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This SECOND volume of CDC Z4A151, is concerned with Customer Accounts, Acquisitions, and Service Contract Management.

Unit 1 provides information on the customer accounts and records management. This unit discusses the customer service program, managing catalog and source of supply records, and the Defense Medical Logistics Standard Support funds management process.

Unit 2 covers acquisition management, which includes processing requirements and new item requests, purchasing methods, and post-processing actions.

Unit 3 discusses service contract management, which includes contract administration and funding.

It is extremely important that you get clarification from your trainer, supervisor, or knowledgeable coworkers on information you do not understand. Please feel free to call the author listed in this volume for assistance. Remember that the only dumb question is the question you needed an answer to, but failed to ask. Take the extra time to answer the self-test questions and unit review exercises. Once again, feel free to call the author if you think a question or area of text should be deleted due to changes in technical references.

A glossary is included for your use.

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NOTE:

In this volume, the subject matter is divided into self-contained units. A unit menu begins each unit, identifying the lesson headings and numbers. After reading the unit menu page and unit introduction, study the section, answer the self-test questions, and compare your answers with those given at the end of the unit. Then complete the unit review exercises.

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Unit 1. Customer Accounts and Records Management

H AVE YOU ever heard the motto, "Customer service is not a department, it's an attitude?" Now think about your organizational tree. First, you are in the Air Force…then the Medical Service…and then Medical Logistics. Everything you do in this profession is built on service to your customers. A successful logistician develops a customer's trust, and a customer's trust helps to develop a successful logistician. These first lessons center on that theme. The first section covers the customer service program. The second section deals with managing catalog and source of supply (SOS) records. In the third section, we will look at how to manage funding in Defense Medical Logistics Standard Support (DMLSS).

1–1. Customer Service Program

Have you ever had really good customer service that made you glad you went with a certain company or brand? Have you ever had the opposite? That is, poor service that made you wish you had chosen the competitor instead? Now think about your customers; they don't have many options when it comes to medical supplies. At most facilities, the customer service department is the front line for all custodians. They are directed to route their concerns and requests through Customer Service first. Customer Service's primary job is to help customers obtain what they need quickly, effectively, and cost efficiently. This section covers the basic functions that you need to be familiar with if you are assigned to the Customer Service section. These first lessons cover the roles and responsibilities of the custodian, initial custodian training, customer catalogs, customer inventories, and the processing of customer issues/replenishments.

201. Roles and responsibilities

Every medical treatment facility (MTF) level medical logistics activity is required to establish a customer service (CS) program. This does not necessarily mean that each activity will have its own CS department. After all, regardless of the duty section that you may work in, everyone is responsible for providing CS. In some cases, front line sections such as medical equipment management office (MEMO) may wear dual-hats and provide overall CS for the facility. However, in most cases, each unit will have a dedicated cadre of logisticians eagerly standing by to assist customers with ordering supplies, researching back-orders, and resolving DMLSS issues. This is done while providing training and also fully documenting all aspects of the CS program. Regardless of who provides the customer service or what services are provided, they all have one thing in common–the customer. The two most common customers you will encounter in CS are property custodians and supply custodians. It is important to know the difference between these two, and how far each of their authorities extends.

Property custodian

Property custodians are at the top of the custodial chain. They are appointed in writing by the MTF commander or an authorized squadron commander for one or more accounts. This delegation authority allows them to use section-specific operation and maintenance (O&M) funding to procure supplies and equipment for their department(s). Property custodians are accountable for all equipment, medical supplies, and non-medical supplies issued to their accounts. Additionally, they must work closely with Medical Logistics in determining appropriate stock levels and resupply frequencies for their using activities.

The use of an alternate property custodian is optional, but highly recommended for all accounts with medical equipment. The appointment of an alternate can be an effective means of ensuring supply operations and equipment accountability during absences of the primary custodian. The *primary* custodian always retains accountability for all equipment assigned to his or her account. The alternate custodian performs all primary custodial responsibilities with, and in the absence of, the primary custodian. Therefore, the alternate custodian should participate in all required equipment inventories when available. Finally, if for any reason the primary custodian will be absent for more than 45 days, the account must be transferred to a new property custodian.

Supply custodian

Property custodians may designate military and civilian personnel as authorized representatives to request and sign-for medical and non-medical supplies on their behalf. The respective property custodian retains full responsibility for all materiel requested and received by their authorized representatives. The property custodian makes the delegation of authority in writing and forwards it with signatures of the authorized representatives to Medical Logistics. The appointment letter is filed in the property custodian's folder located in Medical Logistics. For controlled items (code Q and R), a separate letter of authorization, with printed names and signatures of the approved individuals, is provided to Medical Logistics. The original copy of the letter of authorization is maintained in the controlled item storage area.

Remember, only those individuals specifically appointed in writing as custodians have the authority to order materiel for their sections. Anyone not listed on an appointment letter, who is attempting to order supplies, should be referred to their department's primary property custodian for assistance. Their property custodian will add them to their supply custodian letter if they want them to order items on their behalf.

202. Initial custodian training

Each Medical Logistics account will assign a unique combination of functions to Customer Service personnel; this will vary depending on available manning, location, and operational needs. However, the training of new custodians is normally assigned to the CS section. The first person that a new custodian interacts with could be you. Are you prepared to teach them what they need to know so that they can order their supplies and clearly communicate their needs to you?

Once you have received signed appointment letters (property or supply) for the new custodians, you may begin to formally train them for their duties. You may need to tailor the type of training you offer based on the size of your facility and your new custodian appointment frequency. Scheduled mass briefings may be more appropriate at larger facilities while smaller MTFs would be better suited to conducting one-on-one briefings. Whichever type you choose, there are a number of basic items you should cover. These items are not comprehensive; rather they are general suggestions to guide you in the right direction. Tailor your training to both your unit's mission requirements and local expectations.

DMLSS access

DMLSS is at the core of Medical Logistics. Therefore, custodians first need to create an account and know how to access the program. If they do not have the DMLSS client already installed on their

computer, have them put in a trouble ticket through your local System's office help desk. It may be helpful to also cover their privileges in DMLSS. If they need additional or special access, for example, for Medical Counter-Chemical Biological Radiological Nuclear (MC-CBRN), have an additional appointment letter signed by the appropriate authority.

Customer catalog

Most custodians will spend the majority of their DMLSS time in their Customer Catalog, which is the customers' resupply list and is also where they reorder their supplies. Show them how to use the catalog to place resupply orders for both single and multiple line items. Also train them on functions such as how to search their catalog, review transaction history's, add items to their catalog, and update nomenclatures, locations, and item levels.

New Item requests

The second most used screen for most custodians is the New Item Request screen. This is where custodians initiate orders for never before purchased items. Explain each field to the new custodians and indicate which fields are mandatory. Walk them through the entire approval process, while explaining processing bottlenecks and processing delays. Encourage them to request new item requests (NIR) only after thoroughly exhausting all other MTF catalog options. It might be helpful when discussing this to cover SOSs and to let the custodian know the local government purchase card (GPC) purchases administratively cost the government three times more than prime vendor (PV) transactions.

Manual replenishment

Show custodians how to place manual orders for single line items. This means of replenishment is only effective as long as the custodian already has the item identification (ID) readily available. The item number can normally be retrieved from the barcode attached to their shelves or from the item itself. If they don't have either, it would be quicker to search their catalog for the item and order it from the Customer Catalog screen.

Funding

Ordering supplies and knowing one's account balance go hand-in-hand. Therefore, it is important that property custodians know how to check their available fund balance in customer area inventory management (CAIM) using the Check Available Funds screen. Show them how to locate their *project center* or *expense center*, and how to interpret their funding results. Depending on your location's policies, explain at which level their funding is loaded. Many locations only load funding as far as the project center; therefore, the expense center will always show as negative.

Pending actions

Show the custodian where pending action notifications are posted. At a minimum, explain the most common CAIM postings that are applicable to them, (e.g., Replenishment Exceptions, Insufficient Funds, Customer Restrictions, Item Marked for Deletion, Quality Assurance (QA) Alerts, QA Delinquencies, etc.).

DMLSS generated reports

Show the custodian how to retrieve copies of customer reports, such as Active Due-ins, Customer Catalog, Expense Center Fund Summary, Transaction History, and so forth.

Non-medical supplies

Explain your account's non-medical supply ordering procedures. Show the custodians which office supplies are authorized, how to place an order for routine and urgent items, and how to order non-standardized items, if authorized. If you use a standardized listing or catalogs, point them out as well. If you have a non-medical "Country Store" with standardized office supply type items stocked, explain the procedures for obtaining items from there.

Property custodian specifics

Train property/equipment custodians on additional items unique to them. Make sure they know that they have the authority to appoint supply custodians to assist them. Provide the custodians the necessary documentation or appointment letter template. If applicable, train them on equipment specific tasks or have a MEMO technician take over this portion of the training. Items should include how to order, transfer, and turn-in equipment. Also, *biomedical equipment technicians (BMET) are their only source for equipment repairs*; *the custodian should never authorize repairs from an external source*.

Handouts (guide, how-to's)

Finally, provide the custodians any local guides or documentation that will assist them in their duties. At a minimum, give them a copy of your Customer Handbook.

Custodians are not expected to know everything there is to know about DMLSS and ordering after your initial training. However, this training is a fundamental building block for them. Some custodians will have held the same position at other accounts while others may be new to it. Tailor your training to the situation to best help the custodian. It is highly recommended that each location have a checklist to use while conducting this training. This ensures that each critical area is covered in detail. The checklist should be signed by both the trainer and trainee and then filed in your customer service folder for inspection purposes.

203. Maintaining customer catalogs

Medical Logistics' processes are dependent on complete, current, and accurate records. These records consist largely of item catalog records that must be maintained if they are to serve their purpose. Within DMLSS, there are three types of catalogs: MTF, logistics (LOG), and customer. This lesson focuses on how to maintain the customer catalogs.

The customer catalog serves two main purposes. First, it serves as a *reference list* of a customer's previously ordered supplies with item IDs; secondly, it acts as a *shopping guide* for re-ordering purposes. As a reference listing, it provides the customer with a complete listing of all items that have been added to their catalog. These could include items that they routinely order or those that they intend to order in the future. Items may be added by either the customer or you, if an MTF catalog record already exists. Items may also be added to the customer catalog by Medical Logistics while processing a customer's NIR or by accessing the Inventory Management (IM) module, NEW CATALOG ITEM—CUSTOMER CATALOG ITEM window. As a shopping guide, custodians may review their catalog and annotate which items need replenishing and how much of each they need.

Adding new items to customer catalogs as they are ordered could be helpful if the custodian projects a need to re-order the item at a later date. However, one time buys are not normally added to customer catalogs unless specifically requested. Adding non-recurring records to customer catalogs can lead to an unnecessarily large catalog that is difficult to use and manage. It is much easier to properly manage a customer catalog early-on than it is to attempt fixing it at a later date. Since customers have direct access to their catalog, train them on how to access, edit, add, and remove item records from their customer catalog.

Accessing the customer catalog

Customers access their customer catalog through the DMLSS CAIM module's CATALOG SEARCH function. Any searches conducted here retrieve only those items listed in their specific customer catalog. If they previously deleted an item, check the DELETED box to include these items in the search results.

Editing items in the customer catalog

The effectiveness of the customer catalog is determined by the accuracy of the data included in each record. Therefore, numerous fields in the customer catalog are editable by both you and the custodian.

Keep in mind, changes to these fields do not directly affect Medical Logistics; these are the *customer's* records.

To edit a record, first conduct a *customer* catalog search while in CAIM. To open the Customer Detail screen from the Search Summary Results screen, highlight the desired record and either double-click or select Customer Detail from the vertical toolbar. While in the Customer Detail screen, the CUSTOMER ITEM DESCRIPTION field may be modified to better suit the customer. Monthly historical usage information may be retrieved for the past two-years by selecting CONSUMPTION HISTORY from the vertical toolbar. Finally, levels, reorder points (ROP), and storage locations may be added, modified, or deleted by selecting a location, and then either ADD or EDIT from the bottom of the screen.

CUSTOMER CATALOG DETAIL
This window is used to add or update customer catalog data, edit customer locations, add notes to the customer catalog item, and search for other customer catalog items.

Customer item description
This field is used to tailor an item's description to better suit the customer's need. This is the description that appears on the customer's shelf-label and is the nomenclature used in their customer catalog. Often our nomenclatures do not match a customer's lingo. For example, we may call an item "Solution, 0.9% sodium chloride, 1000 ml" while the customer simply refers to it as "1000 ml normal saline."

Local fields
Within the local fields section there are three additional blank fields. These fields may be used by the custodian to further help them describe an item.

Item location
Customers can store items in multiple locations. Selecting ADD, EDIT, or COMBINE from the bottom of the window will open the ITEM LOCATION DETAIL screen. Selecting any of these item locations will provide the following:

- ADD– creates a new storage location for an item.
- EDIT– modifies an existing storage location.
- COMBINE– merges multiple storage locations into one location. The location highlighted when selecting Combine becomes the new receiving location for those locations selected to be combined.

ITEM LOCATION DETAIL
This window is used to update the ESTIMATED MONTHLY USAGE field, location, and level type.

LOCATION
Use the LOCATION field to identify specifically where inside a storage area an item is located. New locations may be added by selecting the ADD button next to the LOCATION field on the ITEM LOCATION DETAIL screen; type the name of the specific location (shelf, box, cabinet, etc.) and then the name of the storage area (building, room, floor, etc.).

ESTIMATED MONTHLY USAGE
Use this field if there is less than three months of issue history and you would like DMLSS to calculate a level and ROP.

Level type
The level type determines how the level will be controlled. Select CORE to have DMLSS automatically update the level as needed. Select STATIC when a manually-controlled level is preferred. Select NON-STOCKED and set the level to 0 if the customers do not want the item to be

stored on their shelves; they will need to order the item manually in this case. The following table provides a more detailed description of each level type.

Level Type	Description
Core	The computation method is set in the service/customer record in the System Services (SS) application. You can also set computation methods for individual items in the IM application. Days of Stock is the preferred leveling method. You usually need seven days of supply, but you may need less if your main SOS is prime vendor.
	The level is automatically adjusted monthly by CAIM using demand history (3+ months). Initially, you'll need to set your own levels with the core level type. An easy way to do this is to enter your estimated monthly usage. As a result, the level and ROP is calculated for you.
Static	The user manually maintains the level. After a period of 90 days of consumption, the system provides recommended level changes. The level is not adjusted automatically and is independent of demand history. You must set the level with this option.
Non-Stocked	The customer uses the item; however, the customer does not stock it. The level is 0. The customer orders the item as needed. No on-hand balance is maintained.

Use to select the maximum desired shelf count when choosing Static level type. AUTOLEVEL may be selected, if there is at least three months of order history available, and an ideal level and ROP will be computed by DMLSS for either Core or Static level types.

Reorder point
Set the ROP to the lowest desired shelf count that will trigger a replenishment order when inventoried.

Deleting items from the customer catalog
Catalog records may be marked for deletion from the customer's catalog by selecting the DELETE icon from the vertical toolbar while in the Customer Catalog Detail screen.

Adding items to the customer catalog
Customers may add pre-existing MTF catalog items to their catalog, when they have the item ID, by selecting NEW CATALOG ITEM—CUSTOMER CATALOG ITEM, from the Navigate menu. When the item ID is added, many of the fields will be auto-populated based on the MTF catalog record. After saving the record, they may edit their storage location information.

Catalog items may also be added by conducting a catalog search with the scope set to any option other than their own customer catalog. After locating the item, they highlight it while in the Catalog Search screen, and then select ADD CUST from the vertical toolbar.

Customers may also add new items to their catalog that have not been ordered by the MTF yet. To do so, they use the CATALOG SEARCH function while in the CS module. After locating an item they would like to order, they select the ADD TO icon on the vertical toolbar, which opens a pre-filled NIR screen for the item. To complete the request, they indicate the following: the quantity they need; if the item will be recurring; if they want it added to their customer catalog; and the User ID of their Approval Authority. Afterwards, they submit the request by selecting Save from the vertical toolbar.

204. Customer inventory
Last time you were out shopping, did you give any thought to what those check-out scanners do? Or better yet, did you give any thought as to how they work? Barcode scanners work by reflecting a visible laser off of a pattern of black and white stripes and then converting the result into a number. These numbers are then used to pull up an item's catalog record which includes a nomenclature and

the sales cost. More importantly though from a logistics perspective, the barcode number is used to transmit item consumption information to an automated information system (AIS). This information allows real-time inventory tracking so the sold items can be promptly reordered and the store's shelves can be restocked quickly.

Scanners and bar coding have been in use for over four decades. Bar codes contain identification data that can be quickly interpreted by a computer. Bar codes and scanning devices are used by major manufacturers for inventory management and record tracking. Nearly every piece of merchandise that can be purchased, rented, or borrowed comes with a barcode. Next time you buy anything such as a compact disk (CD), a bag of chips, or a book, take a look and see if you can locate the barcode.

DMLSS is an AIS. Its CAIM application uses bar coding and scanners to create the type of customer inventory environment you just read about in the preceding paragraphs. It allows you to go into the customers' area and inventory their shelves for replenishment both quickly and efficiently. When used with other DMLSS applications, you are able to build a powerful system capable of supplying our customers on a daily basis.

Customer area inventory management
CAIM allows the customer to better manage materiel required for patient care and clinical support by providing the following functions:

- Automated material requisitions.
- Physical inventories.
- Ordering.
- Storage.
- Receipt.
- Tracking of materials up to the point of use.

This application provides a user-friendly inventory management tool that a materiel manager can use to establish and maintain local storage of items in the customer area.

CAIM overview
CAIM is designed to enhance the efficiency of DMLSS by improving local item management from the perspective of the using activities. CAIM contains various modules that support automated procedures for requesting, inventorying, storing, receiving, and tracking medical supplies all the way up to their point of use. It is designed with the flexibility to support different customers in the manner most appropriate for their size.

Also, CAIM can perform the following:

- Help manage customer area stock items by suggesting ideal stock levels and reorder points.
- Assist in reducing input errors by using on-line inventories, and automatically identify customer area inventories by location using bar code technology.
- Provide customers with materiel by unit of measure (U/M) or unit of issue (U/I) in different customer area locations.
- Use radio frequency automated identification technology to support these inventory practices.

To begin your understanding of how CAIM works, we will briefly review one issue scenario. After the example, you can look at the separate processes, policy and procedures that apply to CAIM.

Scenario
Suppose you have a customer who orders an item and your warehouse does not stock it. Here's how the DMLSS CAIM module processes this requisition:

- First, the customer's request establishes a due-out from the customer to one of the customer's storage locations.

- Then, an equivalent due-in is created to the customer's account.

The customer now has both a due-out and due-in in the CAIM module.

The DMLSS IM module then continues the process:

- The customer's CAIM due-in is automatically sent to the IM application (on the Logistics side). It processes through the Issues module and the back-order generates an IM due-out to that customer in the LOG account. This creates a Log requirement for that item.

- Medical Materiel acquisitions personnel will order the item from a vendor using LOG orders (covered later in this volume). Once this happens, a due-in transaction is created in the LOG account.

Did you notice that we created two different due-ins and two different due-outs? The customer (CAIM) has a due-in and a due-out, while LOG also has a due-in and a due-out (fig. 1–1). While it sounds a little repetitive, it shows you the flexibility of the system. Now, go back to the scenario and look at those four transactions more closely.
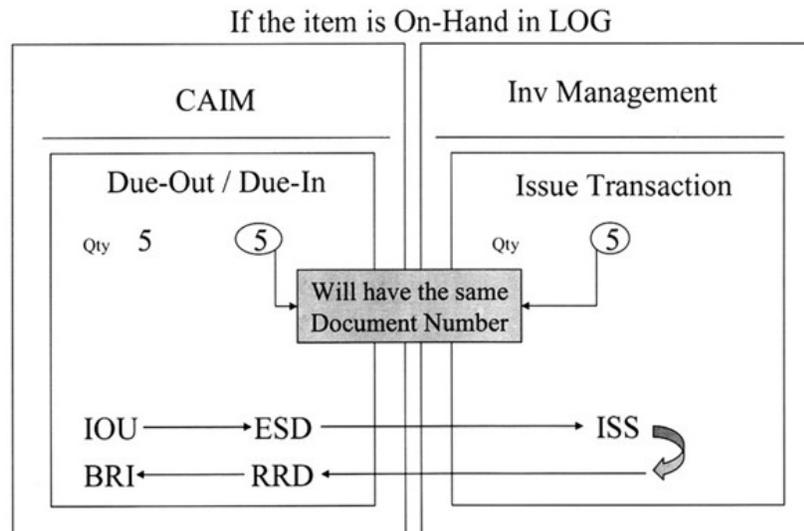

Figure 1–1. CAIM overview.

- CAIM due-out – This is the first step taken toward obtaining new or replenishment stock. A due-out is created to the customer's location. This is a physical location such as a shelf in their supply room.

- CAIM due-in – If the customer has a due-out and there is an insufficient number of due-ins to cover the requirement, a due-in must be established. CAIM's Build/Process/Submit (BPS) module allows the user to review, modify, and hold orders before submitting them to the LOG SOS. In most cases, you set up the system so it automatically submits orders on the customer's behalf.

- LOG due-out – The IM application has a module called Issues that processes the LOG due-outs. Most issues that are requested from LOG run through this module. It simply looks at each request, checks the stockroom to see if there are any quantities on hand, and issues them. If requested materiel is not on hand, it places the item(s) on back order.

- LOG due-in – This is created when a LOG user places an order for the item with an external SOS.

Once the warehouse receives the item, the transactions release in the reverse order. First, the receipt satisfies the LOG due-in and the subsequent issue eliminates the LOG due-out. DMLSS then sends it to CAIM. A receipt runs in CAIM and clears the due-in. Next, an issue runs to the customer's location and satisfies the CAIM due-out.

You just learned about the life cycle of a CAIM order, but you're not ready to use CAIM yet. There are still other aspects of CAIM you need to understand.

Perform customer inventory

Understanding the uses of inventory logic within the CAIM application will have a huge affect on how effectively you manage supplies in the customer area. Too often we hear stories of how a customer continually replenishes the supply area day after day, yet the customer doesn't fully understand how the inventory logic is designed in DMLSS. Poor inventory management ultimately leads to potential excess, cramped storage areas, and depleting funds.

Traditionally, inventory is thought of as the time during the year when our doors are closed and each item is counted in the warehouse; this is an *official* inventory. However, each time you scan the customer's shelves for replenishment, you are, in fact, inventorying their stock. The CAIM inventory process begins by conducting an inventory of the customer's area. There are three distinct inventory logic types or methods you can use to inventory the customer's shelves (shown in the table following this paragraph). In the customer area, the inventory method used for each customer is identified on the header label. The method is set in the SS application using the MATERIEL tab from within the SERVICE/CUSTOMER DETAIL window. DMLSS imposes certain limitations on inventory logic type assignment. For example, you can only use one logic type at any one time. This means you won't be able to dictate certain commodities as shelf count and others as empty shelf. The following table gives you a brief description of each inventory method.

Performing Customer Inventory	
Inventory Method	**Description**
Order quantity	The customer enters the desired quantity into the hand-held terminal (HHT)/personal data assistant. No calculations are performed; the system orders exactly what the customer has entered. In other words, this method is used to replenish the amounts entered per item.
Empty shelf	The customer only scans shelves that are empty (or have no stock); no quantity is entered. The system assumes zero balance in the location and orders the full or entire level amount. Very few CAIM customers select the empty shelf method.
Shelf count	The customer counts the items on the shelf, enters the on-hand (O/H) quantity into the HHT; the system orders the difference between the O/H balance and the authorized level (minus any due-in and due-out quantities).

The following simplifies these methods:

- Order Quantity is *what you want.*
- Empty Shelf is *all or nothing.*
- Shelf Count is *what you have.*

Your understanding of the uses of the various inventory logics within the CAIM application will determine how effectively you are able to manage supplies in the customer areas.

After completing the customer inventory, you must process the replenishment in DMLSS to generate the issues to fill the requests.

205. Customer replenishments

The supply chain starts with a customer's request. As a result, either the customer or a Logistics tech must first identify which items and quantities are required. Once the actual needs are established, we can start the process of getting the items for the customer. CAIM offers three different ways to identify and replenish which items need to be ordered; these include manual, automatic, and batch HHT. CAIM then notifies the customer of any errors preventing the order from being placed. Finally, CAIM formats and transmits the order to Logistics.

Replenishment types

There are three different types of replenishment options that may used when inventorying a customer's area. Closely evaluate each account and situation in order to determine which method is best in terms of value added for the customer, while at the same time weighing the risks and disadvantages. The DMLSS Customer Replenishment module provides you and the customers the option to inventory and replenish customer areas manually, automatically, or in batch mode while using an HHT.

Manual replenishment

The manual replenishment type requires you or the customer to use an inventory list to inventory an entire location. You use the list to record on-hand quantities (shelf count), zero or near zero balance items (empty shelf), or desired quantities (order quantity). To print the inventory list, open the Manual Replenishment Inventory Entry screen for the account. Then click SEARCH without entering any criteria. A complete shopping guide is retrieved. Order the list by whichever means is most appropriate, then select PRINT from the vertical toolbar. This same screen is used to enter the inventory later. After you conduct the manual inventory, enter the quantities required in the QUANTITY Field in the Manual Replenishment Inventory Entry screen. Items not being ordered may either be left blank or you may enter zeroes. When finished updating the quantities, select the REPLENISH button on the vertical toolbar.

Automatic replenishment

DMLSS uses an item's daily demand rate (DDR) to calculate how long O/H stock should last a customer. It then calculates estimated on-hand (EOH) quantities using that information along with customer receipts. When selecting this option, DMLSS automatically orders the difference between each item's EOH quantity and its level.

