



**National Business Center
Division of Facilities Management Services
Shipping and Receiving Services**



Summary of Services:

The National Business Center operates central shipping and receiving operations for all Departmental offices located in the Washington Metropolitan Area.

Hours of Operation:

7:30 a.m. to 4:00 p.m. - Monday through Friday (Excluding Government Holidays)

Ramp Location:

The loading dock is located on the 18th street side of the Main Interior Building and accessed via Ramp D.

Vehicle Restrictions:

The loading dock can not accommodate tractor trailers or trucks over 26' in length and 13' in height. Parking is limited to deliveries only and extended parking is not allowed.

Services:

Incoming Shipments from Local Carriers:

(Federal Express, DHL, United Parcel Post, Office Supply Companies)

Individual local carriers deliver packages directly to the client office once the packages are inspected and x-rayed by the contract security services.

On-Site Receiving and Delivery – Main Interior Complex:

Receive freight in the loading dock area. Count, inspect and sign for all incoming freight. Log information for each package in the delivery register for the appropriate bureau/office and deliver packages to customers in the Interior Complex on a daily basis. Log information will consist of tracking numbers and or freight bill numbers, date, quantity and office contact. Upon delivery of the received freight, obtain a client office signature in the delivery register. Undeliverable packages will be returned to the loading dock area and secured for delivery the next business day.

Off-Site Receiving and Delivery:

Freight and packages for all off-site clients (OSM, FWS, BLM, NIGC, and NPS) is received and logged by the NBC loading dock personnel. Arrangements for delivery and unpacking can be through NBC Moving Services.

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“Striving to provide quality service to fully meet your needs”

Outgoing Shipments:

Outgoing shipments are delivered to the Loading Dock by customers. NBC staff then weighs and prepares outgoing shipments and provides information about the freight to Catherine Connor-Stokes with the Office of Transportation Services in the Employee and Public Services Division. NBC will obtain signatures from contract carrier upon pickup of freight and provide copies to carrier and the Office of Transportation Services.

Helpful Tips and Information:

Provide correct shipping information with name, room number and phone number.
Coordinate large deliveries in advance with shipping and receiving staff.
Provide ramp restrictions to vendors and acquisition staff when ordering furniture and equipment.



Points of Contact:

Ron Roberts, Property Management Specialist
Voice: (202) 208-3307
E-mail: Ronald_R_Roberts@nbc.gov

Yvonne Carswell, Administrative Coordinator
Voice: (202) 208-5369; Fax: (202) 208-7734
E-Mail: Yvonne_Carswell@nbc.gov