



## Work Instruction (WI)

DIRECTIVE NO. 270-WI-6400.0.11A  
EFFECTIVE DATE: 12/17/2015  
EXPIRATION DATE: 12/17/2020

APPROVED BY Signature: Original Signed By  
NAME: Marilyn Tolliver Marilyn C. Tolliver  
TITLE: Chief, Information and Logistics Management  
Division

### COMPLIANCE IS MANDATORY

**Responsible Office:** 270/Information and Logistics Management Division

**Title:** Traffic Management

## PREFACE

### P.1 PURPOSE

This procedure establishes the Traffic Management responsibilities and processes for the domestic and international shipment of material by all modes of transportation, and supplements the guidance contained in NPD 6000.1, NPR 6200.1, and GPR 6400.1.

### P.2 APPLICABILITY

This procedure applies to all freight shipments, to include routine freight items and space flight hardware or critical Ground Support Equipment (GSE), that are covered under the scope of the Goddard Space Flight Center (GSFC) Management System (MS) Policy. Transportation of these products is managed by Code 274, Logistics and Transportation Management Branch, and supported by the Traffic Management Section of the Code 279 logistics services contractor.

### P.3 REFERENCES

- a. 274-FORM-2004, DTTS Shipment Information Form
- b. 350-WI-6400.1.1, Shipping of Radioactive Materials
- c. Air Force Joint Manual 24-204 (HAZMAT)
- d. CFR Title 19, U.S. Customs and Border Protection
- e. CFR Title 22, Part 120.17, International Traffic in Arms Regulations (Export)
- f. CFR Title 41, Part 101-4, Section 7, Public Contracts and Property Management
- g. CFR Title 49, Part 172, Transportation (HAZMAT)
- h. Code of Federal Regulations (CFR) Title 15, Part 730, Export Administration Regulations
- i. Commercial Bill of Lading
- j. DAFIS Pick-up Ticket, Dispatch Automated Freight Information System
- k. DD Form 1907, Signature and Tally Record
- l. DD Form 626, Vehicle Inspection Form
- m. GFSC Form 20-4, Transfer/Shipping Request
- n. GPR 5340.2, Documentation and Control of Process Non-conformances and Customer Complaints.

CHECK THE GSFC DIRECTIVES MANAGEMENT SYSTEM AT  
<http://gdms.gsfc.nasa.gov> TO VERIFY THAT THIS IS THE CORRECT VERSION PRIOR TO USE.

<b>DIRECTIVE NO.</b>	<u>270-WI-6400.0.11A</u>
<b>EFFECTIVE DATE:</b>	<u>12/17/2015</u>
<b>EXPIRATION DATE:</b>	<u>12/17/2020</u>

Page 2 of 32

- o. GPR 6400.1, Logistics Support
- p. GSA Handbook, Preparation of U.S. Government Bills of Lading
- q. GSFC Form 23-26, Radioactive Material Shipping and Receiving Record
- r. International Air Transport Association (IATA) Regulation (HAZMAT)
- s. International Air Transportation Fair Competitive Practices Act
- t. Logistics Work/Services Request (WI-7) Wallops
- u. Merchant Marine Act, Section 901(b)
- v. NFD 6000.1, Transportation Management
- w. NPR 6200.1, NASA Transportation and General Traffic Management
- x. Optional Form 280, Uniform Tender of Rates and/or Charges for Transportation Services
- y. Project Transportation Plans, provided by projects as occurring
- z. SAFER System, Federal Motor Carrier Safety Administration
- aa. Standard Form 1103, Government Bill of Lading
- bb. Traffic Information Management System (TIMS)

#### **P.4 CANCELLATION**

270-WI-6400.0.11 Traffic Management

270-WI-6400.1.2K, Transporting Material for Space Flight and Scientific Projects

#### **P.5 TOOLS, EQUIPMENT, AND MATERIALS**

Two desktop computers capable of interfacing with the U.S. Air Force's computerized automated load planning system

#### **P.6 SAFETY PRECAUTIONS AND WARNINGS**

- a. The movement of over dimensional transporter systems containing space flight hardware requires strict adherence to safety rules and regulations. Highway permit instructions will be followed to ensure life and property is not put in jeopardy.
- b. Commercial Carriers and tenders of service for over dimensional movements must be approved by Code 274. Additionally, carriers will provide written checklists/procedures and proof of liability insurance with tender of service submissions. Special procedures and precautions are included in the Carrier Performance Program described in sections 2.2 Carrier Qualification and 2.3 Carrier Selection.
- c. Loading and unloading activity around aircraft will be limited to selected Traffic Management and Project personnel. These personnel will follow the direction of the Air Force loadmaster on all safety issues.
- d. It is mandatory that safety shoes, eye protection, and hearing protection (when applicable) be worn while engaged in loading and unloading operations.

CHECK THE GSFC DIRECTIVES MANAGEMENT SYSTEM AT  
<http://gdms.gsfc.nasa.gov> TO VERIFY THAT THIS IS THE CORRECT VERSION PRIOR TO USE.

<b>DIRECTIVE NO.</b>	<u>270-WI-6400.0.11A</u>
<b>EFFECTIVE DATE:</b>	<u>12/17/2015</u>
<b>EXPIRATION DATE:</b>	<u>12/17/2020</u>

e. **Lifting Safety:** Personnel safety is of extra concern during operations where property is lifted or lowered whether by mechanical or manual means. The following safety precautions will be observed during these operations:

1. Safety shoes must be worn. Hard hats must be worn if working under and around suspended loads.
2. The area around the lifting/lowering operation must be clear of unnecessary property and personnel, provides good footing/traction and is free of trip hazards.
3. When lifting material to and from racks above floor level, a forklift with a permanently installed overhead guard must be used.
4. A sufficient number of qualified personnel must be assigned to the lifting/lowering operation including extra personnel to assist with manual operations and a dedicated "spotter" to assist forklift operators handling loads that obstruct the driver's unrestricted vision. Spotters will remain well clear of elevated loads at all times.
5. Ensure that the load destination is clear of obstacles and provides a stable base to support the load.
6. All forklifts used for critical lifts must have a current weight test certification unless a formal waiver has been issued and is readily available to equipment operators.
7. A daily safety checklist (Attachment 3) must be completed each day before the first use of any forklift or battery powered hand truck.
8. For critical lifting operations, manual lifting/lowering shall be restricted to a maximum 35 pounds.
9. For critical lifts, project customers will provide a verified Critical Procedure and/or Work Order Authorization specific to the lifting operation being conducted and a pre-task briefing will be conducted. Code 270 personnel involved in the lifting/lowering operation will review procedures and WOAs for compliance with NASA and Goddard requirements.

f. **Material Stability:** Material that is stored in racks above floor level must be stored in a manner that assures the stability of both the material and (when used) the pallet on which it is stored. Three specific steps must be taken to ensure material stability:

1. The material itself must be arranged in a stable configuration. Heavy items on the bottom, light items on the top, boxes/material stacked in a manner that prevents collapse of bottom material, etc. Whenever possible, palletized material will be shrink-wrapped.
2. Palletized material must not overhand the edge of the pallet
3. Pallets may not overhand the edge of storage racks by more than 3 inches on either the front or back edge of the rack.

g. **Hazardous Material Safety:** Any motor carrier tendered hazardous materials by Traffic Management personnel must first been screened through the Federal Motor Carriers Safety Administration's SAFER website ( <http://safersys.org/CompanySnapshot.aspx> ). The carrier's name or DOT registry number can be entered into the search window. The individual company report must have a "Satisfactory" safety rating. Ratings that are "Conditional" or "Unsatisfactory" will place the carrier in a "non-use" status.

CHECK THE GSFC DIRECTIVES MANAGEMENT SYSTEM AT  
<http://gdms.gsfc.nasa.gov> TO VERIFY THAT THIS IS THE CORRECT VERSION PRIOR TO USE.

**DIRECTIVE NO.** 270-WI-6400.0.11A  
**EFFECTIVE DATE:** 12/17/2015  
**EXPIRATION DATE:** 12/17/2020

**P.7 TRAINING**

Training	Required for	Provided by	Periodicity
Shipping Dangerous Goods CFR 49/IATA (Instructor led)	Traffic Management Specialist	TRAX HazMat Engineer	Bi-annual
270-WI-6400.0.11 Traffic Management	Traffic Management Specialist	TRAX Transportation Branch Manager/OJT	One time and when Work Instruction updated
270-WI-6700.0.1 Vehicle and Equipment Fleet Management Operations	Traffic Management Specialist	TRAX Transportation Branch Manager/OJT	One time and when Work Instruction updated
270-WI-6700.0.2 Transportation Dispatch Operations	Traffic Management Specialist	TRAX Transportation Branch Manager/OJT	One time and when Work Instruction updated
270-WI-6400.1.1 Packaging and Preserving NASA Material and Equipment	Traffic Management Specialist	TRAX Transportation Branch Manager/OJT	One time and when Work Instruction updated
270-WI-7060.0.1 Project Logistics	Traffic Management Specialist	TRAX Transportation Branch Manager/OJT	One time and when Work Instruction updated

CHECK THE GSFC DIRECTIVES MANAGEMENT SYSTEM AT  
<http://gdms.gsfc.nasa.gov> TO VERIFY THAT THIS IS THE CORRECT VERSION PRIOR TO USE.

