

ANNEX 9.3

SHIPPING/RECEIVING/WAREHOUSING

**ANNEX 9.3
CATALOGING**

9.3 SHIPPING/RECEIVING/WAREHOUSING

9.3.1 General Information

9.3.1.1 Annex Description

This Annex identifies the warehouse operations, which include maintenance and operations of a warehouse system that facilitates the storage, stock selection, bin maintenance, bin replenishment, and issue of stores stock, and critical spares. This system shall be run by personnel trained in the proper handling and storage of material, which includes, economical and safe use of materials and facilities; assembly and location of portable storage, pallets and racks; *development and maximum economical utilization* of available facilities for storage, always considering stock-level changes.

9.3.1.1.1 Hours of Operation

Normal hours of warehouse operations are 7:30 a.m. until 4:30 p.m., Monday through Friday.

9.3.1.2 Limitations, Restrictions, or Other Exceptions

Requests to add or remove temporary storage material/equipment must have the SSC Supply & Equipment Management Officer (SEMO) or designated Representative's approval.

9.3.2. Packing and Shipping

The Contractor's duties and responsibilities for providing a complete Packing and Shipping Service. The Contractor is responsible for packing and shipping all Government equipment, materials, and other forms of Government property from the John C. Stennis Space Center (SSC).). The Contractor shall make shipments to all domestic and international destinations as required by the Government. Actual shipping cost is not at Contractor's expense. The core duty hours for these services to be provided are Monday through Friday, 7:30 a.m. to 4:00 p.m. In addition to the core hour requirements the Contractor shall provide service

in the packing and shipping department until 4:30 p.m. to service late arriving shipment requirements. The Contractor shall provide qualified personnel to sign the shippers Certification or Shippers Declaration for all shipments containing hazardous materials. The Contractor shall ensure that shipments containing hazardous materials are prepared for shipment only by personnel who have been trained in accordance with Subpart H of Part 172 in Title 49, Code of Federal Regulations (CFR).

9.3.3 Technical Library

The contractor shall comply with the following:

- Applicable Federal and Military Standards and Specifications
- Department of Transportation Hazardous Materials Regulations
- Domestic and International Dangerous Goods Regulations
- State and Local Statutes
- NASA/SSC Directives and Handbooks

9.3.4 Receiving Operations

The Contractor will perform receiving operations at the John C. Stennis Space Center (SSC) which includes a central receiving function responsible for the total processing and inspection of inbound Government shipments to SSC and subsequent delivery to customers or to supply warehouse locations. This operation shall be run by personnel knowledgeable in the receipt and inspection of inbound Government freight. Such personnel must be designated by the SSC Supply and Equipment Management Officer (SEMO) as authorized receiving agents for the United States Government. The receiving function includes the identification of controlled equipment and its subsequent tagging processing of non-stock receipts for Center employees, and replenishment of the supply warehouse by designated receipts.

Receipt for stock supply will be entered accurately in the NASA Supply Management System (NSMS) and the subsequent transaction number from NSMS will be annotated on each shipping or acquisition document for each item. For additional receipt requirements of critical spare, refer to Annex

**ANNEX 9.3
CATALOGING**

<u>ITEM NO.</u>	<u>PERFORMANCE REQUIREMENT</u>	<u>RELATED REQUIREMENTS OR INFORMATION</u>	<u>WORKLOAD DATA</u>	<u>MINIMUM STANDARDS</u>
9.3.5	Warehousing Material	The Contractor shall warehouse material for storage and future issue. The Contractor shall establish controls to ensure placement of material in a storage location in a safe and secure manner, providing easy access, identification, and retrieval. Material may include pilferable, shelf life, and hazardous material items.	<i>4,500 line item receipts per year.</i>	Completely warehouse material within 2 workdays after delivery to warehouse.
		The Contractor shall verify that identity, quantity, and unit of issue of incoming material to be stored conforms to receiving paperwork. Resolve any discrepancies.	Nothing additional.	Nothing additional.
		The Contractor shall place the material in a storage location. The Contractor shall ensure items requiring refrigeration are promptly moved to refrigerated storage.	Nothing additional.	Material shall be placed in a safe, secure manner, providing easy identification and access. Refrigerate within 30 minutes after delivery to warehouse.
9.3.6	Issue or Redistribution	Upon receipt of a Material Request (MR) or other approved issue document, the Contractor shall select stock to fill request and prepare and physically stage material for customer delivery.	<i>16,000 line item issues per year.</i>	Within 1 workday after MR or other approved issue document is received in the warehouse. Correct material shall be pulled and counts accurate.

