

# SUNY DOWNSTATE MEDICAL CENTER

## POLICY AND PROCEDURE

Department: Central Receiving

Subject: Receipt & Processing of Incoming Shipments

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Page 1 of 14

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Updated: 7/1/09 (Lawson Implementation)

Updated: 2/17/11 (WebReceiveTraining Exhibit C)

Updated: 6/1/11 (Added Direct Vendor Deliveries to Off-Sites; locations are updated as applicable)

Updated: 1/24/17 (Remove LICH sections, Clarify all ref Pharmaceuticals and Perishables)

### POLICY:

- 1. Shipment Identification.** All incoming shipments shall be identified with an appropriate Shipping Label and a packing slip on the exterior of the shipment as detailed in Exhibit A. "Exhibit A" (attached) details DMC's Shipping Label, Packing Slip and Purchase Order numbering format. State Purchasing shall make all vendors aware of the shipping label and packing slip requirements with each procurement issued to a vendor.
- 2. Shipment Receipt from Carriers.** Central Receiving shall receive goods and materials from vendors and carriers during the normal hours of operation, place said goods on applicable hand trucks or pallet, sign the shippers manifest or other shipper documentation process as required, and record the receipt of said shipments in an accurate and timely manner. Medications shipments shall include Staff signatures shall include time of acceptance of shipment (see CR-002).
- 3. Internal Delivery.** Central Receiving shall deliver all received goods to their internal users within 24 hours for on-site facilities\*. All other main campus locations are delivered on a pre-scheduled weekly basis or volume predicated, subject to truck and driver availability. Unless specific special advance arrangements have been made, the internal destination recipient is expected to be able to receive all goods that they have ordered.

\*Includes Main Campus: University Hospital Building, Basic Science Building, Health Science Education Building and Public Health Academic Building.

- 4. Vendor Direct Deliveries to Off Site Primary Care Satellites,** including Bayridge (9036 7<sup>th</sup> Ave), Midwood (2171 Nostrand), 840LeffertsBlvd, and Dialysis (710PSA). Where a State Purchase Order prescribes a direct vendor delivery to a DMC off-site satellite facility, the recipient at the off-site facility is required to perform the receiving procedures delineated in this policy and procedure as modified in this section. The off-site facility recipient shall obtain the internal delivery signature at that off-site facility on the packing slip, and

- a. Where a delivery signature is indecipherable, add the PRINTED NAME and date that the merchandise was received by the end user. Medication deliveries' signature must include time of delivery.
- b. On the same day of receipt, fax the signed packing slip to DMC's main campus Central Receiving at Fax 718-270-4773, or scan and eMail to CentralReceiving@downstate.edu
- c. Main campus Central Receiving staff shall enter the applicable packing slip details into the appropriate electronic receiving system (SUNY WebReceive/SURS, or Lawson). Central Receiving shall then file the system Receipt with signed (by end user) Packing Slip.
  - a. Any subsequent shipment discrepancy, return or other adjust shall follow the prescribed process delineated in Procedure Section 5 and fax the Shipment Discrepancy Form to Main campus Central Receiving at Fax 718-270-4773, or scan and eMail to CentralReceiving@downstate.edu
  - b. Main campus Central Receiving shall enter the reported adjustment into the applicable electronic receiving system.

