



Warehouse and Fulfillment Services

Reference Manual

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GENERAL INFORMATION

**Warehouse & Fulfillment
Business Operations**

Introduction

The Warehouse and Fulfillment department provides support services and deliverables to the District in the most efficient and cost-effective manner to enable the District to focus on its core competencies of providing the best education possible for students.

Mission Statement

The Warehouse and Fulfillment Operations team strives to provide efficient, high quality, and professional support services to all stakeholders. Our goal is to maximize available resources that will enhance the daily environment for students and staff through inventory tracking, printing, mailing services, fuel, and distribution of goods.

Purpose

The purpose of this manual is to assist MSCS internal customers with utilizing the services provided by the warehouse and fulfillment operations.

1. Ordering Educational and PPE supplies from our warehouse.
2. Distribution of Textbooks from our warehouse.
3. Ordering Craftsman parts and supplies for schools.
4. Mail Room services provided for central office and schools.
5. Printing services provided to the District.
6. Fuel Support for the entire District.



WAREHOUSE & FULLFILLMENT DEPARTMENTS

WAREHOUSE DEPARTMENTS

MAINTENANCE PARTS

EDUCATIONAL & PPE

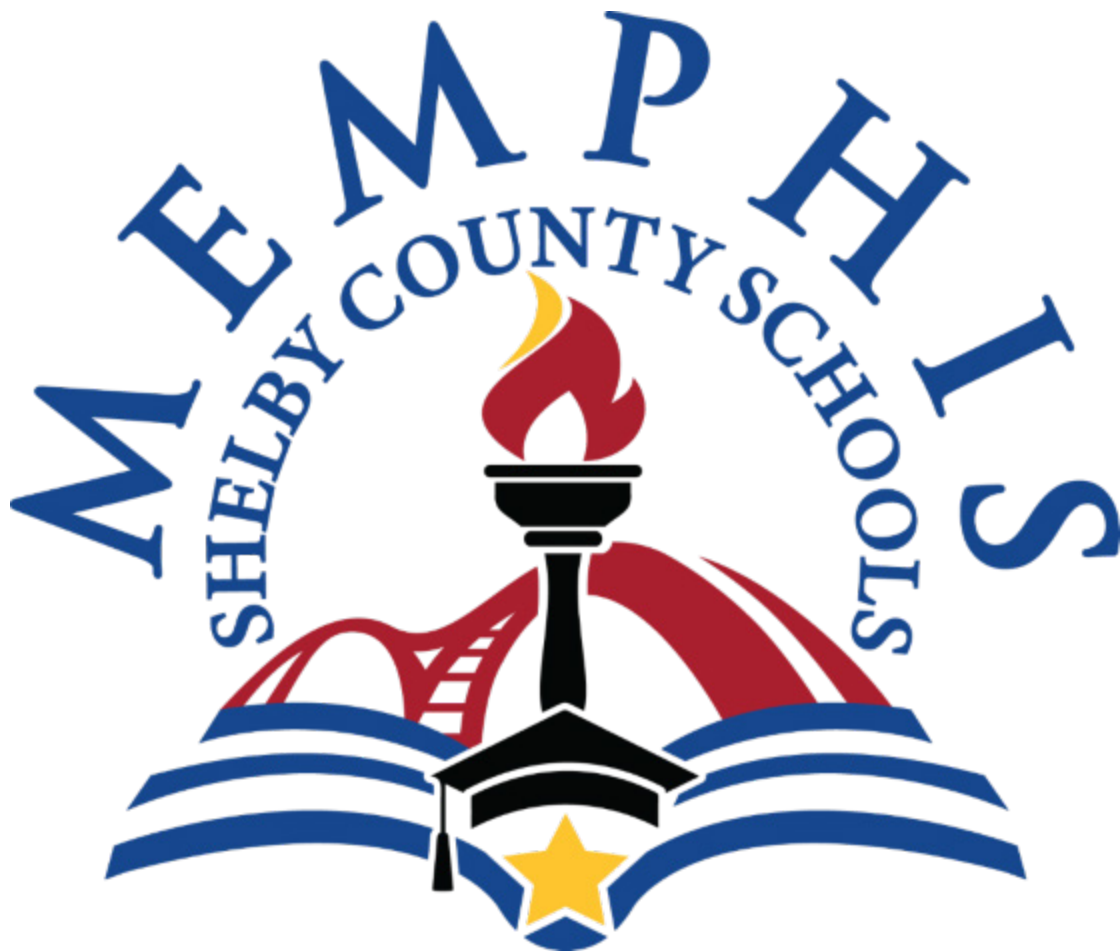
TEXTBOOK WAREHOUSE

PRINTING SERVICES

INVENTORY CONTROL

MAIL ROOM

FUEL DEPARTMENT



MAINTENANCE PARTS

Maintenance Parts Department

The goal of the Maintenance parts department is to ensure that all craftsmen receive the necessary tools needed to be effective and efficient with maintaining our schools and district facilities. The maintenance parts warehouse stocks approximately 2,200 active parts. These parts range from ceiling tile to freon for our HVAC systems.

Requesting Parts

Parts are requested through Asset Essentials which generates a work order.

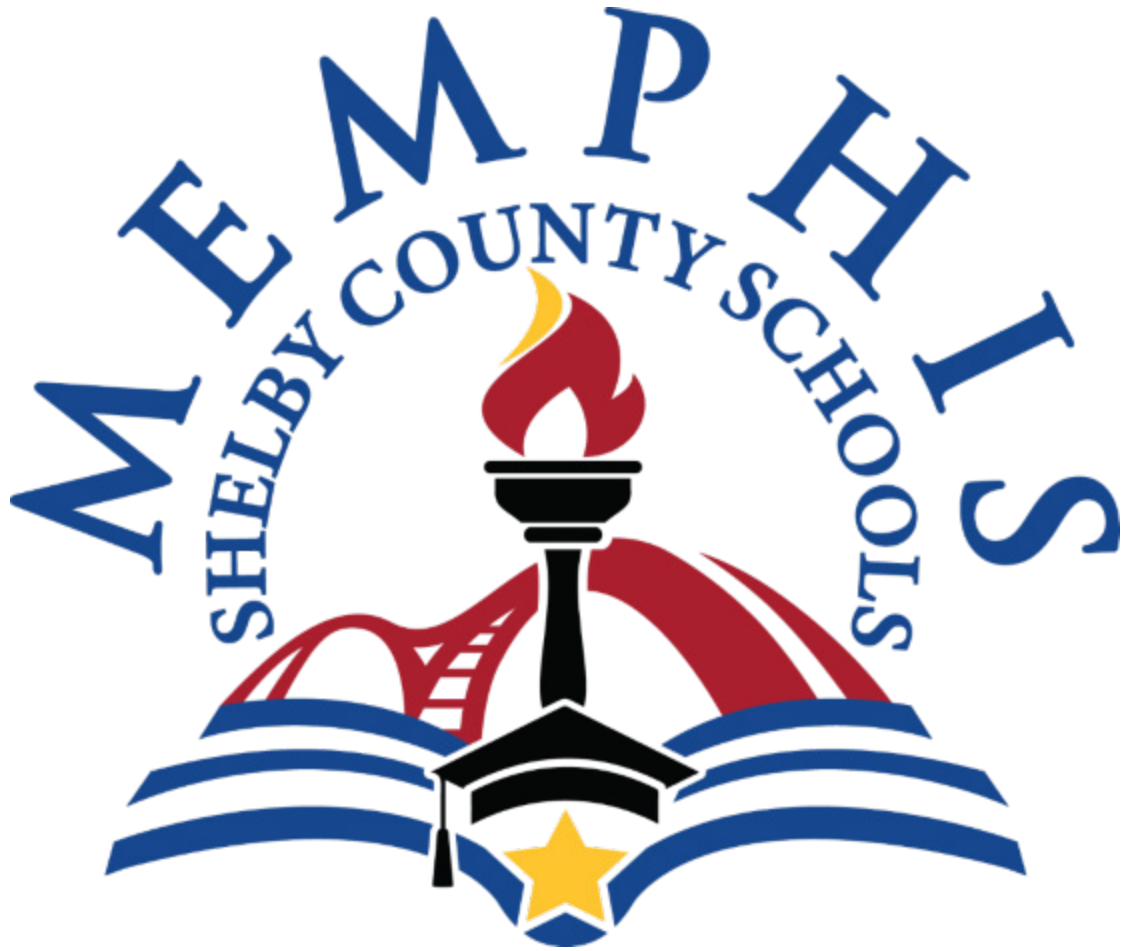
- Work orders are generated by Building Engineers and Craftsman.
- Work orders for the Parts department show up in Asset Essentials for “Housekeeping”

