

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION  
CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES  
Health Care Department Operations Manual

**5.5.21 Warehouse Operations**

**(a) Policy**

California Correctional Health Care Services (CCHCS), Business Operations Section (BOS), shall maintain a process for warehouse operations, shipping, receiving, and storage of goods/property.

**(b) Applicability**

All CCHCS employees requiring storage at, or services provided by, the CCHCS Headquarters warehouse.

**(c) Procedure**

**(1) Warehouse Access and Appointments**

- (A) The warehouse hours of operation are Monday through Friday from 8:00 a.m. to 5:00 p.m.
- (B) CCHCS employees shall request warehouse access by submitting a [Service Request form](#) through the CCHCS Service Portal, at least one business day in advance of the requested visit. The request shall be entered into the Business Operations Request option, and Warehouse shall be selected from the drop down option under Issue Physical Location. Enter the following information in the Description of Issue field:
  - 1. Time and date of the visit.
  - 2. Anticipated duration.
  - 3. Purpose.
  - 4. Full names of all visitors.
- (C) CCHCS employees shall receive an email from the CCHCS Service Portal once their appointment request has been approved by BOS warehouse staff.
- (D) CCHCS employees visiting the warehouse are required to sign in/out of the visitor log located at the entry of the warehouse upon entering and exiting the warehouse.
- (E) CCHCS employees visiting the warehouse shall be escorted and provided access to their program's designated storage area of the warehouse by BOS staff in which their program's commodities are stored. Staff shall not enter or "shop" other areas of the warehouse.
- (F) BOS shall make exceptions to this policy for unforeseen hardships, safety issues, or emergencies in the following manner:
  - 1. BOS may cancel or reschedule appointments due to unforeseen events such as emergencies, building maintenance efforts, or staff shortages. BOS shall attempt to provide as much notice as possible when the need arises to cancel or reschedule appointments.
  - 2. In the event of an after-hours emergency necessitating entry to the warehouse, staff shall call the designated after-hours emergency line at: (916) 691-3099.
  - 3. In the event of fire, life, and safety emergencies, or situations causing an undue hardship on the operations of CCHCS, an appointment to visit the warehouse shall not be required.

**(2) Warehouse Shipping and Receiving**

- (A) CCHCS employees shall request to ship or transport items to or from the warehouse by submitting a service request through the CCHCS Service Portal. The request shall be entered into the Business Operations Request option, and Warehouse shall be selected from the drop down option under Issue Physical Location with the following documents attached and approved by a manager:
  - 1. [Freight Shipping Request form](#), which can be found on Lifeline under Business Operations, Resources, Space Management tab for pallet shipments, or
  - 2. [Request for GSO Shipping Label](#), which can be found on Lifeline under Business Operations, Resources, Operations Support tab, for parcel shipments.
- (B) Shipping requests shall be submitted to BOS no less than five business days in advance of the expected shipment.
- (C) The requesting program shall be responsible for expenses incurred for shipping or transporting commodities.
- (D) Procured goods being shipped directly to the warehouse must include the following information in Systems, Applications and Products on the Purchasing Authority Purchase Order:
  - 1. "Ship To" field shall begin with an "ATTN:" followed by the first name, last name, and phone number of the purchase requestor.
  - 2. "Ship To" field shall list the warehouse address as follows: 8301 Valdez Avenue, Sacramento, CA 95828.
  - 3. Delivery text shall read: "24-hour advance notice required prior to delivery
  - 4. (916) 379-4439."

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5. A copy of the STD 65 purchase order shall be attached to the CCHCS Service Portal request for appointments made to receive procured items at the warehouse.

- (E) Upon receipt of goods/property at the warehouse, the property shall be kept in the staging area and the contact person on the packing slip or purchase order shall be contacted by BOS to visit the warehouse and verify receipt of goods.
- (F) Upon being contacted by BOS, staff shall make every effort to make a warehouse appointment and verify the receipt of goods within three business days.
- (G) Suspicious packages, which do not indicate a purchase order number or the name of the Program or staff which procured the item, shall not be accepted at the warehouse by BOS.

**(3) Warehouse Property Storage**

- (A) Goods/Property stored within the warehouse shall be limited to items which are necessary for CCHCS' operational needs. Storage of files, archives, or records are not permitted.
- (B) Methodology of property storage and general warehousing operations shall fall under the purview of BOS. Property shall be maintained in accordance with processes defined in the [CCHCS Enterprise Asset Management Handbook](#).
- (C) Property stored in the warehouse shall be in compliance with all applicable state laws, regulations, and requirements, e.g., building and fire codes, and general industry safety orders.
- (D) Property with no foreseeable use or legal mandate for continued storage within a period of one year shall not be stored in the warehouse.
- (E) Unserviceable and surplus equipment shipments from institutions shall not be accepted at the CCHCS warehouse. Unserviceable and surplus equipment processes are defined in the [CCHCS Enterprise Asset Management Handbook](#), Chapter 6.
- (F) Programs shall assess their storage area(s) quarterly and consolidate as appropriate to prevent accumulation of goods/property with no foreseeable use or legal mandate for continued storage.
- (G) Programs shall be responsible for tagging all property stored in their designated warehouse space with color-coded Property Disposition Tags, available at the entry of the warehouse, as follows:
  - 1. Property to be used within a one-year period shall be printed on green paper.
  - 2. Property with no foreseeable use, to be donated, or surveyed, shall be printed on red paper.

**References**

- California Government Code, Title 2, Division 3, Part 5.5, Chapter 1, Section 14600
- California Code of Regulations, Title 8, Division 1, Chapter 4, Subchapter 7
- California Code of Regulations, Title 22, Division 4.5, Chapter 23, Article 8, Section 66273.83(c)
- Executive Orders B-17-12
- California Department of General Services, State Administrative Manual, Chapters 3500, 3520, 3800, 5900, and 8600
- [CCHCS Enterprise Asset Management Handbook](#)
- [CCHCS Service Portal](#)
- [Business Information System Warehouse Staff Guide](#)

**Revision History**

Effective: 10/2021