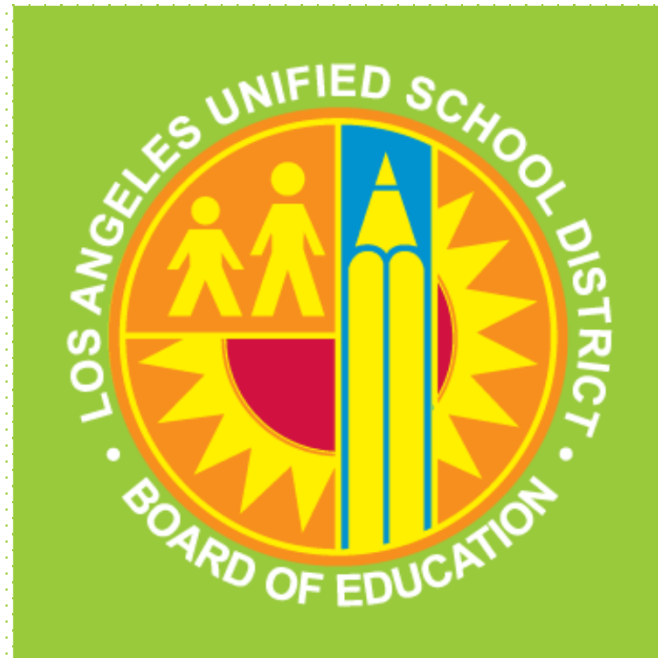




# School Business Services Panel for SAAs and Office Managers

Los Angeles Unified School District  
PROCUREMENT SERVICES DIVISION



February 28, 2019



# Topics of Discussion

2

**1**

**General Stores Distribution  
Supply and Equipment Catalog**

**5**

**Repro Copy and Print Services  
Banners, Signs, Silkscreen  
Promotion Products**

**2**

**SAP Procurement Transactions  
and  
Buying Tips for Schools**

**6**

**Mail Support Services  
Tips and Reminders**

**3**

**P-Card Updates**

**7**

**Miscellaneous**

**4**

**Travel Desk**

**8**

**Procurement Services  
Contact List**

# Procurement Services Division



Our Branches at: <https://achieve.lausd.net/Page/1554>

## Procurement Services Division

Home > Procurement Services > Procurement Services Division > Our Branches

Procurement Services Home

- Buy and Use LAUSD First
- Cone of Silence
- Procurement Transactions
- Start Shopping
- P-Card
- Travel and Conference
- Rent a Non-District of Facility
- Procurement Forms
- Must Know Item for Schools and Offices
- Vendors/Contractors Resources
- Procurement Manual 7th Edition

### Our Branches

- Materiel Management Branch
- Procurement and Contract Administration Branch
- Facilities Contracts

Contact Us

Customer Service Survey

Vendor Evaluation

### Procurement and Contract Administration Branch

- Supplies and Equipment
- Professional Services
- General Services
- Credit Cards
- Vendor Services

### Materiel Management Branch

- General Stores Distribution
- Truck Operations (Trucking / TOPS)
- Surplus Property and Recycling
- Reprographic Services
- Mail Unit

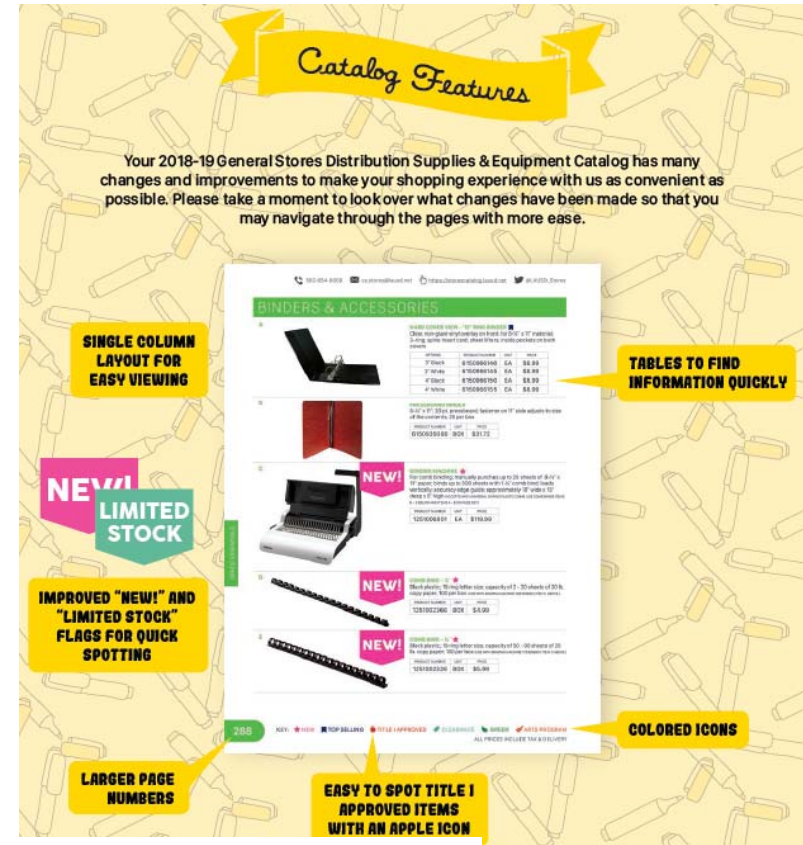
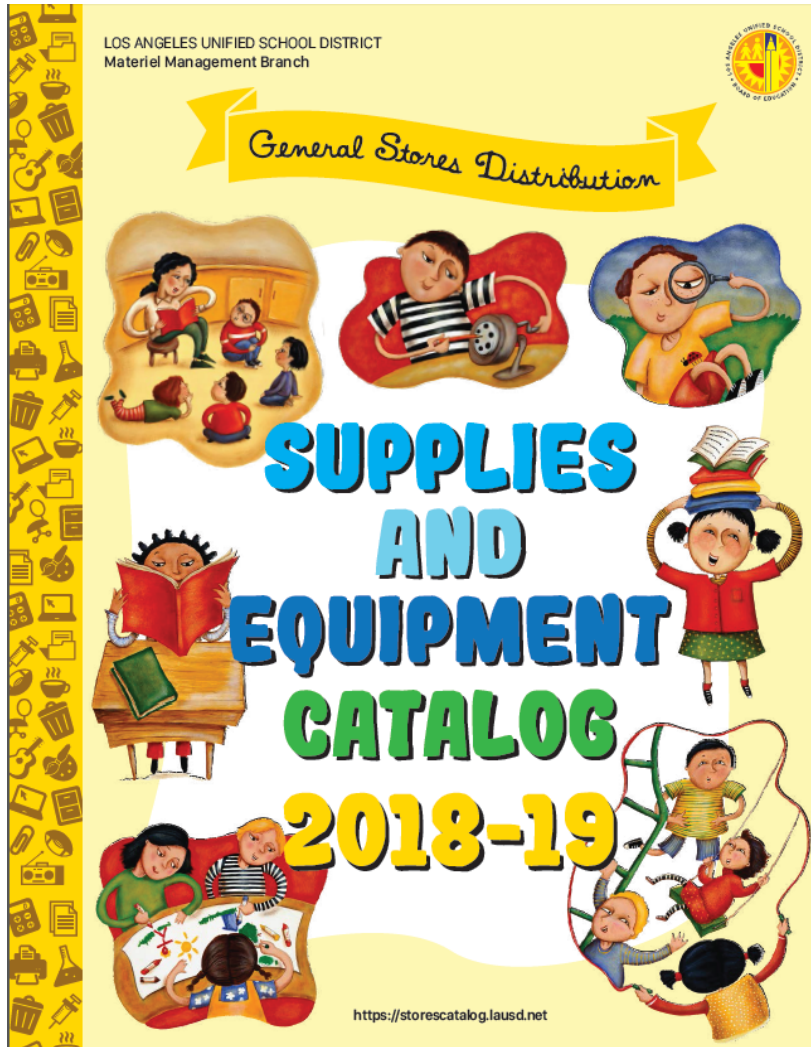
### Facilities Branch

- Prequalification
- Maintenance & Operations
- Bidding
- Job Order Contracting
- Policies & Procedures



# Buy and Use LAUSD First!

General Stores Distribution Supplies and Equipment Catalog - Hardcopy



### Various Forms

- Transportation Order
- Requisition
- New Product Suggestion
- New Ink & Toner Cartridge Request
- Order Adjustment
- Product Complaint
- Price Match
- Profile Update



# Buy and Use LAUSD First!

Material Management Branch - General Stores Distribution Center



**A**s we welcome our students and staff back for the start of the 2018-19 school year, we want to best prepare our customers to maximize their fiscal spend with savings on quality products that are safety approved, readily available and conveniently available through a one-stop shopping source here at General Stores Distribution.

On November 13, 2012, the Buy and Use LAUSD First Resolution was adopted by the Los Angeles Unified Board of Education. This Resolution **requires** that all schools and offices purchase their daily supplies and materials from General Stores Distribution rather than through other outside retail vendor sources. Schools and offices can save **20 to 40%** by purchasing selected items from General Stores, rather than purchasing from other "outside" vendor sources. The Office of Inspector General's (OIG) audit on **Procurement of Common Goods at School Sites**, dated November 26, 2013, validated this finding. For additional details on this mandated policy, see MEM-6326.0, **LAUSD General Stores Distribution Purchase Policy** dated July 21, 2014. You can also view the entire Buy and Use LAUSD First adopted Board Resolution by visiting the Procurement Services Division site at <http://achieve.lausd.net/psd>.

We here at General Stores Distribution look forward to continuing to serve you, our most valuable customer, as we continue our focus of Serving Schools, Serving Students. For assistance or any additional information, please contact our Procurement Customer Service Center at (562) 654-9009.



Page 137  
Item F



Page 410  
Item B



Page 300  
Item C



Page 77  
Item C



Page 63  
Item D



## TOP 10 REASONS

### TO BUY FROM GENERAL STORES DISTRIBUTION

1. Customer Satisfaction Guaranteed
2. Quality Products
3. Low Competitive Prices (Price Match Available)
4. One-Stop Shopping
5. No Invoice Reconciliations
6. Safety (OSHS) Approved
7. Tax, Shipping, and Handling Included
8. Quick and Reliable Delivery
9. Live Customer Service
10. We Carry the Items that You Ask for (New Product Evaluation Committee and New product Suggestion Form Available)



# Buy and Use LAUSD First!

General Stores Distribution Supplies and Equipment Catalog – Online <https://achieve.lausd.net/Page/3258>

## Materiel Management Branch

### Materiel Management Home

- Buy and Use LAUSD First
- ★ LRP Interim Ordering Process
- Materiel Management Operations
- General Stores Distribution Section
- Foods Distribution
- ➔ General Stores Online Catalog
- ★ Truck Operations Section (Trucking / TOPS)
- Surplus Property & Recycling Annex
- ★ Mail Support Services Unit
- ★ Reprographic Support Services Unit
- ★ Customer Service Unit
- Forms and Publications
- Frequently Asked Questions

### Our Branches

- Procurement and Contract Administration Branch
- Materiel Management Branch
- Facilities Contracts

### Contact Us

Calendar

Customer Service Survey

Home > Procurement Services > Materiel Management Branch > Materiel Management Home

### Welcome to Materiel Management

The Materiel Management Branch operates a Supplies and Equipment, Food, and Surplus Property and Recycling distribution centers; provides delivery of product from the distribution centers to schools and offices; sorts, processes, and delivers inter-office and U.S. mail; and provides reprographic (printing) services.