**ANNEX 9.3
CATALOGING**

<u>ITEM NO.</u>	<u>PERFORMANCE REQUIREMENT</u>	<u>RELATED REQUIREMENTS OR INFORMATION</u>	<u>WORKLOAD DATA</u>	<u>MINIMUM STANDARDS</u>
9.3.7	Work Stoppage Requests	<p>The Contractor shall provide a work stoppage counter for customers with properly signed documents to walk up and receive immediate service. The Contractor shall ensure documents contain proper signatures. The Contractor shall verify the average monthly demand (AMD) for the item, check for asset freeze, on-hand quantity, or asset control prior to issue.</p> <p>If the customer chooses to hand carry the requested supplies, the Contractor shall pull the supplies immediately.</p>	4,000 line items per year.	Work stoppages shall be completed within 15 minutes if the customer hand carries the supplies.
9.3.8	Temporary Storage	<p>The Contractor shall manage materials/equipment in Temporary Storage warehouses in accordance with NASA SERIES 4200, NASA Equipment Management Manual; NASA SERIES 4200.2, NASA Equipment Management Users Handbook, Appendix L. Management includes, but is not limited to, the addition, removal, tracking, inventory, review, and processing of temporary storage material and related documentation.</p>	200 case files consisting of 1,400 line items.	See below.
9.3.9	Excess Disposal Documents	<p>Upon receipt of an excess disposal document, the Contractor shall select stock to fill request.</p> <p>The Contractor shall prepare and physically stage material for movement to Redistribution and Utilization (R&U).</p>	500 Line Items per year.	Excess disposal document must be staged for movement to R&U within 5 workdays after the document is received in the warehouse.

**ANNEX 9.3
CATALOGING**

<u>ITEM NO.</u>	<u>PERFORMANCE REQUIREMENT</u>	<u>RELATED REQUIREMENTS OR INFORMATION</u>	<u>WORKLOAD DATA</u>	<u>MINIMUM STANDARDS</u>
9.3.10	Operate a Packing and Shipping Department	<p>The Contractor shall operate a packing and shipping service that includes, complete preparation of items and materials for shipment from SSC. The Contractor shall receive all equipment and materials for shipment from the customer. The Contractor shall inspect all equipment, materials, and items to ensure that all NASA Control Numbers, part numbers, serial numbers, and other identification numbers correspond with the shipping document such as the DD1149. The Contractor shall select appropriate packaging for hardware, software, materials, and equipment to ensure safe delivery to the customer to its world-wide destination by all modes of transportation.</p> <p>Provide, assemble and utilize fiberboard boxes as required; fabricate and utilize wood/plywood boxes, crates, and pallets as necessary for machinery and delicate or sensitive items; provide and utilize pre-fabricated reusable containers as required. Ensure all packing, packaging, marking, labeling, and crating is consistent with Military and Federal standards and specifications, NASA Directives and Handbooks, Department of Transportation (DOT) regulations, Domestic and International Dangerous Goods Regulations; MIL-STD 129 Military Standard, Marking For Shipment and Storage; MIL-STD 2073, Military Standard, Department Of Defense (DOD) Material Procedure For Development and Application of Packaging Requirements; NASA SERIES 6000.1, NASA Requirements For Packaging, Handling, and Transportation; and all applicable commercial standards. Label packages as appropriate (Fragile, Magnetic Tape, Handle With Care, etc.).</p>		

**ANNEX 9.3
CATALOGING**

<u>ITEM NO.</u>	<u>PERFORMANCE REQUIREMENT</u>	<u>RELATED REQUIREMENTS OR INFORMATION</u>	<u>WORKLOAD DATA</u>	<u>MINIMUM STANDARDS</u>
9.3.11	Prepare Routine Shipments	The Contractor shall prepare all routine shipments of equipment and materials from SSC. Routine shipments are those shipments that do not have a date stated on the shipping document.	5,700 shipments per year.	The Contractor shall properly package, prepare, and ship all routine shipments within 2 workdays of receipt. Obtain the carrier's representative's signature on all bills of lading for all shipments.

