



Defense Supply Center Philadelphia
Construction and Equipment Directorate
Equipment Division

SPECIAL OPERATIONAL EQUIPMENT

Tailored Logistic Support Program

Customer Guidelines Document

06 April 2009
Version 1.0

Table of Contents

1	INTRODUCTION	3
2	BACKGROUND	3
3	WHO IS AN AUTHORIZED CUSTOMER?	3
4	PROGRAM OVERVIEW & SCOPE	4
5	GETTING STARTED WITH THE PROGRAM –	7
5.1	MINIMUM CUSTOMER SYSTEM REQUIREMENTS	7
5.2	THE PRE-ORDER PROCESS	7
5.3	CUSTOMER REGISTRATION	7
	5.3.1 Obtain the Ordering Template	
	5.3.2 Customer Order Request Template.....	
	5.3.3 Updating Your Customer Account Information	
5.4	SUBMITTING A PRICE INQUIRY REQUEST	13
5.5	SUBMISSION OF A MIPR	14
5.6	THE ORDER PROCESS.....	15
5.7	REJECTION OF ORDER LINES BY DSCP	15
5.8	SUBMITTING AN ORDER TO DSCP	16
5.9	CANCELING AN ORDER.....	16
5.10	CHANGING AN ORDER	17
5.11	RECEIPT PROCEDURES – SUBMITTING A MATERIAL RELEASE ACKNOWLEDGEMENT (MRA)	17
5.12	SPLITTING ORDERS BETWEEN MULTIPLE VENDORS	19
5.13	RETURNS AND REPLACEMENTS	19
6	E-MAIL ADDRESSES AND WEB SITES	20
7	FREQUENTLY ASKED QUESTIONS	20

1 Introduction

Welcome to the Special Operational Equipment (SOE) Tailored Logistic Support Program (TLSP). This new program has been designed by the Construction and Equipment Directorate of the Defense Supply Center Philadelphia to provide you with responsive, high quality products at fair and reasonable prices. This is accomplished by promoting competition between qualified vendors.

This document serves as a guide to walk you through the registering and the ordering process. This document also contains contact information and a Frequently Asked Questions (FAQ) section.

2 Background

The Defense Supply Center Philadelphia (DSCP) is part of the Defense Logistics Agency (DLA). The primary goal of DSCP is to support our country's warfighters. Our mission can be summarized as follows:

"To be the logistics partner to the warfighter by providing supplies and services worldwide when and where needed; enhanced readiness through focused logistics with a forward presence and a world class workforce."

The success of DSCP has been its uncompromising commitment to readiness, customer satisfaction, quality and innovation. This commitment has also fueled the continued innovative integration of commercial practices as DSCP transitions from managing items to managing the supply chain.

Each year, DSCP supplies and manages over \$12.7 billion worth of food, clothing and textiles, pharmaceuticals, medical supplies, and construction and equipment items in support of America's warfighters worldwide and their eligible dependents. Other customers include America's school children participating in federal school lunch programs, and other non-Defense Department customers. Whether it's in the United States, Europe or the Pacific Rim, this peacetime revenue stream affords DSCP leverage in enhancing and assuring wartime readiness. As a global logistic supply chain integrator, DSCP provides a seamless supply system that can be utilized in both peace and wartime operations. DSCP's success also can be attributed to the partnerships and alliances we have established with stakeholders and customers.

Throughout its history, DSCP actively supported nearly every contingency operation, humanitarian relief effort, and every theater of operations where America's sailors, airman, soldiers, guardsmen and Marines have been deployed. DSCP has a long and heralded tradition of providing supplies and services, when and where needed, around the clock, around the world. DSCP, as a single inventory control point, will stay relevant and responsive as we transition to the agile and focused logistics of the 21st Century.

Our dedication to America's warfighter and readiness stands as a mark of honor-- second to none.

3 Who is an authorized customer?

Many types of activities may wish to use the DSCP Special Operational Equipment TLSP. These activities include but are not limited to military bases, camps-posts-stations, other federal activities, and state and local governments that receive federal funds. Should a state and local government request material using other than federal funds, DSCP will review all governing statutes to decide if the customer can be authorized to use this program. Authorized customers will place their orders with the Defense Supply Center Philadelphia. The Defense Supply Center Philadelphia (DSCP) will then place the order with a contractor.