**DIRECTIVE NO.** 270-WI-6400.0.11A  
**EFFECTIVE DATE:** 12/17/2015  
**EXPIRATION DATE:** 12/17/2020

**P.8 RECORDS**

<b>Record Title</b>	<b>Record Custodian</b>	<b>Retention</b>
Shipment Authorizations: GSFC Form 20-4, Transfer/Shipping Request and GSFC Form 23-26, Radioactive Material Shipping and Receiving Record	Lead Traffic Management Specialist	* <u>NRRS 6/2C</u>
Shippers Declaration of Dangerous Goods	Lead Traffic Management Specialist	* <u>NRRS 6/7</u> - Retire to Federal Records Center when 3 years old. Destroy when 13 years old.
Standard Form 1103, Government Bill of Lading	Lead Traffic Management Specialist	* <u>NRRS 6/2C</u>
Cargo Manifest Form	Lead Traffic Management Specialist	* <u>NRRS 6/2C</u>
DD Form 626, Vehicle Inspection Form	Lead Traffic Management Specialist	* <u>NRRS 6/2C</u>
270-FORM-0003: Forklift and Battery Powered Pallet Jack Daily Safety Checklist	Lead Traffic Management Specialist	* <u>NRRS 8/56.5A4</u> Destroy when 3 months old or when no longer needed.
274-FORM-2004, DTTS Shipment Information Form	Lead Traffic Management Specialist	* <u>NRRS 6/7</u>
Project File	Lead Traffic Management Specialist	* <u>NRRS 8/103</u> - Temporary. Destroy/delete between 5 and 30 years after program/project termination.
SAFER Carrier Safety Record	Lead Traffic Management Specialist	* <u>NRRS 6/7</u> - Retire to Federal Records Center when 3 years old. Destroy when 13 years old.

\* *NRRS – NASA Records Retention Schedule (NRRS 1441.1)*

**P.9 MEASUREMENT/VERIFICATION**

CHECK THE GSFC DIRECTIVES MANAGEMENT SYSTEM AT

<http://gdms.gsfc.nasa.gov> TO VERIFY THAT THIS IS THE CORRECT VERSION PRIOR TO USE.

**DIRECTIVE NO.** 270-WI-6400.0.11A  
**EFFECTIVE DATE:** 12/17/2015  
**EXPIRATION DATE:** 12/17/2020

Functional Area	Description	Measurement
SOW 5.1, 5.2 Transportation	Freight Shipments and Special Moves shall be processed to ensure delivery to final destination within the requested delivery date	Logistics Management Specialist compares all actual to required delivery dates, deadlines, customer required completion dates contained in the Monthly Shipment File

## INSTRUCTIONS

### 1.0 GENERAL INFORMATION

This section contains procedures and responsibilities applicable to the general direction for all Traffic Management activities at GSFC and the Wallops Flight Facility (WFF) to ensure that all freight shipments and special moves are shipped in a manner that ensures safe and on-time delivery to final destination.

#### 1.1 Center Transportation Officer Responsibilities

- a. Evaluate requirements for transportation of freight shipment and/or special move items and advise the customer of the results of this evaluation.
- b. Ensure shipments are made in concert with customer's requirements.
- c. Ensure shipping records are maintained in accordance with Federal and Agency requirements.

#### 1.2 Code 279 Transportation Branch Manager Responsibilities

- a. The Branch Manager will take the responsibility and accountability for ensuring that the shipping process runs smoothly, and that no shipments get delayed because of a problem in Packing and Crating (includes HAZMAT issues), Equipment Maintenance, the Small Package Office (SPO), or Export Control. This process will be managed on an exception basis whereby each participating entity will perform their individual assigned responsibilities, and make known to the Code 279 Transportation Branch Manager any problems that may affect the shipment status.
- b. Directs the execution for Contract Requirements in the Traffic Management and Project Transportation matters.
- c. Assign Traffic Management and Packaging Personnel to provide support in the areas of instrumentation, special assignment airlift, and overall project support.

CHECK THE GSFC DIRECTIVES MANAGEMENT SYSTEM AT  
<http://gdms.gsfc.nasa.gov> TO VERIFY THAT THIS IS THE CORRECT VERSION PRIOR TO USE.

- d. Monitor workload performance and special project requirements to identify manpower needs to meet mission requirements.

### 1.3 Traffic Management Specialists Responsibilities

- a. Report to the Code 274, Logistics and Transportation Management Branch Head and Code 279 Transportation Branch Manager on all project transportation issues.
- b. Plan, direct, and coordinate operational services in support of Space Flight Projects, Scientific Experiments, and mission of the Logistics Management Division.
- c. Provide extensive interface and effort with Code 274/279 Engineers, Projects and contractors in all phases of Transportation plans.
- d. Submit Special Assignment Airlift Mission requests for correctness prior to submission to the NASA validator.
- e. Assist Code 274 Logistics personnel with submission of DOT-E packages.
- f. Prior to each operation, coordinates Special Lift and Handling requirements with individual projects to insure required training and certification of personnel and equipment.
- g. Coordinate Special Project shipments with the Air Force and commercial carriers.
- h. Incorporate sound Traffic Management principles to ensure shipments arrive on time and free of damage.
- i. Establish specific project files to provide a history of Traffic Management actions and lessons learned.
- j. Coordinate all claims for loss or damage with carrier utilizing provisions outlined in CFR 41, Part 101.4, Section 7.
- k. Monitor workload performance and special project requirements to identify manpower needs to meet mission requirements.

## 2.0 NASA OUTBOUND FREIGHT

**2.1 General:** In managing the movement of government property, the Traffic Management Section is responsible for providing the most cost effective transportation that meets delivery and mission requirements while maintaining the integrity of the shipment. Traffic Management Specialists (TMS) at both Goddard Space Flight Center (GSFC) and Wallops Flight Facility (WFF) will follow these requirements selecting the mode of shipment, carrier, consolidating shipments to common destinations, classifying material, and applying the lowest rates in accordance with lawfully filed tenders and tariffs. In all cases, the TMS will ensure compliance with the Merchant Marine Act, Section 901(b) for international ocean shipments and the International Air Transportation Fair Competitive Practices Act for international air shipments.

### 2.2 Receipt of Material from Originator

Material is received for shipment from the originator. If size and weight permit, the material may be hand carried by the originator, along with a completed Shipping / Transfer Document (GSFC Form 20-4) to the

CHECK THE GSFC DIRECTIVES MANAGEMENT SYSTEM AT  
<http://gdms.gsfc.nasa.gov> TO VERIFY THAT THIS IS THE CORRECT VERSION PRIOR TO USE.

<b>DIRECTIVE NO.</b>	<u>270-WI-6400.0.11A</u>
<b>EFFECTIVE DATE:</b>	<u>12/17/2015</u>
<b>EXPIRATION DATE:</b>	<u>12/17/2020</u>

Page 8 of 32

Packing and Crating Section for processing. If the material is too heavy, large, or requires special handling or packing, the originator will forward a completed 20-4 to the TMS who will schedule pickup with the Dispatch Operations Section. The TMS will indicate the date the material is to be delivered to the appropriate Packaging Section at Greenbelt or WFF for processing.

### **2.3 Scheduling Material Pickup**

When a 20-4 requesting pickup is received, the TMS schedules the requirement with the Dispatch Operations Section. At Greenbelt, the TMS will complete a DAFIS Pickup Ticket and delivers the ticket and 20-4 to Vehicle Dispatch for scheduling. At WFF, a Logistics Work/Services Request (WI-7) will be initiated in the same manner. The ticket will include the 20-4 that will be mated with the material at time of pickup. Material and 20-4 will be delivered to the Packaging Section for processing by Dispatch Operations personnel. For planning purposes, the TMS will schedule the orderly flow of material into the Packaging Section to allow for Dispatch Operations to respond to the request for pickup, and for the Packaging and transit time of the shipment to meet the required delivery date. At Greenbelt, the TMS will notify the Lead Packer / Crater when large shipments are scheduled for delivery.

### **2.4 Shipment Planning**

Shipments received into the Packaging Section will be processed for shipment based on the Required Delivery Date (RDD). The Traffic Management section will send a copy of all 20-4's identifying equipment to the Code 273/279 Equipment control office for screening prior to release for shipment.

