

# Wildland Fire Protection Program

May 1

# 2015

---

The following ordering instructions apply to Federal Customers (non-cache) only. For additional information, please refer to the National Cache or State & Local GSA Tips Guides.

## Federal Customer Orders (non- cache)

## **1. Routine Orders:**

- 1.1. Place routine orders using the Department of Defense Electronic Mall (DOD EMALL). If you do not have a DOD EMALL account, you will need to create one by going to <https://dod.emall.dla.mil>.
- 1.2. DOD EMALL requires Internet Explorer 8.0 or above, Google Chrome, or Mozilla Firefox, with cookies, pop-ups, and JavaScript enabled. DOD EMALL is a U.S. Government website and is subject to monitoring.
- 1.3. DOD EMALL requires a Medium Assurance Token to log-on. Most Common Access Card (CAC) and “LincPass” cards contain the required security credentials to access DOD EMALL. Once in DOD EMALL, register as a “Federal Government Employee.” Ensure the AAC/DODAAC is recorded in the “DODAAC” field when populating the contact and organizational information. Record, save, and submit the information. From the same screen, select “Advanced Options.”
- 1.4. The next set of registration questions center on MILSTRIP or FEDSTRIP access and fund code payment which allows orders to be placed via DOD EMALL Manual Order Entry System (MOES). When placing an order via MOES, the ordering agency’s fund code is required. The ordering agency should contact its finance office to receive the correct fund code. If the payment method is a credit card, select the Government Purchase Card option and complete the credit card information. Fund Code information is required for credit card orders and DOD EMALL will automatically populate this information.
- 1.5. The order will ship to the location recorded in the AAC/DODAAC. If another ship to location is preferred, record the alternate location in the supplementary address field. Please reference Attachment 1, Signal Codes, for relevant applications.
- 1.6. When placing an order in DOD EMALL, a systems problem may cause some items to return dual prices. If this happens, please select the price that reflects “DLA Clothing & Textiles” as the supplier.
- 1.7. Routine Orders are required to have a Priority Code “10” and Project Code “NES” input in the appropriate data location by the ordering personnel. Routine Orders are orders that Do Not require same day, next business day, weekend, or holiday delivery.
- 1.8. It is imperative to provide the Required Delivery Date (RDD) so DLA can ensure the material arrives at the specified location when needed.
- 1.9. Some assets have Maximum Release Quantities (MRQ) assigned to prevent stockpiling; or to control ordering on high visibility or intensively-managed assets. If you are certain of the order quantity, you can bypass the assigned MRQ with Advice Code “2L.” A list of NSNs and their MRQs is located at Attachment 2.
- 1.10. An email receipt is sent to the person sending the order.

## **2. Emergency Orders:**

- 2.1. The DLA CIC is the entry point for Emergency Orders.
- 2.2. Emergency Orders are those that require same day, next business day, weekend, or holiday delivery. Proper coding for Emergency Orders, Priority Code “08” and Project Code “WFP” require manual input by the ordering organization at time of submission.
- 2.3. The format for an Emergency Order is an Excel spreadsheet. This format will allow for accuracy as the CIC agent can copy/paste the information contained in the file into DOD EMALL. The headings on the Excel spreadsheet are NSN, DLA U/I, DLA Order Quantity, Description, and DLA Serial Number. (See attached template).
- 2.4. It is imperative to provide the Required Delivery Date (RDD). Since all Emergency Orders are required to have a Priority Code “8” and Project Code “WFP,” the date recorded in the RDD field will determine when the order is shipped.
- 2.5. Some assets have Maximum Release Quantities assigned to prevent stockpiling; or to control ordering on high visibility or intensively-managed assets. If you are certain of the order quantity, you can bypass the MRQ with Advice Code “2L.” A list of NSNs and their MRQs is located at Attachment 2.
- 2.6. Orders are shipped to the location recorded in the AAC/DODAAC. If another ship to location is preferred, record the alternate AAC/DODAAC in the supplementary address field. Please reference Attachment 1, Signal Codes, for relevant applications.
- 2.7. When placing an order, a systems problem may cause some items to return dual prices. If this happens, please select the price that reflects “DLA Clothing & Textiles,” as the supplier.
- 2.8. When emailing the order, ensure the subject line of the email reads “Federal Wildland Fire Protection Program Order.” Please ensure the following information is included in the body of the email:
  - 2.8.1. AAC (DODAAC)
  - 2.8.2. Shipping Address
  - 2.8.3. Point of Contact Name
  - 2.8.4. Point of Contact Telephone Number
  - 2.8.5. Point of Contact Email Address
  - 2.8.6. NSN and Quantity for Each Item
  - 2.8.7. Requested Deliver Date (RDD)
  - 2.8.8. Project Code “WFP”
  - 2.8.9. Priority Code “8”
  - 2.8.10. Agency Fund Code (Contact your finance office for fund code information)
- 2.9. After emailing the order, you must follow-up immediately with a phone call to the DLA CIC at 1-877-DLA-CALL (1-877-352-2255). Identify yourself as a “Wildland Fire

