1. PURPOSE

The purpose of this standard operating procedure (SOP) is to outline the process for shipping and receiving Naval Health Research Center (NHRC) Operational Infectious Diseases (OID) packages by FedEx, USPS and World Courier.

2. SCOPE

This document may be used by personnel who require assistance with shipping supply supplies OCONUS and in specific cases, may be used to ship biological material.

3. GENERAL CONSIDERATIONS

FedEx, UPS and DHL do not ship to FPO or APO addresses. In situations where using these commercial carriers are necessary, an alternate physical address will be needed to create air waybills (refer to USPS section of this SOP).

For security reasons, when other sites require NHRC to pay for shipping charges, the FedEx account number should not be provided. The following options are available as an alternative:

- The account manager can issue an online username that allows the shipper to create air waybills that are automatically billed to the NHRC FedEx account. The actual account number will remain blinded to the shipper.

- An NHRC shipper who already has an online username can prepare an air waybill online for a site that needs assistance with paying for shipments that are related to NHRC’s research.
Shipping packages via USPS is especially useful when sending ambient diagnostic supplies to any APO, FPO or DPO military address. While these sites are physically located OCONUS, the addresses themselves are considered domestic shipments and therefore the package will be examined as if they are being shipped within the US.

The USPS account is not appropriate for shipments that are temperature sensitive (i.e., requires dry ice or cold packs), biological material, and/or certain reagents at various volumes. Please contact the nearest USPS office for more information on other restrictions.

4. DEFINITIONS / ACRONYMS

AM: Before noon
APO: Army Post Office
DHL: Dalsey, Hillblom and Lynn
DPO: Diplomatic Post Office
FPO: Fleet Post Office
IATA: International Air Transport Association
NHRC: Naval Health Research Center
OCONUS: Outside the Continental United States
OID: Operational Infectious Diseases
PM: After noon
PO: Purchase order
PPE: Personal Protective Equipment
SOP: Standard Operating Procedure
US: United States
UPS: United Postal Service
USPS: United States Postal Service

Approved: 01.03.2017
5. RESPONSIBILITIES

5.1. SAFETY AND LOGISTICS MANAGER

Provides customs invoice templates to shipping sites for use, when necessary.

Coordinates shipments for the laboratory as necessary.

Troubleshoots shipment concerns and delays as necessary.

Provides training for shipping biological material.

Assists with funding courier services through contracting companies.

5.2. SAFETY AND LOGISTICS ASSISTANT

Performs responsibilities for Safety and Logistics Manager when necessary.

Trains in shipping biological material.

Has knowledge of locations for shipping supplies and online information as provided by Safety and Logistics Manager.

5.3. REQUESTOR

The individual who is requesting a shipment to be sent via commercial courier must provide an appropriate address to create an air waybill, including:

- Point of contact
- Name of company (if applicable)
- Address
- Emergency phone number

The requestor must inform the shipper of additional shipping requirements that may affect transit time or documentation requirements (fragile items, temperature sensitive items, rush items, other hazardous material).

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5.4. **SHIPPER**

The shipper will ensure that commercial carrier procedures are followed, per this SOP.

The shipper will inform the requestor of tracking numbers that are applicable to items that are sent out, when they are available.

The shipper will keep hard copies of the air waybills and file them in chronological order for future reference.

The shipper will set up commercial carrier pickups for the day and keep record of pickup confirmation numbers.

6. **PROCEDURES**

6.1. **FEDEX**

6.1.1. **LOGIN TO NHRC ACCOUNT**

Go to the website https://www.fedex.com/us/ and log in (for FedEx account holders only)

6.1.2. **PREPARE A FEDEX AIR WAYBILL TO USE FOR SHIPMENT**

Once Login is complete, a new form will appear in the window. Complete sections 1-3 and 5. Section 4 is optional.

6.1.3. **SECTION 1: FROM**

Confirm that the return address is correct (NHRC address, see section 6.2.6.).