Issuing Requested Parts

- Maintenance staff can come to the front counter of the tool cage requesting various supplies and tools needed to complete their assigned work orders.
- Maintenance staff will fill out an Issue ticket which includes the requestor’s name, employee ID number, work order number, requested catalog numbers, and corresponding quantities.
- Parts Department’s Warehouse Associate will sign the issue ticket and issue the parts to the maintenance employee.

Delivering parts

- Craftsmen or Building Engineers can pick up parts from the maintenance tool cage, or they can be delivered to schools by the maintenance warehouse team.



EDUCATIONAL & PPE

Educational & PPE

The Educational warehouse is responsible for receiving, storing, and delivering educational merchandise and supplies to all MSCS District personnel and schools that put in a request. The warehouse currently stocks 133 parts. With paper being one of the fastest moving items.

- Requests are processed between 24-48 hours of that receipt when possible.

The Educational warehouse also receives, stores, and ships **PPE (Personal Protective Equipment)** to all MSCS schools upon request. Orders are placed through Asset Essentials/Brightly utilizing the “Craft Supplies” field in Asset Essentials/Brightly.

- Building Engineers are responsible for submitting requests in Asset Essentials/Brightly.
- PPE requests are normally delivered within 48 hours.

Process for requesting PPE

- Building Engineers are responsible for submitting requests in Asset Essentials/Brightly utilizing the craft “Supplies”.
- PPE requests are normally delivered within 48 hours.

Process for requesting Educational

- Financial secretaries will place an order via APECS for requested items from the Educational warehouse.
- These orders are normally delivered within 48 hours.

Process for requesting Bottled Water

- Bottled water request are submitted by sending an email to warehouserequest@scsk12.org.
- These orders are normally delivered within 48 hours.

Popular Items stocked at the Warehouse

- ✦ **Student Desk**
- ✦ **Chairs**
- ✦ **Bookcases**
- ✦ **File Cabinets**
- ✦ **Paper**
- ✦ **Water**
- ✦ **Receipt Books**
- ✦ **Adult Mask**
- ✦ **Children's Mask**



TEXTBOOK WAREHOUSE

Textbook Warehouse

The warehouse receives, stocks, and ships textbooks in an accurate and proficient manner. All textbook requests should be processed through **Textbook Services**. Warehouse and Fulfillment also handles the Textbook Adoption. Textbooks are received and distributed throughout the District to ensure students have textbooks on time,

Order Processing

- Textbooks can be ordered through *Textbook Services*. Please contact Dr. Rahmod Traylor, Textbook Services Manager.
TRAYLORR@scsk12.org

Delivery

- Once an order has been placed with *Textbooks Services*, the Warehouse and Fulfillment team will deliver the requested Textbooks to the appropriate destination.

Obsolete Textbook Process

- For Obsolete Textbook pickup, please contact Textbooks Services Manager Dr. Rahmod Traylor.
- Once the obsolete books have been identified and prepared, the Warehouse and Fulfillment team

Library Services Textbook Pickup Process

- For Obsolete Textbook pickup, please contact Textbooks Services Manager Dr. Rahmod Traylor.
- Once the obsolete books have been identified and prepared, the Warehouse and Fulfillment team



PRINTING SERVICES

Printing Services

MSCS Printing Services is comprised of two (2) locations.

160 Glenn Rogers Sr. Street room 146 and 1384 Farmville Road(production).

Requests are processed at the Glenn Rogers location generally on the same day with quick turnaround depending on the volume of work in progress. Printing request processed at the Farmville location are generally mass production with a longer time necessary to complete.

Printing requests are submitted through several channels (i.e. Walk in, email, board mail). However, they are ultimately entered via the print shop email which is printingservices@scsk12.org.

