

UAMS INTERNAL PROCEDURES

NUMBER: 2.10
CONTACT: Receiving Mgr
DATE: July 1, 2004
REVIEW DATE: May 2011

SECTION: SUPPLY CHAIN
AREA: DISTRIBUTION SERVICES
PROCEDURE: PROCEDURE TO RESOLVE RECEIVING DISCREPANCIES WITH VENDORS

PURPOSE

The purpose of this procedure is to resolve any discrepancies that incur when receiving product. Access and authority in SAP is required to perform this procedure. This procedure must be performed within any deadlines set by the vendor for “discovery” of problems for items received.

PROCEDURE

The following discrepancies should be addressed with the vendor upon discovery by receiving personnel within timeframe set by vendor to allow for rectification on their part.

- Shortages
- Incorrect item
- Hidden damage

The vendor is contacted promptly by Receiving Manager or Supervisor to report any of the above discrepancies. It is necessary to have the packing slip in hand as a reference when contacting the vendor. A special stamp will be utilized to mark the packing slip showing vendor contact, date of contact, time of contact, and remarks of the conversation regarding resolution of the discrepancy. The stamp is to be used each time a vendor is contacted to allow for future reference by staff. The packing slip will be turned in to Distribution Services Business Manager for review and scanning into Application Extender. Receiving Manager or Supervisor will process a return delivery via MIGO in SAP for any amount in error or damage that has already been received in the system.