Applies to: OFMD staff

GUIDELINES:
Issued: Date Issued – February 20, 2016
Revised:

PURPOSE:
To establish guidelines and standards to facilitate the understanding of OFMD rush orders for purchasing.

PROCESS:

Items in Marketplace or Non-Catalog Items in Marketplace:
1. Supervisor or Technician places order through Marketplace.
2. Supervisor emails FMDSupply@wusm.wustl.edu with the following items:
   a. Email Subject: RUSH!! Marketplace [Requisition #]
   b. Email Body
      i. Very latest part can be received
         1. Ex. Need by 3pm TODAY
         2. Ex. Need by 10am TOMORROW
      ii. Has Vendor already agreed to bring part per conversation with Supervisor or Technician?

Items not in Marketplace:
1. Supervisor or Technician researches to find out what vendor has the item in stock.
2. Supervisor emails FMDSupply@wusm.wustl.edu with the following items:
   a. Email Subject: RUSH!! [short description]
   b. Email Body
      i. Vendor
      ii. Vendor Part #
      iii. Part Name
      iv. Description of Part
      v. Very latest part can be received
         1. Ex. Need by 3pm TODAY
         2. Ex. Need by 10am TOMORROW
      vi. Has Vendor already agreed to bring part per conversation with Supervisor or Technician?
Next Steps for all Orders:

3. Supervisor calls Supply Room 314-362-3103 or 314-362-0128 to ensure the email was received

4. OFMD Supply staff member creates PO in AIS and initiates approvals concurrently to expedite the process.

5. OFMD Supply staff member contacts the Vendor to verify part is in stock and receives an estimated delivery time.

6. OFMD Supply staff member contacts the Supervisor via email with information regarding the delivery time per the Vendor.
   a. Supervisor is informed about the option to have a courier to deliver the part if time requires, along with the additional cost.
      i. If courier requested, OFMD Supply staff will arrange and inform the Supervisor of the details and estimated delivery time.

7. OFMD Supply staff contacts the Vendor at the halfway point of the estimated delivery time to verify that the parts are still on track to be delivered at the estimated time, and again 30 minutes prior to the delivery.
   a. If the staff member learns of any changes or delays in the delivery of the rush order, he/she will contact the Supervisor to inform them.

8. When the part is received, the Supervisor/Technician will be notified via email, call, and pager.
   a. Unless otherwise noted, rush orders delivered via courier will be received at the MCC Supply Room as opposed to the docks for efficiency.

***Please keep in mind, the MCC Supply Room hours are 7am-4pm. Any RUSH deliveries expected to be received after 4pm, will be received the next day, unless prior arrangements have been made.