

# The Perfect Delivery

## *Booking a Delivery*

- Book in your delivery 24hrs in advance.
- Book with the DFC or other Team Leidos building via a phone call. In the future the booking request will be made via web-portal.
- The DFC is open to accept deliveries between 06:00hrs – 20:00hrs Monday to Friday. Other Team Leidos buildings differ in times.

- Pre Advise the DFC or other Team Leidos buildings of the following:
  - Purchase order number
  - Supplier name
  - NSN
  - Total Pallets / Cases
  - Unloading requirements
  - Carrier
  - Delivery vehicle registration
  - Trailer number
  - Driver name
- Booking Reference information must be recorded on the delivery paperwork





# The Perfect Delivery

## *Delivery Window Punctuality*

- Each delivery is allocated a time to arrive at the gatehouse.
- Failure of a vehicle to arrive where a booking window has been allocated or where notification of a late arrival has not been received by the DFC may result in the recording of a non-compliance.
- Deliveries which are delayed due to exceptional circumstances will not be classified as being late, provided that the site has been informed.
- Vehicles should not arrive more than 30 minutes in advance of their booking slot.





# The Perfect Delivery

*Arrival at the DFC / Other Team Leidos buildings*

- The delivery driver must wear the correct PPE:
  - High visibility jacket
  - Safety shoes
  - Gloves
- The delivery driver must be carrying a valid government issued photo-ID (driving licence, passport or national identity card) in order to gain access to the site.
- The delivery driver must adhere to all site rules, site health and safety guidelines.
- The delivery driver must be courteous at all times to site team members, contractors and other visiting drivers.





# The Perfect Delivery

## *Delivery Paperwork*

- Each delivery consignment must be accompanied with original supplier delivery paperwork.
  - There must be a minimum of two copies of the delivery paperwork, one for site retention by the site and one to be returned to the driver.
  - Any Dangerous Goods Notes, CMR, GDP / GMP, Certificates of Conformity or any other legal documents must be attached to the delivery notes.
  - Paperwork must be written in English.
  - Where delivery paperwork is attached to the consignment, it must be placed in a clear document pouch that has the word 'DOCUMENTS ENCLOSED'.
- Paperwork must be written in English and include:
    - Supplier name, address and contact details.
    - Delivery address (specifying building).
    - Purchase order number.
    - Delivery note number.
    - NSN for each product.
    - Description of goods.
    - Total number of pallets or shipping pallets.
    - Total quantity of units per NSN.
    - PPQ and UOI/UI/D of Q 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 special instructions.





# The Perfect Delivery

## Site Rules / Health & Safety

- All vehicles must be reverse parked at the DFC.
- All vehicles must follow a one way system clockwise.
- The driver must switch the engine off, secure their vehicle and report to the office via the designated pedestrian walkway and hand in paperwork and keys.
- Hazard-warning indicators must be engaged while undertaking any manoeuvres.
- On site speed limits must be adhered to at all times.
- Give way to reversing vehicles at all times.

- The following site rules must to be adhered to at all times:
  - Report to the gatehouse upon arrival and departure.
  - Driver must make themselves aware of site safety procedures (driver briefing card issued by the gatehouse upon arrival).
  - No unauthorised passengers, pets or animals in the cab.
  - No smoking on 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.
  - 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 can only be done so with the use of safety shoes.
  - Only authorised site staff are permitted to use MHE.
  - Overnight parking or the taking of breaks whilst on site is prohibited.
  - Drivers must show respect and be polite to members of the site, other drivers, contractors and visitors.
  - The site has the right to search individuals and vehicle 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.

- The following H&S instructions must be adhered to:
  - In order to provide security, CCTV is in use and will be used to assist in accident, incident and near miss investigations.
  - Trained first aid personnel are identified by their high visibility vest.
  - All accidents, incidents and near misses must be reported as soon as possible to a senior member of the site team.
  - In the event of a fire alarm drivers are required to move promptly and safely to the nominated muster point.





# The Perfect Delivery

## *Trailer Presentation*

- All seals must remain intact until they are broken by a site team member.
  - Trailers must be safe, in a road-worthy condition, weather and waterproof and free from odours.
  - Consignments must be readily accessible and capable of being handled by FLT or PPT.
- To prepare a vehicle / Container - the driver must:
    - Open the rear / side doors or curtains.
    - Release side posts if applicable.
    - Remove obstructions that may prevent goods being off-loaded.
    - Release and safely store load retention straps.