6.1.4. **SECTION 2: TO**

Fill out the recipient information.

In some situations, this information may already be saved in the FedEx account if items have been shipped to the location previously. Scroll buttons are available for this option.

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New addresses (provided by the requestor) should be typed manually in the available spaces in this section.

6.1.5. SECTION 3: PACKAGE & SHIPMENT DETAILS

Select **Service Type**:

- First Overnight arrives next day (8:00AM - 8:30AM)
- Priority Overnight (10:30AM - 11:00AM)
- Standard Overnight (3:00PM - 4:30PM)
- FedEx2Day (2 days)
- FedEx Express Saver (3 days)

Select **Package Type**:

- FedEx Envelope (common)
- FedEx Pak
- FedEx Box
- FedEx Tube
- Your Packaging (common)

Select **Number of Packages**: 1, 2, 3, etc.

Enter the **Weight**: Lbs.

Enter the **Declared Value**: US Dollars

Enter the **Ship Date**: ex: 6/25/2009. Usually the same day the air waybill is made.

6.1.6. SECTION 4: BILLING DETAILS (OPTIONAL)

Click on the “Bill transportation to” tab:

- If shipping from NHRC, select our account number
- If shipping to NHRC, choose **Bill to recipient**

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• If another party requests to be billed for a shipment, that party must provide their account number to NHRC and billing options adjusted as appropriate.

6.1.7. SPECIAL SERVICES (OPTIONAL)

Three options are available but are not required to create a FedEx air waybill. Special services are used for items that may require additional handling (such as temperature sensitive items):

• COD (Collect on Delivery)
• Hold at FedEx location
• Process a return shipment

6.1.8. PICKUP/DROP-OFF (OPTIONAL)

This section allows you to schedule a FedEx pickup in advance. The correct pickup address for NHRC is:

McClelland Road & Patterson Road
Gate 4 Building 313
San Diego, California 92152

A pickup confirmation number will be provided when this is complete. Record the confirmation number for future reference.

6.1.9. E-MAIL NOTIFICATIONS (OPTIONAL)

This section allows the shipper to send an email to the recipient or others indicating the status of a shipment.

Click on the Edit button and enter the email addresses of those who should receive the email notifications in the spaces provided. Five notification types are available to choose from (select each as appropriate):

• Ship: shipment information has been sent to FedEx.
• Tendered: shipment has been picked up by FedEx.
• Pick up: pick up has been scheduled.
• Exception: any exceptions that may cause delivery delay.
• Delivery: shipment has been delivered.

6.1.10. RATES & TRANSIT TIMES (OPTIONAL)

This section should be used to calculate the costs for a shipment to or from a particular area and should not be used when creating a FedEx air waybill.

6.1.11. SECTION 5: COMPLETE YOUR SHIPMENT

Click on the Ship button.

If all previously entered information is accurate a new window will appear with the e-copy of the FedEx air waybill. Print this e-copy to physically attach to the outgoing package.

If any previously entered information is inaccurate or missing, the website will prompt the shipper to correct the errors on the form highlighted in red.

6.1.12. TRACK A SHIPMENT

An electronic record of the shipment information shall be kept in the Safety and Logistics PCCommon, for reference.

For items that are perishable (such as laboratory media), record the lot number and the expiration date of the material. Hard copies of hazardous material shipments must be kept on file for a minimum of 3 years.

On the FedEx home page, click on the Track tab.

Click on the Track by Tracking Number option. A new window will appear.

Click on the small track window, and enter any combination of up to 30 FedEx tracking numbers (one tracking number per line, no commas). FedEx tracking numbers are usually 12 digits long (#### #### ####).
Click on the **Track** button. The most current status of each tracking number will appear.

