individual agents; (https://www.downstate.edu/about/our-administration/finance/contracts-purchasing/procurement/contact-us.html)	

#### Other PO Prefixes (starts with):

**C**= DHSU Contract, example:C123456, Requires SURS entry.

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

**A**= Affiliated entities, All (non-State funded; any of DHSU's many affiliated organizations). **No SURS entry.**

**R**= Research Foundation. **No SURS entry.**

**NC**= 'No Charge' Shipments (shipment that don't involve any payment (promotional materials, brochures, samples, etc..))

#### **SUNY System PO Suffixes (ends with):** Normal SURS entry needed for:

**T**= TELP (123456T)

**C**=COPS (123456C)

**S**= Standing Orders (123456S).

- 2.If unresolved, SEND eMail (to the applicable Purchasing & A/P Agents with a cc copy to: RBentley. Note: A/P is not involved with 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.Lawson System problems- send eMail to "[LawsonSupport \(eMail link\)](#)" and call Herve Blemur (Ext 8023).

**Accounts Payable Issues:** Agent is determined by starting letter of vendor name; See [AP webpage \(link\)](#); (https://www.downstate.edu/about/our-administration/finance/accounts-payable/index.html#StatusPayment)