

SHIPPING MANUAL

The Shipping Department arranges shipping of Institution property for the purposes of returning items for credit, exchange, repair, loan, sale or transfer, and for projects to be performed outside the Institution. The Receiving Department receives incoming goods from purchase orders, credit card purchases, procurement, and items being returned from outside project use, loan and or property transfer.

Access the On-line [Shipping Request](#) to facilitate your shipments.

Receiving

The Receiving Department, located in the Quissett Warehouse Facility, receives all incoming shipments. Carriers have been instructed to stop at this location regardless of the ultimate destination within the Institution. It is here that freight is identified and designated for proper delivery.

UPS and FEDEX usually arrive at WHOI between 10:30 am and 11:30 am daily. Materials bearing valid Institution purchase order numbers are processed through the IFAS/Bitech system. Deliveries from express carriers (Federal Express, UPS, DHL, etc.) are sorted, processed, and distributed to recipients the day of receipt. It is suggested that an individual expecting a package ask the carrier to include the recipient's name, building location, room number, and telephone extension on the label. This will speed location of the addressee and help ensure proper identification and delivery of the parcel. Consignees on larger shipments will be notified so the delivery time can be scheduled. No parcels will be delivered without first obtaining a signature. If you are expecting a delivery and know that you will not be at the institution when it arrives, please arrange for someone in your department to receive it.

Saturday Deliveries

Saturday express deliveries must be arranged in advance with the Distribution Department. We must contact the carriers involved and instruct them concerning shipment delivery. The Distribution Department must also notify the security guards that a shipment is due, and who to contact when it arrives. If a carrier arrives at WHOI and the guards have not been informed, the shipment will be refused. This is also true for science gear being sent to meet WHOI ships. If we do not know to whom the shipment belongs, we cannot direct the shipment to its proper destination. WHOI Receiving is closed on weekends; there is no one to direct trucks to delivery locations. The individual who has requested the Saturday delivery or their designee must pick up the shipment at the Smith Lobby. The guards cannot deliver and are not responsible for parcels not picked up. If your shipment was purchased using your WHOI Visa card, you may have this shipment delivered to your home address, this, however, does not hold true for those items purchased on a WHOI purchase order. All purchase orders must be delivered to the Receiving department.

Return, Repair, or Exchange

The Procurement Department must notify any vendor whose material is being returned for repair, exchange, or credit. Most manufacturers will not accept freight unless a return authorization number (RMA) has been assigned to the shipment for identification when arriving at their receiving door. The Shipping Department will not return material to a manufacturer without authorization from the Procurement Department. Upon receipt of authorization to return your package, the Shipping Department will assign its own return authorization number for identification when your package is returned to us, so we can deliver the shipment to you.

It is very important that you supply the Purchase Order number on returned goods to help expedite this process.

Summary

The Distribution Department exists to serve your shipping and receiving needs. We are always glad to answer your questions as best we can. When calling to inquire about an incoming shipment, it is helpful if you give the purchase order number. Often, shipments come in under different names and an important package could be out for delivery or sitting in the Receiving Department waiting for delivery instructions from someone who may be at sea.

If you call a vendor looking for your purchased goods, and they indicate they have been shipped, ask for the tracking number and the name of the transport company. All carriers use tracking numbers of some kind. This information allows us to call the carrier directly about the location of the shipment. Should your shipper not have that information available, chances are your order has not been shipped.

When preparing for a cruise from WHOI, we will be happy to send a truck to where you are putting your shipment together, and bring it to the Shipping Department. We will then band your boxes or repackage your shipment into larger containers for air, ground, or ocean transportation.

Please call with any questions. We will be happy to serve your needs.

Modes of Transportation

For small domestic shipments up to 150 pounds, United Parcel Service (UPS) is generally the most appropriate and least expensive form of transportation. However, since UPS has certain limitations, other forms of transportation must be used when weight, size, distance or time elements dictate. The carriers listed below offer WHOI generous discounts for their services and, except for UPS, will accept freight on a collect basis from WHOI personnel working in the field. While there are other carriers that we use, this list will provide a general guide for seeking transportation services in unfamiliar places.

