

# Retail Product Ordering and Shipping

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**Responsibility:** Supervisor, Retail Operations, McMurdo Operations

*This document describes the process of product ordering, logistic considerations, and shipment tracking.*

## Overview

The Retail Operations Supervisor manages retail Operations at McMurdo, South Pole and Palmer. The ordering process and timeframe is slightly different between the continental side and the peninsula system.

## Logistic Constraints

### Continental Side

There are two main ordering timeframes for the continental side; kilo-air and vessel timeframes. The term, Com-air means the items are generally flown to Christchurch via commercial air. The term, Kilo-air refers to the transport stage when items flown to the ice from Christchurch via LC130, 141 or C5. Shipping items via Com-air and /or Kilo-air can be very costly. Even air space from Christchurch south is limited since Antarctic employees and grantees are vie-ing for space on these flights as well. If Kilo-air from Christchurch to McMurdo is required, merchandise should be shipped from Port Hueneme to Christchurch by way of ocean shipment (See Kilo-Air Deadlines below). Kilo-air items should be limited to smaller critical items and time dated items, such as medications, film, some food items, etc.

### **Kilo Air Deadlines**

There are usually two kilo-air timeframes with respective deadlines. The first timeframe is in order to have items arrive on station during Winfly. This timeframe is highly competitive and it is unlikely that store items will be justified for this timeframe. The second timeframe is to have items arrive after mainbody and up until vessel. The Received-On-Site dates (ROS) should be staggered according to actual need. The earlier mainbody ROS dates will see much competition with all the science and critical operational gear that must arrive on station and store cargo may get bumped according to priority.

### **Air Cargo Priority Board**

Items ordered for kilo-air delivery will be subject to approval/disapproval by the NSF Operations Manager. At the end of July, Logistics will publish a list of your specific project code requirements for kilo-air items and their weights and cube. The NSF Operations Manager may question the need of any of those items for kilo-air delivery. If the item is deemed unnecessary for that timeframe, the ROS date may be changed for the vessel timeframe.

### **Vessel Shipment**

The ocean transport vessel, known as the Greenwave, is the annual transportation source for the majority of the Antarctic resupply, via McMurdo. It is by far the cheapest mode of transport for the program and thus should be utilized as much as possible.

Items begin arriving in Port Hueneme in November to be packed and crated for shipment on the vessel. Store cargo, generally, gets labeled and packaged as Secured Cargo, and stored as such in milvans. The vessel leaves the Port Hueneme dock in January and arrives in McMurdo in February.

**Note** The vessel also ports in Lyttleton, New Zealand to onload additional materials. Purchase requisitions can be placed from New Zealand vendors to make onload deadlines in Port Lyttleton, NZ.

### **Hazardous Cargo**

It is important to note whether you are shipping any hazardous cargo, i.e., batteries, flammables, aerosols, etc, or not. Shipping these items via commercial air can be extremely costly and difficult. It may be best to try and consolidate these types of items for vessel shipment.

**Note** Indicate the hazardous material type and the special shipping requirements on the Purchase Requisition.

### **Peninsula Side Ordering**

Since ships generally arrive and depart Palmer Station regularly throughout the year, the Peninsula system doesn't have the same kilo-air and vessel timeframes for requisitions. ROS dates are assigned according to the scheduled cruises, allowing a reasonable amount of time to again go through the Logistics system. The Palmer station Mapcon Requisition Specialist (MRS) can assist in choosing the cruise date that would be most applicable.

**Note** Special consideration should be given to transportation method from CONUS to Punta Arenas, Chile. Normal transport is upon ocean vessel from Port Hueneme to Chile. In extreme time pressure scenarios, Air transport can be utilized to get items to Chile to be forwarded on a cruise. This method is extremely costly and should be discouraged. Plan accordingly.

### **Palmer Resupply Messages**

The Peninsula side also utilizes Chile as a resupply source rather than procuring everything through the states. This can eliminate customs/ bonding issues that surround liquor and cigarette orders through Port Hueneme. It can also save money and help maintain freshness since transport time and distance is reduced. The agent that assists us with everything from ordering Chilean products to shipping and customs is AGUNSA.

