Wildland Fire Protection Program

May 1

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The following ordering instructions apply to Federal Cache orders only.

National Cache Orders

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1. Routine Orders.

1.1. Routine Orders are requirements that DO NOT require same day, next business day, weekend, or holiday delivery. Customer input of Routine Orders directly into DOD EMALL is highly encouraged and desirable. Customer self-service for Routine Orders into DOD EMALL allows the Defense Logistics Agency (DLA) Customer Interaction Center (CIC) agents to concentrate on validated emergency requirements.

1.2. However, if customer DOD EMALL input is not possible, customer may place Routine Orders, with the DLA CIC, via email at dlacontactenter@dla.mil. The CIC is staffed 24-hours a day, 7 days a week, including U.S. Government holidays.

1.3. The format for Routine Orders is the Interagency Cache Business System (ICBS) output converted to an Excel spreadsheet. This format allows for accuracy, as the DLA CIC agent can copy and paste the information in the file directly into DOD EMALL. (See Cache Manager for template). Ensure the subject line reads: "National Cache Wildland Fire Protection Program Order."

1.4. Place Routine Orders with:

1.4.1. Priority Code "10"

1.4.2. Project Code "NES"

1.4.3. Required Delivery Date (RDD). It is imperative an RDD is provided. The date recorded in the RDD field determines when the order is shipped.

1.5. Orders are shipped to the location recorded in the AAC/DODAAC. If another ship to location is desired, record the alternate AAC/DODAAC in the supplementary address field. Please reference Attachment 1, Signal Codes, for relevant application when shipping to alternate locations.

1.6. Some assets have Maximum Release Quantities (MRQ) assigned, under program control, to prevent stockpiling or to control ordering on high visibility or intensively-managed assets. If you are certain of the order quantity, you can bypass the assigned MRQ with Advice Code "2L." The MRQ can be found in the DOD EMALL SHOP/SEARCH screen. Enter the NSN or keyword to search, then click on the item name. The MRQ is located in the "Characteristic Attributes" section.

1.7. If using the CIC to process a Routine Order, attach spreadsheet containing MILSTRIP data and ensure the following information is included in the body of the email:

1.7.1. AAC (DODAAC)

1.7.2. Shipping address

1.7.3. Point of contact name

1.7.4. Point of contact phone number

1.7.5. Point of contact email address

1.7.6. NSN and quantity for each item

1.7.7. Requested delivery date (RDD)

1.7.8. Project Code "NES"

1.7.9. Priority Code "10"

1.8. A Customer Relationship Management (CRM) ticket is emailed to the person who placed the order after the DLA CIC agent completes the order in DOD EMALL. The CRM ticket will show the call record, as well as information on stock availability and order fulfillment. If there are questions regarding the order, contact the CIC and provide the CRM ticket number. The CIC agent will locate the order and provide further assistance. The available "Stock on Hand" is displayed in the DOD EMALL SHOP/SEARCH screen (enter NSN or keyword to search) under the price of the item. Requisition Status is available in the DOD EMALL/Orders/DLA Orders section – "Requisition/Customer Return Inquiry."

1.9. If the requested item is not in stock, reference the CRM ticket number and advise the CIC representative, by phone or email, to either kill (cancel) or backorder the item.

2. DOD EMALL.

2.1. Customers can create a DOD EMALL account at https://dod.emall.dla.mil. Self-help tools are located on the right side of the webpage and will help you establish an account, if required.

2.2. DOD EMALL requires Internet Explorer 8.0 or above, Google Chrome, or Mozilla Firefox, with cookies, pop-ups, and JavaScript enabled. DOD EMALL is U.S. Government website and is subject to monitoring.

2.3. DOD EMALL requires a Medium Assurance Token to log-on. Most Common Access Card (CAC) and "LincPass" cards contain the required security credentials to access DOD EMALL. Once in DOD EMALL, register as a "Federal Government Employee." Ensure the AAC/DODAAC is recorded in the "DODAAC" field when populating the

contact and organizational information. Record, save, and submit the information. From the same screen, select "Advanced Options."

2.4. The next set of DOD EMALL registration questions center on MILSTRIP or FEDSTRIP access and Fund Code payment which allow orders to be placed via the DOD EMALL Manual Order Entry System (MOES). If the payment method is a credit card, select Government Purchase Card and complete the credit card information.

3. Emergency Orders.

3.1. Emergency Orders are requirements that necessitate same day, next business day, weekend, or holiday delivery. The DLA CIC is the entry point for Emergency Orders.

