NAVSUP

NAVAL SUPPLY SYSTEMS COMMAND

NAVY EXCHANGE SERVICE COMMAND

Effective 06/17/2011

NEXCOM Supplier Shipping Instruction and NEX TMS Routing Software Guide

I. INTRODUCTION

The Navy Exchange Service Command (NEXCOM) requires our suppliers to create order releases (requests for routing) using NEX TMS for all Navy Exchange FOB Origin purchase orders unless you are specifically directed otherwise. It is imperative that all NEXCOM merchandise, regardless of the FOB Terms be shipped to the appropriate addresses. The NEX TMS routing process enhances visibility, enables maximum efficiencies within our supply chain, validates ship dates against purchase order windows, and provides the appropriate ship-to addresses. The ship-to addresses provided via the routing process supersede the addresses that appear on our purchase orders and are dependent upon several factors: Your ship-from locations, aggregate weight and volume of all order releases, capacity constraints, purchase order type, commodity, and FOB terms. Until NEXCOM is able to process 753/754 EDI routing transactions, suppliers will not incur charge backs for failing to obtain routing of FOB Destination purchase orders via NEX TMS if your NEXCOM buyer does not require you to do so, however, any vendor who ships our merchandise to incorrect addresses will still be subject to charge backs.

It is imperative that you review this document before attempting to create order releases for Navy Exchange purchase orders for the first time. Direct any questions you may have after reviewing the entire document, to our NEXCOM Traffic Management Group at: nex_traffic_management_group@nexweb.org. This document is linked to TMS users' menus to ensure all users have access to the latest version. Check this link regularly to ensure that you are aware of changes. Updates to this document will be reflected by a new 'Effective' date. If you are unable to access this document, send an email to our NEXCOM Traffic Management Group via the email address shown above.

The majority of NEXCOM suppliers have been provided a user name and password for access to NEX TMS. The URL address to NEX TMS is https://webserv.nexweb.org/otm/. You must include the last slash (/) or you will not be able to access the site. Be sure to bookmark it as a "Favorite" on your browser. Your NEX TMS user name and password are confidential. The Department of Defense prohibits sharing of NEX TMS user accounts. Changes to supplier user account information including names, email, phone or fax numbers, supplier source location addresses and passwords must be kept current. Updates to this information and requests for new accounts must be directed to our NEXCOM Traffic Management Group via the email address shown above.

NEX TMS is able to provide routing up to 120 hours (5 days) before you are ready to ship. The date that routing is available for you is dependent upon the day you create your order release AND the 'Early Pickup Date' (ship date) you input when creating it. There are no date restrictions in NEX TMS regarding how early you may create your order release. While you may create your order releases as early as you want, you may not create them any less than 48 hours before or in emergency situations, never less than 24 hours + 1 minute before your expected ship date. NEX TMS does not provide instant routing. To ensure routing is available on or before your expected ship date, and to ensure that TMS can combine all orders moving to the same address into one shipment, you should create your order releases as soon as our purchase order allocations are known with corresponding Early Pickup Dates whenever feasible.

NEX TMS provides routing for your order releases using an automated planning process. Order releases are eligible for planning when they have Early Pickup Dates that are 72 hours <= (less than or equal to) or 120 hours >= (greater than or equal to) the planning process start time, meaning when the planning process begins it searches for order releases with Early Pickup Dates that are 3 days before and 5 days after the system date AND time of day. These order releases are selected and then planned into shipments. Any new order releases created by suppliers after the planning process has started will be planned in the next automated planning process or when the order release Early Pickup Dates make them eligible for planning. If your order release requires immediate planning, please advise the NEXCOM Traffic Management Group via the email address shown on Page 1 of this document.

<u>FOB ORIGIN Order Release Planning</u> - NEX TMS begins the automated planning process for eligible FOB Origin order releases every Monday, Wednesday, and Friday (with the exception of Federal holidays) at 01:05 AM Eastern Time (ET). Order releases planned to Parcel and LTL mode are normally complete by 11:00 AM ET. Order releases planned into Truckload (TL) mode shipments require one additional business day for the routing process to complete. Because FOB Origin order releases are titled to NEXCOM at time of carrier pickup, NEXCOM specifies a carrier and provides the ship-to address. Loss or shortage on FOB origin shipments not routed by NEX TMS that cannot be recovered from the carrier will be charged back to the vendor.

<u>FOB DESTINATION Order Release Planning</u> - Because FOB Destination order releases remain titled to the supplier until they are delivered to our door, they require no carrier assignment by NEXCOM and are processed every day. The ship-to addresses for FOB Destination order releases are normally available by 8:00 AM ET daily.

TMS is not available to users during nightly processing between the hours of 10:05 PM and 4:05 AM ET daily. Additionally, 5-minute maintenance is performed daily at 12:15 PM ET and 8:15 PM ET.