This method is *not recommended* because automatic replenishment is based on *estimated quantities* and further assumes that customer levels are valid. Since the option identifies all potential requirements, you and the customer could be surprised with a large value order. Be thoroughly familiar with your options and the customer's account before deciding to use this method.

Batch hand held terminal

The most commonly used method to replenish the customer's area is using an HHT in the batch mode. Batch mode means you use the HHT to inventory the customer area; once the inventory is completed, the file is downloaded to DMLSS.

Performing the inventory

Do the following steps in *strict order* to perform an inventory with the HHT.

1. On the HHT main menu, select REPLENISH INV.
2. At the HHT LOGIN window, enter your user ID; then, instead of entering a password, select Batch.
3. Scan the appropriate *header* barcode label (HBL).
4. Scan the *shelf* barcode label (SBL).
5. Enter the quantity. Be sure you remember the inventory method you are using!
6. Repeat the process for each item.

Processing the inventory in the hand held terminal

After performing the inventory, the next step is processing the inventory you have in your HHT. Use the following steps to download all the inventory data to DMLSS.

1. After the replenishment inventory is completed, select the SEND FILE (BATCH) button on the HHT and return it to the docking station.
2. Log into DMLSS using your common access card (CAC).

    NOTE: The user ID on HHT must match the user ID used in the login to DMLSS. In other words, the user that does the inventory must be the same person that downloads the file.
3. Open CAIM and select the customer ID that has been inventoried.

    NOTE: If you inventoried multiple customers, the batch transfer process will update all of these customers, regardless of which customer you log into first.
4. Click BATCH HHTs on the horizontal toolbar, and follow the instructions on the window.
5. On the vertical toolbar, click INVALID RECORDS to view the INVALID INVENTORY REPORT window.
6. Manually correct any listed errors.
7. Click the CLOSE button (CAIM prompts you to print the Invalid Records List).

Replenishment exceptions

If there were any exceptions (errors) during the replenishment process, DMLSS prompts you with a message of the exceptions and prints a Replenishment Inventory Exception Report. Items with exceptions are not ordered until the exceptions are resolved. All other items are transferred to BPS Orders. If you want to see a list of items that caused exceptions, access the REPLENISHMENT EXCEPTION PENDING ACTION window from the IM application, UTILITIES menu, INBOX. In this window you can delete an item from the list of exceptions, print a list, or process an order for an item with replenishment exception(s).

NOTE: Replenishment Exceptions holds your entire order (not process the order) until all exceptions are resolved for that account.

If the customer has Auto Orders turned on in the System Services application, CAIM automatically passes the orders through the BPS module. BPS is similar to the IM LOG ORDERS module. What you have done is generate orders for your customer; the next step is ordering them from your SOS. As you learned early in this lesson, in most cases, your customer's SOS is Logistics. If the customer does not have Auto Orders turned on, BPS must be manually invoked. One advantage to using the manual method to push orders through BPS is that you are able to view and modify the orders before they are submitted to the SOS.

Build/process/submit orders

Before the orders are sent to the LOG SOS to be filled, CAIM holds them in the BPS module. It is the BPS module that checks for funds, deleted items, and so forth, prior to sending the order to LOG ISSUES. If the items ordered pass all the checks and the customer has sufficient funds to cover the order, then the order automatically processes. Typically all customers are set up to automatically engage the BPS module upon completion of their order. CAIM will not generate a due-out or due-in until BPS sends the entire order to LOG. In the BUILD ORDERS: ORDER SUMMARY window, you can build, modify, review, and execute orders. You can perform the following tasks from this window:

*   Access log orders (IM only).
*   Hold and order (CAIM only).
*   Print order summary reports.
*   Resolve exceptions.

- Submit orders.
- View order detail information.

Window displays

The upper half of the window contains a listing of SOS types, project codes, total line items in the order, total values, and exceptions. The lower portion of the window contains financial information to include funding, element of resources (EOR), commitments, and available balances. You can view the order detail information by clicking on the DETAILS icon from the vertical toolbar and opening the ORDER DETAIL window. This window lists all line items associated with the customer's order for the affected SOS.

Resolve exceptions

The ORDER DETAIL window also identifies items with exceptions to the orders. Items with exceptions have an X to the left of the detail record. Resolve order exceptions before you place the order. The EXCEPTION DETAIL window provides an explanation of why there is an exception on the order. You will be prompted to take one of the following actions to resolve an exception:

- Edit potential due-in or due-out quantities.
- Adjust fund targets.
- Adjust the maximum/minimum order amounts.
- The SOS may require use of a purchase card.
- MTF Restrictions—If an item has an MTF restriction, it will not let the customer process that specific item in CAIM.

When you resolve all exceptions for an order, you will not see the X in the EXCEPTION box for the selected order on the BUILD ORDER: ORDER SUMMARY window. Once you have resolved the exceptions to the order, you can then submit it. On the NAVIGATE menu, select ORDERS, then BUILD/PROCESS/SUBMIT ORDER to view the BUILD ORDERS – ORDER SUMMARY window. Once in this window, click on EXECUTE. Your order is now processed and passed to the LOG Issues module.

Issues

The DMLSS IM Issues module allows customer requests to be processed, then either back-ordered or picked and released. DMLSS may fill the requests completely, partially, or not at all (back-ordered). DMLSS establishes due-outs for the entire quantity requested or any remaining unfilled quantities. If the order cannot be completely filled, DMLSS establishes a due-out (or back order). The request is then passed on to acquisitions through Log Orders (which will be discussed in the next unit). Whichever method you use to replenish the customer, DMLSS generates the establish due-in (ESD) transaction to establish the due-in and the due-out (IOU) transaction to establish the due-out. Unfilled orders are then sent to the LOG SOS to be filled.

Self-Test Questions

After you complete these questions, you may check your answers at the end of the unit.

201. Roles and responsibilities

1. Name the four things customer service personnel usually assist customers with.

2. CS is most likely to work with what types of customers?

3. Who provides written delegation authority for *property* custodians?

4. Which types of materiel are property custodians responsible for?

5. When does an alternate property custodian perform the primary property custodian's duties?

6. Who has the authority to designate personnel as authorized representatives to request and sign-for medical and non-medical supplies on their behalf?

7. Who may be designated as a supply custodian?

8. Who is responsible for all materiel requested and received by an authorized representative?

9. Where are supply custodian appointment letters for Q and R items maintained?

10. To whom should unauthorized customers be referred?

202. Initial custodian training
1. What can you do after receiving a new custodian's signed appointment letter?

2. Which type of training is better suited for larger facilities?

3. Which type of training is better suited for smaller facilities?

4. If the custodian's computer does not have the DMLSS client loaded on it, who do you contact for assistance?

5. When may an additional appointment letter be required for a custodian?

6. Which DMLSS screen provides the customer with a resupply list and is used to reorder supplies?

7. Which DMLSS screen is used by custodians to order never before purchased items?

8. Which type of procurement administratively costs three times more than prime vendor orders?

9. Which single line item replenishment method is only effective if the custodian already knows the item ID?

10. What screen is used to check funding balances?

11. Who can assist you when training property custodians on equipment specific tasks?

12. Which type of technician is the custodian's only source for equipment repairs?

203. Maintaining customer catalogs

1. What are the two main purposes the customer catalog serves?

2. Why should one time buys *not* be added to a customer's catalog unless requested?

3. How do customers access their customer catalog?

4. How do you open the Customer Detail screen while in the Search Summary screen?

5. Which screen is used to modify the CUSTOMER ITEM DESCRIPTION field to better suit the customer?

6. How do you retrieve monthly historical usage information?

7. Which fields may be used by the custodian to further help them describe an item?

8. Which item location option allows multiple storage locations to be merged into one?

9. How are new locations added to the Item Location Detail screen?

10. Which field is used if there is less than three months of issue history and you would like DMLSS to calculate a level and ROP?

11. Which level type is used when you want DMLSS to automatically update a level as needed?

12. Which level type is used when you want to manually control a level?

13. Which level type is used when customers do not want the item to be stored on their shelves?

14. How can catalog records be marked for deletion from the customer's catalog?

15. How can customers add pre-existing MTF catalog items to their catalog when they have the item ID?

16. How do customers add an item to their catalog after conducting a catalog search?

17. How do customers add new items to their catalogs that have not been ordered by the MTF yet?

18. To complete their NIR request, what four things must the customers indicate?

204. Customer inventory

1. Which DMLSS application uses bar coding and scanners to create a customer inventory environment?

2. Name the six functions that CAIM provides to customers to help them better manage materiel required for patient care and clinical support.

3. What is a materiel manager able to accomplish with the user-friendly management tool that CAIM provides?

4. How does CAIM enhance the efficiency of DMLSS?

5. What is the first step in the CAIM requisition process?

6. What is the second step in the CAIM requisition process?

7. To which DMLSS application is the customer's CAIM due-in sent?

8. Once the item is ordered by acquisitions personnel, what type of IM transaction is generated?

9. What is the first step taken towards obtaining new or replenishment stock?

10. What module allows the user to review, modify, and hold orders prior to submitting them?

11. What IM module looks at each request, checks the stockroom, and issues them?

12. In what order will items be released once the warehouse receives them?

13. Poor inventory management ultimately leads to what conditions?

14. How does the CAIM inventory process begin?

15. Where is the inventory method identified in the customer area?

16. Which SS window is used to set the inventory method?

17. How many inventory logic types may be used at the same time?

18. Which inventory method is used when the customer enters the desired quantity into the HHT?

19. Which inventory method is used when the customer only scans shelves without any stock?

20. Which inventory method requires the customer to enter an item's O/H balance?

205. Customer replenishments

1. Which module provides the option to inventory and replenish customer areas manually, automatic, or with an HHT?

2. Which inventory method requires you or the customer to use an inventory list to inventory an entire location?

3. How do you print an inventory list when using the manual replenishment option?

4. When all quantities have been entered for manual replenishments, what vertical toolbar button is selected to complete the order?

5. Which replenishment option allows DMLSS to order the difference between each item's EOH quantity and its level for a customer?

6. Which replenishment method is the most commonly used?

7. Which option is selected on the HHT main menu when conducting a customer inventory?

8. What should you enter on the HHT's login window when conducting a replenishment inventory?

9. What two barcode label types are scanned during a replenishment inventory when using the HHT?

10. After completing an inventory, which button is selected on the HHT prior to returning it to the docking station?

11. What is the last step taken when downloading replenishment inventories to DMLSS?

12. When are items with exceptions ordered?

13. Which pending action is used to view a list of items that caused exceptions?

14. Which module will CAIM automatically pass orders through if Auto Orders is turned on for a customer?

15. What is one advantage to manually pushing orders through BPS?

16. In what module does CAIM hold orders before they are sent to the LOG SOS?

17. In what BUILD ORDERS window can orders be built, modified, reviewed, and executed?

18. In the ORDER DETAIL window, how are items with exceptions marked?

19. Which window provides an explanation of why there is an exception on an order?

20. After exceptions are resolved, how do you submit an order?

21. Which DMLSS module is used to process customer requests, then either back-order them or have them picked and released?

1–2. Managing Catalog and Source of Supply Records

Catalog records are at the foundation of DMLSS. Every transaction we process is directly linked to one or more of these records; therefore, Medical Logistics depends on complete, accurate, and current records. In the previous section we discussed the customer's catalog. In this section, we will be looking at the item catalog records that directly affect Medical Logistics; these consist of the MTF, LOG, and SOS catalog records.

206. Establish and revise catalog records

You are most likely stationed at a location that already has a robust DMLSS database, full of thousands of various item records. However, as complete as you may think your records are, there will be times when you will need to add a new record. Additionally, you may need to modify previous records to keep them updated. In this lesson, you will learn how to establish and revise MTF and LOG catalog records.

Establishing catalog records

Building catalog records is very important to all aspects of Logistics as well as Department of Defense (DOD) standardization processes. Before an item can be stocked, ordered, or added to the customer's catalog, an MTF catalog record must first be created for it. Every effort should be made to locate an item record in the DMLSS Medical Master Catalog (MMC) before creating a new record. When conducting a catalog search, the MMC consists of the following four scopes:

1. Contracted.
2. Sourced.
3. Unsourced.
4. Readiness Portal.

When adding a new record to the MTF catalog, search the Master Catalog thoroughly using the *Contracted* scope. Manually create a new MTF catalog record *only* when no matching records are retrieved.

New MTF catalog records

Items resulting from a successful Master Catalog search may be added to the MTF catalog using the Catalog Search screen. To add an item from the Catalog Search screen, highlight the appropriate record and select Add MTF from the vertical toolbar. This will copy all of the item's data over into the MTF Catalog-New screen. Review the data on the BASIC tab and select SAVE to create the new MTF catalog record.

Let's say you are adding a supply item to the MTF catalog; once you've clicked SAVE on the BASIC tab, you are transferred to the MTF CATALOG SUPPLY window where you can add and edit information in the remaining tabs and buttons, such as the following:

- MTF RESTRICTIONS button – allows you to associate MTF restriction codes and descriptions.
- SPECIAL REQUIREMENTS button – allows you to associate special restriction codes and descriptions.
- DESTRUCTION METHODS button– can be used to associate destruction method codes and descriptions.
- CUSTOMER CATALOG tab – on the top half of the screen, is used to make additions to multiple customer catalogs at the same time.

- ACCEPTABLE EQUIVALENT tab – used to identify vendor item numbers (VIN) that are approved replacements that may be automatically substituted.

New items that do not have a matching Master Catalog record may be manually created by selecting New Catalog Item—MTF Catalog Item from the navigate menu. Fill in *all* eight mandatory fields. If other information such, as manufacturer catalog number or national drug code (NDC) is available, add it to the record. The mandatory fields consist of the following:

- ITEM ID – used to assign a stock number to an item; the assigned number should directly correlate to the item. The hierarchy for creating a new item ID is the national stock number (NSN) or NDC first, then in descending order universal product number (UPN), manufacturing part number (MPN), and vendor's catalog number (VCN). If none of these are available, *then* a locally devised number may be used as a final option.
- COMMODITY CLASS – identifies the item's commodity type (i.e., pharmaceutical, supply durable, supply expendable, equipment capital, etc.).
- SHORT ITEM DESCRIPTION – used to provide a basic item nomenclature of no more than 40 characters.
- LONG ITEM DESCRIPTION – used to expand on the SHORT ITEM DESCRIPTION, up to 254 characters.
- MANUFACTURER – identifies the manufacturer of the product, *not* the vendor or seller.
- HAZARDOUS MATERIAL – identifies if the item is considered hazardous or if unknown.
- U/P – identifies the unit of purchase (i.e. EA (each – unit of issue), BX (box – U/I, known as unit of issue), CS (case – unit of issue), etc.).
- U/P QUANTITY – indicates the number of individual units included in the U/P.

After completing all of the required fields, select SAVE on the vertical toolbar to complete the process. Remember to create new items only after you have first exhausted all DMLSS catalog record search options.

Revising catalog records

On occasion, item records may need to be modified. Perhaps the nomenclature is misleading, the manufacturer changed names, the part number is wrong, or any of the fields simply need updating. Revising catalog records is a simple and straightforward process.

Search for the catalog record that needs updating by using the Cat Search function in IM. First select the scope appropriate for the catalog you need to modify. Select LOG CAT to modify records that are primarily used by Medical Logistics. To modify MTF catalog records, set your search scope to MTF CAT. It is recommended that you conduct your searches by entering the exact item ID to ensure that you are modifying the correct record. When you locate the record in the Cat Search screen, either double click on the item or highlight it and select MTF DETAIL from the vertical toolbar to open the MTF Catalog—Supply screen. In the MTF Catalog—Supply screen, update the field or fields that need to be modified. When finished, click SAVE on the vertical toolbar and exit the screen.

Most catalog fields and tabs can be modified unless the item is sourced to PV or electronic catalog (ECAT) or otherwise linked to the MMC. In DMLSS, certain catalog fields will be *locked* when the record is associated with the MMC; this includes every item ordered from PV or ECAT. These locked fields include long and short item descriptions, manufacturer's name, manufacturer's catalog number, NDC, and NSN. These fields are locked to help maintain data consistency throughout the entire DOD. In the past, all fields were modifiable. This presented numerous difficulties as agencies such as DLA attempted to sort through DMLSS-wide data records. Their research consistently failed to retrieve accurate results because each Medlog account may have filled in the item's fields differently. Just imagine any single item and think of how many different ways *you* could write the nomenclature.

Now imagine the vast number of combinations throughout the Air Force, then the DOD as a whole. That's a lot of different ways to say the same thing!

207. Adding and revising source of supply records

The SOS module is used for adding, retrieving, editing, and storing SOS information. This module enables you to establish or update the contract, submission method, and demographic data for the SOS that the MTF uses during the ordering process. The submission method for an SOS determines the format and method by which IM submits orders to vendors and/or SOSs. The IM module retrieves SOS records using a unique SOS code designated for each supplier name. Some of these SOS codes are pre-established while others may be manually designated by you. SOS types fall into two general catagories: external or internal.

- Internal – SOSs that are located *within the MTF*; typically only your LOG account.
- External – SOSs that are all of the sources *outside of the MTF*. External sources fall into one of 10 different SOS types.

The following table shows the various external SOS types and codes:

External Sources of Supply	
SOS Type Code	**Description**
1. BPA	Blanket Purchase Agreement
2. CON	Contracting Office
3. DBP	DLA Blanket Purchase Agreement
4. DLA	Defense Logistics Agency
5. DPV	DLA Prime Vendor
6. ECA	Electronic Catalog
7. EXT	External Logistics Activity
8. GSA	General Services Administration
9. HUB	HUB source of supply
10. NON	Non-contracted

Adding a new source of supply

You can add a new SOS when you determine that a desired supplier does not exist in the SOS Catalog. It is important that you have the correct information before you begin to add a new SOS. In DMLSS IM, select the SOS icon on the horizontal toolbar, and then select NEW from the vertical toolbar. Alternatively, you can open the navigate menu, select SOS, and then NEW SOS. The SOS—NEW window will open to the BASIC tab by default.

Fill in the required fields or select the appropriate information from the dropdown list. The SOS type code identifies the supplier as one of the following types: blanket purchase agreement (BPA), contracting (CON), DLA blanket purchase agreement (DBP), Defense Logistics Agency (DLA), Defense Logistics Agency (DLA) prime vendor (DPV), electronic catalog (ECA), external logistics activity (EXT), General Services Administration (GSA), hub source of supply (HUB), or non-contracted (NON). This action dictates what required information needs to be added to the various tabs.

Complete the required fields in the BASIC tab (supplier name and SOS code) before moving on to the other tabs. To have DMLSS assign an SOS code for you, you may use the AUTO ASSIGN icon in the vertical toolbar.

Additional tabs in the SOS-New screen include SUBMISSION, CONTRACT, ADDRESSES, and POC tabs. Click on these tabs and type the information in the required fields or select from the dropdown lists when available. The following items show a brief description of the information contained in each tab:

- BASIC – Data in this tab is based on the SOS you select. The ACKNOWLEDGEMENT HOURS field is a default setting, so the recommendation is for each MTF to modify this field based on confirmation of orders from the SOS. This field establishes the follow-up timelines for items on order from the selected SOS.

- SUBMISSION –You can view or edit various methods of sending data (usually orders) to an SOS. The submission methods may be in the form of e-mail, fax, or file transfer protocol (FTP). You must coordinate with the SOS for Login and passwords when the FTP method is selected.

- CONTRACT – This option is only available for BPA, DBP, Defense Logistics Agency (DLA) PV, and Veterans' Administration PV. If you select the AUTO CALL NUMBER GENERATION checkbox, DMLSS generates the next available call number for the SOS when you place LOG ORDERS; otherwise you must manually type a call number during the order process. This tab also shows the last call number used when placing manual calls. Enter the contract number in to the NUMBER field and enter the start and end dates for the contract in the corresponding fields.

- ADDRESSES – Use this tab to edit addresses or search for existing addresses to use as the ordering, remit, or ship to addresses.

- POC – When calling vendors, you use this tab to establish point of contact (POC) information for the SOS.

- ENVIRONMENT – This tab edits existing operating and safety levels that correspond with annual sales for the SOS.

If you type incorrect information into any field, click REVERT. This will undo any information typed into the SOURCE OF SUPPLY- NEW window since your last save. When you are finished, click SAVE.

Revising a source of supply

To update an SOS record, click on the SOS icon on the horizontal toolbar. Then either search for the SOS by code, name, or type. Select the appropriate SOS and either double click on it or select DETAIL from the vertical toolbar. Information on the SOS you select is displayed in the SOS CATALOG tab. Update the necessary data in the correct field or tab and select SAVE when done. It is recommended that you add a note to the file when making major changes. This will allow you to pass on critical information to anyone else who searches the record you modified.

Deleting a source of supply

Sources of supply that can be deleted will display a DELETE button in vertical toolbar. SOSs selected as the default source for any Log Cat item cannot be deleted. An SOS marked for deletion (a checkmark in the DEL IND checkbox) displays an UNDELETE button in the vertical toolbar, enabling you to re-activate the SOS if necessary. Deleting an SOS from an MTF catalog item does not delete the SOS from DMLSS. You are only removing it from that specific MTF catalog item.

Self-Test Questions

After you complete these questions, you may check your answers at the end of the unit.

206. Establish and revise catalog records

1. What must first be created before an item can be stocked, ordered, or added to a customer's catalog?

2. Before creating a new record, what should every effort be made to locate?

3. When adding a new record to the MTF catalog, which scope is used to thoroughly search the Master Catalog?

4. Items resulting from a successful Master Catalog search may be added to the MTF catalog using which screen?

5. How do you add an item from the Catalog Search screen?

6. What MTF CATALOG-SUPPLY button allows you to associate special restriction codes for an item?

7. Which MTF CATALOG-SUPPLY tab is used to make additions to multiple customer catalogs at the same time?

8. Which MTF CATALOG-SUPPLY tab is used to identify approved replacements that may be automatically substituted?

9. How do you manually create a new item that does not have a matching Master Catalog record?

10. What is the hierarchy for creating a new item ID?

11. How many characters may be used in the SHORT ITEM DESCRIPTION field?

12. How many characters may be used in the LONG ITEM DESCRIPTION field?

13. What IM function is used to search for catalog records that need to be revised?

14. How do you open the MTF Catalog—Supply screen after locating an item in CAT SEARCH?

15. Which fields are locked when a record is associated with the Medical Master Catalog?

207. Adding and revising source of supply records

1. Which module is used for adding, retrieving, editing, and storing supply source information?

2. How many external SOS types are there?

3. List all of the external SOS type codes.

4. To have DMLSS assign an SOS code for you, what icon located on the vertical tool bar may you use??

5. What are the four additional tabs available while in the SOS-NEW screen?

6. Which tab is used to view or edit various methods of sending data to an SOS?

7. Which tab is only available for BPAs, DBPs, DLA PVs and Veterans' Administration PVs?

8. If you do not select AUTO CALL NUMBER, what must you manually do during the order process?

9. Which option will undo any information typed into the SOS-NEW window since your last save?

10. How can you pass on critical information to other users who search for a record you modified?

11. Which SOSs cannot be deleted?

12. How do you re-activate a deleted SOS?

1–3. DMLSS Funds Management

Have you ever heard the expression used in the workplace that someone is "wearing multiple hats." This simply means the person has multiple responsibilities, or that he or she is devoted to more than one cause. This is certainly the case of those working in Medical Materiel. While on the one side you must do everything within reason to fill a custodian's requisition, you must also look out for their best interests while ensuring they spend their limited funding wisely. Since custodians have limited funding, they must carefully budget and make smart decisions so that they can meet their mission requirements. You help by obtaining the right item at the best price, correctly running DMLSS transactions, and by monitoring the availability of O&M funding.

208. Project centers

Project centers (PC) represent the *highest level in the DMLSS organizational hierarchy*. In DMLSS, from highest to lowest, the order is Project Center > Expense Center > Service Customer. PCs are also referred to as Project Fund Management Records (PFMR); note that this is a financial term but it is loosely interchangeable. The financial structure differs slightly from the organizational; the service customer is removed, since funding does not reach that low in the hierarchy. Additionally, the LOG FUND is added; this is your Medical Logistics' working capital fund (WCF).

The main purpose for project centers is that they keep a high level running total for current fiscal year O&M financial transactions. This data includes fund targets, reimbursable issues, turn-in credits, obligated due-outs, and local purchase (LP) surcharges. Some of this data is further tracked at the EOR level; that is to say, it is tracked by the commodity fund type. The project center is very important to the Defense Finance and Accounting Service (DFAS) since it shows how much funding needs to be moved from each account into the Air Force Working Capital Fund/Medical Dental Division (AFWCF/MDD).

Funding terminology

Before we go further, let's first cover some of the basic terminology that pertains to funds management.

Project center target

A target amount is similar to an opening balance line in the accounting world. It is the maximum amount of funding authorized for use at any given time. The target amount may be increased or decreased by your MTF's resource advisor (RA). The target amount does not increase or decrease from purchases or returns; however, the available balance does. For example, if $100K is loaded and $90K has been obligated, the target amount is still $100K.

Target flag

A target flag defines at which specific level funding must be available in order for a requisition to process. In the Air Force, the target flag is always set to the Project Center EOR. This means that when an order is processed through DMLSS, a check is made to ensure that the amount needed is available in the account's PC; more specifically, in the EOR that matches the item's commodity type.

If funds are unavailable at the EOR level, the request will not process and the customer will receive an Insufficient Funds notification.