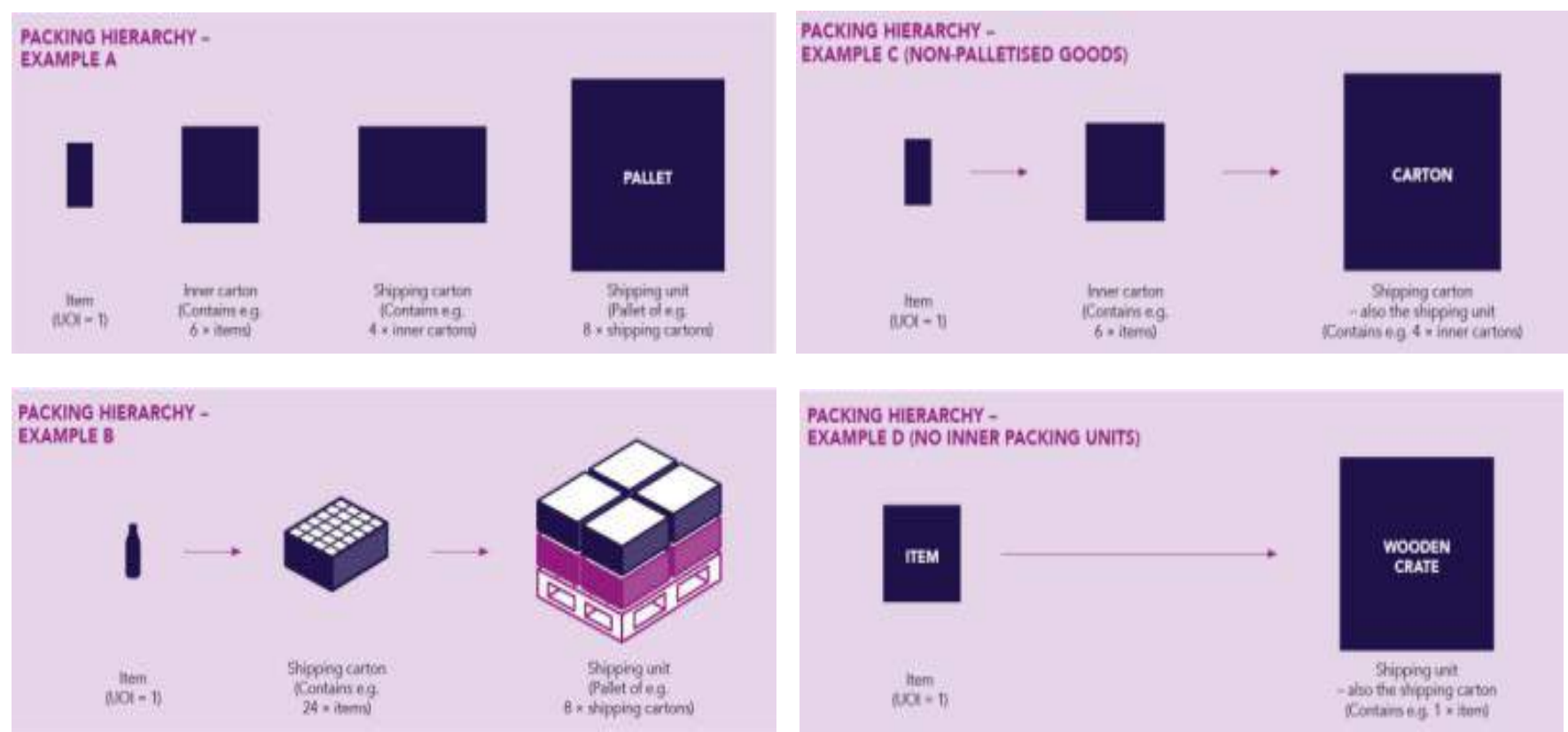


# The Perfect Delivery

## Product Packaging Configuration (PPC)

➤ Definition of Packing Levels:

- **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).



- A PPC is assigned to every NSN and must be 100% adhered to.
- The PPC will stipulate:
  - Unit of Issue (UOI/UI/DofQ), description.
  - The number of UOI in the 1<sup>st</sup> level of packaging which may be the pre-packaged quantity (PPQ).
  - The number of UOI per PPQ.
  - The number of UOI in any other intermediary packaging levels greater than the PPQ.
  - The number of outer cases per layer.
  - The number of layers of outer cases per pallet.
  - Dimensions and weight for each hierarchy of packing case.
  - Dimensions and weight for a full pallet.
- New products have to be codified before attempted delivery.

- Packaging standards required:
  - Quality of packing must be of a specific quality (P,N and J)
  - Provide adequate protection to goods.
  - Safe for individuals to handle, labelled by weight Category
  - Size aligned to the size of goods to prevent bulging or collapse
  - Outer and inner packaging must be appropriate for the contents to prevent contamination, leaks or deterioration of the item or packaging over time.
  - All labels must be outward facing and visible without breaching packaging

➤ All freight delivered to the DFC should comply with the following shipping unit packing requirements:

Type of Freight	Consignment Size	Shipping Unit Packing Requirement
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 not packed in a wooden crate or STCC must be securely fixed to either a NATO pallet or a wooden skid, which must remain attached to the item once off-loaded.





# The Perfect Delivery



## Product & Pallet Presentation

**A**

**Pallet Type**



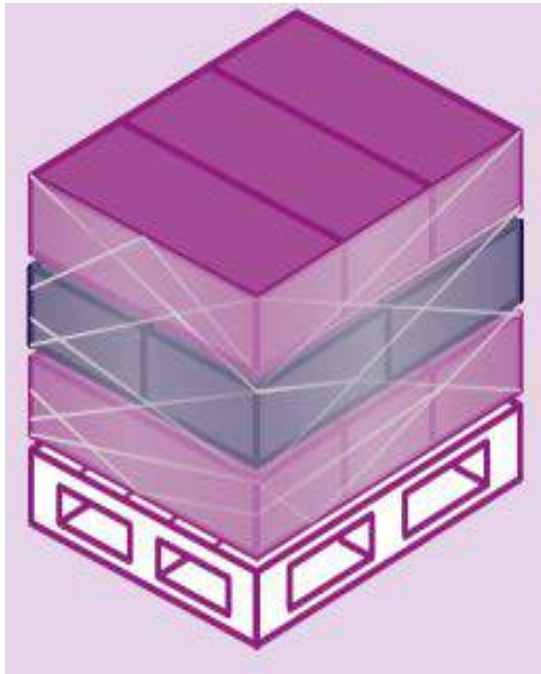

- Pallet complies to Winged/Wingless 1 tonne specification.
- Pallet measures 1,200mm x 1000mm.
- Pallets must be of A Grade, with no visible signs of damage or protruding nails
- Suppliers must source their own pallets.