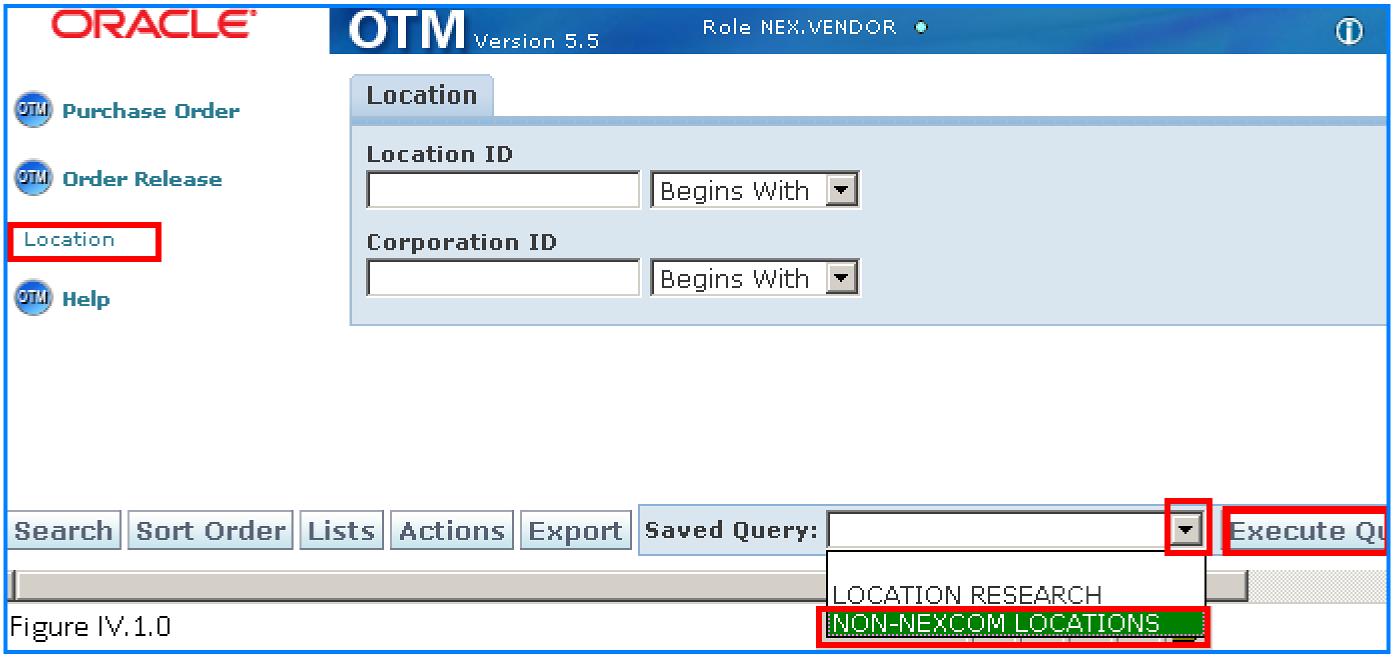
II. TABLE OF CONTENTS

III. SUPPLIER GLOSSARY

This glossary is provided to assist suppliers with understanding the terminology used by NEX TMS.

1. Source Location ID: The 5-digit ship-from ID(s) stored in NEX TMS that identifies your geographic ship-from location(s). NEX TMS uses this address when planning your order release into a shipment. This data is created and managed by the NEXCOM Traffic Management Group.
2. Order Base: The elements of your negotiated purchase order that are required for routing and are stored in NEX TMS. NEXCOM Merchandising associates are the only ones authorized to make changes to the purchase order. These changes are made in the NEXCOM merchandising system and under normal conditions are transmitted to NEX TMS within 2 hours.
3. Ready-To-Ship screen: The NEX TMS screen used by suppliers to create the order release.
4. Order Release: Routing request for one NEXCOM purchase order.
5. Order Release Weight: Total weight, in pounds, for one order release.
6. Order Release Volume: Total volume, in cubic feet, for one order release.
7. Order Release Ship Unit: One order release is equal to one (1) ship unit.
8. TMS Menu: The links that appear in a list within the left frame of your NEX TMS window.
9. TMS Screen: The information that appears within the right frame of your NEX TMS window.

IV. FIND YOUR 5-DIGIT SHIP-FROM LOCATION ID



Your NEX TMS 5-digit ship-from ID can be found in NEX TMS.

1. From your NEX TMS home page click the Location link. See Figure IV.1.0.
2. Click on the Saved Query drop-down arrow at the bottom of the page.
3. Click to highlight NON-NEXCOM LOCATONS in the drop down list.
4. Click Execute Query to the left of the Saved Query field.
5. The information returned from your query will be your 5-digit ship-from ID(s) and 9-digit supplier numbers associated with your company in NEX TMS.
   A. The 5-digit ship-from ID(s) displayed is the NEX TMS geographic shipping location associated with your company's ship-from point(s).
   B. The 9-digit location ID(s) displayed is the NEXCOM Corporation ID(s). This is the supplier number that NEXCOM uses to identify your company on our purchase orders.

If your 5-digit ship-from ID address information is incorrect or if you need an additional location ID number(s), contact the NEXCOM Traffic Management Group via our email address as shown on Page 1 of this document.

