

# **Logistic Commodities and Services Transformation (LCST) AUTHORITY MANAGED MATERIEL SUPPLIER MANUAL**

*‘Achieving the perfect delivery....’*

**Sponsored by:**      **Commissioning and Managing Organisation**  
**Logistic Delivery Operating Centre**

**FOREWORD TO SUPPLIER MANUAL v2**

This second version of the LCST Supplier Manual has been refined to take on board many of the lessons that have resulted following one year of operation of the JDA Warehouse Management System. The rollout of JDA, the replacement to the ageing Base Ordnance Depot Management System (BODMS) across the LCST depot operation (and not just the Defence Fulfilment Centre (DFC)), is nearing completion. The lessons incorporated into this version, drawn from across delivery teams, suppliers and Team Leidos, are intended to maintain the industry best-practice that Defence sought through the LCST Programme yet accommodate those areas where pragmatism is proven to work best. The Manual is founded on established Defence Policy (specifically the Defence Logistics Framework, Defence Standards and Defence Conditions (listed at Annex G)); those exceptions, where they are manifest, remain best practice and are being worked into policy.

Over the past number of months, various problems have beset the Defence Fulfilment Centre (DFC) in its endeavours to establish its full operating capability. Of note, and by design, the DFC at its FOC will be processing 80% of demands received by the LCST operation with an automated mini-loader that will itself meet 65% of these demands. The LCST's cost-effectiveness is founded on this design working as intended. One key dependency is the smooth flow of goods received into both the DFC and other LCST depots. To date, and whilst there has been substantial improvement by various Operating Centres along with their respective suppliers, there remains room for improvement. The Non-Conforming Receipts from Trade (NCRT) figure still sits at c £13-14M, which equates to c 1700 NCRTs of which over 500 NCRTs are older than 12 months – that is stock unavailable for issue and not on account with invoices to suppliers not paid. The LCST operation is averaging c 150-200 new NCRTs each month. The impact on the LCST operation, and specifically the fast-moving high tempo DFC operation, is considerable; the analogy is one of its arteries being blocked with the impact of this blockage being felt by DTs, suppliers and customer alike. It must be impacting readiness and broader Defence activities; it is falling short of the 21<sup>st</sup> Century capability that DE&S aspires to present back to its customers.

The continued efforts of bodies such as the NCRT WG, led by the LCST Commissioning and Managing Organisation, is reflected inside this latest Manual; that WG is commended on its pragmatic approach and energy this past year to driving down NCRTs. But now the rest of us need to do more to help this small team and proactively drive out non-compliance. In the coming months, there will be a concerted effort

(through commercial fora) to target those contracts which are routinely failing to meet the ‘perfect delivery’ or Supplier Manual compliance. This Supplier Manual will be made available through the Knowledge in Defence (Commercial Tool), thereby avoiding those concerns that not all suppliers have access to its contents. Supplier Days at the DFC will continue to ensure the process of education, and the NCRT WG will maintain their ethos and efforts. Meanwhile OCs and DTs must themselves take responsibility for ensuring that the LCST Supplier Manual is communicated to each of their suppliers and equally mandated inside respective contracts. Note that Team Leidos ‘owns’ and promulgates their own Supplier Manual to their own (Defence Commodities) suppliers; both manuals are aligned but there are subtle differences that allow Team Leidos to drive harder at their own suppliers.

Finally, it comes down to you who might be reading this Manual, to ask yourself what you might be doing to actively promote the practice and standards expected from this modern day logistic operation.



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## THE PERFECT DELIVERY: EXECUTIVE SUMMARY

DE&S aims for every supplier and carrier to make a PERFECT DELIVERY whenever they deliver to the Ministry of Defence (MOD). There are huge financial and operational costs that result from non-compliant deliveries in terms of the money tied up in unusable stock, the costs of rectification, and the inability to receipt and issue stock that ultimately impacts on the end customer. By adhering to the guidelines set out in this manual, suppliers will always make a PERFECT DELIVERY each and every time they visit depots operated under the Logistic Commodities and Services Transformation (LCST) contract. In return the MOD can ensure that suppliers' goods will always be accepted, their delivery vehicles will always be unloaded promptly allowing a speedy turn-around. Most importantly, suppliers will be confident that they are delivering to a safe, secure and efficient operating environment. *This Supplier Manual encompasses industry best practice yet aligns fully to meet the requirements stipulated within the current DEFCONs, DefStans and the Defence Logistics Framework (DLF).*

### WHAT IS REQUIRED TO MAKE A PERFECT DELIVERY?

- Suppliers must book their delivery, with at least 24 hours' notice, with the depot, ensuring that the MOD dues in/Purchase order number is provided.
- The supplier must confirm acceptance of an allocated delivery time via email within 24hrs (one working day) of the offer being made. Failure to confirm acceptance could result in the slot being allocated to another supplier and your delivery being turned away on the day.
- The allocated delivery time and booking reference must be captured and written on each supplier's delivery paperwork.
- The depot must be pre-advised of the carrier name, delivery vehicle registration, trailer number, driver's name and vehicle type and details of the consignment
- Suppliers must ensure that their delivery driver has a copy of the delivery paperwork, booking reference and delivery time available on arrival at the respective security gatehouse.
- Suppliers must ensure that the type and size of the delivery vehicle is compatible with the operation.
- Suppliers must ensure that their goods are correctly packed and presented in accordance with requirements contained within this publication.
- Suppliers must ensure that their pallets, cases and individual items have the correct labels and barcodes, with all the required documents attached securely and visible.
- Suppliers must ensure that their goods are safely and securely loaded, and clearly marked for delivery to the appropriate depot. Items must not be obstructed on the vehicle by other customers' deliveries.

- Palletised goods must:
  - be presented on a wingless pallet specification;
  - Comply with requirements detailed in Annex F;
  - Not exceed 1000mm overall height, and 1000kgs weight. This may vary under exceptional circumstances; requests must be made through the exception process in this instance;
  - If double-stacked, not exceed 1000kgs per lift and 2000mm total stack height.
- Suppliers must ensure that their delivery paperwork is complete and exactly matches the goods on the vehicle.
- The delivery driver must have the correct personal protective equipment (PPE) i.e. high visibility jacket plus safety shoes and gloves as required.
- The delivery driver must be carrying a valid photo-ID (driving licence (photo card), passport or national identity card or Military ID) to gain access to the site.
- The delivery drivers must adhere to all Site Rules, Site Health and Safety Guidelines together with being courteous to site team members, contractors and other visiting drivers at all times.

Compliance with each of these PERFECT DELIVERY requirements has numerous benefits not least to those suppliers and carriers operating across all depots by creating a safe and efficient operation and, through compliance, enabling the accurate receipt processing of all goods. It is this that will facilitate the prompt in-full payment against each consignment.

## **01 - THE PERFECT DELIVERY: INTRODUCTION**

### **WHO IS THIS MANUAL FOR?**

This Manual has been created as a reference document for all Defence Suppliers who supply goods to the MOD. Specifically, it contains all the necessary information, processes and instructions that are required to enable suppliers to successfully deliver their goods and communicate with the depots but should be considered as best practice for the wider MOD.

It is essential that all suppliers familiarise themselves with the contents of this Manual in order to ensure consistent compliance with the requirements. To achieve this, it is imperative that this Manual is shared with all the relevant functions across each supplier's business, together with any sub-contracted manufacturing / supply partners, third party logistics providers or transport companies.

### **SUPPLIER COMPLIANCE**

Every supplier and carrier must comply with the contents of this Manual for every delivery made to, and every item received and processed by the depots.

The Defence Fulfilment Centre (DFC) is a multi-million pound, multi-faceted fulfilment centre operating state-of-the art technology which, together with the other buildings, operates processes that require the appropriate (and industry standard) level of compliance for the presentation of inbound stock in order to operate efficiently:

- Inbound consignments must be presented in an agreed format to allow prompt processing
- This is to enable accurate and timely processing of goods from receipt through to dispatch
- This will minimise risk of delays at Goods Inwards, enabling prompt turn-around of delivery vehicles and will ensure all products can be safely carried and stored within the depots
- Allowing the accurate receipt processing of goods to support prompt in-full payment.

The depots will monitor every vehicle and consignment against a defined set of criteria in order to establish and distribute information of non-compliance to DTs. Non-compliance adds unnecessary cost and delays and will have a detrimental impact on the service provided by Team Leidos to its customers. Therefore, good process adherence is non-discretionary and of benefit to all parties.

## UPDATES TO THE MANUAL

- Periodically this Manual will be updated to reflect any changes to policy that impact product presentation requirements, communication or operational processes.
- Suppliers must ensure that they are referencing the most recent version of this Manual. Each version will be clearly identified on the front cover together with a date stamp on each page header. The latest version of the manual is available from your Contracting Authority.
- The up to date version of this Manual can be accessed through the Knowledge in Defence (KiD) portal but also accessible from the iLog Business Management System (BMS).
- It is essential that suppliers familiarise themselves with any updates and share them throughout their business and with any relevant subcontractors.

## ALIGNMENT WITH REFERENCE DOCUMENTS

Every effort has been taken to ensure that the Manual aligns with the policy and provisions set out in the DEFCONs and other reference documents mentioned in the Manual. If any discrepancy is subsequently discovered between the Manual and the DEFCONs/other reference documents, the DEFCONs/other reference documents have precedence; please report any such discrepancy to Commercial point of contact.



## 02 - THE PERFECT DELIVERY: BOOKING A DELIVERY

Following the receipt by a supplier of a Purchase Order and confirmation that the order can be met, each supplier must book its pending delivery with the depot (see Annex C for contact details). Depots are unable to accept any deliveries that have not been pre-booked.

### DELIVERY TIMES

- The DFC is open to accept deliveries between 06:00hrs – 20:00hrs, Monday – Friday. These hours will be flexed to accommodate fluctuations in demand. No deliveries are accepted on weekends or Bank Holidays, except by prior arrangement.
- Other Team Leidos buildings have specific operating hours, which can be shared at point of booking. Typically, these hours are 07:30hrs – 15:00hrs, but there are some exceptions.

### HOW TO MAKE A BOOKING

- Prior to making a booking, suppliers are to ensure they have the MOD Dues In / Pre-Advice Number for Each NSN; this number can be provided by the Contracting Authority you received your order from. **Please Note without a MOD Dues In /Purchase order number/ Pre-Advice number you will not be allocated a Booking Reference or Delivery Slot.**
- Suppliers are to check the delivery address / ship to for the consignment to confirm the delivery location.
- Bookings can be made by either the supplier or their logistics / transport provider.
- Only one booking is to be made for each physical delivery.
- Each delivery booking is allocated a time at which the delivery vehicle must arrive and book in with the security gatehouse.
- Parcel/Courier transport providers will be required to confirm an AM or PM delivery period on the day required and not given a limited slot as per routine deliveries.
- Unfortunately, Team Leidos are unable to meet every request for specific times and dates, but those users that book early will have a greater probability of being able to select their preference.
- The supplier must confirm acceptance of an allocated delivery time via email within 24hrs (one working day) of the offer being made. Failure to confirm acceptance could result in the slot being allocated to another supplier and your delivery being turned away on the day.

- When scheduling a delivery booking, suppliers are required to telephone the relevant depot Booking Cell; see Annex C for contact details. The Booking Cell will then email a Booking In Form, an example of which is at Appendix 1 to this Section, which must be fully completed and returned with the following information:
  - Purchase order number/Dues In number
  - Supplier name
  - NSN (can be added later, but must be at least 12 hrs prior to delivery)
  - Total number of pallets (or cases if non-palletised)
  - RCF number (in comments box) if the NSN is new to depot.
  - Confirmation of unloading requirements (rear only, side only, rear or side)
  - Carrier name
  - Security details (can be added later, but must be prior to the vehicle arriving at the site).
    - Details of any Out of Gauge or None-Standard loads (in comments box) to ensure the planned receiving facility is compatible with the consignment, and any specialist equipment is available.
  - The depot must be pre-advised when making the booking request of any delivery which contains specialist goods e.g. hazardous goods, drugs, weapons, chemicals etc.
- A booking request cannot be made if the above information cannot be provided.
- Once a booking request has been accepted, that supplier or logistics/transport provider will receive a unique booking reference and confirmation of the appointed date and time for delivery. This information must be noted on the delivery paperwork.
- All consignments must be booked in at least 24 hrs in advance of the required day of delivery (i.e. to request a 14:00hrs delivery on Wednesday, the booking must be made no later than 14:00hrs on Tuesday).

