MWI 4500.1
REVISION E
EFFECTIVE DATE: October 4, 2004
EXPIRATION DATE: October 4, 2009

MARSHALL WORK INSTRUCTION

AD01

PROGRAM STOCK, STORAGE, AND RETAIL STORE OPERATIONS

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DOCUMENT HISTORY LOG

Status (Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		5/14/99	Document converted from MSFC-P15.1-C02 to a Directive. Previous history retained in system as part of canceled or superseded ISO Document files.
Revision	A	8/16/99	Changes made to reflect new organizational codes and new organizational terminology.
Revision	B	12/13/99	Document totally rewritten to include updated process for storage and issue. Changed title from "Storage, Issue, and Disposal" to "Supply Management: Storage and Issue." Disposal processes will be defined in an upcoming MWI 4500.2. Until MWI 4500.2 is approved by the DCB, use MM 4000 for disposal processes.
Revision	C	7/2/01	This revision updates two "Applicable Documents" titles and reformats the numbering scheme for the document.
Revision	D	6/7/2004	This revision removes all references to bench stock, stores stock, and standby stock as these activities no longer are required with the implementation of the retail supply store operations; updates the supply acquisition process to comply with the new performance-based Logistics Services Order (LSO); removes clothing and laundry services from the document as these services are no longer offered under the LSO; and adds the retail supply store operations.
Revision	E	10/4/2004	Revision in response to HQ Rules Review Action (CAITS: 04-DA01-0387).

1. PURPOSE

The purpose of this Marshall Work Instruction (MWI) is to implement instructions pertaining to the operations of program stock, storage, and retail store.

2. APPLICABILITY

The provisions of this MWI shall apply to all personnel within Marshall Space Flight Center (MSFC), including onsite contractors when contractually specified.

3. APPLICABLE DOCUMENTS

3.1 MPR 1420.1, "MSFC Forms Management Program"

3.2 MPR 1440.2, "MSFC Records Management Program"

3.3 NPR 1441.1, "NASA Records Retention Schedules"

3.4 MWI 4520.1, "Receiving"

3.5 MWI 4520.2, "Use of the Procurement Discrepancy Tracking System (PDTS)"

3.6 MWI 5100.1, "Initiating Procurement Requisitions"

3.7 MWI 5113.1, "Governmentwide Commercial Purchase Card Operating Procedures"

4. REFERENCES

None

5. DEFINITIONS

5.1 CSR. Customer Support Representative.

5.2 Custodial Storage. Storage provided for equipment which is not in current use but is retained for a future requirement.

5.3 Customer. MSFC employee or authorized contractor.

5.4 Environmental Storage. An area that is temperature-controlled (heated and cooled to prevent temperature extremes) and/or humidity-controlled to prevent moisture condensation and collection within the area so that the integrity and operational capability of the stored items is maintained.

5.5 LSC. Logistics Services Contractor.

5.6 P-Card. Government issued purchase card.

5.7 PDTS. Procurement Discrepancy Tracking System.

5.8 PMG. Property Management Group.

5.9 Program Stock. Items which are retained in storage and which have been identified for use on a specified program or project.

5.10 QD. Safety & Mission Assurance Directorate.

5.11 RSO. Retail Store Operations.

5.12 Service Request System (SRS). An automated work order system, accessed from the Inside Marshall home page by MSFC personnel, used to request services.

5.13 Supply and Equipment Management Officer (SEMO). The principal official appointed by the Center Director for functional administration of supply and equipment management functions at the Center.

6. INSTRUCTIONS

Program Stock Operations (PSO) encompasses the establishment of an account (6.1), managing the account (6.2), and justifying retention of items within the account (6.3). Some costs associated with the services described in this MWI shall be paid by the requesting organization according to published full cost policy. Acquisition of items which are eventually identified as program stock shall use the procurement processes in MWI 5113.1 and MWI 5100.1 as applicable.