Warning: Do not name or save any queries on this screen.

V. CREATE AN ORDER RELEASE

Warning: Prior to creating an order release it is imperative to review the entire contents of this document.

ORDER RELEASE OVERVIEW

To successfully create your order release you are required to populate only four fields of data: A. Early Pickup Date, B. Ship From, C. Gross Weight per Ship Unit, and D. Gross Volume per Ship Unit. To do so you must know your NEX TMS 5-digit ship-from ID (see Section IV), your intended ship date, combined weight in pounds, and combined volume in cubic feet (see Section VI) for all items you are shipping on the order release. Carton count is not used by NEX TMS.

Upon input of this information, NEX TMS will verify the purchase order has not been closed in our merchandising system or in NEX TMS, that your Early Pickup Date is within the PO ship window, and that the buyer has not requested exception routing.

Early Pickup Date: You must replace the pre-populated Early Pickup Date with your ship date. Early Pickup and Late Pickup dates are transmitted to TMS from the current purchase order. The ship date you enter in the Early Pickup Date field must fall between these two dates AND must be no less than 48 hours (or in emergency situations, 24 hours + 1 minute) away to provide NEX TMS sufficient time to plan all order releases. If your date does not meet these criteria, you will not be able to create an order release. To populate your ship date, click in the Early Pickup Date field and revise the existing date to your ship date. Be sure the Date/Time format is as follows: YYYY-MO-DA HR:MN:SE. Another option you can use to populate the Early Pickup Date field is to click the calendar icon to the right of this field. When the pop-up calendar is displayed, first, check the month, year, and time of day (military time) by clicking on the appropriate drop-down arrows along the top margin of the calendar. Lastly, click on the appropriate day of the month in the body of the calendar. Once you click on the day of the month, the calendar will close and the Early Pickup Date field will be populated in the correct Date/Time format.

Ship From: The pre-populated number in the Ship From field is the NEXCOM supplier number for your corporation. You must replace this 9-digit supplier number with your 5-digit ship-from ID. This 5-digit ID identifies the physical location from where this order release will ship.

Gross Weight: The total weight in pounds for all items shipping on this one order release on the date specified in the Early Pickup Date field.

Gross Volume: The total volume in cubic feet for all items shipping on this one order release on the date specified in the Early Pickup Date field.

Do not key a number with more than 2 decimal places in the Weight or Volume fields. Example: The number 3.128 is not correct; however 3.13 or 3 are correct. Do not use the volume calculator on this screen to calculate cubic feet. See Section VI for instructions on how to calculate the cubic feet of an order release.

CREATE AN ORDER RELEASE

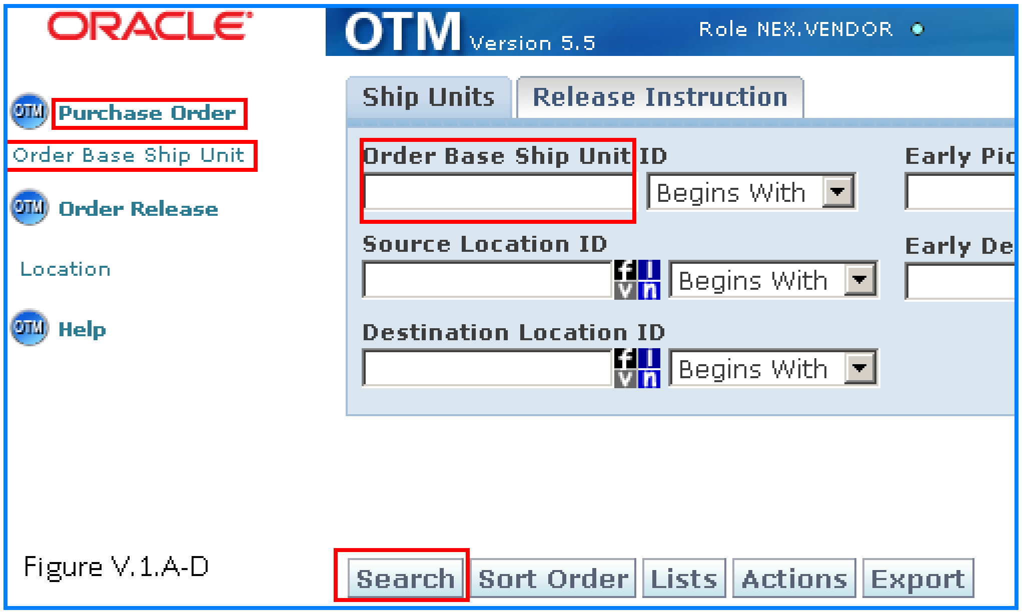


Figure V.1.A-D

Begin the process of creating an Order Release:

1. Find the Order Base:
   - A. Click the Purchase Order link.
   - B. Click the Order Base Ship Unit link.
   - C. In the Order Base Ship Unit field, key only the numeric portion of your NEXCOM purchase order. **Warning: Do not key any leading zeros.**
   - D. Click 'Search' at the bottom of your screen or press your keyboard 'Enter' key.
   - E. See Figure V.1.A-D.
   - F. Once your order base is found, click in the small box to the left of the Order Base ID field to create a checkmark.
   - G. Click the Ready to Ship icon at the top of your screen. A new window, "Ready to Ship" screen will now be open.