Store items such as liquor, beer, soda and chocolate are commonly ordered from Chilean sources, through AGUNSA. All resupply orders are generated through the Logistics system, where they are tracked sequentially, on site at Palmer Station.

Since Palmer Station is a little more independent in their ordering system, all requisitions and resupply requests are to be approved by the Retail Operations Supervisor prior to processing.

## Requisition Deadlines

Annually Logistics will publish specific deadlines for purchase requisitions to be completed and turned into the Logistics system. These dates allow time for the items to be procured and delivered to Port Hueneme in time to meet the Received on Site (ROS) date you assign each item.

## Ordering Process

When ordering, it important to remember that McMurdo has by far the largest steady consumer base of the three stations, yet Palmer has the largest influx of tourists. South Pole requirements are fairly easily accommodated out of McMurdo stock. It must be remembered that postage and liquor for Palmer and South Pole station are also budgeted under Retail Operations and methods for their resupply are covered under the "Palmer Resupply" section.

**The first step** in the ordering process is to run the most recent (Period 3) Inventory Sales report out of the Point of Sales (POS) system for the station you are working on. This report will show you not only the number of each item sold, but also the quantity on hand for each. This is the best starting point to decide whether an item may sell out in the near future or not.

### Questions to ask

- A. Is the product selling well?
- B. Do we have enough to get through until the next vessel?
- C. Is the item profitable?
- D. Are there expiration dates on this item? If so, what are they?

**Note** Highlight all items deemed low in stock and necessary to reorder.

- E. How much will be necessary to get through another season?

**Note** Use prior season sales reports, including ones from the Navy, to get an idea of how an item is selling. As we build years of sales history these numbers will be easier to determine.

**One other reminder.....**

When ordering, keep in mind the size of the retail warehouse. It is limited, and storage of bulky items can be problematic, particularly when the majority of items arrive simultaneously on vessel. Do not try to overstock since there may not be space available to maintain the additional inventory.

**New items**

Potentially profitable new items can and should be fully researched for sales potential, cost, retail pricing, availability and shipping requirements. The vendors should be made aware of our "unique" logistical situation, i.e. shipments from Port Hueneme, tax-exempt government contract, etc. An actual purchase agreement will need to be negotiated through our Purchasing Department. Any and all helpful information should be written in the purchase requisition and/or passed along via hardcopy to Purchasing.

## Requisitioning

From this point, a purchase requisition needs to be created for the items to be purchased. In addition, a requisition must be created for items specific to each vendor, i.e., all Focus Design items go on a requisition, all SCI items go on their own requisition.

If upon researching, vendor pricing is better than what has been obtained in the past for the same item, obtain a faxed or written price quote from that vendor. The quote should also have the complete vendor name, address and phone number. If a specific sales person helped you with the quotes, be sure their name is mentioned as well. In the vendor field of the Mapcon requisition, enter the name and number of the vendor, attach a copy of the quote to the requisition and under the "Remarks to RPSC buyer", mention there is a hardcopy quote attached.

Once a requisition is created a hardcopy is printed and brought to the Mapcon Edit Team (MET) for review. They review each stock record to ensure Mapcon standards are

followed. Once they have stamped the requisition, a budget manager's signature is necessary. If the requisition is over \$10,000 a director's signature is required.

Once signatures are solicited the requisition gets submitted to Logistics where it gets downloaded into the Power 1000 procurement software and becomes a Purchase Order. From this point any changes that need to be made to a requisition must take the form of a Change Order.

## Change Orders

If it is necessary to add or delete items, or make other major adjustments, to a requisition that has already gone through Power 1000, a change order form will need to be completed. These forms can be found in the Purchasing Department. They are to be filled out with the necessary changes, signed by the budget manager, and submitted to the buyer currently assigned to the specific requisition that requires the change.

## Tracking of Orders

The Retail Supervisor should track all requisitions on a spreadsheet listing the following:

ROS / REQ # / ITEM DESC / VENDOR / PO # / TOTAL AMOUNT /  
CHARGE CODE

This information will prove valuable for budget tracking, speedy investigation of items and in preparation of receipt.