Ensure the Code 273/279 Equipment control office approves all shipments, which are not processed through the Packing and Crating Section, before the shipment is released to the commercial carrier. The TMS will provide the GSFC Form 20-4 to the control office for approval. This process is applicable for all shipment processes whether they are outbound, inbound, or between locations.

The TMS will routinely check the packaging line to determine workload and scheduling of priority shipments. The TMS will follow-up on shipments that have not been processed due to higher priority requirements. These shipments will receive priority processing on the next business day. If this has an impact on the RDD not being met, the TMS will notify the originator and alert them to the delay.

After the Packaging Section processes the shipment, the TMS will check the 20-4 for completeness. If the form is missing signatures, fiscal data, or contains erroneous or incomplete data, the shipment will be held and the originator contacted to make necessary corrections.

If the RDD is left blank or is unrealistic, the TMS will contact the originator to obtain a revised RDD. This will also be done if a change in the RDD can save transportation funds based on the level of service provided by the commercial carrier.

### **2.5 Carrier Selection**

CHECK THE GSFC DIRECTIVES MANAGEMENT SYSTEM AT  
<http://gdms.gsfc.nasa.gov> TO VERIFY THAT THIS IS THE CORRECT VERSION PRIOR TO USE.

<b>DIRECTIVE NO.</b>	<u>270-WI-6400.0.11A</u>
<b>EFFECTIVE DATE:</b>	<u>12/17/2015</u>
<b>EXPIRATION DATE:</b>	<u>12/17/2020</u>

The mode of transportation selected for the shipment will depend on the cost, destination, RDD, value, size, and hazardous or environmental constraints. The TMS will compare lawfully filed tenders/tariffs within the selected mode and use the most cost effective carrier capable of meeting mission and service requirements.

## 2.6 Shipment Routing

The principle factors considered during the routing process are; satisfactory service, aggregate delivered cost, and equitable distribution of traffic. In order to apply these factors, the level of service must be determined based on the RDD. For Example;

- The preferred routing for heavy shipments is Truckload (TL) or Less Than Truckload (LTL). When a significant cost savings can be realized, the TMS will contact the originator of the RDD and determine if the RDD can be extended without impacting mission requirements.
- Domestic shipments weighing 25 pounds or less will be processed through the Small Package Office (SPO) at GSFC and at WFF, the Traffic Management Office processes shipments. For air, the TMS will compute dimensional weight. The formula for this computation is  $L \times W \times H$  (all in inches) divided by 194 for domestic shipments and  $L \times W \times H$  (all in inches) divided by 166 for international shipments. This shipment size a carrier can handle may vary depending upon the terms and conditions of the lawfully filed tender/tariff, service guide, and equipment availability.

## 2.7 Outbound Shipment Documentation

After completion of the shipment planning and routing process, the TMS will prepare the necessary outbound shipment documentation using the Traffic Information Management System (TIMS) to effect movement of the property. Required actions are:

Prepare a CBL (Commercial Bill of Lading) for domestic shipments.

Prepare a GBL (Government Bill of Lading), waybill, and when applicable, a commercial invoice and Shippers Export Declaration (SED) for all international shipments when freight charges exceed \$100.00 and/or the shipment is controlled by CFR22, International Traffic and Arms Regulations (ITAR).

After the shipment has been routed and the information entered into TIMS, the shipment documentation is prepared by the TMS. After preparation, the documentation will be taken to the Packaging Section for labeling and carrier pickup. Upon pick-up by the commercial carrier, a signed copy of the bill of lading will be returned to the Traffic Management Office for filing.

## 2.8 Collect Shipments

CHECK THE GSFC DIRECTIVES MANAGEMENT SYSTEM AT  
<http://gdms.gsfc.nasa.gov> TO VERIFY THAT THIS IS THE CORRECT VERSION PRIOR TO USE.

<b>DIRECTIVE NO.</b>	<u>270-WI-6400.0.11A</u>
<b>EFFECTIVE DATE:</b>	<u>12/17/2015</u>
<b>EXPIRATION DATE:</b>	<u>12/17/2020</u>

Collect shipments will be made on commercial waybills. The carrier to be used will be selected by the customer responsible for paying the freight charges. For LTL shipments on a straight bill, "Collect" must be annotated and the freight must be properly classified under the National Motor Freight Classification Guide. All shipments on commercial bills must indicate a Return Material Authorization number when applicable to prevent refusal. If the consignee has supplied a carrier account number, it must be referenced on the waybill.

### **3.0 U.S. GOVERNMENT BILLS OF LADING (GBL'S) FOR INTERNATIONAL SHIPMENTS**

**3.1 General.** The GSFC Transportation Officer, Code 274, issues GBL's to the Traffic Management Offices at GSFC and WFF. As the GBL is an accountable document, its use must be recorded and the Traffic Management Section Head at GSFC and lead Traffic Management Specialist at WFF must account for each GBL. GBL's must be stored in a locked storage cabinet or safe at all times before issuance. GBL's will be prepared and processed in accordance with the General Services Administration Handbook <http://www.gsa.gov/graphics/fas/FreightHandbook2012.pdf>.

The use of GBL's is mandatory for international shipments, which are controlled by ITAR.

#### **3.2 Government Bill of Lading Correction Notice (SF 1200)**

The GBL correction notice is mandatory to annotate the change of information to the original GBL.

#### **3.3 Government Bill of Lading Description**

A description of this multi-part form is contained in the GSA Handbook.

#### **3.4 U.S. Government Bill of Lading Distribution and Use**

Distribution of GBL forms is contained in the GSA Handbook.

#### **3.5 Carrier Receipt of Shipment and Certification of Delivery Procedures**

In all instances, the SF 1103, must be given to the origin line haul carrier or agent at the time shipment is tendered. Carrier representative must sign and date the original GBL (Blocks 25 and 26a) thereby certifying the carrier has received the shipment and original bill of lading. The yellow copy is maintained in Traffic management files

#### **3.6 Lost Government Bills of Lading**

When the original SF 1103, SF 1203, SF 1105, or SF 1205 are lost or destroyed, the carrier will request a certified true copy of the office memorandum copy from the TMS. The issuing Traffic Management Office will make its certification regarding the services requested on the reverse of that copy and forward

CHECK THE GSFC DIRECTIVES MANAGEMENT SYSTEM AT  
<http://gdms.gsfc.nasa.gov> TO VERIFY THAT THIS IS THE CORRECT VERSION PRIOR TO USE.

<b>DIRECTIVE NO.</b>	<u>270-WI-6400.0.11A</u>
<b>EFFECTIVE DATE:</b>	<u>12/17/2015</u>
<b>EXPIRATION DATE:</b>	<u>12/17/2020</u>

it to the carrier for certification of delivery and billing. The memorandum copy will reflect the following statement:

- I certify this is a true copy of the original GBL # \_\_\_\_\_ and signed by the TMS. The TMS shall enter each certification of a substitute document in its GBL certification logbook. More than one (1) request by a carrier for a copy of the same GBL or frequent loss of GBLs will be reported to the Traffic Management Section Head for appropriate action. A letter stating that a certified true copy of the GBL is being returned as requested is attached to the GBL copy and a copy of the letter is attached to the GBL file.

#### **4.0 FREIGHT INVOICING / GSFC PRE-PAYMENT AUDIT PROCESS**

**4.1 General.** Freight invoices processed through the Traffic Management Office must contain a WBS so that they can be matched with the corresponding shipment. For outbound shipments routed by the Traffic Management Office, the WBS can be found in the Traffic Information Management System (TIMS) as well as the Traffic files. To process a freight invoice for payment requires a series of procedures depending on the type of shipment. Most invoices are received through the Accounts Payable Work Management System (AWMS) from the NSSC. However, some invoices may still arrive via mail or e-mail.

#### **4.2 Standard Shipment not on a GBL**

Upon receipt of the carriers invoice, the Traffic Management Specialist (TMS) will:

- Date stamp the invoice immediately. Invoices will be processed within five (5) working days of receipt whether from carrier directly or NSSC/AWMS.
- Check TIMS to verify rate and WBS and whether it was previously paid or not.
- If shipment is not in TIMS, Check the GSFC 20-4 file for shipments awaiting bills. If the 20-4 is not there you must contact the GSFC customer who originated or received the shipment and obtain a 20-4.
- Upon verification of rate and WBS, stamp it for certification by the Transportation Manager at GSFC or Code 270 Government Representative at WFF.
- Forward all certified invoices to the NSSC General Accounting Office or concur in AWMS.

#### **4.3 Processing Standard Form SF 1113, Public Voucher**

**A public voucher must accompany any invoice with freight charges over \$100 or any outbound shipment on a GBL.**

The TMS will use the following procedures for processing Public Vouchers:

CHECK THE GSFC DIRECTIVES MANAGEMENT SYSTEM AT  
<http://gdms.gsfc.nasa.gov> TO VERIFY THAT THIS IS THE CORRECT VERSION PRIOR TO USE.

