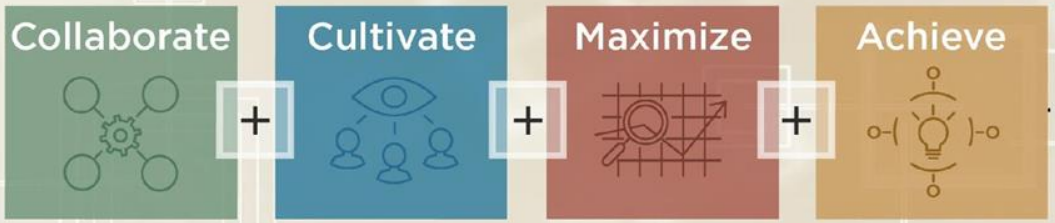
GSA Customer Forum

June 18, 2019 | Tacoma, WA



Collaborate**For Success**

Cultivate**Knowledge**

Maximize**Value**

Achieve**Awareness**

Working Towards Creating Delivery Solutions

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Customer Account Managers

Agenda

- Who are we and why is GSA in the Supply business?
- Impact of Frustrated Freight
- Supply Chain Lifecycle
- Key Contractual Requirements
- Common Root Causes of Frustrated Freight and Examples
- Compliance Requirements
- Key Links for Helpful Information

History of U.S. General Services Administration

- **Creation:** Established by President Truman on **July 1, 1949** to streamline the administrative work of the federal government. GSA consolidated the National Archives and multiple supply and facility functions.

- **Original Mission**: To dispose of war surplus goods, manage and store government records, manage emergency preparedness, and stockpile strategic supplies for wartime.

- **An Evolving Mission**: Public Buildings Service (PBS) and the Federal Acquisition Service (FAS)- and various staff offices, GSA provides workspace to more than 1 million federal civilian workers, oversees more than 480 historic buildings, 9,362 owned buildings, 15,205 leased locations, and facilitates the purchase of goods and services from quality commercial vendors.

FAR 8.002- Priorities for Use of Mandatory Government Sources

**In priority order*

Supplies*
Agency Inventory
Excess from other agencies
Federal Prison Industries
Supplies that are on the Procurement List maintained by the Committee for Purchase From People Who Are Blind or Severely Disabled (Ability One)
Wholesale Supply Sources (GSA / DLA)

The Supply Chain Lifecycle

What is Frustrated Freight?

- A shipment that is impeded or stopped along the supply chain.
- Can occur CONUS or OCONUS

*GSA Contract Holder may fulfill orders using subs, NPAs, other sources

Impact of Frustrated Freight

Frustrated Freight is a shipment that is impeded or stopped along the supply chain.

This course is part of GSA's collaboration and continuous process improvement efforts to ensure:

- Partners throughout the GSA supply chain understand how to prevent frustrated frieght
- No process gaps exist
- Contractual compliance exists

Shipping delays result in:

- Overall negative end user impact
- Mission; Satisfaction; Resource
- End users don't get their products
- Wasted taxpayer dollars
- Negative contractual performance assessments
- Contractual financial offsets

Shipments in many cases cannot be delivered until issues related to the missing data or improper packaging are resolved

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 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 will ALL requirements. Noncompliance will impact GSA contract holder performance.**

Common Root Causes

- **Marking & Labeling Deficiencies:**
  - No Shipping Label (MSL), ***No transportation data***: Missing TCN, Ship-To DoDAAC, Transportation Priority, Project Code, Required Delivery Date, Pcs, Wgt, Cube, Mark for Consignee. (see examples)
  - No Packing Slip; ***No supply data***: Missing NSN, Nomenclature, Unit of Issue, Quantity (see examples)
- **Misrouted Shipments**
- **Hazardous Compliance**
  - Proper Markings and Warning Labels on Cargo
- **System Error and Breakdown**
  - Commingling (Multiple TCN's in one package)
  - Consolidated and Containerized Point Breakdown (i.e.. When shipments arrive with multiple PO's and TCN's destined to different locations shrink wrapped together)
  - Third Party Compliance
- **Packaging and Packing Deficiencies**
  - Wood Packaging Material, Non Compliance

Compliance Requires

- **The use of Shipping Labels containing all required data elements and bar codes**
  - Commercial labels are not sufficient
  - "Mark For" and TCN must be clearly VISIBLE

- **Packing Slips**
  - Must be placed inside **and** outside of the package
  - Must include bar codes
  - Every requisition line, TP, NSN, Quantity, Unit of Issue, etc. needs to be identified and accounted for **not just the lead TCN.**

- **Only consolidate when these codes are identical:**
  - Ultimate consignee DODAAC
  - Transportation Priority (TP)
  - Project codes

Open and continuous communication with your GSA contract holder partners will ensure all requirements are met and customers are satisfied.