## SECURITY DETAILS

- As part of the booking process, suppliers or logistics/transport providers must provide the following details for the delivery vehicle:
  - Name of driver (and any authorised passengers in the vehicle)
  - Vehicle registration
  - Trailer number.
  - Vehicle Type.
- We recognise that this information may not be known at the time of booking, but it must be provided at least 60 mins prior to the vehicle arriving at the security gatehouse.

- The delivery driver must carry a valid photo-ID. Only the following types of photo-ID are accepted:
  - Driving licence (with photo)
  - National driver card
  - Passport
  - National identity card
  - Military ID card.
- No other forms of ID will be accepted as proof of identity.
- Failure to provide this security information, or the driver failing to comply with security requirements, will result in the delivery vehicle not being allowed access to the site until further security checks are completed. This may result in extensive delays for the delivery vehicle and even the possible refusal of the delivery. MOD takes no liability for any delays incurred.
- The MOD reserves the right to check the validity of drivers' licences at any time.
- The depot must be pre-advised when making the booking request of any delivery which contains specialist goods e.g. hazardous goods, drugs, weapons, chemicals etc.
- For all consolidated Deliveries and groupage (ie: couriers, pallet networks etc.):
  - Suppliers provide the Dues In Reference Number and Consignment Details to the depot Booking Cell
  - Depot Booking Cell allocates the Supplier with a booking reference.
  - Supplier arranges for third party delivery and provides depot booking reference to transport provider.
  - Transport provider contacts Depot Booking Cell, provides details of all booking references, driver and vehicle details to enable depot booking cell to consolidate all consignments into one delivery and allocate the delivery slot accordingly.
  - Where third party transport suppliers have sufficient volume to warrant fixed delivery slots these can be arranged through the depot booking cell on the basis that booking references will be quoted prior to delivery as described above.

## AMENDMENTS AND CANCELLATIONS

- Amendments and cancellations must be made through the same route used to make the booking.
- Amendments to NSN details – if a supplier needs to change the quantity and /or goods being delivered, then this can be done at any time prior to the scheduled delivery time. Please note the physical delivery and delivery paperwork must always match exactly.

- Amendments to delivery time – if suppliers need to change the agreed delivery time, this has to be done 24 hrs in advance of the scheduled delivery day. Suppliers are unable to change the time on the day of delivery (see Section 4: Delivery Punctuality).
- Cancellations – in the event that a supplier needs to cancel and rebook a delivery for a new day, this must be done 24 hrs in advance of the original scheduled delivery day. Failure to cancel will be recorded as a non-compliance.

### **HIGH PRIORITY DELIVERIES**

- If a consignment is being delivered on a high priority basis at the request of a DT, then the supplier should contact the relevant depot booking cell to co-ordinate the delivery.
- The requirement for a high priority delivery must be notified to the Team Leidos Customer Support Desk (CSD) (Annex C) by the DE&S DT.
- The bookings desk will agree a delivery time and issue a unique booking reference.

### **MULTIPLE VEHICLE DELIVERIES**

- In the event that 2 or more vehicles are required to make a delivery, then a separate booking must be made for each vehicle.
- Each vehicle will be allocated an individual booking reference and delivery slot time.
- It is essential that the correct paperwork is assigned to each respective vehicle load and is correctly presented at the depots.
- Changes to booking slots required, for example as a result of changes to the quantity of items being delivered, must be made at least 24 hrs before the delivery time. Failure to cancel slots that are no longer required will be recorded as a non-compliance.

### **MULTIPLE SUPPLIERS PER VEHICLE**

- In instances where a carrier wishes to make single deliveries to the depots that consists of consignments from multiple suppliers, it is recommended that the delivery booking is made by the carrier.

### **FIXED BOOKING SLOTS**

- The depots operate with a limited number of fixed booking slots.
- Fixed booking slots are allocated, at the discretion of the depots, to suppliers and carriers in recognition of their significance in respect of supply volume and frequency of delivery.

- The Supplier or Carrier will be allocated a pre-agreed fixed delivery time slot and dock door at the site.
- Suppliers are still required to book the delivery in with the depots using the booking system as described above, however each will be assigned a fixed booking slot delivery time and issued with a unique booking reference number which is to be quoted on related delivery paperwork. This must be completed at least 12 hrs before the delivery time.
- In the event that the fixed booking slot is not required for a particular designated day then the delivery appointment must be cancelled. Cancellations must be made at least 24 hrs before the delivery time. Failure to cancel will be recorded as a non-compliance.
- Fixed booking slots will be reviewed every 3 months when new slots may be allocated, or existing ones withdrawn as a result of:
  - Review of suppliers' / carriers' delivery compliance.
  - Future changes in business activity levels.
- Amendments to fixed booking slots will not be made without consultation between both parties.

## Appendix 1 to Section 02 - Depot Booking-In Form

Supplier Details:				Delivery Address:	
Contact Name and No:					
Date (Delivery Planned)	Time Slot	Dock Door or Building number	Booking Reference*	* The driver must quote a Booking Reference upon arrival at the Gatehouse. Without the booking reference, access will be denied	

Supplier Details						
Driver Name	Vehicle Registration	Loading Type – rear only, side only, rear or side, Dock Leveller	Number of Pallets	Number of Packages	Number of Containers	Pre-Advice (DUES-IN) per Delivery (Please list Pre-advice numbers in the attached table)
Type of Delivery / Collection (Please tick as appropriate)						
Pharma	<input type="checkbox"/>	Air Product	<input type="checkbox"/>	Hazardous Goods	<input type="checkbox"/>	Priority
Temperature Controlled	<input type="checkbox"/>	Crypto (Marked)	<input type="checkbox"/>	Dues In / General Deliveries	<input type="checkbox"/>	Radial
Parcel Force	<input type="checkbox"/>	Small Arms	<input type="checkbox"/>	RSG	<input type="checkbox"/>	MHE Requirements
Unit Collect	<input type="checkbox"/>	Small Arms Spares	<input type="checkbox"/>	FDS	<input type="checkbox"/>	Purple Gate
Onwards Transport	<input type="checkbox"/>	Other (please specify in NOTES box)	<input type="checkbox"/>		<input type="checkbox"/>	
Documentation (what documentation is included with the delivery) -Please list all documentation presented with the load below						
Certificates of Conformance	<input type="checkbox"/>	GDP/GMP	<input type="checkbox"/>	Dangerous Goods Note	<input type="checkbox"/>	CMR
Test Certificates N/A	<input type="checkbox"/>	Other (please specify in NOTES box)	<input type="checkbox"/>		<input type="checkbox"/>	

Notes				
Dues In Details				
NSN's	Description	Dues' In Number	Item Quantity	Comments

## 03 - THE PERFECT DELIVERY: DELIVERY WINDOW PUNCTUALITY

### DELIVERY STANDARD

- Each delivery booking is allocated a time at which the delivery vehicle must arrive and book in with the security gatehouse.
- Parcel/Courier transport providers will be required to confirm an AM or PM delivery period on the day required and not given a limited slot as per routine deliveries.
- Vehicles must plan to arrive at the depots for their allocated booking time. Although we will endeavour to accommodate late arrivals by up to 30 minutes, this may not always be possible.
- Deliveries which are delayed due to exceptional circumstances will not be classified as being late provided that the site has been pre-advised through the route used to make the booking.
- It is requested that vehicles do not arrive more than 30 minutes in advance of their booking time as parking on the site is not permitted for security reasons. Vehicles that arrive early may be refused entry and asked to return at their allocated time.
- In the event of a late running vehicle, the site must be contacted through the route used to make the booking and advised of the delay, together with revised estimated arrival time. The site will review the Goods-In planning and advise whether the revised delivery time is acceptable. On occasions where it is not possible to accept a late running vehicle, the site will request for the delivery to be re-booked.
- When liaising with the site suppliers are to quote the unique booking reference together with supplier name and the scheduled delivery time.
- Failure of a vehicle to arrive where a booking window has been allocated will result in the recording of non-compliance and could also result in compensation charges being recovered.



## 04 - THE PERFECT DELIVERY: ARRIVAL AT THE DEPOT

### SECURITY GATEHOUSE

- On arrival at the site, the driver must report to the security gatehouse.
- Drivers will need to present the following:
  - Delivery booking time
  - Booking reference
  - Copy of the delivery paperwork
  - Valid ID.
- It is recommended that the delivery time and the booking reference are clearly written on the delivery paperwork, and that the driver has ready access to the paperwork.
- In the event of any discrepancy it is the responsibility of the driver to rectify and re-present the information to the security gatehouse. The vehicle may be turned away from the gatehouse and asked to return once the driver is in possession of the necessary information. This is to prevent any congestion and allow free access to other vehicles wishing to enter the depot .
- Vehicles arriving more than 30 minutes earlier or 30 minutes later than their scheduled booking time may not be allowed access to the site for security reasons and may be rejected unless the depot is notified in advance.

### SECURITY CHECKS

- Once the above checks have been completed, the security gatehouse will also verify that the following matches the pre-advised information:
  - Driver name (and any authorised passengers)
  - Carrier name
  - Vehicle registration
  - Trailer number.
- If this information does not correspond, the vehicle will be delayed until the discrepancy can be resolved.
- The driver will be asked to present a valid form of photo-ID in order to confirm his / her identity. Only the following forms of photo-ID can be used:
  - Driving licence (photo card)
  - Drivers ID card
  - Passport
  - National identity card
  - Military ID card.

- Failure of the driver to be able to present a valid photo-ID will mean that the vehicle will not be given access to the depot. As a result, the delivery will be refused and will need to be re-booked.
- All vehicles and individuals entering, departing and whilst on site are liable to be searched. Any search will only be conducted by authorised civilian or MOD personnel, and it is expected that drivers will comply with this request.

## WAREHOUSE CHECKS

- Any delivery which contains specialist goods e.g. hazardous goods, temperature-controlled items, drugs, weapons, chemicals etc. must also comply with the following:
  - Cartons and pallets must be marked in accordance with statutory regulation
  - Dangerous Goods Note is attached to the appropriate delivery paperwork
  - Delivery paperwork must have the fridge temperature annotated – this will be checked against the fridge setting on the vehicle by the office staff
  - Where there is a Transit Seal on the vehicle the Transit Seal Number must correlate to the paperwork provided.

## DRIVER PPE REQUIREMENTS

- Safety and welfare is of paramount importance to all visiting drivers, contractors and team members at the site.
- As such, all drivers must be able to demonstrate to the security gatehouse and office staff that they have the following mandatory PPE required for visiting the site.
  - Hi-Viz vest or jacket – to be worn at all times
  - Safety shoes – to be worn if drivers are required to offload product away from the dock levellers
  - Protective gloves – to be worn when attending to their vehicle or load.
- Failure of the driver to be in possession of the any of the above PPE items will result in the vehicle being turned away from the security gatehouse and or depot delivery point. This will result in that load being refused.
- All carriers must be advised of the above mandatory PPE requirement. Unfortunately, no PPE can be loaned to a visiting driver.

## SPECIALIST GOODS

- For deliveries of pharma, protectively marked (crypto), small arms and small arms spares (Section 5) and hazardous goods, vehicles must comply with all current regulatory requirements.

- Some specialist warehouses are subject to further inbound security checks at the warehouse point of entry including the use of safari gates and off-loading within a secure area. This may add time to the delivery process.

## ENTRY TO THE SITE

- Once the booking in process and security checks have been successfully completed the gatehouse will instruct the driver to either:
  - Proceed to the vehicle parking area on site, park up and report to the office
  - Proceed directly to a nominated unloading bay and report to the office before preparing for unloading.
- The gatehouse will issue the driver with a visiting driver's badge together with a briefing card containing a map of the site, the site rules and the health and safety instructions. The gatehouse will run through the content of the briefing card with the driver. Whilst on site the driver must also adhere to the speed limit and any one-way driving routes.
- The briefing card and visiting driver's badge are to be returned to the gatehouse upon exiting the site.

## 05 - THE PERFECT DELIVERY: DELIVERY DOCUMENTATION

### DOCUMENTATION REQUIREMENTS

- Each delivery consignment must be accompanied by the original paperwork provided by the supplier – displayed in a prominent and easily accessible location.
- There must be a minimum of two copies of the paperwork, one for retention by the site and one to be returned to the delivery driver.
- Prior to unloading the delivery, the driver must hand the delivery paperwork to the office. The driver must ensure that any Dangerous Goods Notes, Convention relative au contrat de transport international de marchandises par route (CMR), Good Distribution Practice (GDP) / Good Manufacturing Practice (GMP), Certificates of Conformity or any other legal documents are attached to the delivery notes for the respective consignment.
- Delivery paperwork must be written in English and include the following:
  - Supplier name, address and contact details
  - Delivery address (specifying building)
  - Booking Reference Number and delivery slot time
  - Purchase order number
  - RCF number if the NSN is new to depot
  - Delivery note number (supplier reference as stated on each delivery note)
  - NSN for each product
  - Description of goods
  - Total number of pallets or shipping cartons
  - Total quantity of units per NSN
  - Primary Packaged Quantity (PPQ) and Unit of Issue (UOI/D) of Quantity/Unit of Issue (Q/UI) for the goods
  - Total weight of consignment.
- Also, if relevant:
  - Best before dates
  - Use by dates
  - Cure dates
  - Manufacture dates
  - Certification dates
  - Charging dates
  - Batch numbers
  - Delivery booking reference

- Details of any special instructions (e.g. temperature requirements, hazards, pharma details etc.)