**In order to properly view this website using Internet Explorer, Compatibility Mode must be turned off. Alternatively, another browser may be used (e.g., Firefox, Chrome, etc.).**

**DO YOU USE GSD SUPPLIES AND EQUIPMENT CATALOG?**

Take this quick 2 question survey and let us know how we can improve.

😊  😐  😞

**GSD Catalog Survey**  
Click on the arrow to take a quick survey. Your participation is appreciated. ➔ more

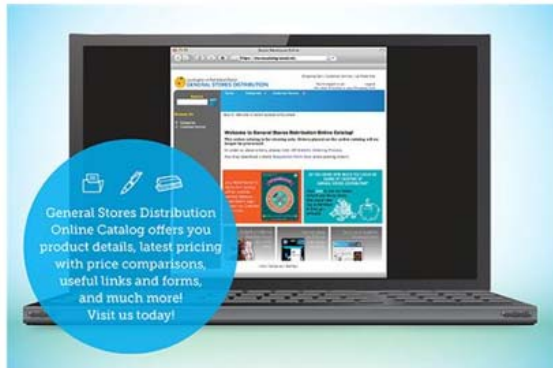


# Buy and Use LAUSD First!

General Stores Distribution Supplies and Equipment Catalog – Online continued

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## Link to the Stores Online Catalog

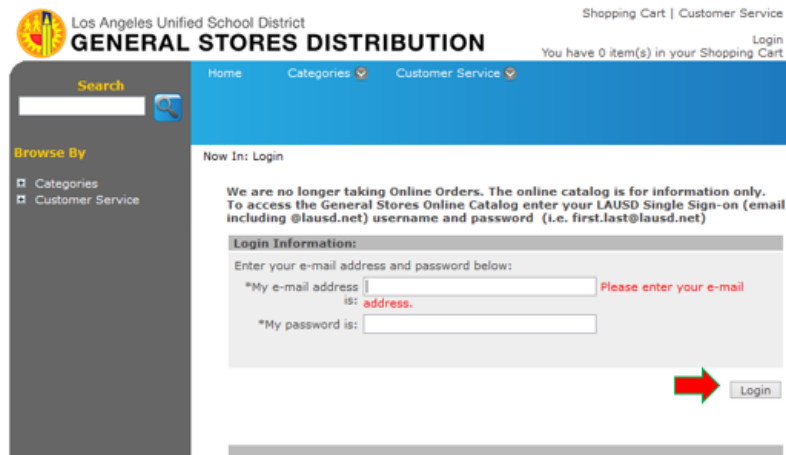


➔ <https://storescatalog.lausd.net>

Please note that you can only log on to the Online Catalog using LAUSD connection.

If you have any difficulty logging on to our Online Catalog, please fill out Profile Update Form and fax to Customer Service Unit at 562-654-9019.

## LAUSD Single Sign-on



## Online Catalog



Welcome to General Stores Distribution Online Catalog!

This online catalog is for viewing only. Orders cannot be placed on this site.

➔ General Stores Distribution's Shopping Cart Support Center is here to help you place orders! Please visit [LRP Interim Ordering Process](#) for additional information or [contact us](#). You may also use a blank [Requisition Form](#) when placing orders. [Download here](#).

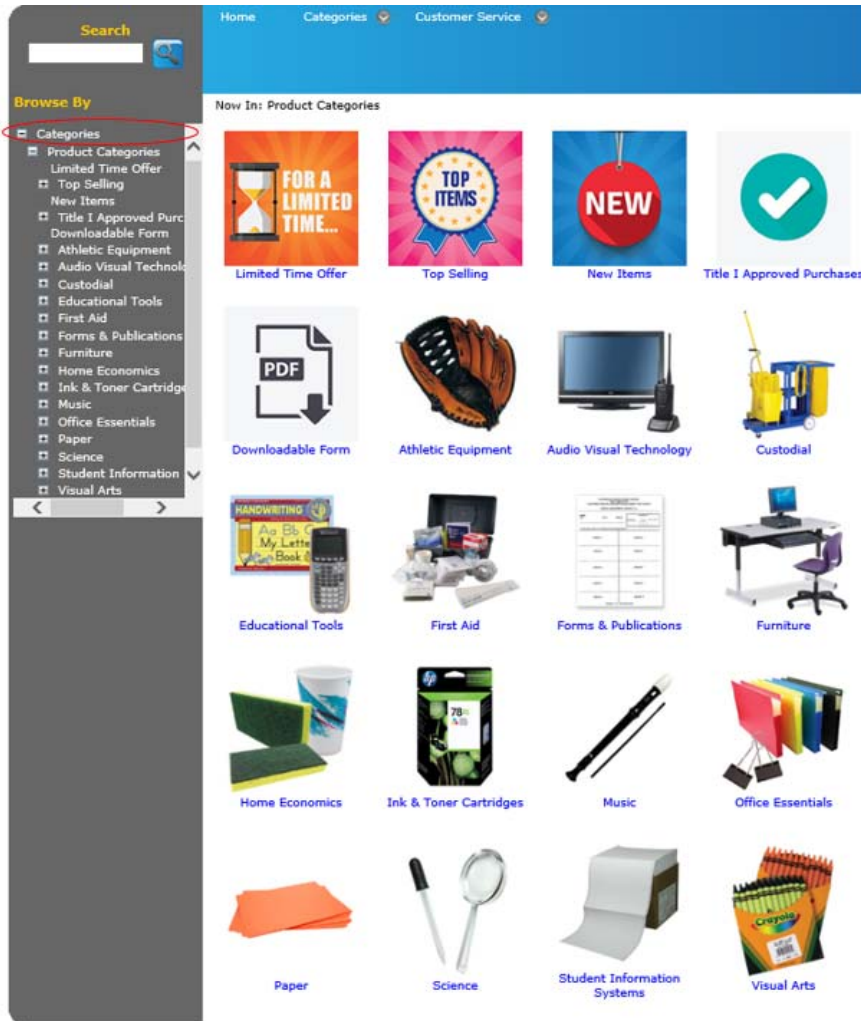




# Buy and Use LAUSD First!

General Stores Distribution Supplies and Equipment Catalog – Online continued

## Online Catalog



## Customer Service – Live Support

- **Procurement Services Division Customer Service: 562-654-9009**
  - Assist schools/offices with purchases from the General Stores Distribution Catalog.
  - Assist and generate SAP Purchase Orders for schools/offices
  - Provide training on the creation of Stock Transfer Orders (STO), Shopping Carts (SC), and Purchase Orders (PO), as well as Goods Receipts (GR).
  - Process Stock and Over-The-Counter requisitions for same day and overnight deliveries for the General Stores Distribution Center.
  - Receive, verify, and process Price Match request for General Stores Distribution Center orders.
  - Provide the status of product availability for Stock items and Non-Stock requisitions.
- **Shopping Cart Support Center (SCSC):** Varies by Local District
  - In addition to the above functions, the SCSC also provides assistance with all levels of problem resolution related to POs & GRs
  - Provide Training in LRP for employees who do not have access to SAP or need a refresher course.
  - Process and Receive LRP orders making sure that District requirements, policy and procedure are met (i.e. UDIPP, CTEIG)
- **General Stores Distribution Center Will-Call Office: 562-654-9005**
  - Provide status of product availability for Stock Transfer Orders (STO) and shipment schedules
  - Receive and resolve product complaints of stock items
  - Process credits and exchanges for warehouse orders
  - Process Will-Call Pick-ups

## Customer Service – Self Service

- \* Your Account
- \* FAQs
- \* Shipping Information
- \* Order Status History
- \* Return Policy
- \* Contact Us





# Buy and Use LAUSD First!

General Stores Distribution Supplies and Equipment Catalog – Online continued



## Los Angeles Unified School District GENERAL STORES DISTRIBUTION

Frequently Asked Questions

<https://storescatalog.lausd.net/t-faq.aspx>

Search Home Categories Customer Service

Categories  
Customer Service

- How can I change my profile?**  
Click [here to download](#) "Request for Profile Change" and fax it to Customer Service Unit at (562) 654-9019.
- Where can I download most frequently used General Stores Distribution forms?**  
[Request For Profile Change](#)  
[Order Adjustment](#)  
[New Product Suggestion Form](#)  
[How to Arrange for Surplus Pick-up](#)  
[Transportation Order](#)  
[Requisition Form](#)
- How do I check the availability of supplies and equipment items in the General Stores Distribution?**  
Contact Customer Service at (562) 654-9009 with the stock number and/or description of the item you are checking.
- How do you find an item in the catalog?**  
The index in the back of the catalog will identify common product names/types and list of the pages.
- How do I check the status of items ordered?**  
Contact Customer Service at (562) 654-9009 or [cs.stores@lausd.net](mailto:cs.stores@lausd.net) with the STO number.
- How do you place an order to the General Stores Distribution?**  
You can place an order using one of these methods:
  - Create a LRP order in our [LRP Interim Ordering System](#) and email the order to our Shopping Cart Support Center.
  - Create a Shopping Cart in SAP and choose the delivery priority regular, same day, overnight or will-call. If you require assistance in placing the order, contact Customer Service at (562) 654-9009. (\$9.00 per 80 lb for overnight and \$13.00 per 80 lb for same day)
- How do I get a refund or get wrong/damaged or unsatisfactory products replaced?**
  - For refund because of wrong/damaged product: Complete the "Order Adjustment" form (available in the back of the catalog or [click here to download](#).)
  - For unsatisfactory products: Complete the "Product Complaint" form (available in the back of the catalog or [click here to download](#).)

Please fax to the General Stores Distribution Claims Clerk at (562) 654-9015 within 14 days after the receipt of your merchandise.



## Los Angeles Unified School District GENERAL STORES DISTRIBUTION

Frequently Asked Questions

<https://storescatalog.lausd.net/t-faq.aspx>

Search Home Categories Customer Service

- What are you replacing the DNR item with?**  
Not all discontinued (DNR) items are replaced. Stock items are discontinued due to any of the following:
  - Item is no longer manufactured and a replacement isn't available.
  - Item is no longer manufactured but a replacement is available. When replacements are not identical, the stock number description will indicate "see xxx-xx-xxxx." Customers can then look up the replacement stock number and decide if they would like to purchase the recommended replacement.
  - Item is obsolete and customers no longer purchase the item as frequently, therefore once stock is depleted it will no longer be available.
  - Forms and publications are typically discontinued due to low usage, or office that requested the item to be inventoried has determined it is no longer needed.
- I need an emergency purchase, what do I need to do?**  
Do a "walk-through" or "over-the-counter" transaction. (Contact Customer Service for more details at (562) 654-9009) or see BSD Reference Guide No. C-24 "Purchasing Procedures and Delegated Authority."
- How do I get more information on District publications?**  
Refer to the "Forms and Publications" section in the catalog that provides a brief description, commodity code and price. If you need more information, contact our Customer Service Unit at (562) 654-9009 or [cs.stores@lausd.net](mailto:cs.stores@lausd.net)
- When can we order items for next year?**  
Upcoming year items such as a desktop calendar will be indicated on the catalog for the date you can order. Contact our Customer Service Unit at (562) 654-9009 or [cs.stores@lausd.net](mailto:cs.stores@lausd.net) for more information.
- How do I find out the brand name of the product currently available in the General Stores Distribution?**  
Contact our Customer Service at (562) 654-9009 or [cs.stores@lausd.net](mailto:cs.stores@lausd.net)
- When will I receive my supplies that are in back-order?**  
Contact our Customer Service at (562) 654-9009 or [cs.stores@lausd.net](mailto:cs.stores@lausd.net) for update.
- When will I receive credit for a claim?**  
Check with the General Stores Distribution Clerk at (562) 654-9005
- How does the quality of the items in the General Stores Distribution compare to other competitors?**  
Every item from the General Stores Distribution carries a 100% unconditional satisfaction guarantee. The District stocks and carries name-brand products including 3M, Dixon-Ticonderoga, Oxford, Crayola, and other recognized manufacturers.  
If you find a product that is damaged or inferior, please notify the General Stores Distribution or complete the "Product Complaint" form (available in the Catalog or [click here to download](#)) so we can investigate the reason for the problem.
- I can get an item cheaper somewhere else. Is the General Stores Distribution willing to come down on their prices?**  
Often, items may appear similar but are of a different quality to products sold by the General Stores Distribution. The General Stores Distribution prices include all charges for tax and delivery. Please check to see if prices from outside vendors include all tax and freight charges to be comparable. If we are able to validate your price, the General Stores Distribution will be willing to meet an outside vendor's price. Please provide the advertisement, contact person, phone #, and store name, if available. (A "Price Match" form is available at your request through Customer Service at (562) 654-9009 or [click here to download](#).)