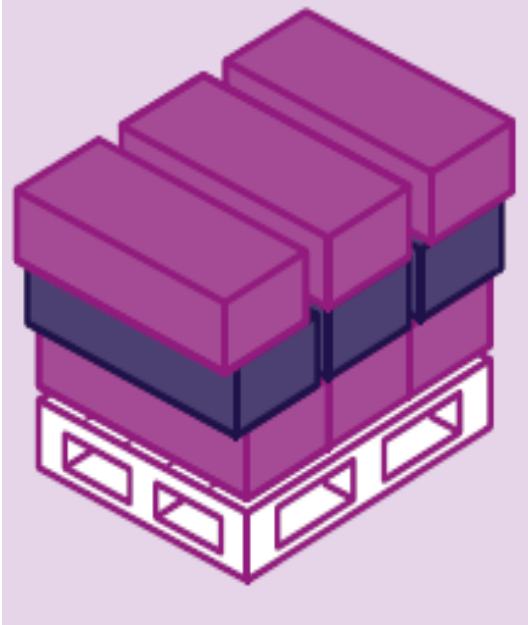

- Pallet does not comply to winged/wingless 1 tonne specification that measures 1,200mm x 1000mm. e.g. Chep
- A winged/wingless pallet but not A Grade, with visible signs of damage or protruding nails.

**B**

**Column Stacking**



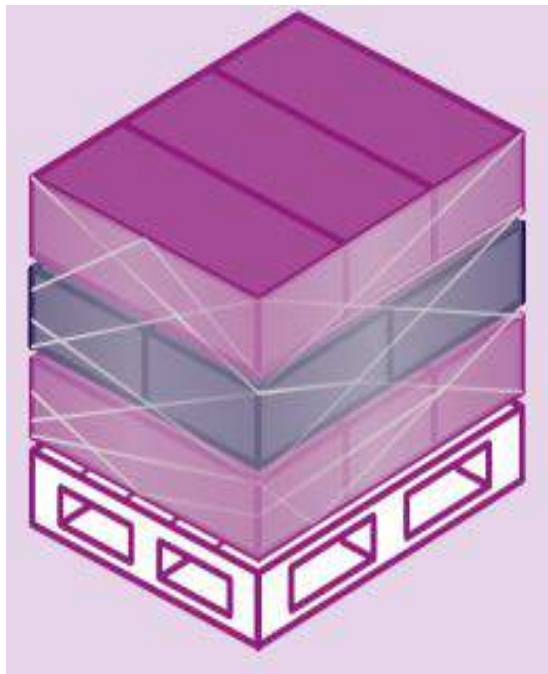

- Carton layers inter-locked.
- NSN per layer – exception rule to be followed





- Cartons layers are column stacked.

**C**



**Wrapping & Banding**



- Pallet sufficiently stretch-wrapped to prevent movement of goods.
- Goods secured to the pallet.



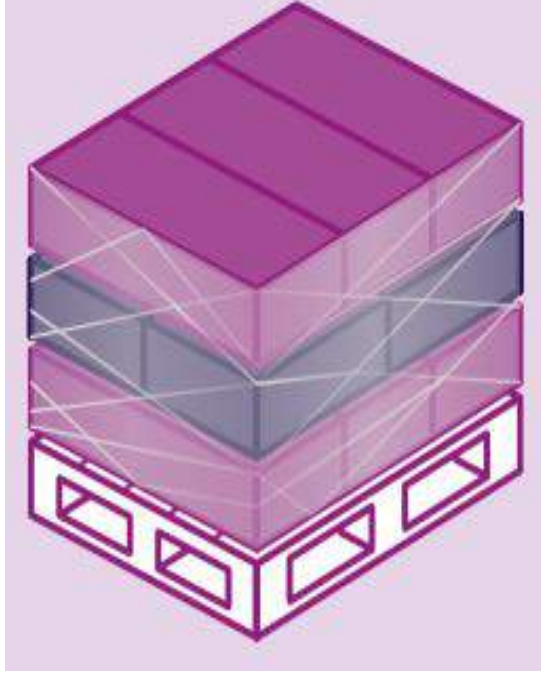

- Pallet has insufficient stretch-wrapping.



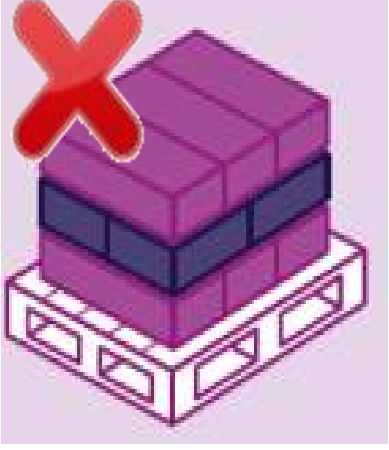

- Goods not wrapped to pallet.

**D**

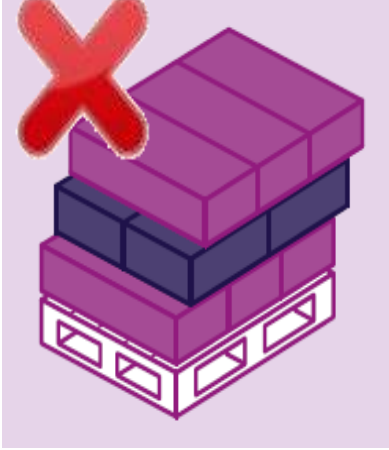

**Overhang / Underhang**



- No pallet overhand or underhand.
- Cartons/Boxes are flush to the pallet.



- Cartons are not placed the outer edge of the pallet making them secure.