## 06 - THE PERFECT DELIVERY: VEHICLE UNLOADING

### REPORTING TO THE OFFICE

- The warehouse staff will advise each driver whether to proceed directly to a designated unloading bay or alternatively to a parking bay.
- At the DFC all vehicles must be reverse parked into the respective bay.
- The driver must switch the engine off, secure their vehicle and report to the office following the designated pedestrian walkway and hand in the delivery paperwork. The office will issue further instructions.
- Where the vehicle is on an unloading bay the driver must hand over all sets of the vehicle keys before unloading will commence; this is for health and safety reasons, so the vehicle cannot be driven away until unloading is complete.
- Where the vehicle is in a parking bay, the driver will be notified when to move onto the allocated unloading bay.
- The office will check that the items listed on the delivery paperwork are due for delivery. Any goods which are not due for delivery will not be unloaded and will require re-delivery at the correct future date.

### UNLOADING BAYS

- The sites operate four types of unloading bays:
  - Dock level bays – for rear unloading (minimum deck height of 1200mm)
  - Ground Level bays – for side unloading
  - Parcel bay – manual off-loading of small parcel consignments (transit type vans only)
  - Ramps.

### DRIVER RESPONSIBILITY

- The driver must at all times follow instructions as directed by the site team member.
- When undertaking any manoeuvring on site, hazard-warning indicators must be engaged, together with any audio warning device, if fitted.
- The driver is responsible for preparing the vehicle for unloading:
  - Opening of rear doors
  - Opening of curtains and release /moving of side posts
  - Removal of any obstruction that may prevent the goods being off-loaded
  - Release and safe stowage of load retention straps.
- During the unloading process the driver may be requested by the site team member to move the curtains / posts in order to gain access to another part of the vehicle.

- Where a trailer is being dropped in the yard the trailer brake must always be applied.
- Once unloading has been completed it is the responsibility of the driver to secure the vehicle ready for departure.

## **DRIVER HEALTH AND SAFETY**

- Safety is our primary focus.
- Failure to comply with any of the site Health and Safety (H&S) policies and site rules will result in the driver being asked to leave the site and that consignment being refused.
- When preparing the vehicle, it is mandatory for the delivery driver to wear:
  - Hi-Viz vest or jacket
  - Safety footwear (if drivers are required to offload product away from the dock levellers)
  - Protective gloves.
- At no time must a driver attempt to climb on to their vehicle (with exception of small parcel delivery vehicles). This can only be done using safety steps, which must be requested from the office.
- All sets of vehicle keys that have been handed in and will only be returned once the vehicle is deemed ready for departure.
- During the unloading process the driver will be instructed to either stay in the cab or wait in the office, unless otherwise instructed by a member of the site team.
- At no time must a delivery driver be near moving or working Mechanical Handling Equipment (MHE).
- Drivers are not permitted within the DFC warehouse at any time, unless invited and accompanied by a member of the site team. Other Team Leidos buildings may have areas designated for use by visiting drivers. Drivers may not go out of these areas unless accompanied by a member of the site team.

## **UNLOADING – GENERAL FREIGHT AND IRREGULAR FREIGHT**

- Where a delivery vehicle has been sealed then the seal must remain intact until it is broken by a site team member. If the seal on the vehicle has already broken, the Goods-In team will record this fact on the delivery paperwork and advise the supplier accordingly.
- All delivery vehicles must be in a safe and road-worthy condition, weather and waterproof, free from contamination and odour free.
- Where curtain-sided vehicles are being off-loaded from the rear, the curtains must remain fully closed and taut to provide a safe working environment for the unloader.
- Vehicles that are to rear off-load must have floors in good condition and can withstand a pedestrian pallet truck (PPT).

- The consignment(s) to be off-loaded must:
  - Be readily accessible on the vehicle (the site will not handle goods for other consignees)
  - Be clearly marked for the depot
  - Not have goods for another consignee on top
  - Be capable of being handled by a Fork Lift Truck (FLT) or PPT.
- Upon completion of unloading, a count of shipping units will be undertaken for each consignment / supplier and this number will be written on the delivery paperwork. The delivery paperwork will be signed UNCHECKED, as no detailed checking is undertaken at this stage.
- Any subsequent delivery errors will be reported back to the supplier within 5 business days of the delivery being made.
- The site will not accept any goods that do not correspond to the presented delivery paperwork.
- Any visible signs of damage during the unloading process will be endorsed on the paperwork and the site reserves the right to refuse badly damaged shipping units, irrespective of the condition of the goods contained within.
- Any loose packaging that does not form part of the consignment will be reloaded on the vehicle once unloading has been completed.
- If a load has moved/collapsed during transit the site will decide on whether to unload. Provided the vehicle is safe to drive on the highway, the decision may be for the load to be rejected and the delivery to be rebooked at a later date.
- In circumstances where the site is prepared to unload the vehicle where the load has moved / collapsed, the supplier (or DT) may be re-charged the cost associated with any re-work together with any adverse disruption to the Goods-In operation.
- In instances where the site encounters issues with a vehicle or load presentation, the incident will be documented (including photographs) and forwarded to the respective DT (Lead IM or SCM) for sharing with all relevant parties.
- Poor vehicle and load presentation may result in that delivery being refused.
- Carrier consignment manifests and carrier PDAs will be signed by the site.
- However, in the event of a potential claim, the depot will only accept signed original copies of the suppliers' delivery paperwork or equivalent electronic evidence as Proof of Delivery (POD). It is therefore recommended that suppliers advise their carrier to obtain a signed copy of the delivery paperwork.
- Where delivery paperwork is attached to the consignment, it must be placed in a clear document pouch that has the words 'DOCUMENTS ENCLOSED' written upon it. The pouch must be securely attached to the outside of the 'lead' package of the consignment and must not obscure any labels or barcodes on the pallet or carton.



- Any supplementary documentation or manuals must either be contained within the packaging or securely attached to the outside, and clearly marked.
- It is the responsibility of the delivery driver to obtain a signed copy of the delivery paperwork.
- Failure to provide delivery paperwork or where the delivery documentation is either incomplete or fails to match the consignment, may mean that those goods may be refused by the DFC or other Team Leidos site.

#### **UNLOADING – PARCELS (DFC ONLY)**

- At the DFC there is a dedicated separate ground level parcels door, which is isolated from MHE areas.
- The driver must report to the parcels goods-in desk upon arrival and hand copies of the delivery paperwork to the site team member.
- All vehicles must be reverse parked, and hazard indicators activated when manoeuvring.
- Unloading of the vehicle is the sole responsibility of the driver. All packages are to be lifted from the vehicle and placed in the parcel receipt area as instructed.
- It is essential that all packages can be lifted by one person (less than 25kgs weight).
- Upon completion of unloading, a count of shipping units will be undertaken for each consignment / supplier and this number will be written on the delivery paperwork. The delivery paperwork will be signed UNCHECKED as no detailed checking is undertaken at this stage.
- Any subsequent delivery errors will be reported back to the supplier within 5 business days of the delivery being made.
- The site will not accept any goods that do not correspond to the presented delivery paperwork.
- Any visible signs of damage during the unloading process will be noted on the paperwork and the site reserves the right to refuse badly damaged shipping units, irrespective of the condition of the goods contained within.

## 07 - THE PERFECT DELIVERY: PRODUCT AND LOAD PRESENTATION

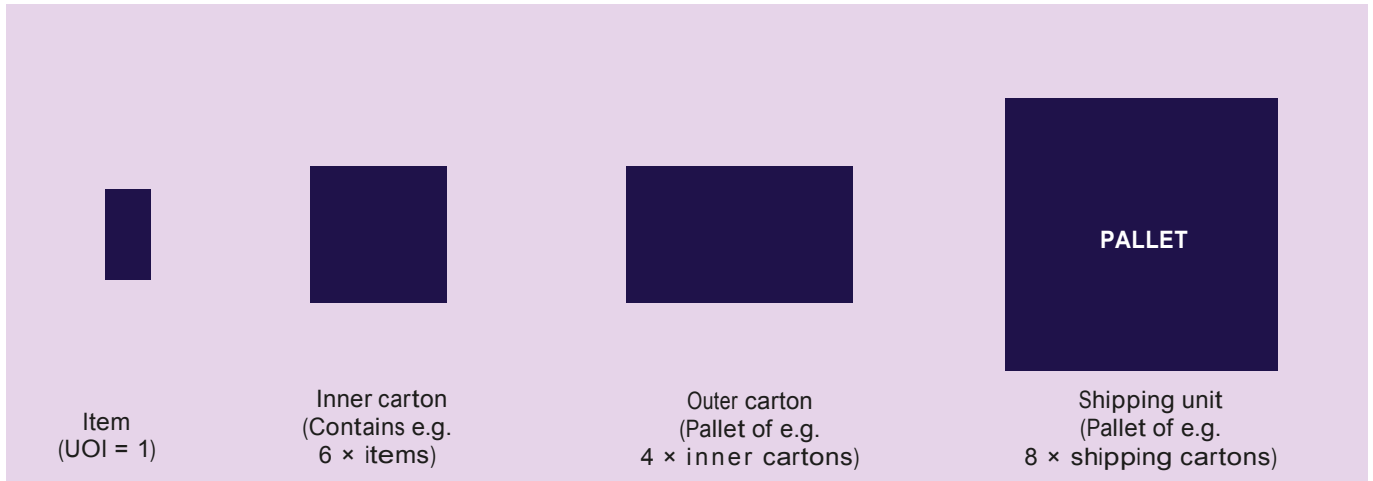
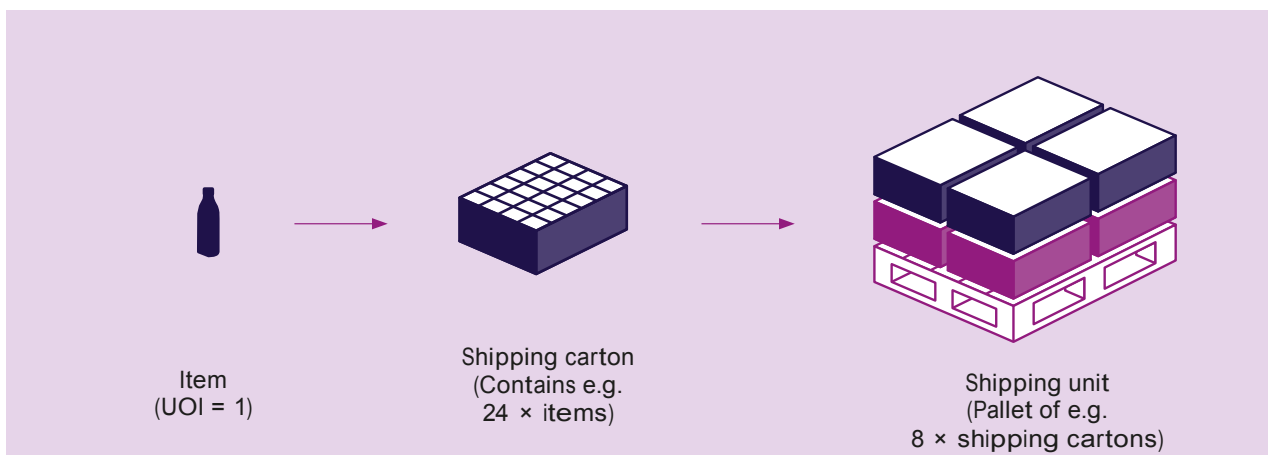
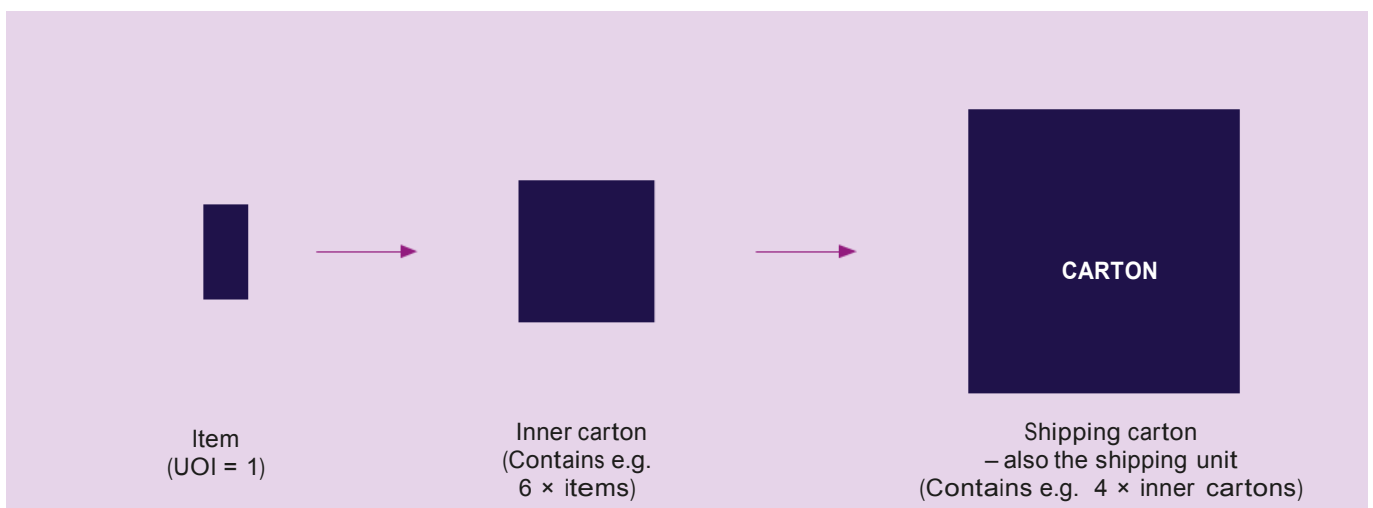
This section explains how the depot require goods to be packed and presented. It covers all levels of the packing hierarchy from the outer shipping unit, to inner cartons and down to individual items (UOI).