# SAP Procurement Transactions



LRP Interim Ordering Process at: <https://achieve.lausd.net/Page/3257>

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## Link to Start Shopping

**Procurement Services Division**

Procurement Services Home

- Buy and Use LAUSD First
- Cone of Silence
- Procurement Transactions
- Start Shopping**
  - LRP Interim Ordering Process
  - P-Card

## Link to Order Goods or Services Using the LRP Ordering Process

Click on the links below for instructions on using the interim ordering process.

[LRP Interim Ordering Process User Guide](#)

[LRP Interim Ordering Process for Textbooks](#)

[LRP Interim Ordering Process for Textbooks Flow Chart](#)

[LRP's Goods Receipt Job Aid for Schools](#)

Click on the links below to complete a request.

[Order Goods or Services Using the LRP Interim Ordering Process](#)

## LAUSD Single Sign-On

### LRP Shopping Cart Support Center Ordering Processes

**User-Login**  
Login using your LAUSD Single Sign-On

**Username:**  @lausd.net  
Please enter your LAUSD Email Address

**Password:**   
Please enter a Password

[Submit](#)

LOS ANGELES UNIFIED SCHOOL DISTRICT

### LRP Shopping Cart Support Center Administration / Processing

[LRP Home Page](#)

[LRP Requisitions](#)

[LRP Goods Receipt \(Receiver\)](#)

[LRP PO Modifications](#)



# SAP Procurement Transactions

## LRP Interim Ordering Process - continued



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### SAP Procurement Transactions

#### Frequently Asked Questions

- 1. Is the LRP Interim Order Process still available?**  
Yes. The LRP Shopping Cart Support Center is available to schools and offices that need assistance with processing transactions, such as goods receipts.
- 2. When will the LRP Interim Order Process System be turned off?**  
The LRP Interim Order Process System will be active until further notice. Schools and offices may continue to use this system if they have not been trained and/or need additional assistance with processing their orders.
- 3. Do I have to use SAP or can I just continue using the LRP Shopping Cart Support Center?**  
Schools and offices should use SAP if they have been trained to do so. If additional assistance is needed, contact the LRP Shopping Cart Support Center representative for your ESC.
- 4. Since the LRP status page is not updated in real time, what is the best way to get the status of an LRP procurement request (i.e., when a purchase order (P.O.) has been issued)?**  
Call the LRP Shopping Cart Support Center representative for your ESC for the current status of a request.
- 5. Is SAP training available for new employees?**  
Training should be available by November 3, 2014. When training resources become available, it will be communicated district-wide. For online help, visit the BASE Training website at <http://basetraining.lausd.net>.
- 6. Are there any SAP refresher courses available?**  
Refresher training courses should be available by November 3, 2014. For online help, visit the BASE Training website at <http://basetraining.lausd.net>. If you need further assistance, please contact the LRP Shopping Cart Support Center.
- 7. My assignment changed, how do I verify the status of my profile request form?**  
The turnaround to process a SAP Security Access Form is three days. If you have not received an e-mail confirming your SAP access request, you may e-mail the SAP Security team at [sapsecurityteam@lausd.net](mailto:sapsecurityteam@lausd.net) for a status of your request.
- 8. I am a new employee and the Principal at my school is temporary. Can he/she approve my SAP Security Access Form?**  
Yes. A temporary or permanent site administrator can sign the security form.
- 9. Can SAP access be given to temporary employees?**  
Yes. Any temporary employee that has requested and received the proper security roles can be given access to SAP.
- 10. How can I help a new vendor register through SUS?**  
A Vendor can log onto the Vendor's website at <http://achieve.lausd.net/procurement>, and click on the link to Vendors/Contracts Resources.



### SAP Procurement Transactions

#### Frequently Asked Questions

- 11. Once a vendor registers through SUS, how long does it take for a vendor number to be issued?**  
Within 24 hours after the vendor's submission of a completed registration form.
- 12. How is a vendor notified when a vendor number has been issued?**  
Vendors can log into the SAP Supplier Portal to view their vendor number under the Company Data tab.
- 13. How can I specify a desired vendor when submitting an LRP procurement request to the Shopping Cart Support Center?**  
You would need to provide the vendor's name and address for accurate processing.
- 14. How do I know if the vendor received my purchase order?**  
The best way to confirm if a vendor has received a purchase order is to give them a follow up call or e-mail.
- 15. How can I find the e-mail address for the vendor?**  
If your profile has Security Role RP208, Restricted Vendor Master Display, you can navigate to the Procurement/Contracts tab → Manage Master Data → Display Vendor Addresses. Once the end user is successfully displaying a vendor record, basic information can be seen, including e-mail address.
- 16. I am receiving an error message that states I am not authorized to issue shopping carts at this location. I recently relocated to a new school. How can I correct this?**  
Please contact your Shopping Cart Support Center representative and they will be able to assist you.
- 17. How can I look up a vendor code?**  
Two ways:
  - From within a shopping cart, click on the search icon in the Preferred Vendor field. In the Search Term 1 field enter the vendor's name or a portion of the vendor's name with an asterisk (\*) before and after the text. Example: Entering \*scientific\* will yield search results with "scientific" anywhere in the name. Example of possible results: Arbor Scientific and Frey Scientific Co.
  - If a user has Security Role RP208, Restricted Vendor Master Display, he/she can navigate to the Procurement/Contracts tab → Manage Master Data → Display Vendor Addresses. In the Vendor field, click on the search icon. Under the Vendors (General) tab, click in the Name field. Enter the vendor's name or a portion of the vendor's name with an asterisk (\*) before and after the text.
- 18. How can I look up a commodity code**  
In SAP there are two new terms: Product Category and Product ID. The Product Category is the Procurement classification of products at a class level like furniture, computers, etc. Product ID is master data that has unique specification like bond paper 8-½ by 11-½ white, letter size, etc. These are two different fields in the Shopping Cart and both have a Search help that allows you to search.
- 19. Is there website information on the correct product category codes to use?**  
Yes. The complete list of Product Categories is available on Procurement's Website under "Must Know Items for Schools and Offices" at <http://achieve.lausd.net/Page/3873>.
- 20. How do I know which product category codes are taxable?**  
Please check Procurement's Website at <http://achieve.lausd.net>

# SAP Procurement Transactions

## LRP Interim Ordering Process - continued



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### SAP Procurement Transactions

#### Frequently Asked Questions

21. **Why do I have to fill out "SET VALUES" before adding line items?**  
The completing of "Set Values" is not mandatory but suggested as this information defaults to all the shopping cart lines. Otherwise, information like delivery address and storage location will have to be entered on each shopping cart line. There is a feature for the accounting assignment to change all lines by saving the data to the Account Assignment Clipboard and selecting "Change All Lines."
22. **How can I add a contract number to AREY JONES computer orders?**  
First, the correct Product Category needs to be selected on the shopping cart. *Example:* Enter Product Category 20400 and all the contracts, including Arey Jones, will show up. Look for the Description of the items in the contract to select the correct Arey Jones contract.
23. **What is a back end error? Why am I seeing a budget exceeded error message when my Fiscal specialist stated the funds are available?**  
Backend error means that the transaction could not be posted to the financial system and there may be different reasons. One of the more common reasons has to do with the Budget Availability Control. The Availability Control messages are something that needs to be worked out by the Fiscal Specialist.
24. **What does the error in process mean at the Purchase Order (P.O.) level?**  
Procurement is in two systems. SRM (Supplier Relationship Management) is the system where shopping carts and purchase orders are created and then transferred to ECC (Enterprise Central Component). Error in transfer means that the purchase order could not be transferred to ECC because it encountered issues when transferring. The most common issue is that there are no funds available.
25. **Why did the Purchaser's Worklist reject my shopping cart?**  
Procurement will only reject (cancel) a shopping cart if the user requested the cancellation or the shopping cart was incomplete.
26. **Do I need to delete a shopping cart once it's been rejected?**  
There are two types of rejections:
  - If the approver rejects the shopping cart, it will go back to the requestor's "Universal Worklist" to be approved (accepted) by the requestor, or edited if the approver requested a specific change.
  - If the Buyer/Contract Analyst rejects the shopping cart, there is no further action needed from the requestor. The shopping cart item should have a message that says "cannot be ordered," which means the shopping cart has been cancelled.
27. **How can I make changes to an already approved shopping cart?**  
Once a shopping cart has been approved you can no longer make changes. The shopping cart can be deleted, if there are no purchase orders against it. The shopping cart can be deleted by the user or the Buyer can reject from sourcing. Both of these actions will cancel the shopping cart. You may also contact the LRP Shopping Cart Support Center, if you need further assistance.
28. **How can I print a purchase order?**  
It is recommended that you save a copy of the "Print Preview" to your desktop.
29. **How do I get to the Universal Worklist?**  
Click on the Home tab, then, click on the Universal Worklist sub tab.