**ANNEX 9.3
CATALOGING**

<u>ITEM NO.</u>	<u>PERFORMANCE REQUIREMENT</u>	<u>RELATED REQUIREMENTS OR INFORMATION</u>	<u>WORKLOAD DATA</u>	<u>MINIMUM STANDARDS</u>
9.3.12	Prepare Priority Shipments	The Contractor shall package and prepare priority shipments for the customer. The priority is determined by the "Date Required Destination" information on the shipping document.	7,000 shipments per year.	The Contractor shall properly package, prepare, and ship all priority shipments to ensure arrival at destination by the required due date. Obtain the carrier's representatives signature on all bill of lading for all shipments
9.3.13	Hazardous Shipments	The Contractor shall package and prepare hazardous materials for shipment. The Contractor shall ensure that all shipments containing hazardous materials are packaged, packed, marked, labeled, and documented in compliance with the DOT Hazardous Materials Regulations in Title 49, Code of Federal Regulations; the International Civil Aviation Organizations (ICAO) Technical Instructions For The Safe Transportation Of Dangerous Goods; the International Maritime Organizations (IMO) Dangerous Goods Code; and the International Air Transport Association (IATA) Dangerous Goods Regulations; as appropriate	200 shipments per year.	The Contractor shall properly package, prepare, and ship all routine hazardous shipments within 4 workdays of receipt. Ship all priority hazardous shipments to ensure arrival at destination by required due date. Obtain the carrier's representative's signature on all bills of lading for all shipments. No instance of improperly shipped hazardous material.

**ANNEX 9.3
CATALOGING**

<u>ITEM NO.</u>	<u>PERFORMANCE REQUIREMENT</u>	<u>RELATED REQUIREMENTS OR INFORMATION</u>	<u>WORKLOAD DATA</u>	<u>MINIMUM STANDARDS</u>
9.3.14	Hazardous Materials Packers Shippers	The contractor shall provide qualified hazardous materials packers/shippers personnel to sign the Shippers Certification of Shippers Declaration for all shipments containing hazardous materials. The contractor shall ensure that shipments containing hazardous materials are prepared for shipment only by personnel who have been trained in accordance with subpart H of Part 172 in Title 49, Code of Federal Regulations, (CFR).	Contractor Determined	Current certification, or evidence of experience, is on hand for personnel performing duties. 2 years experience required for personnel performing hazardous materials packaging duties. Be able to show compliance with experience and training requirements.
9.3.15	Hurricane Kits	The Contractor shall maintain and distribute Hurricane Kits in accordance with **SSC Disaster Preparedness Plan (HB 4130)** . Hurricane Kits are located in Temporary Storage in building 2204. The Contractor shall ensure all specified quantities of items are located in the kits and economical utilization and rotation of batteries and other shelf life contents has occurred.	20 Hurricane Kits.	Kits will be maintained at 100 percent of required contents. Rotation of shelf life contents shall be completed annually, at least 30 calendar days prior to the beginning of hurricane season.
9.3.16	Storage, Issue, and Handling	The Contractor shall establish and maintain a Government-approved system for the effective storage, issue, and handling of compressed gasses for maintenance and testing at the Center.	4,000 cylinders located at SSC (annual average).	See below.
9.3.17	Triennial Inventory	Perform triennial inventory per **NASA Series 4100, NASA Materials Inventory Management , utilizing the CYLDEM System. Notify the Supply and Equipment Management Officer of the results.	1 inventory every 3 years. Last Inventory was December 31, 1997.	Complete inventory every 3 years. Notify Supply and Equipment Management Officer within 1 week after completion.