**PROCEDURE:**

1. **Receipting During Normal Hours of Operations.** Central Receiving is opened from 8:30 am to 5:00 pm, Monday through Friday, except legal holidays. Receiving is closed on weekends and legal holidays. Hours of Operation for receipt of goods from couriers are 8:30 AM To 4:00 PM. Incoming Shipments that are perishable or received from express couriers are given priority for internal processing and delivery Central Receiving must make provision for the refrigeration of such shipments until delivery if unable to be immediately delivered. If a DMC department is expecting an emergency shipment requiring any special receiving or internal delivery arrangements, the user department and/or Purchasing department shall alert the Central Receiving Manager in advance for special delivery arrangements.
  - 1.1. **Identify Funding Source.** Before signing for any delivery, the Receiving staff member will insure that all shipments have a shipping label which identifies the package(s) funding source as a standard State, State Procurement Card, Research Foundation, 'No Charge', or Affiliate Entity purchase. Normally such identification shall be made from a Purchase Order number on the shipping label. "Exhibit A" (Attached) details DMC's Purchase Order numbering format. Parcels with no visible means of internal delivery destination can be refused (see related 'return to sender' exceptions section # 2.4).
  - 1.2. **Verification of Parcel Count.** The Receiving staff member shall verify the number of packages/boxes being received from the shipper/carrier.
  - 1.3. **Inspection For Damage.** During the receipting process, the Receiving staff member shall review the general condition of parcels and where any package is visibly damaged, shall note as such on the shipper's / carrier's manifest as well as on the parcel itself ("Rec'd Damaged").
  - 1.4. **Documentation of Receipt from Carrier.** Shipments are signed for from the carrier by the Central Receiving staff member by either:

**1.4.1. Bar Coded Tracking Number Based Shipments.** Shipment Parcels from Bar Code Tracking Number based carriers (UPS, Federal Express, Airborne, DHL etc...). Parcels shall be counted by the issuing courier staff member as well as the receiving Central Receiving Staff member via the applicable bar code scanning device or manual count. Shortages, surplus, and refusals will be noted on both Carrier and Central Receiving recording logs. Once both parties verify the package count and shipper's tracking number are the same, the Central Receiving staff member will sign for the shippers/carrier's manifest that may be a manual or automated signature of receipt process. Damaged parcels, and refusals will be noted on both Carrier and Central Receiving recording logs.

**1.4.2. Non-Bar Coded Tracking Number Shipments.** Shipment Parcels from NON- Bar Code Tracking Number based carriers (i.e.: Common Carrier) shall be counted, inspected, signed for/ recorded manually on a shipper's (driver's) manifest document.

**2. Processing of Incoming Shipments.** Incoming shipments shall be separated by:

**2.1. State funded shipments** bear a State purchase order number on the shipping label. These shall be diverted for data entry into the SUNY Webreceive/ State University Receiving System (SURS) and generation of a SURS Receipt. PO's issued from the DMC Lawson System are entered into the Lawson System Receiving Application and all referenced hereinunder shall be deemed to refer to either applicable system (SUNY Webreceive/ SURS or Lawson).

**2.1.1. SURS (WebReceive) ENTRY PROCESS.** Detail data entry instructions are found in the Central Receiving WebReceive Training power point (EXHIBIT C)

**2.1.2. Packages with State PO # and attached packing list:** The Receiving staff member will retrieve the packing slip from the exterior of the parcel and use the packing slip details for entering shipments into the SURS system.

**2.1.3. Packages with State PO # and no attached packing list:** Parcels shall be opened to retrieve a packing slip from the interior of the parcel unless the parcel contents are clearly marked on the exterior, or contents are sensitive contents (see section 2.1.5). If a parcel is opened to obtain a packing slip, the packing slip details are entered into SURS (if applicable), packing slip is returned into the parcel and parcel is re-sealed.

**2.1.4. State Funded Packages with no PO#, incorrect PO #, or no packing Slip.** Parcels that are normally known to be state funded shipments but do not have a packing slip on the exterior of the shipment require additional investigation by a supervisor. A Receiving supervisor shall call the applicable Vendor, End User Department, or Purchase Agent to resolve. If the Purchase Agent is unable to resolve this problem and the Receiving Supervisor has no other means of resolving then the parcel can be "Returned to Sender".