## Federal Customers (non-cache)

Protection Program Customer,” as this will further alert the CIC agents to order’s urgency. Ensure the following information is readily available when calling the CIC:

- 2.9.1. AAC (DODAAC)
  - 2.9.2. Shipping Address
  - 2.9.3. Point of Contact Name
  - 2.9.4. Point of Contact Telephone Number
  - 2.9.5. Point of Contact Email Address
  - 2.9.6. NSN and Item Quantity
  - 2.9.7. Requested Delivery Date (RDD)
  - 2.9.8. Project Code “WFP”
  - 2.9.9. Priority Code “08”
  - 2.9.10. Agency Fund Code (Contact your finance office for fund code information)
- 2.10. After the CIC agent enters the order into DOD EMALL, a DLA Customer Relationship Management (CRM) ticket is emailed to the person who placed the order.
- 2.11. If the requested item is not in stock, please advise the CIC agent to either kill (cancel) or backorder the item. Subsequent order and shipping status is available from the DLA CIC.

### **3. Material Returns:**

#### **3.1. Discrepant Material** (i.e., supply, packaging, product defect)

- 3.1.1. If materiel must be returned as a result of receiving defective materiel or receiving more than the quantity ordered, an automated supply discrepancy report (WEBSDR) process is available. WEBSDR requires a Medium Assurance Token to log-on. If you already have access, you can complete the WEBSDR at URL: <https://www.transactionservices.dla.mil/das/home/homepage.asp>.
- 3.1.2. Note: A Login ID and Password are needed to access the WEBSDR site. At the website listed above, click on the “Request Login ID and Password” link. Next, complete the “Verification Test” and click “Verify.” Read and accept the terms and rules of behavior. On the next page, title “System Access Request,” SAR Menu page, scroll to the bottom of the page and select WEBSDR. On the following page, complete and submit the application.

#### **3.2. Excess Material**

- 3.2.1. A “Customer Report of Available Excess” (FTE) transaction, available within DOD EMALL, is necessary to return material surplus to your needs.
- 3.2.2. DLA only accepts creditable returns of \$100 dollars or higher. The following items are not acceptable for credit or materiel returns at any time: pharmaceuticals and medical shelf-life items (e.g., gauze/bandages); test kits and reagents; operational rations (e.g., MREs, unitized group rations); dog food; other materiel: excluding medical materiel, the item must have more than 6 months of shelf-life remaining.

## Federal Customers (non-cache)

- 3.2.3. Once logged in DOD EMALL, navigate to the “Tools” section along the right margin. There, select the “Create MILSTRIP Transactions/DDE hyperlink.
- 3.2.4. There, select the “FTE/FTG: Customer Asset Report” hyperlink.
- 3.2.5. Complete and submit the online form.
- 3.2.6. The responsible supply chain will validate offers (excess) of material and determine return or non-return status based on wholesale inventory objectives.
- 3.2.7. The responsible supply chain will provide the customer a return decision via the FTR: Reply to Customer Asset Report within DOD EMALL.
- 3.2.8. If a return is authorized via the FTR, ship material in a manner as to prevent degradation of material.
- 3.2.9. The depot will process the appropriate accountable records transaction upon receipt and inspection of required material.
- 3.2.10. The depot receipt must be in Condition A for the credit to process.