These general requirements describe how to present deliveries to the MOD to allow their efficient handling through the network. If, as part of the contracting process, specific requirements about presentation have been agreed, they must be followed. If clarification is required, contact respective DTs (Lead IM or SCM).

Suppliers must ensure that they understand how these requirements apply to their goods. Any deviation, unless authorised by respective DTs (Lead IM or SCM) and the site, will be classified as a non-conformance and may result in such deliveries being refused.

### DEFINITION OF PACKING LEVELS

- The Reference Documents used within this Manual are shown at Annex G.
- The terminology for the packing levels used in this chapter is:
  - Shipping unit: The outer-most packing unit (pallet, crate or shipping carton)
  - Shipping carton: The outer-most carton (contains inner cartons or the items)
  - Inner carton: The primary packing case that contains the items
  - Items: The individual items (UOI) including irregular and oversized items.
- **Note:** how goods are shipped to the depot will dictate what is defined as the shipping unit. For parcel deliveries where the shipping cartons are not palletised, each shipping carton is also a shipping unit; whereas if the shipping cartons are palletised, the palletised unit becomes the shipping unit. In some cases, irregular or oversized items may in themselves be the shipping unit.

**PACKING HIERARCHY – EXAMPLE A****PACKING HIERARCHY – EXAMPLE B****PACKING HIERARCHY – EXAMPLE C (NON-PALLETISED GOODS)**

## PACKING HIERARCHY – EXAMPLE D (NO INNER PACKING UNITS)



## PACKAGING STANDARDS

Whatever type and configuration of packaging is used for goods delivered, it must comply with Def Stan 81-041 in that it:

- Does not make the item attractive
- Provides clear identification and marking
- Be the most cost effective compliant solution
- Provide a solution that is space efficient
- Be compliant and fit for purpose for the journey specified
- Be easily handled by in-service Mechanical Handling Equipment (MHE).

## PRESENTATION OF GOODS

- All freight being delivered to the depot must comply with the following shipping unit packing requirement in order to facilitate unloading and handling within the Goods-In area.
- Goods which do not comply with these requirements may be refused, unless an alternative format has been approved in writing by the Team Leidos operational team, arranged via respective DTs (Lead IM or SCM).

All trade packages must be clearly marked with the letters TRADE.

Type of Freight	Consignment Size	Shipping Unit Packing
General Freight (including Pharma and Hazardous)	0 – 10 Shipping cartons	Either loose delivered or palletised
General Freight (including Pharma and Hazardous)	11+ Shipping cartons	Must be palletised
Irregular Freight	1 item +	Presented in the agreed format that allows safe unloading from delivery vehicle by FLT or PPT. Goods that are not packed in a wooden crate or STC must be securely fixed to an appropriately sized pallet or a wooden skid, which must remain attached to the item once off-loaded.

## PALLETISED GOODS – PALLET TYPE AND QUALITY

- Palletised product must be packed on a pallet meeting the specification at Annex F.
- All pallets must be of A Grade, with no visible signs of damage or protruding nails.
- Suppliers are responsible for sourcing their own pallets.
- All pallets are delivered to the site on a one-way basis as no exchange is given.
- Goods presented on any defective or sub-standard pallet or media will be refused.

## PALLET ASSEMBLY

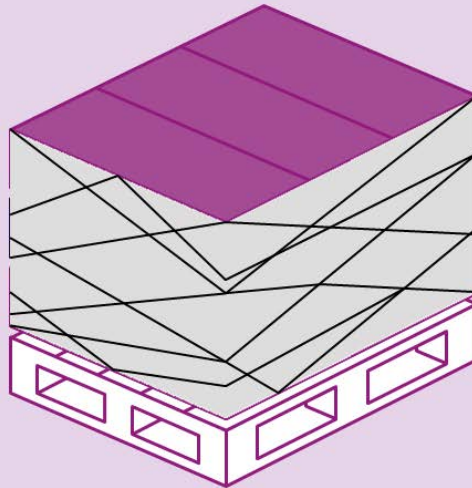
There are some basic requirements for how goods are to be stacked, banded and/or wrapped on pallets when delivering into the depot. This is to ensure the pallets are stable, safe to offload from the vehicle, fit to be put away and cleanliness maintained. The following criteria should be applied: -

- **Pallet banding** – for any consignments of cartons or boxes over 12 kg or non-standard items that require banding to maintain stability of load, the use of banding is permitted. For heavy items (e.g. engines) the appropriate banding should be used (metal banding should only be used when absolutely necessary).
- **Stretch-wrap or shrink-wrap** – consignments of multiple cartons of less than 12 kg must be secured using clear/opaque stretch-wrap or clear/opaque shrink-wrap, so that all labels and barcodes on the pallet and cartons can be read. There must be no loose ends of wrap material hanging from the pallet. Each pallet must be securely wrapped to prevent the cartons from moving either during transit or when being handled within the warehouse.
- **Pallet overhang/underhung** – all cartons must be assembled on the pallet according to their respective Ti-Hi configuration so that there is ZERO overhang on any edge of the pallet. In order to create stable pallet layers, carton layers must be built from the outside perimeter edge of a pallet inwards,. For irregular sized items where standard pallet sizes are not appropriate, suppliers are to ensure items are protected from the likelihood of damage in transit and storage.
- **Pallet lean** – through the correct build configuration and the use of tensile stretch-wrap (or shrink-wrap) the constructed pallet must be stable and vertical with negligible lean. Upon unloading, any adverse lean will result in the pallet being classified as unsafe and being refused by the Goods-In team.

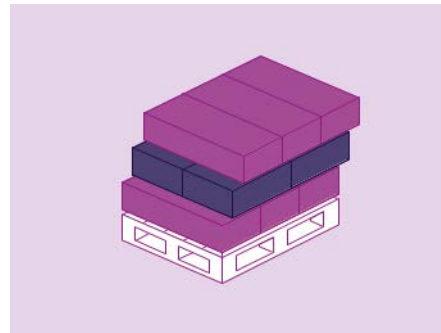
If the site needs to rework pallets, costs incurred may be recharged. Correctly built and wrapped pallets will always be accepted by the depot.

**CORRECT STACKING OF CASES ON THE PALLET**

- Cartons layers inter-locked.
- No pallet overhang or underhung.
- Pallet must be securely and evenly stretch-wrapped.
- Goods are secure on the pallet preventing movement.

**UNSAFE – INCORRECT PRESENTATION**

- Pallet has insufficient stretch-wrapped

**UNSAFE – INCORRECT PRESENTATION**

- Goods are leaning on the pallet

**UNSAFE – INCORRECT PRESENTATION**

- Pallet is incorrectly stretch-wrapped

**UNSAFE – INCORRECT PRESENTATION**

- Do not column stack cartons

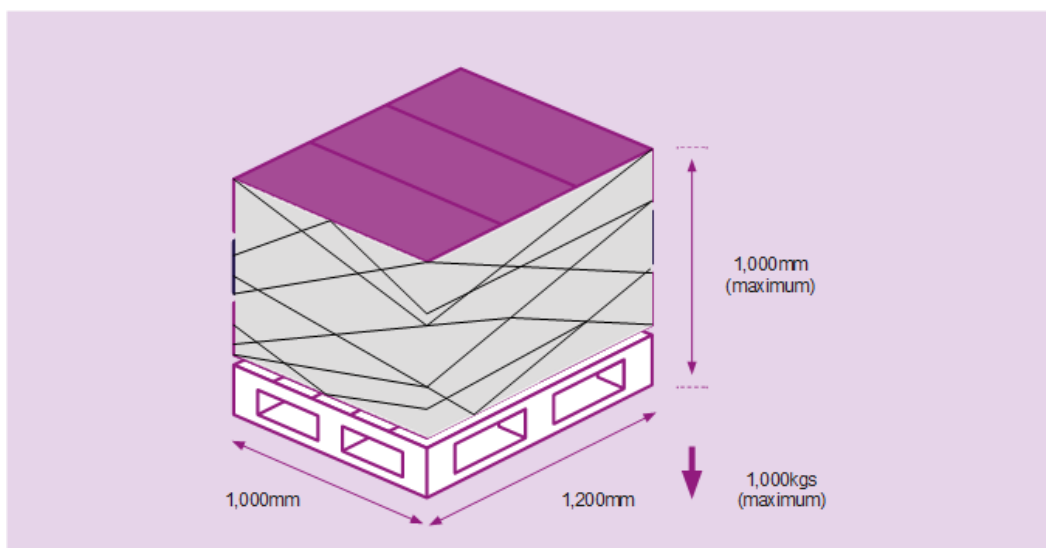


### UNSAFE – INCORRECT PRESENTATION

- Cartons must be placed on outer edge of the pallet.
- Cartons not secured to pallet

### PALLET HEIGHT AND WEIGHT

- Across the many sites, pallets are stored in high-bay APR racking and should not exceed the dimensions or weights shown below (for safety and operational reasons).
- Pallets made up of multiple cases/boxes must not exceed 1000mm height.
- Where a pallet contains a single item that exceeds a height of 1000mm this must be notified at the Booking a Delivery stage.



### PALLET NSN QUANTITIES

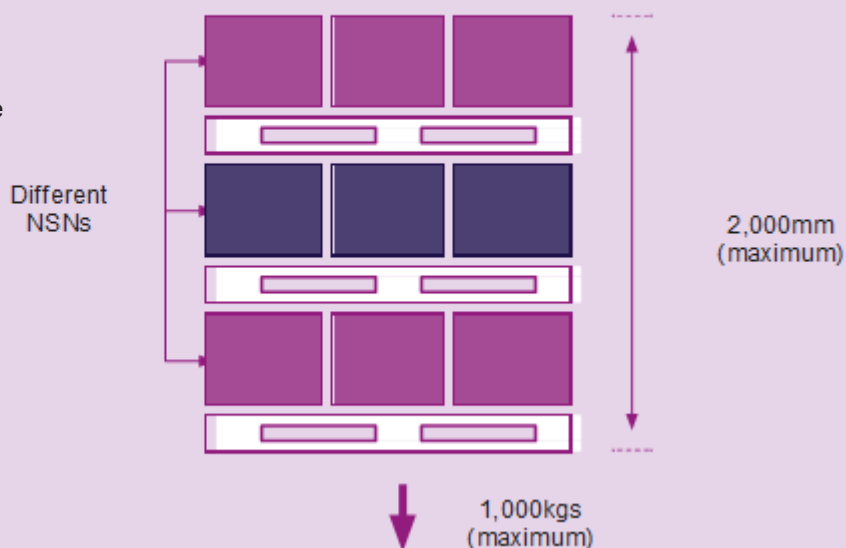
- Where possible suppliers should aim to deliver in full pallet quantities per NSN.
- All full pallets of a single NSN must be assembled in accordance with the agreed Ti-Hi for that product. By adhering to the agreed Ti-Hi configuration, full pallets will always fall within the maximum weight and height restrictions.



