(8) SUPPLIER MANUAL FAQs

Miscellaneous	
Question/Query	**Answers**
We recently responded to a tender which wasn't at all clear about the requirements of the Supplier Manual or whether these would be part of the evaluation and if so how.	The Supplier Manual has brought together in one document the salient points from all the contractual requirements listed (Def Stans, DEFCONS etc.) to ensure that when goods are delivered they are compliant to your contract. Supplier are still required to adhere to the full terms and conditions of the contract/Tender
What do you mean by Purchase order number.	For PO numbers, if you have a CP&F PO you should use the CP&F PO numbe, Team Leidos PO you should use the TL PO Number (6 digits) and Babcock a 2IM number.
Who is our points of contact.	The Supplier Manual has listed pocs for all delivery locations and escalation points. Contract issues should be raised through the Contracts Officer listed on the Contract.
What is the Delivery Compliance Scorecard, how will it be implemented and what are the implications for suppliers?	This is not yet in place, but it is intended to be a way of monitoring supplier delivery performance in order to identify and resolve issues and drive continuous improvement. Your contracting authority will receive this document on a regular basis.
What if the Defence Fulfilment Centre cannot confirm my Dues In on their IT system therefore will not allocate a delivery slot	The transfer of data from the MOD systems to LEIDOS JDA system is currently in process - should the booking office not be able to find your Dues In firstly confirm they have checked JDA and BODMs applications if this has not identified the Due In forward your Booking Form to UK.KNMG-PMOffice@kuehne-nagel.com who will respond within 24 hours
JSCS Donnington is not listed as one of the MoD Donnington warehouses. Confirmation needed as to whether the correct contact details are: **MOD DONNINGTON - HIGH ACTIVITY WAREHOUSES**, Vehicle Schedule Bookings T: 01952 673322 Receipts Supervisor: 01952 673322 Receipts Skill Zone 3: 01952 673308 Receipts Manager: 01952 673305	As part of the LCST Transition plan, the Donnington General Receipts Hub will move from Building B5 to the new Defence Fulfilment Centre (DFC) on the 28th Aug 18 and will continue to operate on a 24/7 basis. Impacts for DE&S PT/DTs and Their Suppliers The main changes for DE&S PT/DTs and their Suppliers can be summarised as: . Trade receipts will be delivered to the DFC (we have engaged the PT's that own the stock and their suppliers will change deliveries once each NSN migrates to its new location) . All distribution, apart from specialist movements, will now be despatched from the DFC. . The new delivery address for the DFC is as follows: Defence Fulfilment Centre Hortonwood 50 Donnington Telford TF1 7 AE (for SATNAV purposes please use TF1 7GZ) . Defence Fulfilment Centre Booking Request Forms can be obtain from and returned to: goodsin.dfc@kuehne-nagel.com . For all DFC booking queries: 01952 953110 or 953104 . PT/DT and their Suppliers are remaindered of the requirements to enable 'a perfect delivery' which are published in the LCST Supplier Manual.

Banding, Shrink Wrap & Pallet Configuration (including mixed NSNs)	
Pallet Size Clarification	The designated Supplier Manual pallet specification and associated standards remain extant. Items which exceed the dimensions of a standard pallet (1000 x 1200) are to be packed and delivered on "fit for purpose packing right sized pallet" that ensures there is no overhang therefore liklihood of damage when moved throughout the supply chain to the end user. Pallets in sizes other than the 1000 x 1200 dims are readily available and standard from the market and can be used where appropriate for larger, out of gauge consignments.
Clarification of the rules around the use of banding and shrink wrap: * Deliveries of 25L drums of (for eg) hand sanitiser or 1 Ton of lead acid batteries require banding or the loads are unsafe	Whilst the Supplier Manual requests stock to be delivered that is secured to a pallet by shrink wrap not banding, it is recognised that this is not always possible for H&S reasons. The reason for requesting shrink wrap as apposed to banding is that where we are looking to store pallets in racking and conduct in-racking picks by hand of single cases, particularly at height, there is a risk of stock items falling from the pallet as the banding is cut at the point of pick. Shrink wrap on the other hand allows us to pull the shrink wrap down at the front of the pallet to access the stock whilst securing the stock on all other sides. An additional benefit of shrink wrap is that it keeps the stock clean whilst in storage particularly if in storage for a significant period. In-racking picks by hand will only be undertaken where the individual carton weight is less than 12Kgs. Pallets of cartons/boxes that fall into this category are to be shrink-wrapped to pallets as described in the Supplier Manual. For any cartons or boxes over 12kgs or non standard items/supplies, they are to be banded to the pallet and shrink wrapped to keep the product clean. For some equipment spares (Engines for example), shrink wrapping may not be appropriate. Clear shrink wrap has been requested to facilitate the warehouse counting stock and viewing labels and barcodes on recipt in an efficient manner. We understand though that in some cases it might require opaque shrinkwrap to be used as a method of limiting the effect of sunlight on the product. Acid batteries would not have shrink wrap.