**2.1.5. Sensitive shipments** include medications (more detail in CR-002), live contents, hazardous contents, refrigerated contents, or other special handling

instructions. Sensitive shipments are not opened by the Receiving Staff member. In cases where the shipment is State funded (SURS eligible), the internal end user recipient is contacted, often requiring the end user to come to Central Receiving to review/receive the shipment. If end user comes to Central Receiving, the end user will open the contents to retrieve the packing slip for entry into SURS. In cases where the shipment is delivered to the end user, the Receiving staff member will require the end user to open the contents and provide a copy of the packing slip for entry into SURS upon the staff member's return to Central Receiving.

2.1.6. **Additional Investigation.** As necessary, the Receiving staff member will conduct additional investigation with the Purchasing Agent or end user department to resolve item description or other discrepancies. See EXHIBITS A and EXHIBIT B for additional investigation tips and protocol. The Receiving Staff member will immediately refer unresolved inconsistencies involving item description specifications to the supervisor.

2.1.7. **SURS Entry.** The Receiving staff member will enter the applicable PO number in the SURS and match the packing slip item descriptions to the prescribed Purchase Order line item descriptions, and enter the "Quantity received", the staff members initials and any special review comments. Exhibit C details the SURS entry procedures.

2.1.8. **SURS Receipt.** At the completion of SURS entry, a SURS receipt is generated/ printed. For parcels with a tracking number, the Receiving staff member will write the parcel number on the bottom of the SURS receipt. The SURS receipt shall be affixed to the parcel(s) together with the packing list and staged for internal delivery to the internal end user destination.

2.1.9. **State Funded Shipments: SURS Entry & Delivery Exceptions:**

2.1.9.1. **State funded Non- SURS- Eligible Shipments:** Shipments having a PO number indicating NC (= "No Charge"), or PO Numbers beginning with CC followed by a requisition number format (= State Credit Card procurements) are not entered into the SURS system but are documented on the daily log of received tracking number parcels or on a Central Receiving Depot Slip (whichever is applicable), then immediately staged in appropriate holding areas for internal delivery (no SURS entry; no SURS receipt).

**COPS AND TELP SURS Entry.** All TELP (PO# ends with T) and COPS (PO# ends with C) procurements will be received processed and entered into SURS in the same manner as state funded shipments (sections 2.1.1 through 2.1.8).

**State Purchase Agent Procurement Card Purchases.** PO# ends with "Z" (letter changes in reverse alphabetical order for each new fiscal year). SURS entry limited to entry of shipment. Such PO's are not line item specific, thus there is no need to verify and match line item description. In SURS, enter Qty as "1" and the applicable number of cartons received.

- 2.1.9.2. **Pharmaceutical Direct Deliveries from Couriers.** Most Pharmaceutical deliveries are delivered directly by the courier to the Pharmacy under the procedure detailed in Policy & Procedure CR-002.
- 2.1.9.3. **Shipments received from US Postal System (USPS) through Mail Services.** Shipments that are small parcels are occasionally shipped by vendors through the USMail and delivered by USPS to DMC Mail Services. Such shipments that bear a State Funded PO number on the shipping label are entered into the SURS system by Mail Services personnel.
- 2.1.9.4. **IV Solutions Direct Delivery to Central Sterile Supply:** Some IV solutions are delivered directly by the courier to Central Sterile Supply. The Central Sterile recipient retrieves the packing slip from the shipment and brings said packing slips to Central Receiving before the end of the workday. Central Receiving then enters the packing slip shipments to SURS system. During outside ambient freezing temperatures, IV solution shipments must be moved inside the building to avoid freezing contents.
- 2.1.9.5. **State Funded Shipments Where Internal Destination is Diverted:**
- 2.1.9.5.1. **Patient Care Equipment:** All patient care equipment must be delivered to Scientific and Medical Instrumental Center (SMIC) a/k/a Biomedical Engineering for receipt and testing before being placed into service at the end user locations. All departments ordering patient care equipment must coordinate with SMIC to ensure SMIC has the space to accommodate the quantity of equipment being ordered and to make adequate arrangements before its arrival, in order to not disrupt the receiving process and or work flow by requesting that the equipment be stored in Central Receiving until SMIC is able to receive it.
- 2.1.9.5.2. **Warehoused Supplies:** Major internal departments such as Central Sterile Supply, Housekeeping, dialysis, Linen, OR, FM&D, Respiratory, etc. frequently need to have their shipments diverted to an alternate storage area. Student Affairs and Institutional Advancement also frequently require large publications (college student admission catalogs, and promotional materials) to be stored at the warehouse. Shipments to these departments require the Receiving Staff member to contact the major department and alert them to the shipment and ascertain additional internal delivery location. Representatives from these departments come to the Receiving Department to review and sign for their shipments. These major users sign the applicable documentation for the receipt of their goods and provide alternative delivery/ storage location details.
- 2.1.9.5.3. **Gas Cylinder Procedures.** Gas Cylinders delivered to Central Receiving are to be properly secured in the designated cylinder