Each request must be accompanied by a completed printing requisition. Printing requisitions contain all the pertinent information needed to process a request. Once the requisition and request are received, it is routed to the appropriate shop for processing. After the request is complete the customer's budget code is charged directly in APECS submitted by journal entry, an invoice is issued and sent to the customer. The customer then forwards a check for payment. Once the check is received it is sent to accounting along with a copy of the requisition to deposit for Charter Schools into the print shop revenue account.

Process For Service

- Client submits requisition with job description via email to printingservices@scsk12.org for creation, proofing, editing and completion. Requisition must include charging budget code to begin job.
- Printing Services representative enters requisition into APECS as a journal entry for approval and payment

Printing Services Offered

Print services provided include:

- Limited graphic services
 - Personalized school & department envelopes
 - Business cards
 - Banners and Posters,
 - Flyers
 - Brochures
 - Programs
 - Post cards
 - Instructional material (manuals, practice test)
 - Invitations
 - Tickets
 - Notebooks
 - Note Pads
 - Certificates
 - Carbonless forms
 - Items printed on security paper,
 - Voucher backs
 - Labels,
 - Greeting cards,
 - Binding (coil, perfect, and saddle),
 - Hang tags
 - Special request
-
- Digital files are emailed to Printing Services to copy or create color /black and white prints.
 - Graphic designs assistance is provided to assist with creating, editing, redesigning and completing projects.
 - Specialty services such as book binding, yard signs, banners, foam boards and adhesive printing available upon request.



PRINTING SERVICES

PROVIDED BY MSCS PRINTING DEPARTMENT

FOR ALL YOUR PRINTING NEEDS!

CUSTOM BANNERS



POSTERS



BUSINESS CARDS & ENVELOPES



YARD SIGNS



EVENT TICKETS



PROM INVITATIONS



STICKERS & DECALS



POST CARDS



Notebooks & Planners





PRINTING SERVICES

PROVIDED BY MSCS PRINTING DEPARTMENT

FOR ALL YOUR PRINTING NEEDS!


You Know We Print
Color Copies, Books, Business Cards, & Envelopes.