### SAP Procurement Transactions

#### Frequently Asked Questions

30. **How can I see the purchase order for Shopping Carts less than \$25,000 and/or Book purchases made by a Central Office?**  
You may not be able to see an actual purchase order if you did not process the order. However, your school should automatically receive a "Print Preview" copy of a purchase order when a purchase order is issued to the school. If your school did not receive a "Print Preview" copy of the purchase order, one can be requested through your LRP Shopping Cart Support Center representative.
31. **How do I cancel a Purchase Order (P.O.)?**  
Please see "Job Aid" on how to modify a PO on the <http://basetraining.lausd.net>.
32. **How do I modify a Purchase Order?**  
Please see "Job Aid" on how to modify a PO on the <http://basetraining.lausd.net> website.
33. **Who can assist me with modifying a Purchase Order?**  
You can contact the LRP Shopping Cart Support Center. Each ESC has its own representative. Please see contact list.
34. **How do I change a purchase order that is already ordered?**  
Please see "Job Aid" on how to modify a Purchase Order (P.O.) on the <http://basetraining.lausd.net>.
35. **How does my Principal see the shopping cart to approve it?**  
Log in through Citrix and click on the Home tab, then click on the Universal Worklist sub tab and select the transaction to be approved. Please visit the <http://basetraining.lausd.net> and click on BPP Library>Shopping Cart Approvers to view the Approve or Reject Professional Shopping Cart. **NOTE: Please don't forget to refresh.**
36. **My principal can't see my order. What can he/she do?**  
There may be several factors why the Principal cannot display the shopping cart. (1) Refresh the Universal Worklist. (2) Verify that the Principal is logged in through Citrix. (3) Check with the Shopping Cart Requestor to make sure they have not recalled the shopping cart which would be in "revision." (4) Verify that the Principal has SAP access.
37. **If I have no approving official, where does my shopping cart go?**  
If you are at a school, it will go to the ESC office, which is the next level in the hierarchy. If there is no "Chief" in the ESC, then it will go to the Shopping Cart Workflow Administrator(s). If you are at an office, it will go to the next level in the hierarchy until it gets to the Division "Chief." If there is no Division "Chief" then, it will go to the Shopping Cart Workflow Administrator(s).
38. **How can I get a listing of all open goods receipts for my location?**  
Schools and offices can login onto Procurement Services Website [https://psd.lausd.net/lrp\\_shopping\\_cart/](https://psd.lausd.net/lrp_shopping_cart/) and enter their single sign-on. A listing of all open goods receipts will display along with the total dollar value of those goods receipts.
39. **How do I know when to create a goods receipt?**  
All non-General Stores Warehouse orders require a "Goods Receipt."

# SAP Procurement Transactions

## Buying Tips For Schools



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### BUYING TIPS FOR SCHOOLS & OFFICES

#### 1. Buy District First

The Board of Education adopted the "Buy and Use LAUSD First" Resolution on November 13, 2012. The Resolution requires all schools and offices to purchase daily supplies and materials from the District General Stores Warehouse Catalog to better utilize school and office budgets. The General Stores Warehouse carries over 2,800 different items and offers lower prices by taking advantage of the District's large purchasing volumes.

The District's Office of Inspector General conducted an audit that determined that schools can save 20% - 40% by purchasing from the Warehouse. There are several other reasons to buy first from the Warehouse—e.g., high quality products, items that are tested and safety-approved by OEHS, uniformed drivers, and a 100% satisfaction guarantee.

#### 2. Avoid single- and sole-sourced contracts!

Unless it is clearly justified (e.g., emergency, selected firm is named in the grant or the selected firm is specified by law), requests for single- and sole-sourced contracts valued over \$25,000 will be **rejected**, if Procurement fails to find clear support for an argument that no other firm could provide the professional service, in particular, the requesting school will be directed to conduct an Informal Request for Proposals. Better (and often less time-consuming) for you to conduct an IRFP, yourself, in the first instance.

#### 3. No "after-the-facts," please!

Be sure that your contract is fully-executed and/or your purchase order issued before your vendor delivers the goods or provides the services. Remember:

- Accounts Payable will not pay for goods or services received prior to the effective date of an appropriate contract or purchase order and
- Goods and services received before the effective date of an appropriate contract or purchase order may not be subject to the District's terms and conditions; they may be provided without suitable protection for you, our students or the District.

#### 4. Do not sign a vendor's contract.

- Principals do not have the delegated authority to sign vendors' contracts (or other documents that contain commitments for the District or a school) on behalf of the LAUSD or any of its schools; contracts signed by those without authority may be deemed void.
- Vendors' contracts—even those that would not require the District to pay money—may contain provisions that could be harmful to the District.

#### 5. Monitor your vendors; manage their performance.

Kindly note that:

- A vendor having a LAUSD Vendor No. does not mean that the vendor is "approved" or has otherwise been screened,
- School administrators are responsible for ensuring that vendor staff are appropriately supervised while on a school site, and
- The office or school that requests the contract or purchase order is responsible for monitoring and managing the vendor's performance.

#### 6. Sharing personal data and using instructional software (programs or apps.) require approval.

- Before purchasing or accessing any good or services that that would involve the vendor being given access to any data that would personally identify a District pupil (current or former) or staff member, you **must** contact Procurement to confirm that the vendor in question has signed an appropriate Data Use Agreement.

- Before purchasing or accessing any instructional program or application, please contact Procurement to confirm that there is an approved UDIPP (Unified Digital Instructional Procurement Plan) on file with the District for that program.

#### 7. Renewal Options Must Be Exercised.

- If you want to extend a contract by exercising a renewal option provided for in the agreement, you must take action by asking that Procurement effect the extension; renewal is not automatic.
- If an option is not exercised, the contract will expire on the date shown in the contract, and the sponsor will need to request (and possibly negotiate) a new contract, showing competition, as appropriate, if the sponsor wants to continue to receive the goods or services after the expiration date of the original contract.

#### 8. Enter your receivers timely!

If a receiver is not entered by the end of the fiscal year, the funds will no longer be available in that fiscal year. Instead, the funds will come from the fiscal year in which the receiver is entered. (A good rule of thumb is to try to enter the receiver within five business days after receiving your goods or services.)

#### 9. Be diligent in conducting your Informal RFPs.

- Allow 4-6 weeks in your purchase plan to complete the IRFP process;
- Do not use a description of the services (Scope of Work) written by a vendor who may be asked to submit a proposal or otherwise tailored to one vendor's services;
- Use the informal RFP forms on the Procurement website (<https://achieve.lausd.net/site/default.aspx?PageID=12529>), but tailor the evaluation criteria to your needs;
- Be sure to request proposals in writing and require that the proposals be in writing; and
- Include in your request package:
  - The proposals, the proposal request (i.e., your solicitation letter),
  - Completed applicable IRFP Checklist (showing each proposer's total price), and
  - Names & signatures of evaluators (at least two).
- Help attain our District goal of 25% participation of Small Businesses Enterprises (SBE) by:
  - Letting your vendors know they can earn evaluation points (up to 5%) if they are a certified small business and they submit their small business certification with their proposals and
  - Referring any vendors not yet certified as a small business to the California Department of General Services website (<https://caleprocure.ca.gov/pages/sbdvbe-index.aspx>) to obtain their Small Business Certification and provide it with their proposal.

#### 10. Vendor Evaluation System

Our new Vendor Evaluation System is now operational. The VES can be accessed through the current Interim LRP System, and any user with a Single Sign-On can access it. It will also:

- Allow users to rate a vendor and assign up to five (5) stars (highest rating).
- Allow users to rate a vendor on a series of ten (10) questions that are designed to gauge a vendor's responsiveness, timeliness, and quality (service or product).

### Buying Reminders

- ◻ Purchases of software, regardless of the monetary value, must be approved by the Information Technology Division
- ◻ An Approved Unified Digital Instructional Procurement Plan (UDIPP) is required before a purchase of instructional software can be made.

You are encouraged to consult your Local District Buyer for additional information. **See Procurement Services Contact's for Buyer listings.**

# SAP Procurement Transactions

*School Informal RFP Process*



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For any questions,  
please contact  
Bruce Trenbeth,  
Contract  
Administration  
Manager @  
(213) 241-8765

- All documents are available from:  
<https://achieve.lausd.net/Page/12529>
- Send a solicitation letter to at least three vendors capable of providing the services
- Letter contents
  - Purpose of the letter
  - Description of services being requested and date to start and end services
  - Proposal due date and location
  - Description of Statement of Work (can be an attachment)
  - Proposal Evaluation Criteria (SBE added 2018, see web page above)
  - Basis of contract award
  - Proposal submittal Instructions
  - List of Attachments

# SAP Procurement Transactions

*School Informal RFP Process - continued*



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For any questions,  
please contact  
Bruce Trenbeth,  
Contract  
Administration  
Manager @  
(213) 241-8765

- Attachments to solicitation letter
  - Statement of Work (if too long for the body of the letter)
  - LAUSD Insurance Requirements
  - Proposal Certification Form
  - Professional Services Terms and Conditions
  - Contractor Code of Conduct
  - SBE Utilization Report Form



# SAP Procurement Transactions

*School Informal RFP Process - continued*



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For any questions,  
please contact  
Bruce Trenbeth,  
Contract  
Administration  
Manager @  
(213) 241-8765

- ❑ Assemble at least three people to review and score proposals according to the solicitation letter evaluation criteria.
- ❑ Email non-responding vendors to document why no proposal was received
- ❑ Complete the Informal RFP Process Checklist Abstract of Proposals and get signature of each evaluator and of the authorized person for the process
- ❑ Create an SAP Shopping Cart for the amount to be paid to the selected Partner, using the Product Category 96102 but leaving the Supplier Number blank.

# SAP Procurement Transactions

*School Informal RFP Process - continued*



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For any questions,  
please contact  
Bruce Trenbeth,  
Contract  
Administration  
Manager @  
(213) 241-8765

- Attach to the funded Shopping Cart:
  - Signed IRFP Checklist
  - Solicitation Letter
  - Copy of each proposal received, including proposer's signed SBE Utilization Report, Proposal Certification, and proof of insurance.
- The Shopping Cart will be assigned to a Local District Buyer or to a Contract Administration Analyst for issuance of a Professional Services Agreement.



# P-Card Update FY 18-19

## Contacts and Updates

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### Purchasing Card (i.e., P-Card)



### P-Card and Travel Representatives

LD Central:	<b>Celia N. Lopez</b> at <a href="mailto:Celia.Lopez@lausd.net">Celia.Lopez@lausd.net</a> (562) 654-9393
LD East:	<b>Kitty Phan</b> at <a href="mailto:Kitty.Phan@lausd.net">Kitty.Phan@lausd.net</a> (562) 654-9062
LD Northeast:	<b>Nohemi Flores-Escobar</b> at <a href="mailto:Nohemi.Flores@lausd.net">Nohemi.Flores@lausd.net</a> (562) 654-9318
LD Northwest:	<b>Denise Morehand</b> at <a href="mailto:Denise.Morehand@lausd.net">Denise.Morehand@lausd.net</a> (562) 654-9061
LD West:	<b>Dretha(Dee) Washington</b> at <a href="mailto:Dretha.Washington@lausd.net">Dretha.Washington@lausd.net</a> (562) 654-9060
LD South, Adult Schools, and Central Offices:	<b>Martha Viramontes</b> at <a href="mailto:Martha.Viramontes@lausd.net">Martha.Viramontes@lausd.net</a> (562) 654-9428

### P-Card Update FY 18-19

**Need to know what items are restricted on the P-Card? The updated "P-Card Restricted Items List" can be found at <https://pcard.lausd.net>**

Restricted Item:	Alternate/Approved Payment Method:
Gift cards	District issued credit cards may not be used to purchase gift cards.
Food, refreshments, coffee	District issued credit cards may not be used to purchase food, refreshments, coffee. Refer to Bulletin 2188.0 Purchase of Meals, Refreshments and Foods issued by the Chief Financial Officer on January 24, 2006. If you are traveling, seek reimbursement by completing the Expense Claim Form and submitting to Accounts Payable.
Student incentives, gifts, t-shirts, etc.	Use SAP Shopping Cart.
Amazon Prime Membership, Costco Membership, Sam's Club Membership, etc.	These purchases/memberships are non-transferrable/require an individual set up the membership to use the service therefore it is impossible to separate District use from personal use thus making it prohibited.