storage cage on the Receiving dock after they have been received and processed. The Receiving supervisor will conduct daily checks of the cylinder cage to verify that it remains locked when not in use, and that there are properly secured valve caps on all (H/K) cylinders, and that cylinders are chained and or secured from falling.

- 2.1.9.5.3.1. **Receipt of State Purchase Cylinders.** State purchase cylinders are received and processed through the SURS in the same manner as any other state purchase merchandise. The gas cylinders are then stored temporary in a designated cylinder storage area on the Receiving dock until requested by the user on a need to use basis.
- 2.1.9.5.3.2. **Gas Cylinders direct delivery to end-user.** For specialty gas cylinders that are delivered directly to the end user (those that are not processed through Central Receiving). The end user must provide Central receiving with a copy of the packing slip to capture SURS data entry.
- 2.1.9.5.3.3. **Delivery of Received Cylinders:** At the request of the user department and only at their request would cylinder(s) be removed from the customer's temporary storage area on the Receiving dock and delivered to the customer.
- 2.1.9.5.3.4. **Empty cylinders:** The user department can arrange to have their empty cylinder picked up by calling the receiving supervisor at Ext: 1217. The empty cylinder(s) are returned to and stored in the designated cylinder cage area on the receiving dock, until they are picked up by the vendor(s).
- 2.1.9.5.3.5. **Safety Precaution on Smoking.** There is to be no smoking in or near the Cylinder storage area. See DMC Policy on smoking regulations and other related DMC Policies and Procedures.
- 2.1.9.5.3.6. **After hour access to the cylinder cage:** Access to the cylinder cage after normal business hours (Monday – Friday 8.30am to 4.00PM) is available to Respiratory department and University Police.

2.2. **Non-state funded shipments** having a PO number starting with the letter “A” (indicating one of DMC’s Affiliated entity funded procurements), or “R” (indicating Research Foundation of SUNY funded procurements), and PO Number= “NC” (No Charge) shall be documented on the applicable daily log (tracking number shipments) or the C Receiving Depot Slip form, then immediately staged in appropriate holding areas for internal delivery.

2.3. **Unidentified shipments.** Shipments that do not have a PO number of the shipping label and do not have a packing slip on the exterior often requires judgment of the Receiving Staff member, and/or consultation with the Receiving supervisor as to whether or not to open the package to attempt to obtain a packing slip into order to determine whether the shipment is SURS eligible, or to be diverted for direct staging for internal delivery, or to be returned to sender.

2.4. **Return to Sender Exceptions**. Prior to the return to sender of an incoming shipment covered by the exceptions below, every effort possible must be made to received and internally deliver these shipment exceptions. Returns to Sender shall be enacted only under extreme and extraordinary circumstances such as parcel was delivered damaged, recipient is no longer at DMC, recipient patient was discharged (Flowers or gifts), etc. If the item has been researched and all attempts have been exhausted, such items will be staged for return to sender. Only the following persons can authorize a final 'return to sender': C Receiving Manager, C Stores Manager, Deputy Director or Director of Admin Services. Such exceptions include:

2.4.1. **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 research it is found the item is associated with a payment from State sources, every effort will be made to identify the corresponding PO and make the corresponding entry into SURS.