4 Program Overview & Scope

1. Scope:

a. This TLSP program will have multiple vendors compete on price and delivery to fulfill each customer order. The program will service customers worldwide utilizing a combination of commercial support capabilities and Government transportation capabilities. The scope of the work involves the total logistics support required to supply customers and missions related to:

- Personal Protection Equipment
- Survival Gear
- Tactical Equipment Protective
- Eyewear Vision Enhancing Equipment
- Escalation of Force Equipment
- Visit Board Search and Seizure (VBSS)
- Scuba and other Diving Equipment
- Thermal Protection Equipment
- Surface Supplied Diving Equipment
- Communication Devices
- Saturation Equipment
- Compressors and Air Purification Systems
- Hyperbaric Instrumentation and Equipment
- Lifesaving – Search and Rescue Equipment
- Gas Analysis Equipment
- Air Crew Support and Flight Deck Safety Items
- Underwater Tools
- Incidental Services
- Clothing & Textiles - Apparel
- Load Carrying Equipment, i.e., vests, backpack systems, trunk lockers
- Lethality Support Items, i.e., slings, holsters, mobility pad items, straps and fasteners, reflective belts
- Survival Kits
- Mountain climbing equipment
- Other Special Operations Equipment Items

Incidental services and training relating to the operational equipment items shall also be included in the scope of the program. The primary concept of this contract is to support America's special operations community by providing all equipment, training, and related incidental services necessary to perform their missions.

b. There were four vendors awarded contracts and each vendor is to provide items and service to customers worldwide.

2. Items Covered:

a. Items within the general scope defined in 1a above are listed in the Core list of items for this program. Each vendor has a specific Core List consisting of approximately 3,000 items, which the customer can order. (The Core List is not currently available for publication. Once this information is released, the core lists will be posted on the SPECOPS web site).

Incidental services and training also shall be included. Incidental services/training are defined as those that directly relate to and support the items of supply available under the scope of this acquisition. These item-related services shall be viewed as those customarily offered within commercial industry. Incidental

services/training are usually requested at the same time the item of supply is ordered and will generally have a separate line item requesting the services/training. Incidental services/training, however, can be requested separately and will be authorized on a case by case basis.

Incidental services, for example, include repair, maintenance, inspection and re-certification services for pressure systems and all related components covered by this acquisition. System related components include such items as air and gas compressors, valves, pressure gauges, pressure relief valves, piping hoses, and fittings.

Services are performed on a wide range of equipment to ensure proper functional capability and safety. Hydrostatic testing, oxygen cleaning, and filter cleaning are examples of services that are regularly used by the military organizations that are not supplied by the Defense Logistics Agency (DLA). Incidental training, for example, include instructions on equipment sold in the program such as SCUBA gear. Typical training may include basic equipment operation, night diving instructions, and compressor rebuilds. All of the services that will be included in the solution are used in the commercial industry.

b. New Items: All requests for new items will be reviewed by the DSCP Construction & Equipment (C & E) Contracting Officer and approved by DSCP prior to requesting a contractor's price and delivery for the order. If the contracting officer determines that the ordered item is not within the scope of the contract, the customer will be informed.

c. Alternate Items: Alternate items may be offered by one of our suppliers. To be acceptable, the alternate must be the same form, fit and function as the requested item and approved by the customer in coordination with the DSCP, prior to being added to the core list. Alternate Items are usually vendor recommended.

1. To obtain approval contractors will forward any drawings, specifications, or other data necessary to clearly describe the characteristics and features of the alternate product being offered sufficient to establish that the product is equal to the product required. In addition, a commercially acceptable cross reference list should be included if available.
2. Once alternate items are accepted, they will be added to the core list.

d. Services / Training: Services/training offered in this program are defined as those that directly relate to and support the items of supply available under the scope of this acquisition. Offered services/training are usually requested at the same time the item of supply is requested and will generally have a separate line item requesting the service. Offered services/training can be requested separately and will be authorized on a case by case basis.

3. Delivery Requirements:

Definitions:

1. Routine (Pre-Planned) Non-Emergency Orders: Equipment required for normal day-to-day operations shall be delivered to the pick-up point (i.e., TLSP Contractor's facility or manufacturer's facility) by no later than **30 days** after the placement of the order by a particular activity unless the ordering activity has authorized a longer delivery time frame for a specific delivery order.

2. Urgent Order: Deliveries required for an activity's urgent requirements must be delivered to the pickup point by no later than **72-hours** after placement of the order. Delivery is to be accomplished by the end of the particular activity's normal work day (normally between 3:00PM - 5:00PM, local activity time), of the **third (3) business day** following placement of the order (normally Monday through Friday) unless the ordering activity has authorized a longer delivery time frame for a specific delivery order.

3. Emergency Orders: Deliveries required for an activity's emergency requirements shall be delivered to the f.o.b. pickup point **within 24-hours** following placement of the order unless the ordering activity has authorized a longer delivery time frame for a specific delivery order

NOTE: Delivery timeframes shown above are estimates only, after vendor receives the award. Award can take up to 13 days after order placement for routine requisitions.