2. Using the Ready to Ship screen, populate only the following four fields of data to create an order release, 'Early Pickup Date', 'Ship From', 'Gross Weight Per Ship Unit', and 'Gross Volume Per Ship Unit'. See Figure V.2.

Warning: 1. Do not make changes to any fields other than these four fields.
2. Do not leave any of the information in these four fields blank.
3. Do not populate any other fields on this screen.
4. Any information that is missing or incorrect which results in excessive freight costs or incorrect carrier assignment including equipment ordered and not used, will result in a chargeback for excessive freight costs and a processing fee of $300 for each offense.

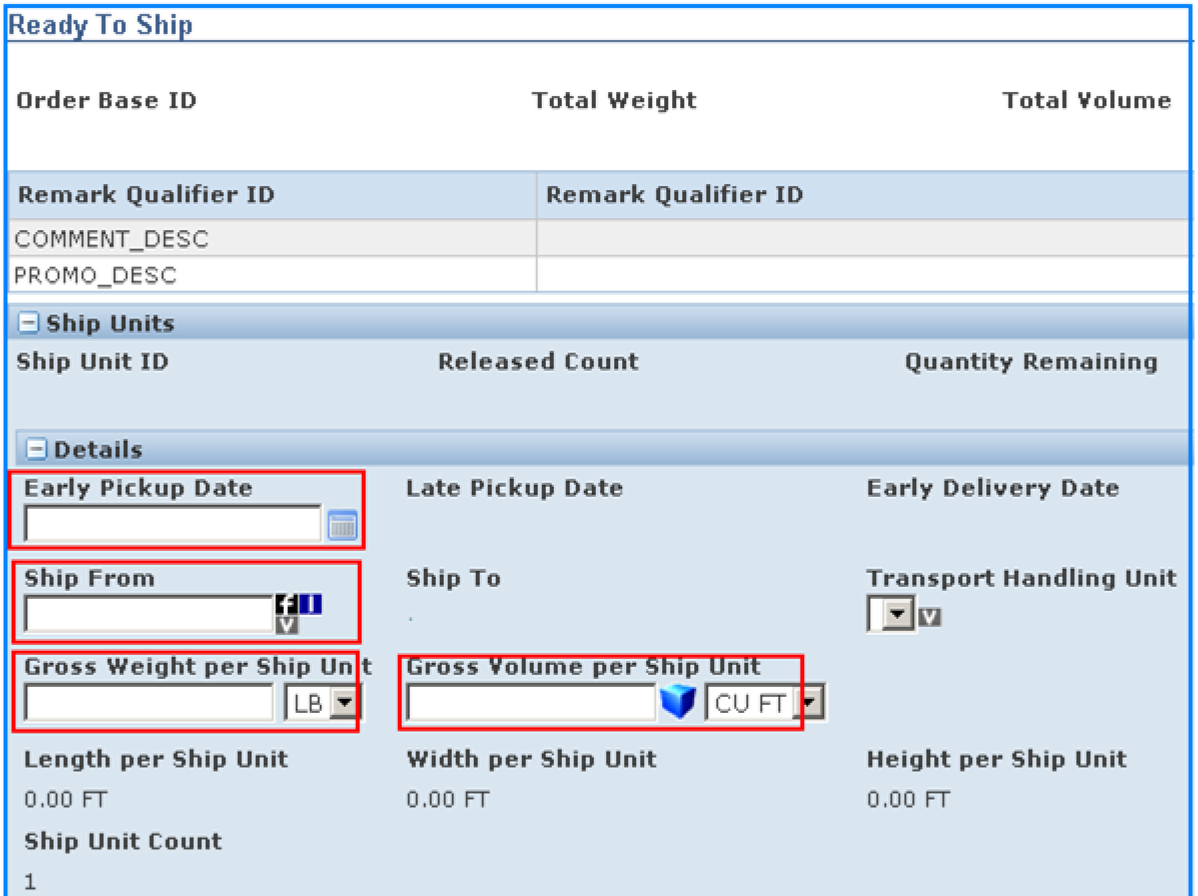


Figure V.2

3. Once these four fields are populated correctly, click on the Save icon at the bottom left of the screen.
   A. When your order release is successfully saved to the NEX TMS database, you will receive a pop-up confirmation message which states, “You successfully created the following records:” See Figure V.3.A.

Warning: Do not click any icons on this confirmation screen except to close the window.