- If the quantity to be delivered is less than a full pallet, the pallet must still be assembled to the Ti-Hi configuration but with fewer layers. Where there is insufficient quantity for a complete layer, cartons must be placed around the outer edge and form a level top. This will enable pallets to be safely stacked during transport and enable the checking of pallet contents.
- Mixed NSN pallets are acceptable providing they meet the following:
  - The total number of cartons for any single NSN across all pallets delivered is less than one full pallet quantity
  - Cartons for each individual NSN are assembled together on one pallet – by layer, and a separator sheet is used between each layer to define the split between NSN. Where there are single cases of multiple NSNs it is acceptable to have them on the same layer providing a list of all NSN per pallet is displayed.
  - Carton labels for each NSN are outward facing, to allow easy identification
  - The overall pallet height does not exceed 1000mm for single pallet/2000mm for stacked pallet (including the pallet).
  - The total weight of the assembled pallet does not exceed 1000kgs
- Mixed NSN cartons are not permitted. Each shipping carton and any inner cartons must only contain 1 NSN.
- Mixed Lot / Batch cartons are not permitted. Each shipping carton and any inner cartons must only contain 1 Lot / Batch.
- To allow easy recognition during the Goods-In and receipting operation all pallets must be clearly labelled accordingly:
  - Full pallet – single NSN, full pallet quantity
  - Part pallet – single NSN, less than full pallet quantity
  - Mixed pallet – multiple NSN.

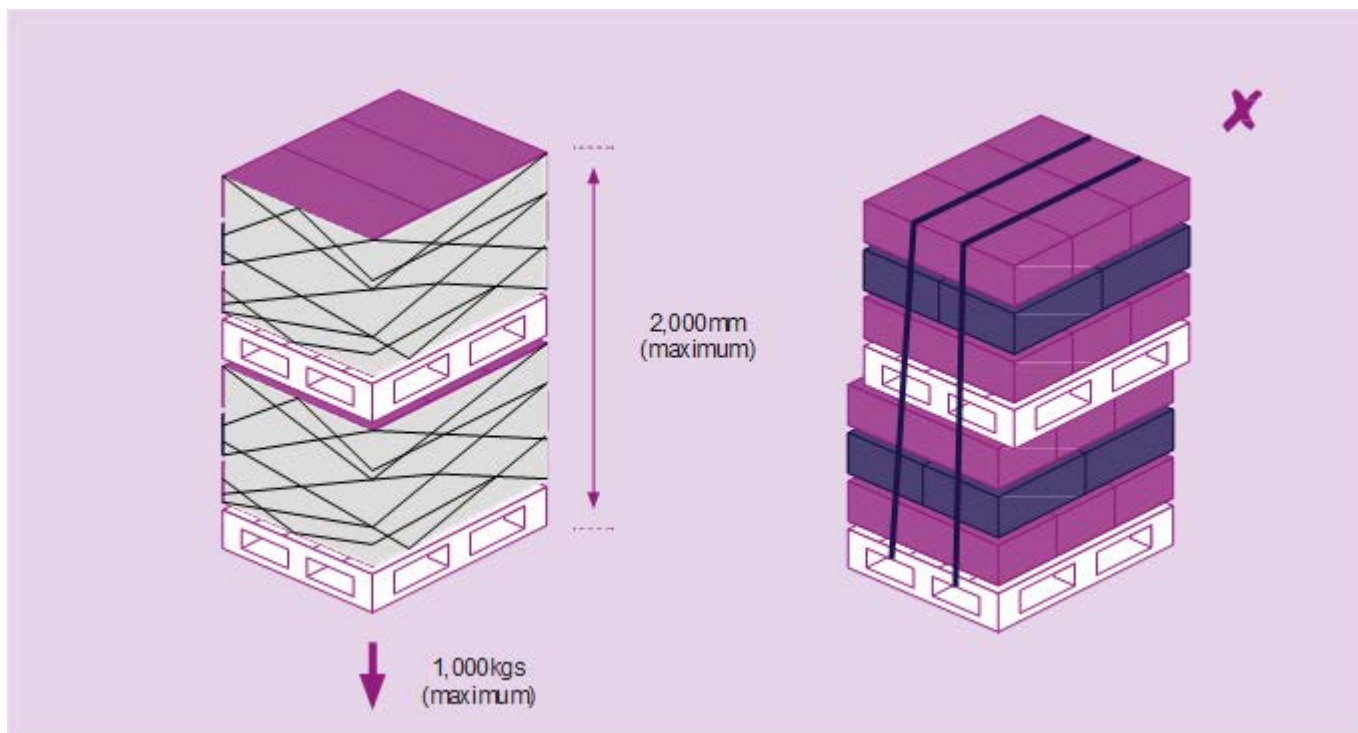
### PRESENTATION REQUIREMENT: STACKED PART PALLETS WITH 1 NSN PER PALLET

- 1 x NSN per pallet.
- Cartons have labels facing outwards
- Cartons built around outer edge of pallet to allow safe stacking
- Pallets are not stretch-wrapped together



### PALLET DOUBLE STACKING

- It is recognised that in order for suppliers to minimise transport costs there may be a requirement for pallets to be double stacked on the delivery vehicle. Doubled stacked pallets will only be accepted if:
  - The overall height of the double stacked pallets does not exceed 2000mm
  - The total overall weight of the double stacked pallets is less than 1000kgs (this is the maximum weight that a PPT can lift for unloading)
  - The pallets can be safely stacked for transport and will not move or cause crush damage to cartons on the lower pallet
  - The pallets must not be joined by stretch-wrap or shrink-wrap, so as to allow ready separation once unloaded
  - Each individual pallet must have its own unique ID, logistics label and barcodes (as specified later in this Manual).



## LABELS AND BARCODES

- Specific labels and barcodes are required to be attached to every package / pallet. Package Marking and Labelling requirements must be in accordance with the policy references shown at Annex G.

## SHIPPING CARTONS AND INNER CARTONS – CARTON TYPE AND QUALITY

- The quality and type of the carton must comply with contractual specifications (e.g. Commercial, Trade or Military Level Packaging (MLP) P, N or J) but as a minimum it must be fit for purpose to protect the goods during transit, handling and storage, and without being susceptible to crush or bulging when packed and palletised.
- Pre-used cartons are not permitted as either outer shipping cartons or inner cartons due to potential structural integrity and contamination issues and possible labelling errors.
- The term inner carton refers to any primary (and secondary) packing unit within a shipping carton.

## CARTON PRESENTATION

- All cartons are to be suitably sealed (tape/glue) to prevent the product breaching the packaging during movement and handling.
- Use of heavy staples is not permitted for health and safety reasons.

- All packages designed to be handled manually, must meet H&S handling requirements as defined within the policy references shown at Annex G. Appropriate warning labels are to be applied – H0949A, H0949B or H0950 (or commercial equivalent).
- Cartons must not contain dunnage or surplus packaging of any form.
- Empty shipping cartons must never be used as dunnage when assembling a pallet.
- Suppliers are to provide a viewable label without having to breach packaging to look for one.

## **CARTON MARKINGS**

- Cartons that contain products which may pose a potential H & S hazard to a warehouse operative must have the nature of the contents and / or hazard clearly written (in English) on the outside of the packaging. The packing and packaging quality must be suitable for the contents. Examples include glass products, liquids and razor wire.

## **CARTON WEIGHTS**

- The maximum weight of a single carton must not exceed 25kgs.
- All cartons weighing more than 3kgs must clearly show the gross weight.
- Any carton that weighs more than 15kgs must be marked with an appropriate warning to identify that the carton is heavy.

## **CARTON NSN QUANTITY**

- All cartons must contain only 1 NSN. Mixed NSN cartons are not permitted and will be refused by the site.
  - Shipping cartons must only contain 1 NSN
  - Inner cartons must only contain 1 NSN.

## **CARTON LOT / BATCH QUANTITY**

- All cartons must contain only 1 Lot / Batch. Mixed Lot / Batch cartons are not permitted and will be refused by the site.
  - Shipping cartons must only contain 1 Lot / Batch
  - Inner cartons must only contain 1 Lot / Batch.

## **IRREGULAR FREIGHT – DEFINITION**

**Irregular freight is classified as non-general freight and has at least one of the following characteristics:**

- Has a perimeter base in excess of 1000mm × 1200mm
- Is over 1000mm in height

- Weighs over 1000kgs
- Is housed in a wooden crate, STC or is a standalone item
- Is classified as a linear product.

### **Presentation of Irregular Freight**

- Goods are to be presented in the format as specified in the contractual terms.
- Any specific handling requirements must be notified when the booking is made.
- All goods must be packed so that they can be off-loaded from the delivery vehicle by either a PPT or FLT.
- Irregular freight will be refused if it requires manual off-loading by either the driver or a site team member.
- The item must be securely attached to a pallet or wooden skid, and the pallet / skid is to remain with the item once off-loaded.
- If the items require banding, the appropriate banding should be used (metal banding should only be used when absolutely necessary).
- The gross weight of the freight is to be clearly shown on the outer packaging.
- Items that are fragile or have an uneven weight distribution, 'Fork Entry Points' or 'Lifting Points' and Centre of Gravity, as appropriate, must be clearly marked. An irregular freight shipping unit must only contain a single NSN. Mixed NSN shipping units are not permitted, as irregular freight shipping units will not be broken down during the goods receipt process for H&S and handling restriction reasons.

### **ITEMS COVERED BY GOOD DISTRIBUTION PRACTICE (EU-GDP)**

- For deliveries taking place under MHRA rules, legislative compliance with GDP takes primacy over the Supplier Manual, thereafter all other Supplier Manual standards apply.

### **SPECIALIST GOODS**

Items falling into the following are categorised as Specialist Goods:

- Hazard Categories 1 to 9
  - Controlled Drugs
  - Section 5 of the Firearms Act
  - Protectively Marked Materiel
- 
- Legislative compliance with Specialist Goods takes primacy over the Supplier Manual, thereafter all other Supplier Manual standards apply. At the time of applying for the delivery slot the Booking Cell must be pre-advised of any Specialist Goods.

- The delivery driver must advise the office when handing in the delivery paperwork
- Any Dangerous Goods Note must be attached to the appropriate delivery paperwork

## 08 - THE PERFECT DELIVERY: LOGISTICS LABELS AND BARCODES

The Minimum requirements for barcoding are set out below and conform to the policy references at Annex G.

### LABELS AND BARCODES

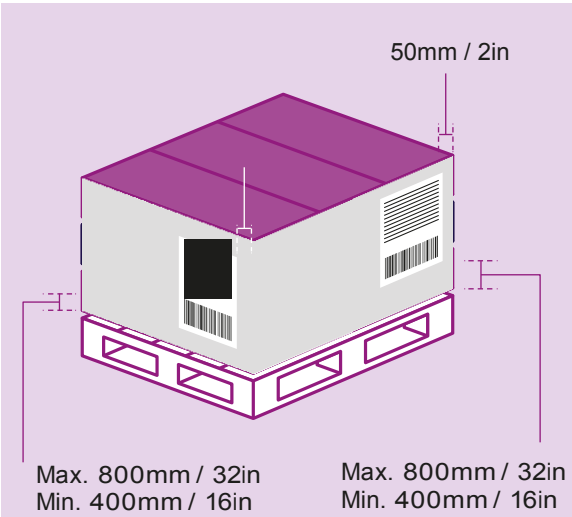
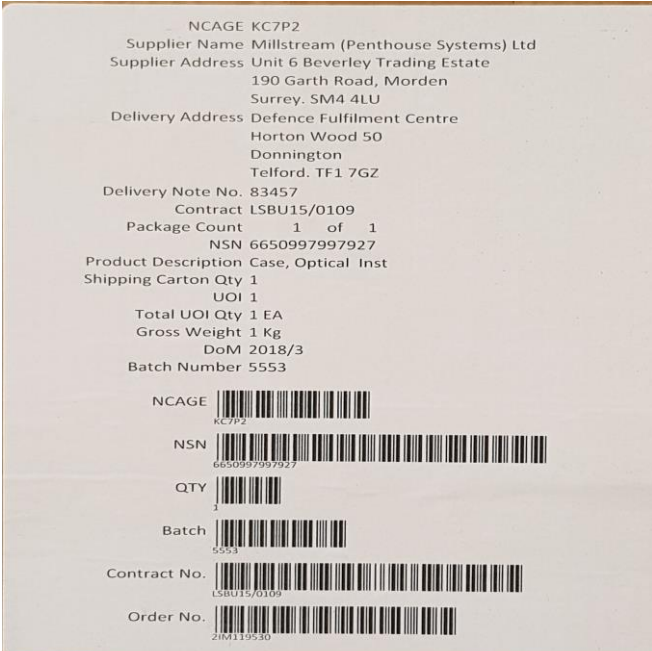
- It is a mandatory requirement for every packing level of goods (Shipping Unit – Shipping Carton – Inner Carton – Item) to have a logistics label and barcode attached as the sites will use barcode scanning technology.
- Logistics labels and barcodes contain all the necessary information for the site to accurately identify, receipt, process and distribute the received goods (examples of which are provided later in this section). The logistics labels and barcodes must not be confused with Carrier Labels / Barcodes.
- Appendix E lists the details of the logistics labelling and formats' e.g. Barcode formats for all the depot deliveries. Barcode types will vary depending on when the DT contracts were set and examples of both have been captured within this Chapter.
- All logistics labels and barcodes must be printed on white labels and not directly onto the packaging.
- The information contained in each Barcode must also be printed on the label in English.
- Any labels that are illegible or cannot be successfully scanned at the point of receipt may result in the pallet being refused.
- All logistics labels must be in English.
- The information shown on the logistics label (narrative and barcode format) must match exactly the contents of the pallet, carton or item, to which it is attached.
- Logistics labels or barcodes must not be manually corrected. Where an error has been identified, the label must be removed and replaced with a correctly printed label.
- All packing levels and items must meet the logistics labelling and barcode requirements or will be deemed a non-conformance.