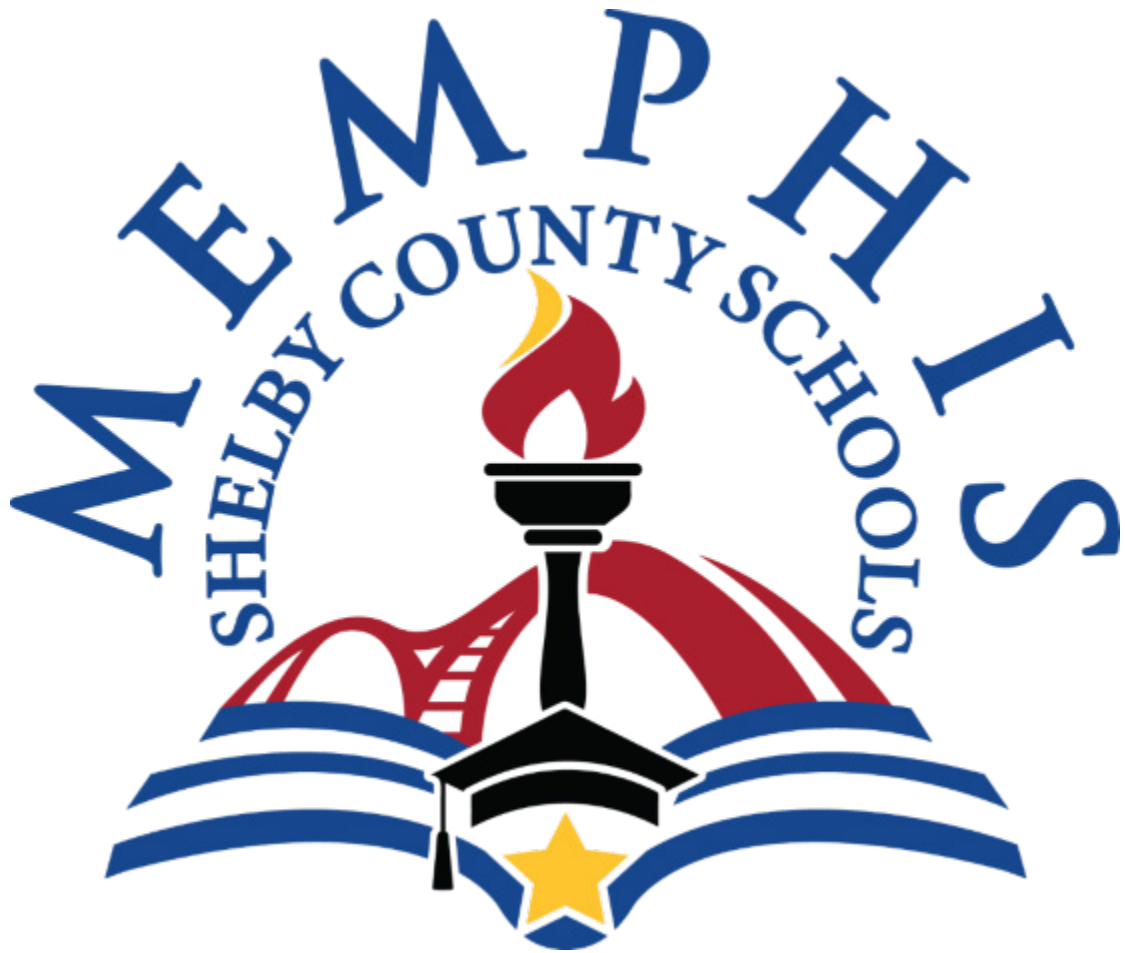
But did you know we also create

- ✦ Posters
- ✦ Banners
- ✦ Yard Signs
- ✦ Stickers & Decals
- ✦ Prom Invitations
- ✦ Event Tickets
- ✦ Postcards
- ✦ Notebooks
- ✦ Planners

AND MORE!

Print Services Price List

COLOR COPIES		BUSINESS CARDS		FINISHING		BINDING	
Color 8½ x 11 (1-2,000)	\$.26	Box of 250	\$12.50	Collate	\$.01	Saddle Bind	\$.25
Color 8½ x 11 (2,001-5,000)	\$.20	Box of 500	\$25.00	Shrink Wrap (8.5 x 11, per pkg)	\$.20	Perfect Bind	\$.50
Color 8½ x 11 (5,001-10,000)	\$.12	Box of 250 (2-Sided)	\$18.75	Shrink Wrap (11 x 17, per pkg)	\$.25	Coil Bind	\$.70
Color 8½ x 14	\$.28	Box of 500 (2-Sided)	\$37.50	Color Slip Sheet	\$.03		
Color 11 x 17 (1-2,000)	\$.52			Hand Charge	\$.05		
Color 11 x 17 (2,001-5,000)	\$.40						
Color 11 x 17 (5,001-10,000)	\$.24						
BLACK AND WHITE COPIES		ENVELOPES		CUTTING		PAPER (Additional Cost per Copy)	
B&W 8½ x 11	\$.045	#10 Letter w/ SCS logo	\$.02	Cut (1-500)	\$3.00	All Purpose	Free
B&W 8½ x 14	\$.05	#10 Window w/ SCS logo	\$.02	Cut (each add'l 100)	\$.50	Cardstock	\$.005
B&W 11 x 17	\$.12	#10 Letter personalized	\$.04	Pad (per pad)	\$.10	Gloss	\$.01
		#10 Window personalized	\$.04	Perforation (1-500)	\$3.00	Colored Paper	\$.005
		Report Card (6 x 9)	\$.13	Perforation (each add'l 100)	\$.50	Security Paper	\$.05
		10½ Catalog (9 x 12)	\$.22			Certificate Paper (B&W)	\$.01
		6-3/4 (tithing envelopes)	\$.10	FOLDING		CARBONLESS COPIES (Black and White Only)	
		A2	\$.05	Fold (1-500)	\$3.00	2-Part	\$.12
		A6	\$.055	Fold (each add'l 100)	\$.50	3-Part	\$.225
		A7	\$.06	Tabbing (1-500)	\$3.00	4-Part	\$.28
		LABELS		Tabbing (each add'l 100)	\$.50	5-Part	\$.32
		Address Labels (30 per sheet)	\$.64	STAPLING			
		Shipping Labels (10 per sheet)	\$.73	One Staple	\$.01		
		Specialty Labels	\$1.00	Two Staples	\$.02		
		MISCELLANEOUS		Hand Staple	\$.10		
		Numbered Tickets (B&W)	\$.03	HOLE PUNCHING		PRINTING SERVICES PRICES SUBJECT TO CHANGE	
		Numbered Tickets (Color)	\$.09	Hole Punch (1-500)	\$3.00		
		Voucher Backs Bundle of 100	\$4.00	Hole Punch (each add'l 100)	\$.50		
		Trifold Brochure (8½ x 11)	\$.53	LAMINATION			
		5 Bank Tabs (per set)	\$.30	Wallet Size	\$.10		
		7 Bank Tabs (per set)	\$.42	8½ x 11	\$1.00		
				11 x 17	\$1.50		
				27" wide roll (per foot)	\$6.00		