Mixed NSN Pallets Clarification: * We cannot deliver without mixed pallets or banding *	Mixed Pallets - It is recognised that there will be instances where it is impractical to layer cases as described in the Supplier Manual as a result of limited quantities or stability issues. In such cases we will accept and process mixed pallets as long as they are conforming in all other aspects but will NCR(T)-for information only and bring them on charge immeadiately. Suppliers shall segregate NSNs using boxes, bags etc. for ease of identification and bringing on charge, all of any one NSN should be on one pallet and not spread across different pallets and all labels should be facing outwards. Barcodes are required on the outside of the consignment for all NSNs therein for mixed pallets. It is requested that all NSNs of the same nature be located together on the same pallet, where consignments have the same NSN spread between multiple pallets but the quantity is small enough to be on one pallet, they will be NCRd and quarantined until rectified.
For parts requiring codification, can these still be booked in under a "local NSN", or will we have to wait until condified to deliver?	Items that are due to go into storage must be fully codified prior to delivery. The only exception is for inventory that is being delivered via the Purple Gate for onward distribution.
Do Special To Contents (STC) Packaging need to be on pallets if they have fork slots?	No. Where STCs have weighting balances or centre of gravity is not evenly distributed across a STC, the centre of gravity should be marked on the pallet.
Barcode – SSCC (Pallet) **Supplier generated pallet ID or given to us by MoD?** **Unique pallet ID (SSCC) - Is this our supplier pallet ID or given to us?**	Supplier Generated. For Babcock Suppliers this requirement is still being discussed therefore Suppliers shall list their NCAGE until advised otherwise.
Barcode Label Clarification	Contracts set prior to the release of Def Stan 81-41 Pt 6 Issue 10 are to deliver consignments with barcodes which are compliant to Issue 9 of the Def Stan. All contracts set post release Def Stan 81-41 are to be compliant with Issue 10. However and until K&N are able to read Issue 10 compliant Barcodes, suppliers are authorised to use Issue 9 standards on the understanding that they revert to issue 10 standard Barcodes once K&N technical capability is in place. K&N to review all current NCRT holdings and those that are NCRT for non-compliant barcodes **only**, will be removed from the NCRT database and brought on charge as a priority. Babcock will inform all suppliers to achieve Issue 10 standards and will enforce this requirement, when the capability within K&N is fully operational to read them. The attached Barcode Summary should help communicate the required standards.
Booking In	
It is mentioned in the document that Fixed booking slots are available, however these are subject to 3 monthly review, and can be cancelled due to changes in MoD Donnington delivery traffic. Can a booking slot be allocated for the duration of the contract?	All fixed booking slots will be subject to review in order to ensure slot allocation meets demand in the most effective manner, amendments to fixed booking slots will not be made without consultation.
How do suppliers make bookings? Is email acceptable?	Bookings should be made by calling the booking line (see details in Appendix C of the Supplier Manual). Email requests can be sent, for DFC use goodsin.dfc@kuehne-nagel.com, for all other warehouses use extant process.