Reimbursable/non-reimbursable sales

The TOTAL R-SALES field tracks all issues that have been made in exchange for funding. Most issues that are made will be accomplished by first obligating accounts available O&M funding. When the item is actually issued to the account, its pending obligations will be decreased and its total reimbursable issues will be increased by the total cost. When the customer "pays" for the item, the AFWCF is reimbursed for the acquisition cost. In-turn, if the customer is authorized to return the item, the customer may also be eligible for money back (turn-in credits). On a rare occasion though, an item might be authorized to be issued at no charge (free-issue), which means that Medical Logistics did not pay for it or has already been reimbursed. Since there was no exchange of funds, the customer may not return the item for credit. This type of non-reimbursable sale is tracked in the TOTAL N-SALES field.

Total credits

If a reimbursable item is approved for credit, the customer may return the item and receive the funding back. The returned funds are added to the customer's account as turn-in credits. This is similar to receiving an in-store credit when returning personal merchandise.

Total obligations

When customers place orders, they are obligating their funds. Obligations are like promises, and funding is set aside pending receipt of the items. Since these funds are obligated, they are not available for other purchases. Obligations are reduced when an item is issued and the funding actually changes hands. One way to better understand obligations is to imagine you are ordering an item online and then using cash on delivery (COD) as a payment option. In other words, you have obligated your money, but you will not pay for the item until you receive it.

Total commitments

Commitments come after obligations, after the item has been received and issued to the requesting account. During the issue process, the account's obligations are reduced while its commitments are increased by the same amount. Commitments represent the actual exchange of funding.

Local purchase surcharges

Remember, the LP surcharge rate is set each fiscal year to offset prior fiscal year (PFY) losses to the AFWCF. This field tracks the amount of surcharges that an account has paid so far in the current fiscal year (FY).

Element of resource

An EOR is a commodity class identification used to code various types of funding. It prevents commodity class specific funding from being used on unauthorized commodity types. For example, equipment funding cannot be used to buy pharmaceuticals and vice versa. For the RA, it also provides the ability to see how much funding is being spent on individual commodity classes.

The following are the three most common EORs that you will interact with on a routine basis:

- 604—Supplies, medical.
- 615—Pharmaceuticals.
- 624—Equipment, medical (expense).

Project center management

The project center is used to manage funds at the DMLSS Project Center Level. Project centers are used to capture the overall funding targets for a departmental mission. The project center is where your RA loads fund targets. It represents the highest level in the fund relationship. In DMLSS, the PROJECT CENTER window is similar to the EXPENSE CENTER window; however, the project

center collects all of the financial data from the associated expense centers. You can increase, decrease, and restratify funds between EORs from this window.

As reimbursable issues are processed, the system uses this financial data to determine if there are enough funds available in the project center to reimburse the stock fund. The PC negative authorized field is normally set to (N)o. In this case, the PC is *not allowed* to order supplies once its obligations cross into the negative. If the project center negative authorized field is set to (Y)es, the system allows the issue to process, regardless of fund availability. This setting is not authorized for normal day-to-day medical accounts.

Although PCs are assigned by the accounting and finance office (AFO), they may be loaded into DMLSS by either an RA or by Medical Logistics; this decision is made at the MTF level. In either case, do not make any fund changes to project centers without documentation and coordination with your resource management office.

Establishing project centers

You can create, delete, edit, and review project centers in the DMLSS PROJECT CENTER DETAIL window from the System Services application. Multiple project centers may be assigned to each organization. For example, separate project centers could be established for large expense centers such as pharmacies and laboratories, while smaller expense centers, such as outpatient clinics, could all be assigned to the same project center.

Revising project centers

Project centers can have their ID numbers and names changed by using the FUND icon to search for the applicable account. This is also where you load PC and EOR targets. After creating a project center in DMLSS, add the project center to the project center table. Now, it is available when creating new expense centers or changing the project center of an existing expense center. DMLSS audits this window because of the impact these actions have on financial records. What this means is that DMLSS captures the changes you make to a project center by capturing the type of change along with the date, user ID, and other information.

Deleting project centers

You can mark a project center for deletion when it is no longer required or when you receive guidance from DFAS or your resource advisor by placing a check in the MARKED FOR DELETION field of the PROJECT CENTER DETAIL window. If you mark a project center for deletion, it will still appear in the system; however, it will not support any further financial activity. The project center marked for deletion is removed from DMLSS during end-of-fiscal-year (EOFY) processing as long as there are no financial ties to it. If there are still financial obligations that were not cleared prior to EOFY, the project center remains visible in DMLSS but continues rejecting financial activity.

209. Expense centers

An expense center (EC) is the second level in the organizational hierarchy, below project centers and above service customers. The EC identifies a section, work center, or flight within a unit. We use ECs to capture funding data that relates to a specific cost center. The expense center is important to the MTF's RA because it shows how much funding is being used by each individual section. An expense center can only be related to one project center, but may have multiple service customers. The EC is only used with transactions that pertain to O&M appropriations. It identifies the responsible organization that is incurring the cost. Simply put, it tells who is spending unit funds.

Responsibility center/cost center

The EC is also referred to as a responsibility center/cost center (RC/CC); this is an interchangeable financial term. When broken down, the expense center identifies both the responsible organization (responsibility center (RC)) and the using organization (cost center (CC)). Together, these two identifiers create an RC/CC. The RC is an organization headed by a person who oversees financial management. The person who is normally responsible for this control is the commander of that

organization. Each unit on base, such as a supply squadron, transportation squadron, or medical facility, is identified by a different responsibility center. Air Force medical units are identified as 3H. Meanwhile, the CC is comprised of four digits and is standardized across the Air Force. For example, Medical Logistics is always 5245. When combined with the RC, the account number becomes 3H5245. As previously mentioned, this entire sequence is also known as the expense center.

Expense center

An expense center identifies an activity supported by Medical Logistics. Expense centers are linked to a specific project center. They may only be associated to *one* project center at any given time. However, each EC may have multiple service customers.

Cost center managers (CCM) are responsible for their ECs and must establish FY budgets, justify fund increases, and monitor the costs incurred by their accounts day-to-day consumption of supplies, equipment, and services. If an account runs out of funding, it is the CCM's responsibility to notify the RA and request additional funding. If funding is available in another project center or EOR, it is the RA's decision to reallocate the funds. Do not move funding without permission from your RA!

Establishing expense centers

The EC is used to monitor spending at the RC/CC level. An expense center can only be related to one project center, but may be linked to multiple service customers. ECs can be established by using the Expense Center Detail-New screen which is accessible through the navigation menu in the System Services module.

Revising expense centers

Expense center fields may be revised through the SS module. A change to any data field (except funding targets) causes change throughout the funding data structure. Use the FUND icon to locate and open the applicable expense center. The following fields may be modified:

1. EXPENSE CENTER ID.
2. FUND CODE.
3. EXPENSE CENTER NAME.
4. PROJECT CENTER.
5. EXPENSE CENTER TARGET.
6. EOR TARGET AMOUNTS.

Deleting expense centers

When an EC is no longer required or when you receive guidance from DFAS or your resource advisor, you can mark an expense center for deletion by placing a check in the MARKED FOR DELETION field of the EXPENSE CENTER DETAIL window. If you mark a record for deletion, it will appear in the system but it will not support any further financial activity. The expense center is removed during EOFY processing as long as there are no financial ties to it. If there are still financial obligations that were not cleared prior to EOFY, the EC remains visible in DMLSS but will continue rejecting financial activity.

Service customer

In DMLSS, the service customer (SVC CUST) account ID represents *the lowest level in the organizational hierarchy*. The SVC CUST is associated with an account's individual detail record. This number is important to Medical Logistics as it defines the customer's delivery location. This identification number is not passed to DFAS for financial processing. The service customer ID is a unique identifier that can be any six-digit prefix the MTF assigns to a customer. Typically it is related to the expense center for ease of recognition, but does not have to be.

All customer catalog records, transaction history, and issue consumptions are tied to the SVC CUST. It is for this reason that once the service customer is set, there is no need to change it. Creating a new

service customer for an existing service customer will result in lost historical records for the customer. Additionally, catalog records need to be transferred from the old ID to the new one.

Once a service customer is established, it must be tied to at least one expense center.

Self-Test Questions

After you complete these questions, you may check your answers at the end of the unit.

208. Project centers
1. What is the DMLSS organizational hierarchy, from highest to lowest?

2. What financial term is also used to refer to project centers?

3. What is the main purpose for project centers?

4. Match each term from column B to the correct definition in column A. Each term may be used once, more than once, or not at all.

Column A	Column B
____ (1) The maximum amount of funding authorized for use.	a. Reimbursable issues.
____ (2) The specific level where funding must be available.	b. LP surcharge.
____ (3) Increases when an item is issued.	c. Fund target.
____ (4) Added to customer account when reimbursable items are returned.	d. EOR.
____ (5) Obligated funds that are not available for other purchases.	e. Target flag.
____ (6) Reduced when an item is issued.	f. Project center.
____ (7) Offsets PFY losses to the AFWCF.	g. Turn-in credits.
____ (8) Identification used to code various types of funding.	h. Obligations.

5. Where do RAs load target funds?

6. From which DMLSS application can you create, delete, edit, and review project centers?

7. How do you mark a project center for deletion?

8. When are project centers that are marked for deletion removed from DMLSS?

209. Expense centers
1. What do expense centers identify within the unit?

2. Why are expense centers important to resource advisors?

3. Expense centers are also referred to by what financial term?

4. What RC is used to identify Air Force medical units?

5. How many project centers may be associated with each expense center?

6. How many service customers may be associated with each expense center?

7. Who must notify the RA and request additional funding if an account runs out of money?

8. Which DMLSS application is used to revise expense centers?

9. Which account identifier represents the lowest level in the organizational hierarchy?

10. Why is the SVC CUST important to Medical Logistics?

11. What identifier are all customer catalog records, transaction history, and issue consumptions tied to?

Answers to Self-Test Questions

201
1. Ordering supplies, researching back-orders, resolving DMLSS issues, and providing training.
2. Property custodian and supply custodian.
3. MTF commander or an authorized squadron commander.
4. Equipment, medical supplies, and non-medical supplies issued to their accounts.
5. With and in the absence of the primary custodian.
6. Property custodians.
7. Military and civilian personnel.
8. The respective property custodian.
9. In the controlled item storage area.

10. Their department's primary property custodian.

202

1. Formally train them.
2. Scheduled mass briefings.
3. One-on-one briefings.
4. Your local System's office help desk.
5. If they need additional or special access.
6. Customer Catalog.
7. New Item Requests.
8. GPC purchases.
9. Manual replenishment.
10. Check Available Funds.
11. A MEMO technician.
12. BMETs.

203

1. First, it is a reference list of a customer's previously ordered supplies with item IDs; secondly, it acts as a shopping guide for re-ordering purposes.
2. Adding non-recurring records to customer catalogs can lead to an unnecessarily large catalog that is difficult to both use and manage.
3. Through the DMLSS CAIM module's CATALOG SEARCH function.
4. Highlight the desired record and either double-click or select CUSTOMER DETAIL from the vertical toolbar.
5. CUSTOMER DETAIL.
6. By selecting CONSUMPTION HISTORY from the vertical toolbar.
7. Local.
8. Combine.
9. By selecting the ADD button next to the LOCATION field.
10. ESTIMATE MONTHLY USAGE.
11. Core.
12. Static.
13. Non-stocked.
14. By selecting the DELETE icon from the vertical toolbar while in the Customer Catalog Detail screen.
15. By selecting NEW CATALOG ITEM—CUSTOMER CATALOG ITEM, from the navigate menu.
16. After locating the item, highlight it while in the Catalog Search screen, and then select ADD CUST from the vertical toolbar.
17. Use the CATALOG SEARCH function while in the CS module. After locating an item they would like to order, they will need to select the ADD TO icon on the vertical toolbar.
18. The quantity that they need, if the item will be recurring, if they want it added to their customer catalog, and the User ID of their Approval Authority.

204

1. CAIM.
2. Automated material requisitions, physical inventories, ordering, storage, receipt, and tracking of materials up to the point of use.
3. Establish and maintain local storage of items in the customer area.
4. By improving local item management from the perspective of the using activities.
5. The customer's request establishes a due-out from the customer to one of their storage locations.
6. An equivalent due-in is created to the customer's account.

7. IM.

8. A due-in transaction is created in the LOG account.

9. CAIM due-out.

10. BUILD/PROCESS/SUBMIT.

11. ISSUES.

12. Reverse.

13. Potential excess, cramped storage areas, and depleting funds.

14. By conducting an inventory of the customer's area.

15. On the header label.

16. SERVICE/CUSTOMER DETAIL.

17. Only one.

18. Order quantity.

19. Empty shelf.

20. Shelf count.

205

1. DMLSS CUSTOMER REPLENISHMENT.

2. Manual replenishment.

3. Open the Manual Replenishment Inventory Entry screen. Click search without entering any criteria. Order the list by whichever means is most appropriate. Select Print from the vertical toolbar.

4. Replenish.

5. Automatic replenishment.

6. Batch HHT.

7. REPLENISH INV.

8. Your user ID; then instead of entering a password, select Batch.

9. Header and shelf.

10. Send File (Batch).

11. Click the CLOSE button and print the Invalid Records list.

12. Not until the exceptions are resolved.

13. REPLENISHMENT EXCEPTION.

14. BPS.

15. You are able to view and modify the orders before they are submitted to the SOS.

16. BPS.

17. ORDER SUMMARY.

18. With an X to the left of the detail record.

19. EXCEPTION DETAIL.

20. On the NAVIGATE menu, select ORDERS, then BUILD/PROCESS/SUBMIT ORDER to view the BUILD ORDERS – ORDER SUMMARY window. Once in this window click on EXECUTE.

21. Issues.

206

1. An MTF catalog record.

2. An item record in the DMLSS MMC.

3. Contracted.

4. CATALOG SEARCH.

5. Highlight the appropriate record and select Add MTF from the vertical toolbar.

6. SPECIAL REQUIREMENTS.

7. CUSTOMER CATALOG.

8. ACCEPTABLE EQUIVALENT.

9. Manually by selecting New Catalog Item—MTF Catalog Item from the navigate menu.

10. NSN or NDC, UPN, MPN, VCN. If none of these are available, then a locally devised number may be used as a final option.

11. No more than 40.

12. Up to 254.

13. CAT SEARCH.

14. Either double click on the item or highlight it and select MTF DETAIL from the vertical toolbar.

15. Long and short item descriptions, manufacturer's name, manufacturer's catalog number, NDC, and NSN.

207

1. SOS.

2. 10.

3. BPA, CON, DBPA, DLA, DPV, ECA, EXT, GSA, HUB, or NON.

4. Auto Assign.

5. SUBMISSION, CONTRACT, ADDRESSES, and POC.

6. SUBMISSION.

7. CONTRACT.

8. Type a call number.

9. REVERT.

10. Add a note.

11. Those selected as the default source for any Log Cat item.

12. Use the UNDELETE button in the vertical toolbar.

208

1. Project center, expense center, and service customer.

2. Project Fund Management Records.

3. They keep a high level running total for current fiscal year O&M financial transactions.

4. (1) c.
   (2) e.
   (3) a.
   (4) g.
   (5) h.
   (6) h.
   (7) b.
   (8) d.

5. Project center.

6. SYSTEM SERVICES.

7. Place a check in the MARKED FOR DELETION field of the PROJECT CENTER DETAIL window.

8. During EOFY processing, as long as there are no financial ties to them.

209

1. Section, work center, or flight.

2. It shows how much funding is being used by each individual section.

3. RC/CC.

4. 3H.

5. One.

6. Multiple.

7. The CCM.

8. System Services.
9. Service customer.
10. It defines the customer's delivery location.
11. Service customer.

Do the unit review exercises before going to the next unit.

Unit Review Exercises

Note to Student: Consider all choices carefully, select the *best* answer to each question, and *circle* the corresponding letter. When you have completed all unit review exercises, transfer your answers to the Field Scoring Answer Sheet.

Do not return your answer sheet to Air Force Career Development Academy (AFCDA).

1. (201) Who is responsible for providing customer service?
   a. Everyone.
   b. Custodians.
   c. Medical Logistics only.
   d. Customer Service only.

2. (201) To whom are individuals *not listed* as an account's custodian referred for assistance?
   a. Supply custodian.
   b. Customer service.
   c. Primary property custodian.
   d. Alternate property custodian.

3. (202) Which Defense Medical Logistics Standard Support (DMLSS) screen is used by custodians to order never before purchased supplies?
   a. New Item Request.
   b. Customer Catalog.
   c. Build Process Submit.
   d. Manual Replenishment.

4. (202) Which basic item should be included within initial custodian training?
   a. Designating authorized representatives.
   b. Automatic replenishment.
   c. Logistics catalog.
   d. Pending actions.

5. (202) Which other logistics element may conduct property custodian equipment training?
   a. BMET.
   b. MEMO.
   c. Facilities.
   d. Warehouse.

6. (203) Which module do customers use to access their catalog?
   a. CS.
   b. IM.
   c. EM.
   d. CAIM.

7. (203) Which Item Location Detail field may be modified?
   a. SAFETY LEVEL.
   b. REORDER POINT.
   c. SERVICE CUSTOMER.
   d. ESTIMATED DAILY USAGE.

8. (203) Which level type is used when a user wants to manually maintain a level?
   a. Core.
   b. Static.
   c. Stocked.
   d. Non-stocked.

9. (203) The vertical toolbar option used to add a military treatment facility (MTF) item to a customer's catalog is ADD
   a. CAT.
   b. ITEM.
   c. CUST.
   d. CUST CAT.

10. (204) Which inventory method is used to replenish the exact amounts entered per item?
    a. Order total.
    b. Shelf count.
    c. Order quantity.
    d. Shelf quantity.

11. (204) Which inventory method orders the difference between the on-hand balance and the authorized level?
    a. Shelf count.
    b. Empty shelf.
    c. Order amount.
    d. Order quantity.

12. (205) Which replenishment type requires the use of an inventory list?
    a. HHT.
    b. Batch.
    c. Manual.
    d. Automatic.

13. (205) Which replenishment type relies on estimated on-hand (EOH) quantities?
    a. HHT.
    b. Batch.
    c. Manual.
    d. Automatic.

14. (205) Which replenishment type is the most commonly used to replenish customer areas?
    a. Batch.
    b. Manual.
    c. Shelf count.
    d. Order quantity.

15. (205) Which module checks for available funding and deleted items prior to sending an order to LOG ISSUES?
    a. CAIM.
    b. BPS.
    c. IM.
    d. SS.

16. (206) What type of catalog record must first be created before an item can be stocked, ordered, or added to a customer's catalog?
a. Master.
b. LOG.
c. MTF.
d. UDR.

17. (206) Which of the following is *not* a catalog search scope?
a. Sourced.
b. Unsourced.
c. Non-contracted.
d. Readiness portal.

18. (206) Which scope should be thoroughly searched before adding a new military treatment facility (MTF) catalog record?
a. Sourced.
b. Contracted.
c. Unsourced.
d. Readiness portal.

19. (206) Which medical treatment facility (MTF) CATALOG SUPPLY tab is used to identify items that are approved for automatic substitution?
a. ACCEPTABLE EQUIVALENT.
b. SPECIAL REQUIREMENTS.
c. CUSTOMER CATALOG.
d. REPLENISH INV.

20. (206) How many characters are allowed in the SHORT ITEM DESCRIPTION field?
a. A maximum of 20.
b. A maximum of 60.
c. No more than 40.
d. No more than 80.

21. (207) Which source of supply (SOS) category includes all sources located outside of the medical treatment facility (MTF)?
a. HUB.
b. LOG.
c. Internal.
d. External.

22. (207) Which option may be used to have a source of supply (SOS) code created for you?
a. Environment.
b. Submission.
c. Auto assign.
d. New SOS.

23. (208) What is the highest level in the Defense Medical Logistics Standard Support (DMLSS) organizational hierarchy?
a. Element of resource.
b. Service customer.
c. Expense center.
d. Project center.

24. (208) Which element of resource is used to procure medical supplies?
    a. 604.
    b. 615.
    c. 624.
    d. 635.

25. (209) Expense centers may only be linked to one
    a. cost center.
    b. project center.
    c. resource center.
    d. service customer.

26. (209) Expense centers may have multiple
    a. cost centers.
    b. project centers.
    c. resource centers.
    d. service customers.

27. (209) What is the *lowest level* in the Defense Medical Logistics Standard Support (DMLSS) organizational hierarchy?
    a. Element of resource.
    b. Service customer.
    c. Expense center.
    d. Project center.

Unit 2. Acquisition Management

R EQUISITINGING MEDICAL MATERIEL is a critical part of the Acquisition Management function. You need an effective requisition system to ensure the MTF is supported properly and able to carry out its assigned mission. You should be able to determine stock requirements far enough in advance to avoid stock shortages. Unexpected emergency issues can deplete normal operating stocks or cost the MTF extra fees for expedited delivery. Running out of medical supplies can also close down a function within a medical department. For these reasons, ordering medical materiel is considered a critical function of any medical materiel account; which is why you first need to learn the correct procedures for processing requisitions and know your preferred SOS.

2–1. Requirements

Think about the last time you were seen by a medical provider. Do you recall what the exam room looked like? Did you realize that every supply and equipment item in that room was ordered through Medical Logistics? No form of medical treatment could take place without each medical logistician doing his or her part. Your part may be to process the medical material requirements by using the LOG ORDERS module in DMLSS. Information about the requirements list and NIRs will be covered in this section.

210. Processing requirements list/log orders

In this lesson you will learn how requirements are categorized and processed. DMLSS identifies these requirements by computing the difference between on-hand balances, due-ins, due-outs, safety levels, and reorder points. When DMLSS identifies a valid need or when a particular threshold is crossed, a requirement is passed to the LOG Orders module. From there, you will review the listing and process orders for the required items and quantities.

Reviewing requirements

In DMLSS, requirements are generated on-line anytime you want them. It's important to note that operating (OPR) and war reserve materiel (WRM) requirements are not computed in the same application. OPR requirements are generated in the IM application using the LOG Orders module, while WRM requirements are computed in the Assemblage Management (AM) application using the Replenishment module. You will learn about WRM requirements in another volume.

Generating requirements

To review the current operating requirements, access the IM application. Point to ORDERS on the Navigate menu and click LOG Orders. You may also access LOG Orders by clicking LOG ORDER on the IM main window horizontal toolbar. As a result of clicking LOG Orders, DMLSS generates requirements for logistics and displays a list of only those SOSs that have requirements. At this point,

you'll have to determine which SOSs you would like to place an order with, select it and click OK. Typically, individuals responsible for generating and sending orders to external SOSs manage multiple SOSs and SOS types; therefore, multiple SOS types are displayed. Make sure that you are only selecting the SOSs for which you are responsible.

The system displays the Order Summary screen, which in turn displays the total number of line items and total dollar value per individual SOS order, as well as other helpful fields. One of these is titled Exceptions. Orders with Exceptions cannot be processed. You must first resolve the exception before you execute the order. The EXCEPTION DETAIL window provides an explanation of why there is an exception on the order.

Again, the Order Summary screen only summarizes the requirements. In order to see and work with the individual line item details, you need either to highlight one of the orders and click on the DETAIL button or you may double click on the order line itself. This takes you to the Order Detail screen where you can see each of the individual line items that make up the order.

Processing requirements

The Order Detail screen displays more in-depth information about the requirements of a selected SOS. In this screen, DMLSS allows you to modify detail information pertaining to the line items on the order. Some of the editable fields include Qty (quantity), Advice Cd (code), and Price. This screen also displays other necessary information needed to complete the order, such as, item ID, vendor item number, and description. While using the GPC, this screen should be open as you communicate with the SOS's representative.

After reviewing the items on this screen, you may choose not to include a particular item with the rest of the order. To remove an item from the order, you may either enter a zero in the Qty field or use the DELETE button on the bottom of the screen. The item will only be removed from the current order; however, it will continue to appear as a requirement the next time you initiate the LOG Orders process.

Payment option within the Order Detail screen

While you are still in the Order Detail screen, an important decision you can make is how to pay for the order. Provided the vendor has already been set up to accept purchase cards in their respective SOS detail, and the GPC is your intended method of payment for the order, then click inside the ACCEPT PURCHASE CARD checkbox and make sure that the box is checked. When the order is executed, the order detail and dollar amounts are entered into your purchase card register. However, if the vendor does not accept purchase card payment, or this option has not been previously set up in the SOS detail, the order is sent to Finance for payment. Once you're finished with the Order Detail screen, click on the CLOSE button to save and close the window. This action returns you to the Order Summary screen.

Placing the order

To finish placing the order, highlight the SOS and click on the EXECUTE icon. The system will assign a call number and prompt you to enter an order reference number as provided from the vendor. It then submits the order via the method indicated in the SOS detail for the vendor. Normally for GPC orders, the submit method is *print*; nothing needs to be transmitted. After executing the order, DMLSS will prompt you to print the Defense Department (DD) Form 1155, Order for Supplies or Services. If the SOS is considered electronic commerce (E-COMM), such as prime vendor (PV) or Defense Logistics Agency (DLA), the submit method will be via *electronic data interchange* (EDI). This is the main reason that E-COMM is the preferred ordering method over GPC which requires manual phone calls, follow-ups, and credit card reconciliation.

Prime vendor requirements

PV requirements are managed in the same module as the operating requirements. If a PV requirement exists, it is displayed in the SOS selection list within the LOG Orders module. Select the PV SOS and

review the order, then execute it as you would any other operating requirement. You do not need to select a payment option since the PV sources are setup not to accept GPC.

Assemblage requirements

Requirements for assemblages relating to WRM are located in the Assemblage Management (AM) application. This process is covered in a later volume of this career development course (CDC).