Federal Customers (non-cache)

## **DLA WILDLAND FIRE PROGRAM POINTS OF CONTACT**

### **DLA CIC**

Toll Free: 1-877-DLA-CALL (1-877-352-2255)

Commercial: 1-269-961-7766

Email: [dlacontactcenter@dla.mil](mailto:dlacontactcenter@dla.mil)

**\*\*The DLA CIC can address order and shipping status questions\*\***

**DLA Troop Support Fire Program Coordinator** – Ms. Phyllis Parker

Office Phone: 215-737-8055

Email: [phyllis.parker@dla.mil](mailto:phyllis.parker@dla.mil)

**DLA Troop Support Collective Enterprise Cell** (During normal business hours 6 AM EDT – 6 PM EDT)

Phone: 215-737-9158

**\*\*After normal business hours contact the CIC\*\***

**DLA Wildland Fire Program Liaison** – Mr. Jon Hill

Office Phone: 703-767-1816

Cell Phone: 703-798-9615

Email: [jon.hill@dla.mil](mailto:jon.hill@dla.mil)

# Attachment 1 Reference Sheet

Federal Customers (non-ca)

<b>Project Code</b>	<b>Description</b>
NES	Routine Requirement (Pri 10)
WFP	Emergency Requirement (Pri 08)
<b>Fund Code</b>	XP
<b>Signal Code</b>	<b>Description</b>
A	Ship to requisitioner - Bill requisitioner
B	Ship to requisitioner - Bill to supplementary address
C	Ship to requisitioner - Bill to addressee designated by the fund code
J	Ship to supplementary address - Bill to requisitioner
K	Ship to supplementary address - Bill to supplementary address
L	Ship to supplementary address Bill to addressee designated by the fund code
<b>Requisition Status Code</b>	<b>Description</b>
BA	Item being processed for release and shipment
BB	Item is backordered against due-in stock
BD	Requisition is delayed to verify requirements
BM	Requisition forwarded to last know activity
BQ	Requisition cancelled at the request of the requisitioner
BV	Item procured and on contract for direct shipment to co-signee. The contract shipping date is entered in rp 70-73 of the FEDSTRIP. Cancellation, if requested, may result in billing for contract termination and/or transportation costs, if applicable.
BZ	Requisition being processed for Direct Delivery
C8	Requisition rejected, minimum order quantity referenced
CA	Requisition rejected
CD	Requisition rejected; errors in quantity, date or serial number
CE	Requisition rejected; unit of issue error. If still required, submit a new requisition with the correct unit of issue and quantity.
CG	Requisition rejected. Unable to identify requested items. Submit a new requisition and furnish correct NSN or part number.
CJ	Requisition rejected, item coded obsolete, substitute offered
CQ	Command/Service controlled item

Federal Customers (non-cache)

CS	Requisition rejected, quantity requisitioned is suspect of error or indicates excessive quantity. Partial quantity being supplied. Quantity field in this transaction reflects quantity rejected. If requirement still exists, submit a new requisition for the required quantity using Advice Code "2L"
CU	Requisition rejected unable to procure item requested, substitute item offered
CX	Rejected. Unable to identify the ship-to address as designated by the Signal Code or the Signal Code is invalid. If still required, submit a new requisition with valid data entries
CY	Requisition rejected, unable to procure item requested; no known substitute
SD	Rejected, material number (NSN) not identifiable
SH	Rejected; unit of measure is incorrect and cannot be converted
SJ	Rejected; signal code is incorrect
SS	Material shipped
<b>Requisition Advice Code</b>	<b>Description</b>
2B	Requested item only will suffice. Do not substitute or interchange
2C	Do not backorder. Reject any unfilled quantity not available to meet RDD Suitable substitute acceptable.
2D	Furnish exact quantity requested (i.e., do not adjust to quantity unit pack unless adjustment is upward and the dollar value increase is not more than \$5.00 over the requisition's extended money value)
2F	Item known to be coded 'obsolete' but still required for immediate consumption. Service coordinated/approved substitute is acceptable
2G	Ship new stocks or stocks having new appearance; mission requires latest model and configuration; mission requires newest stock only; anticipated usage requires latest expiration dates only
2J	Do not substitute or backorder any unfilled quantities
2L	Quantity reflected in quantity field exceeds normal demands; however, this is a confirmed valid requirement
22	Combination of Advice Code 2C and 2L
23	Combination of Advice Code 2L and 2G



Federal Customers (non-cache)

24	Combination of Advice Code 2B and 2G
26	Combination of Advice Code 2B and 2L
27	Combination of Advice Code 2D and 2L
29	Combination of Advice Code 2D and 2G
31	Combination of Advice Code 2J and 2G
33	Combination of Advice Code 2L and 2J