

**Hackettstown Regional Medical Center  
Administrative Policy and Procedure**

**SECTION: MATERIALS MANAGEMENT**

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**TITLE: BACKORDERS**

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**PURPOSE:**

To provide a procedure for notifying departments of supply items that are either on backorder from the vendor or temporarily out of stock in the storeroom.

1. Orders placed with vendors via Electronic Data Interchange (EDI) or by fax are confirmed, in most cases, within hours of the order. When the confirmation is received, the buyer is notified of the items on backorder which will not be received with the next regular shipment. At that time, the buyer and the department(s) will decide if the item can be delayed until the vendor is able to ship or if another item can be substituted from the vendor and/or purchased from another vendor.
2. If an item is to be substituted, the buyer will:
  - “Kill” the line item on the Purchase Order (PO) containing the original item.
  - Add a new line item to the original PO with the substitute item.
  - Prepare a new PO with another vendor, if applicable.
3. In all cases, the buyer will keep the affected department(s) informed as to when the item is expected to be received.
4. If the item is “out of stock” in the Storeroom, the storeroom supervisor will notify the department of the situation and make them aware of when the item is expected to be received. If the backordered situation becomes critical, the Manager of Materials Management can attempt to purchase the item from another vendor, if possible.