**ANNEX 9.3
CATALOGING**

<u>ITEM NO.</u>	<u>PERFORMANCE REQUIREMENT</u>	<u>RELATED REQUIREMENTS OR INFORMATION</u>	<u>WORKLOAD DATA</u>	<u>MINIMUM STANDARDS</u>
9.3.18	Program Stock Receipts	<p>The Contractor shall process receipts into Program Stock in accordance with **NASA Series 4100, NASA Materials Inventory Management, Processing includes, inspection, ensuring all material meets criteria for Program Stock, count, stamp and documentation requirements, and updating NSMS.</p>	<p>20,125 <i>*line items</i> per year.</p>	<p>The entire receipt process shall be completed within 2 workdays after receipt of paperwork.</p>
		<p>The Contractor shall perform a QA Inspection <i>on all coded receipts</i>. Discrepancies shall be addressed to the initiator of the receipt paperwork or SR&QA, whichever is appropriate.</p>	<p>Nothing additional.</p>	<p>QA Inspection must be performed in accordance with the SSC Quality Assurance Plan.</p>
		<p>The Contractor shall perform an accurate count of all receipts. All manufacturers' packages must be opened and all pieces counted, unless directed otherwise in writing by, the owner of the hardware or Supply and Equipment Management Officer.</p>	<p>Nothing additional.</p>	<p>Every item on each receipt must be counted unless it meets the exceptions listed under the related work requirements column.</p>
		<p>The Contractor shall place the material in a storage location.</p>	<p>Nothing additional.</p>	<p>The material shall be stored in a safe, secure manner, providing easy identification and access.</p>
		<p>The Contractor shall process the receipt in NSMS and annotate the electronically assigned transaction number on the source document paperwork.</p>	<p>Nothing additional.</p>	<p>Maintain continuous, accurate identification and accountability of material located in stock.</p>

**ANNEX 9.3
CATALOGING**

<u>ITEM NO.</u>	<u>PERFORMANCE REQUIREMENT</u>	<u>RELATED REQUIREMENTS OR INFORMATION</u>	<u>WORKLOAD DATA</u>	<u>MINIMUM STANDARDS</u>
9.3.19	Receive Inbound Freight	<p>The Contractor is responsible for receiving all inbound freight *shipments consigned to SSC. The Contractor shall perform initial receipt and in checking inspection of all inbound freight and process all transportation documentation. The inspection shall include, annotating and resolving any visible overages, shortages, or damages (OS&D); ensuring the number of pieces reflected on the delivery document matches <i>the number actually</i> received; routing the material to the customer or to inspection; and ensuring material received has proper and expeditious disposition.</p> <p>The Contractor shall review documents to determine if shipment is properly consigned.</p> <p>The Contractor shall identify incoming material against the applicable documentation. All freight not identifiable to a document will be considered “frustrated” freight. The Contractor shall hold frustrated shipments pending correct paperwork.</p> <p>For all OS&D occurrences, the Contractor employee discovering the discrepancy shall <i>promptly</i> notify his/her supervisor, the carrier, and the SSC Transportation Officer or designee; and obtain a claim number.</p> <p>Claims will be processed in accordance with Federal Property Management Regulation (FPMR) 101-70.7, Reporting and Adjusting Discrepancies in Government Shipments.</p>	45,500 Line Items per year.	See below.
				* Shipments may be refused if not properly consigned.
				Appropriate paperwork shall accompany freight through receipt processing.
				Same workday as OS&D discovery.

**ANNEX 9.3
CATALOGING**

<u>ITEM NO.</u>	<u>PERFORMANCE REQUIREMENT</u>	<u>RELATED REQUIREMENTS OR INFORMATION</u>	<u>WORKLOAD DATA</u>	<u>MINIMUM STANDARDS</u>
		<p>The Contractor shall prepare a claim folder and **SF 361, Transportation Discrepancy Report, and include them with the freight bills for that day.</p>		
		<p>The Contractor shall maintain inbound freight claim data, which provides SSC Transportation Officer and the Contractor with the current status on all open claims. The Contractor shall notify the Transportation Officer or designee monthly. The notification shall include, but is not limited to, the Purchase Request (PR) number, date the discrepancy was discovered, description of the freight involved, claim number, type of discrepancy, carrier, quantity or number and weight of freight involved, value of freight involved, Free on Board (FOB) point as stated on the PR, and remarks, to include date claim was closed and resolution.</p>	<p>Notify Transportation Officer monthly.</p>	<p>Data shall be current and accurate at all times. <i>Notify the Transportation Officer of the status of open claims as requested.</i></p>
		<p>The Contractor shall ensure special handling instructions are complied with for all inbound freight. Special handling instructions include:</p>	<p>Nothing additional.</p>	<p>See below.</p>
		<p>a. The receipt of medical items or drugs shall be rigidly controlled. The Contractor shall notify the SSC Medical Officer for pickup of receipt and store the material in a secure location until pick up</p>		<p>Notification to the SSC Medical Officer and secure storage action shall be accomplished the same workday as medical items or drugs are received.</p>