GSA Advantage:

- It is important to remember that GSA provides the platform for GSA Advantage, however the transaction is between the vendor and the entity placing the order.
- If there is a problem contact the vendor first to work it out.
- If a resolution is not made then contact National Customer Service Center.

Mass Modification to Multiple Award Schedule Contracts

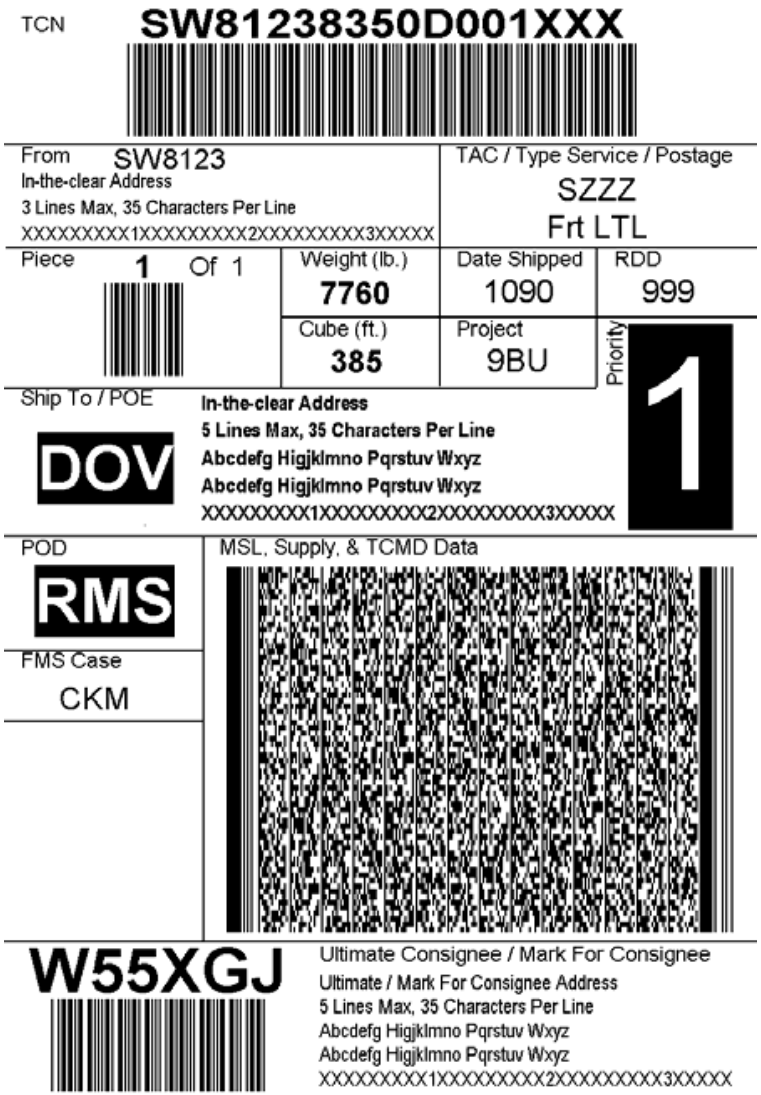
https://www.youtube.com/watch?v=9KXEEe4uWK8&feature=youtu.be

GSA Global Supply

- When you order from GSA Global Supply your ordering from GSA.
- If you encounter a problem contact NCSC for assistance
- Take photos if possible and submit a Supply Discrepancy Report (SDR)
- Suppliers shipping directly to GSA customers must comply with ALL requirements.
- Noncompliance will impact GSA contract holder performance.

Example of Common Errors

Transportation Markings
Properly Completed Master Shipping Label (MSL)



- **Transportation Markings (*applies to CONUS, OCONUS, & 3rd Party Vendors)***
  - TCN
  - Ship-From Addresses
  - Piece number/total number of pieces
  - Weight
  - Cubic Footage
  - Required Delivery Date (RDD) if applicable
  - Project Code (if applicable)
  - Transportation Priority (1 – 3)
  - POE or Ship-To address (CCP)
  - POD
  - Ultimate Consignee DoDAAC
  - In-the-clear address of customer
- **Source: MIL-STD 129R**

Collaborate + Cultivate + Maximize + Achieve

ForSuccess Knowledge Value Awareness

Incorrect Shipping Label

Missing Linear Barcode on Packaging Slip

Packing Slip

Date	Invoice #
7/17/2018	23431

Bill To

GSA Account Payable Branch
PO Box 419018
Kansas City, MO 64141

Ship To

DDSP New Cumberland Facility
BLDG 2001 Normandy Drive
New Cumberland, PA 17070-5001