### PALLET LABELS AND BARCODES

- Each individual pallet must have a logistics label and barcode securely applied:
  - Single NSN pallets
  - Mixed NSN pallets
  - Full pallets
  - Part pallets.
- Where pallets have been stacked into lifts for transport, each pallet must have an individual logistics label and be treated as a separate Shipping Unit.

- All labels must be clearly visible and readable, without the need to breach packaging, and the barcode readily scanned through any stretch-wrap.
- Pallet labels and barcodes must not be obscured by any supplementary labelling made by the Logistics Service Partner or Carrier.
- All barcodes must have human readable interpretation (alpha-numeric format).
- Pallets are to have a minimum of two logistics labels applied to adjacent sides (long and short side, or two corner labels), to ensure one label is always visible.
- The size of the logistics label must be a minimum of A5 (148mm × 210mm), as the label needs to contain trade item data.
- The logistics labels should be placed between 400 – 800mm from the base of the pallet, to allow easy scanning.
- The logistics label must display the following information:
  - Supplier name (and address)
  - NCAGE code
  - Delivery address
  - Delivery note number
  - Contract number/purchase order number
  - Pallet count and total in consignment (e.g. 1 of 6, 2 of 6.....6 of 6)
  - NSN (no hyphens)
  - Product description
  - Quantity of shipping cartons
  - Total UOI quantity
  - Gross weight (kgs)
  - Best Before End (BBE)/Expiry dates (if applicable)
  - Batch or serial number (as appropriate).
- The logistics label must contain barcode fields for the following information:
  - SSCC
  - NSN details (no hyphens)
  - Quantity/batch/contract number/serial number.



 <p>50mm / 2in</p> <p>Max. 800mm / 32in Min. 400mm / 16in</p> <p>Max. 800mm / 32in Min. 400mm / 16in</p>	
<b>PALLET LABELS AND BARCODES</b>	<b>PALLET LOGISTICS LABEL AND BARCODE: FORMAT AND DATA FIELDS</b>

## IRREGULAR FREIGHT LABELS AND BARCODES

- All irregular freight must have a logistics label and barcode attached to each individual shipping unit.


## SHIPPING CARTON LABELS AND BARCODES


- All shipping cartons, whether loose delivered or palletised must have individual logistics labels and barcodes attached. Only 1 label is required to be attached which must be on one of the vertical sides of the carton.
- The size of the label should be in relation to the shipping carton and the information required to be displayed. In order to facilitate clear visual reading and barcode scanning a minimum label size of A6 (105mm × 148mm) is required.
- Each label, as a minimum, must contain the following information:
  - Supplier name (and address)
  - NSN
  - Product description
  - Contract/purchase order number
  - UOI
  - Quantity


- Weight
- Size (if appropriate)
- Batch / serial number (as required)
- BBE/Expiry date (if appropriate)
- Calibration or Certificate of Compliance reference (if appropriate)
- Barcode format – NSN (no hyphens)
- Barcode format – UOI/UI/D of Q
- Barcode format – Quantity of items.
- The information shown on the logistics label and represented in the barcode must exactly match the contents of the shipping carton.


### EXAMPLE SHIPPING LABEL – OUTER


NCAGE KC7P2  
 Supplier Name Millstream (Penthouse Systems) Ltd  
 Supplier Address Unit 6 Beverley Trading Estate  
 190 Garth Road, Morden  
 Surrey, SM4 4LU  
 Delivery Address Defence Fulfilment Centre  
 Horton Wood 50  
 Donnington  
 Telford, TF1 7GZ  
 Delivery Note No. 83457  
 Contract LSBU15/0109  
 Package Count 1 of 1  
 NSN 6650997997927  
 Product Description Case, Optical inst  
 Shipping Carton Qty 1  
 UOI 1  
 Total UOI Qty 1 EA  
 Gross Weight 1 Kg  
 DoM 2018/3  
 Batch Number 5553


NCAGE 

NSN 

QTY 

Batch 

Contract No. 

Order No. 

NATO Stock No. 4840061470000 MARK PACK SIZE 3



Quantity: 6 	Contract No: NBC/00049 C8RN/00077	Part No. 7000227
D of Q: EA 	Date of Manufacture JUL/2018	Batch No. 730084
Expiry Date JUL/2038	Weight 5 Kg	<b>SIZE 3</b>
Consignor Sant Health & Safety Ltd, Pinde Road, West Pinbe, Barnstaple, Linn WNE 8TA		Consignee Trade Receipt Sldg 08, 2800 Donnington Telford, Shropshire, TF2 8JT
Sant Health & Safety Ltd		Made in the UK

### EXAMPLE SHIPPING LABEL – MIXED PALLET

Supacat Limited  
 The Airfield  
 Durdreswell  
 Devon  
 EX14 4LF

Contract Number  
 LSBU15/0074\_2M113114

Product Description  
 MUC 545L2 Rev

NSN Number  


Quantity  


D of Q  


Total Weight  
 1.3 KG

Package Type  
 PACKAGE

Supacat Limited  
 The Airfield  
 Durdreswell  
 Devon  
 EX14 4LF

Contract Number  
 LSBU15/0074\_2M113824

Product Description  
 W14 BOLT - SP5046

NSN Number  


Quantity  


D of Q  


Total Weight  
 2.3KG

Package Type  
 JPPV

Supacat Limited  
 The Airfield  
 Durdreswell  
 Devon  
 EX14 4LF

Contract Number  
 LSBU15/0074\_2M113114

Product Description  
 MUC 545L2 Rev

NSN Number  


Quantity  


D of Q  


Total Weight  
 1.3 KG

Package Type  
 PACKAGE

Supacat Limited  
 The Airfield  
 Durdreswell  
 Devon  
 EX14 4LF

Contract Number  
 LSBU15/0074\_2M113824

Product Description  
 W14 BOLT - SP5046

NSN Number  


Quantity  


D of Q  


Total Weight  
 2.3KG

Package Type  
 JPPV

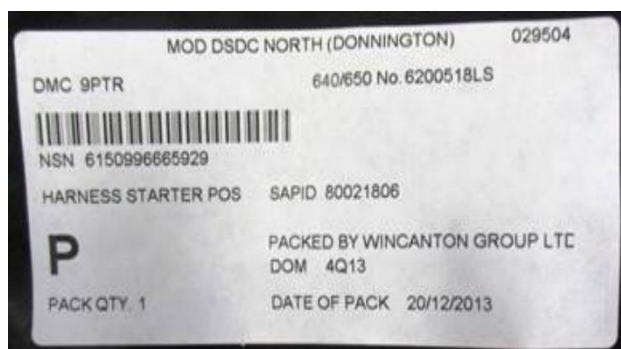
## INNER CARTON LABELS AND BARCODES

- All inner cartons must have a logistics label and barcode attached. Only 1 label is required which must be readily visible on the packaging.
- The size of the label should be in relation to the inner carton and the information required to be displayed. In order to facilitate clear visual reading and barcode scanning a minimum label size of A7 (105mm × 74mm) is required.
- Each label, as a minimum, must contain the following information:
  - NSN (no hyphens)
  - Product description
  - Contract number
  - UOI
  - Quantity
  - Weight
  - Size (if appropriate)
  - Batch / serial number (as required)
  - BBE / Shelf Life /Date of Expiry date (if appropriate)
  - Calibration or Certificate of Compliance reference (if appropriate)
  - Barcode format – NSN (no hyphens)
  - Barcode format – UOI/UI/D of Q
  - Barcode format – Quantity of items
  - Barcode Format – Serial Number and / or Batch Number (if required)
- The information shown on the logistics label and represented in the barcode must exactly match the contents of the shipping carton.

## ITEM LABELS AND BARCODES

- Each item (UOI) must have a label attached which incorporates the necessary barcodes, and as a minimum must contain the following information:
  - NSN (no hyphens)
  - Product description
  - Contract number
  - UOI
  - Quantity (if appropriate)
  - Size (if appropriate)
  - Batch / serial number (as required)
  - Manufacturer's information

- BBE date (if appropriate)
- Expiry date
- Calibration or Certificate of Compliance reference (if appropriate)
- Barcode format – NSN (no hyphens)
- Barcode format – UOI/UI/D of Q
- Barcode Format – Serial Number
- Barcode Format – Qty.
- The label is to be securely fixed to the item or item primary packaging (where the packaging remains with the item). Ideally adhesive labels are to be used. Where this is not possible due to the physical attributes of the goods, the label can be attached using swing tags.
- For items where there is insufficient surface area to attach a single label that contains all the information, the information can be logically split across multiple labels.
- Some very small items, such as nuts, bolts and washers are exempt from being labelled individually. However, all the relevant labelling details must be shown on the primary pack level.
- Barcode structure format and content as above.



1D Barcode (Code 39)



2D Barcode (PDF417)



## 09 - THE PERFECT DELIVERY: NON-CONFORMANCE

### DELIVERY ERRORS

- A delivery error can relate to a complete or partial consignment and is classified as:
  - Incorrect quantity of stock (either shortage or excess)
  - Mismatch between physical goods and the delivery paperwork.
- Where the error is identified during the unloading process the delivery paperwork will be endorsed accordingly and the Goods-In team have the discretion to:
  - **Accept** – All compliant goods but where the delivered quantity is less than the quantity advised on the delivery paperwork
  - **Refuse** – Any goods that do not correspond to the delivery paperwork (excess quantity and incorrect NSN).
- Where a delivery error is identified at the time of unloading, the delivery driver is to remain on site whilst the issue is investigated, and the appropriate corrective action is taken.
- Any refused goods, at the time of delivery, must be removed from the site by the delivery vehicle.
- In some instances, a delivery error may only be identified after unloading. In such cases that supplier will be advised of the error within 5 business days of taking delivery.
- Where an excess quantity of stock or an incorrect NSN has been delivered, the NCRT process will be initiated and the DT informed to advise resolution.

### REFUSAL OF NON- CONFORMING DELIVERIES

- A whole or partial consignment may be deemed as non-compliant because of:
  - Incorrect or missing delivery paperwork
  - Incorrect or missing labels and / or barcodes
  - Incorrect BBE dates or batch codes
  - Failed temperature check
  - Presentation of the goods or vehicle fails to comply with the requirements in this chapter
  - Incorrect pre-advised vehicle or driver security information
  - Delivery driver is unable to present a valid photo-ID
  - Failure to comply with site rules or site H&S guidelines, damaged products, ~~or~~ unsafe load or where a safety risk exists.
- Where goods are identified as non-conforming on delivery either before or after unloading the site has the right to refuse either all or part of the consignment, the following applies:
  - The supplier will be advised of the issue by its related DT (Lead IM or SCM), who is in contact with depot

- The site may decide to accept or refuse, depending upon nature of non-conformance. The delivery driver must stay on-site until agreement is reached
- All refused goods must be taken off-site by the delivery driver
- The site will not hold any rejected stock for the suppliers' or the carriers' convenience.
- Non-conforming stock identified after unloading:
  - Will be isolated from the rest of the delivery and the DT will be informed
  - The supplier will be advised of the issue by its related DT (Lead IM or SCM) within 5 business days and any decision to accept or refuse a consignment and may be given the opportunity to rectify the issue on site.
  - Arrangements for access to site for rectification can be made by the NCR Cell with a minimum of 48 hours required.
  - Where the decision is to accept, the DT may incur costs associated with any re-work that needs to be undertaken in order to correct the non-compliance
  - Where the decision is to reject, the supplier will be advised accordingly, and a Collection Note raised for the goods to be uplifted. That supplier must collect the non-conforming stock within 10 working days.