**ANNEX 9.3
CATALOGING**

<u>ITEM NO.</u>	<u>PERFORMANCE REQUIREMENT</u>	<u>RELATED REQUIREMENTS OR INFORMATION</u>	<u>WORKLOAD DATA</u>	<u>MINIMUM STANDARDS</u>
		<p>b. The Contractor shall promptly refrigerate packages requiring refrigeration and the items shall be kept refrigerated until processed and delivered to destination. The Contractor shall contact the customer for delivery or pick-up information as applicable. Refrigeration shall continue until material is picked up by customer or delivered to destination.</p>		<p>Material requiring refrigeration shall be refrigerated within 30 minutes after physical receipt at SSC.</p> <p>All film will be processed through delivery prior to close of business the same workday the film is received.</p> <p>All material requiring refrigeration will be moved to applicable storage location within 4 work hours of receipt processing.</p>
		<p>c. The Contractor shall physically segregate chemicals and caustic substances from other stock during the inspection process, additionally ensuring they are physically segregated for compatibility purposes.</p>		<p>Segregation of chemicals and caustic substances from other stock shall begin <i>immediately upon physical receipt</i>, and shall be adhered to continuously as long as the Contractor is in possession of the material.</p>
		<p>d. Upon arrival of radioactive material, the Contractor shall verify the material with accompanying documentation. The Contractor shall store the material in a refrigerator designated for radioactive material, where it shall remain until pick up. The Contractor shall contact the consignee for pick up.</p>		<p>Receipt verification, proper storage, and contact of the consignee shall be accomplished within 4 work hours of receipt of freight.</p>

**ANNEX 9.3
CATALOGING**

<u>ITEM NO.</u>	<u>PERFORMANCE REQUIREMENT</u>	<u>RELATED REQUIREMENTS OR INFORMATION</u>	<u>WORKLOAD DATA</u>	<u>MINIMUM STANDARDS</u>
	e. Class A and B explosives shall be off-loaded at consignee area. The Contractor shall accompany the shipment to the consignee area to process the receipt. Materials shall be kept in an explosive container until delivery.			Delivery and receipt processing of Class A and B explosives shall be accomplished within 30 minutes of notification of delivery of freight.
	f. Class C explosives shall be off-loaded and processed through the receiving area, and be kept in an explosive container until delivery to the consignee.			Receipt processing and delivery of Class C explosives shall be accomplished within 4 work hours of receipt of freight.
	g. The Contractor shall ensure pilferable items are secure during the entire receipt process to guard against theft. Pilferable items shall be stored in a secure location until delivered to destination.			Processing, delivery and/or storage of pilferable items shall be completed within 2 workdays of receipt.
	h. The Contractor shall ensure precious metals remain in constant surveillance from the time of receipt until pick up. Immediately after inspection, the Contractor shall notify SSC Security for escort, and shall secure the freight until arrival by SSC Security to escort the delivery.			Processing of precious metals shall be accomplished within 4 workhours of receipt.
	i. The Contractor shall notify the recipient for pick up of personal items obtained with personal funds. The Contractor shall attach the standard memo from the Supply and Equipment Management Officer (SEMO) regarding deliveries of personal property.			Notify the recipient of personal items within 3 workdays.

**ANNEX 9.3
CATALOGING**

<u>ITEM NO.</u>	<u>PERFORMANCE REQUIREMENT</u>	<u>RELATED REQUIREMENTS OR INFORMATION</u>	<u>WORKLOAD DATA</u>	<u>MINIMUM STANDARDS</u>
		<p>j. The Contractor shall unload, inspect, and process large, unique, hazardous, or delicate shipments at the ultimate point of usage or storage to eliminate duplicate handling and possible damage.</p> <p>k. The Contractor shall follow proper procedures needed for receipt/storage of hazardous materials and ensure required Material Safety Data Sheets (MSDS's) accompany the material.</p> <p>l. The Contractor shall forward flight hardware to the appropriate bonded storage room for inspection and acceptance.</p>		<p>Unloading, inspection, and processing of large, unique, hazardous, or delicate shipments at the point of usage or storage shall be accomplished the same workday as receipt of freight.</p> <p>If MSDS does not accompany freight as required, contact the Occupational Health Office within 4 workhours of delivery. If item is stocked item, ensure MSDS is filed in warehouse.</p> <p>Flight hardware shall be forwarded within 4 workhours.</p>
9.3.20	Processing SSC Supply Items	The Contractor shall enter into NSMS all receipts that are to replenish SSC supply inventory or are direct delivery stock items to customers.	45,600 *line items per year.	<p>Enter receipts into NSMS at the time of inspection.</p> <p>Stage for delivery to warehouse or customer within 1 workday of receipt being processed in NSMS.</p> <p>Contractor shall maintain the NASA performance standard of 2 workdays for receipt processing time.</p>