In some cases it may be necessary to contact FedEx Customer Service to obtain tracking information that is not available online. The FedEx customer service number is:

- 1-800-GO-FEDEX or 1-800-463-3339
- Dial 0 to speak directly to a customer service representative

### 6.2. WORLD COURIER

#### 6.2.1. COORDINATING A DOMESTIC SHIPMENT

Call World Courier directly at 1-800-221-6600 to schedule a package pick-up.

Dial 1-800-221-6600 and an automated message will play. Then you will be prompted to press #1 for Domestic shipments or #2 for international shipments.

A customer service representative will answer. Provide the NHRC account #9203 to the customer service representative.

The customer service representative may ask for a billing reference number. Provide a PO, if available (note: this number is subject to change, refer to fiscal personnel for updated account information.) This reference number is assigned the informal title “Outbreaks” to be used for various purposes.

The customer service representative will ask for shipper information, such as:

- Contact name
- Contact phone number
- Address where the package will be picked up, and the date and time it will be ready for pick up
- A brief description of the contents of the box

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• Conditions for the package: frozen, refrigerated, or ambient. Note: World Courier will provide dry ice if requested. Recipient of the dry ice must be 18 years or older.

The customer service representative will then ask for the recipient information, such as:

• Recipient/Consignee contact name
• Contact phone number
• Address where the package will be delivered

After all information has been provided, the customer service representative will provide a Job number. This number is usually 3-4 digits in length, and should be used as a reference number when performing follow-up on the package.

You will then need to send the prepared Customs Invoice to documentation@worldcourier.com. You will receive an automated e-mail message that your Customs Invoice has been received.

Prepare the package for pick-up. Packages containing specimens must be prepared according to SOP # QA-0.309 Biological Substance Category B Specimens: How to Package, Label and Ship, or SOP # G-0.326 Infectious Specimens: How to Package, Label and Ship.

Packages containing supplies may be shipped without restrictions. Packages containing hazardous chemicals may have additional packaging and labeling requirements. Refer to SDS sheet and IATA guidelines for further information.

The airwaybill for the package should be completed by hand. Blank airwaybill forms can be found in the Safety and Logistics office. If airwaybills are unavailable, the courier can provide new forms at the time of pick-up and the form can be filled out on-site.

A carbon copy of the airwaybill will remain, after the package is picked up. Keep the carbon copy for record purposes. Email the recipient with the airwaybill, for tracking purposes.

6.2.2. COORDINATING AN INTERNATIONAL SHIPMENT

Call World Courier at 1-800-221-6600 to schedule a package pick-up.
An automated message will play. Select the option for International shipments after the prompt.

The customer service representative may ask for a billing reference number. Provide a PO, if available.

The customer service representative will ask for shipper information, such as:

- Contact name
- Contact phone number
- Address where the package will be picked up, and the date and time it will be ready for pick up
- A brief description of the contents of the box
- Conditions for the package: frozen, refrigerated, or ambient. Note: World Courier will provide dry ice if requested. Recipient of the dry ice must be 18 years or older.

The customer service representative will then ask for the recipient information, such as:

- Recipient/Consignee contact name
- Contact phone number
- Address where the package will be delivered

After all information has been provided, the customer service representative will provide a Job number.

After the job number is assigned, a customs invoice must be faxed to the World Courier office. Request the World Courier fax number from the customer service representative, then complete the phone call.

Prepare the customs invoice, using the templates provided in the Safety and Logistics Manager PC common, located in the Shipments folder. When complete, sign the invoice and fax the document to the World Courier number provided earlier. Provide the Job reference number to process faster.
Make 3 additional copies of the signed invoice. The original and 2 copies of the invoice should be packaged with the shipment. The 3rd copy of the invoice should be kept for record purposes.

Prepare the package for appropriate shipping.

The airwaybill for the package should be completed by hand. Blank airwaybill forms can be found in the Safety and Logistics office. If airwaybills are unavailable, the courier can provide new forms at the time of pick-up and the form can be filled out on-site.