## DAMAGED PRODUCT

- If any visual sign of damage to the goods is identified at the time of unloading, the delivery paperwork will be endorsed accordingly.
- The Goods-In team will decide, depending upon the nature and magnitude of the visible damage, to either:
  - Refuse the whole delivery
  - Refuse only the damaged goods
  - Accept the damaged goods.
- Refused goods will be re-loaded on to the delivery vehicle and must be taken away from site.
- Damaged goods that are accepted will be isolated from the rest of the delivery for future inspection as no detailed inspection of goods / packaging is undertaken at the time of unloading.
- If the damage is corrected by the site through re-work, that supplier may incur any associated costs.
- Where the decision is to reject the goods, a collection note will be raised, and that supplier must collect the goods within 10 working days.



## PRODUCT COLLECTIONS

- Respective suppliers will be advised of any goods that require collection.
- A collection note will be raised and forwarded to that supplier, detailing the goods and quantity for collection. The collection note has a unique reference number which must be used in all communications with the depot .
- All goods must be collected from the depot within 10 working days.
- The collection must be made on a vehicle with a specification that can be accepted by the site.
- Failure to collect the goods within this timeframe may result in the product being sent for secure destruction and the supplier could be liable for any charges.
- Each supplier must arrange collection through the route used to make the booking.
- A unique booking reference number and time slot will be issued which needs to be quoted on the Collection Paperwork, and by the driver when arriving at the site to collect the goods.
- The DFC or other Team Leidos building will prepare the goods for collection in advance of the vehicle arriving.
- The driver must present the collection note to the goods in department. No goods can be released without the correct paperwork.
- Both the Team Leidos team member and the collection driver are requested to sign the collection paperwork to confirm the transfer of possession of the goods.

## REPEATED NON-CONFORMING DELIVERIES

Suppliers who repeatedly deliver non-conforming stock will be identified to the relevant DT and highlighted. Where there is no resolution from DT engagement to resolve the outstanding non-conforming receipts, suppliers and DTs may be prevented from booking subsequent deliveries to depot until they can demonstrate that full compliance with the LCST Supplier Manual will be achieved.



## 10 - THE PERFECT DELIVERY: SITE RULES

**The following site rules must be adhered to at all times. They apply to all carriers making deliveries to any of the LCST depots.**

- Report to the gatehouse upon arrival and departure.
- Drivers must make themselves aware of site safety procedures (driver briefing card issued by the gatehouse upon arrival).
- All drivers must wear the following PPE when outside their vehicle:
  - Hi-Viz vest or jacket and safety footwear at all times
  - Protective gloves when attending to their vehicle and load
  - Safety shoes if drivers are required to offload product away from the dock levellers.
- No unauthorised passengers, pets or animals in the cab.
- No smoking on the site.
- No photography on site (in-cab video recording devices must be switched off).
- No use of mobile phones anywhere on site (a phone is available in the Goods-In department).
- Drivers must follow instructions from site team members.
- Vehicle keys must be removed from vehicles and handed into the office during unloading in a bay.
- Drivers will be instructed to either stay in their cab or wait in the office during unloading.
- Drivers, visitors or contractors must not be in close vicinity of any working MHE.
- Drivers are not permitted to climb onto the deck of their vehicle from floor level without the permission of a site team member, and this can only be done through the use of safety steps.
- Only authorised site staff are permitted to use MHE.
- Vehicles must adhere to any marked one-way system on site.
- Overnight parking or the taking of breaks whilst on site is prohibited.
- All drivers must show respect and be polite to members of the site team, other drivers, contractors and visitors.
- The site has the right to search individuals and vehicles upon entry and departure from the site.
- All pedestrians must adhere to the marked walk ways at all times.
- All drivers must have a basic command and understanding of English.
- All verbal communication on site is conducted in English.

## **11 - THE PERFECT DELIVERY: HEALTH AND SAFETY**

**The Safety and Welfare of everyone whilst on site is of primary concern. It is both DE&S and Team Leidos policy to provide safe and healthy conditions for employees, contractors and visitors alike.**

**The following H&S instructions and guides are non-negotiable and must be adhered to by everyone whilst working on or visiting the site. Failure to comply will be deemed a serious infringement of policy and, depending upon the nature of the incident, it may result in the individual(s) being removed from the site, together with being banned from the site in the future.**

**All H&S incidents will be investigated and the appropriate follow up action taken by the relevant authorities.**

### **DRIVER H&S**

- Drivers must make themselves aware of the site rules and H&S policy. The gatehouse will brief all drivers before entry and they will also be issued with a briefing card.
- It is mandatory for drivers to wear Hi-Viz vest or jacket when not in their vehicle. The wearing of protective gloves is mandatory when attending to vehicles and loads. Safety shoes must be worn if drivers are required to offload product away from the dock levellers.
- Drivers are to take directions from site staff.
- On-site speed limits must be adhered to at all times.
- When traversing the yard, drivers must keep to the yellow marked pedestrian walkways.
- Drivers are to strictly adhere to the one-way traffic system where applicable.
- Give way to reversing vehicles at all times. When manoeuvring, all vehicles must engage their flashing hazard warning indicators.

### **CCTV**

- In order to provide security, CCTV is in use and monitored both within the site buildings and across the depots.
- If required CCTV footage will be used to assist in accident, incident and near miss investigation.

### **FIRST AID**

- Trained first aid personnel are identified by their Hi-Viz vest.
- Contact any member of the site team or site security.

## **INCIDENTS AND NEAR MISS REPORTING**

- All accidents, incidents and near misses must be reported as soon as possible to a senior member of the site team.
- The site team will document the incident and, where required, inform HSE and conduct an investigation.

## **FIRE ALARMS**

- In the event of a fire alarm, drivers are required to move promptly and safely to the nominated muster point.

## 12 - THE PERFECT DELIVERY: FUTURE CAPABILITY

The following future capabilities are being developed and detailed instructions will be published ahead of introduction and incorporated into a subsequent version of the LCST Supplier Manual. The following is provided for information only as an overview of what is to come.

### ADVANCED SHIPPING NOTICE

- As part of Team Leidos' commitment to continuous improvement, they are developing a solution so that in future delivery bookings will be able to be made by logging onto an on-line portal (with the exception of High Priority deliveries).
- To use the booking system, users will first need to have been registered and to have been issued a unique user ID.
- Registration will be via a web portal which will include a section covering instructions for 'New Supplier'.
- The user will be able to navigate a booking calendar to find the required day and time for delivery.
- Amendments, cancellations and collection arrangements will also be able to be made via the portal.
- Once the new system is in place, Advanced Shipping Notices (ASNs) will be required. See future requirements below.
- Look out for further information in coming months.

### FUTURE REQUIREMENTS

An ASN is an electronic version of a packing note which will inform the depot that the goods have been packed together with the details and quantity of the goods, how they are packed plus the estimated arrival date. This will enable the depot to prepare for the delivery and in doing so will greatly increase the efficiency of the stock receipt and put-away process within the warehouses.

- ASNs will be required for all deliveries from both UK and International suppliers.
- Suppliers will need to create and transmit one ASN per delivery. The ASN will need to contain all the relevant information for the goods that make up the consignment being delivered.
- The ASN will need to be received by the site not less than 12 hrs in advance of the goods and vehicle arrival.

Once this system is in place, failure to send an ASN, or comply with the format / data content set out below may result in receipting delays or goods being refused as the depot will be unable to process receipt of the goods in future.

The ASN for deliveries will need to include as a minimum:

- Unique delivery reference

- MOD order number
- MOD Dues In number
- NSN
- Quantity per NSN
- Delivery date
- Supplier number
- Deliver to building
- Serial number details split by NSN per pallet per case
- Batch numbers split by NSN per pallet per case
- BBE details split by NSN per pallet per case
- Pallet number
- Cases per pallet
- Quantity per case
- Condition code per pallet per case
- Priority dues out
- Details of any special instructions (e.g. temperature requirements, hazards, pharma details etc.)

The ASN references will be required prior to the supplier booking the delivery, but the additional data will be able to be sent later. All details will need to be provided a minimum of 12 hrs before planned and booked delivery.

- Only those goods that are associated with the booking reference will be accepted by the Goods-In team. No other goods will be off-loaded or accepted. They will need to be re-presented at their scheduled delivery time.
- It will be the responsibility of each supplier to ensure an ASN is raised and sent for their respective goods, and the ASN will need to include the booking reference issued to the carrier.

## **DELIVERY COMPLIANCE SCORECARD**

- In order to provide Team Leidos' customers with a continuous high level of service, it is essential that the depot operates efficiently. In order to achieve this, all Defence Suppliers are relied upon to consistently serve the sites in accordance with the guidelines detailed in this Manual.
- Every delivery is monitored by Team Leidos and any non-conformance is captured and recorded on respective Delivery Compliance Scorecards. Where goods have been ordered by PT/DTs, non-conformance will be reported to the ordering PT/DT. The elements that make up the Delivery Compliance Scorecard are:
  - Delivery booking request
  - Pre-advised security details

- Punctuality against delivery time window
- Vehicle presentation
- Load presentation
- Presentation of goods
- Correct delivery paperwork
- Correct hazard data sheets
- Correct test certificates (calibration and Certificates of Compliance)
- Label errors (across all packing levels)
- Barcode errors (across all packing levels)
- Packing errors (mixed NSN / Lot / Batch per case)
- Palletisation – pallet build quality
- Palletisation – mixed NSN per pallet (unauthorised)
- Pallet type
- Packaging damage
- Product damage
- Incorrect NSN (including non-codified items)
- Incorrect description
- Incorrect UOI
- Incorrect PPQ
- Incorrect packaging level
- Incorrect quantity (shortage or surplus)
- Incorrect part no / batch number
- Incorrect serial number
- Incorrect MATCON
- Incorrect shelf life / BBE.

The Delivery Compliance Scorecard will be shared with the subject supplier and will be reviewed with each supplier on a regular basis through related PT/DTs (Lead IM or SCM).

## 13 - PERFECT DELIVERY FOR ONWARD TRANSMISSION VIA THE PURPLE GATE

### Purple Gate Deliveries

Purple Gate is the single point of entry to the MOD Joint Support Chain for equipment requiring immediate forwarding to Operational Theatres worldwide. Purple Gate regulates the materiel flow into the Support Chain from Delivery Teams through contractor logistic support arrangements or directly from industry.

Deliveries to the Purple Gate, where the consignment standards fall outside of the Supplier Manual must be pre-notified to the relevant depot booking cell in advance of the delivery taking place.

The purple gate point of entry for all freight destined for an operational theatre is as follows unless directed otherwise:

- Priorities 01/02 Purple Gate is located at Bicester.
- Priorities 03/04 Purple Gate is located at Defence Fulfilment Centre Donnington.
- Medical Priorities 01/02 and 03/04 Purple Gate is located at the Defence Fulfilment Centre.

For urgent critical items (Priority 01/02) it should be assumed that these items will be transported by air and therefore the consignment must be prepared in accordance with the IATA Standards

For non-urgent non-critical items (Priority 03/04) it should be assumed that these items will be moved by surface movement. Therefore, goods that require special handling should be packed to withstand a trip by road and sea; documentation in this case should meet the IMDG standards.

Deliveries for Operational Theatres via the Purple Gate are, as far as reasonably practicable, to comply with the principals of this manual. Deliveries must adhere to the booking in process as per normal deliveries and contact the booking desk at the respective depot. DTs are to co-ordinate the consignment delivery details with the Supplier and the details are to be submitted to Depot using Appendix 1 to this Section.

All deliveries to Purple Gate require the following information on all paperwork and packages.

- 13-digit NATO Stock number (NSN) (If applicable).
- Type of item (Description).
- Requirement Change Form (RCF) Number (if applicable) as advised by Project Team.
- Number of packages / pallets.
- Priority of the packages being delivered.
- Ultimate consignee address for packages going overseas. This would also include the Unit Identification Number (UIN).
- Whether the consignment contains Dangerous Goods.
- Supplier / haulier details.
- Contact telephone number and name.
- Preferable date and time for delivery.
- Any special type of mechanical handling aids that may be required.
- Any specialist information e.g. Urgent Operational Requirement / Valuable & Attractive.
- A safety data sheet is required for hazardous items.

In addition to the above, if the intention is to move items that fall under ITAR Regulations, the appropriate licensing information also needs to be supplied.

### **Onward Transmission Deliveries**

Onward Transmission is the process for the movement of consignments of Priorities 05/09 & 13/16 to Non-Operational theatres and movements within the UK.

