



Technical Facilities Hosting Services – Auxiliary Data Center (ADC)

Appendix B: Shipping and Receiving Instructions for the ADC

1. GUIDELINE DOCUMENT – PURPOSE

This is a guideline document for delivery and/or pick up of materials for the Auxiliary Data Center (ADC)

This document shall apply to all personnel involved with the delivery or pick-up of materials for the ADC (planning, notification, scheduling, shipping, and receiving).

These instructions apply equally to delivery and pick-up.

2. OVERVIEW

For details on Delivery, please contact TFAC at

its-tfac-team@mailman.stanford.edu

There are no provisions to store equipment at the ADC

Delivery is limited to what ITS-TFAC can install in one business day per week. Therefore, prior arrangements must be made with ITS-TFAC to place staff at the facility to manage the delivery.

ITS-TFAC will be available once a week, on Thursday only, to provide access to the ADC and to install equipment (provided there is pre-arranged work to be accomplished).

Access on Thursdays EXCLUDES all State and National holidays, and all Stanford University holidays that fall on that day.

Delivery hours are 8:00 AM to 12:00 Noon. Delivery will be refused outside of that time frame.

There is no loading dock.

No combustible materials (packaging materials, manuals, paper) are permitted inside the ADC.



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3. CLIENT TASKS

ITS TFAC recommends that all deliveries to the ADC be coordinated by ITS-TFAC. In some cases, ITS-TFAC will use the Stanford Labor Shop to assist in deliveries to the ADC.

Only equipment preapproved by the ITS Capacity Manager and ITS-TFAC for deliver will be received at the ADC. The rack location for the equipment must be pre-assigned by the Capacity Manager before the purchase order for equipment is placed or an existing device is moved to the ADC.

A complete OrderIT, including the rack location and all cabling instructions, must be submitted before ordering equipment for the ADC.

Delivery is limited to 8 devices, or what ITS-TFAC can reasonably receive and install on the same day. The number of devices that can be received at one time will be determined by ITS-TFAC prior to delivery.

Clients wishing to deliver or pick-up equipment directly from the ADC must have prior approval from ITS-TFAC. Client delivery/pick-up must be pre-scheduled and is limited to Thursdays when ITS-TFAC is on-site at the ADC.

A complete OrderIT is required by ITS-TFAC to un-rack and stage equipment for pick-up.

TFAC will deliver equipment to the ADC under the following conditions:

- a) Equipment must meet the following criteria for delivery by ITS-TFAC:
 - Items weighing less than 100 pounds (items weighing more will trigger the use of SU Labor Shop).
 - No free-standing frames (this is another trigger for SU Labor Shop).
 - Limit of 8 items per trip to the ADC (or what TFAC can deliver and install on the same day).
- b) Equipment may be delivered to Forsythe, and then moved by ITS-TFAC to the ADC.
- c) Clients may arrange for ITS-TFAC to remove equipment from any ITS managed facility and transport it to the ADC. ITS-TFAC and the Stanford University Labor Shop are not professional Movers. Every effort will be made to deliver the equipment undamaged. In no event shall ITS or the SU Labor Shop be liable to the client for accidental or consequential damages to the equipment arising from a delivery by ITS-TFAC or the SU Labor Shop.



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3. CLIENT TASKS (continued)

- d) ITS-TFAC will not provide or store packaging for unboxed equipment.
- f) This service will be performed using time and material rates.

In the unlikely event that the client does use a Carrier, ITS-TFAC must still be informed and involved.

The client must provide the following information to the Carrier. This information must be included on the shipping label affixed to the equipment and on the Bill of Lading.

- a) The Stanford purchase order number(s).
- b) The name and telephone number of the person to be notified of the delivery.
- c) This person must be someone in the client's organization – not the Buyer.
This gives ITS-TFAC someone to call if there are questions or in the event of a problem.

Fax or send a soft copy of this guideline document to the carrier. The carrier must comply with all CARRIER TASKS (next section) instructions or delivery will be refused.

4. CARRIER TASKS

Call ITS-TFAC (Stanford campus) at least 24 hours in advance to schedule delivery.

Contact information:

- Sally Davis (primary), Office: 650.723.9976, Mobile: 650.387-6681
- Ryan Quintos (alternate), Office: 650.736.2765, Mobile: 650.387.8038.
- Allen Penny (alternate), Office: 650.723.8114, Mobile: 650.996.0573.
- Patrick Luma (alternate), Office: 650.736.2765, Mobile: 650.303.6414.

The hours of operation for receiving and/or pick up at the ADC are Thursdays only, between the hours of 8:00 AM and 12:00 Noon, excluding all State and National holidays, and all Stanford University holidays that fall on that day. Delivery and/or pick-up will be refused outside of that time frame.

The shipping label and bill of lading must include the following information:

- The Stanford purchase order number(s).
- Customer contact information. That is, the name and telephone number given to you by the customer.

All deliveries and pick up are "inside deliveries" and/or "inside pick up". The drop-off and pick-up points inside the facility will be determined by ITS-TFAC.

The carrier must provide sufficient manpower, tools, pull straps, hand carts, and threshold plates needed to unpack and deliver equipment to its assigned area.

There is no loading dock for the ADC.

A lift gate is required for unloading/loading.

Access inside the Service Yard is limited to trucks 35 feet or less in length.