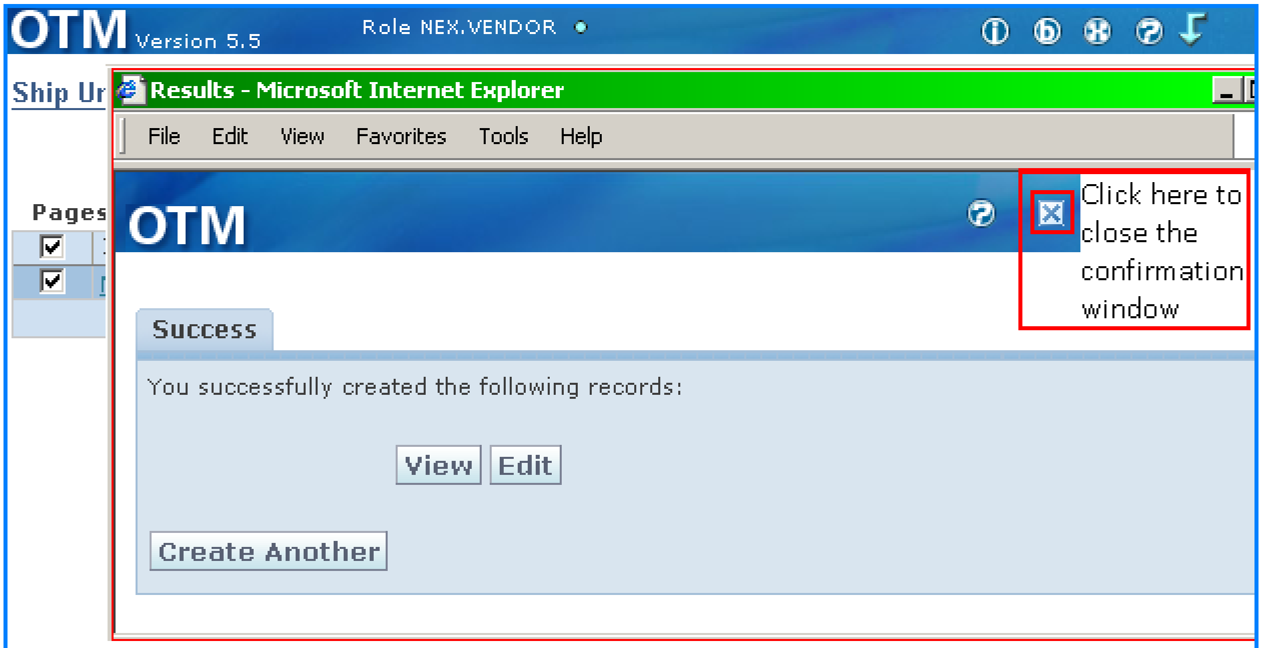


Figure V.3.A

   B. The system will warn you if you have not created an order release at least 48 hours in advance of your Early Pickup Date. If you receive an error as displayed in Figure V.3.B, review your date for errors, if it is correct, click ‘OK’ and the record will be saved.

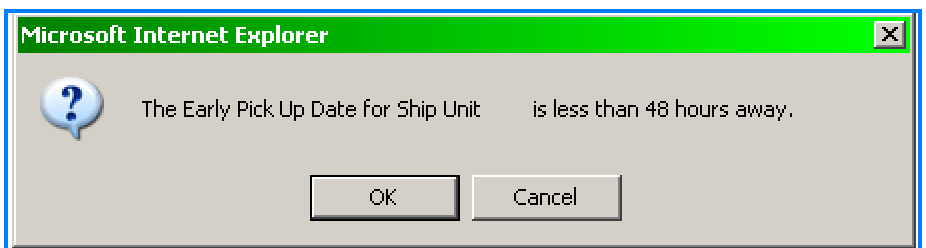


Figure V.3.B

C. If you receive an error as displayed in Figure V.3.C, click 'OK' and revise the Early Pickup Date field to a Date/Time that is greater than 24 hours + 1 minute away.

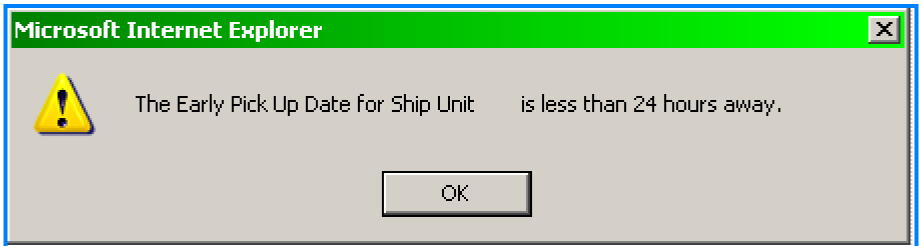


Figure V.3.C

D. If you find the Order Base **<u>Late Pickup Date</u>** (Ship Not After) Date/Time is less than 24 hours away, you will **not** be able to create an order release. You must ask your NEXCOM Merchandising point of contact for an extension to the purchase order before successfully creating an order release. NEXCOM Traffic Management associates are not authorized to modify NEXCOM purchase orders.