211. Process new item requests

If you are assigned to work in Customer Service, you will receive most of your new item requests through the DMLSS NIR module using the IM application. This method requires the custodian to submit the request using the same NIR screen through the CS application, and then obtain a second digital signature from the approving official (AO) before the request is transferred to Medical Logistics personnel. A NIR is an important tool for the customer when new items are required for the mission. However, as mentioned previously, make every effort at each level to locate the item or a suitable substitute that is already loaded in the DMLSS master catalog. NIRs can take up a disproportionate amount of government resources if customers are allowed to abuse the system.

Custodian

Using the CS application, the customer initiates a NIR by selecting the NIR icon from the horizontal toolbar. The custodian needs to fill out all mandatory fields, which include the following:

- ITEM DESCRIPTION.
- U/P.
- U/P PRICE.
- QUANTITY REQUIRED.
- SOS CONTACT INFORMATION.
- A JUSTIFICATION.
- MFG PN, NSN, or NDC.

The custodian will finalize and submit the request by selecting their approval authority at the bottom of the screen and then selecting SAVE from the vertical toolbar.

Approval authority

The approval authority is the next individual to review each NIR that is submitted. The approval authority should be someone in a position above the custodian at the flight leadership level; typically the flight chief, NCOIC, or flight commander. When the approval authority logs into the DMLSS CS module, there will be a pending action notification within the individual's in-box providing notification of the NIR awaiting approval. By double clicking on the message, the NIR window will appear. The requirement may then be reviewed and either APPROVE or DISAPPROVE may be selected at the bottom of the screen. If the approval author disapproves an item, a notes window appears to allow the individual to type in the reason. Selecting SAVE from the vertical toolbar finishes the process. If the approval authority decides to change the previous action and remove either the approval or disapproval from the NIR, CLEAR STATUS may be selected from the vertical toolbar. When approving the item, a Logistics user ID must be selected in order to conduct the next step, Catalog Research. It is important that custodians are aware of which individual to send their request to. Sending it to the wrong individual could cause lengthy delays.

Catalog research

If you are in Customer Service, you will most likely be processing the next two steps. Upon logging in to IM, you will see an NIR pending action (if you have been given the appropriate user privileges). Double click on the pending action to open the NIR Pending Action screen. This screen shows the

step each pending NIR is at; each level of review has its own tab. Double click on the item listed under the CATALOG RESEARCH REVIEW tab; this will open the NIR.

The JUMP TO button located next to the ITEM ID field is used to have DMLSS conduct a search based on the catalog data provided. When the automated search does not produce a result, review the available data and search the master catalog for the item by using whatever data was provided. If you locate the item in the master catalog, select Existing Catalog next to your user ID in the CATALOG RESEARCH action field and enter the applicable item information into the NIR (i.e., item ID, NSN, NDC, etc.). To complete the process, select the hazardous material (HAZMAT) reviewer and select SAVE from the vertical toolbar.

HAZMAT research

Review the Hazardous Materials Information System (HMIS) for any potentially hazardous items. Indicate on the NIR if the item is, is not, or may be hazardous. As a general rule, if the item description has a chemical name in it, there's a good chance it's hazardous. If an item is determined to be hazardous, follow your local reporting and storage procedures. When finished with the NIR, select your Logistics approval authority and select SAVE from the vertical toolbar. If your account does not process frequent NIRs, it is recommended that you notify your Log Authority when they have items waiting for approval. This will help to keep down the total number of processing days.

Log authority

The Logistics Authority will normally be a GPC approving official, flight chief, or Medical Logistics Flight commander (MLFC). They will use IM and pending actions to identify and open pending NIRs. They may either approve or disapprove (with a note) the NIR. Approved NIRs are forwarded to the Ordering Authority (a LP or PV acquisitions technician).

Purchaser

At this point, the catalog record can be created for the NIR by using the steps from the previous unit. After the catalog is created, load the item ID and any other pertinent data into the NIR. If the item is to be purchased through Log Orders, based on a due-out requirement, select CUST REQ from the vertical toolbar and process the customer request. If the item is to be ordered immediately, you may select OFFLINE from the vertical toolbar and process an offline/non-submit order.

NOTE: At any time an NIR can be deleted by selecting the DELETE button from the vertical toolbar. This should only be used if the NIR *will not* be resubmitted at a later time. Alternatively, if the NIR is *disapproved*, it may later be modified and resubmitted by the originator.

Self-Test Questions

After you complete these questions, you may check your answers at the end of the unit.

210. Processing requirements list/log orders

1. When are DMLSS requirements generated?

2. Which IM module is used to generate operating requirements?

3. As a result of clicking LOG ORDERS, DMLSS generates requirements for logistics and displays a list of which SOSs?

4. What screen displays the total number of line items and total dollar value per individual SOS order?

5. What must first be resolved before you can execute an order?

6. Which window provides an explanation of why there is an exception on an order?

7. What must you do to see and work with individual line item details while in the Order Summary screen?

8. Which screen allows you to modify detail information pertaining to line items on an order?

9. What actions may be taken to remove an item from an order?

10. Which Order Detail option must be selected when using the GPC as a form of payment?

11. What two steps are taken to finish placing an order from the Order Summary screen?

12. What submit method is used for GPC orders?

13. What submit method is used for E-COMM orders?

14. If a PV requirement exists, where it is displayed?

15. Which DMLSS application is used to process WRM requirements?

211. Process new item requests

1. You will receive new item requests through the DMLSS NIR module using which DMLSS application?

2. Which DMLSS application does the customer use to initiate NIRs?

3. How does a custodian finalize and submit the NIR request?

4. What will be waiting for the approval authority when logging into the DMLSS CS module?

5. If the approval authority disapproves an item, what type of window will appear to allow an explanation of the decision?

6. What screen shows at which step each pending NIR is at with each level of review having its own tab?

7. Which NIR button is used to have DMLSS conduct a search based on the catalog data provided?

8. How do you indicate that a matching record was found in the master catalog during an NIR catalog research review?

9. What actions are taken if an NIR item will be purchased through Log Orders, based on a due-out requirement?

10. Which option can be used to remove an NIR if it will *not* be resubmitted at a later time?

2–2. Purchasing

How do you decide where to buy a shirt when several stores offer the same brand? Is it price, service, location, convenience, loyalty, or a combination of all of these that influences your decision? The same question is relevant to your job of buying medical supplies. Where should you go to get the supplies and equipment needed to get the job done and who makes the decision? Medical Materiel has several options. Some sources are decades old, while other sources are newer with processes that rival any business practice you would see in the civilian business community. This section explains each of the mandatory or preferred sources, as well as the procedures for using them.

212. Prime vendor

A prime vendor is a single distributor of brand-specific medical supplies who provides next day delivery. This program provides the majority of a facility's pharmaceutical and medical/surgical needs. PVs are leading distributors in their respective industries. Their regionalized contracts cover

the entire United States, Europe, and Pacific for both pharmaceuticals and medical/surgical supplies and equipment.

Purpose of the prime vendor

The DOD Medical PV Program provides participating facilities with a prime supplier for a commodity line, either pharmaceuticals or medical and surgical items. DLA Medical is responsible for the overall management and operation of the DOD medical PV program. The overall purpose of the prime vendor program is to shorten the logistics pipeline and make it more reliable. It provides a rapid and cost-effective method for acquisition of medical materiel.

Under the terms of each PV contract, the contracting agency is DLA. Each MTF will have a contracting officer representative (COR). The COR is appointed by the contracting officer, and recommended by the MLFC, to perform specific technical or administrative functions.

The prime vendor medical-surgery (PVM) SOS is preferred, but not mandatory. PVM and prime vendor pharmaceutical (PVP) statistics are tracked and provided monthly by DLA.

Contract types

Items covered under the PVP and PVM are on either a DLA distribution and pricing agreement (DAPA) or an indefinite delivery indefinite quantity (IDIQ) type contract. A DAPA is a formal agreement between the government and a vendor interested in selling medical supplies or equipment to federally funded activities. By entering into a DAPA, a manufacturer or distributor agrees to sell a product to all government MTFs at a specified price. The collective purchasing power of all DOD medical units allows us to negotiate as one very large entity. With this purchasing power, we negotiate as a whole and agree to buy a specific brand or product from the PV. In return, we are granted DOD-wide discounted pricing. Meanwhile, an IDIQ contract provides for an indefinite quantity of services during a fixed period of time. This is used when the government cannot predict the quantity of resources needed during a specific period of time. The IDIQ contract allows activities to place orders against the contract for whatever items and quantities are needed between the contract's start and end date, normally an entire FY.

Submission methods

When placing PV orders, there are two types of submission methods: online or offline. Under most circumstances, you will place your orders *online* using the Log Orders module. With the online method your order is transmitted to the PV source. Meanwhile, *offline* orders are manually coordinated with the source and then entered into DMLSS in offline non-submit mode so that they are not transmitted electronically. Offline non-submit orders are the exception and should only be used when the online system cannot be used (i.e., DMLSS is down, schedule II controlled item orders, credit orders, and emergency orders).

Emergency orders

Both PVs normally provide a minimum of two emergency shipments per month at no additional charge to the participating medical facility. Additional fees for emergency shipments in excess of two per month may be charged to the customer, including all applicable transportation and handling costs as agreed to between the requesting medical facility and the PV at the time the order is placed.

The PV is required to make delivery of the ordered item in the required time frame (usually 6 hours) 100 percent of the time. Delivery of items on an emergency basis is by the fastest possible carrier.

Prime vendor pharmaceutical

There are also several types of *delivery* methods and *special order types* that may be placed under the PV program. These *pharmaceutical only sources* are utilized under a requirements contract, meaning that we are required to process all of our pharmaceutical requirements through these sources first. PVP requisitions may be categorized as either routine delivery/orders or as special orders.

PVP is considered a requirements contract. This means facilities are obligated to use it for all of their pharmaceutical requirements covered under the DOD Medical PVP contract. In fact, use of PVP is mandatory for AF medical customers as the primary pharmaceutical SOS, unless it's for one of these exceptions:

- MILSPEC—the item is only available from a government depot such as military unique item (i.e., biological warfare antidotes).
- EMERGENCY—the PV advises the ordering activity that an emergency item covered by the program cannot be filled in the time frame/quantity required by the ordering activity.
- UNAVAILABILITY—a routine order for an item covered by the program cannot be filled and no substitutes are available.

PVP delivery/order types

Most daily PVP orders will be placed as either just-in-time (JIT) or as drop shipments (DRS).

Just in time orders

JIT orders are for items the customer needs delivered within 24 hours of order placement, excluding holidays and weekends. This is the primary order type submitted for the pharmaceutical PVP. PV will confirm the order within two hours of receipt as stipulated in the contract.

Drop shipments

DRS items are ordered through the prime vendor, but delivered to the customer directly from the manufacturer.

Special order types

Special orders differ from routine orders in that they have additional processing requirements due to their sensitive nature.

Schedule II narcotics

Customers must complete and provide to the PV a Drug Enforcement Agency (DEA) Form 222, U.S. Official Order Form for Controlled Substances, before ordering Schedule II narcotics from the PV. The actual procedures for purchasing Schedule II narcotics vary from vendor to vendor. Orders will typically be processed as offline non-submit orders, then faxed or mailed to the prime vendor. Check with your local PV for their procedures.

NOTE: A separate delivery order and call number is always required for narcotic orders.

Each order/delivery site must have its own DEA registration number. The PV is authorized only to deliver to a point that has already been assigned a DEA registration number.

NOTE: Schedule II drugs are not available for overseas activities through the PV.

Schedule III - V controlled substances

Other controlled substances are ordered on a separate call number from all other daily PV orders. Otherwise, the process is identical to ordering non-controlled items. Controlled substances are not available overseas through the PVP. These items must be ordered through DLA.

Prime vendor medical/surgical

These sources are used as your first option for the procurement of both medical and surgical supplies. Orders placed through your PVM fall under one of three delivery/order types: usage orders, non-usage orders, or drop shipments.

Usage orders

Usage orders (USE) is an ordering method that is used for items which you have provided usage data to the PVM and refers to items you will order consistently. This is the equivalent of Medical Logistics stocking an item in the warehouse that has a guaranteed daily demand rate. Usage items must be ordered at least monthly; failure to do so results in the PVM removing the level for that item.

Non-usage orders

Non-usage orders (NUS) is an ordering method used for DAPA items when you have not provided usage data to the PVM and refers to items that you will not use consistently. These are items that you order "one-time" or maybe only a few times per year in sporadic quantities. You do not need to coordinate NUS items with PVM. Items that do not fit the routine order schedule and are not candidates for your usage list fall in this category. Unlike usage orders, expect delivery approximately one week after ordering non-usage orders. This gives the PVM an opportunity to have these items drop shipped or transferred from another distribution center if necessary. If you change the delivery method, remember to notify your PVM immediately. Not notifying the PVM may result in your orders being rejected.

Drop shipments

DRS items are ordered through the prime vendor, but delivered to the customer directly from the manufacturer.

213. Prime vendors and controlled items requisitions

The process of executing PV orders is very different from those associated with placing GPC orders. PV orders may be processed as either offline or online. Additionally, different steps may be taken depending on if the order is routine, backordered by PVM, or is classified as a controlled item.

Offline orders

Offline orders are logged in DMLSS using the SUPPLY/EQUIPMENT OFFLINE ORDERS screen. This screen is accessed by navigating to Orders then Offline: Submit/Non-Submit. Add the line items and quantities in the MAIN tab. Then, complete the appropriate fields in the bottom half of the screen (e.g., PV CREDIT, NON-SUBMIT, CALL NUMBER, REFUND CODE). When placing PV orders using available credits, be sure to first select NON-SUBMIT for offline orders and select PV CREDIT. Afterwards, enter a manually assigned call number and make sure the refund code is set to "N." Finally, select EXECUTE from the vertical toolbar to save the order.

Online orders

The majority of your PV calls will be submitted in DMLSS as online orders. Online ordering of PV items takes place in the IM LOG ORDERS module. You use Log Orders and select PVP for pharmaceutical orders or PVM for medical and surgical orders. After reviewing the order, it is submitted to the PV and a call number is automatically generated for the order.

Routine Log orders

DMLSS automatically separates same sourced LOG orders according to the assigned delivery method. For example, if LOG orders exist for PVM that contain both USE and NUS items, the system sorts the USE items into one order and the NUS items into another order. A separate call number is assigned to each order.

While viewing the LOG ORDERS window, users may select all, some, or a single SOS for processing. Once an SOS is selected, DMLSS locks the items, validates, and builds the order(s). An order summary is visible for each source.

The ORDER SUMMARY window provides summary details for each source to include total lines, total value, exceptions, controlled item class, call number, auto call indicator, and delivery method. The summary also displays funds availability to include commitments and new available balance information. Users have the ability to modify specific requisition qualifiers with the Order Detail screen, such as, Media/Status (M/S) code, Priority, Supplementary Address, and Vendor Item Number. The VIN is the most critical component of the requisition process as it signifies to the vendor exactly what you are attempting to procure.

PVM backorders
DMLSS 3.1.2/Gen IV allows both the primary and back-up Med/Surg PVs to *hold* a backorder. This means that they will hold the order and fill it as soon as they can. However, when holding a backorder, the PV must provide an estimated shipping date (ESD) for every line that is backordered with a status code of IB. The delivery timeframe is based on the ESD. If the ESD exceeds 90 days, DMLSS automatically generates a cancellation request. Additionally, if a customer requires materiel before the ESD, a request for cancellation can be initiated immediately.

Any items that were not initially filled are held on backorder with an ESD provided in the order confirmation (EDI 855). If the customer determines the product is required prior to the ESD, a request for cancellation must be made by means of the EDI 860 (Purchase Order Change Request). The PV will respond with an EDI 865 (Purchase Order Change Acknowledgement/Request) either accepting or rejecting the cancellation.

If the primary PVM accepts the cancellation, DMLSS generates a potential order to the secondary PV. The user receives a Potential Orders to PV Backup pending action and must decide between the following courses of action: resend the order to the primary PV, create an order to the secondary PV or cancel the line item(s) from the pending action. If the site chooses to send the order to the back-up PV and it cannot fill the order immediately, they may place the item on backorder and must provide the customer with an ESD in the order confirmation. If the customer decides the item is required before the ESD, the customer can request cancellation in the same manner as stated previously.

The user is notified two business days after the ESD if the receipt is not posted and an EDI 856 is not received via a pending action – Delinquent Backorder from PV.

Controlled items
Controlled items are ordered in a similar fashion to other PV orders with a few important exceptions. Both Q and R type orders are placed with their own individual call numbers, separate from all other routine calls and separate from each other.This is especially important when the orders are received by the warehouse. Do not commingle controlled and routine items. It is important to identify controlled items quickly, have the controlled items custodian take them into custody, and promptly secure them.

Controlled items—schedule IIs (C-II) include those substances that have a high potential for abuse. They must therefore be carefully controlled and monitored by the (DEA) Office of Diversion Control. These items require the additional use of a DEA Form 222. Carefully fill out and complete the DEA Form 222. Errors or corrections will cause either all or some of your order to be rejected. Maintain all completed order forms, to include items that are unaccepted or defective, for two years.

After submitting the C-II (R) order through Log Orders, print the DD Form 1155 and submit it to the commercial PV vendor along with the DEA Form 222. New processes may soon be available that replace the hard-copy DEA Form 222 with an electronic online ordering and confirmation system. However, continue to follow current local and AF guidances.

214. Electronic catalog
DLA Troop Support's ECAT is an internet solution that uses the latest electronic commerce technology for ordering, receiving, and processing payments for medical devices and supplies. This system covers commodities normally not covered under PVP and PVM. ECAT is best known as a primary source for dental specific items. The online catalog allows comparison shopping between multiple catalogs to help the user locate the best value. ECAT is a Web-based system and is accessed by navigating your Web browser to https://www.medical.dla.mil or by selecting the link from the DMLSS System Navigation Window under Help then Links. You must have an active DLA Troop Support account with ECAT privileges. DLA Web site accounts are automatically deactivated after 30 days of inactivity.

ECAT provides an electronic commerce (e-comm) solution to manual local purchase activity. Additionally, ECAT is encouraged over the other non-PV methods of procurement since their pricing often undercuts other LP prices, even after the surcharge is factored in. Prices found in ECAT are reflected as the *delivered cost*. The delivered cost already includes shipping, handling, and the DLA surcharge. It is important to be able to explain *delivered cost* to custodians since they often think ECAT is more expensive than other sources that add shipping and handling charges after the customer has checked out.

ECAT's Web-based application offers the features presented in the following table:

ECAT Web Application Features	
• Multiple catalog ordering.	• HELP desk support.
• Order status within 24 hours.	• In-transit visibility.
• Product delivery within 72 hours.	• Free delivery.
• Robust search engine.	• In-the-clear addressing.
• Scheduled ordering.	• "Gatekeeper" functionality.
• Shareable reorder templates.	• Tiered volume pricing.
• Credit card payments.	• Integration with Legacy financials.
• Competitive pricing/on-line reports.	

The Medical ECAT application has proven to be extremely adaptable for both advanced and elementary users with equal effectiveness. To ensure accurate and complete data, ECAT maintains a complete audit trail of every transaction. In addition, the status of any purchase order can be checked at any point in the procurement cycle, thus satisfying the most demanding customers.

ECAT levels of access

To help make sure only authorized personnel order supplies through ECAT, you have the ability to define and set levels of access to different users. Every ordering activity has the ability to assign the three types of users in ECAT, namely Order Builder, Order Authorizer, and Receipt Personnel.

Order Builder

Order Builder is the most basic level of user in the ECAT system. The Order Builder user is able to search, build, and submit an order for authorization but cannot actually purchase an order for items. Generally, this user does not have budgetary authority to spend money for the ordering activity.

Order Authorizer

The Order Authorizer has all the privileges of the Order Builder, plus the ability to accept and process orders. This user has the purchase authority at the ordering activity. Depending on the policy at your location, the Order Builder may or may not have order authorization privileges.

Receipt Personnel

Receipt Personnel are users authorized to designate in ECAT that items in a shipment have arrived at the facility. You can designate any user as Receipt Personnel to include Order Builders, Order Authorizers, and administrators, or someone independent of the other users.

Your activity can determine and set the appropriate mix of user roles. For example, some activities may allow all users to be Order Builders, with only one user authorized to be an Order Authorizer, while other activities may allow users both privileges.

Online access

ECAT can be accessed through DMLSS or the World Wide Web (WWW); however, the preferred interface for AF MTFs is the DMLSS system. It may be advantageous at times to use the ECAT Web site directly for research only purposes.

DMLSS procedures

Remember, the preferred method for ordering items from ECAT is by processing the requisitions through DMLSS. You can place ECAT orders from the LOG ORDERS or OFFLINE SUBMIT modules in the IM application. The system sends the orders out via MILSTRIP and payments are made via MILLSBILLS. The DMLSS ECAT support function consists of cataloging, requisitioning, status processing, receiving, and paying functions. The process begins with you identifying an ECAT item in DMLSS. Once you have identified the item, the extended information is added to the subsequent standard MILSTRIP requisition for that item. All requisitions, status, and interfund billing for ECAT items are sent and received in a manner similar to depot orders. Let's now look at the ECAT ordering process in DMLSS.

Adding ECAT items to DMLSS

While using the ECAT Web site, you may conduct queries for available items. After locating an item, if the item is not already loaded into the Medical Master Catalog (MMC), you will see an option on the bottom of the item's detail record to ADD TO MMC. Select this Web site link to have the item forwarded to the MMC for inclusion. During the next catalog update, the item will be available in your local DMLSS catalog.

Processing ECAT requisitions in DMLSS

Once the item is available in your MMC, you need to access the IM application in DMLSS and perform a catalog search. Note that the ECAT scope is no longer available. Instead, ECAT is automatically included in your MMC searches. When you locate an item that is available via ECAT, select ADD MTF on the vertical toolbar to create an MTF catalog record. Once you have added the records, DMLSS allows you to order ECAT items like any other item through either LOG ORDERS or the OFFLINE SUBMIT/NON-SUBMIT module.

215. Blanket purchase agreements

Blanket purchase agreements are simplified methods of filling repetitive needs for small quantities of supplies and services by establishing "charge accounts" with qualified sources of supply. When used properly, BPAs can become an important purchasing alternative.

BPAs are agreements that have been negotiated with a specific vendor to cover the recurring requirements for selected LP items. There are two types of BPAs—centralized and decentralized. *Centralized BPAs* are agreements awarded by your local base contracting office (BCO). These require you to submit requisitions to the contracting agency which then places orders with the vendor. *Decentralized BPAs* are agreements awarded by DLA that allow Medical Materiel personnel to either submit hard copy purchase orders or place orders (calls) directly to the vendor.

The Air Force Medical Logistics (AFML) Web site contains information about current DLA negotiated BPAs to include copies of new agreements, ordering instructions, and guidance in the proper use of negotiated BPAs.

Requirements are established by the MLFC or by DMLSS, based on stock control levels or back orders generated by using activities. In DMLSS, you can generate requirements for a BPA from the LOG ORDERS or OFFLINE SUBMIT modules in the IM application. Regardless of how the requirement is generated, research it to confirm if it is on an approved BPA price list. Once you confirm the item is available on the BPA, you need to establish a BPA SOS catalog record and long item description if the item is not already on record.

Establishing BPA item catalog/SOS records

Before you can generate requirements for a BPA item, the following two conditions must exist:
1. The item has an established catalog record associated with a BPA.
2. The BPA has an established SOS record.

BPAs can be identified by their unique SOS; you must establish an SOS code for locally established BPAs. For locally established BPAs, the first position must be an L.The second and third positions can be numeric or alpha and are assigned for each centralized BPA (i.e., L22, L23 or L2A).

DLA assigns the SOS code for decentralized BPAs. SOS codes for DLA negotiated DBPAs are posted on the AFML Web page. The only alpha code that cannot be used for DBPAs is LPR, which is reserved for requisitions transmitted and handled by the local contracting officer.

SOS catalog record

To purchase an item from a specific BPA SOS, you must point the catalog record to that SOS. If the item is not already associated with a BPA's SOS, you must add the source to the item's catalog. To add the source, you must first open the MTF catalog item record for the item you want to edit. While in the BASIC tab, select ADD from the lower window to add a new SOS. Then, select the desired SOS code, vendor item type, and enter the corresponding vendor item number and unit of purchase for the item. This procedure only adds potential SOSs to the item's list of available sources.

After adding the new SOS, direct DMLSS to use it as your default source. While still in the MTF catalog record, open the LOG CAT tab; then select the SOS field drop down menu and choose the appropriate source to be used as the default SOS. This field affects which SOS the item will appear when reviewing the Log Orders list.

DMLSS BPA vendor SOS file

In DMLSS, access the SOS module to add, retrieve, edit, and store SOS information for BPAs. To establish the BPA files, create the SOS and input the vendor information into the SOS RECORD tabs. Procedures for establishing and updating SOS records were previously discussed in Unit 1. The only unique tab used for BPAs that differs from other SOS records is the CONTRACT tab. Use this tab to establish, edit, or delete the BPA contract information such as the contract number, start and end dates of the contract, and call number generation.

Placing the call

Once the SOS record is established for a BPA, calls can be placed against it. As previously mentioned, you can place orders from the LOG ORDERS or OFFLINE SUBMIT modules in the IM application. Depending on the dollar value of the call and classification of the supplier (large or small business), the ordering officer may do any of the following:

- Place the call without further research. If the total dollar value of the order is under the Simplified Acquisitions Threshold (SAT) of $3,000, you can place the order without further research, as long as the price is considered fair and reasonable.

- Distribute orders equitably among qualified suppliers. If the dollar value of the call is under $3,000 and available on more than one BPA, the ordering officer may distribute orders among multiple qualified suppliers.