INVENTORY CONTROL

Inventory Control

The Inventory Control department handles the Logistical movement of District Assets. The warehouse Inventory Control team transfers Inventory within compliance and trackable manner. Request for District items to be moved begins with a work order being entered into the Assets Essentials/Brightly system. The work orders are processed daily by priority.

Work Order Request

The Inventory Control team moves District assets from one location to another designated location within the District. This request is submitted by the Building Engineer into the Brightly/Asset Essentials system. This request then becomes work order. Work orders are processed daily.

- The items must be staged in a centralized location.
- The Inventory Control team does not move items within the same locations.

The Inventory Control team also transfers repurposed non-serialized inventory throughout the District.

- Excess repurposed furniture is redistributed to District schools and offices as requested.

Disposals

City Disposal locations

- Damaged and non-usable furniture is taken to the Shelby North or South landfill for disposal.

IT Disposals

- Electronics or serialized inventory that has been deemed obsolete by Asset Management are packaged, weighed and shipped to IT Assets for purchase and disposal.

Scrap Metal Disposals

- All scrap metal is collected and taken to Worley's Scrap Yard for purchase and disposal.
- Inventory Control supports the Virtual Education Learning Department
 - Logistical support is provided to assist with the delivery and pick up of 1:1 student devices for 200 plus schools

SCORP (**S**chool **C**losures **O**penings **R**ealignment **P**rocess)

Inventory Control supports SCORP during the summer months.

- Logistical support is provided for all SCORP-related activities.
- This involves removing items to be disposed of, Assets needing to be transferred from one school to another, and bringing surplus items back to the warehouse.

