

## 1.0 INTRODUCTION

The Defense Logistics Agency (DLA) is performing an organization wide analysis of their contract delivery terms practices. In order to assist in this analysis, DLA is seeking your input on current contract delivery terms practices. The purpose of the survey is to compile information that will aid DLA in deciding how best to improve shipments from suppliers to DLA and the Services to benefit all stakeholders. DLA is currently undergoing a major transformation to improve business practices, policies, and customer and supplier relationships. DLA needs additional information about your transportation practices to continue to improve upon these efforts.

Participating in this survey is fully voluntary. Should we receive a Freedom of Information Act request for access to your completed survey, we will consult with you before making a release. Your answers will be treated as "confidential" under Exemption 4 of the Freedom of Information Act (5 U.S.C. 552(b)(4)) if you can show that your company would not customarily release it to the public.

ManTech Enterprise Integration Center (e-IC) has been contracted by DLA to compile the Supplier Surveys and provide the results to DLA for the purpose described. Please take a few minutes to complete the survey below to provide DLA the capability to optimize transportation planning and management and improve their relationship with you. Thank you for your time in advance.

## 2.0 DEMOGRAPHICS

- 1) Company Name: \_\_\_\_\_
- 2) Company Address: \_\_\_\_\_
- 3) CAGE Code: \_\_\_\_\_
- 4) What type of products do you supply to DLA? (Multiple types? Circle all that apply.)
  - (a) General and Industrial
  - (b) Fuels
  - (c) Subsistence
  - (d) Medical
  - (e) Electronics
  - (f) Spare Parts
  - (g) Other \_\_\_\_\_
- 5) What is the Replenishment Mode for each type?
  - (a) Manufacture the product and have in inventory prior to order from DLA
  - (b) Manufacture the product after it has been ordered from DLA or another customer
  - (c) Manufacture the product specifically engineered for DLA and the Services
  - (d) Our company is a wholesaler supplier, not a manufacturer

- 6) What were your total DLA sales in FY02?
- (a) < \$100,000
  - (b) \$100,000 to \$250,000
  - (c) \$250,000 to \$750,000
  - (d) \$750,000 to \$1,000,000
  - (e) \$1,000,000 to \$10,000,000
  - (f) \$10,000,000 to \$100,000,000
  - (g) > \$100,000,000

- 7) What was your percentage of DLA sales per type of product in FY02?
- \_\_\_ % General and Industrial
  - \_\_\_ % Fuels
  - \_\_\_ % Subsistence
  - \_\_\_ % Medical
  - \_\_\_ % Electronics
  - \_\_\_ % Spare Parts
  - \_\_\_ % Other \_\_\_\_\_
- 100%

- 8) What was your total number of DLA shipments in FY02?
- (a) 0 - 5
  - (b) 6 - 50
  - (c) 51 - 100
  - (d) 101 - 250
  - (e) 251 - 500
  - (f) > 501

- 9) What was your percentage of shipments per type of product in FY02?
- \_\_\_ % General and Industrial
  - \_\_\_ % Fuels
  - \_\_\_ % Subsistence
  - \_\_\_ % Medical
  - \_\_\_ % Electronics
  - \_\_\_ % Spare Parts
  - \_\_\_ % Other \_\_\_\_\_
- 100%

- 10) What is your corporation classification? (IAW Federal Acquisition Regulation 52.219-1)
- (a) Small, Women Owned
  - (b) Veteran Owned
  - (c) Service Disabled Veteran Owned
  - (d) Minority Owned
  - (e) HubZone
  - (f) 8A Status
  - (g) Other Small \_\_\_\_\_
  - (h) Other

11) What is the job level of the person(s) completing this survey?

- (a) Executive
- (b) Middle Management
- (c) Supervisor
- (d) Analyst/Professional
- (e) Clerk
- (f) Other \_\_\_\_\_

12) In what functional area does the person(s) completing this survey work?