- Document price quotations. For example, if the call exceeds the SAT ($3,000), at least three vendor quotes must be obtained to document the solicited pricing.These documents serve as proof of competition and are filed in the contract file.

- Restrict use of call numbers for multiple items. Multiple items are not given the same call number unless delivery and invoicing of all items occurs simultaneously. This helps prevent problems associated with making partial payments.

- Submit the call. For example, several methods can be used to place orders under DBPAs. Orders can be placed by telephone, mail, email, or fax. Check each BPA for the authorized ordering procedure.

Place DLA DBPA orders by using DD Form 1155. Telephone ordering is authorized under most DBPAs and is frequently the norm for DBPAs. Be careful not to miscommunicate when placing the order by phone. Take the time to ask the vendor to repeat the order back to you so you can verify that

all information was received correctly. Make sure you ask the vendor if you must submit a confirming DD Form 1155 to back up the telephone order. If the vendor says no, document this along with the sales person's name on the suspense copy of the receiving report. It's extremely important that you maintain good documentation for telephone orders.

Documenting the call

Document each BPA call on a call register. The form (call register) used may vary depending on the installation to which you are assigned. Call numbers start with the number one and run sequentially for the life of the BPA or until instructed to renumber by modification. In addition, use a hard copy of the call as a receiving document to provide an audit trail. The hard copy of the call can be a printed purchase order, DD Form 1155, or other document. However, if you are using electronic order entry, you can also use the company's order confirmation as the hard copy.

Since each DBPA can and, most often does contain different terms and conditions, certain procedures cannot be standardized. General rules for DBPAs include the following:

- Only items listed on the current authorized price list or federal supply schedule (FSS) can be ordered.
- Only ordering officials authorized by letter can sign orders.
- Individual calls cannot exceed the SAT or the purchasing authority of the activity placing the order, whichever is less. You cannot intentionally split orders to remain under the threshold.
- If applicable, mark all orders FAST PAY. The use of the fast payment procedure is not authorized if the supplies are being purchased for delivery to the activity placing the order and performing contract administration. In most cases, orders placed by activities located within the continental US (CONUS) are not subject to fast payment procedures.

Printing the call

In most cases you will need a hard copy of the BPA order for your files. To print a BPA order you have to access the REPRINT CONTRACT/CALL DOCUMENTATION window in the IM application. In this window, you can search the call register for a specific order and print a DD Form 1155. Use the following steps to print a copy of the DD Form 1155:

- On the NAVIGATE menu, click on ORDERS.
- Select REPRINT CONTRACT/CALL DOCUMENTATION to open the window.
- In the REPRINT CONTRACT/CALL DOCUMENTATION window, type the SOS in the field or any other search method you desire and click on the SEARCH button on the vertical toolbar. The search results are displayed in the Call Register area of the window. To view detailed due-in information for the order, double-click the selected call line item and the detailed information is displayed in the area immediately below the Call Register.
- Click on the CALL DD1155 button on the vertical toolbar. The form is automatically sent to your designated printer.

216. Government purchase card reconciliation

Government purchase card (GPC) reconciliation (recon) involves matching GPC due-in records with the actual charge that appears on your monthly credit card statement. Additionally, you as a cardholder will take this time to ensure items have been shipped and received by the end of the next billing cycle after you have been charged. Finally, reconciliation includes the process of annotating your statement, making minor price adjustments, and gathering all supporting documentation for your GPC binder.

DMLSS reconciliation

The DMLSS Purchase Card Call Register screen is used to reconcile purchases once the charges are applied to the cardholder's bank statement. Cardholders are required to reconcile charges in DMLSS at least monthly, but they can also reconcile multiple times during a statement period. The monthly

reconciliation process is twofold; for example, customers should reconcile within DMLSS and also within their credit card banking agency's system, which is currently Access Online (AXoL).

Purchase card register

All DMLSS GPC reconciliation actions take place in the PURCHASE CARD REGISTER screen, which is accessible by navigating to Purchase Card then Purchase Card Register. This opens a pop-up window for selecting your purchase card (PC) alias and statement month. Other options include changing how the PC aliases are listed and a selectable Register Mode; use *Read Only* to see all calls for a select period regardless of recon status. The *reconcile* register mode shows only items that have not yet been fully reconciled. After selecting your PC alias, register mode, and statement month, your PC register will open.

The PC register screen is divided into top and bottom windows. The top half lists all of your calls that matched your search criteria. The bottom half has three tabs that provide specific details on the order that is highlighted in the top window: ORDER DETAIL, STATEMENT HISTORY, and PURCHASE CARD ADJUSTMENT (PCA) INFORMATION.

ORDER DETAIL

This tab provides an overview of a selected purchase detail and is filled directly from the purchase card register. It allows for reconciliation of orders that appear on the user's purchase card bank statement.

STATEMENT HISTORY

The STATEMENT HISTORY tab provides history of reconciliation actions against each purchase detail when actions are other than Complete (Y). It also allows the user to void actions when changes need to be made against a specific call.

PCA INFORMATION

Purchase card adjustments are reflected in the PCA INFORMATION tab. It identifies the additional funds required or funds being returned to an expense and service customer. Funds are not taken from or returned to the expense center until the statement is processed to DFAS. Cardholders use the PCA to process price adjustments for unknown shipping charges.

Verify item receipt

Before an item can be completely reconciled, it must have been received by the warehouse. The PC register order status column will show an *open* status if the item has not yet been fully received. If an item is open, it cannot be reconciled as complete (Y); however, it may be reconciled as a partial (P). The partial status may be used if you are charged for a portion of the order and expect to be charged for the rest later. If the order status shows as being *closed,* the item has been fully received and may be reconciled as either partial (P) or complete (Y), whichever is appropriate.

Reconciliation action codes

After reviewing your order and comparing it to your bank statement, select a recon action in the ORDER DETAIL tab under Order Reconciliation. To activate a particular order, place a check in the checkbox located in the top window in the first column for the line you wish to recon. The RECONCILIATION ACTION field in the bottom window unlocks. Three options that become available to you include Y – COMPLETE, P – PARTIAL, and D – DISPUTE.

Y – Complete

Choose this action code if you have been charged for a complete order or the remainder of a partial order. This action is only available for items with an order status of "Complete," meaning that all of the items have been received.

P – Partial

Choose this action code if you are paying for a partial quantity received. You can process multiple partial order reconciliation actions against a detail. You use a reconciliation code of Complete (Y)

when processing the final transaction to close-out an order. Use the NOTES button to record comments for your billing official.

D – Dispute

Choose this action code if you are paying for an order that was charged incorrectly on the statement or were charged for an item that was never received. When disputing a charge, enter the total amount charged. Since the vendor billed, the government will initially pay for the charge in full. Contact the vendor and credit card company afterwards to resolve the dispute and request the charge be credited back to your GPC. Click on the NOTES button to record comments about the charge.

After selecting your Reconciliation Action, enter the amount charged in the STATEMENT AMOUNT field and select SAVE from the vertical toolbar.

Price change authorizations

During the recon process, you may come across bank account charges that do not precisely match the dollar figure in DMLSS. If the price difference is questionable or was not agreed upon when the order was placed, contact the SOS for clarification. If the price difference is erroneous, request a credit be made to your card. Alternately, you may request a complete credit for the charge and have the SOS re-bill you at the correct cost. Whichever method you use, make sure the government is paying for what they received and nothing more or less.

After entering the statement amount, if it does not match the order total, a PURCHASE CARD ADJUSTMENT ORDER window will open and require you to enter a customer ID and expense center for the activity that initially ordered the item. The activity will be *credited funds* if the statement totals are less than the selling price or *changed funds* if the statement totals are more. PCAs are used to account for changes to unknown shipping charges. When originally placing an order, a company may give you a shipping estimate that may later change when showing up on your monthly statement. The standard rule of thumb is to question any difference of more than $10 when an itemized receipt is not available. However, both your experience and local policy will better dictate which price changes are acceptable and which are suspicious.

PCAs automatically reverse out any affected receipts and issues, modify the item cost, and reprocess the receipts and issues. For this reason, you must be sure of the costs entered while reconciling. Additionally, PCA increases for items linked to a customer due-out charge the difference to the customer's account from the FY in which the due-out was established. Under normal circumstances this is not a concern. However, this can cause problems after EOFY crossover. For example, a PCA increase processed on 24 October 2014 (FY15) for a customer's order placed in on 1Sep 2014 (FY14) will charge the increase to the previous FY, which has been zeroed out. Work closely with your resource advisor during EOFY crossovers and follow current AFML policies to make sure that your account continues to run smoothly.

Defense finance and accounting service

After you are completed reconciling for the day, you need to let DFAS know how many of your charges you have approved. While still in the Purchase Card Register, select the "moneybags" icon on the vertical toolbar that is marked as DFAS. This transmits your totals to DFAS for their reconciliation process. This action is *not reversible*, so you need to ensure that your statement is reconciled, correct, and complete!

Annotate credit card statement

While you are reconciling your statement in DMLSS, you should also be reconciling your GPC bank account statement. Follow local procedures for this process. However, at a minimum, each bank account charge should be annotated with the corresponding purchase order and call number from DMLSS. This step will greatly assist billing officials when they are approving your statements.

GPC cardholders should be keeping electronic or manual records of each call to include receipts and purchase orders. The general business practice is to organize your files in the order that the charges

appear on each month's statement. This order will facilitate retrieval of specific documentation during your billing official's monthly reconciliation and during inspections.

Reports

There are two DMLSS IM reports that will help you during the reconciliation process: the Purchase Card Register Report and the Delinquent Purchase Card Reconciliation Report.

Purchase Card Register Report

In the PURCHASE CARD REGISTER REPORT window, you can view a report that incorporates lists selected or all purchase card activity during a specific business period. You can select your search criteria and the system will include all items in the Purchase Card Register Report that meet the criteria. You can also print the report or save it to a file by clicking on the PRINT or SAVE TO FILE button on the vertical toolbar.

It is not necessary for you to maintain a hardcopy of the purchase card call register; however, you may have the need to print it later. As mentioned previously, you can print the report based on your specific search criteria. This allows you to search calls from a specific SOS or reconciliation code. You can specify the date range for both the order or statement dates. The date range returns all data that fits the criteria. If there were no orders for the date range, you receive a message indicating no data is available for retrieval. You also have the options of sorting the report by purchase card or contract call. Items will appear on the printed product in the sequence you select and are further sorted by item ID within each call number.

Delinquent Purchase Card Reconciliation Report

This option allows you to access the REPORT VIEW-DELINQUENT PURCHASE CARD RECONCILIATION REPORT window. In this window you select the search criteria to identify and view a list of delinquent orders. The delinquencies are identified by cardholder or AO, depending on your search criteria. You can search for two types of delinquencies:

1. Closed orders the cardholder has not reconciled; the default search criterion is 60 days.
2. Reconciled orders that have not been sent to DFAS; the default search criterion is 30 days.

The cardholder, AO, and supervisors can use this report to manage and reduce aged due-ins. The report also ensures that fund totals are promptly transferred to DFAS after reconciliation. Additionally, this report ensures purchase card adjustments are added and subtracted accordingly within the expense and project centers.

Self-Test Questions

After you complete these questions, you may check your answers at the end of the unit.

212. Prime vendor

1. Who is responsible for the overall management and operation of the DOD Medical PV program?

2. What is the overall purpose of the prime vendor program?

3. What are the two submission methods when placing PV orders?

4. Under most circumstances, which DMLSS module will you use when placing your PV orders online?

5. Which type of orders is the exception and should only be used when the online system cannot be used?

6. Which type of contract is PVP considered?

7. Which prime vendor source is considered mandatory?

8. List the three exceptions that allow pharmaceuticals to be procured from other than PVP.

9. Match the items in column B to the description in column A. Each option from column B may be used once, more than once, or not at all.

Column A	*Column B*
____ (1) Primary order type for pharmaceutical PVP and delivered within 24 hours.	a. Narcotics.
____ (2) Delivered directly from the manufacturer.	b. Emergency order.
____ (3) DEA Form 222 is required with each order.	c. USE.
____ (4) Separate delivery order and call number is always required.	d. NUS.
____ (5) Ordered on a separate call number from all other daily PV orders.	e. Controlled substances.
____ (6) Items must be ordered at least monthly.	f. JIT.
____ (7) Items that you will order "one-time" or a few times per year.	g. DRS.

213. Prime vendors and controlled items requisitions

1. Offline orders will be logged in DMLSS using which DMLSS screen?

2. Online ordering of prime vendor items takes place in which DMLSS module?

3. DMLSS automatically separates same sourced LOG orders according to what?

4. Which DMLSS window provides summary details for each source to include total lines, total value, exceptions, controlled item class, call number, auto call indicator, and delivery method?

5. DMLSS 3.1.2/Gen IV allows both the primary and back-up Med/Surg PVs to do what with a backorder?

6. When a PVM backorder's ESD exceeds 90 days, what will DMLSS automatically generate?

7. When the primary PVM accepts a cancellation request, DMLSS will generate a potential order to whom?

8. Q and R type orders should be placed on individual call numbers, separate from what?

9. C-II orders require the additional use of what form?

10. After submitting a C-II order through Log Orders, what two forms should be submitted to your commercial PV vendor?

214. Electronic catalog

1. ECAT is an internet solution that uses the latest electronic commerce technology to do what?

2. What is the ECAT Web site address?

3. DLA Web site accounts are automatically deactivated when?

4. Prices found in ECAT are reflected how?

5. When can the status of ECAT purchase orders be checked?

6. List the three ECAT user access types.

7. What is the preferred ECAT interface for AF MTFs?

8. It may be advantageous at times to use the ECAT Web site directly for what purposes?

9. Which two IM modules are used to place ECAT orders?

10. What ECAT Web site link is used to have an item forwarded to the MMC for inclusion?

215. Blanket purchase agreements
1. What are the two types of BPAs?

2. Which type of BPA is awarded by your local base contracting office?

3. Which type of BPA allows Medical Materiel personnel to submit orders directly to the vendor?

4. Which SOS position must be an "L" for locally established BPAs?

5. Who assigns the SOS code for decentralized BPAs?

6. Which SOS code cannot be used for decentralized BPAs?

7. Which MTF Catalog record tab is used to add new SOSs to an item?

8. Which MTF Catalog record tab is used to select the default SOS for an item?

9. What type of BPA contract information needs to be added to an SOS record's CONTRACT tab?

10. Orders that cost less than what dollar amount meet the requirements for the SAT?

11. What is required from multiple suppliers if the order total exceeds the SAT?

12. Where are all BPA calls documented?

13. Which DMLSS window is used to print a BPA order's DD Form 1155?

14. What steps are taken to access the REPRINT CONTRACT/CALL DOCUMENTATION window?

216. Government purchase card reconciliation

1. Which DMLSS screen is used to reconcile purchases once the charges are applied to the cardholder's bank statement?

2. How frequently are cardholders required to reconcile charges in DMLSS?

3. Which two systems are used for monthly reconciliations?

4. Which register mode is used when you need to see all calls for a select period regardless of recon status?

5. What is listed on the top half of the PC Register screen?

6. What three tabs are available on the bottom half of the PC Register screen?

7. Before an item can be completely reconciled, what condition must exist?

8. What status shows in the Order Status column if an item has not yet been fully received?

9. If an order status shows a call as being *closed*, which two recon codes may be used when reconciling?

10. Which recon action code is used if you have been charged for a complete order and all items have been received?

11. Which recon action code is used if you are paying for a partial quantity received?

12. Which action code is used if you are paying for an order that was charged incorrectly on the statement?

13. What are PCAs used for?

14. When an itemized receipt is not available, the standard rule of thumb is to question any shipping cost differences that exceeds how much?

15. Which FY is charged for PCA increases to items that were linked to a customer due-out?

16. Which icon is used to transmit your GPC totals to DFAS for their reconciliation process?

17. Which other item should you be reconciling while you are reconciling your statement in DMLSS?

18. At a minimum, what should each bank account charge be annotated with?

19. What is the general business practice is to organize your GPC files?

20. Which DMLSS report lists selected or all purchase card activity during a specific business period?

21. Which DMLSS report identifies GPC delinquencies by cardholder or approving official?

2–3. Post Processing Actions

Have you ever placed an order for a personal item only to have it not show up when it should have? Perhaps you attempted to trace the status of the order, track the location of the package, or even called the retailor. As a logistician, you will frequently need to obtain status on outstanding orders by placing follow-up requests. Additionally, the DMLSS system receives daily messages in the form of edits that you will need to review and take action on as needed.

217. Follow-up procedures

Following-up on requisitions is the responsibility of Medical Logistics, when the MLFC is authorized to approve and make the purchase. Perform follow-ups on your requisitions on a regular basis. Neglecting to follow-up on overdue requisitions can result in your customers not receiving their supplies when needed, which in turn, could negatively affect both the quality of patient care and their trust in the supply chain.

It is important that all Medical Logistics accounts develop a proactive and aggressive follow-up program to manage their due-ins. Keep your custodians informed by providing them status on delayed backorders. Also work closely with your custodians on cancellations for items no longer needed while also providing assistance in finding substitute items. Failure to follow-up in a timely fashion decreases the trust your customers have in the Medical Logistics system. This lack of trust can further erode the effectiveness of your account's inventory management practices.

Follow-ups are the responsibility of the activity that placed the order or wrote the contract. PV, ECAT, BPA, and GPC orders are owned by Medical Logistics, and as a result, they are responsible for following up on these orders. Contracts issued by your local base contracting will be followed-up by the contracting agency. However, to provide improved customer service, Medical Logistics accounts could initiate direct follow-up to the manufacturer or vendor when authorized by the applicable contracting officer.

The Medical Logistics initiated follow-up program is an information gathering effort and conveys no authority to alter the contract. A memorandum of understanding (MOU) must be established with the contracting officer. The BCO provides training for Medical Logistics personnel to ensure that proper procedures are followed and the government is not unnecessarily obligated.

DLA provides automatic status based on advice codes contained in your original requisition and in response to follow-up requests. The information is entered into the due-in detail. DLA may not be your primary SOS, but it's important that you understand the process for receiving status, requesting follow-ups, and modifying requisitions. Use the same process for other sources of supply but with more manual intervention.

DLA status categories

The DLA is required to provide data pushes to activities to notify them of action taken or being taken on their requisitions. The data pushes provide either "supply status" or "shipment status." Supply status refers to what actions are being taken on your order. Shipment status provides information on which shipping mode is being used and also provides tracking information.

The DLA provides Medical Materiel activities status of requisitions according to a designated media and status code (one-digit, alpha/numeric code) assigned to the requisition. Medical Materiel uses media and status code of A to designate and request full (100 percent) supply and shipment status from DLA to reduce the need for follow-up inquiries. Prompt action is required to process status data to ensure due-in records are updated to include the latest available status information.

Take a look at how status data is categorized. There are three status categories used with DLA orders as explained in the following table:

Status Categories Used with DLA Orders	
Status Category	**Description**
Exception	Status is provided only on those requisitions that cannot be processed as submitted. Also, it advises that the item will not be shipped within the time frame established for the priority.
100 percent supply	Gives advice of any action taken in response to a requisition. It could be positive advice that the item will be shipped or it could be exception status.
Shipment	Provides the actual shipping date the item is released to a carrier. It also provides the transportation control number (TCN) or government bill of lading number (GBL), mode of shipment, and port of embarkation. Use this data to interface with transportation agencies and support tracing of shipments by consignees.

Time standards

Supply status is dispatched from DLA within 48 hours after receipt of requisitions for priority designators 01 through 08 and within five workdays after receipt of requisitions for priority designators 09 through 15. Shipment status is dispatched within 24 hours after shipment. Before submitting a follow-up, you need to ensure the order and ship time standards for receipt of the materiel have elapsed and you have not received status data. Usually, SOSs respond to follow-up requests by furnishing either supply or shipment status, but never both. The SOS will provide supply status when the requisition was received but the materiel has not been shipped. The SOS will provide shipment status when the materiel has been shipped or is scheduled for shipment. In the latter case, the SOS will provide an estimated shipment date instead of actual. Do not submit follow-ups on a requisition that has not exceeded the estimated shipment date.

DMLSS-generated follow-ups

Follow-ups are used to inquire into the status of a due-in requisition for which no status is recorded or the status is overdue. Automatic follow-ups are not generated for items that have shipping status recorded. Follow-ups can be done manually or automatically.

The DMLSS system automatically produces follow-up images for all requisitions requiring follow-up action despite supply procurement source or priority. DMLSS-generated follow-ups are classified in two types—initial and recurring.

Initial follow-ups

Initial follow-ups for items with priority codes 01–08 are automatically generated five days after the requisition date. For items with priority codes 09–15, follow-ups are automatically generated 10 days after the requisition date.

Recurring follow-ups

Once an initial follow-up is generated, the computer generates additional *recurring* follow-ups if needed. Recurring follow-ups are generated based on comparison to the actual processing date and status data contained in the due-in detail records. Recurring follow-ups for items with priority codes 01–08 are generated five days after the first follow-up or estimated delivery date. For items with priority codes 09–15, a follow-up is generated 10 days after the first follow-up or estimated delivery date.

Following up on a due-in item

Manually following up on a due-in through DMLSS is only applicable for GSA and DLA sources. Also, as mentioned previously, you may only conduct follow-up if the acknowledgement period for the SOS has elapsed. In DMLSS, to conduct a manual follow-up on a due-in item, access the DUE-IN/DUE-OUT SEARCH window in the IM application. The due-in tab is used only to search for incoming items. Meanwhile, the Due-Out screen is used to search for outgoing items.
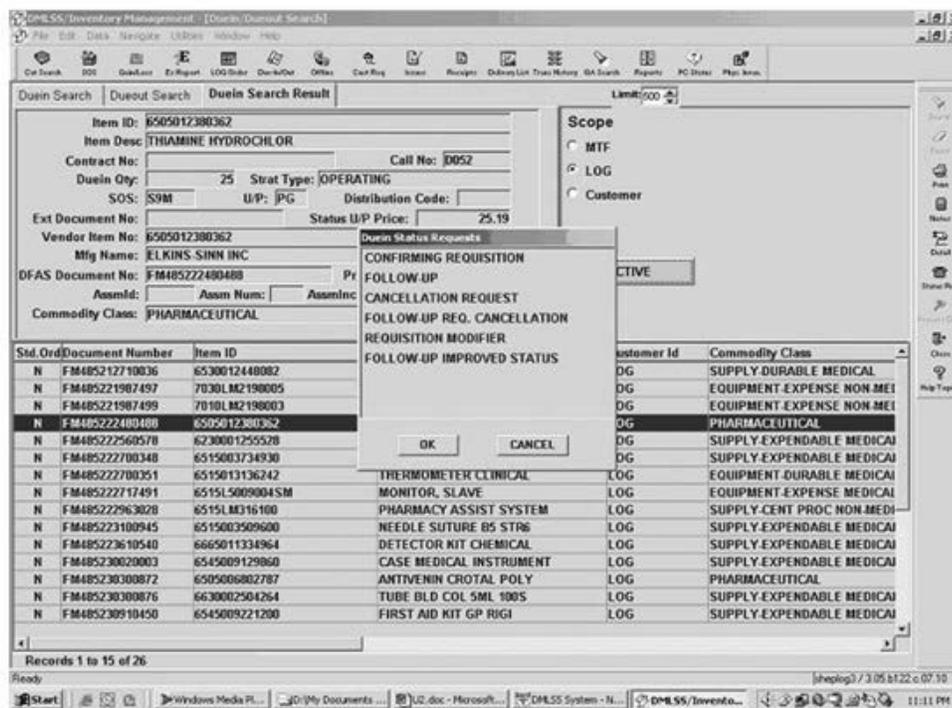
Figure 2–1. DUE-IN STATUS REQUESTS window.

Use the following steps to conduct the follow-up:

1. On the NAVIGATE menu, point to ORDERS, then click on DUE-IN/DUE-OUT SEARCH.

2. On the DUE-IN SEARCH tab, enter the necessary information into the search fields to search for the due-in item for which you want to follow-up.

3. From the due-in search results, select the item.

4. Click on the STATUS REQ button on the vertical toolbar to open the DUE-IN STATUS REQUESTS window (fig. 2–1) and select FOLLOW-UP.

5. At the FOLLOW UP SUCCESSFULL message prompt, click OK. The follow-up is sent to the source of supply.

In addition, you have the ability to manually prepare cancellation requests, and cancellation follow-ups, which are sent to the appropriate GSA or DLA procurement source.

218. Processing status edits

Status image updates are processed by DMLSS after they are sent from some of your suppliers. Each processed message is classified into one of three groups depending on the status code in the image and will appear on the STATUS EDITS PART 1, 2, or 3 tabs. To access the status edits, in IM select NAVIGATE from the menu, scroll down and select STATUS EDITS. There are three groups of status edits and associated status codes.

STATUS EDITS PART 1 – ERRORS tab

The STATUS EDITS PART 1, ERRORS tab (fig. 2–2) shows all status image transactions that DMLSS did not recognize.

Figure 2–2. STATUS EDITS PART 1, ERRORS tab.

When you select an item in the bottom section of the window, the top section displays information about it to include the reason for the error. The following table shows specific status codes that appear on this tab and their description.