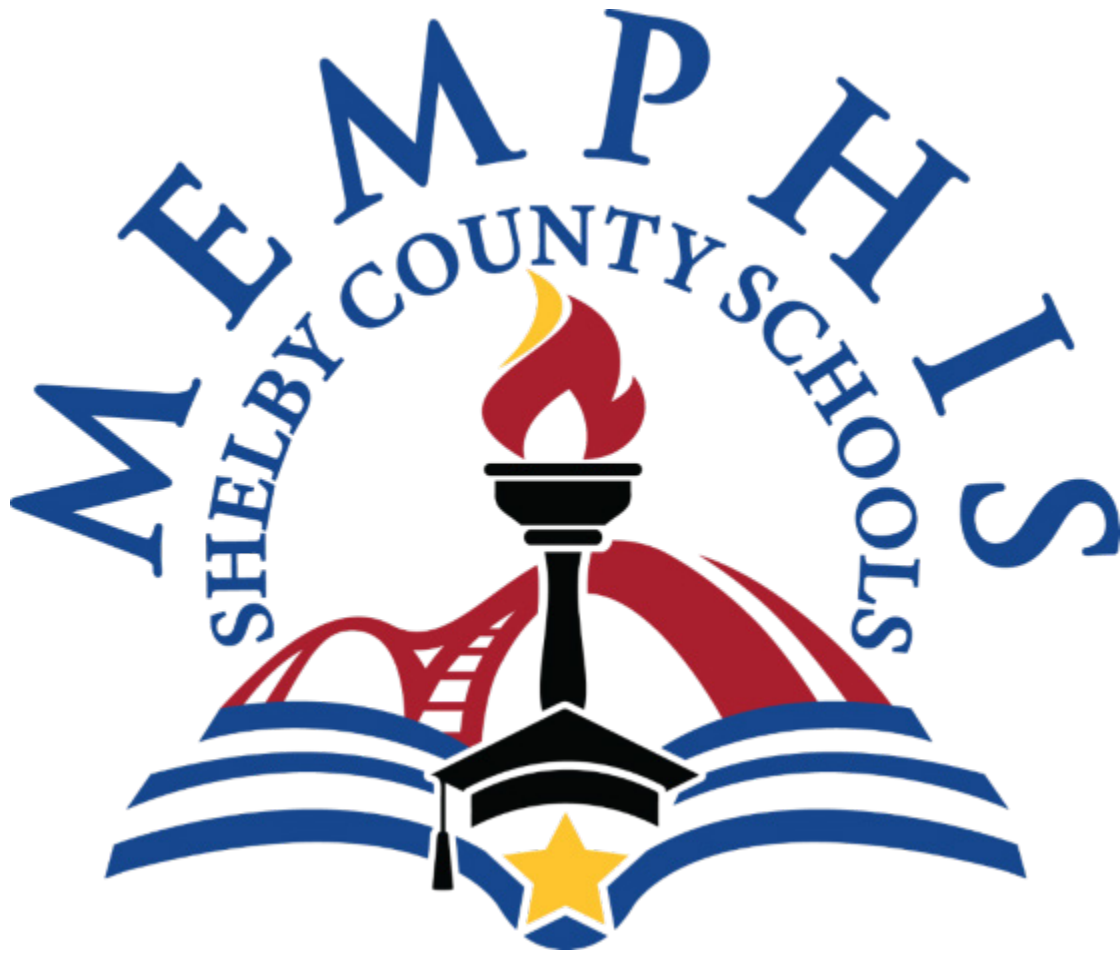
Capital Improvements

- This support also covers Capital Improvement for our schools.
- This involves removing and transferring assets to different locations while improvements are made to existing locations.

Special Request

Inventory Control provides support for special requests and District events.

- Delivery and pick up of promotional materials, supplies and displays before and after scheduled events
- All request for Inventory Control should be entered through Asset Essentials/Brightly using Crafts pick-up, moving, and delivery.



MAILROOM SERVICES

Mail Room Services

The Mailroom ensures MSCS has prompt and daily mail service on a continuous basis. The Mailroom team handles Internal and External mail.