- Goods are leaning on the pallet

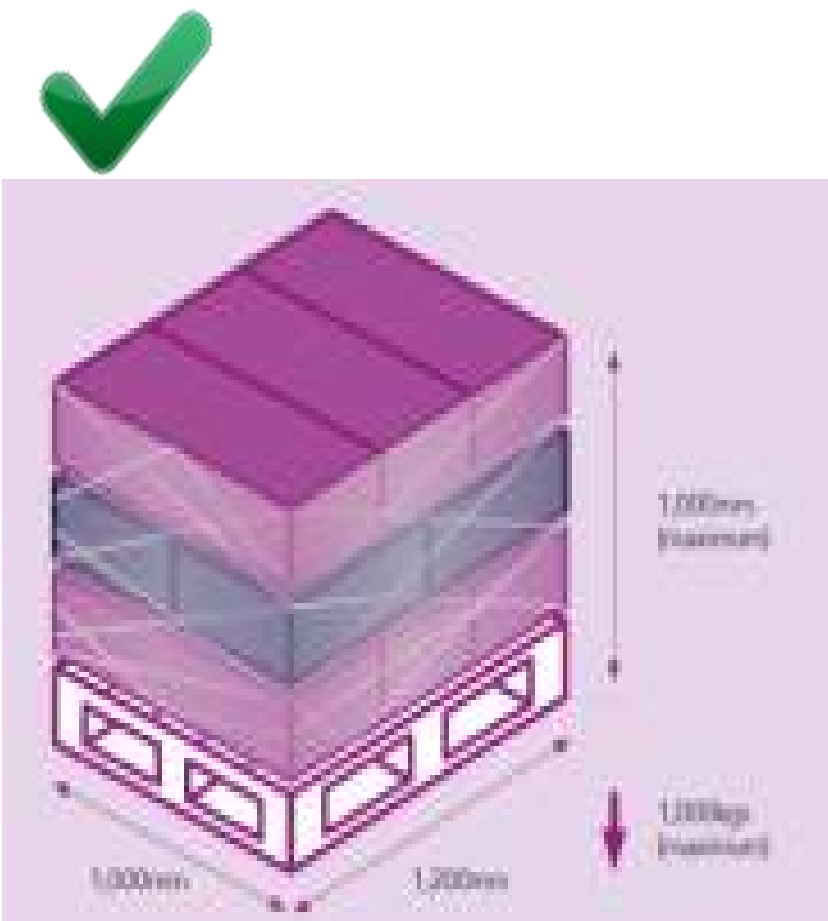


# The Perfect Delivery

## Product & Pallet Presentation

E

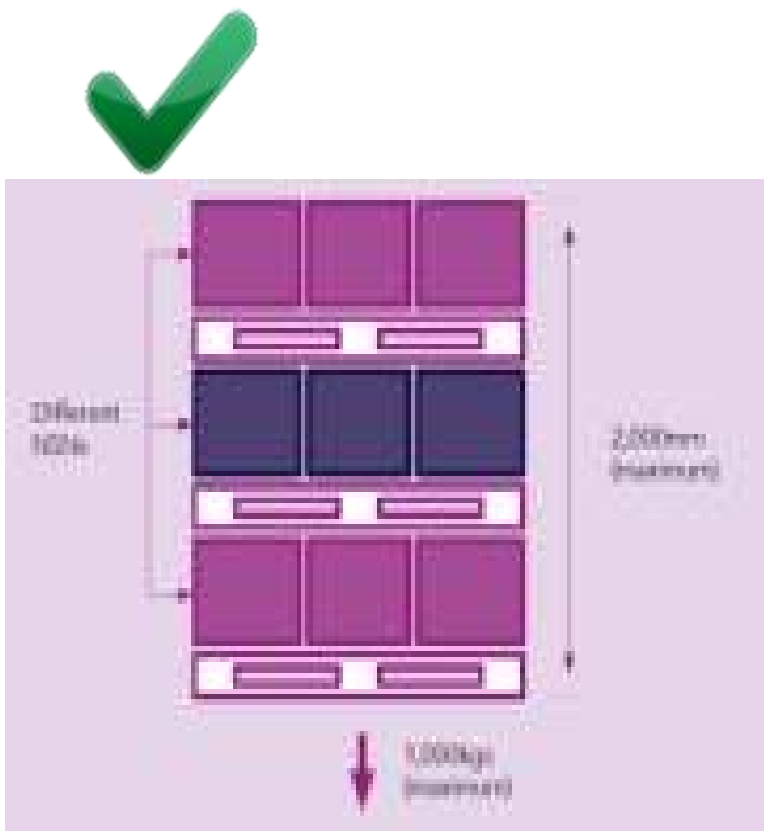
Weight & Height



- Pallet weight is a maximum 1000kg.
- Pallet height is a maximum 1000mm – this can be changed following the exception process

F

Pallet NSN Quantities



- Where possible, you should aim to deliver in full pallet quantities per NSN.
- Full pallets of a single NSN must be assembled in accordance with the agreed Ti-Hi for that product (as defined in the Product Packing Configuration).
- If the quantity delivered is less than a full pallet, the pallet must still be configured to the Ti-Hi configuration but with fewer layers.
- If there is insufficient quantity for a complete layer, place cartons around the outer edge and form a top layer.
- If shipping multiple NSN's, each NSN must be on a separate pallet up to a stack height of 2000mm and 1000kg with prior approval in writing.
- Mixed NSN cartons are not permitted.
- Mixed lot / batch cartons are not permitted.
- Each pallet must be clearly labelled: **Full pallet**: single NSN, full pallet quantity. **Part pallet** – single NSN, less than full pallet quantity. **Mixed pallet**: multiple NSN (approved suppliers only).