2.4.2. **Any Perishable item (shipments marked as 'refrigerate' or 'freeze')**. By their nature, such shipments are typically associated with some urgency. Receiving Clerks will make every attempt to research its internal destination and ensure delivery as timely as possible or must be placed in the refrigerator upon processing (see also medications CR-002). If during investigation, 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:

2.4.2.1. **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 to investigate intended recipient and funding source (see section 2.1.5).

2.4.2.2. **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 to investigate intended recipient and funding source.

2.4.2.3. **Refrigerate Upon Arrival**. Do not open the package. If the shipping label or external packing list cannot identify any internal destination, CALL the SHIPPER to investigate intended recipient and funding source; If unresolved within 1 hour of processing, item must be placed in refrigerator. Medication Shipments: See CR-002.

#### **Other Shipments:**

2.4.3. **Government Agencies**. Items from any Federal, State and Municipal agencies including NIH National Institute of Health, Dept of Health, Dept of Education that often include essential Financial Aid, Research or Educational Materials and frequently involve no payment (no charge shipments). See section 2.2

- 2.4.4. **Educational and Research Entities**. Items coming from another education or research institution (colleges- universities) THAT often include essential Financial Aid, Research or Educational Materials and frequently involve no payment (no charge shipments). See section 2.2
- 2.4.5. **Banking Materials**. Checks & banking supplies that frequently involve no state funded payment (no charge shipments). If internal destination is unknown, deliver all such shipments to BURSAR. See section 2.2
- 2.4.6. **Students**. Largely pertain to personal items (no charge shipments) intended for delivery to a DMC student and involve no state funded payment. See section 2.2
- 2.4.7. **"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 may have "samples enclosed" marked on the exterior or packing slip. These are typically vendor provided products intended for use 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 frequently are not "ordered" by the recipient. (no charge shipments) See section 2.2
- 2.4.8. **Flower deliveries** (for Student, Staff or Patient). 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. The internal recipient, if a staff member will be telephoned and alerted to come to receiving to pick up the shipment. If the Student, Staff or Patient is not longer at SUNY-DMC, the receiving supervisor shall contact the vendor for a return authorization or permission to dispose of the merchandise if it is perishable (eg: Flowers /fruits). See section 2.2
3. **Documentation of Shipment prior to Internal Delivery**. Documentation of Delivery method is dependent upon whether an item is State Funded SURS Eligible, or State Funded NON SURS eligible, or Non-State Funded, and whether a shipment has a courier issued bar coded tracking number, or has no bar coded tracking number.
- 3.1. **For State Funded SURS Eligible Shipments**: A SURS RECEIPT is generated, the end user recipient signs the SURS delivery receipt marked Department Signature.
- 3.2. **For State Funded Non-SURS Eligible Shipments**: Determine if Shipment has a bar code tracking number, then:

3.2.1. **For bar coded tracking number parcel shipments**, the end user recipients' signs the applicable tracking number courier daily log next to the bar coded package tracking number that matches package being delivered.

3.2.2. **For NON- bar coded tracking number parcels**, the end user signs the applicable Central Receiving Depot Slip.

3.2.2.1. **Central Receiving Depot Slip Form**. (aka Internal Delivery Manual Receipt). A modified form is in place for use at LICH. For non- bar coded tracking number shipments, the Receiving Staff member enters the applicable shipment information on a manual Central Receiving Depot Slip.

**Note: This process also serves as the manual back-up process when the normal online systems are out of service for a prolonged period of time.** When invoked as a manual back-up system due to online system prolonged outages, an additional step is needed to accumulate all completed internal delivery receipts and their packing slips daily, and mail to Accounts Payable at MSC 54.