<b>DIRECTIVE NO.</b>	<u>270-WI-6400.0.11A</u>
<b>EFFECTIVE DATE:</b>	<u>12/17/2015</u>
<b>EXPIRATION DATE:</b>	<u>12/17/2020</u>

Page 12 of 32

- Date stamp SF 1113 immediately upon receipt. Vouchers will be processed within five (5) working days of receipt.
- Verify GBL/CBL is in TIMS
- Verify GBL/CBL has not previously been processed in TIMS.
- Compare the rate on the voucher with the estimated freight charge or use the tender that applies to calculate the transportation cost. There should be no more than a 10 percent variance between the estimate and the actual charge. The TMS will verify that the charges are accurate. If charges are incorrect or rate exceeds the 10 percent variance, the TMS will reject the invoice and contact the carrier or non-concur in AWMS.
- Process the GBL/CBL in TIMS
- Stamp for certification signature by the Transportation Manager at Greenbelt or the Code 270 Government Representative at Wallops.
- Make a copy of the voucher and GBL/CBL and maintain in the file for future reference
- Forward certified vouchers to the NSSC General Accounting Office or concur in AWMS for payment

#### **4.4 Freight Invoices for Inbound Shipments**

The TMS will use the following procedures for processing invoices for inbound shipments:

- Immediately stamp invoice and process within ten (10) working days of receipt
- Review invoice to ensure responsibility for payment and WBS to be charged
- Check TIMS for shipment history, and if not located, check the 20-4 file for inbound shipments.
- If the Traffic Management Section did not arrange shipment, the TMS will contact the consignee and request a 20-4 for the shipment.
- When a 20-4 is on file, the TMS will enter shipment into TIMS.

#### **4.5 Past Due Invoices**

The TMS will use the following procedure to process past due invoices:

- Upon receipt, immediately date stamp the invoice for processing within 10 (ten) working days of receipt.
- Check the address/consignee to determine responsibility for payment of charges
- Look in TIMS to ensure invoice was not previously processed
- If shipment has not been previously processed, verify the rates, obtain a 20-4 and WBS from the final consignee, and process the shipment for payment.

### **5.0 PERFORMANCE STANDARDS**

This section outlines specific standards that will be monitored by the Traffic Management Specialist during the planning and shipment of Space Flight Hardware and critical mission support equipment.

CHECK THE GSFC DIRECTIVES MANAGEMENT SYSTEM AT  
<http://gdms.gsfc.nasa.gov> TO VERIFY THAT THIS IS THE CORRECT VERSION PRIOR TO USE.

<b>DIRECTIVE NO.</b>	<u>270-WI-6400.0.11A</u>
<b>EFFECTIVE DATE:</b>	<u>12/17/2015</u>
<b>EXPIRATION DATE:</b>	<u>12/17/2020</u>

### 5.1 Transportability Analysis

The Traffic Management Specialist will conduct in depth analysis of modes of transportation that best suits the needs of the Project and provides for safe and timely delivery to ultimate destination. The analysis process could include the following:

- a. Recommendations for container and transporter systems to be used for shipment.
- b. Selection of mode of shipment, i.e., air or surface.
- c. Cost estimates based on specialized equipment, routings, and modes of transportation.
- d. Shipment restrictions based on dimensions, weight, or HAZMAT.
- e. Procedures for packaging, crating, handling and transport of support equipment being returned after launch completion.

### 5.2 Carrier Qualifications

To qualify for participation in the GSFC Freight Traffic Program, carriers must submit in writing Optional Form 280, Uniform Tender of Rates and/or Charges for Transportation Services. Tenders will contain explicit terms, conditions, and rates for transportation services and have applicable tariff and conference rules. Carriers who submit tenders for tow-away services on over dimensional shipments will include a valid certificate of liability insurance and written procedures or checklists which will be verified prior to shipment to ensure the safe handling of these types of shipments. The 274 Transportation Officer is the approval authority for all Tenders of Service submitted by the commercial carrier industry. Approved carriers who fail to provide satisfactory service to meet agency requirements can be suspended or debarred from participation in the freight traffic program.

### 5.3 Carrier Selection

The Traffic Management Specialist will select the most qualified carrier based on the nature of the shipment, i.e., air ride climate controlled vans, tow away tractors, specialized trailers, and the lawfully filed and approved tender for providing these services, and written verification on file that the selected carrier has a Hazardous Materials Security Plan in effect when offered these types of shipments. On mission critical ocean shipments, the Traffic Management Specialist will select the carrier from point of origin to the Water Port of Debarkation (WPOD), and from the Water Port of Embarkation (WPOE) to final destination. Only carriers who have demonstrated a capability and have a history of outstanding performance will be used for project hardware shipments.

### 5.4 Coordination Process

- a. The Traffic Management Specialist will coordinate specialized shipment requirements with the Air Force, commercial carriers, and rigging companies. Coordination actions will be documented so a viable audit trail of actions taken is readily available.

CHECK THE GSFC DIRECTIVES MANAGEMENT SYSTEM AT  
<http://gdms.gsfc.nasa.gov> TO VERIFY THAT THIS IS THE CORRECT VERSION PRIOR TO USE.

<b>DIRECTIVE NO.</b>	<u>270-WI-6400.0.11A</u>
<b>EFFECTIVE DATE:</b>	<u>12/17/2015</u>
<b>EXPIRATION DATE:</b>	<u>12/17/2020</u>

Page 14 of 32

- Submission of SAAM requests to the NASA Validator at Kennedy Space Center, FL.
- Completion of Load Plans using the Air Force automated load planning system.
- Arranging for load validation and air transportability certification on new transporter systems.
- Submission of waiver requests for dimensions, weight, and HAZMAT exceptions.
- Arranging for manpower and equipment support at on load and off load locations.

b. Coordination with commercial carriers will consist of:

1. Arranging for permits for over dimensional loads;
2. Ordering specialized equipment such as, air ride temperature controlled vans, tow-away tractors, double drop trailers and flatbeds;
3. Arranging for professional escorts, pole vehicles, and scout vehicles; and
4. Arranging for rigging services to provide crane lifts, winching, and on-load and off-load support.

c. Coordination with project and GSFC support personnel will consist of:

1. Interface with Projects and support contractors in all phases of Transportation plans.
2. Ship radioactive materials in accordance with 350-WI-6400.1.1 by coordinating with Code 350, and receiving GSFC Form 23-26, Radioactive Material Shipping and Receiving Record.
3. Establish points of contact with project personnel, ILS and other contractors.
4. Establish a movement time line with project personnel.
5. Obtain listing of all accompanying ground support equipment to include all hazardous materials.
6. Coordinate pre-shipment of non-accompanying ground support equipment.
7. Determine if convoy is required for movement and obtain all required vehicles through commercial and GSFC resources.
8. Obtain list of all NASA and contractor personnel directly involved in the movement of the transporter system.
9. Obtain list of all personnel required to accompany the transporter and container aboard USAF aircraft.
10. Determine if special road permits are required for surface movement, ensuring all the projects special requirements are met (i.e. nighttime travel). Ensure each state involved has agreed to issue permits for specific time designations.

d. The Transportation Branch Head and 274/279 Mechanical Engineer will coordinate with each project technical engineer on the requirements for instrumentation support; together they will:

1. Ensure each project has instrumentation technician assigned;
2. Coordinate with project engineers for accelerometer and recorder placement and setting parameters;

CHECK THE GSFC DIRECTIVES MANAGEMENT SYSTEM AT  
<http://gdms.gsfc.nasa.gov> TO VERIFY THAT THIS IS THE CORRECT VERSION PRIOR TO USE.

<b>DIRECTIVE NO.</b>	<u>270-WI-6400.0.11A</u>
<b>EFFECTIVE DATE:</b>	<u>12/17/2015</u>
<b>EXPIRATION DATE:</b>	<u>12/17/2020</u>

Page 15 of 32

3. Assign Traffic Management and Transportation personnel and request packing and instrumentation personnel to provide support in the areas of instrumentation, special assignment airlift, and overall project support.

