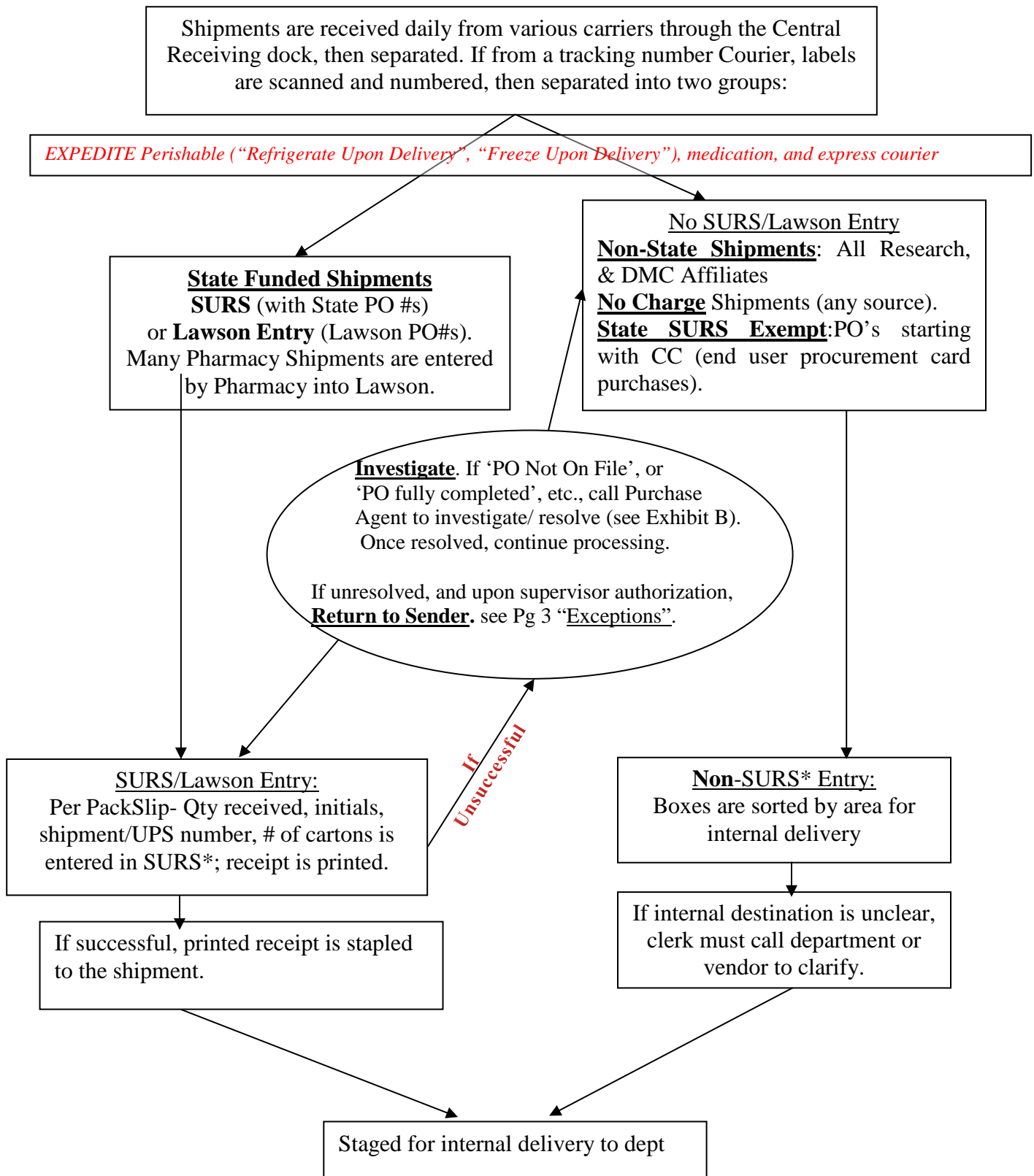


# Central Receiving Process Flow Chart



\*State funded shipments: For SUNY PO#s, entry in SURS= State University Receiving System = a.k.a. "WebReceive".  
For Lawson PO#'s, entry in Lawson System.

**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):

<b>Funding Source</b>	<b>PO # On Shipping Label begins with:</b>	<b>SURS/Lawson entry</b>
State (SUNY or Lawson systems)	# assigned by State Purchasing; per Exhib B. Contract #s start with "C".	<b>YES</b>
State Procurement Card (Purch Agent)	# assigned by Purchasing ends with "L" (changes annually, reverse alpha order)	<b>YES- SURS Short Form.</b>
State Procurement Card (User Dept)	CCXX-XXX-XXX (X=depts normal req #)	<b>NO</b>
Research Foundation	R... (as assigned by ORA)	<b>NO</b>
All Other Affiliates (HSCB Foundation, FSA, UPB, Arthur Ashe Institute, construction /contractor funded, etc...)	A...(A)ffiliate's numbering plan)	<b>NO</b>
No Charge Shipments	NC...	<b>NO</b>

**Incoming Shipments with No Internal Destination - Investigation Resources:**

1. For an Individual Name: 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 staff 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 or Lawson.
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 or Lawson. 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 can not identify any internal destination, CALL the SHIPPER.
  - **Refrigerate or Freeze Upon Arrival**. Must place in CReceiving refrigerator ASAP within 1 hr after arrival/processing. If unable to deliver within 1 hr., must call dept for pick-up.
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 and typically have no PO# (no charge).
4. **Educational and Research Entities**. Items coming from another education or research institution (colleges-universities). By their nature, can be collaborative research and typically have no PO# (no charge).
5. **Banking Materials**. Checks & banking supplies. If destination is unknown, deliver all such shipments to BURSAR who will determine and forward to the intended recipient.
6. **Students**. Personal items intended for delivery to a student. DCard Office (X-4600) can verify student names: Registrar Office can contact the student or provide needed contact information.
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 could receive sensitive shipments as part of clinical or research studies underway. Some pkgs may be marked "samples enclosed" on the exterior or packing slip. While these **should have PO# = NC**, often the recipient has little or no control over the sender's initiation of a shipment since they may not be specifically “ordered” by the recipient.
8. **Flower deliveries**. Patients as well as Staff may receive flowers at work, normally a result of a personal event (birthday, anniversary, and/or ‘get well’ gifts. While personal in nature, they are often not a shipment that the recipient ordered, but is normally ordered by some third party. Local flower shops typically make direct internal delivery to patients, staff (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 fail, item will be staged for return to sender. Only the following CReceiving persons can authorize a final ‘return to sender’: Asst Director, Deputy Dir. or Dir Admin Services.**