Actionee		Shall perform all actions
	6.1	**Establish a Program Stock Account**
Department Managers/ Designee	6.1.1	Submits a written or electronic request to the SEMO specifying requirements for an account. The request shall include the program or project that the account supports and a list of employee(s) authorized to add or withdraw materials into/from the assigned program stock account. The identification of the employee shall include: employee name, badge number,

		telephone number, organization code, and contractor identification, if applicable. **NOTE: To establish a program stock account for flight hardware items, an electronic request containing the above information shall be sent to the LSC/Flight Hardware Support Organization (FHSO).**
SEMO/Designee	6.1.2	Reviews and approves/disapproves request. If request is approved, establishes a program stock account with a unique account number and identifies those personnel who are authorized to add or withdraw items from the account. If request is disapproved, notify the customer and provide reason for disapproval.
	6.2	**Manage the Program Stock Account**
Customer	6.2.1	Prepares and submits MSFC Form 55 to the CSR to add/remove items to/from the established program stock account. Coordinates with the CSR for the delivery/shipment of the items to/from the storage location.
LSC	6.2.2	Inspects received material for damage and verifies quantity (see MWI 4520.1). Determines if material should be routed to QD. If material is quality-sensitive, prepares/submit MSFC Form 1048-1 to generate request through the PDTS. Delivers material/documentation to QD for evaluation. Updates PDTS.
QD	6.2.3	Inspects quality sensitive or flight certified hardware before it is placed in the storage location. Notifies LSC when inspection is completed.
LSC	6.2.4	Accepts quality sensitive or flight certified hardware from QD. Submits receiving documentation to Office of the Chief Financial Officer. Noncompliant material shall be returned to originating source. Places the items in the storage location.
LSC	6.2.5	Maintains signed delivery/shipment/account documentation.
Department Manager/ Designee	6.2.6	To change authorized personnel for an established program stock account, submits an electronic or written request to PMG identifying the unique program stock account number and the

		desired personnel changes. All employee information identified in 6.1.1 must be provided before the requested change can be implemented.
	6.3	**Program Stock Account Item Retention Justification**
LSC	6.3.1	Annually performs a review of all program stock accounts.
Department Manager/ Designee	6.3.2	Annually provides justification for continued retention of account items by identifying the specific active program or project that each program stock item supports.
Customer	6.3.3	Prepares and submits documentation using the SRS to turn in any items identified as excess to their needs.
LSC	6.3.4	Completes the excess process

Actionee		**Action**
	6.4	Storage of program stock and custodial items shall be in controlled access storage areas to prevent the unauthorized assembly, disassembly, operation, loss, misuse, contamination, or other degradation of property in order for it to meet usable conditions when required. PMG shall establish, operate, and manage controlled access storage areas which could be general storage, environmental storage, or outside storage.
Department Manager/ Designee	6.4.1	Using the SRS, shall request storage identifying type of storage and specific items to be stored. Shall provide a detailed item description (size and weight), drawing number, applicable project, and value using a MSFC Form 55. Shall provide any special packaging, handling, shipping, and storage requirements, including shelf life, retest cycle, outside/inside storage, and/or environmental requirements. Shall arrange for transportation of the items to the appropriate receiving area.

LSC	6.4.2	Shall receive and store items identified on customer prepared MSFC Form 55 Shall ensure that the program stock account records are updated to reflect additional items
Department Manager/ Designee	6.4.3	Shall use an outside storage area when feasible and when agreed upon by the department manager/designee and PMG. The storage area shall be maintained in an orderly manner. Items shall be stored so as to minimize risks of injury from falls or falling objects.
	6.5	**Retail Store Operations (RSO)** The RSO shall offer a variety of supplies and materials including office supplies, chemicals, furniture, and safety items. The core hours of operation for the onsite supply store are 7:30 a.m. to 4:30 p.m., Monday through Friday, except for Government holidays and/or mandatory base shutdowns. All MSFC customers can visit the retail supply store and can browse the online Web-based supply catalog, but ONLY authorized P-Card holders, persons authorized to procure items under an established bulk funded delivery order or authorized contractor personnel shall actually purchase supply items. See Appendix L of MWI 5100.1 for the process which is followed to establish a bulk funded delivery order.
Customer	6.5.1	**When using the RSO** customers shall shop online using the Web-based ordering system or visit the store. Items purchased shall be for delivery or customer pickup. All furniture items shall be delivered. (During short periods of unexpected electronic-ordering system unavailability, emergency orders shall be processed by either facsimile or telephone.) Government civil service employees shall use the Government Purchase Card (P-Card) as the primary method of payment for retail store items (see MWI 5100.1 and 5113.1 for P-Card details and process flow diagram) or a bulk funded delivery order issued against the Logistics Services Contract.