STATUS EDITS PART 1 – ERRORS Tab	
Due-in Status Code	**Description**
BU	Item being supplied against your foreign military sales (FMS) case designator or your Grant Aid Program and requisition control number (RCN).
BY	Depot/storage has previously denied the maximum release order (MRO) by DI A6.
B1	Assets are currently available. Requisition will be retained by DRMS for 60 days from date of receipt awaiting possible arrival of assets (DRMS use only).
CR	Rejected. Invalid due-in (DI) for a government furnished material (GFM) transaction.
CT	Rejected. Review records and resubmit with a new document number.
C1-C6	Rejected.
C9	Rejected. Applies only to subsistence.
DB-DG	Rejected. Processing terminated. Canceled.
DH	Terminate intransit control processing. Further research on the quantity discrepancy is being conducted.
DJ	Rejected. GFM quantity requisitioned exceeds the contract authorized quantity. The quantity that exceeds the authorized quantity will be supplied.
DN	Rejected. A valid contract is recorded at the management control activity (MCA), however, the requisitioned item is not authorized GFM under the contract.
DP-DR	Rejected.
D1	Canceled. Requisition was retained for 60 days. Requested asset did not become available.
D4	Canceled. Applies only to subsistence items. Your requisition quantity does not meet the contractor's minimum order quantity.

STATUS EDITS PART 2 – AWAITING REVIEW tab

This tab (fig. 2–3) shows all status image transactions that DMLSS recognized but are on hold pending further actions.
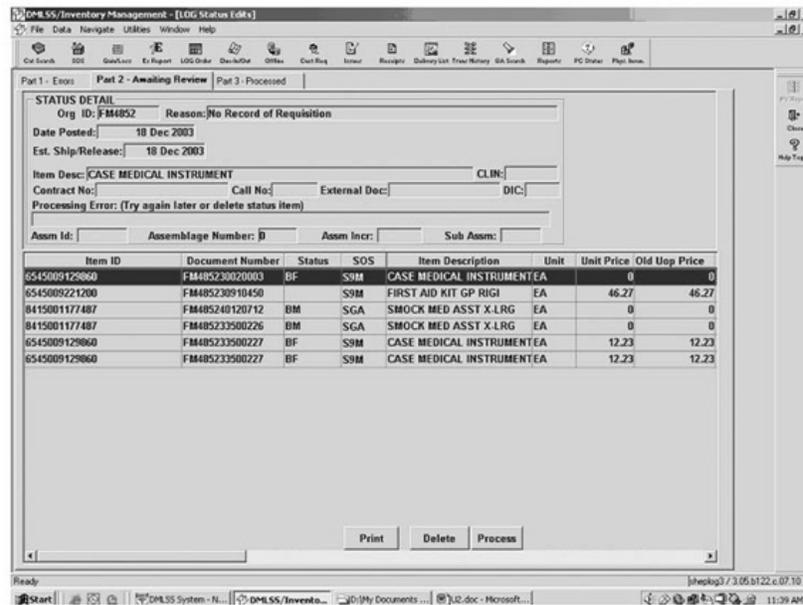
Figure 2–3. STATUS EDITS PART 2, AWAITING REVIEW tab.

When you select an item in the bottom section of the window, the top section displays information about it to include the reason for the delay. When you process or delete these messages, DMLSS will update the due-in detail record accordingly and the status message is removed from this tab. The following table shows specific status codes that will appear on this tab with their description and DMLSS or user action.

STATUS EDITS PART 2 – AWAITING REVIEW tab		
Due-in Status Code	**Description**	**Action**
BE	Depot/Storage activity has record of MRO but no supporting transaction/record of action taken.	Upon user approval, the due-in record is updated.
BF	No record of original requisition.	Upon user approval, the due-in status is updated, the due-in quantity is set to zero and a due-in decrease (DQC) transaction is generated.
BG	One or more of the following fields have been changed: • Stock number. • Unit of issue. • Part number.	Upon user approval, the due-in status is updated along with the due-in item ID, U/P and U/P price.

STATUS EDITS PART 2 – AWAITING REVIEW tab		
Due-in Status Code	**Description**	**Action**
BH	Substitute will be supplied. Examine unit of issue, quantity, and unit price fields for possible changes. Revise appropriate records accordingly. Additional status will be provided.	Upon approval, the due-in status is updated along with the due-in sub item ID, U/P, U/P price, and U/P quantity. A local prime/sub relationship is built, and if the ratio is 1 to 1, an IM acceptable equivalent is built. If the user rejects the substitute, an AC1 transaction is sent to the source requesting cancellation of the order.
BM	Requisitioned passed to activity in record position 67–69.	Upon user approval, the due-in status is updated
BN	Requisition being processed as free issue.	Upon user approval, the due-in status is updated, along with the due-in signal code and fund code. The refund code is set to "N." The log fund obligation and commitment values are reduced by the total line item value of the order.
BQ (for O&M PFY)	Cancelled. Result of cancellation request. Also applies to cancellations resulting from deletion of an activity from the DOD Activity Address Directory (DODAAD). Deobligate funds if applicable.	If the order was funded by a previous FY O&M fund, the following updates are only made if the user approves: the due-in status and quantity are updated; the due-in quantity is set to zero, and a DQC transaction is generated.
BR (for O&M PFY)	Canceled in response to materiel obligation validation (MOV) request.	The due-in status is updated, the due-in quantity is set to zero (0), and the DQC transaction is generated.
BS	Canceled, failure to respond to MOV request.	Upon user approval, the due-in status is updated, the due-in quantity is set to zero (0), and a DQC transaction is generated.
B4 (for O&M PFY)	Cancellation request approved. Do not deobligate funds. Billing for materiel or contract termination charges will be made.	The following updates are made only if the user approves: the due-in status is updated, the due-in quantity is set to zero (0), and a DQC transaction is generated.
B6 (for O&M PFY)	Materiel applicable to the requisition for cancellation has been diverted to alternate consignee.	The following updates are only made if the user approves: the due-in status is updated, the due-in quantity is set to zero (0), and a DQC transaction is generated.
CA-CE (for O&M PFY)	Rejected. Rejected, quantity not available by required delivery date (RDD). Rejected. Unit of issue cannot be converted.	The following updates are only made if the user approves: the due-in quantity is reduced by the quantity cancelled, and a DQC transaction is generated.
CG-CH (for O&M PFY)	Rejected.	The following updates are only made if the user approves: the due-in status is updated, the due-in quantity is set to zero and a DQC transaction is generated.
CJ-CN (for O&M PFY)	Rejected.	The following updates are only made if the user approves: the due-in status is updated, the due-in quantity is set to zero and a DQC transaction is generated.

STATUS EDITS PART 2 – AWAITING REVIEW tab		
Due-in Status Code	**Description**	**Action**
CP-CQ (for O&M PFY)	Rejected.	The following updates are only made if the user approves: the due-in status is updated, the due-in quantity is set to zero and a DQC transaction is generated.
CS (for O&M PFY)	Rejected. Quantity requisitioned is excessive. Partial quantity being supplied.	The following updates are only made if the user approves: the due-in status is updated, the due-in quantity is reduced and a DQC transaction is generated.
CU-CW (for O&M PFY)	Rejected.	The following updates are only made if the user approves: the due-in status is updated, the due-in quantity is set to zero and a DQC transaction is generated.
C7-C8 (for O&M PFY)	Rejected.	The following updates are only made if the user approves: the due-in status is updated, the due-in quantity is set to zero and a DQC transaction is generated.
DA (for O&M PFY)	Rejected. SOS is direct ordering from the Federal Supply Schedule identified by number in record position 76–80.	The following updates are only made if the user approves: the due-in status is updated, the due-in quantity is set to zero and a DQC transaction is generated.
DK-DM (for O&M PFY)	Rejected.	The following updates are only made if the user approves: the due-in status is updated, the due-in quantity is set to zero and a DQC transaction is generated.
DY (for O&M PFY)	Rejected. Materiel shipped by non-traceable means or supplied by DVD for a contractor without an assigned Department of Defense activity address code (DODAAC) or there is no record of the transaction for which the follow up was submitted.	The following updates are only made if the user approves: the due-in status is updated, the due-in quantity is set to zero and a DQC transaction is generated.
D2-D3 (for O&M PFY)	Rejected.	The following updates are only made if the user approves: the due-in status is updated, the due-in quantity is set to zero and a DQC transaction is generated.
D5-D6 (for O&M PFY)	Rejected.	The following updates are only made if the user approves: the due-in status is updated, the due-in quantity is set to zero and a DQC transaction is generated.
D8 (for O&M PFY)	Rejected. Requisition is for controlled substance, and requisitioner and/or ship-to-address is not an authorized recipient.	The following updates are only made if the user approves: the due-in status is updated, the due-in quantity is set to zero and a DQC transaction is generated.
RA-RB (if there is no matching RRD [receipt] or RND [receipt not due-in] transaction in the transaction history, but there is a matching due-in record).	Receipt acknowledgement. Receipt acknowledgement response.	From an external source: an RRD transaction is generated for the IM due-in, a backorder release issue transaction is generated for the IM due-out, and an RRD transaction is generated for the external customer's due-in. From a DLA source: a "Passed-Active Ship Status" pending Action message is posted to the IM In Box.

STATUS EDITS PART 2 – AWAITING REVIEW tab		
Due-in Status Code	**Description**	**Action**
RF (if there is no matching RRD or RND transaction in the transaction history, but there is a matching due-in record	Follow-up request for receipt acknowledgement.	From an external source: an RRD transaction is generated for the IM due-in, a backorder release issue transaction is generated for the IM due-out, and an RRD transaction is generated for the external customer's due-in. From a DLA source: a "Passed-Active Ship Status" pending Action message is posted to the IM In Box.
*O&M PFY = Operations & Maintenance (Fund), Previous Fiscal Year		

STATUS EDITS PART 3 – PROCESSED tab

This tab shows all status image transactions that DMLSS recognized and processed. When you select an item in the bottom section of the window, the top section displays information about it to include the reason for the status message. The following table shows specific status codes that will appear on this tab with their description and DMLSS action.

STATUS EDITS PART 3 – PROCESSED Tab		
Due-in Status Code	**Description**	**Action**
BC	Item is back ordered, and a long delay is anticipated. A possible substitute may be furnished with this status; if desired, submit a cancellation for the original requisition and submit a new requisition for the offered substitute.	The due-in status is updated, along with the estimated release date.
BJ	Quantity changed to conform to unit pack or because of allowable direct delivery contract variance. Adjust the due-in records accordingly. The unit of issue is not changed.	The due-in status and due-in quantity are updated, and a due-in quantity increase (DQI) or DQC transaction is generated.
BQ (for Stock Fund or O&M CFY)	Cancelled. Result of cancellation request. Also applies to cancellations resulting from deletion of an activity from the DODAAD. Deobligate funds if applicable.	The due-in status and quantity are updated; the due-in quantity is set to zero, and a DQC transaction is generated. If the order was funded by a previous FY O&M fund, the status is posted to Status Edits Part II, and the other updates are only made if the user approves.
BR (for Stock Fund or O&M CFY)	Canceled in response to MOV request.	The due-in status is updated, the due-in quantity is set to zero (0), and a DQC transaction is generated.
B2	Requested modification denied; precluded by status of supply or procurement action.	The due-in status is updated.
B4 (for Stock Fund or O&M CFY)	Cancellation request approved. Do not deobligate funds. Billing for materiel or contract termination charges will be made.	The due-in status is updated, the due-in quantity is set to zero (0),and a DQC transaction is generated

STATUS EDITS PART 3 – PROCESSED Tab		
Due-in Status Code	**Description**	**Action**
B5	Action to determine current status and/or improve estimated ship date is being attempted. Further status will be furnished.	The due-in status is updated.
B6 (for Stock Fund or O&M CFY)	Materiel applicable to requisition requested for cancellation has been diverted to alternate consignee.	The due-in status is updated, the due-in quantity is set to zero (0), and a DQC transaction is generated.
B7	Unit price change.	The due-in status is updated along with the U/P price.
CA-CE (for Stock Fund or O&M CFY)	Rejected. Rejected, quantity not available by RDD. Rejected. Unit of issue cannot be converted.	The due-in quantity is reduced by the quantity cancelled, and a DQC transaction is generated.
CG-CH (for Stock Fund or O&M CFY)	Rejected.	The due-in status is updated, the due-in quantity is set to zero (0), and a DQC transaction is generated.
CJ-CN (for Stock Fund or O&M CFY)	Rejected.	The due-in status is updated, the due-in quantity is set to zero (0), and a DQC transaction is generated.
CP-CQ (for Stock Fund or O&M CFY)	Rejected. SOS is local manufacture, fabrication, or local procurement.	The due-in status is updated, the due-in quantity is set to zero and a DQC transaction is generated.
CS (for Stock Fund or O&M CFY)	Rejected. Quantity requisitioned is excessive. Partial quantity is being supplied.	The due-in status is updated, the due-in quantity is reduced, and a DQC transaction is generated.
CU-CW (for Stock Fund or O&M CFY)	Rejected.	The due-in status is updated, the due-in quantity is set to zero and a DQC transaction is generated.
C7-C8 (for Stock Fund or O&M CFY)	Rejected	The due-in status is updated, the due-in quantity is set to zero and a DQC transaction is generated.
DA (for Stock Fund or O&M CFY)	Rejected. SOS is direct ordering from the Federal Supply Schedule identified by number in record position 76–80.	The due-in status is updated, the due-in quantity is set to zero and a DQC transaction is generated.
DK-DM (for Stock Fund or O&M CFY)	Rejected.	The due-in status is updated, the due-in quantity is set to zero and a DQC transaction is generated.
DS	Requisition received for which your Service is not a registered user. Issue action is being processed.	The due-in status is updated.
DY (for Stock Fund or O&M CFY)	Rejected. Materiel shipped by non-traceable means or supplied DVD form a contractor without an assigned DODAAC or there is no record of the transaction for which the follow up was submitted.	The due-in status is updated, the due-in quantity is set to zero and a DQC transaction is generated.

STATUS EDITS PART 3 – PROCESSED Tab		
Due-in Status Code	**Description**	**Action**
D2-D3 (for Stock Fund or O&M CFY)	Rejected.	The due-in status is updated, the due-in quantity is set to zero and a DQC transaction is generated.
D5-D6 (for Stock Fund or O&M CFY)	Rejected.	The due-in status is updated, the due-in quantity is set to zero and a DQC transaction is generated.
D7	Requisition modifier rejected because of errors in one or more data elements.	The due-in status is updated.
D8 (for Stock Fund or O&M CFY)	Rejected. Requisition is for controlled substance, and requisitioner and/or ship-to-address is not an authorized recipient.	The due-in status is updated, the due-in quantity is set to zero and a DQC transaction is generated.
*O&M CFY = Operations & Maintenance (Fund), Current Fiscal Year		

Self-Test Questions

After you complete these questions, you may check your answers at the end of the unit.

217. Follow-up procedures

1. Who should be kept informed the status of delayed backorders?

2. What happens when you fail to follow-up in a timely fashion?

3. Who is responsible for following up on PV, ECAT, BPA, and GPC orders?

4. Who provides automatic status based on advice codes contained in your original requisition?

5. DLA data pushes provide data for what two status types?

6. What status code is used to request full supply and shipment status from DLA?

7. List the three status categories that are used with DLA orders?

8. When is *supply status* dispatched from DLA for priority designators 01 through 08?

2–33

9. Which type of status is provided when a DLA requisition was received but the materiel has not yet been shipped?

10. Automatic follow-ups are not generated for items that have which type of status recorded?

11. DMLSS-generated follow-ups are classified as what two types?

12. When are *initial* follow-ups for items with priority codes 01 through 08 automatically generated?

13. When are *initial* follow-ups for items with priority codes 09 through 15 automatically generated?

14. When are *recurring* follow-ups for items with priority codes 01–08 generated?

15. When are *recurring* follow-ups for items with priority codes 09–15 generated?

16. Manually following up on a due-in through DMLSS is only applicable for which two source types?

17. Which tab is used to search for incoming items for which you want to follow-up?

18. Which DMLSS button is used to open the DUE-IN STATUS REQUESTS window?

218. Processing status edits
1. Which status edit tab shows all status image transactions that DMLSS did *not* recognize?

2. Which status edit tab shows all status image transactions that DMLSS recognized but are on hold pending further actions?

3. Match the Due-in Status Code from column B to the description or action in column A. Each option from column B may only be used once.

	Column A		Column B
____ (1)	No record of original requisition.	a.	BC.
____ (2)	One of the following fields has been changed: stock number, unit of issue, part number.	b.	BF.
		c.	BG.
____ (3)	Substitute will be supplied.	d.	BH.
____ (4)	Requisition being processed as free issue.	e.	BJ.
____ (5)	Cancelled; result of cancellation request.	f.	BN.
____ (6)	Item is back ordered, and a long delay is anticipated.	g.	BQ.
____ (7)	Quantity changed to conform to unit pack.		

4. Which status edit tab shows all status image transactions that DMLSS recognized and processed?

Answers to Self-Test Questions

210
1. Anytime you want them.
2. LOG ORDERS.
3. Only those that have requirements.
4. ORDER SUMMARY.
5. Exceptions.
6. EXCEPTION DETAIL.
7. Highlight one of the orders and click on the DETAIL button or double click on the order line itself.
8. ORDER DETAIL
9. Enter a zero in the Qty field or use the Delete button.
10. ACCEPT PURCHASE CARD.
11. Highlight the SOS and click on the EXECUTE icon.
12. Print.
13. EDI.
14. In the SOS selection list within the LOG ORDERS module.
15. AM.

211
1. IM.
2. CS.
3. Select the approval authority at the bottom of the screen and then select SAVE from the vertical toolbar.
4. Pending action notification.
5. Notes.
6. NIR Pending Action.
7. "Jump to"
8. Select Existing Catalog and enter the applicable item information into the NIR.
9. Select CUST REQ from the vertical toolbar and process the customer request.
10. Select the DELETE button from the vertical toolbar.

212
1. Defense Logistics Agency Medical.
2. To shorten the logistics pipeline and make it more reliable.
3. Online and offline.

4. Log Orders.

5. Offline non-submit.

6. Requirements.

7. PVP.

8. MILSPEC, EMERGENCY, UNAVAILABILITY.

9. (1) f.
    (2) g.
    (3) a.
    (4) a.
    (5) e.
    (6) c.
    (7) d.

213

1. SUPPLY/EQUIPMENT OFFLINE ORDERS.

2. IM LOG ORDERS.

3. The assigned Delivery Method.

4. Order Summary.

5. Hold it.

6. A cancellation request.

7. The secondary PV.

8. All other routine calls and from each other.

9. DEA–222, Official Order Form for Schedule I and II Controlled Substances.

10. DD Form 1155 and DEA–222.

214

1. Order, receive, and process payments for medical devices and supplies.

2. Https://www.medical.dla.mil.

3. After 30 days of inactivity.

4. As the *delivered cost.*

5. At any point in the procurement cycle.

6. Order builder, order authorizer, receipt personnel.

7. The DMLSS system.

8. Research only.

9. LOG ORDERS and OFFLINE SUBMIT.

10. ADD TO MMC.

215

1. Centralized and decentralized.

2. Centralized.

3. Decentralized.

4. First.

5. DLA.

6. LPR.

7. BASIC.

8. LOG CAT.

9. Contract number, start and end dates of the contract, and call number generation.

10. $3,000.

11. Price quotations.

12. On a call register.

13. REPRINT CONTRACT/CALL DOCUMENTATION

14. On the NAVIGATE menu, click on ORDERS, then select REPRINT CONTRACT/CALL DOCUMENTATION.

216

1. Purchase Card Call Register.

2. At least monthly.

3. DMLSS and AXoL.

4. Read only.

5. All of your calls that matched your search criteria.

6. ORDER DETAIL, STATEMENT HISTORY, PCA INFORMATION.

7. It must have been received by the warehouse.

8. Open.

9. Either partial (P) or complete (Y), whichever is appropriate.

10. Y.

11. P.

12. D.

13. To account for changes to unknown shipping charges.

14. $10.

15. The FY in which the due-out was established.

16. "Moneybags" icon marked as DFAS.

17. Your GPC bank account statement.

18. The corresponding P.O. and Call number from DMLSS.

19. In the order that the charges appear on each month's statement.

20. Purchase Card Register.

21. Delinquent Purchase Card Reconciliation.

217

1. Your custodians.

2. The trust your customers have in the medical logistics system.

3. Medical Logistics.

4. DLA.

5. Supply or shipment.

6. A.

7. Exception, 100 percent supply, shipment.

8. Within 48 hours after receipt of requisition.

9. Supply status.

10. Shipping.

11. Initial and recurring.

12. Five days after the requisition date.

13. Ten days after the requisition date.

14. Five days after the first follow-up or estimated delivery date.

15. Ten days after the first follow-up or estimated delivery date.

16. GSA and DLA.

17. Due-in.

18. STATUS REQ.

218

1. Part 1 - Errors.
2. Part 2 - Awaiting Review.
3. (1) b.
   (2) c.
   (3) d.
   (4) f.
   (5) g.
   (6) a.
   (7) e.
4. Part 3 - Processed.

Do the unit review exercises before going to the next unit.

Unit Review Exercises

Note to Student: Consider all choices carefully, select the *best* answer to each question, and *circle* the corresponding letter.

Do not return your answer sheet to Air Force Career Development Academy (AFCDA).

28. (210) Which Inventory Management (IM) screen displays the total number of line items *and* total dollar value per individual source of supply (SOS) requirement?
    a. Exceptions.
    b. CUST REQ.
    c. Order Summary.
    d. Replenishments.

29. (210) While in the Order Detail screen, what must you do to remove an item from an order?
    a. Use the DELETE button.
    b. Click the REMOVE icon.
    c. Enter N/A in quantity field.
    d. Select EXCLUDE FROM ORDER.

30. (210) While in the Order Summary screen, what icon must be used to finish placing an order?
    a. DFAS.
    b. Submit.
    c. Execute.
    d. Transmit.

31. (211) Which Defense Medical Logistics Standard Support (DMLSS) application is used by custodians to submit new item requests (NIR)?
    a. CAIM.
    b. CS.
    c. IM.
    d. SS.

32. (211) After a new item request (NIR) is initially submitted by a customer, which position is the *next* to review it?
    a. Log authority.
    b. Billing official.
    c. Approval authority.
    d. Property custodian.

33. (211) Who normally is appointed as the new item request (NIR) Log Authority?
    a. NCOIC, Customer Service.
    b. GPC approving official.
    c. System's administrator.
    d. Property custodian.

34. (211) Which option is used to cancel a new item request (NIR), while allowing it to be resubmitted later by the originator?
    a. Disapprove.
    b. Delete.
    c. Reject.
    d. Save.

2-39

35. (212) Who is responsible for the overall management and operation of the Department of Defense (DOD) *medical* prime vendor (PV) program?
    a. Air Force Medical Support Agency (AFMSA).
    b. Medical Logistics Flight commander (MLFC).
    c. Contracting officer representative (COR).
    d. Defense Logistics Agency (DLA).

36. (212) Which type of contract is best used when the government cannot accurately predict the quantity of resources needed during a specific period of time?
    a. Defense Logistics Agency blanket purchase agreement (DAPA).
    b. Indefinite delivery indefinite quality (IDIQ).
    c. Non-usage orders (NUS).
    d. Just in time (JIT).

37. (212) Which prime vendor (PV) delivery type is delivered within six hours after the order is placed?
    a. Emergency.
    b. Schedule II.
    c. Drop ship.
    d. Usage.

38. (213) If a medical/surgical primary vendor (PVM) chooses to *hold* a backorder, it must provide which kind of *estimated date* for each line-item being held?
    a. Procurement.
    b. Delivery.
    c. Shipping.
    d. Release.

39. (213) Which form is mandatory when ordering schedule II controlled items from a prime vendor?
    a. DEA 222.
    b. DD 1348.
    c. AF 3062.
    d. EDI 856.

40. (214) Which type of items are best procured through an electronic catalog (ECAT)?
    a. Pharmaceutical.
    b. Medical.
    c. Surgical.
    d. Dental.

41. (214) Which type of cost factor is used by an electronic catalog (ECAT) which includes shipping, handling, and Defense Logistics Agency (DLA) surcharges?
    a. Delivered.
    b. Electronic.
    c. Modified.
    d. Actual.

42. (214) Which electronic catalog (ECAT) access level is the most basic level that can be assigned to a user?
    a. Receipt personnel
    b. Order authorizer.
    c. Order builder.
    d. Read only.

43. (214) Which Defense Medical Logistics Standard Support (DMLSS) application is used to submit electronic catalog (ECAT) orders?
a. SS.
b. IM.
c. CS.
d. CAIM.

44. (214) To have an item record uploaded to your system from the electronic catalog (ECAT) website, select ADD TO
a. DATABASE.
b. DMLSS.
c. MMC.
d. MTF.

45. (215) Which of the following is an appropriate source of supply (SOS) code for a local blanket purchase agreement (BPA)?
a. 2AL.
b. A2L.
c. L2A.
d. AL2.

46. (215) Who assigns source of supply (SOS) codes for decentralized blanket purchase agreement (DBPA)?
a. Medical Logistics.
b. Base Contracting.
c. Air Force Medical Support Agency (AFMSA).
d. Defense Logistics Agency (DLA).

47. (215) Which medical treatment facility (MTF) catalog record tab is used to change an item's default source?
a. Contract.
b. LOG CAT.
c. Basic.
d. BPA.

48. (215) Which of the following should be done for a $2,500 blanket purchase agreement (BPA) order?
a. Place the call without further research.
b. Split the order into smaller calls.
c. Obtain multiple price quotes.
d. Order from different sources.

49. (216) At a *minimum*, how often are Government Purchase Card (GPC) cardholders required to reconcile charges in Defense Medical Logistics Standard Support (DMLSS)?
a. Daily.
b. Weekly.
c. Monthly.
d. Quarterly.

50. (216) All Government Purchase Card (GPC) reconciliation actions take place in which Defense Medical Logistics Standard Support (DMLSS) screen?
a. Delinquent Purchase Card.
b. Purchase Card Register.
c. Purchase Card Status.
d. Receipts.