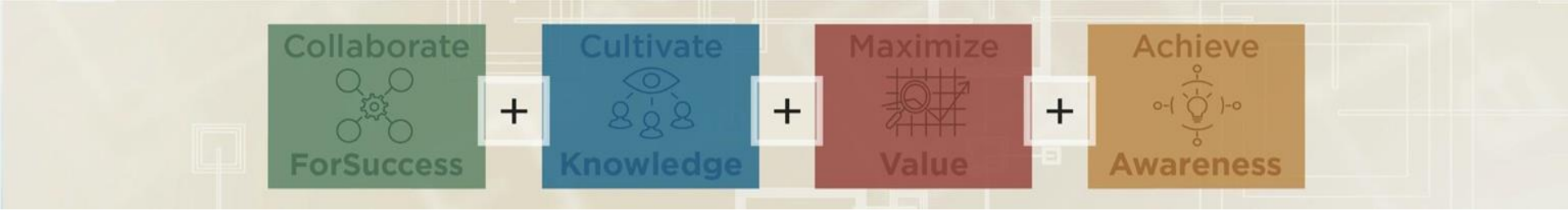
P.O. No.	Ship	Via	FOB	TCN
FMNJFX16A8F	7/17/2018	Fed Ex	Prepaid	W91JMR81970003

Quantity	Item Code	Description
5	LAMR250 / 7214	.002 x 26" x 50ft clear polyester self adhesive laminating roll. NSN 9300-00-618-7214 Ultimate Consignee: W91JMR HHC 525TH Military Police Battalion Operation Enduring Freedom NAVSUP TSHED BLDG 3755 GUANTANAMO BAY CU 00000

Improper Labeling and Packaging; No Packing slips

Items Not Properly Labeled- Unit Level

Standard Form 364 Report of Deficiency, also known as SDR Supply Discrepancy Report



INSTRUCTIONS

DEPARTMENT OF DEFENSE: DLAR 4140.55/AR 735-11.2/NAVSUPINST 4440.127E/AFR 400-54/MCO 4430.3E, Reporting of Item and Packaging Discrepancies, and/or DLAR 4140.60/AR 12-12/NAVSUPINST 4920.9B/AFR 67-7/MCO 4140.1B, Processing Discrepancy Reports Against Foreign Military Sales Shipments.
CIVILIAN AGENCIES: See FPMR handbook cited in 19(2)(a).

REPORT OF DISCREPANCY (ROD) ☐ SHIPPING ☐ PACKAGING	1. DATE OF PREPARATION	2. REPORT NUMBER
3. TO *(Name and address, include ZIP Code)*	4. FROM *(Name and address, include ZIP Code)*	
5a. SHIPPER'S NAME	5b. NUMBER AND DATE OF INVOICE	6. TRANSPORTATION DOCUMENT NUMBER *(GBL., Waybill, TCN, etc.)*
7a. SHIPPER'S NUMBER *(Purchase Order/Shipment, Contract, etc.)*	7b. OFFICE ADMINISTERING CONTRACT	8. REQUISITIONER'S NUMBER *(Requisition, Purchase Request, etc.)*

9. SHIPMENT, BILLING, AND RECEIPT DATA				10. DISCREPANCY DATA				11.
NSN/PART NUMBER AND NOMENCLATURE (a)	UNIT OF ISSUE (b)	QUANTITY SHIPPED/ BILLED (c)	QUANTITY RECEIVED (d)	QUAN-TITY (a)	UNIT PRICE (b)	TOTAL COST (c)	CODE[1] (d)	AC-TION CODE[2]
						0.00		
						0.00		
						0.00		
						0.00		

12. REMARKS *(Continue on separate sheet of paper if necessary)*

1 DISCREPANCY CODES	2 ACTION CODES

Points of Contact

National Customer Service Center, 1-800-488-3111, 877-472-3777
NCSCcustomer.service@gsa.gov

Web Resources: Ask.GSA.gov/GSA advantage

Jessi Jagne, CAM, jessi.jagne@gsa.gov

Tom Greene, CAM, thomas.greene@gsa.gov

Reference

GSA Advantage,
https://www.gsaadvantage.gov/advantage/main/start_page.do

GSA Global Supply,
https://www.gsaglobalsupply.gsa.gov/advantage/main/start_page.do?store=FSS

eLibrary,
https://www.gsaelibrary.gsa.gov/ElibMain/home.do