3.2. The format for Emergency Orders is the ICBS output converted to an Excel spreadsheet. This format will allow for accuracy, as the CIC agent will cut and paste the information contained in the file into DOD EMALL.

3.3. Forward Excel spreadsheet and ensure the following information is included in the body of the email:

3.3.1. AAC (DODAAC)

3.3.2. Shipping address

3.3.3. Point of contact name

3.3.4. Point of contact telephone number

3.3.5. Point of contact email address

3.3.6. NSN and quantity for each item

3.3.7. Requested delivery date (RDD)

3.3.8. Project Code "WFP"

3.3.9. Priority Code "8"

3.4. To execute an **Emergency Order BEFORE 5:00 p.m. Eastern Time**, email the order form to DLA's CIC at dlacontactcenter@dla.mil and carbon copy both christopher.stephens@dla.mil and phyllis.parker@dla.mil. The email subject line must read: **NATIONAL CACHE WILDLAND FIRE PROTECTION PROGRAM ORDER – NEXT DAY DELIVERY <Delivery Date>**.

3.4.1. Use Priority "08."

3.4.2. Project Code "WFP."

3.4.3. The applicable requisition Advice Code.

3.4.4. It is essential to provide the RDD. The date recorded in the RDD field will determine when the order is shipped.

3.4.5. **Note**: Advice Code(s) are applicable to individual requisitions. If an Advice Code(s) is referenced on the ICBS order form, then each individual requisition in the order will receive that same Advice Code and the resulting action.

3.5. To execute an **Emergency Order AFTER 5:00 p.m. Eastern Time**, email the order form to DLA's CIC at dlacontactcenter@dla.mil and carbon copy both christopher.stephens@dla.mil and phyllis.parker@dla.mil. The email subject line must read: **NATIONAL CACHE WILDLAND FIRE PROTECTION PROGRAM ORDER – SAME DAY DELIVERY <Delivery Date>**.

3.5.1. Use Priority "08."

3.5.2. Project Code "WFP."

3.5.3. The applicable requisition Advice Code.

3.5.4. It is essential to provide the RDD. The date recorded in the RDD field will determine when the order is shipped.

3.5.5. **Note**: Advice Code(s) are applicable to individual requisitions. If an Advice Code(s) is referenced on the ICBS order form, then each individual requisition in the order will receive that same Advice Code and the resulting action.

3.6. Some assets have Maximum Release Quantities (MRQ) assigned, programmatically, to prevent stockpiling; or to control ordering of high visibility or intensively managed assets. If you are certain of the order quantity, you can bypass the assigned MRQ with Advice Code "2L." The MRQ can be found in the DOD EMALL SHOP/SEARCH screen. Enter the NSN or keyword to search, then click on the item name. The MRQ is located in the "Characteristic Attributes" section.

3.7. Orders are shipped to the location recorded in the AAC/DODAAC. If an alternate ship-to-address is preferred, record the alternate AAC/DODAAC in the supplementary address field.

3.8. Customers must make a follow-on call to the CIC at 1-877-DLA-CALL to confirm receipt of the emergency order. Identify yourself as a "Wildland Fire Protection Program Customer," as this will further alert the CIC agent of the order's urgency. Please ensure you have the following information readily available:

3.8.1. AAC (DODAAC)

3.8.2. Shipping address

3.8.3. Point of contact name

3.8.4. Point of contact telephone number

3.8.5. Point of contact email address

3.8.6. NSN and quantity for each item

3.8.7. RDD

3.8.8. Project Code "WFP"

3.8.9. Priority Code "08"

3.9. Once the DLA CIC agent enters the order into DOD EMALL, a DLA CRM ticket will be emailed to the person who placed the order. The CRM ticket will show the completed work as well as information on stock availability and order fulfillment. If there are any questions regarding the order, contact the CIC and provide the CRM ticket number. The CIC agent can then provide further assistance, if required.

3.10. If the requested item is not in stock, reference the CRM ticket number and advise the CIC agent, by phone or email, to either kill or backorder the item.

3.11. Order fulfillment and transportation/shipping feedback are available from the CIC at 1-877-DLA-CALL.

4. Material Returns.

4.1. Discrepant Material (i.e., Supply, Packaging, Product

4.1.1. If materiel must be returned as a result of receiving defective materiel or receiving more than the quantity ordered, an automated supply discrepancy report (WEBSDR) process is available. WEBSDR requires a Medium Assurance Token to log-on. If you already have access, you can complete the WEBSDR at URL: https://www.transactionservices.dla.mil/dasshome/homepage.asp.

