

UAMS INTERNAL PROCEDURES

NUMBER: 2.07
CONTACT: Receiving Mgr.
DATE: July 1, 2004
REVIEW DATE: May 2011

SECTION: SUPPLY CHAIN
AREA: DISTRIBUTION SERVICES
PROCEDURE: PROCEDURE TO RESOLVE MISSING PKGS WITH KNOWN RECEIPTS

PURPOSE

To ascertain the delivery location of any package delivered to UAMS. You must have access and authority to the Arrival system and Application Extender to perform this function. This procedure should be performed immediately upon learning that a package has not reached its correct destination.

PROCEDURE

- **Items with tracking numbers:**
 - Utilize the Arrival system to look these up by tracking number.

- **Items without carrier bar-coded tracking numbers:**
 - These packages will be tracked by referencing the portion of the material document number on the receiving ticket for items which have been keyed in SAP.
 - IF the item was not keyed in SAP but has a PO reference then we will look those items up by referencing the tracking number as the PO numbers plus the date the item was received at the DC.

- Proof of Delivery (POD) will be forwarded to requesting departments
- Requestors will be directed to our Support Services website so that they can track a delivery at their desktop.
- Satellite management will be contacted for items known to be staged in one of those areas but has not yet been delivered so that they can assist in expediting delivery.