## 5.5 Shipment Process

The Traffic Management Specialist assigned to the project will accomplish all last minute details and control the actual movement of all space flight hardware and mission critical support equipment and will make arrangements to:

- a. Ensure all commercially procured vehicles moving Space Flight Hardware are inspected by the Vehicle and Equipment Maintenance Section and documented on DD Form 626;
- b. Ensure commercial vehicles are properly placarded for HAZMAT as required;
- c. Perform a route survey of all roadways to be used during the movement;
- d. Ensure all support equipment requirements at the on and off load location points are set up and ready at least 24 hours in advance of shipment arrival;
- e. Coordinate with Air Force bases and NASA Center security for any escort requirements needed as well as personnel security issues;
- f. Coordinate with commercial carrier, project personnel, and transportation personnel, on the required convoy structure and departure time;
- g. Coordinate with the Project support contractor on environmental control system fuel requirements;
- h. Secure special road permits if needed in compliance with project requirements and state laws;
- i. Accomplish passenger/ Cargo Manifests for Air Force aircraft;
- j. Provide full and accurate safety briefing prior to convoy departure;
- k. Ensure only personnel directly involved in the load and unloading operations are on the aircraft and all personnel are following required safety standards;
- l. Ensure mission critical shipments are tracked to final destination and advise project and logistics personnel of shipment methodology, modes of shipment, transshipment and break bulk points, carrier equipment changes, and implications and associated risks involved with selected modes of transportation. On short notice mission critical shipments that contain hazardous materials, the hazardous materials will be shipped separately from the main shipment to prevent delays caused by documentation problems or interpretation of regulatory requirements. This shipment methodology will be done with the concurrence of the Project; and
- m. Advise project and logistics personnel of delivery condition and/or any anomalies.

## 6.0 Post Launch Return

All GSFC-owned equipment and transporter systems will be returned to GSFC after launch of the spacecraft. After receipt of GSFC Form 20-4 to return post launch equipment, the Traffic Management Specialist will:

CHECK THE GSFC DIRECTIVES MANAGEMENT SYSTEM AT  
<http://gdms.gsfc.nasa.gov> TO VERIFY THAT THIS IS THE CORRECT VERSION PRIOR TO USE.

<b>DIRECTIVE NO.</b>	<u>270-WI-6400.0.11A</u>
<b>EFFECTIVE DATE:</b>	<u>12/17/2015</u>
<b>EXPIRATION DATE:</b>	<u>12/17/2020</u>

Page 16 of 32

- a. Ensure tractors and transporter systems are returned to GSFC or other destinations as required, at minimal cost to the government;
- b. Coordinate any storage requirements with the Project and 274 Storage Manager; and
- c. Prepare after action report for submission to the Code 279 Transportation Branch Manager, and the 274 Logistics and Transportation Management Branch Head depicting lessons learned, realized cost savings, and recommendations for improvement for future initiatives.

## **7.0 Documentation**

The Traffic Management Specialist will document all phases of each project movement from start to finish to ensure an audit trail is available for the Project Manager, Code 274/279 Project Engineers, and Center Transportation Officer. Actions will consist of:

- a. Obtaining a GSFC 20-4 or 11-54 from the Project authorizing expenditure of funds for transportation services;
- b. Accomplishing all Commercial Bills of Lading for domestic and International shipments in accordance with this Work Instruction;
- c. Accomplishing all Dangerous Goods Shippers Declarations for surface and air movement to include any waivers or DOT exemptions in accordance with Title 49 Code of Federal Regulations, International Maritime Dangerous Goods (IMDG) Code, International Air Transport Association (IATA) Regulation, or AFJM 24-204, Airlift of Hazardous Material;
- d. Establishing a Project File which will contain all historical data and documentation which was generated in support of the Project;
- e. Maintaining Traffic Management Files consisting of GSFC 20-4s, 11-54s, Air Way Bills,
- f. Obtaining a GSFC 20-4 from the Project authorizing expenditure of funds for transportation services;
- g. Accomplishing all Commercial Bills of Lading for domestic and International shipments in accordance with this Work Instruction;
- h. Accomplishing all Dangerous Goods Shippers Declarations for surface and air movement to include any waivers or DOT exemptions in accordance with Title 49 Code of Federal Regulations, International Maritime Dangerous Goods (IMDG) Code, International Air Transport Association (IATA) Regulation, or AFJM 24-204, Airlift of Hazardous Material;
- i. Establishing a Project File which will contain all historical data and documentation which was generated in support of the Project;
- j. Maintaining Traffic Management Files consisting of GSFC 20-4s, Air Way Bills, Government Bills of Lading, and carrier invoice vouchers in accordance with NRRS 6.

## **8.0 Local, Non-Commercial Transportation**

In the event that in-house transportation services are used, transportation dispatch, will receive all material movement requests from the customer. When the customer calls and requests the

CHECK THE GSFC DIRECTIVES MANAGEMENT SYSTEM AT  
<http://gdms.gsfc.nasa.gov> TO VERIFY THAT THIS IS THE CORRECT VERSION PRIOR TO USE.

<b>DIRECTIVE NO.</b>	<u>270-WI-6400.0.11A</u>
<b>EFFECTIVE DATE:</b>	<u>12/17/2015</u>
<b>EXPIRATION DATE:</b>	<u>12/17/2020</u>

movement of material, the Dispatcher will request and annotate the following information from the customer and input the pickup into the automated DAFIS system:

- a. Quantity and kind of material to be moved, and date of request;
- b. Size and weight of material;
- c. Person, building, room and phone number where the material is to be picked up;
- d. Required delivery date or urgency of movement;
- e. Person, building, room and phone number where the material is to be delivered; and
- f. Other coordinating information if required.

After receiving the necessary information from the customer, the Dispatcher will schedule the material movement. Material will be scheduled based on the "first in, first out" method, priority 01 taking precedence over this policy. Priority 01's are identified as material movement requests that require priority handling, usually within 4 hours or in direct support of spaceflight project testing or mission critical requirements. The Dispatcher will assign work to individual drivers based on priority, quantity of material, estimated completion times, location, required delivery date, assets available, and any special requirements. The driver receives the original pickup ticket. The driver will pick up the material from its point of origin and deliver it to its point of destination, and insure that it is properly secured during transit to prevent movement and damage. When moving critical hardware or support equipment, the designated project support team will be assigned the task. The Lead will coordinate with the project customer regarding special handling requirements. Once the delivery is completed, the driver will have the recipient of the material sign the Transportation Pickup Ticket verifying the request was completed. If the shipment is refused at the point of destination the material will be returned to the point of origin and the ticket will be marked "REFUSED." If the material, shipper, or receiver is not prepared for the material's movement, the ticket will be marked "N/D" for "not deliverable." If the driver can schedule a date for delivery at that time, he will note on the ticket the date requested. At the end of the shift the driver will turn in all tickets to the Dispatcher.

## 9.0 Hazardous Materials Security Plan

This plan has been developed to reduce security risks presented by the transportation of certain hazardous materials shipped from GSFC and WFF. A risk assessment has been conducted for GSFC and WFF to determine the types of material that fall under the parameters of 49 CFR, paragraph 172.800. At GSFC and WFF, this would apply to material requiring placarding in accordance with 49 CFR, Subpart F, Paragraph 172.504, Table 1. Main components of this plan consist of Personnel Security, Unauthorized Access, En route security, and Training.

- a. Personnel Security - All GSFC (Greenbelt and WFF) permanent employees have undergone National Agency Checks (NAC). This is a review of an individual's background data that includes completion of background information forms and fingerprinting.
- b. Authorized Access - All GSFC (Greenbelt and WFF) permanent employees must display identification badges at all times while on Center. Manned security gates control access to GSFC (Greenbelt and WFF). All delivery vehicles will comply with the following security procedures.

CHECK THE GSFC DIRECTIVES MANAGEMENT SYSTEM AT  
<http://gdms.gsfc.nasa.gov> TO VERIFY THAT THIS IS THE CORRECT VERSION PRIOR TO USE.

**DIRECTIVE NO.** 270-WI-6400.0.11A  
**EFFECTIVE DATE:** 12/17/2015  
**EXPIRATION DATE:** 12/17/2020

Page 18 of 32

1. All HAZMAT delivery vehicles with NASA badged drivers will be allowed unescorted on Center. Non-badged drivers will require an escort by an employee with a permanent picture badge from the organization requiring the delivery;
  2. The Security Officer on duty will check the citizenship of the vehicle driver and any assistants. They must be a U.S. citizen or have a valid Immigrant Alien Registration Card (green card) in their possession to enter the Center;
  3. The driver must have a valid driver's license and any assistants must have a valid picture ID;
  4. The vehicle will be inspected by a Security Officer on duty. After the inspection is completed, a valid picture identification is shown to the Officer at the gate upon entrance to the Center.
- c. In route Security - All hazardous materials are shipped from a secure location at GSFC (Greenbelt and WFF). Since WFF ships class one (1) rocket motors, the Traffic Management Specialist will:
1. Use Dual Driver Protective Service (DDP). Since there are several Transportation Protective Services (TPS) available depending on the mode of service used, see Appendix 1 for applicable definitions.
  2. Annotate the Bill-of-Lading with required Transportation Protective Services ordered from the carrier. When other modes of Transportation are used in addition to motor, the TMS will refer to the TPS chart (Attachment 2) to determine TPS designations based on mode and annotate this information on the Bill-of-Lading.
  3. Ensure container or vehicle is sealed with a serialized bolt seal (NSN: 5340-01-260-9935) at bottom of hasp or cable seal (NSN: 5340-00-084-1570) in figure 8 configurations at top of container or vehicle. Seal numbers will be annotated on the Bill-of-Lading.
  4. Order exclusive use of vehicle with direct movement to destination.
  5. Order tarpaulin service when shipment is made using a flat-bed trailer, flat-rack container, or similar open equipment to transport rocket motors. This requirement will be annotated on the Bill of Lading.
  6. Complete DD Form 1907, Signature and Tally Record, and surrender to carrier prior to release of shipment. Follow distribution instructions contained on the Form.
  7. Send E-Mail message with complete shipment history to final consignee as the Report of Shipment (REPSHIP). A Faxed copy of Bill of Lading and Packing List is a suitable substitute for the message. FAX Form 274-FORM-2004, DTTS Shipment Information Form to the Defense Transportation Tracking System (618) 256-1689 prior to release of the shipment. The DTTS will track the shipment from origin to destination with the commercial carrier.
- d. HAZMAT carrier's equipment Safety rating will be checked through use of on-line SAFER system (<http://safersys.org/CompanySnapshot.aspx>). "Satisfactory" report will be generated and maintained in shipment file. The Carrier's Commercial Driver's License (CDL) will be checked for applicable HAZMAT endorsements.

