



U.S. General Services Administration
Northeast & Caribbean Supply &
Acquisition Center

Region 2 Industry Day General Supplies and Services – Frustrated Freight

October 22-23, 2019



AGENDA

- Objectives
- Fast Facts
- Customer Experience & Customer Collaborations
- Most Frequent Problems
- Key Contractual Requirements & Keys to Success
- Resources & SMEs



Frustrated Freight (FF) – Objective

Today's goal is to briefly explain GSA's collaborative & continuous process improvement efforts in order to ensure that everyone in our supply chain understands:

- The processes and techniques that partners throughout the GSA supply chain must use to prevent FF
- The organizational teams and members of the supply chain who must be engaged
- GSA contractual requirements
- Noncompliance with shipping requirements negatively impacts contractor performance



Frustrated Freight (FF) – Fast Facts

- 1. FF is a shipment that is delayed or stopped along the supply chain – CONUS or OCONUS.**
- 2. Noncompliance with Military Standard 129 (MIL-STD-129 [DOD]) or Federal Standard 123 (FED- STD-123 [Civilian]) causes FF. MIL-STD-129 / FED-STD-123 requires specific:**
 - Data elements / markings on: outer shipping containers; shipping labels; packing slips; and/or on the individual item (unit level)
 - Packing, packaging, and palletization
- 3. Shipping delays result in:**
 - Overall negative customer impact – Mission, Satisfaction, & Resources
 - Customers don't get their products
 - Wasted taxpayer dollars

Collaboration, Compliance, and Accountability are Key

Customer Experience



Freight to be remediated



Freight separated by vendor because of missing data. Vendors may be contacted to gather missing info.

Noncompliance with shipping requirements negatively impacts contractor performance



Customer Collaborations

1. Ongoing collaborative efforts include:

- DLA Headquarters and Consolidation and Containerization Point (CCP) POCs
- Army
- NAVSUP
- USMC

2. Issues observed:

- Misunderstandings of customer product receipt models – At installations, there may be centralized receiving and/or centralized warehouse locations.
- Unreadable bar codes – No data and / or ink quality concerns
- No unit level markings
- Mixed shipments – Multiple recipients / No understanding of the roll of CCPs
- Noncompliance with shipping address instructions

Collaboration, Compliance, and Accountability are Key



Most Frequent Problems

- **No Military Shipping Label (MSL) - For the Department of Defense (DoD), all shipping labels (CONUS and OCONUS) must be MSLs**
- **Commingled Shipments /Mixed Shipments**
- **Noncompliance with Non-Manufactured Wood Packaging Material (WPM) Requirements**
- **HAZMAT certification**
- **Noncompliant Packing List**

Noncompliance with shipping requirements negatively impacts contractor performance



Packing List – SON 19-01



Placing a packing list inside each container is recommended (not mandatory); however, placing a packing list to the outside is mandatory.

Packaging Envelop is placed onto the stretch wrap after MSLs were applied to each box above. Within the envelop will be the CPL or DD250 or 1348-1A. Placement of the CPL or DD250 or 1348-1A on the outside

Boxes can be stretch wrapped to a skid for a palletized load. If not, and the material is sent through parcel post (i.e. FEDEX, UPS, USPS etc.) then the CPL or DD250 or 1348-1A MUST suffix the Transportation Control Number

Noncompliance with shipping requirements negatively impacts contractor performance

Key Contractual Requirements*

- **552.211-73 Marking – Requires compliance with:**
 - MIL-STD-129R & FED-STD-123H
- **552.211-75 Preservation, Packaging and Packing - Requires compliance with:**
 - ASTM- D3951 Standard Practice for Commercial Packaging
- **552.211-89 Non-Manufactured Wood Packaging Material for Export (WPM) - Requires:**
 - Requires compliance for all pallets, skids, crating, drums, load boards, etc. headed OCONUS to or through certain countries and/or transiting DLA or other DoD distribution or consolidation points
- **552.212-4 Contract terms and Conditions Commercial Items:**
 - Just one of several clauses that allow the Government to either seek equitable price reduction or adequate consideration or be reimbursed by the Contractor for expenses incurred by the Government for correcting vendor errors.
- **Solicitation language stating there's a minimum charge of \$220.00 for shipping errors.**

* Suppliers shipping directly to GSA customers must comply with ALL requirements. Noncompliance will impact GSA contract holder performance.



Keys to Success

- Engage key internal organizations to each sure they understand how to comply with all requirements
- Engage key supply partners - NPAs and subs - who ship directly to customers. They must comply with MIL-STD-129 and FED-STD-123
- Implement quality control measures
- Engage key GSA subject matter experts and resources

Collaboration, Compliance, and Accountability are Key

Resources & Compliance

- **Highly Recommended Key Resources:**
 - Cheat Sheet to Avoid FF (3 pages)
 - Enclosure B - Required Data Elements and Helpful Resources
 - SON 19-01 Packing List and Documentation
- **GSA Vendor Supply Center > Administration > Strategic Partner Delivery Page**
 - <https://vsc.gsa.gov/administration/spd.cfm#ar>
- **Contracting Officers and Transportation Staff / FF SMEs at GSA Central Office and Acquisition Centers**

Collaboration, Compliance, and Accountability are Key



GSA Subject Matter Experts

GSA Central Office - Angela S. Lehman – Coordinating FF efforts and processes across Acquisition Centers. Email angela.lehman@gsa.gov or call (703) 785-1974.

Region 2:

- **Lead Transportation** - Roshan Edwards-Farquharson, roshan.edwards@gsa.gov
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