PRO-7302.12B1
Resolving Mail Receipt Discrepancies
Revision: 1
Issue Date: March 23, 2018
Effective Date: March 23, 2018
Approved By: Nelson A. Santos

See Also: LOM 7302.12
TSK-7302.12A, *Receiving Evidence Delivered by Mail*
TSK-7302.2B, *Reviewing Evidence Submissions Received by Mail*

ACTION BY:	***ACTION:***
Evidence Staff	1. **Determines** there is a discrepancy between the mail receipt and the packages delivered to the laboratory (per TSK-7302.12A, *Receiving Evidence Delivered by Mail*).
	2. **Locates** a witness to assist with the review.
	3. If there is an extra package that is not addressed to the laboratory, **returns** the package to the deliverer and **ensures** the mail receipt is accurate.
	3a. If the tracking number is not listed, **returns** the package to the delivery person.
	3b. If the tracking number is listed on the receipt, **returns** the package to the delivery person and **strikes** through the tracking number on the receipt.
	4. If there are more tracking numbers listed on mail receipt than delivered, **strikes** through the extra tracking number(s) on the receipt. **Initials** and **dates** next to the additional tracking number.
	5. If there are extra packages that are not listed on the receipt, **adds** the tracking number(s) to the receipt. **Initials** and **dates** next to the additions.
Witness	6. **Initials** and **dates** next to the annotations on the mail receipt.
Evidence Staff	7. **Stores** the packages in the evidence vault.
	8. **Shows** the annotated receipt to the Laboratory Administrative Officer (LAO).
LAO	9. **Reviews** the receipt and delivered packages.
	9a. If there is concurrence with annotations, **signs** and **dates** the receipt. **Goes** to Step #11.
	9b. If there is no concurrence with annotations, **reports** to the carrier and **seeks** resolution.

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Evidence Staff

10. **Inspects** the package(s) for damage.

    10a. If the package is damaged or is leaking, **proceeds** with PRO-7302.12B2, *Resolving Problems with Damaged Shipping Containers.*

11. **Files** the receipt in the *Mail Delivery Log*.

12. **Proceeds** with TSK-7302.B, *Reviewing Evidence Submissions Received by Mail*.

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