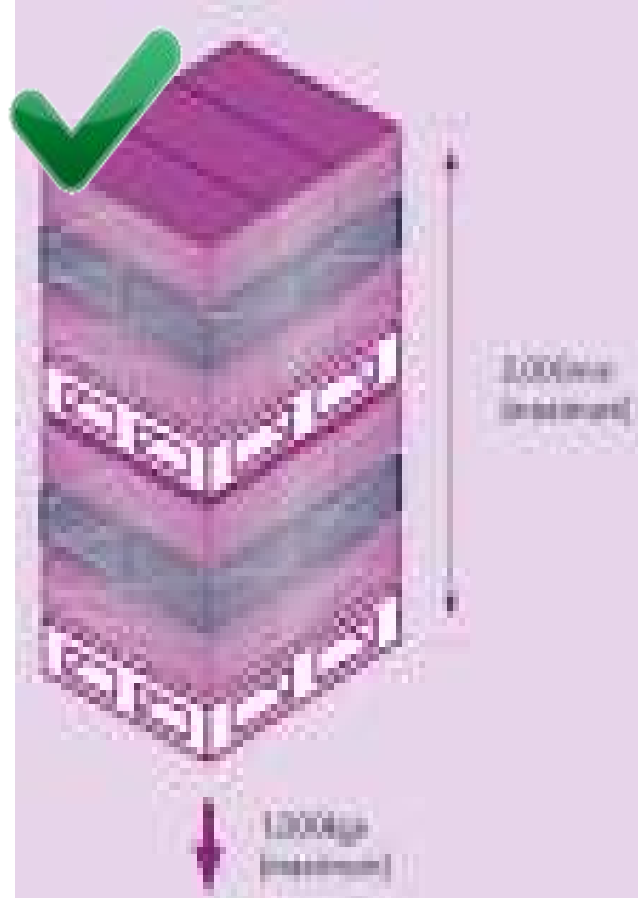
H

Labelling & Cartons

- Labels and barcodes are to be attached to every pallet.
- The quality and type of carton must protect the goods during transit, handling and storage and without being susceptible to crush or bulging.
- Labels must be visible without breaching the packaging.
- Inner and outer cartons must be new.
- All cartons must be sealed used adhesive tape.
- Heavy staples are not permitted.
- Banding on cartons is not permitted.
- Empty shipping cartons cannot be used as dunnage.
- Hazardous products must have the nature of hazard clearly written on packaging.
- The maximum weight of a single carton is 25kg. Cartons over 15kg must be marked as heavy. All cartons over 3kg must show gross weight.

G

Double Stacking



- Overall height of stack is less than 2000m
- Overall weight of stack is less than 1000kg.
- Pallets safely stacked for transport.
- Cartons are not crushed or damaged.
- Pallets are individually wrapped.

- Overall height of stack is more than 2000m
- Overall weight of stack is more than 1000kg.
- Pallets are overhanging.
- Cartons not crushed or damaged.
- Pallets are wrapping or banded together.



# The Perfect Delivery

## Logistics Label & Barcodes

- DEF CON 129, DEF STAN 81-41 Part 1 and Part 6 – Guiding principles
  - It is mandatory requirement for every packing level of your goods to have a logistics label and barcodes attached. This includes shipping unit, shipping carton, inner carton & Item.
  - Logistics labels and barcodes contain all necessary information for the site to identify, receipt, process and distribute your goods accurately. Logistics labels must not be confused with Carrier Labels / Barcodes.
  - Logistics labelling and barcode requirements for the DFC and other Team Leidos buildings are based on the industry standard GS1 UK format.
- Logistics labels and barcodes must be printed on white labels.
  - Logistics labels must not be directly printed onto the packaging.
  - The print quality of barcodes must be sufficient to enable a high percentage of first time scans.
  - All labels in English
  - All information shown on the labels must match exactly the contents of the pallets, cartons or item of which it is attached.
  - Logistics labels or barcodes must not be manually corrected.

Pallet label & barcode

SSCC	123456789101112
Supplier Name	Suppliers R Us
Supplier Address	1 Roundwood Avenue, Greenwich, UB12UU, United Kingdom
Delivery Address	Defence Fulfillment Centre - FC1, Hortonwood 50, Donnington, Telford, TF1 7AE, United Kingdom
Delivery Note Number	11223344
Project / Contract Number	12323121
Pallet Count	1 of 6
NSN	NSN123
Product Description	High Visibility Vest
Shipping Cartons Quantity	10
Total UOI Quantity	1000 Each
Gross Weight (kg)	400
BBE date	N/A
Batch or serial number	100100200
SSCC	
NSN	
Quantity of items	
Batch Number	
Contract Number	
Serial Number	

Shipping carton label & barcode

Supplier Name	Suppliers R Us
NSN	NSN123
Product Description	High Visibility Vest
Project / Contract Number	12323121
UOI	1
Quantity	100 Each
Weight (kg)	40
Size (Length, Width, Depth)	7500mm x 7000mm x 2000mm
BBE date	N/A
Batch or serial number	100100200
Calibration or certificate of compliance ref	N/A
NSN	
UOI	
Quantity of items	
Serial Number	
Batch Number	
Unique Order Identifier (if subject to DEFCO 5J)	

NSN	NSN123
Product Description	High Visibility Vest
Contract Number	12323121
UOI	1
Quantity	10 Each
Weight (kg)	4
Size (Length, Width, Depth)	750mm x 700mm x 200mm
BBE date	N/A
Batch or serial number	100100200
Calibration or certificate of compliance ref	N/A
NSN	
UOI	
Quantity of items	
Serial Number	
Batch Number	
Unique Order Identifier (if subject to DEFCO 5J)	

Inner carton label & barcode

NSN	NSN123
Product Description	High Visibility Vest
Contract Number	12323121
UOI	1
Quantity	1 Each
Size (Length, Width, Depth)	75mm x 70mm x 20mm
BBE date	N/A
Batch or serial number	100100200
Calibration or certificate of compliance ref	N/A
NSN	
UOI	
Quantity of items	
Serial Number	
Batch Number	
Unique Order Identifier (if subject to DEFCO 5J)	

Item label & barcode

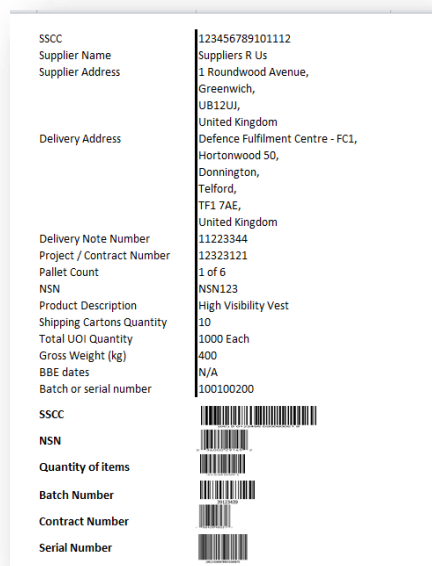
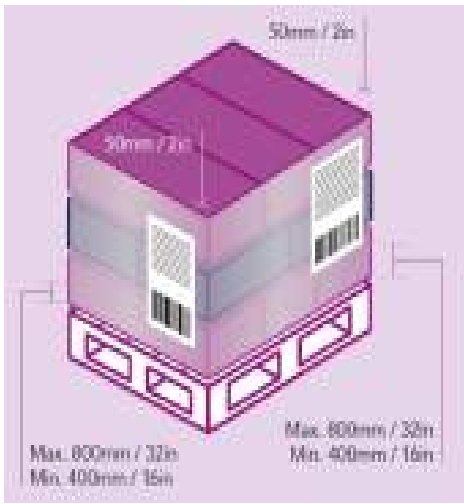