*Sample only- complete list is available on P-Card website*

#### Need a form?

**Forms, Applications and Agreements can be found at <https://pcard.lausd.net>**

#### Important Reminders:

- A purchase of a single item costing \$500 or more requires the P-card Pre-Approval Form to be signed by the Principal/Approving Official and uploaded during SAP reconciliation
- SAP reconciliation for all transaction on the pervious billing cycle are due by the 18<sup>th</sup> of the month and approval by the Principal in SAP by the 21<sup>st</sup> of the month
- 100% Receipt attachment is required for P-Card and T-Card in SAP
  - P-Card- attach applicable receipts/invoices, Field Trip approval forms
  - T-Card-attach Approved Travel Request Notification (ATRN) and receipts/email confirmations for hotel and travel expenses paid with the T-Card
  - For all **Title 1 purchases** on P-Card or T-Card the SPSA must attached in addition to receipts and ATRNs
- Notify the P-Card unit immediately when there are changes in approving officials or cardholders
  - Submit Credit Card Update Form and applicable agreements (P-Card, T-Card, Toshiba Card)
  - Any changes to your position or your cost center will cause removal of SAP roles

**Need to contact us? P-Card Main Line is (562) 654-9401**





# P-Card Updates FY 18-19

## Frequently Asked Questions (FAQ)

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**1. Q: What can I purchase with the P-Card?**

A: The P-Card may be used for low dollar value transactions between \$1 to \$1,500/\$3,000. You may utilize your location's P-Card for goods, commodities, general services and professional services.

**2. Q: What types of purchases are not allowed on the P-Card?**

A: Personal use of any District Credit cards is strictly prohibited. Items such as food, gift cards, flowers, computers and computer software are restricted on the P-Card. For a full list of items, please refer to the P-Card Restricted Items List located at <https://pcard.lausd.net>

**3. Q: What are the dollar limits for purchases on the P-Card?**

A: The dollar limits for purchases vary depending on the type of card selected. School site/office may select one P-Card per location with a single purchase limit of \$3,000 and a monthly purchase limit of \$20,000 or two P-Cards with a single purchase limit of \$1,500 and a monthly purchase limit of \$10,000.

**4. Q: What should I do if a charge appears on my Citibank statement or in SAP that I believe is fraudulent? How do I dispute transactions?**

A: Contact Citibank customer service immediately at (800)248-4553 Citibank will close your card and issue a new card. Citibank will investigate the charges and refund your card within 30 days if the transactions are deemed fraudulent. Cardholders must reconcile the fraudulent charges as well as the refund using the same funding line (this will balance your funding line). Do not reject any transactions in SAP. A copy of the Fraudulent Charges Form (available on P-Card website <https://pcard.lausd.net>) should be completed and uploaded to the fraudulent transaction as well as to any refund transaction issued by the bank. The cardholder should also contact the P-Card unit to inform of the suspected fraudulent charges and to be on the lookout for a replacement credit card.

**5. Q: Who do I contact if I lost or misplaced my P-Card or Travel Card?**

A: If you have misplaced your P-Card or Travel Card, contact the Citibank immediately at (800)248-4553. Citibank will close your card and issue a new card. You should also contact the P-Card Unit to be on the lookout for a replacement credit card.

**6. Q: Is there a deadline for reconciliation?**

A: Reconciliation for P-Card is every month, due by the 18th AND approved by the 21st. For example, transactions made from January 4th- February 3rd will be due February 18<sup>th</sup> and approved by the 21st. If the 18th day is a weekend or holiday, then reconciliation must be completed at the close of business the last business day prior to the 18th. Unreconciled transactions may result in suspension or revocation of card privileges

**7. Q: What is required to reconcile a purchase?**

A: Receipts/invoices in PDF format are required to reconcile a purchase. In addition, pre-approval forms must be uploaded for any purchase of a single item costing \$500 or more. (see P-Card Website form: <https://pcard.lausd.net>). For Title 1 purchases, the SPSA must be uploaded when using the P-Card or Travel Card. All Travel card purchases, must have the Approved Travel Request Notification (ATRN) uploaded and field trip related purchases must have the approved Field Trip forms attached in addition to receipts. Please note, packing slips are not considered receipts.

**8. Q: Why did my P-Card decline? What do I do if a card purchase has been declined?**

A: Contact the P-Card unit if your purchase has declined. A credit card purchase may decline for various reasons.

- 1- The transaction may be above the single purchase limit
- 2- You may have purchased more than your cycle limit for the month
- 3- The purchase is made from a vendor using a merchant category code that is not allowed or restricted.
- 4- Your card may have been suspended for past due reconciliation
- 5- The bank may have placed a temporary hold on your account due to suspected fraudulent activity.

**9. Q: When do I need to submit a Credit Card Exception Request Form? What is required for the Credit Card Exception Request submittal?**

A: A Credit Card Exception Request Form is required when a purchase is declined by the bank. Please refer to reasons for declined purchases on question #8. The Credit Card Exception Request form should be thoroughly completed and signed. In the description area, please provide a detailed explanation of the purchase including the funding line that will be used to reconcile the purchase. Please provide an invoice or quote if available as back-up documentation. For exceptions on purchases that are travel related (either on P-Card or T-Card), please provide a copy of the Approved Travel Request Notification (ATRN).

**10. Q: What do I do if I'm transferring to another department?**

A: If you are leaving your location, reconcile all of your credit card transactions prior to leaving. Submit a District Credit Card Update Form requesting to cancel your assigned cards (P-Card/T-Card/Toshiba Ghost Card as applicable). Shred any cards in your possession. Please Note, a new P-Card cannot be issued to you at a new location until all of your transactions are reconciled and your card has been closed at your previous location.

\*See full listing in *School Business Services Panel for SAAs and Office Managers* binder dated 2-28-19.



# P-Card Updates FY 18-19

P-Card Restricted Items List <https://pcard.lausd.net>

<b>Restricted Items:</b> If the Approving Official identifies any of these unauthorized items as purchased by the Cardholder, s/he must notify the P-Card Unit immediately and reject the transaction in the online reconciliation system.			
<b>Restricted Item:</b>	<b>Alternate/Approved Payment Method:</b>		
Gift cards	District issued credit cards may not be used to purchase gift cards.	Book purchases for Program Code 14113 and 14152	Use SAP Shopping Cart transaction.
Food, refreshments, coffee	District issued credit cards may not be used to purchase food, refreshments, coffee. Refer to Bulletin 2188.0 Purchase of Meals, Refreshments and Foods issued by the Chief Financial Officer on January 24, 2006. If you are traveling, seek reimbursement by completing the Expense Claim Form and submitting to Accounts Payable.	Gasoline, fuel, oil, coal and liquefied petroleum, towing, automotive parts and related services;	Use Purchase Order if an approved District item or obtain prior approval from the District Credit Card Program. For exception request, visit <a href="http://pcard.lausd.net">http://pcard.lausd.net</a> .
Student Incentives, gifts, t-shirts, etc.	Use SAP Shopping Cart.	Personal items or services; Cash refunds for returned purchases;	Not allowable District purchases. If District funds are utilized, you may be subject to disciplinary action and termination from the Credit Card program.
Any P-Card/T-Card purchase using Title 1 funds (e.g., program codes 7So46, 7oS46, 7oA56, and 7Eo46) without pre-approval from Title 1 Office/included in site's SPSA	Use SAP Shopping Cart transaction or obtain pre-approval to use P-Card/T-Card from Title 1 Office with purchase designated on Single Plan for Student Achievement (SPSA).	Gifts, donations or contributions to individuals or organizations	
Travel expenses, including airline tickets, hotels/lodging, and car rental, telemarketing travel arrangements	Use Travel Credit Card. All other travel related expense may be reimbursable upon submitting Expense Claim Form to Accounts Payable.	Tuition payments;	Utilize tuition reimbursement form.
Food purchases for instructional purposes, such as Culinary Arts Program, livestock, Food Services and Healthy Network Program	P-Card may be used with prior approval by the District Credit Card Program. For exception request, visit <a href="http://pcard.lausd.net">http://pcard.lausd.net</a>	Medical services, medical drugs, pharmaceutical products or controlled substances; Firearms, ammunition, explosives or other items considered being dangerous;	Use SAP Shopping Cart if an approved District item, unless pre-approval obtained by the District Credit Card Program.
Transportation, including rental/use of buses, trains, for employee travel or school sponsored field trips;	Contact the Transportation Division for field trips. If no District Busses are available, the T-Card may be used for on the Approved Charter Bus list. If there is no T-Card issued to the school/office, the P-Card can be used with prior approval using the Credit Card Exception Request form. If you are traveling, seek reimbursement by completing the Expense Claim Form and submitting to Accounts Payable.	Parking fees, tickets or parking stickers and traffic tickets, tolls, violations and express lane fees,	P-Card and/or Travel Credit Card may not be used to pay for parking fees. If you are traveling, seek reimbursement by completing the Expense Claim Form and submitting to Accounts Payable.
Taxi/Uber/Lyft	<b>Not allowed on P-Card or T-Card.</b> See BUL 5525. 2 District Policy for Travel and Attendance at Conferences or Conventions for the approval process for employees to self-pay and request reimbursement (note, tips are not reimbursable)	Flowers	Use Requisition, unless instructional such as floricultural, horticultural programs, then may use P-Card.
Rental of non-District facilities	Use SAP Shopping Cart. Instructions are available at <a href="http://achieve.lausd.net/Page/3868">http://achieve.lausd.net/Page/3868</a> .	Computers, CPU and laptops; Microsoft software; Adobe software (excluding Primary Schools and Elementary Schools)	Place order through ITD website at <a href="http://achieve.lausd.net/Page/4635">http://achieve.lausd.net/Page/4635</a> and following procedures in Reference Guide REF-6277.2.
		Cell phones, pagers and associated service fees;	

\*See full listing in *School Business Services Panel for SAAs and Office Managers binder* dated 2-28-19.



# Travel Desk

## P-Card and Travel Unit Updates

### Travel and Conference Process for Schools

SCHOOL EMPLOYEE TRAVELER	REQUESTING REIMBURSEMENT- DOCUMENTATION NEEDED	NOT REQUESTING REIMBURSEMENT - DOCUMENTATION NEEDED	APPROVAL/SIGNATURES NEEDED BY:
Attending a conference* at a non-District location (in-state)	Form 10.12.1 and SAP ENTRY	Form 10.12.1 and SAP ENTRY	<ul style="list-style-type: none"> <li>✓ Principal</li> <li>✓ LD Superintendent or Executive Directors for DACE and ECED employees</li> </ul>
Attending a conference* at a non-District location (out-of-state/international)	Form 10.12.1 and SAP ENTRY	Form 10.12.1 and SAP ENTRY	<ul style="list-style-type: none"> <li>✓ Principal</li> <li>✓ LD Superintendent or Executive Directors for DACE and ECED employees</li> <li>✓ Office of the Superintendent</li> </ul>
Acting as Chaperone on District Approved Field Trip (in-state)	Form 10.12.1, SAP ENTRY, and follow approval process in Trip Handbook REF-2111.1	No SAP ENTRY, follow approval process in Field Trip Handbook REF-2111.1	<ul style="list-style-type: none"> <li>✓ Principal</li> <li>✓ LD Superintendent or Executive Directors for DACE and ECED employees</li> <li>✓ Division of Risk Management</li> </ul>
Acting as Chaperone on District Approved Field Trip (out-of-state/international)	Form 10.12.1, SAP ENTRY, and follow approval process in Trip Handbook REF-2111.1	No SAP ENTRY, follow approval process in Field Trip Handbook REF-2111.1	<ul style="list-style-type: none"> <li>✓ Principal</li> <li>✓ LD Superintendent or Executive Directors for DACE and ECED employees</li> <li>✓ Office of Superintendent</li> <li>✓ Division of Risk Management</li> </ul>

### Prepaid Expense Types and Payment Methods

PREPAID EXPENSE TYPE	PAYMENT METHOD			
	Self-Paid	T-Card	P-Card	Imprest Check, Shopping Cart
Fees for Conferences, Conventions, Meetings or Trainings	Allowed	Not Allowed	Allowed	Allowed
Airfare	Allowed	Allowed	P-Card Exception may be requested	Not Allowed
Hotel/ Lodging	Allowed	Allowed	P-Card Exception may be requested	Not Allowed
Car Rental	Allowed	Allowed	P-Card Exception may be requested	Not Allowed
Taxi/Uber/Lyft	Allowed	Not Allowed	Not Allowed	Not Allowed
Gasoline	Allowed for Rental Cars Only	Not Allowed	Not Allowed	Not Allowed
Tips	Not Allowed	Not Allowed	Not Allowed	Not Allowed

**Self-paid**

- Permitted self-paid expenses will be reimbursed through the employee's payroll as a non-taxable reimbursement.
- Gasoline for travel in personal cars, is provided only through mileage reimbursement.