Transportation Services		
Carrier	Weight	Modes
<u>United Parcel Service</u>	0-150 lbs	Ground, 3 day select, next-day and second-day air (USA and Canada)
<u>Federal Express</u>	0-150 lbs	Next-day air (priority and standard) and economy second-day air (USA and International)
<u>DHL</u>	0-100 lbs	Air service to international points not served by Federal Express
<u>Service By Air or Pilot</u>	Over 100 lbs	Next day, second day and deferred three to four days (USA)
<u>Yellow Freight</u>	71-10,000 lbs	Less than truckload (LTL) service, road only (USA, Canada, some service to Europe and Asia)
Pilot, Aim High, Transwest	10,000-45,000 lbs	Truck Load (TL) only (USA and Canada)
Barry Int'l or Falcon Global	NA	All international shipments exported and imported in air, sea and ocean containers in less than container load (LCL) and full container load (CL) lots

Transportation Costs

Because there are so many shipping variables, the Shipping Department does not maintain a complete list of rates for our various carries. We will be glad to furnish rate estimates for individual shipments upon request. We maintain a sizeable list of transportation vendors in addition to those shown above. This is to ensure that we have plenty of options to better negotiate price and service for researchers. Of course, we will do everything possible to honor specific routing instructions from our shippers.

While domestic rates can often be figured within a short period of time, international container rates may take some time to work up. WHOI's often remote destinations may involve more than one steamship line, and rate information may be delayed because of time zone differences and language barriers. In most cases the commodity has not previously been shipped from Woods Hole to a given destination; therefore, the Shipping Department must negotiate the steamship line rates well in advance of your departure. This should be done two months before you plan to leave WHOI.

When trying to estimate your own freight charges it is important to remember that shipments are rated based on their own weight (actual weight), or on their volume (dimensional weight) ,whichever produces the higher charges. Dimensional weight is computed by multiplying length X width X height and dividing by the dimensional factor – 166 if domestic, 194 if international. This rating process is used by all air carriers and many trucking companies as well.

Please complete the on-line Shipping Request with as much detailed information as possible. An accurate description of your item, including any hazardous material is essential. A complete delivery address, with phone numbers, is needed. A post office box cannot be used for a delivery address. Complete and accurate information allows the Shipping Department to route your shipment in the most cost effective manner without jeopardizing service or the departure of a scheduled cruise.

Domestic Shipping

Most carriers on our domestic list stop at the Shipping/Receiving area daily. Therefore, we have an advantage in getting last minute material shipped to meet unexpected demands. A Shipping Request Form is necessary for the Shipping Department to properly prepare your paperwork. This form must include:

- a description of your shipment
- a value of your shipment (for insurance purposes)
- the destination
- a project or cost center (for shipping charges)
- the reason for shipping
- date when your shipment must arrive
- your name and extension

Less than Truck Load (LTL) transportation, including UPS Ground, is generally considered to be reliable and inexpensive, but can prove to be time consuming. Delivery to Washington or California, for instance, takes seven to ten working days. This does not include the day of pickup or the day of delivery. Maryland and Virginia are considered three to four day delivery service areas. Saturday pickup and delivery is not generally available using this mode of transportation.

Some trucking companies do offer an Express Service that is not as costly as air express but is more expensive than the normal trucking charge. This service is recommended for large shipments that need to be delivered within a short time frame. The Shipping Department can help you determine whether this service would be of benefit should your packing fall behind due to unforeseen problems.

Federal Express, Pilot Air Freight, and other air express services have various degrees of service available. Overnight service is expensive and, depending on what is being shipped, fairly dependable. This service is not available to all areas. Before

you make commitments on delivery of your freight, check with the Traffic Department to see if that type service is available to the desired destination. International carriers do not offer next-day service due to customs paperwork and other shipping restrictions.