- (a) Finance/Accounting
- (b) Manufacturing/Production
- (c) Operations
- (d) Transportation
- (e) Marketing/Sales
- (f) Supply Chain Management
- (g) Other \_\_\_\_\_

13) Do you have personnel responsible for coordinating the carriers for DLA products?

- (a) Yes
- (b) No

a) If so, how many and what are their job functions?

- (a) 1 \_\_\_\_\_
- (b) < 5 \_\_\_\_\_
- (c) < 10 \_\_\_\_\_
- (d) > 10 \_\_\_\_\_

14) Does your company have its own shipping fleet or use 3PL Providers?

- (a) Own shipping fleet
- (b) 3PL provider
- (c) Both own and 3PL
- (d) Neither owned or 3PL

15) Do you have key personnel dedicated to the DLA account?

- (a) Yes
- (b) No

### 3.0 ORDER MANAGEMENT PRACTICES AND POLICIES

- 1) How are orders received and processed?
  - (a) Paper based
  - (b) Customer Order Center/Phone
  - (c) Fax
  - (d) Web based
  - (e) EDI
  - (f) Other \_\_\_\_\_
  
- 2) What are your policies regarding Contract Delivery Terms?
  - (a) A variety of terms with various customers are used
  - (b) 100% FOB Destination
  - (c) 100% FOB Origin except for DLA
  - (d) Other \_\_\_\_\_
  
- 3) Do you ever send shipments under the FAR Fast Payment Procedures?
  - (a) Yes
  - (b) No
  - (c) Do not know what that is
  
- 4) The majority of DLA shipments are sent under which condition?
  - (a) Our company owns goods in transit, files all claims
  - (b) Our company owns goods in transit, DLA files all claims
  - (c) DLA owns goods in transit, files all claims
  - (d) DLA owns goods in transit, our company files all claims
  - (e) DLA owns goods in transit, claims are worked out between our company, DLA, and carrier
  
- 5) Is contract review performed to identify and evaluate quality requirements prior to shipment of goods?
  - (a) Yes
  - (b) No, state why: \_\_\_\_\_
  
- 6) Do you use any specific policies or standards that exceed DLA requirements?
  - (a) Yes, specify: \_\_\_\_\_
  - (b) No

#### 4.0 SHIPPING PRACTICES AND POLICIES

1) What number and dollar value of your shipments to DLA is F.O.B. Destination?

General and Industrial	\$ _____	Total # _____
Fuels	\$ _____	Total # _____
Subsistence	\$ _____	Total # _____
Medical	\$ _____	Total # _____
Electronics	\$ _____	Total # _____
Spare Parts	\$ _____	Total # _____
Other: _____	\$ _____	Total # _____

2) What dollar value and total number of your shipments to the Defense Distribution Centers?

General and Industrial	\$ _____	Total # _____
Fuels	\$ _____	Total # _____
Subsistence	\$ _____	Total # _____
Medical	\$ _____	Total # _____
Electronics	\$ _____	Total # _____
Spare Parts	\$ _____	Total # _____
Other: _____	\$ _____	Total # _____

3) What type of problems do you encounter when working with DLA?

- (a) Transportation
- (b) Product Requirements
- (c) Inspection and Acceptance
- (d) Delivery Requirements
- (e) Information Systems
- (f) Payment
- (g) None

4) What can DLA do to eliminate these problems from the processes?

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5) What percentage of your shipments is:

- (a) \_\_\_\_\_ % Truck
  - (b) \_\_\_\_\_ % Rail
  - (c) \_\_\_\_\_ % Air
  - (d) \_\_\_\_\_ % Sea
- 100%

6) What percentage of your product line is bar coded?

- (a) 100%
- (b) 90% >
- (c) 75% >
- (d) 50% >
- (e) 25% >
- (f) None

7) Does your current packaging practice impact the selection of your carrier?

- (a) Yes
- (b) No

8) What controls are in place to ensure good, commercial packaging?

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9) What is your policy for Less than Truck Load (LTL) shipments?