A notation is made on the Central Receiving Depot Slip of the name of the Central Receiving staff member making the delivery, then:

3.2.2.1.1. The white (original) and yellow copies of the Central Receiving Depot Slip remains with the merchandise until it receives an approved user department's signature, showing that the supply reached its final destination.

3.2.2.1.2. The remaining copy blue is retained at Central Receiving during the internal delivery process.

3.2.2.1.3. After signature by the end user recipient, the yellow copy is given to the recipient The original (white) copy is retained by the delivery staff person and returned to Central Receiving Supervisor upon return to Central Receiving for record keeping.

3.2.2.1.4. At the end of the workday all manual Depot Slips Blue and white copies are matched to assure that all deliveries issued have been appropriately delivered. The supervisor must reconcile any Depot Slip for which there is no delivery signature copy.

3.2.2.2. **Delivery Documentation Filing**. After all delivery documentation has been entered in the applicable electronic system and reconciled, documents shall be appropriately filed.

### 3.3. **For NON-State Funded Shipments:**

3.3.1. **For bar coded tracking number parcel shipments**, the end user recipients' signs the applicable tracking number courier logs next to the bar coded package tracking number that matches package being delivered.

3.3.2. **For NON- bar coded tracking number parcels**, the end user signs the applicable Central Receiving Depot Slip (same as section 3.2.2.1)

### **3.3.3. Receipting During Off-Hours (Evenings, Nights, Weekends, Holidays).**

The End User Department and/or Purchasing Agent must advise University Police at Ext. 2626 *in* advance with instructions if an emergency off-hours delivery is expected and make special arrangements *in* advance with the hospital administrator on duty for any perishable items requiring refrigeration to be expeditiously placed in refrigerator; For medications, see CR002. All items received after normal business hours that are classified as medical emergency or perishable are to be delivered directly to the University Police office at the University Hospital of Brooklyn main lobby 445 Lenox Road. University Police is then responsible for delivering the package to the user department and, in the event that the user department is closed, the package should then be delivered to the Hospital Administrator on duty.

4. **Internal Delivery to End User.** The Receiving Staff member delivers the shipments to their end user internal destination with the applicable documentation, obtaining a legible signature on one of the following documents. It is the responsibility of Central Receiving delivery personnel to insure that a signature is obtained from a responsible member of the user department before leaving the material. In the event that a signature cannot be obtained, the Receiving personnel making the delivery can either:

- A. Return the merchandise to the Central Receiving department, or
- B. Call the Central Receiving supervisor and inform him/her of the situation.

Central Receiving staff shall under no circumstances leave merchandise in any user department without a signature, unless specifically authorized to do so by the Central Receiving supervisor.

- 4.1. **Internal Delivery Receipt Documents.** The Receiving clerk then returns all delivery receipts to the Central Receiving Supervisor after completion of his/her delivery route. The receipts are then filed in Central Receiving for future reference in the event of any discrepancy or when proof of delivery to the end-user department becomes necessary.

## **5. Returns After Internal Delivery.**

- 5.1. **For State Funded Procurements:** Central Receiving Supervisor shall be the initial contact point for all State funded shipment returns or adjustments where a SURS receipt was generated. Department End Users shall notify Central Receiving within 48 hours of any delivery discrepancy. Notification from user can be made via telephone, with an immediate follow up via e-mail documenting specific circumstances and discrepancy on the appropriate "Outbound Shipment and Shipment Discrepancy Report form" (found on CRec website). Discrepancies include:

- 5.1.1. **Overshipments:** The SURS entry process will normally catch overshipments and duplicate shipments before internal delivery by an automatically overshipment flag upon attempt to enter a quantity that exceed what was purchased on the PO, or previously received. The Receiving staff member shall immediately report any overshipment flags to the Receiving Supervisor for resolution.