**T-Cards**

- May be used for pre-payment of hotel/lodging. However, travelers are personally responsible for any incidental room charges and must provide their personal credit/debit card at check-in. Incidental room charges are costs of items and services that are not part of the main bill, such as internet, phone calls and room service.
- The T-Card is NEVER to be used for incidental room charges including those items for which the "per diem" allowance is intended to cover.

**Rental Cars**

- Must only be operated by the approved LAUSD traveler.

*Note: Exception requests may be sent to the P-Card Unit to request using the P-Card or T-Card for "not allowed" expenses. Exception requests must be approved by the P-Card Unit prior to the charge/purchase. Submission of an Exception Request Form does not guarantee approval.*

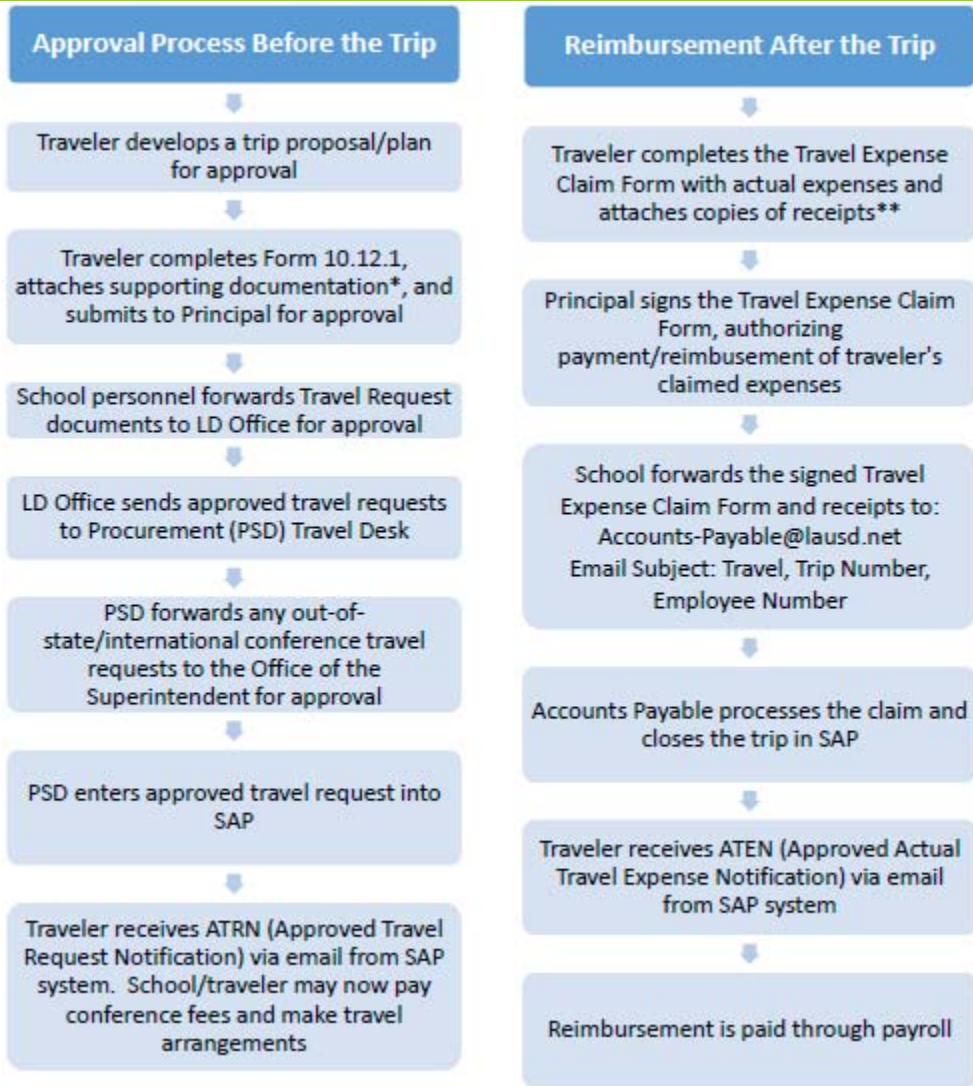
\*See full listing in *School Business Services Panel for SAAs and Office Managers* binder dated 2-28-19.



# Travel Desk

*P-Card and Travel Unit Updates - continued*

Overview of the Travel Process for School Employees







# Repro Copy and Print Services

Reprographics Support Services Unit at <http://www.lausdrepro.net>

**REPRO** 8525 Rex Rd. Pico Rivera, CA 91761  
 READY, RAPID, AND RELIABLE. Ph: (562) 654-9052

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- Posters
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- Vehicle Wraps
- Mesh Banners
- Table Throws
- Aluminum Signs

Contact us for you next printing project  
**Phone: (562) 654-9052 • Email: repro@lausd.net**

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# Mail Tips and Reminders

Mail Support Services Unit at <http://achieve.lausd.net/Page/4022>



## MAIL PREPARATION TIPS & REMINDERS

- **DO NOT USE CLASP-TYPE ENVELOPES FOR U.S. MAIL.**
- Overlap flaps (flaps straight up) for all legal and letter-size envelopes. Rubber band all bundles.
- Seal flaps for all large white envelopes.
- Fit all contents in envelope so that flaps will close.
- To avoid higher postage costs when mailing 6 or more sheets of paper, fold pages in half, insert into a 6" x 9" envelope (3100632210) to qualify for letter rate postage, and seal flap. Overstuffing a legal size #10 envelope will result in higher postage rates due to exceeding the maximum 0.25" thickness restriction for letter rate.
- The USPS prefers the use of white instead of manila or kraft envelopes for optimal processing of mail. Please see page 309, item B of Office Essentials to order white mailing envelopes.
- For additional instructions, please go to the Mail Unit link from the Procurement Services Division website at <http://achieve.lausd.net/psd> and download the latest "How to Send Mail Through LAUSD" User Guide.

## EXAMPLES OF CORRECT AND INCORRECT ADDRESS LABELING



Addressing Accuracy for U.S. Mail:

Correct addressing affects efficient delivery of your mail. The **ZIP + 4 Code** helps direct your mail. Please follow these United States Postal Service addressing guidelines:

- All CAPITAL letters
- Font should not overlap or touch
- Minimum 10 pt. font
- Left aligned ONLY
- NO abbreviations to city
- No punctuations
- Address printed on white background

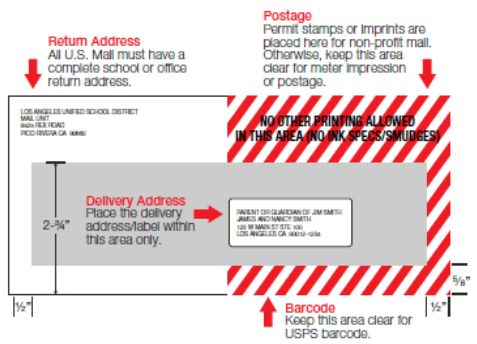
**CORRECT**

JAMES AND NANCY SMITH  
123 W MAIN ST STE 100  
LOS ANGELES CA 90012-1234

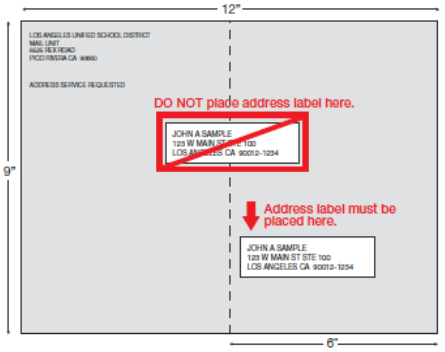
**INCORRECT**

<b>BOLD PRINT</b> JAMES AND NANCY SMITH 123 W MAIN ST STE 100 LOS ANGELES CA 90012-1234	<b>ITALICS PRINT</b> JAMES AND NANCY SMITH 123 W MAIN ST STE 100 LOS ANGELES CA 90012-1234	<b>HANDWRITTEN</b> JAMES AND NANCY SMITH 123 W MAIN ST STE 100 LOS ANGELES CA 90012-1234	<b>UNDERLINED</b> JAMES AND NANCY SMITH 123 W MAIN ST STE 100 LOS ANGELES CA 90012-1234
<b>SMALL PRINT</b> JAMES AND NANCY SMITH 123 W MAIN ST STE 100 LOS ANGELES CA	<b>CENTERED ALIGNMENT</b> JAMES AND NANCY SMITH 123 W MAIN ST STE 100 LOS ANGELES CA 90012-1234	<b>BACKGROUND COLOR/PATTERN</b> JAMES AND NANCY SMITH 123 W MAIN ST STE 100 LOS ANGELES CA 90012-1234	<b>ABBREVIATED CITY</b> JAMES AND NANCY SMITH 123 W MAIN ST STE 100 LA CA 90012-1234
<b>MISSING ZIP CODE</b> Pay JAMES AND NANCY SMITH To: 123 W MAIN ST STE 100 LOS ANGELES CA 90012-1234	<b>MISSING SPACES BETWEEN CITY AND STATE</b> JAMES AND NANCY SMITH 123 W MAIN ST STE 100 LOS ANGELES CA 90012-1234	<b>MISSING STATE</b> JAMES AND NANCY SMITH 123 W MAIN ST STE 100 LOS ANGELES CA 90012-1234	<b>SKWEVED/CROOKED PLACEMENT</b> JAMES AND NANCY SMITH 123 W MAIN ST STE 100 LOS ANGELES CA 90012-1234
<b>EXTRANEIOUS TEXT</b>	<b>MISSING/CUT-OFF PARTS, PRINT SHIFT</b>	<b>ZIP CODE ON A SEPARATE LINE</b>	

EXAMPLE OF PROPERLY ADDRESSED U.S. LETTER MAIL



EXAMPLE OF PROPERLY ADDRESSED U.S. FLAT MAIL



\*See full listing in School Business Services Panel for SAAs and Office Managers binder dated 2-28-19.