A carbon copy of the airwaybill will remain, after the package is picked up. Keep the carbon copy for record purposes. Email the recipient with the airwaybill, for tracking purposes.

6.2.3. INTERNATIONAL RESTRICTIONS

Packages containing dry supplies may be shipped without restrictions, but large equipment/items may require additional information for customs purposes, such as:

- The commercial manufacturer/ origin of the equipment/ Item information
- The approximate value of each equipment/ item

Packages containing hazardous chemicals may have additional packaging and labeling requirements. Refer to SDS sheet and IATA guidelines for further information.

It is prudent to research shipment restrictions when shipping to or from other countries (for example: countries that do not allow shipments to use dry ice for freezing).

Certain electronic devices are subject to further import/export regulations.

6.2.4. SCHEDULING A PICK-UP

Scheduling a pick-up with World Courier must be done at least 1 day in advance for international shipments.

Scheduling a pick-up with World Courier may be done the same day for Domestic shipments.

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Scheduling a pick-up with World Courier for delivery on the same day must be coordinated for an early morning pick-up to coincide with early airline flights (service availability varies, depending on delivery location).

Allow 30 additional minutes to account for security and check-in delays.

6.2.5. SERVICE PAYMENT

World Courier Services are paid for by an account set by the Henry M Jackson Foundation.

Invoices for payment are sent directly to HJF Headquarters for payment.

This purchase order may occasionally require additional funds to be added to the account, depending on the frequency of use for the services.

Occasionally, the purchase order reference number may expire, due to fiscal changes, etc. When this occurs, an HJF 356 form must be completed and sent to HJF headquarters, to create a new PO reference number to add funds to.

6.3. USPS

6.3.1. ADDRESS SCHEME

USPS has formalized a standard addressing scheme specifically for military mail. Three military “states” were created:

- AA: Armed Forces Americas
- AE: Armed Forces Europe
- AP: Armed Forces Pacific

Additionally, three military “city” equivalents were also created:

- APO: Army Post Office
- FPO: Fleet Post Office
- DPO: Diplomatic Post Office
Based on the above, a typical overseas military mail address typically has the format below:

Name
Postal Service Center + Identifier
APO, AP Zip Code

6.3.2. PACKAGE RESTRICTIONS

The maximum size for most mail pieces is 108 inches in combined length and girth. Girth can be determined by using the following equation:

\[(2 \times \text{Width} + 2 \times \text{Height})\]

The maximum mailable weight of any mail piece is 70 pounds. Some classes of mail have lower weight limits.

6.3.3. CLASSES OF MAIL

USPS divides mail into different services, called “classes”. Each class of mail has different features, service levels and prices. The content of the package will determine the class of mail to select.

- Priority mail express: anything mailable, letters, merchandise.
- Priority mail (preferred): anything mailable, bills, invoices, personal correspondence, merchandise.
- First Class Mail: anything mailable, bills, invoices, personal correspondence, merchandise.

6.3.4. ESTIMATING POSTAGE PRICES

Before creating an airwaybill, an estimate of the cost to ship the package must be determined. To do this, visit the USPS Postage Price Calculator Website on the internet:

- Go to [http://postcalc.usps.com/](http://postcalc.usps.com/)
- Enter destination: “United States (Domestic and APO/FPO/DPO Mail)”

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- Enter Zip codes:
  - From Zip Code: enter 92152
  - To Zip Code: enter the zip code provided by the site.

- Enter Mailing: enter the date and time you plan to ship your package.

- Content: do not check any of the boxes in this section.

- Select Shape: in most cases, the “Large Package” option will be the preferred choice.

- Enter Weight: enter the weight in pounds and ounces, using Standard measurements.

- Click “Continue”: a new window will appear, outlining the restrictions for shipping to the military address that was provided. If the package meets all of the requirements and is acceptable, select “Continue” again.

- Enter the package dimensions (length, width, height) in inches. Select “Continue”.