CHECK THE GSFC DIRECTIVES MANAGEMENT SYSTEM AT  
<http://gdms.gsfc.nasa.gov> TO VERIFY THAT THIS IS THE CORRECT VERSION PRIOR TO USE.

<b>DIRECTIVE NO.</b>	<u>270-WI-6400.0.11A</u>
<b>EFFECTIVE DATE:</b>	<u>12/17/2015</u>
<b>EXPIRATION DATE:</b>	<u>12/17/2020</u>

Page 19 of 32

- e. Security Training - All GSFC (Greenbelt and WFF) permanent personnel receive Security Awareness and Education Training. Certificates of completion for Code 279 personnel are maintained in the Program Management Office. In addition to this training, function specific personnel such as Traffic Management Specialists and Packaging Personnel receive the U.S. Department of Transportation HAZMAT Transportation Security Awareness Training Module. This training will be provided every 2 years in conjunction with HM181 training. Certificates for this training will be maintained in the Code 279 Human Resources office along with appropriate training materials.

## **10.0 NON-CONFORMANCE MANAGEMENT**

### **10.1 Non-conformances**

The overall Corrective Action/Preventive Action (CAPA) Lead for the activities in this work instruction is the Code 274 Logistics and Transportation Management Branch Head. The CAPA Lead serves as the principal point of contact within ILMD responsible for the management and proper functioning of the nonconformance process in that functional area provides technical oversight and identifies nonconformance trends that may require changes to existing policies or procedures, and reports significant issues to higher management. The CAPA Lead is also responsible for reviewing and processing Problem Reports (PR's) and Nonconformance Reports (NCR's) received from any source as well as directing and documenting corrective actions taken in response to PR's and NCR's. The primary documentation for these activities shall be created in the automated Problem Reporting/Problem Failure Reporting (PR/PFR) system or the META System, which are accessed via the GSFC MS website.

### **10.2 Minor Non-conformances**

As determined by the appropriate Code 270/279 Functional Branch Head, some non-conformances will be managed outside of the PR/PFR and META systems. There is no single method for documenting and dispositioning these minor non-conformances. All minor non-conformances shall be recorded in an approved record, and, the cognizant supervisor shall review the documentation and determine the most appropriate disposition. In those instances when a close out action is necessary, it will also be annotated in an approved record.

### **10.3 Non-conformances Initiation and Disposition**

After the CAPA Lead reviews a PR or NCR, the CAPA Lead shall request and/or develop disposition recommendations. For most non-conformances, this will be an internal process. In the case of services provided directly under the direction of operational Projects, the appropriate Project personnel shall be consulted. In some cases, the Project may assume control of the PR or NCR process. In those cases, the CAPA Lead will update the PR or NCR to show this transition. In all other cases, the CAPA Lead shall lead the PR or NCR disposition process.

CHECK THE GSFC DIRECTIVES MANAGEMENT SYSTEM AT  
<http://gdms.gsfc.nasa.gov> TO VERIFY THAT THIS IS THE CORRECT VERSION PRIOR TO USE.

<b>DIRECTIVE NO.</b>	<u>270-WI-6400.0.11A</u>
<b>EFFECTIVE DATE:</b>	<u>12/17/2015</u>
<b>EXPIRATION DATE:</b>	<u>12/17/2020</u>

Once the review is complete, the CAPA Lead shall input the disposition into the PR/PFR or META system. In cases where policy may be affected, the ILMD management shall be consulted prior to completing the disposition process. If no corrective actions are required, the CAPA Lead shall close out the PR or NCR.

#### **10.4 Corrective Actions**

If resolution of the PR or NCR involves initiation of corrective action, the CAPA Lead shall continue to update the PR or NCR with root causes, actions taken and remedial actions if and when they are part of the corrective action process. Upon completion of all corrective actions, the CAPA Lead shall close out the PR or NCR. In some cases corrective actions will point to other non-conformance issues that need to be resolved. If this happens, the CAPA Lead shall create a follow-on PR or NCR, and the process will begin again.

**DIRECTIVE NO.** 270-WI-6400.0.11A  
**EFFECTIVE DATE:** 12/17/2015  
**EXPIRATION DATE:** 12/17/2020

Page 21 of 32

## Appendix A – Definitions

- A.1 Carrier Performance Program - The Carrier Performance Program establishes specific elements of service that are key indicators of carrier performance, establishes minimum levels of satisfactory performance for these elements, and prescribes procedures for denial of freight to carriers that fail to maintain a minimum level of satisfactory service. Refer to Attachment 1 of this Work Instruction.
- A.2 Constant Surveillance (CIS) - CIS requires constant surveillance of a shipment by a qualified carrier representative.
- A.3 Convoy Order of Movement - Designated vehicles and positioning used to provide safe movement of GSFC spacecraft transporter systems. Convoy participants will consist of scout vehicle, professional escorts, tow-away equipment, and project support vehicles.
- A.4 Critical Lift – Involves lifting and lowering operations with special, high dollar items such as spacecraft, one-of-a-kind articles, and major facility components whose loss would have serious programmatic impact. Critical lifts also include lifting personnel with a crane, lifts where personnel are required to work under a suspended load and operations with special personnel and equipment safety concerns exceed normal lifting hazards.
- A.5 Department of Transportation Exemption (DOT-E) - Official permission from the DOT to ship via various modes of transportation when a Hazardous Material does not meet approved packaging or quantity criteria.
- A.6 DTTS Satellite Motor Surveillance Service (SNS) - SNS is used for Hazard Class/Division 1.1, 1.2, and 1.3 Arms, Ammunition and Explosive shipments. The purpose of SNS is for the carrier to provide the DTTS with periodic position location reports, in transit status changes, and electronic emergency situation notification.
- A.7 Dual Driver Protective Service (DDP) - DDP requires continuous attendance and surveillance of a shipment by two qualified drivers.
- A.8 Hazardous Materials - Materials that have been determined by the U. S. Department of Transportation to be capable of posing an unreasonable risk to health, safety, or property when transported in commerce
- A.9 Hazardous Materials Security Plan - This plan establishes guidelines for the implementation of 49 CFR, Chapter 172 regarding security requirements for offers and transporters of Hazardous Materials. See paragraph 2.9 for specific details.

CHECK THE GSFC DIRECTIVES MANAGEMENT SYSTEM AT  
<http://gdms.gsfc.nasa.gov> TO VERIFY THAT THIS IS THE CORRECT VERSION PRIOR TO USE.

<b>DIRECTIVE NO.</b>	<u>270-WI-6400.0.11A</u>
<b>EFFECTIVE DATE:</b>	<u>12/17/2015</u>
<b>EXPIRATION DATE:</b>	<u>12/17/2020</u>

- A.10 Highway Permits - Legal authority granted by State Departments of Transportation to move over dimensional shipments in commerce.
- A.11 Transportability Analysis - Analysis used to determine best method of transportation based on factors such as dimensions, environmental control constraints, shock and vibration limitations, route surveys, and other specialized Project requirements.
- A.12 META – GSFC’s Quality Management System.
- A.13 Military Airlift Transportability Certification - Official approval from the USAF Material Command to airlift over dimensional loads aboard Air Force cargo aircraft
- A.14 Project File - Prior to the execution of transportation support to a project, the Traffic Management Specialist will establish a project file which will contain transportation business records which can include, but is not limited to: permits, DOT exemptions, airlift certification and waivers, HAZMAT documentation, SAAM requests, route surveys, transportation plans and analysis, load plans, meeting minutes, container specifications, cargo manifests, equipment inspection forms, schedule of events and points of contact.
- A.15 Rail Inspection Service (RIS) - RIS is performed by rail carriers for the in-transit inspection of shipment containers, seals, and locking devices to ensure shipment integrity
- A.16 Route Surveys - Inspection of selected routes of movement to ensure safe movement
- A.17 Routine Freight Shipments- Applies to shipments that do not contain space flight hardware or critical Ground Support Equipment (GSE).
- A.18 Special Assignment Airlift Mission (SAAM) - Acquisition of dedicated USAF military aircraft to support the shipment of space flight hardware and material to or near launch location

CHECK THE GSFC DIRECTIVES MANAGEMENT SYSTEM AT  
<http://gdms.gsfc.nasa.gov> TO VERIFY THAT THIS IS THE CORRECT VERSION PRIOR TO USE.