# Miscellaneous

## Procurement Services Division - Fingertip Facts FY 17-18

### PROCUREMENT SERVICES DIVISION

#### MISSION STATEMENT

To provide schools and administrative offices with goods and services they need - when they need them. In doing this, we must ensure procurement laws are followed and the District achieves the most cost effective prices for goods and services.

<http://achieve.lausd.net/psd>



#### FINGERTIP FACTS FOR FY 2017-18

#### PROCUREMENT AND CONTRACT ADMINISTRATION BRANCH



The Procurement and Contract Administration Branch supports schools by managing the purchase of supplies, equipment, professional, and general services through best practices in the public procurement arena. This Branch also oversees the District's Credit Card Programs, Vendor Services, the Toshiba Unified Print Program, and provides support to schools in the area of travel and conference attendance.

#### Professional Services (Non-Facilities)

Request for Proposal (RFP) Issued	39
Contracts Issued	350
Value of Contracts Issued	\$219,535,054
Work Order Issued	364
Value of Work Orders	\$25,880,683

#### Goods & General Services (Stock/Non Stock/M&O/Foods)

Contracts Issued	120
Value of Contracts Issued	\$508,748,284

#### Toshiba Unified Print Program

Cost Prior to Implementation	\$12.7 million
Spent	\$8.1 million
Estimated Savings	\$4.6 million

#### Credit Card Program

P-Cards Issued	1,300
Others Cards Issued	1,730
(Travel/Fuel/Toshiba, etc.)	
Transactions for All Card Programs	106,295
Total Spent for All Card Programs	\$36.5 million

#### Travel

Trips Settled	7,209
Value of Trips Settled	\$5.7 million

#### Vendor Management

Total Vendors Registered	15,661
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Each year, PSD fulfills over 118,000 orders for food, supplies and equipment annually including:

7 million crayons    2 million #2 pencils    2 million reams of copy paper

#### FACILITIES CONTRACTS BRANCH



The Facilities Contracts Branch is responsible for the acquisition of facilities-related professional services provided by consultants, contractors, and other private firms. Acquisitions are achieved through the use of requests for qualifications (RFQs) and requests for proposals (RFPs) which are developed, issued, evaluated, and awarded through this Branch. Facilities Contracts also administers the advertising, bidding, and awarding of all formal, competitively bid school construction projects, including the prequalification of contractors and all post-award contract activities.

#### Professional Services and A&E (Facilities)

Contracts Issued	108
Value of Contracts Issued	\$78,743,474
Task Orders Issued	1,457

#### Formal Construction Contracts

Contracts Issued	112
Value of Contracts Issued	\$264,766,509

#### Job Order Contracts

Active Contracts	60
Job Orders Issued	157
Value of Job Orders Issued	\$29,606,607

#### Design Build

17,250 Contracts	\$720,153,821
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#### Prequalification

Prequalified Contractors	481
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#### MATERIEL MANAGEMENT BRANCH



The Materiel Management Branch located at the Procurement Services Support Center in Pico Rivera, maintains 3 primary distribution centers: General Stores (supplies and equipment), Food (frozen, groceries and staples) and Surplus Property and Recycling Annex (used/surplus furniture and equipment). The Truck Operations Section provides delivery of product from the distribution centers to schools and offices. This Branch also oversees the Mail Support Services Unit (mail service) and the Reprographic Support Services Unit (reprographic activities) for the District.

#### General Stores

Inventory Items Stocked	2,735
Orders Filled	52,129
Line Items Picked	402,023
Sales	\$49 million
Number of Schools/Offices Served	1,854

#### Foods Distribution

Inventory Items Stocked	466
Orders Filled	76,154
Line Items Picked	1,030,116
Sales	\$90 million
Number of Schools/Offices Served	820

#### Surplus Property & Recycling Annex

Surplus Property (Salvage)	2,254
Deliveries Received	
Number of Online Auction Sales	1,424
Total Weight (lbs.) of Recycled E-waste	1,202,957

#### Truck Operations Section

Average Delivery Stops Per Day	1,920
Mail Bags Picked Up & Delivered Daily	1,200

#### Mail Support Services Unit

Pieces of Mail Handled Per Year	13 million
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#### Reprographic Support Services Unit

Work Requests Processed	1,967
Dollar Value of Work Requests	\$4.7 million

#### Procurement Services Division

333 South Beaudry Avenue, 28th Floor  
Los Angeles, CA 90017

General Phone: (213) 241-3087  
Customer Service: (562) 654-9009  
General Stores & Foods Distribution: (562) 654-9005  
Surplus Property & Recycling Annex: (213) 745-5910  
Truck Operations Section: (562) 654-9000

#### CONTACT US



# Miscellaneous

## Truck Operations Section (TOPs) – Pickup of Surplus/Salvage Property

### HOW TO ARRANGE FOR SURPLUS PROPERTY (SALVAGE) PICK-UP

COMPLETE a "Transportation Order" Form and e-mail to [truckop@lausd.net](mailto:truckop@lausd.net) or fax to (562) 654-9011. You can download the Transportation Order form at: <http://achieve.lausd.net/Page/8694>

- 1 DATE: Date submitted
- 2 SCHOOL OR OFFICE (OFFICIAL NAME): Location where items are held
- 3 COST CENTER: 7-digit number
- 3A LOCATION CODE: 4-digit number
- 4 ADDRESS: Address where items are located
- 5 BUILDING & ROOM NUMBER: Location where items are stored
- 6 SCHOOL OR OFFICE: Surplus Property (If sending to other than Surplus, fill in school or office name)
- 7 COST CENTER: (If sending to other than Surplus) 7-digit number
- 7A LOCATION CODE: (If sending to other than Surplus) 4-digit number
- 8 ADDRESS: (If sending to other than Surplus) Address where items are to be delivered
- 8A BUILDING & ROOM NUMBER: (If sending to other than Surplus) Specify building/room number
- 9 CHECK BOX: Surplus Property (Salvage)
- 10 APPROVED BY (NAME, TITLE & SIGNATURE): Administrator's name, title and approval/signature
- 11 CONTACT PERSON & TELEPHONE NUMBER: Person handling items for pick-up; include phone number for additional information (Example: Plant Manager/Grounds Worker (123) 000-0000)
- 12 RECEIVING CHECK: LEAVE BLANK (for Surplus Property Office use)
- 13 QUANTITY: Grand total number of items
- 14 UNIT: EACH / BOX / PALLET
- 15 STOCK/SERIAL NUMBER: LEAVE BLANK; not needed for surplus property/transfer pick-up (Keep records of salvaged/transferred items on a separate sheet for your location records only)
- 16 ITEM DESCRIPTION: Name of item(s) to be picked up (Example: COMPUTER, MONITOR, KEYBOARD, CHAIRS, LAPTOP, TABLE, PROJECTOR, etc.)
- 17 LEAVE BLANK (For Central Office Use only)
- 18 LEAVE BLANK (For Central Office Use only)
- 19 LEAVE BLANK (For Central Office Use only)

- All fields must be completed in order for the request to be processed. Incomplete forms will be returned.
- All requests are fulfilled on a first come, first serve basis. Requests are generally handled within 3 weeks of submitting the request.
- Do not wait to accumulate large loads, which may take longer to be picked up. Small quantities can be picked up during regular supply and grocery deliveries.
- Each school or office will be allowed one large surplus property pick-up per school year. Additional large pick-up requests must be funded by the school or office.
- To pick up pianos, please contact the Musical Instrument Repair Shop at (213) 745-1620. For paint, toner (used), kilns, fluorescent light bulbs, hazardous materials, rubbish and construction materials, please contact the Office of Environmental Health and Services at (213) 241-3955.
- Plant Managers should contact their CPM (Complex Project Manager) for more details regarding surplus.

### TRANSPORTATION ORDER LOS ANGELES UNIFIED SCHOOL DISTRICT

PHOTOCOPY AS NEEDED  
Downloadable PDF version of this form is available at: <http://achieve.lausd.net/Page/8694>

DATE:	1 06/01/15						
PICK-UP AT	School or Office (Official Name)	Cost Center	Location Code				
	2 Enter your school/office name here	3 0000000	3A 0000				
DELIVER TO	Address	Building & Room Number		Location where items are stored			
	4 Enter your school/office address here	5 Location where items are stored					
DELIVER TO	School or Office (Official Name)	Cost Center	Location Code				
	6 Surplus Property	7 (If other than Surplus)	7A 0000				
APPROVED BY (Name, Title & Signature)	10 Administrator's name, title and approval/signature				<input type="checkbox"/> GENERAL STORES 9 <input checked="" type="checkbox"/> SURPLUS PROPERTY (SALVAGE) <input type="checkbox"/> TRANSFERS		
	11 Plant Manager/B & G Worker (123) 000-0000						
RECEIVING CHECK	QUANTITY	UNIT	STOCK/SERIAL NO.	ITEM DESCRIPTION	UNIT PRICE	TOTAL PRICE	PROGRAM CODE
12	13	14	15	16	17	18	19
	N/A	3	EA	N/A			
		10	EA	NO			
		10	EA	LONGER			
		10	EA	NEEDED			
		5	BXS				
		10	EA				
		5	EA				
		12	EA				
		5	EA				
		10	EA				

RELEASED BY: \_\_\_\_\_ signature \_\_\_\_\_ date \_\_\_\_\_  
 \_\_\_\_\_ print name \_\_\_\_\_ position / title

ABOVE ITEMS PICKED UP BY:	DATE:	RECEIVING CLERK'S SIGNATURE	DATE:
FOR GENERAL STORES SECTION USE ONLY:			
<input type="checkbox"/> Inspected and approved for return stock <input type="checkbox"/> Verified as defective Signed _____ Date _____		<input type="checkbox"/> APPROVED FOR CREDIT <input type="checkbox"/> NO credit to be allowed Signed _____ Date _____	
FOR JOB COST - INVENTORY CONTROL USE ONLY:			
Reviewed by _____		Date _____	
Approved for input by _____		Date _____	
Input by _____		Date _____	



# Miscellaneous

## Truck Operations Section (TOPs) – Removal of Obsolete Textbooks BUL-054698



### LOS ANGELES UNIFIED SCHOOL DISTRICT POLICY BULLETIN

**TITLE:** Removal of Obsolete, Surplus, and/or Damaged Textbooks, Library Books, and Instructional Materials

**NUMBER:** BUL-054698

**ISSUER:** Frances Gipson, Ph. D., Chief Academic Officer  
Division of Instruction  
  
Esther Sinofsky, Ph.D., Administrative Coordinator  
Integrated Library and Textbook Support Services

**DATE:** August 23, 2018

**PURPOSE:** In accordance with the California Education Code, any money received by the District from the sale of obsolete materials shall be used to purchase instructional materials.

**MAJOR CHANGES:** This Bulletin replaces BUL-5770.1, *Donation, Sale, and Recycling of Obsolete and/or Damaged Textbooks, Library Books and Instructional Materials*, dated July 31, 2012, and provides updated District personnel and contact information.

**BACKGROUND:** To ensure *Williams* sufficiency, schools must retain the former instructional materials until receipt and distribution of the newly adopted instructional materials is completed. Once the newly-adopted textbooks and instructional materials have been implemented, all previous materials must be sent to the District Warehouse per the instructions below.

Inventory received from school sites will be removed from the school's *Destiny Textbook Manager* inventory by ILTSS staff. Procurement will negotiate the sale of obsolete instructional materials, not the individual sites.