4. Once you have closed the confirmation window, you will see the initial ship unit screen where you generated your last query using steps V.1.A-D. To create another order release, search for your next order base by clicking on the 'Refine Query' icon at bottom of the ship unit screen, double click the last PO number in the Order Base Ship Unit ID field to replace it with your next PO number, and repeat steps V.1.C through V.3.D.
5. It is advisable to review the order release(s) you created for accuracy before logging out. If any of this information is missing or incorrect, the wrong carrier or ship-to address could be assigned. To review your order releases, see Section IX. If any of the information is incorrect, delete the order release and re-create it. Order releases may not be edited in NEX TMS by suppliers. See Section VIII for instructions on how to delete an order release.
6. Routing is not immediately available in NEX TMS. See Section I, Introduction, to better understand when to expect your order release to be populated with your shipping details.
7. Contact the NEXCOM Traffic Management Group via the email address shown on Page 1 of this document if you have questions.

VI. CALCULATE VOLUME IN CUBIC FEET

You must provide the total volume of your order release in cubic feet. If you are unsure how to calculate cubic feet, follow these instructions:

1. Measure in inches, L (length), W (width), and H (height) to the furthest point of each pallet, stack, carton, etc.
2. Multiply L x W x H to obtain cubic inches per pallet, stack, carton, etc. and then divide your results by 1728 to convert cubic inches to cubic feet.
3. Add cubic feet results for all pallets, stacks, cartons, etc. to obtain total cubic feet for the entire order release.

Warning: The volume calculator in NEX TMS does not convert cubic inches to cubic feet. For this reason it is strongly recommended that you DO NOT use the NEX TMS volume calculator unless you convert its final computation from cubic inches to cubic feet using your own calculator.

VII. CHANGE YOUR PASSWORD

Upon your first login to TMS, you will be prompted to change your password.

1. Your new password must be a minimum of 14 characters with at least the following:
    A. Two (2) uppercase letters in consecutive order
    B. Two (2) numbers in consecutive order
    C. Two (2) special characters in consecutive order, choose from these four: * & % @
    D. Two (2) lower case letters in consecutive order

For best results, do not begin or end passwords with special characters or numbers, key all upper case letters, all numbers, all special characters and all lower case letters consecutively (in groups). Do not use any spaces in your password.

NEX TMS is a Department of Defense (DoD) Computer System. DoD computer systems may be monitored for all lawful purposes, including ensuring that their use is authorized, for management of the system, to facilitate protection against unauthorized access, and to verify security procedures, survivability, and operational security. Monitoring includes active attacks by authorized DoD entities to test or verify the security of this system. During monitoring, information may be examined, recorded, copied and used for authorized purposes. All information, including personal information, placed or sent over this system may be monitored. Use of the NEX TMS computer system, authorized or unauthorized, constitutes consent to monitoring of this system. Unauthorized use may subject you to criminal prosecution. Evidence of unauthorized use collected during monitoring may be used for administrative, criminal, or other adverse action. Use of this system constitutes consent to monitoring for these purposes.

NEX TMS adheres to the following user account policy:

1. Each NEX TMS user must log in with their individual user name and password.
2. User account names and passwords are confidential and may not be shared by other users.
3. Users are required to change their passwords every 60 days.
    A. Within 7 days of your password expiration, NEX TMS will alert you at time of login that your password is going to expire.
    B. New passwords may not repeat any of your last 10 passwords.
4. The maximum number of failed attempts to log into NEX TMS is 5 after which time your account will be locked.
5. User accounts are locked if not accessed for 120 days.
6. Once you have logged into TMS your session will remain active as long as you are not idle.
    A. Idle sessions are automatically disconnected after 30 minutes.
7. Contact the NEXCOM Traffic Management Group via the email address provided on Page 1 of this document if you are unable to login to NEX TMS.

VIII. DELETE A SAVED ORDER RELEASE

If information on a saved order release is not correct, it is imperative that you delete the order release and re-create it. **Warning: Order releases may not be edited in NEX TMS by suppliers.**

1. Delete a Saved Order Release
   A. From your NEX TMS home page, click the Order Release link.
   B. Click Vendor Order Release
   C. In the Order Release ID field, key the PO number for the order release that needs to be deleted.
   D. Click the Search icon at the bottom of the screen.

If you are unable to delete an order release you must contact the NEXCOM Traffic Management Group via the email address provided on Page 1 of this document.

IX. FIND THE ROUTING / SHIP-TO INFORMATION ON THE REMARKS SECTION OF YOUR PLANNED ORDER RELEASE

NEX TMS assigns an order release number to every order release that is created. The order release number begins with your PO number and ends with a 3-digit suffix. Each time an order release is created against the same PO, the suffix increases by one digit.

1. To find your ship-to/routing information on the remarks section of your order release or to simply view an order release you've just created:
   A. From your NEX TMS home page, click the Order Release link
   B. Click the <u>Vendor Order Release</u> link.
   C. In the Order Release ID field, key the PO number. **Warning: Do not key any leading zeros**.
   D. Click the 'Search' icon at the bottom of your screen.
   E. When the order release has been found, click the small box to the left of the ID field to populate a checkmark next to the ID number.
      i. Order Releases with an Indicator of 'W' are FOB Origin. See Figure IX. 1.
      ii. Order Releases with an Indicator of 'Y' are FOB Destination. See Figure IX. 1.
      iii. Order Releases with a Tender Status of 'Carrier_Pending' have been planned to TL mode and the routing process is not yet complete. When an order release Tender Status indicates 'Carrier_Confirmed', the order release is populated (or in the process of being populated) with the routing information. Any order release indicated by Tender Status of 'Not_Tendered', has not yet been planned to a shipment. See Figure IX. 1.
   F. Click the 'View' icon at the top of the page.
   G. Scroll down to the bottom of the page, to the 'Remarks' section of a planned order release, where your routing / ship-to information is provided.