**DIRECTIVE NO.**      270-WI-6400.0.11A  
**EFFECTIVE DATE:**    12/17/2015  
**EXPIRATION DATE:**   12/17/2020

### Appendix B – Acronyms

CAPA	Corrective Action/Preventive Action
EEE	Electrical, Electronic and Electromechanical
ESD	Electrostatic Sensitive Discharge
GDMS	Goddard Directives Management System
GSFC	Goddard Space Flight Center
HAZMAT	Hazardous materials
ILMD	Information and Logistics Management Division
META	The Goddard Quality Management System.
MIL-STD	Military Standard
NCR	Nonconformance Reports
NSSC	NASA Shared Services Center
NPD	NASA Policy Directive
PR/PFR	Problem Reporting/Problem Failure Reporting

CHECK THE GSFC DIRECTIVES MANAGEMENT SYSTEM AT  
<http://gdms.gsfc.nasa.gov> TO VERIFY THAT THIS IS THE CORRECT VERSION PRIOR TO USE.

**ATTACHMENT 1:**

**CARRIER PERFORMANCE PROGRAM**

**Page 1 of 6**

**GENERAL:** The purpose of the Carrier Performance Program (CCP) is to ensure NASA/GSFC shipments receive the best service available from commercial freight carrier performance, establishes minimum levels of satisfactory performance for these elements, and prescribes procedures for denial of freight shipments to carriers that fail to maintain a minimum level of satisfactory performance.

**ELEMENTS OF SERVICE:** The CCP on identifiable elements of service (appendix 1) which can be measured and evaluated to determine the level of performance provided by the carrier. The elements of service to be applied are:

<u>Elements of Service</u>	<u>Levels of Satisfactory Service</u>
Claims Experience	Less than 2% of total or 1% of total shipment revenue
Compliance with DOT HAZMAT Regulations	100%
Inadequate or Improper Equipment	Less than 2 in 30 days
Compliance with GBL Instructions	90% or better
Overcharge Ratio	1% of total shipment revenue
Failure to Pick up Shipment	Less than 2 in 30 days
Shipment Refusal	Less than 2 in 30 days
Compliance with Tariff/Tender Provisions	90% or better
Transit Time	90% or better

**RESPONSIBILITIES:**

The 274 Logistics and Transportation Management Branch will:

- Provide overall management of the CPP.
- Monitor effectiveness of the CPP.
- Review levels of satisfactory performance to ensure they are adequate to support NASA/GSFC requirements.
- Initiate appropriate freight denial action based on documented substandard Performance and recommendations made by the Code 279 Transportation Branch Manager.

<b>DIRECTIVE NO.</b>	<u>270-WI-6400.0.11A</u>
<b>EFFECTIVE DATE:</b>	<u>12/17/2015</u>
<b>EXPIRATION DATE:</b>	<u>12/17/2020</u>

Page 25 of 32

**ATTACHMENT 1:  
CARRIER PERFORMANCE PROGRAM  
Page 2 of 6**

**The Code 279 Transportation Branch Manager will:**

- Implement CPP procedures as they apply to NASA/GSFC shipments.
- Ensure carrier performance is adequately monitored.
- Ensure carrier service failures are identified, documented and reported to 274 as part of the monthly transportation report, except in those instances when the failure is serious enough to warrant immediate notification and corrective action.
- Furnish a letter of warning (LOW) to 274 for review, approval, and signature when failures exceed minimum levels of satisfactory performance.
- Assist 274 with the address of freight denial actions and carrier appeals and ensure enforcement of 274 denial actions.
- Educate Traffic Management Personnel on CPP concept so service failures are identified and documented based on elements of service and levels of satisfactory service.

**Code 279 Traffic Management Personnel will:**

- Document service failures as they occur. Additionally, each incident will be logged in the CPP logbook in order to track levels of satisfactory service.
- Prepare a LOW for review by the Transportation Branch Manager when failures exceed levels of satisfactory service.
- Maintain a performance file on all freight carriers servicing GSFC. Copies of service failures, LOWs, and administrative denial actions initiated by 274 will be included in the file.

**DENIAL ACTIONS:** The following discretionary actions will be imposed by the 274 Transportation and Logistics Management Branch when a carrier fails to provide adequate levels of service or if continued participation poses a risk to the operation of transportation programs and projects.

**SUSPENSION PROCEDURES:** When a carrier accrues the number of service failures within a 30-day period as measured in levels of satisfactory performance, the carrier may be suspended. The Code 279 Transportation Branch Manager will prepare a Notification of Suspension. This notification will be dated and signed by the 274 Transportation and Logistics Management Branch Head and mailed to the home office of the carrier by certified mail return receipt requested. The effective date of the suspension will be the notification date on the letter. 274 will forward a copy to the Code 279 Transportation Branch Manager for inclusion in the carrier's file.

**PERIOD OF SUSPENSION:** There is no limit to the length of time a carrier can be suspended by 274. The time of suspension will be based on the seriousness of the service failures and corrective actions taken by the carrier. The period of time will be determined jointly by the 274 Logistics and Transportation Management Branch Head, and the Code 279 Transportation Branch Manager.

Decisions will be based on past performance, trends of substandard performance, and mitigating circumstances.

CHECK THE GSFC DIRECTIVES MANAGEMENT SYSTEM AT  
<http://gdms.gsfc.nasa.gov> TO VERIFY THAT THIS IS THE CORRECT VERSION PRIOR TO USE.

<b>DIRECTIVE NO.</b>	<u>270-WI-6400.0.11A</u>
<b>EFFECTIVE DATE:</b>	<u>12/17/2015</u>
<b>EXPIRATION DATE:</b>	<u>12/17/2020</u>

Page 26 of 32

## **ATTACHMENT 1: CARRIER PERFORMANCE PROGRAM**

**Page 3 of 6**

**CARRIER APPEAL:** A carrier may appeal a suspension. The appeal must be submitted in writing to 274 Logistics and Transportation Management Branch Head within seven days after the carrier receives written notification of the suspension. The 274 Branch Head will provide a written decision to the carrier, granting or denying the appeal, within ten (10) calendar days after receipt of the request.

**RELIEF FROM SUSPENSION:** A carrier may request relief from suspension based on corrective actions taken to prevent future substandard service. The 274 Branch Head may deny it, terminate the suspension, or reduce the time of the suspension. The carrier will be advised of the decision within ten calendar days after receipt of the request.

**REINSTATEMENT:** A carrier will automatically be reinstated as eligible to participate in the NASA/GSFC freight traffic program on the day following the last day of the suspension period. Written notification is not required unless the reinstatement is the result of action taken in response to an appeal or request for relief from suspension.

### **ELEMENTS OF SERVICE DEFINITIONS**

- Claims Experience-Refer to the dollar value of loss and damage to freight and the frequency of occurrence.
- DOT Hazardous Material Regulations - A carrier must fully comply with all DOT provisions and regulations for handling and transporting hazardous materials.
- Carrier Equipment – A carrier must provide adequate and proper equipment. Inadequate equipment refers to carrier equipment that cannot be used to safely transport freight. Improper equipment means the carrier has provided the wrong size or type of equipment ordered by the Traffic Management Office.
- Instructions of CBL/GBL – A freight carrier is expected to comply with all instructions placed on a CBL/GBL.
- Overcharge Ratio – A carrier is expected to submit accurate billing invoices for services performed.
- Failure to Pick up shipments as Scheduled – When a carrier agrees to pick up a shipment, it is expected to do so, regardless of the amount of advance notice involved.
- Shipment Refusal – Such action indicates carrier inability to provide service as specified in carrier tenders or tariffs. A refusal occurs when a carrier declines a shipment, which is offered at least 24 hours before the required pick up date and time.
- Tender, Tariff, or Contract Provisions – A carrier is expected to comply with provisions contained in applicable tender, tariff, contract, or similar agreement which determines the relationship between the carrier and NASA/GSFC.
- Transit Time – The elapsed time between the date a shipment is released to a carrier by the consignor and the date a shipment is offered for delivery. Carrier is expected to meet the Required Delivery Date (RDD).

CHECK THE GSFC DIRECTIVES MANAGEMENT SYSTEM AT  
<http://gdms.gsfc.nasa.gov> TO VERIFY THAT THIS IS THE CORRECT VERSION PRIOR TO USE.