- 5.1.1.1. Receiving Supervisor will need to investigate past receipts for the same PO# to determine whether shipment is indeed an overshipment to be returned to sender. Usually requires the Supervisor to contact the involved Purchase Agent and/or end user to resolve. May involve some adjustment of a prior receipt (where the item's packaging – 'each' vs. 'case' vs. 'box', etc.- may have been unclear or previously entered incorrectly as compared to PO detail). May require the Purchase Agent to process a Change Order to the PO in order to proceed/ process the shipment.
- 5.1.1.2. **Overshipment Return to Sender**. The applicable Purchase Agent will determine whether return to sender as an overshipment is required, and if so, Purchase Agent will provide Central Receiving with Return Authorization detail via e-mail with copy to Accounts Payable noting the affected PO#.
- 5.1.2. **Quantity Discrepancies**: End User Notification to Central Receiving Supervisor must document specific item description and quantity (ies) involved in the discrepancy being reported.
  - 5.1.2.1. Central Receiving Supervisor will initiate a SURS receipt adjustment, where applicable.
  - 5.1.2.2. Upon receipt of the user department's e-mail notification, Central Receiving Supervisor will forward the end user's initial e-mail message together with the applicable PO # to the Purchasing and Accounts Payable departments and The SURS Receipt number of the Adjustment processed.
  - 5.1.2.3. Resolution is typically that vendor agrees to ship the missing contents. If resolved with the vendor and end-user, no further action is necessary.
  - 5.1.2.4. If unresolved, Purchase Agent must take additional actions to resolve.
- 5.1.3. **Damaged Goods** Initial notification from end user to the Central Receiving Supervisor must document specific item description, quantity(ies), and nature of damage involved.
  - 5.1.3.1. The Central Receiving Supervisor shall internally investigate initial receipt from carrier documentation to determine whether goods were received in any apparent damaged condition, or damaged during internal delivery. Central Receiving may need to retrieve the shipment from the user.
  - 5.1.3.2. Upon receipt of the user department's e-mail notification, Central Receiving will forward the end user's initial e-mail message together with the applicable PO # to the Purchasing and Accounts Payable departments and The SURS Receipt number of the Adjustment processed.

- 5.1.3.3. If damage occurred during internal delivery, Central Receiving Supervisor shall notify Deputy Director for Administrative Services for resolution.
- 5.1.3.4. Central Receiving will contact the purchasing agent (unless end user has already contacted the vendor) to alert the vendor to the damage reported and to resolve replacement.
- 5.1.3.5. Central Receiving will initiate a SURS receipt adjustment if applicable.
- 5.1.3.6. If Resolution requires the return of damaged goods to the vendor, Central Receiving Supervisor shall provide end user with the Return Authorization Form to fill out and fax / email back to him to complete the return process.
- 5.1.3.7. Resolution is typically that vendor agrees to ship a replacement item for the damaged goods. If resolved with the vendor and end-user, no further action is necessary.
- 5.1.3.8. If unresolved, Purchase Agent must be alerted to take additional actions to resolve.
- 5.1.4. **All Other Discrepancies**: including but not limited to Wrong Items, Substitutions, Pricing Changes, etc. Initial notification from end user must document specific item description, and quantity(ies) involved.
  - 5.1.4.1. Central Receiving will contact the applicable Purchase Agent to resolve (resolve with end user and vendor whether item was an acceptable substitution, needs PO change Order, pricing change or Receipt modification).
  - 5.1.4.2. Central Receiving will forward upon receipt of the end user's initial notification to the applicable Purchase Agent and Accounts Payable.
  - 5.1.4.3. Purchase Agent shall reply with resolution. If item was an acceptable substitution requiring no change to the SURS receipt or vendor item pricing affect, no further action is needed.
  - 5.1.4.4. If a return of the shipment is required, the Purchase Agent shall complete and transmit the necessary Return Authorization Form to Central Receiving. Central Receiving may need to retrieve the shipment from the end user.
  - 5.1.4.5. Central Receiving will initiate a SURS receipt adjustment for any return, or other receipt adjustment needed.
- 5.2. **For State Procurement Card Purchases and ALL Non-State Shipment Discrepancies**: Department End Users shall immediately notify vendor and resolve directly with the vendor and where applicable follow the prescribed policy and procedure of the affiliated entity (funding source) for the shipment. For State

procurement card purchases, end user must make appropriate arrangements with the vendor for any applicable credit card adjustment:

**5.2.1 Damaged Goods.** *If a delivery involves Damaged Goods* that may have been damaged during internal delivery, then end user must notify Central Receiving Supervisor within 48 hours of receipt, for internal investigation of initial receipt from carrier documentation to determine whether goods were recorded and received in any apparent damaged condition, or damage resulted during internal delivery.

5.2.1.1. Central Receiving Supervisor shall investigate and if damage occurred during internal distribution delivery, report outcome to Deputy Director for Administrative Services for resolution.

**5.2.2. Any Return of Goods, including State Procurement Card orders and all Non-State Shipments.** For any shipment requiring the return of goods to the vendor, the End-user department must complete a Central Receiving/Shipping Return Authorization form and attach it to the package(s), then coordinate the pickup and return of the package with Central Receiving. The Return Authorization Form must indicate: The shipper's funding source (entity, account number, or grant number), the company name and address details (company receiving the merchandise), UPS call tag number (if vendor requested a call tag pick up), and if applicable, the end shipper's Vendor's acknowledgement that they are willing to pay for the shipment Cash on Delivery.

5.2.2.1. All items returned are assigned a Central Receiving Return Authorization number, Tagged with corresponding return authorization number and noted on the applicable Returns log. When items are shipped out, a notation of the date shipped is made in the return log and a signature of the courier making the pick up is obtained on the appropriate paperwork and then filed for future reference.

### **5.3. RESTRICTIONS SURROUNDING ALL RETURNS**

5.3.1. Merchandise for Return/Shipping to an external Vendor are normally received and processed by the Receiving department between the hours of 2.00 pm and 4.00pm daily. Merchandise for Return/Shipping to an external Vendor received **before** 2:00 pm will also be received by the Receiving department and process at 2:00 pm, unless it is an urgent shipment, then processing will take place immediately.

5.3.2. **Weight Limitations:** Some couriers require special arrangements. UPS requires special handling and advance arrangements for items that exceed 75 lbs / Pkg. and 118 inches in girth.

5.3.3. **Damaged hazardous content packages.** Immediately consult Receiving Supervisor who will determine whether Environmental Health and Safety concerns exist and will coordinate such additional consultations. Some courier such as UPS will not handle such packages and other reliable courier services need to be used.

## 6. Miscellaneous Provisions:

- 6.1. Alternate Courier Delivery Locations. The Receiving supervisor may, with the consent and cooperation of the truck driver, re-direct a delivery to another location as needed (for example to the warehouse at 240 Clarkson Avenue). However, if the driver's manifest specifically designates the delivery to be made to an alternate location, the driver can be required to deliver to the stated location.
- 6.2. Contractor Goods: The Central Receiving department shall not receive goods consigned to contractors working at SUNY-DMC. The driver of these deliveries will be referred to the contractor's office on the premises or the Receiving supervisor will contact the contractor(s) for the driver by telephone. The Receiving department will not assume any responsibility for the safe-guarding of a contractor's materials left on the Central Receiving department's platform area.
- 6.3. Internal Delivery by Mail Services. All student packages, and all Non-SURS eligible small packages with No internal Building or Room (mailbox # only) shall be internally diverted to Mail Services for internal delivery. Central Receiving shall prepare the applicable package tracking number or other manifest for Mail Services signature upon transfer of packages from Central Receiving to Mail Services.
- 6.4. Patient Shipments: Packages addressed to patients will be delivered directly to the nursing station for delivery to individual patients.