51. (216) What purchase card (PC) register order status identifies a call with items that have *not* been fully received?
    a. Incomplete.
    b. Pending.
    c. Dispute.
    d. Open.

52. (216) What reconciliation action code is used when all items have been received?
    a. C.
    b. D.
    c. P.
    d. Y.

53. (216) Which of the following is shown on the Delinquent Purchase Card (PC) Recon Report?
    a. Reconciled orders that have been sent to Defense Finance and Accounting Service (DFAS).
    b. Reconciled orders that have *not* been sent to DFAS.
    c. Open orders that have *not* been reconciled.
    d. Closed orders that have *been* reconciled.

54. (217) Which Defense Logistics Agency (DLA) *status* is used to communicate what actions are being taken on your order?
    a. Requisition.
    b. Condition.
    c. Shipment.
    d. Supply.

55. (217) Which status category is used to provide advice on any actions taken against a requisition?
    a. Condition change.
    b. 100 percent supply.
    c. Exception.
    d. Shipment.

56. (217) The Defense Logistics Agency (DLA) provides supply status for priority 09 through 15 requisitions within
    a. 24 hours.
    b. 48 hours.
    c. 5 workdays.
    d. 7 workdays.

57. (217) How many days after a requisition date are *initial follow-ups* automatically generated by Defense Medical Logistics Standard Support (DMLSS) for priority 09 through 15 orders?
    a. 1.
    b. 5.
    c. 7.
    d. 10.

58. (218) Which STATUS EDITS tab lists status image transactions that Defense Medical Logistics Standard Support (DMLSS) did *not* recognize?
    a. AWAITING REVIEW.
    b. ACTION REQUIRED.
    c. PROCESSED.
    d. ERRORS.

59. (218) Which Status Edits, Part 2, due-in status code indicates that there is no record of the original requisition?
    a. BF.
    b. BG.
    c. BH.
    d. BN.

Unit 3. Service Contract Management

W E ALL KNOW THAT MEDICAL LOGISTICS ACTIVITIES deal with the acquisition of supplies and equipment. But did you know that we are also the MTF's focal point for all service contracts? Janitorial contracts, equipment repairs, contracted providers and support personnel, we do it all! This last unit in volume 2 is broken into two sections. The first section covers the basics of contract administration and the final section describes the various ways we fund service contracts.

3–1. Contract Administration

The contracting process involves many steps and lots of documentation and coordination. This section will help you to understand the differences between personal, nonpersonal, and professional services. Afterwards, we will discuss each of the elements necessary to create a complete procurement package. Finally, we look at some of the offices and individuals that fill key roles and are responsible for various pieces of the service contract process.

219. Personal/nonpersonal and professional/nonprofessional service contracts

A service contract is defined by the Federal Acquisition Regulation (FAR), part 37, as "a contract that directly engages the time and effort of a contractor whose primary purpose is to perform an identifiable task rather than to furnish an end item of supply." Contract health care services can be used to meet a recurring demand for services that the MTF is authorized to provide, but cannot because of personnel shortages, and/or facility and equipment limitations. The MTF executive committee identifies these requirements.

You must be familiar with the terms used to identify the different types of contracts. A service contract may be either personal or nonpersonal in nature. Also, contracts can be professional or nonprofessional. Finally, depending on how the contract is written, an individual or an organization could be contracted to provide the required services.

Types of contracts
Personnel type contracts are placed into one of two categories: personal or nonpersonal. The main factor used to identify each of these categories rests with whether the contracting authority directly or indirectly hires the individual(s).

Personal service contract
In a personal service contract (PSC), an individual person is hired to work directly for the MTF. An example of a PSC is a doctor that signs a contract and becomes an employee of the MTF, not a third-party that provides the employee. Based on the expressed terms or administration of the contract, a PSC makes the contractor personnel appear to be governmental employees. It is characterized by the employer-employee relationship it creates between the government and the contractor's personnel. In these situations, the contractor is legally protected by the MTF.

PSCs require the contractor's employee to be treated, in almost every respect, as a government employee. Additionally, these individuals are subject to direct supervision by a government representative. In this case, the statement of work (SOW) is more process-oriented with an emphasis on how the work is to be performed. PSC employees are not required to carry medical liability insurance because the government is self-insured. Therefore, as with any government employee, if a medical liability issue should arise, the PSC employee is an agent of the government and is treated as part of the government for liability purposes.

Since these individuals are considered a government employee, by law, they can earn no more than the yearly salary of the President of the United States, which is currently $400,000.

Probably the easiest way to determine if the requirement is for personal services is to look at the inherent nature of the service, or the manner in which the service is provided. A PSC requires the government's direction or supervision of contractor employees in order to adequately protect the government's interest, retain control of the function involved, or retain full personal responsibility for the function supported in a duly authorized federal officer or employee.

Nonpersonal service contract
In a nonpersonal service contract (NPSC), the personnel hired work directly for an outside contractor. The required services are contracted to a company and not to the individuals. An example of a nonpersonal contract is the MTF housekeeping contract. An NPSC applies when the personnel rendering the services are not subject to, either by the contract's terms or by the manner of its administration, to the supervision and control usually prevailing in relationships between the government and its employees. The vast majority of services contracts are for nonpersonal services.

NPSC workers are direct employees of the contractor and not contractually bound to the government in any sense. The contractor is responsible for the actions of the employee. The contractor/employer of the NPSC worker may or may not be required to secure medical malpractice insurance. Even when not required, the contractor may require its providers to carry the insurance. Why? If a potential liability issue arises, the litigant will most likely include the contractor in the recourse since the contractor is the employer.

NPSC requires personnel performing under the contract to be *surveyed* and not supervised. In this case, the SOW (covered later) will be more performance-based with an emphasis on *what* is to be performed and not *how* it is to be performed.

Professional/nonprofessional
A service contract can cover services performed by either professional or nonprofessional personnel. As a working definition in this context, any individual directly involved with clinical or hands-on patient care, which normally requires a *license to practice*, performs a professional service. All other services, such as support, administrative, and non-clinical, are usually considered nonprofessional.

220. Elements of a procurable package
A requirements package for a service request consists of a SOW and a quality assurance surveillance plan (QASP) in addition to the purchase request (PR), independent government cost estimate (IGCE), and other locally required documents. The SOW and QASP specify the requirements for the contractor's performance. They are interdependent and must be tailored to meet government requirements as well as the surveillance and administrative capabilities.

The SOW and QASP contain standards that must be established prior to solicitation so the contractor can consider all aspects of cost. The different aspects of the SOW and QASP are interdependent and, as such, are difficult to separate.

Statement of work

A SOW is a performance-based description of the services required by an activity. A SOW may also be called a performance work statement (PWS) or a statement of objectives (SOO).

The SOW describes the specific requirements that the contractor must meet in the performance of the contract. Also, it specifies the standard of performance for the required tasks and the quality level that the government expects the contractor to provide. It does not give specific procedures or instructions for doing the work unless they are absolutely necessary. When the AF specifies a given procedure, it assumes responsibility for making sure the procedure will result in the desired output. On the other hand, if it simply specifies the output performance and a quality standard, the contractor becomes responsible for making sure its procedures result in the specified output at the required quality standard.

The SOW is produced by the requester and describes quantifiable elements of the service to be provided, what elements will be used to assess quality, and relationships between staff and contractors. A SOW is a performance-based description of the services required by a functional activity and tells "what" needs to be accomplished, not "how" to do the work.

SOW development guidelines

SOWs should do the following:

1. Reflect only the minimum mission requirements.
2. Not unnecessarily restrict competition or innovation.
3. Be performance-based by specifying what needs to be done instead of how to do it, as much as is practicable.

Developing a quality SOW requires a team effort of personnel from the functional area, contracting office, manpower office, and other organizations appropriate for the specific functions being analyzed. During the contracting cycle, responsibilities shift between the contracting office and the functional area. SOW development is the responsibility of the functional area, which retains overall responsibility to see that the service is provided to the base if the function is contracted. The contracting office retains all authority over the contract itself and by law, only a duly appointed contracting officer (CO) may enter into contracts and provide direction to contractors. The functional area must work through the CO to meet its responsibilities for a contracted function.

There are five parts to a SOW:

1. Description of Services – describes the specific requirements of the service under the contract (tasks) and defines things the contractor would not know from the results alone.
2. Service Delivery Summary (SDS) – identifies the overall results of the contract, gives a "bird's eye" view of the contract, and identifies performance thresholds such as percentage of required conformance and number of deviations from the performance objective considered acceptable.
3. Government Furnished Property and Services – identifies all government furnished property and services that the government will provide to the contractor.
4. General Information – covers anything that is not specifically covered in other sections. This includes functional requirements evaluator designee (FRED) responsibilities, hours of operation, Contractor Quality Control Plan, and contractor's furnished items and services.
5. Appendices – includes workload estimates, maps, and definitions.

Importance of the SOW

The SOW becomes a part of a contract and is binding between both the contractor and the government. The words in the SOW will be scrutinized and interpreted to the advantage of the reader because they translate into cost and profit. Since the words in the SOW are the only means of

describing AF requirements, they must be clearly and unambiguously stated so any disinterested party can understand what is required. If the specifications seem vague when reviewing the SOW, you may need to work with the functional area to ensure you have the clearest specifications possible in your solicitation. Remember, the extra time and effort you put into the pre-solicitation process will make your contract administration easier.

Quality assurance surveillance plan

The QASP is a document that provides a systematic method to evaluate the services the contractor is required to perform. The QASP can be revised or modified as needed throughout the life of the contract; however, changes must be approved by the CO before it is used. Using quality assurance controls or surveillance, the FRED can determine if contractor-provided service meets the quantity and quality standards required in the contract. The QASP is based on the SOW and identifies how and when surveillance is performed.

Purpose of the QASP

The purpose of the QASP is to provide a planned process for surveying the contractor's actual performance and comparing that performance with contract requirements to determine conformity with the technical requirements of the contract. As discussed earlier, the QASP is developed along with the SOW by the functional area and comes over as part of the service contract requirements package. If you were not involved with the acquisition of the service, or if you were assigned a contract to administer, one of the first documents you should become familiar with is the QASP. The QASP tells you how quality assurance (QA) surveillance of the contract tasks, as set forth in the SOW, will occur.

Method of surveillance

Before writing the QASP, the writer, with the functional director/functional commander (FD/FC) and FRED, must determine the performance requirement and the method of surveillance for each task in the performance requirements summary. The following are the four types of surveillance that may be included in the QASP:

1. Periodic surveillance – samples selected on other than 100 percent or statistically random basis. Frequency is weekly, monthly, quarterly.
2. Random sampling – most appropriate for frequently recurring tasks.
3. 100 percent inspection – inspecting the requirement every time it occurs. May be required when it has an extremely critical impact, occurs infrequently, or has stringent requirements.
4. Customer complaints – least preferred method of surveillance. The FRED is the point of contact and must collect all customer complaints and validate immediately. Causes for customer complaints include second hand information; the customer not being familiar with contract requirements; and lack of customer training.

Two of the methods, random sampling and 100 percent inspection, allow for deductions (through a payment computation/deduction formula) from the contractor's monthly payment for those tasks where performance is less than acceptable for that period. The remaining methods—periodic inspection and customer complaint—cannot be used for deductions; however, they do provide additional evidence for actions (other than payment deductions) against the contractor. In this case, the *Inspection of Services* clause becomes the basis for the contracting officer's actions.

Performing surveillance

The FRED has responsibility for surveillance of a service contract and actual surveillance must be done as stated in the QASP for each contract. Don't make assumptions about surveillance without first reviewing the QASP. Any two contracts, even for similar or the same services may not necessarily have the same surveillance methods. Even though surveillance plans may differ, the

content of the QASP should include guidance on the following: scheduling, observing, and documenting surveillance, documenting unacceptable performance, and determining payment due.

The FRED establishes a QA contract file. The file must contain, at a minimum, the following tabs:
- FRED nomination/appointment letter.
- CO's letter to contractor of appointment.
- SOW.
- QASP.
- Records of inspection.
- Memo for record.
- Correspondence.

Quality control plan
The quality control plan (QCP) is the contractor's plans for assuring services conform to the SOW. The contractor inspects their work prior to submission to the FRED, who then inspects the contractor's records and performs a concurrent inspection. The FRED inspects monthly during the first three months; if no defects are found, the inspections will be quarterly.

221. Roles and responsibilities
Contracts can at times be complicated, full of ever changing regulations. As the old adage goes, "The only thing certain in life is change." However, regardless of what changes may take place, there will always be one certainty– you are not expected to process contracts, cradle to grave, all by yourself. While handling service contracts, you will find yourself working closely with many different offices and individuals with each owning a single piece of the process. You will ultimately act as a liaison between all of these other activities. This lesson summarizes some of the more important key personnel with which you might interact while processing service contract requests.

Key players and coordination
The FAR requires that service contract specifications reflect the minimum needs of the government and be expressed in terms of performance-based requirements with associated standards for that performance. Quality assurance procedures must be preplanned and tailored to the contract as a means to make sure the government receives the services for which it is paying. In the absence of a tangible product, you may wonder how the government does this. The following is an abbreviated list of the key players that carry with them specific duties and responsibilities in the QA of service contracts. These are also the same individuals with whom you must coordinate the establishment of any new service contracts.

Contracting commander or chief of AF contracting office
The contracting commander or chief of the AF contracting office serves as the installation business advisor and is responsible for forming the business requirements and advisory group (BRAG).

Contracting officer
The CO acts as the purchaser, ensures adequate funds are available, and ensures all legal and regulatory guidance is followed for compliance with the terms of the contract. Contracting officers with contractual authority over service contracts shall perform the following:
1. Advise and assist the FD/FC and FREDs in PWS and QASP preparation.
2. Ensure the proposed contract of services is proper in accordance with FAR 37.103.
3. Inform the contractor of the name, duties, and limitations of all FREDs who perform surveillance of the contractor's performance.

4. Ensure performance-based contracting methods are used to the maximum extent possible when acquiring a service in accordance with FAR 37.103.

5. Review, in coordination with the FD/FC and FRED, the contractor's quality control plan for adequacy, and notify the contractor of its acceptability or deficiencies that require corrective action.

6. Periodically assess FRED performance during the course of the contract and advise the FD/FC of any problems with FRED performance.

Functional director/functional commander

The FD/FC is responsible for the actual performance of a given service. Within the MTF, the MLFC is normally the FD/FC for contract services. The FD/FC coordinates with the activity requiring the service, all other pertinent functional areas, and the authorized contracting activity to ensure that the needs of the requiring activity are met. When submitting a request for a service contract, the FD/FC ensures that the CO receives a complete "procurable package" in timeframe conducive to establishing an effective and timely contract. The FD/FC also assigns competent and capable functional experts to the BRAG. The following items are additional responsibilities of the FD/FC:

1. Prepare or tailor SOWs and QASPs according to any higher headquarters direction and obtain CO coordination on the final product.

2. Prepare and coordinate any exemptions to published instructions.

3. Nominate to the commander, or appoint, if authorized by local procedures, qualified individuals as FREDs.

4. Ensure FREDs maintain proficiency in their functional area.

5. Evaluate FRED job performance periodically, but not less than annually.

Functional requirements evaluator designee

The FREDs are qualified individuals selected and appointed by the FD/FC to monitor, evaluate, and accept contract services. Individuals within the MTF with functional area expertise are assigned as FREDs for service contracts. The FREDs work in the functional areas and are responsible for ensuring the contractor complies with the SOW. FREDs are appointed for services that are of a recurring nature only. FRED duties should be assigned to civilian personnel when at all possible to avoid interruption of QA duties caused by exercises, contingencies, and so forth. The FD/FC determines the appropriate mix of FREDs (full or part-time, skill level, etc.). Normally, appointment of a FRED must be completed no later than 90 days before the contract start date. Other specific responsibilities of the FRED include the following:

1. Evaluate and document the contractor's performance in accordance with the QASP.

2. Notify the CO and contractor of any performance deficiencies.

3. Complete Phase I of QA training before assuming the surveillance duties.

4. Recommend improvements to QASP and SOW.

5. Serve as a member of BRAG.

6. Participate in reviews of technical proposals.

7. Participate in actual negotiations of any changes.

8. Certify invoices and keep track of funds available for the contract.

9. Other support functions as required by the CO.

It is also important to mention what a FRED *cannot* do. Neither the FRED nor the FD/DC has authority over the contract and, as such, cannot direct the contractor in performance. This includes the following:

- Changing the scope of the contract.
- Changing the delivery schedule.

- Changing prices.
- Changing labor requirements.
- Changing the terms and conditions.
- Issuing a stop work order.
- Promising or authorizing additional work.

The FRED may not hinder the contractor in performance of the contract. It is vital the FRED's relationship with the contractor remain on a professional basis. This position has the most direct interface with contractor employees and carries the highest risk of accusations of relationships threatening the integrity of the contract.

FREDs should be appointed as early in the acquisition process as possible. This enables them to actively participate in the requirements definition process and the administration associated with contracting activities prior to award. Ideally, the FRED should prepare the SOW and QASP, as well as perform surveillance. Nominations and appointments of the FRED must be in writing.

The government is required to address and document its plan for evaluating contractor performance for services that exceed the SAT. Medical Logistics ensures an evaluation plan (used by the FREDs) addressing contractor compliance is documented in the contract file for service contracts, when required. FREDs monitor workday schedule compliance, inspect deliverables, and submit monthly surveillance documentation to the COR.

Medical Logistics
Medical Logistics is responsible for coordinating with the using activity to ensure the requirements of the service as described in the SOW meet the user's needs. They act as a liaison between the requester and the contracting activity in all aspects of defining the requirement, to contract award and administration. Specific responsibilities of Medical Logistics include the following:

1. Coordinate the SOW and QASP templates with the Air Force Medical Support Agency (AFMSA).
2. Coordinate with the using activity (functional area) to ensure the services, as described in the SOW, meet and continue to meet their needs.
3. Act as a liaison between the using activity and the contracting activity.
4. Ensure completion of the SOW, QASP, AF Form 9, and other related contracting documentation, before the package is submitted to your contracting office.

Additionally, Medical Logistics performs a variety of post award functions as the focal point for the CO or other contracting agency. One of these post award functions is to create and maintain a six-part folder for contract administration for each service contract as soon as they receive the contract from the contracting agency. Every recurring service contract in the MTF requires a contract folder. The following items include the suggested content or format for the folders:

- Part 1 – Administrative–points of contact, phone numbers, all formal and informal correspondence.
- Part 2 – Initial contract and all modifications.
- Part 3 – Performance plan–include QASP and other required evaluation criteria.
- Part 4 – COR and FRED appointment letters with certificates of training.
- Part 5 – Credentialing, licensure, and insurance requirements.
- Part 6 – Payment log, invoices, receiving reports, work orders receipts, time sheets, etc.
- Part 7 – Reports of nonconformance, validated complaints, and actions taken.

Business Requirements and Advisory Group

BRAG is a customer-focused, multifunctional team that plans and manages service contracts throughout the life of the requirement. Every service contract operating under a performance-based service contract requires a BRAG.

MTF commander

All requests to enter into personal service contracts, for direct healthcare services, *must* be approved by the MTF commander.

Self-Test Questions

After you complete these questions, you may check your answers at the end of the unit.

219. Personal/nonpersonal and professional/nonprofessional service contracts

1. Which type of contract involves hiring an individual to work directly for the MTF?

2. A PSC contract is characterized by the employer-employee relationship between the government and whom?

3. Who legally protects contracted employees under personal service contracts?

4. Who must directly supervise a PSC contractor?

5. By law, the maximum yearly salary that a PSC employee may earn cannot exceed that of whom?

6. In a nonpersonal service contract, the personnel that are hired work directly for whom?

7. Which contract type applies when the personnel rendering the services are not subject to the supervision and control of the government?

8. Under an NPSC, who is responsible for the actions of the employee?

9. *Professional* medical services include any individuals directly involved with what type of patient care?

10. Support, administrative, and non-clinical services are usually considered to be what type of contract service?

220. Elements of a procurable package

1. A requirements package for a service request consists of what four documents?

2. What two documents contain standards that must be established prior to solicitation?

3. Which document is a performance-based description of the services required by an activity?

4. Who produces the SOW?

5. SOWs should reflect what degree of mission requirements?

6. Who may enter into contracts and provide direction to contractors?

7. List the five parts of a SOW.

8. The QASP is a document that provides a systematic method to do what?

9. The purpose of the QASP is to provide a planned process for surveying what?

10. List the four types of surveillance methods.

11. Which two surveillance methods allow for deductions from the contractor's monthly payment for less than acceptable performance?

12. What seven tabs must the QA contract files contain?

221. Roles and responsibilities

1. Who is responsible for forming the BRAG?

2. Who acts as the purchaser, ensures adequate funds are available, and ensures all legal and regulatory guidance is followed?

3. Who is responsible for the actual performance of a given service?

4. Within the MTF, who normally fills the role of FD/FC?

5. Who are the qualified individuals that are selected and appointed by the FD/FC to monitor, evaluate, and accept contract services?

6. To avoid interruption of QA duties caused by exercises and contingencies, FRED duties should be assigned to whom?

7. A FRED should be appointed how many days before the contract start date?

8. Who is responsible for monitoring workday schedule compliance, inspecting deliverables, and submitting monthly surveillance documentation to the COR?

9. Who acts as a liaison between the requester and the contracting activity?

10. What should you create for each service contract as soon as you receive the contract from the contracting agency?

3–2. Funding
In addition to the SOW and QASP, a procurable package must have a funding document to initiate the request. Two of the most commonly used funding documents are the AF Form 9, Request for Purchase and the DD Form 448, Military Interdepartmental Purchase Request (MIPR). The document you use depends on the type of contract you are requesting. For example, if your requirement is for a nonpersonal service contract, then you have the option of going through your local AF contracting

office. However, if you are requesting a contract through another DOD department, then the request form you use is the MIPR. Meanwhile, if you are going through your local contracting agency, the AF Form 9 is the preferred form. In either case, the funding document you use identifies and ensures that funds are available for the services you are requesting. This section gives you a general overview of both the MIPR and AF Form 9 funding documents.

222. Air Force Form 9, Request for Purchase

The AF Form 9, Request for Purchase, is the funding document that you use to request service contracts through your local contracting office. This document is used to describe the requirement and is included with the SOW as part of a procurable package. The AF Form 9 is also called a PR and is normally used for a one-time purchase. Although most bases use the Automated Business Services System (ABSS) to submit their purchase requests to contracting, you must submit the request in accordance with your local procedures.

ABSS allows a government employee to enter a procurement requirement into a networked system. The other acquisition coordinating agencies such as Medical Logistics, RAs, budget, accounting, and COs, can then access the request and act on it electronically. In other words, ABSS is an electronic-procurement document approval and transmittal process. This automated process enables the AF to increase efficiency by the following:

- Reduction in form processing time.
- Automation of financial processes.
- Elimination of duplicate data entry.
- Reduction of paperwork.
- Traceability of documents.
- Using digital signature technology.

The ABSS interfaces with other systems to include the following:

- Automated Contract Preparation System (ACPS).
- Central Procurement Accounting System (CPAS).
- General Accounting Finance System (GAFS).
- Integrated Accounts Payable System (IAPS).

Coordinating agencies

The routing process for a Form 9 differs depending on whether you are requesting services or materiel (supplies or equipment). A request for materiel is the simpler of the two. *Materiel requests* require a signature from the originator, usually MEMO or Acquisitions, and a certification of availability for AFWCF/MDD funds, usually from the MLFC.

Meanwhile, *service requests* require coordination through multiple offices, as presented in the following:

- Medical Logistics—initiates the services request.
- MTF unit RA—certifies availability and use of MTF O&M funding.
- Accounting/budget office—obligates MTF funding.
- Contracting officials—process, write, advertise, select, and award contracts.

Automated processing

AF Form 9s are processed using ABSS. This system is used to design, route, and fund AF Form 9 requests. Your local ABSS administrator will need to create an account for you. At some locations, you may be able to manually create your Form 9s for materiel only purchases, while others will require the use of ABSS regardless of the commodity or service involved.

While creating a new request in ABSS, you will need to enter individual line item data for each item that you are requesting. It is important to provide clear details on what is needed without being unnecessarily specific. For example, if you were placing an order for a car, you might list your requirement as: vehicle, new, sedan, four-wheel, four-door, gas-electric hybrid, 4-cylinder engine. While listing general specifics you are increasing the number of available sources that contracting can solicit while still meeting your needs. If you were to add to your requirement: 2012 Nissan, Maxima, SE, red w/ moon roof, you would be overly restricting the government's options. When there are more sources that can meet your requirement, there will also be more bids and therefore an overall best value for the government.

Accounting and classification data includes a series of fields that must be populated with different alpha-numeric characters. These codes, when put together in a specific order, form your fund citation. A fund cite is similar to a banking account number and routing identifier. Work closely with your resource manager when completing this screen. Any errors in these fields can cause complications that may result in your requisition being rejected.

ABSS can be used for the creation and processing of numerous forms, to include the following:
- AF Form 9 – Request for Purchase.
- AF Form 406 – Miscellaneous Obligation/Reimbursement Document (MORD).
- AF Form 616 – Fund Cite Authorization (FCA).
- DD Form 250 – Material Inspection and Receiving Report.
- DD Form 448 – Military Interdepartmental Purchase Request (MIPR).
- DD Form 448–2 – MIPR, Acceptance of.
- DD Form 1348–6 – Single Line Item Requisition System Document, DOD (Manual-Long Form).

Documents are submitted from the ROUTING LISTS window. This procedure moves the document from DRAFT to SUBMITTED status. ABSS sends an email to the next person in the document's flow to notify the individual that the document is awaiting action or "copy" the person to provide status on the document when another individual has taken action.