Deliveries	
Is the delivery process for Courriers any different?	All deliveries are to be booked in advance in line with the Supplier Manual for both security and operational reasons which will ensure efficient turnaround of the vehicle on arrival. It is recognised that the driver and vehicle details may not be known 24hrs in advance, in such cases the advance notification should still be made but we will accept an email or call up to 30 mins before the delivery is made to confirm driver/vehicle details and is a requirement in the DE&S Supplier Manual Ref DE&S Supplier Manual, Executive Summary -1 refers. Where a supplier can provide a list of vehicles and drivers in advance to the Delivery/Booking Clerk at the depot the delivery is being made to (see Appendix Section of the Supplier Manual for Delivery Address and Contact List details) the drivers and vehicles can be cross referenced on arrival which will negate the need to provide such details for each delivery via call or email as described above. Such lists must be kept up to date, any drivers/vehicles not on the list will be refused entry unless an email or call is received up to 30mins before the delivery is made as described above. This is standard industry practice in all major hubs/Regional Distribution Centres. H&S is our primary concern as this prevents the possibility of accidents happening as a result of the driver pulling off the dock before unloading has been completed. Requesting a supplier to book in to a warehouse or a Supplier being given the opportunity to pick the most suitable slot depending on availability to factor in with their wider schedule requirements and as a result of this should not be considered as a timed delivery that attracts additional cost. The supplier has the ability to pick from the available slots for that day to coincide with other deliveries they have planned on route. As described above, we will be as flexible as we can depending on the number of deliveries being received that day. The requirement for deliveries to be booked in advance in line with the Supplier Manual is for both security and operational reasons which will ensure efficient turnaround of the vehicle on arrival. Issues surround inconsistant application of the policy will addressed internally. Any commercial/contractual implications should be raised with your customer's Commercial Team. Where deliveries arrive before or after an agreed booking slot, it will be dealt with on a case by case basis and where possible we will look to accommodate the time of arrival. In some instances it may not be possible to accommodate a change in arrival time which will lead to the driver waiting until the appointed time, waiting until the next available slot or worst case being turned away and asked to re-book. If a driver knows they are going to be late in advance, they or their company should inform the booking team at the earliest opportunity so alternate plans can be made.
What delivery paper is required to be presented at the gatehouse upon arrival. Is a copy of the parcel list/manifest sufficient with the delivery booking reference for notification of deliveries, or do you require delivery nhotes with the Booking reference?	A manifest must accompany each delivery, Minimum Req: Booking Reference provided by the Hub Team (DFC) is to be provided on the paperwork presented, booked in time, bay door allocated, Driver details, Supplier Details, QTY of load (pallets/boxes, cases), this could be the parcel list. The load details and Qty will be attached to the Pre advice information / Dues in Reference through JDA (WMS). Please provide an example of the current manifest to allow this to be reviewed as it was not forwarded as part of the original email traffic.
Early deliveries – we often deliver ahead of RDD	Deliveries can be made earlier that the RDD as long as they are agreed with the customer's commercial team and booked in to Depot in accordance with the Supplier Manual. For Babcock Suppliers early delivery is agreed as 6 weeks before Required Delivery Date (RDD) unless the Supplier has been requested by Babcock staff to deliver early.
Proof of Delivery - 3rd party carriers use electronic signatures and do not return paper copies to suppliers - Will Donnington post signed paperwork back to us?	Donnington will not post signed paperwork back to suppliers. It is the Suppliers responsibility to ensure all signed paperwork is returned to them.
Deliveries for Land, Sea and Air – are the requirements the same?	Requirements for Land, Sea and Air deliveries are the same
Can we deliver more than 11 Cartons without them being palletised? Each carton will have its own delivery note/reference so may count as individual deliveries.	Yes dependant upon weight/frequency - these parcels / small packages can go through the parcel office in the DFC if volumes are small. For deliveries to other facilities outside of the DFC, the current process is extant as parcel office facilities are not available in most areas.
Confirmation of unloading requirements (rear only, side only etc.) - have no way of knowing how the courier's vehicle is loaded so we cannot comply - what happens?	The OT/PG receiving area has MHE equipment to unload from all types of vehicles. However specialist lift capability, for lifting containers for example must be notified at the time of booking.
What will happen if deliveries aren't made in accordance with the contract (e.g. if PPQ is 1 but supplier delivers in packs of 10?)	Deliveries that do not conform to the Supplier Manual will be NCR(T) and held for rectification, all rectification work will be agreed between the contracting authority and the Supplier before work commences. The Supplier Manual is aligned with Defence Policy, it is a matter for the contracting authority to ensure their supplier contracts operate iaw Defence Policy. Team Leidos Stock Master Data is obtained from the MoD systems and therefore assumes the system data to be correct, Team Leidos will highlight differences in system data versus actual using the NCR(T) process. An Exception process is an internal process and exists to identify the areas where a supplier cannot meet the standard of the Supplier Manual for a particular NSN or group of NSNs. On receipt of an Exception request the Depot will review the extent of the non conformance and any additional effort it drives into the operation as a consequence of rectification. The Exception process is not a waiver to the Supplier Manual standard but a method of agreeing that the Supplier Manual standard will not be met and that rectification will take place on receipt without the need to refer to the supplier/PT for an agreed period. Exceptions will not be subject to NCR(T)s once approved.