The Onward Transmission delivery point for general freight is Bicester or Donnington depending on proximity of the supplier.

The Onward Transmission delivery point for Medical consignments is at the Defence Fulfilment Centre

For all items for distribution within the UK it should be assumed that these items will be by surface movement. Therefore, goods that require special handling should be packed to withstand a trip by road; packaging and documentation in this case should meet the ADR standards.

For all items for distribution outside of the UK it should be assumed that these items will be by surface movement. Therefore, goods that require special handling should be packed to withstand a trip by road and sea; packaging and documentation in this case should meet the IMDG standards.

Deliveries via Onward Transmission are to comply with the principals of this manual. Deliveries must adhere to the booking in process as per normal deliveries and contact the booking desk at the respective depot. DTs are to co-ordinate the consignment delivery details with the Supplier and the details are to be submitted to Depot using form PURPLE GATE/ONWARD TRANSMISSION CONSIGNMENT TRACKING INFORMATION SHEET at Appendix 01.

In addition to the above information on all paperwork and packages, if the intention is to move items that fall under ITAR Regulations through Onward Transmission, the appropriate licensing information also needs to be supplied. For those consignments going to the USA a copy of UKDPO F22 (Commercial Invoice) will also be required.



## **Onward Transmission and Purple Gate POCs**

At the time of booking the supplier is to make it clear the delivery is for Onward Transmission or Purple Gate as different processes apply if the consignment is being delivered to be POC as stock.

### **POC Donnington:**

Bookings Office: 01952 953110 & 01952 953114  
email address: [goodsin.dfc@kuehne-nagel.com](mailto:goodsin.dfc@kuehne-nagel.com)

### **POC Bicester:**

Bookings Office: 01869 256064  
email: [LEIDOS-KNGD-GOODSINWARD-BIC@TEAMLEIDOS.MOD.UK](mailto:LEIDOS-KNGD-GOODSINWARD-BIC@TEAMLEIDOS.MOD.UK)

## Appendix 1 to Section 13 - PURPLE GATE/ONWARD TRANSMISSION CONSIGNMENT TRACKING INFORMATION SHEET

1. <b>FROM:</b> (Name & Full Address of Consignor)	2. <b>DESPATCH VIA:</b> (If applicable)	3. <b>TO:</b> (Full Name & Address of Consignee including Post Code)
<b>Contact Phone No:</b>		
4. <b>Consignors UIN / Contractor Code:</b>	5. <b>Package Dimensions:</b>	6. <b>Consignee's UIN:</b>
7. <b>Issue Voucher No &amp; Date</b>	8. <b>Package Weight (KGs):</b>	9. <b>Priority &amp; Required Delivery Date:</b>
10. <b>Consignor's Unique Ref No (F 640/ F 650, CP &amp; F P/O reference etc):</b>	11. <b>Logistic Services Booking Ref:</b>	12. <b>Task No &amp; Date:</b>
13. <b>Hazardous Information (UN Haz Class)</b>  Note – Consignment must be supported with completed Dangerous Goods paperwork with relevant COSHH or Safety Data Sheet)	14. <b>VITAL Pkg / AWB Ref</b> (MoD use only)	15. <b>Special Instructions</b>

[illegible]

## ANNEX A: GLOSSARY OF TERMS

Terminology	
ASN	Advanced Shipping Notice. Electronic pre-delivery manifest that details pre- defined information relating to an incoming load. The structure, format and content of the information must be as defined for the receiving IT platform to receive.
AMM	Authority Managed Materiel. NSNs that are owned and managed by the MOD Delivery Teams.
Backhaul	Arrangement where Team Leidos transport collects deliveries from the supplier.
BBE	Best Before End Date – referring to the life of an item. In this document the following additions can be used – Shelf Life, Use By, Cure Date, Date of Manufacture, Date of Expiry.
Carrier	Transport company, Third Party Logistics Provider or Transport division of the supplier.
Commodity NSNs'	NSNs' that are owned and managed by Team Leidos under the LCS(T) contract.
Delivery Compliance Scorecard	The reporting that will be developed to describe a supplier's delivery performance, based on data captured through JDA and available to DTs post transition
Delivery Team (DT)	The DE&S organisation responsible for through life management of a specific inventory item (also referred to in this document as Contracting Authority)
DEFCON	MOD Defence Condition – In this manual all references relate to the DEFCONs at Annex G.

Def Stan	MOD Defence Standards – In this Manual all references relate to Def Stan 81-41 (Parts 1 to 6).
DLF	Defence Logistics Framework
Depot	The Defence Fulfilment Centre; a purpose built warehouse and fulfilment centre, located at Hortonwood 50, comprising two warehouses – FC1 and FC2.
D of Q / UOI / UI	Denomination of Quantity, Unit Of Issue (UOI/UI) Currently all reference to a Unit Of Order and exist across all MOD documentation – DEFCON/ Def Stan and the DLF. All acronyms are current but have the same meaning. For the majority of items, accounting is by individual pieces, and the D of Q / UI/UOI is “EA”. Where multiple accounting is desirable for certain items a D of Q of 50, 100, Box (BX) or Bottle (BT) may be used.
Donnington site (MOD Donnington)	Existing warehousing complex at Donnington which consists of warehouses B1, B2, B3, B4, B5, B55, B56.
Exceptions Process	Where the DT or Supplier deviates from the processes in this manual in accordance with an agreed procedure managed by Team Leidos.
FC1	Main warehouse at the DFC.
FC2	Annex warehouse at the DFC.

FLT	Fork Lift Truck.
MOD	Ministry of Defence.
NSN	NATO Stock Number – unique code for each unit of supply (item), comprising 13 numeric digits.
PERFECT DELIVERY	A delivery made following the processes and guidelines described in this Manual that allows materiel to move through the Team Leidos network as smoothly as possible, giving the best service to the Front Line Commands and an efficient supplier payment process.
PPQ	Primary Packaging Quantities. The minimum number of multiples of the Unit of Issue by which an Item of Supply is moved within the Supply Chain.
PPT	Pedestrian Pallet Truck.
Purchase Order (PO)	The designated CP&F number or unique purchase order reference provided by the DT.
Surge	An uplift in activity to a level higher than usual operating activity, prompted by, for example, MOD exercises.
STC	Special to Contents container (type of container utilised)
Ti-Hi	Pallet build specification. Ti = number of cartons per layer. Hi = number of layers high.
Tilt Trailer	Curtain-side vehicle that consists of an inner frame or wooden slats which need to be removed in order to gain side access to the load.

## **ANNEX B: DELIVERY ADDRESSES**

### **DEFENCE FULFILMENT CENTRE (DFC), DONNINGTON**

Defence Fulfilment Centre, Hortonwood 50, Donnington, Telford, TF1 7AE

(Please note, postcode for SatNav purposes is: TF1 7GZ)

### **MOD DONNINGTON**

West Gate, MOD Donnington, Telford, TF2 8JT

(Please note, for DFC / MOD Donnington deliveries only:

- The access road to the DFC site, Hortonwood Road, is not a suitable parking location.
- Suppliers are requested to advise their carriers that there is no short term or overnight parking in the immediate vicinity of the DFC or MOD Donnington sites.)

### **MOD BICESTER**

C Site, MOD Bicester, Lower Arncott, Bicester OX25 2LP

### **OTHER SITES**

#### **KINNEGAR**

Building 66, Kinnegar Station, Holywood, County Down, BT18 9JT

Tel: 02890 394685

#### **LONGMOOR**

Central Stores Apple Pie Depot, Longmoor, Liss, Hampshire, GU33 6EF

Tel: 01420 534016

#### **RIPON**

Building 63, Engineer Park, Laver Barracks, Clothholme Road, Ripon, North Yorkshire, HG4 2RH

Tel: 01765 632357

#### **STIRLING**

Building 135, MOD Forthside, Stirling, FK7 7RR

Tel: 0131 3108382

## **ANNEX C: CONTACT LIST**

### **General Enquiries about LCS(T)**

Customer Service Desk: 01869 256052

Email: [CustomerServiceDesk@TeamLeidos.mod.uk](mailto:CustomerServiceDesk@TeamLeidos.mod.uk)

### **Donnington Delivery Booking Cell (all warehouses)**

Tel: 01952 943110 or 01952 953114 (Monday – Friday 06.00 hrs to 22.00 hrs)

Out of Hours (for Priority 01s & 05s (Immediate)) Tel: 01952 953118

### **Bicester Delivery Booking Cell (all warehouses)**

Bookings Office: 01869 256064

Booking Office operating hours:

- Monday to Thursday 0800hrs to 1630hrs
- Friday 0800hrs to 1300hrs

Email: [LEIDOS-KNGD-GOODSINWARD-BIC@TEAMLEIDOS.MOD.UK](mailto:LEIDOS-KNGD-GOODSINWARD-BIC@TEAMLEIDOS.MOD.UK)

### **NCRT Point of Contact**

Email: [LEIDOS-KN-OPSID-MUTradeNCR@mod.gov.uk](mailto:LEIDOS-KN-OPSID-MUTradeNCR@mod.gov.uk)

## ANNEX D: DFC SPECIFIC INSTRUCTIONS

### PERMITTED TYPES OF VEHICLES (DFC ONLY)

- The DFC site operates a mix of dock leveller doors (rear unloading) and floor level bays (side unloading). In addition, there is a floor level parcel door suitable for non-LGV 'transit' style vans.
- For operational and safety reasons there are a limited number of vehicle types that cannot be accommodated by the DFC site. These are listed overleaf.
- If suppliers are in any doubt whether their vehicle type will be accepted by the DFC please seek clarification from the site using the route used for making the booking.

Permitted*	Not Permitted*
Curtain-side Rigid Vehicles and Trailers	Double Deck Box Trailers
Box Rigid Vehicles and Trailers	Tilt Trailers (unless being rear-off loaded)
Double-deck Curtain-side Trailers	Box Vehicles with Cantilever tail-lift
Drawbars for either side unloading or where the whole load can be accessed from the back of the rear body.	Drawbar vehicles that require separation in order for the front body to be unloaded
Non-LGV vehicles with a deck height of less than 1,200mm that are to be manually off-loaded (loose parcels < 15kgs)	Vehicles with a deck height of less than 1,200mm, that requires MHE to off-load from the rear.
Flat Bed vehicles – for side offloading only	

\*Please note this refers to the DFC site only.



## ANNEX E: BARCODE SPECIFICATIONS

The Package Barcode requirements are defined within:

- Def Stan 81-41 Part 6 Issues 9 and 10 (dependant on contract let date)
  - Issue 9 stipulates 1D (Code 39) barcode standards (pre-February 2018)
  - Issue 10 stipulates 2D (PDF 417 barcode standards(post February 2018)
- DEFCON 129

## ANNEX F: PALLET SPECIFICATION

### STANDARD WINGLESS 1 TONNE PALLET

- Must meet BS ISO 18334 standards
- NSN – 3990-99-551-4301 is the preferred pallet.

Reference Documentation: NATO STANAG 2828

### THE PALLET IS SUITABLE FOR:

1. Non-explosive loads delivered to Team Leidos-managed warehouses, loaded up to a maximum of 1000 kg. In unit load configuration pallets can be stacked up to 4 high.
2. Handling from all 4 sides by fork lift and pallet trucks.

### GENERAL DATA:

**Dimensions:** 1200mm Wide × 1000mm Deep

**Capacity:** 1000kg

**Unladen Weight:** 20kg



## **ANNEX G: REFERENCES**

### **MOD Defence Conditions (DEFCON)**

DEFCON 5J<sup>1</sup> - Unique Order Identifiers

DEFCON 129 – Packaging (for articles other than munitions)

DEFCON 129J - Use of Electronic Business Delivery Form

DEFCON 691- Timber and Wood Derived Products

### **Defence Standards (DStan)**

DStan 81-41 – Packaging of Defence Materiel Parts 1 to 6

### **NATO Standardization Agreement (NATO STANAG)**

NATO STANAG 2828 - Military Pallets, Packages & Containers

NATO STANAG 4329 – Bar Code Symbolology's

### **British Standards Institution**

BS ISO 18334 – Pallets for materials handling

### **International Phytosanitary Measure**

ISPM 15 - International Standards for Phytosanitary Measures No 15

Defence Logistics Framework (DLF)

ACOD-P - NATO Manual of Codification

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<sup>1</sup> The term Unique Order Identifier (UOI) is cited in DEFCON 5J as being for non-inventory purchase orders and is therefore not relevant to deliveries made under this Manual. For the purposes of the Manual, the URRI, EBC or EUPi should therefore be used as the order identifier as appropriate. Whichever is used, the identifier on the Delivery Paperwork must match the reference number used by the DT in creating the demand on the Authority's systems.