**GUIDELINES:** The following guidelines apply:

**I. CRITERIA FOR DETERMINING OBSOLETE OR SURPLUS INSTRUCTIONAL MATERIALS**

Integrated Library and Textbook Support Services (ILTSS) has developed the following criteria to determine if materials are obsolete or surplus:

A. Textbooks

- Materials are no longer relevant to the school's instructional program, e.g. new State-content standards and frameworks, revised District courses of study, school re-configuration, or newly adopted instructional materials for Grades TK-12.
- Materials that perpetuate sexual or racial stereotypes and do not comply with the State's legal compliance guidelines (See Attachment A).

**ROUTING**  
Local District Superintendents  
Administrators of Instruction  
Instructional Directors  
Principals  
UTLA Chapter Chairpersons  
Teacher Librarians

### Pickup of Obsolete, Surplus, and Damaged Textbooks

- Surplus textbook items must be transferred to the LAUSD District Warehouse through *Destiny Textbook Manager*. Tutorial can be found on the ILTSS website [www.iltss.org](http://www.iltss.org) → Tutorials → Transferring Textbooks.
- Boxes may be ordered from the LAUSD General Stores Distribution Catalog:
  - Boxes (25 per bundle) – material number 6402500060
  - Tape – material number 8323212110
- Mark the boxes as obsolete textbooks (see below label template)
- Request pick-up of obsolete, surplus, and/or damaged instructional materials via a Remedy Ticket (<https://lausd-myit.onbmc.com/>).
- For assistance or further information, please contact Integrated Library & Textbook Support Services at (213) 241-2733.

**FROM:** \_\_\_\_\_  
Obsolete Textbooks  
Grade Level or Course Name: \_\_\_\_\_

**TO:**  
INTEGRATED LIBRARY & TEXTBOOK  
SUPPORT SERVICES (ILTSS)  
c/o District Warehouse  
Pico Rivera



# Miscellaneous

General Stores Distribution Center "New Items" & SAP Procurement Transaction Training

For any questions, please contact our Customer Service Unit at (562) 654-9009.

## TOO MUCH PAPERWORK?

WE HAVE NEW ITEMS IN STOCK FOR YOUR SOLUTION.

**DESKTOP FILE ORGANIZER**

- Letter size
- 12 expanding pockets
- Pre-printed, assorted color pockets
- Sturdy with reinforced gussets

Option	Material No.	Price
A - Z	6154320134	\$12.75 each
Jan - Dec	6154321135	\$12.75 each

**DESKTOP FILE ORGANIZER**

- 5 letter size hanging folders with tabs
- Sturdy black plastic with side handles for portability
- Approximately 9-1/2" high x 12" wide x 6" deep

Material No: 6154323013  
Price: \$14.39 each

**STICK-ON PHONE MESSAGE BOOK**

- 2-part carbonless set; 200 sets per book
- Self-adhesive, perforated white messages for tear-off with canary duplicates on the book
- Spiral bound 5-1/2" wide x 11" high book with 4-1/2" wide x 2-1/2" high messages

Material No: 6156201153  
Price: \$4.75 each

**8-POCKET FOLDER ORGANIZER**

- Assorted colors, letter size pockets
- Heavy stock with business card slits
- 12 per package

Material No: 6154599656  
Price: \$21.79 per pkg

**SPIRAL BOUND INDEX CARDS**

- 3" x 5"; ruled
- Assorted bright neon colors
- 50 cards per package

Material No: 6153500281  
Price: \$2.39 per pkg

**INDEX CARDS**

- 4" x 6"; ruled
- Assorted bright neon colors
- 100 cards per package

Material No: 6153509755  
Price: \$1.99 per pkg

**TWIN POCKET POLY FOLDER**

- Letter size with business card slits
- Durable polypropylene construction
- 25 per package

Color	Material No.	Price
Blue	6154576119	\$13.99 per pkg
Green	6154576117	\$13.99 per pkg
Red	6154576018	\$13.99 per pkg
Yellow	6154573020	\$13.99 per pkg

Some colors may not be available yet, but are coming soon!

**TWIN POCKET POLY FOLDER WITH FASTENERS**

- Letter size with business card slits
- Durable polypropylene construction
- 3 fasteners for 3-hole punched paper
- 25 per package

Color	Material No.	Price
Blue	6154576126	\$17.99 per pkg
Green	6154576124	\$17.99 per pkg
Red	6154576025	\$17.99 per pkg
Yellow	6154576027	\$17.99 per pkg

Some colors may not be available yet, but are coming soon!

QUESTIONS? ☎ 562-654-9009 ✉ cs.stores@lausd.net 🌐 https://storescatalog.lausd.net 🐦 @LAUSD\_Stores

### Request for SAP Training for Shopping Cart Requestor System

NAME (Print)	COST CENTER	EMPLOYEE NUMBER	EMAIL	SIGNATURE
1.				

If you are viewing this information online Please email your request to [cs.stores@lausd.net](mailto:cs.stores@lausd.net) Attention: Patricia Winrow.

# Procurement Services Division

## Contacts



<b>Local District Buyers</b>	<b>Shopping Cart Support Center (SCSC) Contacts</b>
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Local District	Local District Buyer	E-mail Address	Phone Number
Northeast	Jeri Reed	<a href="mailto:jeri.reed@lausd.net">jeri.reed@lausd.net</a>	(818) 252-5468
Northwest	Jina Jung	<a href="mailto:Jina.jung@lausd.net">Jina.jung@lausd.net</a>	(818) 654-3719
South	Oscar Montes	<a href="mailto:Oscar.montes@lausd.net">Oscar.montes@lausd.net</a>	(310) 354-3558
East	Mario Fuller	<a href="mailto:Mario.fuller@lausd.net">Mario.fuller@lausd.net</a>	(323) 224-3179
West	Michelle Conerly	<a href="mailto:Michelle.conerly@lausd.net">Michelle.conerly@lausd.net</a>	(310) 914-2172
Central	Ana Licon	<a href="mailto:ana.licon@lausd.net">ana.licon@lausd.net</a>	(213) 241-8787

For schools reporting to:	Email:	Phone:
Local District Northeast	<a href="mailto:SCSCnortheast@lausd.net">SCSCnortheast@lausd.net</a>	(562) 654-9476
Local District South	<a href="mailto:SCSCsouth@lausd.net">SCSCsouth@lausd.net</a>	(562) 654-9472
Local District East	<a href="mailto:SCSCeast@lausd.net">SCSCeast@lausd.net</a>	(562) 654-9467
Local District West	<a href="mailto:SCSCwest@lausd.net">SCSCwest@lausd.net</a>	(562) 654-9444
Local District Central	<a href="mailto:SCSCcentral@lausd.net">SCSCcentral@lausd.net</a>	(562) 654-9430
Local District Northwest	<a href="mailto:SCSCnorthwest@lausd.net">SCSCnorthwest@lausd.net</a>	(562) 654-9449
All Other Schools and Offices	<a href="mailto:cs.stores@lausd.net">cs.stores@lausd.net</a>	(562) 654-9009

### P-Card and Travel Representatives

<b>LD Central:</b>	<b>Celia N. Lopez</b> at <a href="mailto:Celia.Lopez@lausd.net">Celia.Lopez@lausd.net</a> (562) 654-9393
<b>LD East:</b>	<b>Kitty Phan</b> at <a href="mailto:Kitty.Phan@lausd.net">Kitty.Phan@lausd.net</a> (562) 654-9062
<b>LD Northeast:</b>	<b>Nohemi Flores-Escobar</b> at <a href="mailto:Nohemi.Flores@lausd.net">Nohemi.Flores@lausd.net</a> (562) 654-9318
<b>LD Northwest:</b>	<b>Denise Morehand</b> at <a href="mailto:Denise.Morehand@lausd.net">Denise.Morehand@lausd.net</a> (562) 654-9061
<b>LD West:</b>	<b>Dretha(Dee) Washington</b> at <a href="mailto:Dretha.Washington@lausd.net">Dretha.Washington@lausd.net</a> (562) 654-9060
<b>LD South, Adult Schools, and Central Offices:</b>	<b>Martha Viramontes</b> at <a href="mailto:Martha.Viramontes@lausd.net">Martha.Viramontes@lausd.net</a> (562) 654-9428





# Procurement Services Division

Procurement Services Support Center

## CONTACT GUIDE 2018 - 2019

<b>Material Management Branch</b>	8525 Rex Road, Pico Rivera, CA 90660	562 654 9009 fax 562 654 9046
Marc Monforte, Director of Material Management Dr. Dee Jackson, Deputy Director of Material Management		
<b>School Support Services</b>		
<u>CUSTOMER SERVICE UNIT</u>		
Sharon Williams-Smitheal, Senior Procurement Customer Service Supervisor		562 654 9009 fax 562 654 9019
<u>INVENTORY MANAGEMENT UNIT</u>		
Kelly Spittler, Purchasing Services Manager		562 654 9009 fax 562 654 9017
<b>General Stores Distribution Procurement</b>		
<u>GENERAL STORES DISTRIBUTION SECTION</u>		
Hon Chan, Purchasing Services Manager		562 654 9009 fax 562 654 9017
<u>FOODS DISTRIBUTION SECTION</u>		
Lane Morikami, Purchasing Services Manager		562 654 9009 fax 562 654 9017
<b>Procurement Services Support Center</b>		
Anna Santos, Stores Operations Manager Ernest Miller, Assistant Stores Operations Manager		562 654-9009 fax 562 654 9019
<u>GENERAL STORES DISTRIBUTION SECTION - SUPPLIES &amp; EQUIPMENT</u>		
Isiah Combal, Sr. Stores Supervisor Ivis Byles, Stores Supervisor Jorge Contreras, Stores Supervisor		562 654-9005 fax 562 654 9015
<u>FOODS DISTRIBUTION SECTION</u>		
Daryl Lewis, Stores Supervisor Lester Daniels, Stores Supervisor		562 654 9005 fax 562 654 9015
<b>Truck Operations Section</b>		
Alfred Sixtos, Truck Operations Manager Javier Espinoza, Assistant Truck Operations Manager Socorro (Emilio) Dominguez, Assistant Truck Operations Manager		562 654 9000 fax 562 654 9011
<u>SURPLUS PROPERTY &amp; RECYCLING ANNEX</u>		
545 East 15th Street, Los Angeles, CA 90015 John Williams, Assistant Truck Operations Manager		213 745 5910 fax 213 745 5915
<u>SURPLUS PROPERTY (SALVAGE) PICKUP</u>		
		562 654 9000 fax 562 654 9013
<u>TRUCKING DISTRIBUTION</u>		
		562 654 9002 fax 562 654 9012
<b>Mail Support Services Unit</b>		
8525 Rex Road, Pico Rivera, CA 90660 Anna Salazar, Assistant Truck Operations Manager Fernando Sotto, Mail Operations Supervisor		562 654 9002 fax 562 654 9012
<b>Reprographic Support Services Unit</b>		
8525 Rex Road, Pico Rivera, CA 90660 Juan Carlos Mata, Reprographic Services Manager		562 654 9052 fax 562 654 9054

*How Can We Help You?*

Our goal is simple - to deliver the highest level of customer satisfaction possible. Our Customer Service Unit, Shopping Cart Support Center, and Marketing Team are trained to help you with your General Stores Distribution needs. If you are unsure of anything, please contact us and we will do our best to help you.