# The Perfect Delivery

## Logistics Label & Barcodes

### Pallet label & barcode

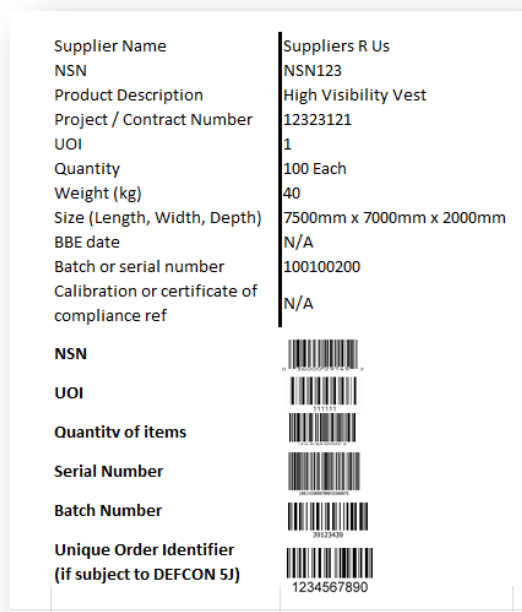
- Pallets stacked together must have an individual logistics label.
- All labels must be clearly visible.
- Pallet labels must not be obstructed by your logistics service partner or carrier labels.
- All barcodes must have human readable interpretation.
- Each pallet must have its own unique SSCC ID as one of the fields on the logistics label.
- There should be a minimum of 2 logistics labels applied to adjacent sides.
- The logistics label should be placed between 400-800mm from the base of the pallet.



Requirements		
Unique pallet ID		✓
Supplier name (and address)		✓
Delivery address		✓
Delivery note number		✓
Project / contract number		✓
Pallet count and total in consignment		✓
NSN		✓
Product description		✓
Quantity of shipping cartons		✓
UOI		✗
Total UOI quantity		✓
Gross weight (kgs)		✓
Size (if appropriate)		✗
BBE dates (if applicable)		✓
Calibration or certificate of compliance ref (if appropriate)		✓
Batch or serial number (as appropriate)		✓
Barcode (SSCC)		✓
Barcode (NSN)		✓
Barcode (Quantity / batch / contract number / serial number)		✓

### Shipping carton label & barcode

- All shipping cartons must have individual logistics labels and barcode attached.
- Only 1 label is required to be attached which must be on one of the vertical sides of the carton.
- A minimum label of A6 (100mm x 148mm) is required.



Requirements		
Unique pallet ID		✗
Supplier name (and address)		✓
Delivery address		✗
Delivery note number		✗
Project / contract number		✓
Pallet count and total in consignment		✗
NSN		✓
Product description		✓
Quantity of shipping cartons		✗
UOI		✓
Total UOI quantity		✓
Gross weight (kgs)		✓
Size (if appropriate)		✓
BBE dates (if applicable)		✓
Calibration or certificate of compliance ref (if appropriate)		✓
Batch or serial number (as appropriate)		✓
Barcode (SSCC)		✗
Barcode (NSN)		✓
Barcode (UOI / quantity / batch / serial number / unique order identifier (if subject to DEFCON 5J))		✓

### Inner carton label & barcode

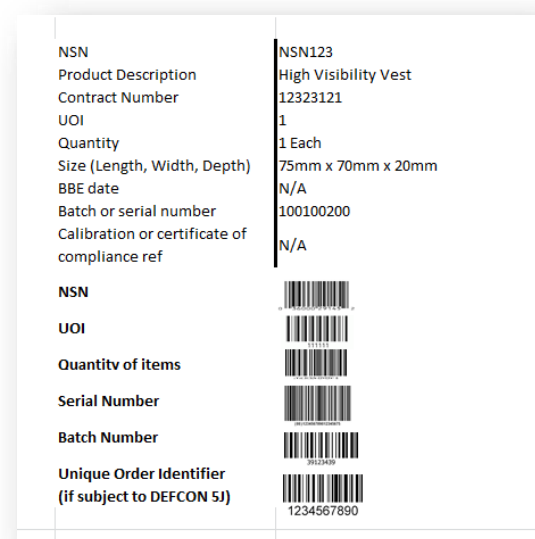
- All inner cartons must have a logistics label and barcode attached. Only 1 label is required which must be readily visible on the packaging.
- The size of the label should be a size of A7 (105mm x 74mm).



Requirements		
Unique pallet ID		✗
Supplier name (and address)		✗
Delivery address		✗
Delivery note number		✗
Project / contract number		✓
Pallet count and total in consignment		✗
NSN		✓
Product description		✓
Quantity of shipping cartons		✗
UOI		✓
Total UOI quantity		✓
Gross weight (kgs)		✓
Size (if appropriate)		✓
BBE dates (if applicable)		✓
Calibration or certificate of compliance ref (if appropriate)		✓
Batch or serial number (as appropriate)		✓
Barcode (SSCC)		✗
Barcode (NSN)		✓
Barcode (UOI / quantity / batch / serial number / unique order identifier (if subject to DEFCON 5J))		✓

### Item label & barcode

- The label is to be securely fixed to the item or primary packaging. The label can be fixed using swing tags.
- Very small items are exempt from labelling individually. Information must be shown on the primary pack level (PPQ)
- Heavy lift products may require the tag to be attached using wire in a pre-defined position where it is readily accessible and non-intrusive.