What about deliveries into West Moors or Direct Supply/Direct Delivery?	The Supplier Manual only applies to deliveries into Team Leidos warehouses (including deliveries to Purple Gate). West Moors was included in Appendix B in error and this will be amended shortly. However we would encourage all suppliers to comply with the requirements of the SM, regardless of delivery location, as this represents best practice
Packaging & Labelling	

Use of NATO pallets and why do you still use NATO pallets for delivery to FLCs?	NATO pallets are not used for deliveries to FLCs. We are using 1 Tonne wingless pallets for Amy and RAF and 1 tonne winged pallets for the Navy in accordance with BS ISO 18334. The Supplier Manual will be amended to reflerct this. - BS ISO 18334 standard applies - for loads up to a maximum of 1000kgs - In unit load configuration pallets can be stacked 4 high - 4 way entry, full perimeter board not one way pallet. - Pallets should be ISPM15 compliant in accordance with the rules according to country of origin or if stock is going through Purple Gate. Further details are contained in Appendix F to the Supplier Manual **The mention of NATO pallets in the Supplier Manual is an error and will be rectified shortly.**
Can pallets be returned?	This is not something that is done today but something we would look to investigate in the future if we determine there is a Defence Business case to do so.
Adding quantity; is this for each of the individual items within each case i.e. in CRATE 1 there are 4 items or is this quantity for for the system which is packed into 2 x CRATES?	Quantity should relate to the UOI for the NSN. Therefore quantity labelling should be 1, but it would be recommended to clearly label each crate with Part 1 of 2 and 2 of 2. In this instance it may also be appropriate to apply a UOI = KT (Kit) to indicate the NSN is multi part.
Previously labels for items over 3kg had to have the weight on – this isn't included in the SM so is it not needed?	The Supplier Manual references all current MoD policy either directly or through referencing appropriate MoD publications, the need for labels indicating items are over 3kgs remains extant through current MoD policy but is not mentioned specifically in the Supplier Manual.
Process	
* What is the Exceptions process? * How long does the Exception Process take? We have been waiting for a response for some time and this is holding up your deliveries. * Could you please provide a copy of the exception process, referenced in the document for "non-conforming" deliveries?	The Exception process exists to identify any areas where a supplier cannot meet the standard of the Supplier Manual for a particular NSN or group of NSNs. The Supplier shall write to the Contracting Authority detailing the exception required and reasons this will be reviewed and the extent of the non conformance and any additional effort it drives into the operation as a consequence of rectification. Once the Contracting Authority are content this is a legitimate exception it will be forwarded to LEIDOS for consideration, the will be informed of the outcome and that rectification will take place on receipt without the need to refer to the Supplier/PT for an agreed period. Exceptions will not be subject to NCR(T)s once approved. Any issues should be discussed in the first instance with yourContracting Authourity The exception process is currently on hold whilst we work on ehancements which will be rolled out shortly. ** In meantime stock can be brought in with best endeavours to meet the Supplier Manual requirements. Where NSNs are deemed to be non-compliant they will be NCR'd and reworked by depot staff upon receipt to meet Supplier Manual standards. The Exception process is in place to prevent a Non Conforming delivery to the business - the exception is agreed and should last for a period of time to allow a Supplier to get to the required standard as directed by the SM. The exception process, in extreme circumstances, can be used long term but should indicate the area in which the process of conformance may fail (No labels, no booking time agreed..etc.). Copy can be provided.
What are NCRs for information	NCRTs for information are raised for statistical purposes only - Depots will take corrective on these for a limited period whilst the Supplier Manual beds in. Suppliers are required to learn from the NCRTs and not replicate problems already encountered.
Will contracts specify a particular version of the Manual or will suppliers be expected to comply with the latest version?	There are currently 2 versions of the Supply Manual one applies to suppliers who are contracted directly by Team Leidos the other is for Suppliers contracted directly by the MoD or their nominated Agent (ie Babcock). Contracts should refer to the version in place at the time of the contract and any significant changes would be notified via contract amendment. Plans are in place to merge the Manuals into one version and then host online.