☑	ID	Order R	S	Sour	Indic...	Status	Tender Status
☐	NEX. -002	-002			W	PLANNING_PLANNED - HOLD	NOT_TENDERED
☐	NEX. -001	-001			W	PLANNING_EXECUTED - FINAL	CARRIER_PENDING
☐	NEX. -001	-001			Y	PLANNING_EXECUTED - FINAL	CARRIER_CONFIRMED

Figure IX.1

Warning: Do not attempt to obtain routing information from any section of the order release other than the remark text identified below.

2. Order releases created from **FOB Origin** purchase orders (NEXCOM chooses the carrier and pays for freight) will have relevant information populated as remark text on the 'Remarks' section of your order release as follows:
   A. <u>Shipment Info</u>
      i. The remark text to the right of this field displays the Shipment ID assigned to your order release.
         a) All of your order releases with the same Shipment ID are to move together as one shipment. See Section X to find all order releases scheduled to move on one Shipment ID.
      ii. The carrier name (abbreviated) and mode of transport are also displayed here.
         a) Suppliers are responsible to contact national LTL (less than truckload), Air, and Parcel mode carriers to arrange pickup. Use your local phone directory or the internet to obtain the appropriate phone number for your region. TL mode carriers will contact you to arrange pickup once they have secured a delivery appointment with the consignee.

B. Stop Info
   i. When your order release is planned to a TL mode shipment, these remarks display the stop number for your pickup along the carrier's route. If your order release is not planned to TL mode, the stop info will always be displayed as, "Stop Num=1".
   ii. The date displayed here is the date when your Shipment ID was generated by TMS.

C. Plan-To Address
   i. Remark text displays the ship-to address for your order release.

D. Tender Statement
   i. Displays the tender statement that must appear on the bill of lading when the mode of transport is LTL.
   ii. Displays the phone number for pickup only when the designated carrier utilizes the same phone number for all pickups within the continental United States.

E. Call-In-Number
   i. Displays the call-in number that applies to this order release.

F. Ship Via
   i. This remark text displays the full name of the designated carrier.

3. Order releases from **FOB Destination** purchase orders (supplier chooses the carrier and pays for freight) will have relevant information populated in the remarks section of the order release as follows:
   A. Plan-To Address
      i. Remark text displays the ship-to address for your order release.
   B. Call-In-Number
      i. Displays the call-in number that applies to this order release.
4. No Record Found
   A. If you are unable to locate your order release, contact the NEXCOM Traffic Management Group via our email address as shown on Page 1 of this document.

X. IDENTIFY ALL ORDER RELEASES ON ONE SHIPMENT ID

NEX TMS may plan multiple order releases into one shipment. The shipment ID number is visible under the remarks section of each planned FOB Origin order release.

1. To query TMS for all order releases assigned to the same shipment ID which is provided in the 'Shipment Info' remark text follow these steps.
    A. Click on the 'Order Release' link on your TMS main menu.
    B. Click 'Vendor Order Release'.
    C. Click on the 'Advanced' tab near the top of your screen, see Figure X.1.
    D. Populate the Shipment ID field with the shipment number in question.
    E. Change the query criterion for the shipment ID search field from 'Begins With' to 'Contains', see Figure X.1
    F. Click the 'Search' icon at the bottom of the screen or hit the 'Enter' key on your keyboard.