		Authorized contractor personnel shall use the method of payment determined by the retail store contractor. **All chemicals and furniture items shall be purchased through the RSO.** See MPR 1420.1 for procedures on ordering forms.
Retail Store Contractor	6.5.2	Shall process electronic and walk-in orders. Electronically ordered items shall be delivered directly to the customer. Orders placed within the retail supply store shall be delivered upon the customer's request.
Customer	6.5.3	Receipts shall be signed to verify delivery of ordered item(s).

7. NOTES

For assistance with any of the actions contained in this MWI, contact PMG personnel at 544-0363.

8. SAFETY PRECAUTIONS AND WARNING NOTES

None

9. RECORDS

The following records have been identified for this MWI. Their locations and retention/ destruction instructions shall be as presented following the procedural requirements of NPR 1441.1 and MPR 1420.2. The records custodian for each record type is the contractor/civil service personnel who has cognizant authority over the functional area associated with the record. Specific identification of the responsible individual can be obtained from the Office of Primary Responsibility (OPR) for this document.

SUBJECT AREA or RECORD TITLE	LOCATION OF RECORDS	RETENTION
Property Shipping/Receiving Records	LSC Property Shipping/Receiving Area	Keep for 3 years, destroy when reference value ceases or when 20 years old, whichever is sooner. (NRRS 4210/8/C2)
SUBJECT AREA or RECORD TITLE	**LOCATION OF RECORDS**	**RETENTION**

Service Request (SR) Electronic Record of Logistics Services request	Computer server containing the Service Request System	Keep until 1 year after the end of the Logistics Service Order and then destroy.
Written or electronic request to establish a program stock account	LSC Property Management area	Keep until 1 year after the associated program stock account is closed or until the end of the Logistics Service Order plus 1 year, whichever is later and then destroy.
Written or electronic request to change personnel access to an established program stock account	LSC Property Management area	Keep until 1 year after the associated program stock account is closed or until the end of the Logistics Service Order plus 1 year, whichever is later and then destroy.
MSFC Form 55 – when used to add/remove items to/from an established program stock account	LSC Property Shipping/Receiving Area	Keep until 1 year after the associated program stock account is closed or until the end of the Logistics Service Order plus 1 year, whichever is later and then destroy.
MSFC Form 1048-1 – when used to inspect and accept an item being added to an established program stock account	LSC Property Shipping/Receiving Area	Keep until 1 year after the associated program stock account is closed or until the end of the Logistics Service Order plus 1 year, whichever is later and then destroy.
Justification for continued retention of program stock account items	LSC Property Management area	Keep until 1 year after the associated program stock account is closed or until the end of the Logistics Service Order plus 1 year, whichever is later and then destroy.
Service request to turn in excess property	Computer server containing the Service Request System	Destroy when 3 years old.
Service request for storage area	Computer server containing the Service Request System	Keep until 1 year after the associated item has been removed from the storage area or until the end of the Logistics Service Order plus 1 year, whichever is later and then destroy.
Indefinite delivery, indefinite quantity requests for special storage areas	LSC Property Management AD41 working area	Keep until 1 year after the associated item has been removed from the storage area or until the end of the Logistics Service Order plus 1 year, whichever is later and then destroy.

10. PERSONNEL TRAINING AND CERTIFICATION

None

11. FLOW DIAGRAM

None

12. CANCELLATION

MWI 4500.1D dated June 7, 2004

Original signed by
Robin N. Henderson for

David A. King
Director