4.1.2. Note: A Login ID and Password are needed to access the WEBSDR site. At the website listed above, click on the "Request Login ID and Password" link. Next, complete the "Verification Test" and click "Verify." Read and accept the terms and rules of behavior. On the next page, title "System Access Request," SAR Menu page, scroll to the bottom of the page and select WEBSDR. On the following page, complete and submit the application.

4.2. Excess Material

4.2.1. A “Customer Report of Available Excess” (FTE) transaction, available within DOD EMALL, is necessary to return material surplus to your needs.

4.2.2. DLA only accepts creditable returns of $100 dollars or higher. The following items are not acceptable for credit or materiel returns at any time: pharmaceuticals and medical shelf-life items (e.g., gauze/bandages); test kits and reagents; operational rations (e.g., MREs, unitized group rations); dog food; other materiel: excluding medical materiel, the item must have more than 6 months of shelf-life remaining.

4.2.3. Once logged in DOD EMALL, navigate to the “Tools” section along the right margin. There, select the “Create MILSTRIP Transactions/DDE hyperlink.

4.2.4. There, select the “FTE/FTG: Customer Asset Report” hyperlink.

4.2.5. Complete and submit the online form.

4.2.6. The responsible supply chain will validate offers (excess) of material and determine return or non-return status based on wholesale stockage objectives.

4.2.7. The responsible supply chain will provide the customer a return decision via the FTR: Reply to Customer Asset Report within DOD EMALL.

4.2.8. If a return is authorized via the FTR, ship material in a manner as to prevent degradation of material.

4.2.9. The depot will process the appropriate accountable records transaction upon receipt and inspection of required material.

4.2.10. The depot receipt must be in Condition A for the credit to process.

DLA WILDLAND FIRE PROGRAM POINTS OF CONTACT

DLA CIC
Toll Free: 1-877-DLA-CALL (1-877-352-2255)
Commercial: 1-269-961-7766
Email: dlacontactcenter@dla.mil

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

DLA Troop Support Fire Program Coordinator – Ms. Phyllis Parker
Office Phone: 215-737-8055
Email: phyllis.parker@dla.mil

DLA Troop Support Collective Enterprise Cell (During normal business hours 6 AM EDT – 6 PM EDT)
Phone: 215-737-9158

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

DLA Wildland Fire Program Liaison – Jon Hill
Office Phone: 703-767-1816
Cell Phone: 703-798-9615
Email: Jon.hill@dla.mil

Attachment 1
Reference Sheet

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

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

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

Acronyms	
DOD EMALL	Department of Defense Electronic Mall
DLA	Defense Logistics Agency
CIC	Customer Interaction Center
ICBS	Interagency Cache Business System
NES	???
RDD	Required Delivery Date
AAC/ DODAAC	Activity Address Code/ Department of Defense Activity Address Code
MRQ	Maximum Release Quantities
MILSTRIP	Military Standard Requisitioning & Issue Procedures
CRM	Customer Relationship Management
CAC	Common Access Card
FEDSTRIP	Federal Standard Requisitioning & Issue Procedures
MOES	Manual Order Entry System
WFP	Wildland Fire Program
WEBSDR	Website Supply Discrepancy Reports
URL	Uniform Resource Locator
SAR	System Access Request
FTE	Document Identifier Code – Customer Assets Reports
MRE	Meal, Ready-to-Eat
FTG	Document Identifier Code – Customer Asset Report
FTR	Document Identifier Code – Reply to Customer Asset Report
NSN	National Stock Number
AC	Advice Code

DLA CIC 1-877-DLA-CALL

dlacontactcenter@dla.mil

Routine Orders

Priority Code: "10"

Project Code: "NES"

https://dod.emall.dla.mil

Emergency Orders

Priority Code: "08"

Project Code: "WFP"

Email: dlacontactcenter@dla.mil

Commonly Used Advice Codes (AC)	
AC	**Used to:**
2C	Cancel unfilled quantities
2G	Order new stocks (i.e., freshest MREs)
2L	Override excessive quantities
23	Combination of 2G & 2L

Before 5:00 PM Eastern

Subject: NATIONAL CACHE WILDLAND FIRE PROTECTION PROGRAM ORDER – **NEXT DAY** DELIVERY (RDD)

After 5:00 PM Eastern

Subject: NATIONAL CACHE WILDLAND FIRE PROTECTION PROGRAM ORDER – **SAME DAY** DELIVERY (RDD)