- (a) Ship LTL as is
- (b) Add other customer products to LTL to get a full load
- (c) No policy exists, decision made at shipping dock
- (d) Customer decides
- (e) Other \_\_\_\_\_

10) How is the transportation management handled differently when shipped to a Defense Distribution Center (DDC) versus direct to the Services?

- (a) UPS, USPS, or FedEx are usually used when shipped to the Services
- (b) Shipments to the DDC are usually truckload shipments
- (c) Other \_\_\_\_\_
- (d) No difference

11) Is transportation management performed differently depending on the customer urgency of the order or in order to meet the contract delivery date?

- (a) Yes, to meet contract delivery date
- (b) Yes, customer urgency of the order
- (c) Yes, both
- (d) No

12) Do you have a process in place for consolidation of shipments for the purpose of transportation and administrative economies?

- (a) Yes
- (b) No

13) Do you manage most damage claims with the carrier when identified by DLA at receiving?

- (a) Yes
- (b) No

- 14) Do you have a policy regarding shipments being properly loaded, blocked, braced, and secured according to Department Of Transportation (DOT) and Department Of Energy (DOE) requirements?
- (a) Yes
  - (b) No
- 15) Are shipping papers annotated with "shipper load and count" when rates are predicated on such statements?
- (a) Yes
  - (b) No
- 16) Are procedures in place to preclude unnecessary detention and demurrage charges by carriers loading or unloading at your site?
- (a) Yes
  - (b) No
- 17) Do you have a Quality System in accordance with a recognized, established system (e.g. MIL-I-45208, MIL-Q-9858)? If yes, indicate which system.
- (a) Yes, \_\_\_\_\_
  - (b) No
- 18) Is there a policy in place to provide written justification or management approval when other than the low cost carrier or mode is used?
- (a) Yes, specify: \_\_\_\_\_
  - (b) No
- 19) When rates or classification rating vary according to a declared value, do you declare the maximum value applicable or the lowest published rate or rating?
- (a) Maximum
  - (b) Lowest Published
- 20) Are your products considered high value materials that require protective service?
- (a) Yes
  - (b) No
- 21) Are written instructions covering packaging, packing, marking, and shipping utilized by Shipping and/or Inspection personnel?
- (a) Yes
  - (b) No
- 22) Are facilities available to furnish packaging, which meet Government specifications?
- (a) Yes
  - (b) No

23) Is a checklist used to verify shipping requirements and documentation to be enclosed in the shipment?

- (a) Yes
- (b) No
- (c) Other means to verify \_\_\_\_\_

24) In your opinion what, if any, obstacles interfere with the shipping processes between your company and DLA?

Describe: \_\_\_\_\_

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## 5.0 COST AND PRICING

1) How are the shipping rates established?

Describe: \_\_\_\_\_

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2) Do the carriers you use accept the Government approved transportation rates through Military Transportation Management Command (MTMC) or do you have to negotiate them based upon the carrier's commercial rate structure?

- (a) Yes
- (b) No, negotiate with carrier using commercial rates provided
- (c) No, accept carriers commercial rates
- (d) Do not know what MTMC rates are

3) How much of the shipping cost is standardized?

- (a) 100%
- (b) 75%
- (c) 50%
- (d) 25%
- (e) None, each product is calculated separately

4) What percentage of your product price includes shipping and handling?

- (a) None, it is added separately to all our invoices
- (b) 1% to 5%
- (c) 6% to 10%
- (d) 10% to 15%
- (e) > 15%