- A list of shipping options and pricing will appear on the next screen. Note the option and price that will be used to ship the package for future reference.

6.3.5. CREATING USPS AIRWAYBILLS ONLINE

USPS airwaybills are created online, using the Endicia Ship Genius account on the internet:

- Go to www.endicia.com/products/shipgenius/

- Sign into the account with user login and password information.

- The main menu will appear:
• Click on “Prepare Shipments”.

• On the next window, enter the shipping address information. The shipper address will automatically default to the following:

  Naval Health Research Center
  140 Sylvester Road
  San Diego, CA 92106

• Click “Next”. A window will appear, with a list of Military /Embassy Guidelines and Restrictions. After reviewing this list and ensuring that the package is acceptable, close the window.

• Enter the package information: weight, dimensions (in inches), service type.

• Enter additional services: insurance value (if applicable), future ship date.

• Click “Next”.

• Enter a description of the items being shipped.

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- Declared value: this should match the insurance value entered previously.

- Weight: enter in pounds.

- Quantity: enter in “piece” units or “each”.

- Item Code: enter the serial number of any items that are being shipped.

- Schedule B: leave blank.

- Country of Manufacture: select “United States”.

- Click “Next”

- Confirm the information that was entered, and click “Ship Package”.

- A new window will appear with an electronic copy of the USPS airwaybill. Select “Print Label”.

- Note the tracking number for the airwaybill, which is traditionally 22 digits long (format: NNNN-NNNN-NNNN-NNNN-NNNN-NN). This number can be emailed to the consignee for reference.

- Make a PDF of the airwaybill and save for future reference if needed.

### 6.3.6. PREPARING A PACKAGE

The hard copy of the USPS airwaybill should be placed in a clear adhesive envelope. This envelope should be fixed on the top of the package, in the center.

USPS packages should be free of any unnecessary marks or stickers. If needed, “Fragile” labels can be used to neatly mark each side of the packing.
6.3.7. PICK UP SCHEDULE

NHRC arranges a USPS pick up service every morning at 0900, in the mailroom located on the first floor of building 329. The maximum number of packages that can be picked up from this location is 2, the maximum weight per package accepted at this pick-up location is 44 pounds per package.

Packages that cannot be picked up in NHRC’s mail room must be dropped off at the nearest post office.

6.3.8. ADDING MONEY TO THE USPS ACCOUNT: BUYING STAMPS

Before making a USPS airwaybill, ensure that there is enough money in the account to pay for each shipment. This is indicated on the top left portion of the main menu, under the “My USPS Shipments” section. The amount remaining for use in the account is indicated by the “Current Balance” line.

If additional funding is needed, enter the amount needed (based on the cost estimate generated in section 6.4) in the empty space labeled “Buy Postage”. Click “Buy” to confirm the amount and the account will update immediately for use.

Notify the Fiscal Manager of this update, for his/her reference. Do not add a large amount of funding to this account, as the amount cannot be reduced or refunded once it is updated.

6.3.9. CANCELING AN AIRWAYBILL

Unused airwaybills should be cancelled in order to prevent unnecessary charges to the NHRC account.

From the main menu, search for the “Today’s Shipments” section.

Click “view” to view airwaybills online that have not been accepted by USPS.

Click “Void” to cancel the shipment. The system will confirm whether the shipment has been voided successfully.

6.3.10. SUPPORT INFORMATION

Endicia Area Sales Manager/Technical Support: 650-321-2640 X228

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USPS Account Support: 916-373-8389
NHRC Mail Pick-Up services: 619-556-8981

7. REFERENCES

FedEx site at http://www.fedex.com
SOP # S-0.68 How to Ship Packages via USPS
Customs Invoice Template
HJF 356 Form
SOP # QA-0.309 Biological Substance Category B Specimens: How to Package, Label and Ship
SOP # G-0.326 Infectious Specimens: How to Package, Label and Ship

8. REVISION HISTORY

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