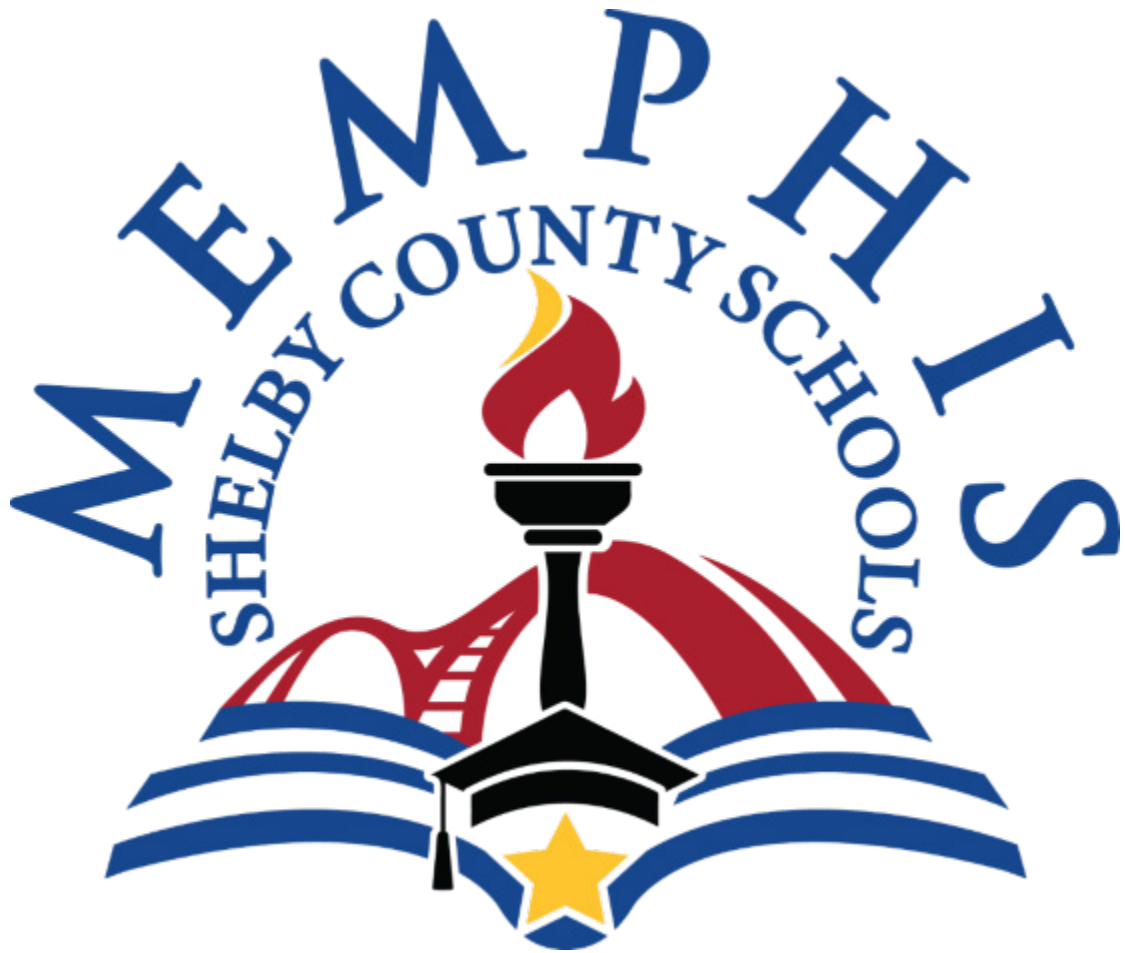
- The hours of operation for the Mail Room at the BOE are from 8am -3pm.
- The mail team uses four different routes to cover all District Schools.
 - Mail is picked up and delivered Monday- Friday from all MSCS schools.
 - Mail is picked up and delivered on Tuesday's and Thursdays for Charter Schools.
 - Mail is sorted and distributed throughout the BOE and other locations within the District as needed.

The Mailroom team handles Internal and External mail.

- Outgoing mail delivered to USPS daily
- Mail for 200 plus District Offices, Schools and Charter Schools is sorted and delivered daily.
- Report Cards
 - 100,000 plus report cards are processed and mailed quarterly
- Progress Reports
 - 100,000 plus progress reports are processed and mailed quarterly
- High Priority Mail
 - High priority mail such as RFPs, certified letters, Fed Ex and UPS shipments is processed and delivered daily.

The Mailroom team also assist the VEL with the delivery and pick-up of damaged, new or retired 1:1 student device.

The mail room team also manages the storage facility at the BOE.



FUEL DEPARTMENT

FUEL DEPARTMENT

Handles all fuel services for MSCS including ordering, receiving, expensing, reconciling, and reporting of the district's diesel and unleaded fuel.

Fuel Tanks and Locations

The District is comprised of ten 10,000-gallon fuel tanks at six locations.

1. Appling Bus Lot - 2355 Appling City Cove, Memphis, TN 38133
➤ (1 Diesel Tank)
2. Brooks Rd Bus Lot – 1947 E. Brooks Rd, Memphis, TN, 38116
➤ (1 Diesel Tank)
3. Administration Building – 2597 Avery Ave, Memphis, TN 38112
➤ (2 Unleaded Tanks)
4. Mt. Pisgah
➤ (1 Unleaded Tank)
5. Farmville Bus Lot – 1384 Farmville Rd, Memphis, TN 38112
➤ (2 Diesel Tanks)
6. Getwell Bus Lot – 1681 Getwell Rd, Memphis, TN 38111
➤ (2 Diesel Tanks)

Fuel Cards

All District vehicles are assigned a fuel card. If there are any issues or problems with a fuel card, the fuel department should be contacted immediately.

Manager Tamara Clark

Phone- (901) 416- 9421

Email- parnelltt@scsk12.org

Supervisor Christina Payton

Phone-(901) 416-9421

Email- Paytoncn@scsk12.org