**ANNEX 9.3
CATALOGING**

<u>ITEM NO.</u>	<u>PERFORMANCE REQUIREMENT</u>	<u>RELATED REQUIREMENTS OR INFORMATION</u>	<u>WORKLOAD DATA</u>	<u>MINIMUM STANDARDS</u>
		<p>The Contractor shall enter and suspend all discrepant receipts in NSMS; ensuring comments are made on the suspended transaction. Concealed damage receipts will be filed with the Traffic Management for a claim number and subsequent processing. Once the discrepancy is corrected, the Contractor shall process the receipt in NSMS.</p>	<p>Nothing additional.</p>	<p>Discrepant receipts will be suspended in NSMS at the time of inspection.</p> <p>Comments shall be entered on all receipt suspension transactions in NSMS, and shall be in a manner that someone not familiar with that particular receipt could understand the cause for the suspense.</p> <p>File concealed damage receipts with the Transportation Branch on the same workday that the discrepancy is discovered.</p>

**ANNEX 9.3
CATALOGING**

<u>ITEM NO.</u>	<u>PERFORMANCE REQUIREMENT</u>	<u>RELATED REQUIREMENTS OR INFORMATION</u>	<u>WORKLOAD DATA</u>	<u>MINIMUM STANDARDS</u>
		The Contractor shall maintain a database to record and track material returns. The data base shall contain the following elements: sequential return control number, stock number, stock status, warehouse or demand item, noun, quantity, location of material, document number, organization returning the item, reason for return, disposition, date returned, and date of disposition. The database shall have at least first and second sort capability on the stock number and organization fields. The database shall be electronically available, or the Contractor shall notify the Supply and Equipment Management Officer or designee on a monthly basis of the status of all material returned in that month. The Contractor shall process customer returns, ensuring the appropriate transaction occurs in NSMS to record the return as applicable. The Contractor shall segregate returned material from normal receipts until disposition is determined. Material will be returned to stock or disposed of through Redistribution and Utilization (R&U).	223 returns per year.	Input return information into database within 1 workday of material return. Complete entire process within 3 workdays of the return.
9.3.21	Non-Stock, Non-Equipment Receipts	The Contractor shall process SSC non-stock, non-equipment receipts, which are items that are purchased in support of the Center but are not replenishing stocked supplies. These items shall be inspected by the Contractor and forwarded to the recipient, as applicable. Material will be inspected and the Account Payable Procurement and Receipts System shall be updated.	37,262 *line items per year.	Material will be inspected and staged for delivery within 1 workday of receipt of material. Data shall be input into APPR same day as received.

**ANNEX 9.3
CATALOGING**

<u>ITEM NO.</u>	<u>PERFORMANCE REQUIREMENT</u>	<u>RELATED REQUIREMENTS OR INFORMATION</u>	<u>WORKLOAD DATA</u>	<u>MINIMUM STANDARDS</u>
9.3.22	Identification and Condition	Upon receipt of critical spare items, whether from new purchase or from turn-in, the Contractor shall inspect each item to validate the identity and condition to ensure there has been no damage during shipment and to determine if test and certification is required. Catalog specifications and SCD requirements must match to material being received. The Contractor shall perform receiving inspection, verify proper documentation and affix a quality stamp on the Receiving Report.	650 items inspected per year	Identification and Condition should be validated within 8 work hours, if item is a new receipt and within 4 work hours if item is a customer turn-in.
9.3.23	Test Complex Support	Contractor shall provide full-time supply operations support for Test Complex. Work will be identified by a service work request.		Provide accurate efficient supply assistance to shops to ensure materials are available.