DIRECTIVE NO. 270-WI-6400.0.11A  
EFFECTIVE DATE: 12/17/2015  
EXPIRATION DATE: 12/17/2020

**ATTACHMENT 1:**

**CARRIER PERFORMANCE PROGRAM**

Page 4 of 6

**CARRIER PERFORMANCE REPORT**

Date: \_\_\_\_\_

CARRIER NAME: \_\_\_\_\_ CARRIER SCAC: \_\_\_\_\_

REPORTING LOCATION: GSFC \_\_\_\_\_ WFF \_\_\_\_\_ Other \_\_\_\_\_

SHIPMENT ORIGIN: \_\_\_\_\_ DESTINATION: \_\_\_\_\_

GBL/CBL NUMBER: \_\_\_\_\_

DATE SHIPMENT ORDERED \_\_\_\_\_ SHIPMENT ACCEPTED BY: \_\_\_\_\_

PICK UP DATE: \_\_\_\_\_ REQUIRED DELIVERY DATE: \_\_\_\_\_

**ELEMENTS OF SERVICE**

\_\_\_\_\_ SHIPMENT REFUSAL

\_\_\_\_\_ TRANSIT TIME

\_\_\_\_\_ FAILURE TO PICK UP

\_\_\_\_\_ COMPLIANCE WITH  
DOT HAZARDOUS  
REGULATIONS

\_\_\_\_\_ INADEQUATE OR IMPROPER  
EQUIPMENT

\_\_\_\_\_ CLAIMS

\_\_\_\_\_ COMPLIANCE WITH TARIFF,  
TENDER OF CONTRACT

\_\_\_\_\_ OVERCHARGE IN  
BILLING

\_\_\_\_\_ COMPLIANCE WITH GBL  
INSTRUCTIONS

\_\_\_\_\_ OTHER

PROBLEM DESCRIPTION:

CORRECTIVE ACTION TAKEN:

CHECK THE GSFC DIRECTIVES MANAGEMENT SYSTEM AT  
<http://gdms.gsfc.nasa.gov> TO VERIFY THAT THIS IS THE CORRECT VERSION PRIOR TO USE.

**DIRECTIVE NO.** 270-WI-6400.0.11A  
**EFFECTIVE DATE:** 12/17/2015  
**EXPIRATION DATE:** 12/17/2020

Page 28 of 32

**ATTACHMENT 1:**

**CARRIER PERFORMANCE PROGRAM**

**Page 5 of 6**

274

DATE

CARRIER NAME

SUBJECT: CARRIER PERFORMANCE PROGRAM  
SERVICE FAILURE-LETTER OF WARNING (LOW)

This Letter of Warning (LOW) is to advise you of the service failure described below. Request you provide, in writing, reasons for the failure and corrective actions you will take to preclude future occurrences of this nature.

This Letter of Warning (LOW) concerns the following service failures:

**STATE NATURE OF FAILURES**

Be advised, continued unsatisfactory service or a combination of service failures may result in suspension.

Thomas A. Weisz  
Head, Logistics and Transportation Management Branch

CHECK THE GSFC DIRECTIVES MANAGEMENT SYSTEM AT  
<http://gdms.gsfc.nasa.gov> TO VERIFY THAT THIS IS THE CORRECT VERSION PRIOR TO USE.

**DIRECTIVE NO.** 270-WI-6400.0.11A  
**EFFECTIVE DATE:** 12/17/2015  
**EXPIRATION DATE:** 12/17/2020

Page 29 of 32

**ATTACHMENT 1:**

**CARRIER PERFORMANCE PROGRAM**

**Page 6 of 6**

274

DATE

CARRIER NAME

SUBJECT: NOTIFICATION OF SUSPENSION

You are hereby advised that (name of carrier) is suspended from participation in freight traffic at Goddard Space Flight Center and satellite locations for a period of days. This action is effective as of the date of this letter. (Name of carrier) will be reinstated on or sooner depending on evidence of corrective actions taken.

Your suspension is the result of:

Enclosed is a copy of our Letter of Warning (LOW) which preceded and forewarned you of the possibility of this action.

You are advised of your right to appeal this action in person or in writing within 7 calendar days of receipt of this notification. Your written appeal must be made to:

Head, Logistics and Transportation Management Branch  
274  
Goddard Space Flight Center  
Greenbelt, MD 20771

Upon receipt of your appeal, a determination will be made within 20 calendar days.

Thomas A. Weisz  
Head, Logistics and Transportation Management Branch

Enclosure

cc: Carrier's Local Agent  
Carrier Performance File

CHECK THE GSFC DIRECTIVES MANAGEMENT SYSTEM AT  
<http://gdms.gsfc.nasa.gov> TO VERIFY THAT THIS IS THE CORRECT VERSION PRIOR TO USE.

**DIRECTIVE NO.** 270-WI-6400.0.11A  
**EFFECTIVE DATE:** 12/17/2015  
**EXPIRATION DATE:** 12/17/2020

**ATTACHMENT 2:**

**TRANSPORTATION PROTECTIVE SERVICES FOR AIR, WATER AND RAIL**

<b>Air</b>	<b>Water</b>	<b>Rail</b>
1. CIS	1. Written receipt from ship's officer at POE and written release to carrier at POD.	1. Locked and Seal Authorized RIS.
2. Shipments by airfreight.	2. Pier service only.	2. In Motor Phase, use appropriate Motor Security.
3. Shipper escort to carrier and immediate pickup at destination.	3. US flag with direct voyage where feasible.	3. Use only approved shipping containers, e.g. MILVAN/SEAVAN, and place on rail car door-to-door to prevent unauthorized access.
4. Banded/locked and sealed, if practicable. However, for commercial air freight, banded/locked and sealed is required.	4. Ship's officer must maintain constant surveillance over cargo offloaded at intermediate stops.	
5. Seals applied by Shipper. Air carriers providing pickup and delivery service by motor must comply with all applicable security requirements during the motor phase as the category shipped	5. Cargo stowed so as to be inaccessible or under general observations of ship's officers.	

CHECK THE GSFC DIRECTIVES MANAGEMENT SYSTEM AT  
<http://gdms.gsfc.nasa.gov> TO VERIFY THAT THIS IS THE CORRECT VERSION PRIOR TO USE.

<b>DIRECTIVE NO.</b>	<u>270-WI-6400.0.11A</u>	Page 31 of 32
<b>EFFECTIVE DATE:</b>	<u>12/17/2015</u>	
<b>EXPIRATION DATE:</b>	<u>12/17/2020</u>	

**ATTACHMENT 3:**

**Forklift and Battery Powered Pallet Jack  
Daily Safety Checklist**

Date: \_\_\_\_\_

Operator: \_\_\_\_\_

Truck No.: \_\_\_\_\_

Visual Checks:	OK	No	N/A	Operational Check	OK	No	N/A
Engine Oil Level				Horn			
Radiator Water Level				Directional Controls			
Fuel Level				Steering			
Obvious Damage and Leaks				Parking Brakes			
Tire Condition				Hydraulic Controls			
Head and Tail Lights				Back-up Alarm			
Warning/Strobe Lights				Battery Discharge Gauge			
Hour Meter				Power Disconnect			
Other Gauges and Instruments				Service Brakes			
Batter Water Level							
Battery Retainers							

Remarks: (Explain all items needing attention or repair)

---



---



---



---



---

**DIRECTIVE NO.** 270-WI-6400.0.11A  
**EFFECTIVE DATE:** 12/17/2015  
**EXPIRATION DATE:** 12/17/2020

**CHANGE HISTORY LOG**

Revision	Effective Date	Description of Changes
Baseline	11/18/2014	Initial Release
A	12/17/2015	<p><b>P.3 References:</b> Form Number changed - 274-FORM-2004, DTTS Shipment Information Form</p> <p><b>P.8 Records Added:</b> 270 Form 0003 Forklift and Battery Powered Pallet Jack Daily Safety Checklist; 274-FORM-2004, DTTS Shipment Information Form</p> <p><b>Revised WI to include insertion of:</b></p> <p>Section 3.0 Accountability of International GBL's,</p> <p><b>Added:</b> Section 4.0 which includes new billing procedures of NSSC.</p> <p><b>Added:</b> NSSC to Acronyms listing.</p> <p><b>Replaced Attachment 3:</b> Old format of Forklift and Battery Powered Pallet Jack Daily Safety Checklist (June 07) with newly designated and updated <u>270 Form 0003 Forklift and Battery Powered Pallet Jack Daily Safety Checklist (11/30/2015).</u></p>

CHECK THE GSFC DIRECTIVES MANAGEMENT SYSTEM AT  
<http://gdms.gsfc.nasa.gov> TO VERIFY THAT THIS IS THE CORRECT VERSION PRIOR TO USE.