- 5) If you answered (a) None for question 4 above, what is your handling charge as a percent of invoice?
- (a) 1% to 5%
  - (b) 6% to 10%
  - (c) 10% to 15%
  - (d) 15% to 25%
  - (e) > 25%
  - (f) Fixed Fee: \_\_\_\_\_
- 6) What percentage does your company add to the actual carriers invoice prior to invoicing DLA?
- (a) 0%
  - (b) 1% to 5%
  - (c) 6% to 10%
  - (d) 10% to 15%
  - (e) 15% to 25%
  - (f) > 25%
  - (g) Fixed Fee: \_\_\_\_\_
- 7) Does the additional charge in question 6 above include handling or is it in addition to the handling charge in question 5?
- (a) Includes
  - (b) In addition to handling charge in question 5
- 8) What is the typical shipment size?
- (a) Each
  - (b) Container
  - (c) Truckload
  - (d) Varies too greatly
- 9) Is part of the shipping cost dependant upon wait time incurred by the delivery method?
- (a) Yes
  - (b) No
- 10) How many carriers do you primarily utilize? List the top three.
- (a) \_\_\_\_\_
    - 1. \_\_\_\_\_
    - 2. \_\_\_\_\_
    - 3. \_\_\_\_\_

11) What contract delivery terms are used with your DLA shipments?

- (a) FOB Origin, Freight Collect
- (b) FOB Origin, Freight Prepaid (allowed)
- (c) FOB Origin, Freight Prepaid and Charged Back (Add)
- (d) FOB Destination, Freight Collect
- (e) FOB Destination, Freight Prepaid
- (f) FOB Destination, Freight Collect and Allowed
- (g) Other \_\_\_\_\_

12) Freight charges are:

- (a) Paid by our company and integrated into the price of products to DLA
- (b) Paid by our company and passed directly to DLA as a separate line on the invoice
- (c) Paid by our company and passed to DLA on the invoice with an additional service charge
- (d) Paid by DLA directly to the carrier

13) What contract delivery term is used most frequently with your other customers and what percentage of each?

- (a) FOB Origin, Freight Collect
- (b) FOB Origin, Freight Prepaid (allowed)
- (c) FOB Origin, Freight Prepaid and Charged Back (Add)
- (d) FOB Destination, Freight Collect
- (e) FOB Destination, Freight Prepaid
- (f) FOB Destination, Freight Collect and Allowed
- (g) Other \_\_\_\_\_

\_\_\_\_\_ Percentage of time

14) How much does the variation in distance effect the shipping cost?

- (a) No effect
- (b) Direct effect
- (c) Effects it 50% of the time
- (d) Depends on carrier

15) Is your payment to your carriers automated?

- (a) Yes, what method: \_\_\_\_\_
- (b) No

16) Are costs for return of empty trucks built into the freight costs?

- (a) Yes
- (b) No

17) If DLA changed current contract delivery term practices, would your product pricing change to DLA?

- (a) Yes, by what percentage? \_\_\_\_\_
- (b) No

18) What can DLA do to make your partnership more efficient and cost effective?

Describe: \_\_\_\_\_  
\_\_\_\_\_

## 6.0 TECHNOLOGIES

1) Do you utilize an automated transportation management system to perform transportation tasks?

- (a) Yes, what is the system: \_\_\_\_\_
- (b) No

2) Do you utilize Electronic Data Interchange (EDI) for transactions between DLA?

- (a) Yes
- (b) No
- (c) No, but planning to within the next 12 months

3) What capabilities does your current system have? (Circle all that apply.)

- (a) Accounts payable
- (b) General information, i.e., sending messages
- (c) Bidding – pricing
- (d) Larger bid packages – multi-line items
- (e) Collaboration
- (f) Other \_\_\_\_\_

4) Can your current system provide the following reports on monthly invoices?

- (a) Itemized by line item
- (b) Usage
- (c) Volumes/quantities
- (d) When DLA buys
- (e) Peak and low periods
- (f) Costs associated to DLA contracts
- (g) Sufficient information for a bid package
- (h) Purchase order sorting

5) What collaborative technologies does your company currently utilize?

- (a) Collaborative Planning, Forecasting, and Replenishment
- (b) Event Management
- (c) Customer Relationship Management
- (d) Internet/Web sites for customer ordering
- (e) EDI
- (f) Other \_\_\_\_\_

Please provide any additional information that could be helpful to provide an improvement to current shipment practices and processes between your company and DLA.