Economy air, with a transit time of three to five working days, is a reliable alternative when normal truck transport cannot meet a deadline

Truckload carriers (TL) offer vans, flat bed trailers, air ride (for fragile shipments) and drop-frame equipment (for very tall items). When using this mode of transportation, you are leasing the entire truck and paying an agreed-upon dollar amount based on the quote received. The advantage over LTL carriers is that this mode of transportation is very reliable and takes less time to arrive at destinations. The driver who loads is usually the driver who unloads. For planning purposes, a trucker can legally travel 500 miles per day. Two-person teams travel 1,000 miles per day or nonstop to the destination, but there is an extra charge for team service.

International Shipping

International shipping is not as confusing as customs officials make it sound. When preparing your international shipment it is very important to itemize the contents of the shipment into an Export List. This itemized list can be attached to the Shipping Request or it can be emailed to the Shipping Dept. Expendable items that have limited value do not need to be itemized: for example, it is not necessary to write down x number pads of paper or x number of pens and pencils; "pads of paper" and "pens" will suffice. It is recommended that you **do not** ship personal items with your science gear. This will often cause the customs officials to inspect the shipment and result in a delay. Remember, customs officials are tax collectors and they look for items that could be sold or traded within their country. Boots, rain gear and cold weather deck clothing should be put down as deck gear. Radios, tape players, and cameras should be hand carried and registered with US Customs before leaving the country. These items are not considered scientific equipment. An Export List or Shipping Request Form must be prepared for all items being shipped or hand carried to any foreign country. Items placed aboard research vessels that will be visiting foreign ports also require an Export List. These forms are for use in preparing the required US export documents created by the Shipping Department. (The "invoice", in this case, is not a billing form but rather a list of items already owned by the Institution.) All items must show the country of manufacture and present value. Remember that some countries have an import tax; thus it is important not to overvalue items on customs and invoice declarations. If the item is of foreign manufacture, model number and serial number must be shown for registration with US Customs for return to the United States.

All equipment should be properly marked with country of manufacture. Equipment manufactured at Woods Hole should be marked "Made at Woods Hole Oceanographic Institution USA". Any item not marked could be assumed to be of foreign origin and be subject to duties upon return to the United States.

When shipping research equipment and associated material back to the US a copy of the original itemized list must be sent to the Shipping Dept. as it will be required for clearing the shipment through US Customs. However, if some items have been left at sea or other location, a new itemized list must be prepared. In either case, you must send the Shipping Department a copy of the invoice so that when your shipment arrives in Boston we can have our customs broker clear the shipment through customs. Though you may have given the agent numerous copies of the itemized list, do not assume that any of those copies will arrive with the shipment. Rarely does an itemized list remain with a shipment when you turn it over to an agent or airline in a foreign port. Once your shipment returns without the paperwork, it will remain in customs until they receive a properly completed itemized list with descriptions of the goods, their countries of manufacture and their values.

It is most important to have the foreign agent send the **original Bill of Lading to our broker, Barry International** when shipping an ocean container back to WHOI. The steamship lines will not release the equipment without this important document. If this Bill of Lading is sent to you and you're on vacation or on another cruise, then the container will sit at the container yard accumulating storage charges while you are away.

When sending air freight back to WHOI, ask the agent to fax the Shipping Department all pertinent information (air-bill number, flight, date of shipment, number of pieces, etc.) for our follow-up. If we do not know a shipment is coming, we cannot notify our broker that it will be needing customs clearances. Please **don't forget to alert the Shipping Department beforehand, or call us immediately** when you arrive back at WHOI. You may always send a shipment **freight collect** to WHOI and our broker will advance airline charges upon its arrival. **Do not** send freight back to WHOI **C.O.D. (Cash on Delivery)** unless **you** are prepared to give the driver **cash** (no checks accepted) for all the transportation charges. The freight will not be unloaded without full payment for all charges. Always ask the agents or carriers for air-bill number, bill of lading numbers, or copies of any other documents before you leave the country of export. If a shipment should go astray or be damaged, these documents will help the Shipping Department track the shipment while in transit and/or file claims within a reasonable period of time with the proper transportation agency. Notify the Shipping Department as soon as possible if there are damages or shortages.