223. Military interdepartmental purchase request

To effectively explain the MIPR and set up a basis for understanding financial management for this lesson, you'll start with a brief explanation of a few financial terms. The proper usage of accounting terminology will help explain MIPRs as they relate to certain types of requisitions. It is also important to initially understand that MIPRs are used to transfer funds to other military departments when they fund and acquire requisitions for other departments.

Disbursement accounting terms

The stages of disbursement accounting are used to record transactions pertaining to the purchase of goods or services. This process begins at the time an item or service is requested and ends when payment for the item or service has been made. There are two basic stages for accounting disbursements—commitments and obligations.

Commitment

The commitment stage provides for the administrative reservation of funds. At this stage a requirement is known but a firm price is not; a commitment is basically an estimate for a future obligation. The commitment is only an intent or plan to buy an item or service; therefore, it is not legally binding.

Obligation

An obligation is a legal binding agreement between the government and a contractor.This is the cost that is carried in official accounting records regardless of whether the value of the goods and services have been received or actual disbursement of the funds has occurred.

Document processing

Many of the tasks involved with the accounting process require a large amount of documentation. There are specific documents used to support both the commitment and obligation stages. These documents serve as evidence for the overall expenditure of public funds.

Types of commitment documents

There are several different types of commitment documents, including the DD Form 448 and AF Form 9.

DD Form 448

The DD Form 448, Military Interdepartmental Purchase Request, is used to request the purchase of goods or services from other DOD agencies. The MIPR has two categories of funding: category I, reimbursable; and category II, direct citation.

AF Form 9

The AF Form 9, Request for Purchase, also referred to as a PR, is used by activities to request the purchase of supplies or services from local contracting sources. The PR is normally used for a one-time purchase.

Types of obligation documents

As you learned earlier, the DD Form 448 is a commitment document issued to another DOD agency. When the DOD agency receives the request, it determines if it can perform the service or provide the supplies requested. When the DOD agency agrees to the conditions of an interdepartmental purchase request, it prepares the DD Form 448–2, MIPR Acceptance of.

After preparing the acceptance, the performing activity determines the category of funding for the MIPR. There are two categories of funding—*category I* – Reimbursable, and *category II* – Direct Citation. In *category I*, the performing activity obligates its own funds to fill the order and then bills the requesting activity for the work or services rendered. In *category II*, the performing activity uses (cites) the funds of the requesting activity on any order placed to accomplish the work or service. Category I is similar to using a credit card where the bank pays for the item and then you pay them back after you receive the item. Meanwhile, category II is more like paying up front for a yearly magazine subscription, where your money is allocated before you receive what you ordered.

Self-Test Questions

After you complete these questions, you may check your answers at the end of the unit.

222. Air Force Form 9, Request for Purchase

1. Which funding document is used to request service contracts through your local contracting office?

2. What system is used by most bases to submit their purchase requests to base contracting?

3. Which coordinating agency certifies availability of MTF O&M funding?

4. While entering line items in ABSS, it is important to provide clear details on what is needed without doing what?

5. ABSS documents are submitted from which window?

223. Military interdepartmental purchase request

1. What are the two basic stages for account disbursements?

2. Which accounting disbursement stage is used for the administrative reservation of funds?

3. Which accounting stage is a legal binding agreement the government and the contractor, is the cost that is carried in official accounting records?

4. Which form is used to request the purchase of goods or services from other DOD agencies?

5. Which form is used by activities to request the purchase of supplies or services from local contracting sources?

6. Which category of funding has the performing activity obligate its own funds to fill an order and then bill the requesting activity for the work or services rendered?

7. Under which category of funding does the performing activity use the requestor's fund cite as orders are placed?

Answers to Self-Test Questions

After you complete these questions, you may check your answers at the end of the unit.

219

1. Personal service contract.
2. The contractor's personnel.
3. The MTF.
4. A government representative.
5. The President of the United States.
6. An outside contractor.
7. NPSC.
8. The contractor.
9. Clinical or hands-on.
10. Nonprofessional.

220

1. SOW, QASP, PR, IGCE.
2. SOW and QASP.
3. SOW.
4. The requestor.
5. Only the minimum.
6. Only a duly appointed contracting officer.
7. Description of services, service delivery summary, government-furnished property and services, general information, and appendices.
8. Evaluate the services the contractor is required to perform.
9. The contractor's actual performance.
10. Periodic surveillance, random sampling, 100 percent inspection, customer complaints.
11. Random sampling and 100 percent inspection.
12. FRED nomination/appointment letter, CO's letter to contractor of appointment, SOW, QASP, Records of inspection, Memo for record, Correspondence.

221

1. Contracting commander or chief of AF contracting office.
2. The contracting officer.
3. Functional director/functional commander.
4. MLFC.
5. FREDs.
6. Civilian personnel.
7. Ninety.
8. FREDs.
9. Medical logistics.
10. A six-part folder.

222

1. AF Form 9.
2. ABSS.
3. MTF RA.
4. Being unnecessarily specific.

5. ROUTING LISTS.

223

1. Commitments and obligations.
2. Commitment.
3. Obligation.
4. DD Form 448, Military Interdepartmental Purchase Request.
5. AF Form 9, Request for Purchase.
6. Category I – Reimbursable.
7. Category II – Direct Citation.

Unit Review Exercises

Note to Student: Consider all choices carefully, select the *best* answer to each question, and *circle* the corresponding letter.

61. (219) In a personal service contract, who supplies legal protection for the employee?
    a. Credentialing office.
    b. Medical facility.
    c. Contractor.
    d. Provider.

62. (219) What is the *maximum* annual salary that a government contractor may earn?
    a. $100,000.
    b. $250,000.
    c. $350,000.
    d. $400,000.

63. (219) What is typically required of individuals providing *professional* services?
    a. Administrative career.
    b. License to practice.
    c. Ph.D. in the field.
    d. Non-clinical job.

64. (220) Which of the following is a part of a requirements package?
    a. Statement of work.
    b. Procurement order.
    c. Quality reassurance plan.
    d. Government dependent cost estimate.

65. (220) Which requirements package document provides a systematic method to evaluate the contractor's service performance?
    a. Functional requirements evaluator appointment.
    b. Quality assurance surveillance plan.
    c. Random sampling instruction.
    d. 100 percent inspection survey.

66. (220) Which contract surveillance method allows for deductions from a contractor's monthly payment?
    a. Compliance inspection.
    b. Customer complaints.
    c. Periodic surveillance.
    d. Random sampling.

67. (221) Who is responsible for forming the business requirements and advisory group (BRAG)?
    a. Medical Logistics officer.
    b. Contracting commander.
    c. Functional commander.
    d. Contracting officer.

68. (221) Which commander is responsible for the actual performance of a given service?
    a. Medical facility.
    b. Contracting.
    c. Installation.
    d. Functional.

69. (221) Who are appointed by the functional director/functional commander (FD/FC) to monitor, evaluate, and accept contract services?
a. Business Requirements and Advisory Group (BRAG).
b. Functional requirements evaluator designees (FRED).
c. Contracting officer representatives (COR).
d. Statements of work (SOW).

70. (221) Who acts as a liaison between the requester and the contracting activity?
a. Medical Logistics.
b. Functional evaluator.
c. Business advisory group.
d. Quality assurance personnel.

71. (222) Which funding document is used to request service contracts through your local contracting office?
a. DD Form 448.
b. AF Form 616.
c. DD 1348–6.
d. AF Form 9.

72. (222) When requesting a service contract, who certifies the availability of medical treatment facility (MTF) operations and maintenance (O&M) funding?
a. Medical Logistics.
b. Contracting office.
c. Unit resource advisor.
d. Accounting & budget office.

73. (222) When requesting a service contract, which office obligates the military treatment facility's (MTF) funding?
a. Medical Logistics.
b. Contracting office.
c. Unit resource advisor.
d. Accounting & budget office.

74. (223) Which form is used to request the purchase of goods or services from other Department of Defense (DOD) agencies?
a. DD Form 448.
b. AF Form 616.
c. DD 1348–6.
d. AF Form 9.

75. (223) Which form is used when another agency agrees to the conditions of an interdepartmental purchase request?
a. DD 448–2.
b. SF 1449–1.
c. DD 2005.
d. SF 44.

76. (223) Which military interdepartmental purchase request (MIPR) fund category bills the requesting agency *after* the order is filled?
a. Obligation.
b. Commitment.
c. Reimbursable.
d. Direct citation.

Do not return your answer sheet to AFIADL.

Glossary of Terms and Abreviations

Terms

accountability–The added degree of responsibility for property that exists when a designated individual must maintain property records that are subject to audit.

accountable medical supply officer– Medical Service Corps officer, civilian GS–11, or fully qualified senior NCO appointed to be accountable for the medical stock record account.

accounting and finance office–The base agency charged with the technical responsibility for the financial accounting, disbursing, and financial reporting for all appropriations, funds, and financial resources of the Air Force.

active due-in–A due-in with a quantity greater than zero.

advice code –(Requisitioning) The source of supply with coded instructions that a specific condition exists and is considered to be essential to the desired supply action.

Air Force supplies–Materiel and supplies made available to AF activities and/or facilities through defense military management agencies or other authorized supply sources in order to support the USAF mission.

authorization–A validated equipment requirement established for a specific item in a stated quantity for a specific organization. Authorizations can be equal to or less than the stated allowance; however, they cannot exceed them.

backorder–An obligation assumed and recorded by any supply echelon, to continue at a later date a requisitioned item that was not immediately available for supply.

base supply–The activity responsible for requisitioning, receiving, storing, and issuing (including maintenance of accountable records) supplies/equipment supporting the assigned mission of the base/wing.

bench stock–A stock of consumption-type supplies and parts established at or near the point of consumption to ensure continuous and uninterrupted operations.

cannibalization–The authorized removal of specific components from one item of AF property for installation on another item of AF property to meet priority requirements with the obligation to replace the removed components.

centrally managed equipment–Items that are centrally budgeted, centrally acquired, and centrally managed. The complete life cycle of the item is centrally managed for unit requirements.

commitment–This stage of disbursement accounting provides for the administrative reservation of funds. At this stage a requirement is known but a firm price is not, so a commitment is basically an estimate for a future obligation. The commitment is only the intent to incur an obligation; therefore; it is not legally binding.

commodity–A grouping or range of items that have similar characteristics, similar applications, or are susceptible to similar supply management methods.

component–An article manufactured for use in assemblies, subassemblies, end items, or end products when such an article is listed in the blueprint, drawing, technical order, or specification of the respective assembly, subassembly, end item, or product. It excludes parts of end items or assemblies having a 100 percent replacement factor during overhaul or repair (i.e., nuts, bolts, gaskets, etc.).

condition–The state of physical being that determines the suitability of an article to adequately carry out the purpose for which it was designed or authorized.

consumable supply item–An expendable item that loses its identity when used, cannot be reused for the same purpose, or is not durable enough to last one year. Drugs, X-ray film, and adhesive tape are examples.

contract/purchase order–A negotiated agreement between the government and a manufacturer calling for the purchase of supplies and/or equipment by the Government.

controlled medical item–An expendable item of medical materiel that, because of its susceptibility to misuse and theft, requires special accounting, storage, shipment, and issue precautions.

critical level–The quantity below which there will be insufficient stocks on hand to meet issue demands. This level is normally computed on the quantity of materiel issued during the number of days in the pipeline time.

custody receipt–A document used by a responsible property officer to record the loan issue of property to an individual of the unit.

customer catalog–A table comprised of all items, both stocked and non-stocked, that a customer uses.

daily demand rate –The average quantity used daily and computed internally.

database–A file on disk where information is stored and updated.

Defense Logistics Agency –The agency of the DOD which is responsible for the wholesale management, procurement, and distribution of items of supply common to the military departments

delivery destination–A code that designates where property is to be delivered or picked up from.

demand code–A code used to indicate how to accumulate demand information for stock leveling.

demilitarization of materiel-The act of destroying the offensive or defensive advantages inherent in certain types of equipment and materiel. This action includes mutilating, dumping at sea, wrapping, burning, or altering the design so as to prevent further use of such equipment and materiel for its originally intended military or lethal purpose.

deployment—The movement of strategic or tactical aircraft and units to an overseas location. This includes emergency movements, scheduled rotations of aircraft from stateside bases to overseas bases, and related exercises.

deployment package–Selected assemblies of equipment needed to support accelerated tactical or strategic airlift operations conducted along normal peacetime lines of communication or into remote areas.

disbursement accounting–The stages of disbursement accounting are used to record transactions pertaining to the purchase of goods or services. The disbursement accounting process begins at the time an item or service is requested and ends when payment for the item or service has been made. There are two basic stages of disbursement accounting, commitments and obligations.

document number–A 14-digit reference number that is assigned to a requisition or a release/receipt document in order to identify the transaction throughout the logistics system until retirement of the document is authorized in official reports of audit.

due-in–An order owed to a location within a customer area or to a different customer area.

duplicate shipment–A shipment which corresponds exactly to a previous shipment.

durable supply item–An expendable item that is not consumed in-use and has a life expectancy in excess of one year but does not qualify as an equipment item.

end item–An entity of hardware that isn't to be installed on another piece of equipment.

equipment– medical–A medical item that has a life expectancy of five years or more, maintains its identity when in-use, is nonexpendable, and costs more than $2500.

expense center–A six-digit code used with transactions that pertain to the Operations and Maintenance (O&M) appropriation. It identifies the responsible organizations and using organizations incurring the cost. It tells who is spending the money.

expiration dated materiel–Items labeled with a specific date beyond which the products either cannot be expected to yield its specific results or retain its required potency.

external sources–Prime vendor, BPA/DBPA, and credit card type suppliers

file/record maintenance–The act or method of making changes, deletions, or additions to elements of data on an established computer file.

Fund Cite Authorization, AF Form 616–Some activities have a continuing need for fund certification; so, to eliminate frequent trips to the financial services office, the AF Form 616 or Fund Cite Authorization may be issued.

fund code–A code used to indicate that funds are available to pay the charge when and where the asset is delivered.

Government Purchase Card Fund Cite Authorization, AF Form 4009–The AF Form 4009 is used to designate the accounting classification for charges by the (Government Purchase Card) cardholders within the various organizations on base.

host base–An AF base designated to furnish specified supplies to tenant and other organizations through an appropriate organization supply officer.

initial issue–Issue based on an increase in equipment authorizations or increases in stock levels caused by reasons other than normal consumption.

Integrated Accounts Payable System–This is an on-line payment processing system. It was designed to automate the accounts payable process.

internal transfer–These are transfers of an item of supply or equipment between different assemblages and between/within various stratification.

in-use equipment–Equipment in the possession of or used by an organization and accounted for on unit property records.

Inventory–The comparison of items and quantities of materiel in storage and/or in-use with that reflected on the accountable records.

investment cost–A cost that is basically the cost of real property and the acquisition of equipment.

issue, nonrecurring–An issue made on a one-time basis with no foreseeable subsequent demand from the requisitioner.

issue to customer–Demands placed on the logistics account by a customer that were either partially or completely on-hand.

local purchase–An authorized purchase, from sources outside the DOD, of materiel and services by a base activity for its own use or the use of a logistically supported activity. Local purchase is not limited to the immediate geographical area in which the base is located.

LOG-owned–Refers to a customer area whose inventory is logistics owned. Materiel is obligated/expensed to customer funds upon usage of the item.

media and status code–code that advises a source of supply of the type of status needed, media (mode) or communications, and activity to which status is to be directed.

medical materiel–Those items listed in the Federal Supply Catalog as medical materiel and any similar non-stock listed items.

Military Interdepartmental Purchase Request, DD Form 448–This form is used to request the purchase of goods or services from other DOD agencies. The MIPR has two categories of funding: category I, reimbursable and category II, direct citation.

MTF catalog–A table comprised of all items, both stocked and non-stocked, that an MTF uses.

navigate–A method by which the user moves from one functional process to another functional process within the DMLSS system.

nomenclature (noun)–That which is stored on an item record and which is a short description of an item identified by a unique stock number.

nonexpendable items–Equipment items that are neither consumed nor lose their identity during periods of use, and normally are capable of performing a function independently.

nonrecurring demand–A request for materiel made on a one-time basis. Non-recurring demands normally pertain to initial allowances, special program demands, and one-time projects or maintenance requirements.

nonreimbursable–Free issues, returns without credit, or receipts that do not update funds balances.

obligation–A legal binding agreement between the government and a contractor.

off-line orders–Orders created outside of the normal replenishment process (manually put into the system).

organization–A unit or activity drawing supplies direct from an AF base.

organization code–A code that identifies an organization or internal function of base supply.

organization commander (base level)–The individual possessing supervisory control (not administrative control, such as supply squadron commander, etc.) of the function, and responsible for success of the assigned mission.

organizational equipment–All equipment items authorized to be on hand at an organization or base to support its mission.

physical inventory–A record of property on hand based on a physical count.

pipeline time–Indicates the number of calendar days from the date a requisition is initiated to the date the materiel is received by the consignee. (In logistics, the term pipeline refers to the channels of support, or a specific part of the channels of support, through which property flows from the source of procurement to the point of use).

pre-issue–The act of updating computer-stored records on an after-the-fact basis.

preposition–To store assets at or near the planned operating location to ensure timely support during the initial phase of a war or contingency.

procurement–The computer action or process of acquiring or obtaining personnel, materiel, services, or property from outside a military service.

prompt pay–Simply paying the vendor within the prescribed period as stated in the contract. If the contract lacks specific pay terms, payment is made on the thirtieth (30th) day after receipt of a proper invoice in the designated office, or upon acceptance of the contract items, whichever is later.

quality assurance–The management function involving inspection, sampling, classification, evaluation, and reporting of materiel for ensuring that only serviceable items are issued and in-use or stored for contingency operations

receipt–The increase in inventory caused by receipts of incoming shipments or local turn-in.

recurring demand–A request for materiel made periodically or anticipated being repetitive. Recurring demands normally pertain to materiel for continuing consumption, use, or stock replenishment.

redistribution–The transfer of control, utilization, or location of materiel between organizations or activities within the military services or between the military services and other Federal agencies.

repairable–Used to identify unserviceable items that can be economically repaired and restored to a serviceable condition.

replacement issue–The issue based on replacement of items consumed or condemned and all other issues of a recurring nature.

report of survey–An instrument for recording the circumstances concerning the loss, unserviceability, or destruction of AF property. It serves as, or supports, a voucher for dropping the articles from the property records on which they are listed. It also serves to determine all questions of responsibility for the absence or condition of the articles.

Request for Purchase, AF Form 9-AF Form 9, also called a purchase request (PR), is used by activities on base to request the purchase of supplies or services. The PR is normally used for a one-time purchase. The requesting activity prepares the document, assigns a number, and forwards it to the Accounting Liaison Office.

responsibility center/cost center–A six-digit code used with transactions that pertain to the Operations and Maintenance (O&M) appropriation. It identifies the responsible organizations and using organizations incurring the cost. It tells who is spending the money.

revolving funds–Accounts initially set up by Congress to finance a continuing cycle of operations. The funds are used to purchase the inventory that will be sold. Funds received from selling the inventory will be used to replenish the inventory.

shelf life–That period of time during which an item can remain unused in storage before being reconditioned or condemned.

shortage–Item shortage is when the quantity received is less than the quantity shown on the shipping document.

signal code–A code that indicates to source of supply where to ship requested materiel and who to bill for funded items.

spare part–Any part, component, or subassembly required for the maintenance and repair of major items.

static item–An item whose PAR levels are adjusted by the user

stock fund–A revolving fund established to finance inventories of supplies and other stores.

stock number–A number identifying a part for requisitioning, storage, identifying the manufacturer, and/or origin in number.

stratification–A procedure for grouping elements of materiel assets and requirements by standardized categories (inventories). These categories are operating, war reserve materiel, special projects, suspended, reparable, and unserviceable.

substitute item–Used when two or more items possess such functional and physical characteristics as to be capable of being exchanged only under certain conditions or particular application, and without alterations of the items themselves or of adjoining items.

technical order–An AF publication that gives specific technical directives and information on inspection, storage, operation, modification, and maintenance of given AF items and equipment.

tenant–An organization or activity of one major command or military department that is supported by a host organization or activity under the jurisdiction of a major command or military department.

user–A person with access to DMLSS.

using activity–An organization or element of an organization that requests or receives materiel from Base Supply.

war reserve materiel–That materiel needed to augment peacetime assets to completely support forces, missions, and activities reflected in USAF war plans.

Abbreviations and Acronyms

Acronym	Definition
ABSS	Automated Business Services System
ACPS	Automated Contract Preparation System
AFML	Air Force Medical Logistics
AFMSA	Air Force Medical Support Agency
AFO	Accounting and Finance Office
AFWCF	Air Force Working Capital Fund
AIS	automated information system
AM	assemblage management
AO	approving official
AXoL	Access Online
BCO	base contracting office
BMET	biomedical equipment technician
BPA	blanket purchase agreement (also a source of supply type code)
BPS	build/process/submit
BRAG	business requirements and advisory group
BX	box (unit of issue)
CAC	common access card
CAIM	customer area inventory management
CC	cost center
CCM	cost center managers
CD	compact disk
CDC	career development course
CO	contracting officer
COD	cash on delivery
CON	contracting office (source of supply type code)
COR	contracting officer representative
CON	contracting
CONUS	continental United States

COR	Contracting officer representative
CPAS	Central Procurement Accounting System
CS	customer service or case (unit of issue)
DAPA	distribution and pricing agreement
DBP	Defense Logistics Agency blanket purchase agreement (also a DMLSS source of supply type code)
DBPA	DLA blanket purchase agreement
DD	Defense Department (used when identifying forms)
DDR	daily demand rate
DEA	Drug Enforcement Administration
DFAS	Defense Finance and Accounting Service
DI	due-in
DLA	Defense Logistics Agency (also a DMLSS source of supply type code)
DMLSS	Defense Medical Logistics Standard Support
DOD	Department of Defense
DODAAC	Department of Defense activity address code
DODAAD	Department of Defense Activity Address Directory
DPV	Defense Logistic Agency prime vendor (also DMLSS source of supply type code)
DQC	due-in decrease (DMLSS transaction code)
DQI	due-in increase (DMLSS transaction code)
DRMS	Defense Reutilization And Marketing Service
DRS	drop shipment
EA	each (unit of issue)
EC	expense center
ECA	electronic catalog (DMLSS souce of supply type code)
ECAT	electronic catalog
E-COMM	electronic commerce
EDI	electronic data interchange
EOFY	end of fiscal year
EOH	estimated on hand
EOR	element of resource
ESD	establish due-in (DMLSS transaction code) or estimated shipment date
EXT	external logistics activity (DMLSS source of supply type code)
FAR	Federal Acquisition Regulation
FCA	fund cite authorization
FD/FC	functional director/functional commander
FMS	foreign military sales
FRED	functional requirements evaluator designee
FSS	federal supply schedule

FTP	file transfer protocol
FY	fiscal year
GAFS	General Accounting Finance System
GBL	government bill of lading
GFM	government furnished material
GPC	government purchase card
GSA	General Services Administration (also a DMLSS source of supply type code)
HAZMAT	hazardous material
HBL	header barcode label
HHT	hand held terminal
HUB	hub (a central source of supply type code)
IAPS	Integrated Accounts Payable System
ID	identification
IDIQ	indefinite delivery indefinite quality
IGCE	independent government cost estimate
IM	inventory management (DMLSS application) module
IOU	due-out (backorder) (DMLSS transaction code)
JIT	just in time (delivery) prime vendor delivery method
LOG	logistics
LP	local purchase
MCA	management control activity
MCC	Medical Master Catalog
MC-CBRN	Medical Counter-Chemical Biological Radiological Nuclear
MDD	medical dental division
MEMO	medical equipment management office
MFG/PN	manufacturer's product number/part number
MIPR	military interdepartmental purchase request
MLFC	Medical Logistics Flight commander
MMC	medical master catalog
MORD	miscellaneous obligation/reimbursement document
MOU	memorandum of understanding
MOV	materiel obligation validation
MPN	manufacturing part number
MRO	maximum release order
M/S	Media/Status code
MTF	medical treatment facility
NDC	national drug code
NIR	new item request
NON	non-contracted (DMLSS source of supply type code)
NPSC	nonpersonal service contract

NSN	national stock number
NUS	non-usage orders
O&M	operation and maintenance (fund type)
O/H	on-hand
O/H	on hand (as in inventory balance)
OPR	office of primary responsibility and operating (DMLSS requirements code)
PC	project centers
PC	purchase card
PCA	purchase card adjustment (DMLSS transaction code)
PFMR	project fund management record
PFY	prior fiscal year
POC	point of contact
PR	purchase request
PSC	personal service contract
PV	prime vendor
PVM	prime vender med-surg
PVP	prime vendor pharmaceutical
PWS	performance work statement
PSC	personal service contract
QA	quality assurance
QASP	quality assurance surveillance plan
QCP	quality control plan
QTY	quantity
RA	resource advisor
RC	responsibility center
RC/CC	responsibility center/cost center
RCN	requisition control number
RDD	required delivery date
RMO	Resource Management Office
RND	receipt not due-in (DMLSS transaction code)
ROP	reorder point
RRD	receipt (DMLSS transaction code)
SAT	Simplified Acquisitions Threshold
SBL	shelf barcode label
SDS	service delivery summary
SOO	statement of objectives
SOS	source of supply
SOW	statement of work
SS	System Services
SVC CUST	Service customer

TCN	transportation control number
U/I	unit of issue
U/M	unit of measure
U/P	unit of purchase
UPN	universal product number
USE	usage orders
VA	Veteran's Administration
VCN	vendor catalog number
VIN	vendor item number
WCF	working capital fund
WRM	war reserve materiel
WWW	World Wide Web

Student Notes

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