Requirements		
Unique pallet ID		✗
Supplier name (and address)		✗
Delivery address		✗
Delivery note number		✗
Project / contract number		✓
Pallet count and total in consignment		✗
NSN		✓
Product description		✓
Quantity of shipping cartons		✗
UOI		✓
Total UOI quantity		✓
Gross weight (kgs)		✓
Size (if appropriate)		✓
BBE dates (if applicable)		✓
Calibration or certificate of compliance ref (if appropriate)		✓
Batch or serial number (as appropriate)		✓
Barcode (SSCC)		✗
Barcode (NSN)		✓
Barcode (UOI / quantity / batch / serial number / unique order identifier (if subject to DEFCON 5J))		✓



# The Perfect Delivery

## Non-Conforming Stock

- Delivery errors include:
  - Incorrect quantity of stock (either shortage or excess).
  - Mismatch between physical goods and the delivery paperwork.
- When an error is identified during unloading the delivery paperwork will be endorsed accordingly. The goods in team have the discretion to:
  - Accept all complaint goods but where the delivered quantity is less than the quantity advised on the delivery paperwork.
  - Refuse goods that do not correspond to the delivery paperwork.
- Where a delivery error is identified at the time of unloading, the delivery driver is to remain on site whilst the issue is investigated.
- 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 you 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, a collection note will be raised for the future uplift of the goods.

- A whole or partial consignment may be deemed as non-compliant because of:
  - Incorrect or missing delivery paperwork.
  - Incorrect or missing labels & barcodes.
  - Incorrect BBE dates or batch codes.
  - Failed temperature check.
  - Presentation of the goods or vehicle fails to comply to the requirements.
  - 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 health and safety guidelines.
  - Damaged products or unsafe load.
- Where goods are non-compliant:
  - The site has the right to refuse the consignment
  - You will be advised by your Project Team or Lead IM or SC Manager.
  - 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.
  - The site will not hold any rejected stock.
- Non conforming stock identified after unloading:
  - Will be isolated from the rest of the delivery.
  - You will be advised by your Project Team or Lead IM or SC Manager.
  - The site will make a decision on whether to accept or refuse in collaboration with the PT.
  - Whether the decision is to accept, you may incur costs associated with any re-work that needs to be undertaken.
  - Where the decision is to reject, you will be advised and a collection note raised for the goods to be uplifted. You must collect within 10 working days.

- Product Collections
  - PT to feedback within 10 days of being notified of any NCR Failure, with the aim to collect any stock with a reasonable period (usually within the 10 day timeframe)
  - You 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.





# The Perfect Delivery

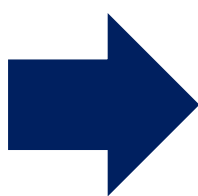
## Delivery Compliance Scorecard

- The elements that make up the delivery scorecard are:

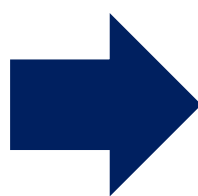
  - Delivery booking request.
  - Pre-advised security details.
  - Punctuality against delivery time window.
  - Vehicle presentation.
  - Load presentation.
  - Presentation of goods.
  - Correct delivery paperwork.
  - Correct hazard data sheets.
- Correct test certificates (calibration and certificates of conformity).
  - Label errors.
  - Barcodes errors.
  - Packing errors.
  - Palletisation – pallet build quality.
  - Palletisation – mixed NSN per pallet (un- authorised).
  - Pallet type.
  - Packaging damage.
  - Product damage.
  - Incorrect NSN
- (including non-codified items).
  - Incorrect description.
  - Incorrect packaging level.
  - Incorrect quantity (shortage or surplus).
  - Incorrect part no / batch number.
  - Incorrect serial number.
  - Incorrect MATCON.
  - Incorrect shelf life / BBE.

- Every delivery is monitored by Team Leidos and non-conformance is captured and record on your delivery compliance scorecard.
- Non-conformance will be reported to the operating PT.
- The delivery compliance scorecard is shared with the subject supplier and will be revised with you on a regular basis through your Project Team, Lead IM or SC Manager.

Ser	Category	Key performance indicator (KPI)	Performance target	Measurement	Eceptions	Purpose	Score (GOLD - 100%, SILVER 70-89%, BRONZE 50 to 69% )	Score this month
1	Delivery	Notification / Receipt of ASN/PO	Booking request received NLT 12 Hours before vehicle planned arrival time	%Total agreed Bookings v Total Failed bookings	Fixed Booking Slots - frequent suppliers can be allocated, on request, a fixed booking slot, cancellations must be received at least 24 hours in advance - recorded as a Non conformance. For High Priority bookings a phone call and email the DFC, do not use the web portal, a delivery time MUST be agreed prior to despatch.	Management of stock in the DFC - Pallet putaway rules met	8	8
2	Delivery	Load Presentation	Goods delivered on Standard NATO pallet, goods palletised, shrink wrapped, plastic and metal banding not accepted.	%Total conforming pallets v total non conforming pallets	Nil	Manage off load and receipt of stock for planned orders	6	5
3	Delivery	Puncuality against delivery time window, ammendments and cancellations	Deliveries to arrive NLT 30 minutes before or after agreed booking time. Booking amendaments to be completed within 24 hours, Any cancellation to be notified 24 hours prior to the delivery date	%Total Planned bookings v late arrival	Deliveries delayed in EXCEPTIONAL Circumstances will not be classed as late - provided the site has be pre advised using the method agreed for booking, the estimated arrival time (new) must be provided. The site will review and advise IF it can still be recieved, this may result in supplier having to re-book. This will resort in a Non-compliance.	Manage the availability of dock doors for inbound stock	6	6



Variance from acceptable score	Customer Rating
100%	GOLD
83%	SILVER
100%	GOLD



96	74	76%	SILVER
SUPPLIER GRADING			SILVER

3) A final rating is generated from a combination score of all KPIs.