Always consign equipment returning from foreign locations to:

**Woods Hole Oceanographic Institution
c/o Barry International Forwarding, Inc.
88 Black Falcon Avenue, Suite 167
S. Boston, Mass. 02210
United States of America**

**Leo J. Barry
Phone Number 1-617-261-3500
Fax number : 617-261-3565
e-mail <leoj@barryintl.com>**

When sending back material from overseas, first consider the time period in which you will next be needing it. There is **no** next day air service on international

shipments. Also, there is nothing that can be done to expedite entry into the country in regards to US Customs or airline schedules. Steamship lines carrying ocean containers send their vessels into many ports enroute to Boston. Far East steamship lines don't call at East Coast ports. They prefer to use mini land bridge (railroad stack trains) to deliver equipment to East Coast cities. This takes time, generally four to six weeks for a container returning from a foreign port.

Air freight service is only as good as the agent. Agents do not always put science interests first. Agents work for the ships, and therefore respond to the masters of the vessels and not to gear that needs to be transported for science. Airline, steamship, and trucking personnel work for you. A little extra time spent dealing with the carrier often will get the shipment out the door of the agent's facility sooner than waiting for the agent to finish with the ship's business.

Most common carriers have LCL service to and from overseas ports. This service is quite good and easy to use. Fill out a [Bill of Lading](#) and an itemized list; these are generally all that will be needed to ship your equipment back to WHOI from an overseas port. If you want to use ocean freight for your return shipment, check with the Shipping Department to see if this type of service is available in the port you will be returning from. This service is inexpensive, but takes time (allow four to six weeks).

Shipping Hazardous Materials

Shipping of hazardous materials is a difficult business. It requires careful attention from scientists and shipping personnel - and sometimes even the best efforts fail because the shipment can be refused transport at several points on its journey.

Regulations published by the Department of Transportation (DOT), the International Air Transport Association (IATA), and the International Maritime Dangerous Goods Code (IMCO) state that certain types of cargo are subject to transport restrictions. These regulations list and define restricted articles, noting which ones may or may not be carried, the quantity allowed, and the packaging and documentation required. The list includes flammables (solid, liquid, or gaseous), corrosives, poisons, radioactive and magnetic material, noxious or irritating substances, and articles possessing inherent qualities that make them unsuitable for carriage without special provisions. The regulations state what type packing is required and what type vehicle may carry the articles. When hazardous materials are tendered to carriers (air, ground, or ocean), the proper shipping name must be used on the shipping documents; trade names are not acceptable. Hazardous material will not be accepted by carriers unless the shipper has certified that the shipment complies with all applicable regulations and articles are properly marked and labeled. The Shipping Department has personnel qualified to answer any questions you may have regarding hazardous material, and they will assist you in preparing the shipment. Please remember that Shipping can pack, label, and ship, but only you can tell us what you are shipping. Failure to notify the Shipping Department that hazardous material is in your shipment can result in serious fines to you and the Institution, should an undisclosed or improperly identified hazardous material be found.

NOTE: Carriers will refuse shipments containing hazardous material when documentation, packaging, and labeling requirements are *not* exact. Once a shipment is accepted by the restricted articles agent,

there is no guarantee that the shipment will be transported. This is especially true with airlines, where the pilot has the last say on whether the shipment will be placed aboard the aircraft. It is the recommendation of the Shipping Department that when you need chemicals or other restricted articles for your work that you make arrangements with your suppliers to ship the material directly to your intended destination. They have all the proper DOT boxes, product names, and other essential information required by the shipping companies to safely transport your "HAZMAT" shipment. If the manufacturer declines to ship your goods, the Shipping Department must be supplied with the proper United Nations specified packaging for air shipments, and the proper DOT cartons for ground shipments. We must also be supplied with the manufacturers data sheets (MDS) that must be included in the shipping information packet. The Shipping Department does not and cannot keep a supply of cartons on hand for the many chemicals used at WHOI.