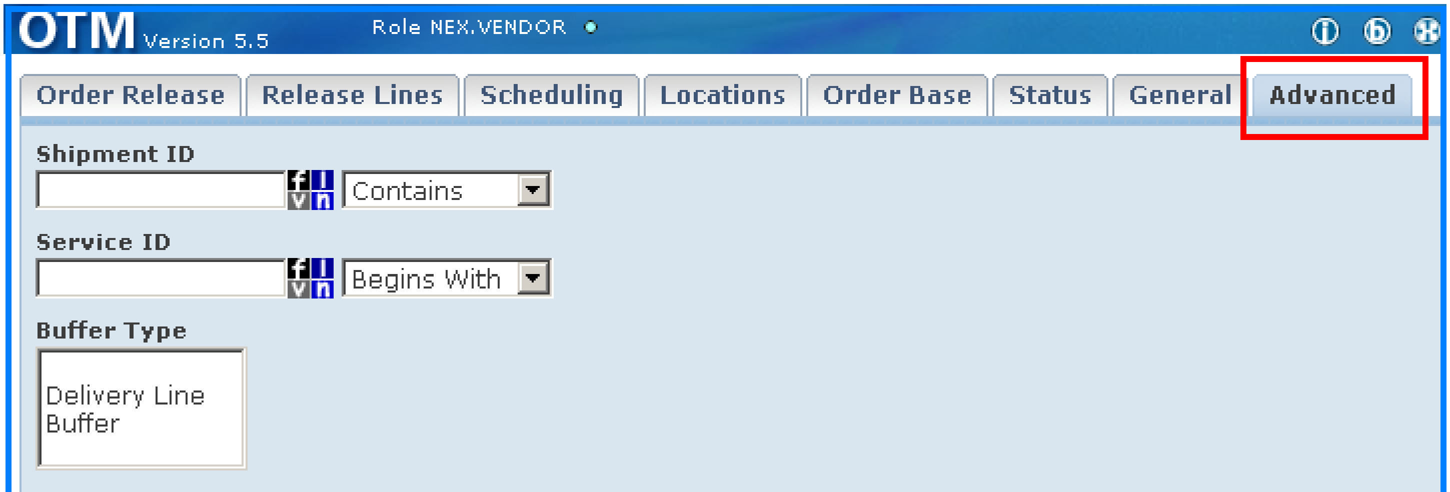


Figure X.1

XI. PROCEDURES FOR PREPARING BILLS OF LADING

1. Enter the following information on **ALL** bills of lading:
    A. Your company name
    B. Our entire 'ship-to' address as identified by your order release "Plan-To Address" remark text field
    C. Our purchase order number(s) is to be annotated in the body of the bill of lading, the "Customer Order Number" block, or the supplement to the bill of lading if using a VICs BOL where additional space is required for multiple PO numbers.
2. **In addition to the above information, FOB origin bills of lading are to include the following:**
    A. 'Bill To' or 'Special Instructions' sections are to be noted with:
        i. Shipment ID
        ii. Call-in numbers associated with the shipment ID
        iii. The following statement: "Bill to NEXCOM Field Traffic Office, P.O. Box 368150, San Diego, CA 92136."
        iv. When mode of transport is LTL, the following statement must be placed in the body of the bill of lading: "TRANSPORTATION HEREUNDER IS FOR THE ACCOUNT OF THE U.S. GOVERNMENT. TENDER NUMBER ______ APPLIES."
        v. The appropriate shipment ID, tender number, and call-in number for each shipment are provided under the remarks text field of the order release(s). See Section IX.
    B. Order releases with the same shipment ID are to be consolidated into one shipment on one bill of lading. See Section X.
    C. Different dock door assignments are an indication of different physical delivery addresses.
    D. All FOB origin shipments must be shipped on a COLLECT bill of lading.
    E. If a parcel mode carrier is assigned to your order release:
        i. A third-party-bill-to account number, identified as 'Tender Number' will be provided in the "Tender Statement" remark text of your order release. This account number must be used at time of shipment.
        ii. The Call-in ID provided in the 'Call In Number' remark text of your order release must be used to identify the carton in parcel manifest systems.
    F. Do not declare a 'release value' for any commodity unless directed to do so.
    G. The NEXCOM accounting office will not pay freight invoices nor will they pay for freight when added as a line item to a supplier's merchandise invoice.

XII. PROCEDURES FOR MARKING CARTONS

1. Each carton must be marked with the following information:
   A. Our NEXCOM (DC/Store) location number
   B. Our Ship-to address
      i. Provided in the 'Plan-to-Address' remark text on your order release
   C. Our NEXCOM Purchase order number
   D. Our NEXCOM Department number
      i. If you do not know the department number, use the three numeric digits immediately following the alpha digit contained in the 'Call-in-Number' remark text on your order release.
2. Packing slips must be placed on the outside of one of the cartons in a clear envelope that states in **½"** lettering, "Packing Slip Enclosed."
3. NEXCOM may direct merchandise for several NEX overseas locations to one facility for loading into country specific containers. It is imperative that all pieces of your shipment i.e., carton, shrink-wrapped pallet, etc. are marked with the complete address provided in the 'Plan-to-Address' remark text on your order release which may include the final destination country.

XIII. PROCEDURES FOR NOTIFYING US WHEN A NEXCOM SPECIFIED CARRIER DOES NOT PICKUP YOUR SHIPMENT

The actual pickup time for your shipment is determined by your agreement with the carrier. If a NEXCOM specified carrier does not pickup your shipment after 2 business days of the date that you arranged for them to pickup, contact the NEXCOM Traffic Management Group via the email address provided on Page 1 of this document.

XIV. QUESTIONS PERTAINING TO NEXCOM EDI AND UCC 128 SHIPPING LABEL REQUIREMENTS

NEXCOM Traffic Management associates are not authorized to answer questions pertaining to policy or procedures for EDI Transaction Sets or UCC 128 Shipping Label requirements. These procedures are outlined in our NEXCOM Vendor Guide. Contact your NEXCOM Merchandising point of contact if you do not have access to the NEXCOM Vendor Guide.

XV. NEXCOM TRANSPORTATION AND ROUTING CHARGEBACK FEES

Failure to comply with this instruction and routing guide may result in a charge back for excessive freight costs and a processing fee of $300.00 for each offense.