1) Each supplier has a scorecard to record their performance against KPIs for the categories stated above.

2) Each KPI is recorded as Gold, Silver or Bronze based on variance from acceptable score.





# The Perfect Delivery

## *Coming Soon*

- As part of Team Leidos' commitment to continuous improvement, we're developing a solution for future delivery bookings to be made by logging onto an online portal.
- To use the booking system, the user will need to have been registered and issued a unique user ID. Registration will be via the web portal.
- 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 be made via the portal.
- Once the new system is in place, Advanced Shipping Notices (ASN's) will be required.

- An ASN is an electronic version of a packing note which will inform the DFC or other Team Leidos building 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 inform the DFC or other Team Leidos building to prepare for the delivery.
- An ASN will be required for all deliveries.
- You will need to create and transmit one ASN per delivery. The ASN will need to contain all the relevant information for the goods and vehicle arrival.
- The ASN will need to be required 12 hours in advance of your goods and vehicle arrival.
- Once the system is in place, failure to send an ASN or comply with the format / data content may result in goods being refused. Failures will be recorded on your compliance scorecard.

- The ASN for commodity deliveries will need to include as a minimum:
  - Unique delivery reference.
  - MOD order 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.
  - Details of any special instruction.





# The Perfect Delivery

## Frequently Asked Questions

### Making A Booking

**Q: How do I make a booking with the DFC?**

A: A booking must be made via the telephone either by the supplier or the chosen logistics transport provider.

**Q: What are the opening times for making a booking?**

A: Initially bookings for the DFC will be between 06:00 & 22:00. Legacy sites will be 07:30hrs– 15:00hrs with some variations depending on product type and delivery warehouse. NB Long term, with the introduction of the Web portal, bookings and delivery activities may alter to meet any business changes. Team Leidos to communicate accordingly.

**Q: What is the latest time I can make a booking?**

A: All consignments must be booked in at least 24 hrs in advance of the required date and time of delivery.

**Q: As the supplier, what information is required at the time of booking?**

A: A supplier must provide the following information either at the 24 hour point or in some instances prior to the vehicle arriving at the security gatehouse example using a parcel courier service.

- Pre-advice
- Estimated pallets / estimated parcels
- Name of driver (and any authorised passengers in the vehicle)
- Trailer Type / number
- Other relevant information

**Q: As a Supplier I may need to add / delete Pre-advice - is this possible?**

A: Yes. You can amend your Pre-advice (shipment detail) as long as the paperwork you present reflects the load.

**Q: As a Supplier I may need to amend or cancel the booking?**

A: You can amend your booking 24 hours in advance of the scheduled delivery.

**Q: As a supplier I may need to make a multiple booking and or over multiple sites, is this possible?**

A: Yes. In the event that 2 or more vehicles are required to make a delivery / multiple site (warehouse) drop, then a separate booking must be made for each vehicle or warehouse. Each vehicle / drop will be allocated an individual booking briefing card containing a map of the site, the site rules and any relevant health

reference and delivery slot time. The relevant booking reference must be endorsed on all documentation and the correct load documentation must accompany that specific delivery.

**Q: As a supplier I may need to make a block booking, is this possible?**

A: Yes. Fixed booking slots can be allocated at the discretion of the DFC and other Team Leidos buildings. The offer of a block booking may be due to supply volume and frequency of deliveries. 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 scorecards
- Future changes in business

### Arrival On site

**Q: Who do drivers report to upon arrival to the site?**

A: The delivery driver must arrive and book in with the relevant security gatehouse in line with the allocated booking time given.

**Q: What documents / requirements to allow access to the site?**

A: The driver must have a copy of the booking reference, a valid driving licence, delivery documentation, PPE.

**Q: What forms of driver ID are accepted on the site?**

A: A delivery driver must be in possession of a photo ID and only the following types of ID will be accepted National driver card: Passport: National identity card: Military card.

**Q: What happens if the delivery driver arrives outside of the delivery date or time / unforeseen circumstances and is delayed?**

A: By pre-advising the site of any unforeseen delays will not be classified as late. Failure to arrive within the allocated booking window or advise the site in advance, will be recorded against the suppliers / carriers delivery compliance scorecard.

**Q: What happens after the security checks have been completed?**

A: The gatehouse will issue the driver with a visiting badge, together with a

and safety instructions, all of which will be handed back into the gatehouse upon leaving the site.

**Q: What will happen to the vehicle upon entry to the site?**

A: The gatehouse will advise the driver of the allocated door or park up bay. The driver will then report to the transport office to have the delivery paperwork checked. It is at this point that the clerk will confirm offloading procedures, confirm park up and issue a pager or refuse the delivery and capture the relevant reason for rejection.

### Unload / Reload

**Q: What are the current unloading/loading bay facilities within the site?**

A: The site operates four types of unloading /loading activities: dock level (rear), ground level (side), parcel bay (manual - small parcels) or yard (rear or side)

**Q: What will happen to the driver whilst unload / load activities take place.**

A: The driver will be asked to hand in his keys to the transport clerk and either remain with the vehicle or wait in the dedicated driver area where there are toilet facilities.

**Q: On completion of unload, if there are any errors arising / H&S concerns what will happen next?**

A: The load in its totality can either be rejected; a pallet /parcel may be rejected/ or the load will be accepted and the documentation signed “Unchecked”. Any non- compliances associated with the load, will be captured as part of the supplier / carrier delivery compliance scorecard.

**Q: What makes a perfect pallet / package?**

- A: Ensure your goods are
- correctly packed and presented in accordance with requirements.
  - all your pallets, cases and individual items have the correct labels and barcodes.
  - safely and securely loaded, and clearly marked for delivery to the appropriate DFC warehouse or other Team Leidos building.
  - delivery is not obstructed on the vehicle by other customer deliveries.



# QUESTIONS?