4. Buy American/Trade Agreements/Berry Amendment Compliance

The products/components provided under this contract are in accordance with applicable Buy American Act and Berry Amendment. For this Program (acquisition) products provided are end items that are manufactured or substantially transformed in the United States or a Qualifying or Designated country, as set forth in FAR 25.003.

5 Getting Started with the Program

This section of the document will walk you through the process of getting setup to place orders within SOE TLSP. You will need to register with DSCP and setup your Customer Profile before your initial order is processed.

5.1 Minimum Customer System Requirements

In order to utilize the order template and interface with DSCP, you must have a personal computer that meets the following requirements:

- Windows Operating System
- Email Software
- Authorized Business Email Account that you and only you have access to
- Access to the Internet
- Microsoft Excel 2003 or later

If you do not meet all of the above requirements, contact DSCP for assistance in getting setup for the program.

5.2 The Pre-Order Process

The customer should follow the steps below to the greatest extent possible:

- a. All customers MUST REGISTER. Proceed to Section 5.3 – “Customer Registration” and follow directions.
- b. Conduct Market Research with respect to availability and estimated price. If assistance is required to define requirements or identify products and related costs, proceed to Section 5.4 – Submitting a Price Inquiry Request.
- c. Get approval to purchase material per Installation / Organizational SOPs.
- d. Funds for Payment - Coordination with Installation Finance Office / Resource Manager to ensure adequate funds are available and discuss payment method to use: MIPR or Interfund Billing. If a MIPR will be used – Proceed to Section 5.5 (Submission of a MIPR). MIPRs MUST BE APPROVED prior to order submission.
- e. Identify your specific requirements.
- f. Proceed - Customer fills out the Excel Order Spreadsheet – Section 5.3.2 Customer Order Request Template

5.3 Customer Registration

A one time registration is required for each individual using the program. Every person from your base who will have the authority to order is required to register. After registration, you will be sent a welcome package including your SOE TLSP Account Number, and your order template file.

To register, go to <http://www.dscp.dla.mil/gi/SpecOps/index.asp>

- Scroll down to “Customer Registration”
- Click “Download the Registration Form”
- Open “Registration Form”
- Fill out the form with the requested information
- Email the form back to DSCP using the instructions on the form. The form may also be faxed back to 215-737-0341 or DSN 444-0341

- If using EXCL 2007 please use the appropriate email method to send the registration form as an attachment to the address shown on the registration form ([.SOECustomerRegistration@dla.mil](mailto:SOECustomerRegistration@dla.mil)).

You will be asked to provide the following information on the registration form:

- **DoDAAC** of the ordering facility
- The **Unit** to which the ordering contact is associated
- **Full Name** of the ordering contact
- **Phone Number** of the ordering contact

5.3 Customer Registration – (continued)

- **Email Address** of the ordering contact – Please note that the email address you specify must be the address utilized to submit SOE TLSP orders. Otherwise, orders might be rejected by DSCP.
- **Customer Fax Number**

If there are any questions, please contact us at SOECustomerInfo@dla.mil or call one of the following:

TVLS	215-737-4066
TVLS	215-737-7759
TVLS	215-737-7833
TVLS	215-737-2624

NOTE: To request a Non-Military DoDAAC (i.e. Federal or State customer other than DOD), please contact a TVLS.

5.3.1 Obtain the Ordering Template

After you have signed up with DSCP as a customer of SOE TLSP, you will receive an e-mail with your ordering template and your unique Account Number. The order template is an Excel spreadsheet containing the necessary fields to support a valid order. For more information on how to use the order form, refer to section 5.6 Submitting an Order to DSCP in this document.

For ease of use and organizational purposes, we recommend that you do the following:

1. Create a folder on your hard drive called SOE_TLSP
2. Copy your template file into the SOE_TLSP folder
3. Create a shortcut to your template file and place it on your Desktop
4. Create a shortcut to the SOE_TLSP folder and place it on your Desktop
5. Any new order file that you create from the template should be saved to the SOE_TLSP folder

(Please note that the first 5 characters of your Request Order Template is your SOE TLSP Account Number)

5.3.2 Customer Order Request Template

The Customer Order Request Template is used for price inquiries (to obtain estimated prices) and to place orders. Once filled out, the spreadsheet is emailed to SOEOrders@dla.mil. Your price inquiry and your order requests will be processed according to the processes defined below in sections "5.4 Submitting a Price Inquiry Request and 5.8 Submitting an Order to DSCP..

NOTE: This program is for ordering Part Numbers only. NSNs will not be accepted and must be submitted through normal MILSTRIP ordering channels.

Please follow the examples. Only some of the fields are required for price inquiries. If a template submission is incorrect, we will not assume we understand the customer's intentions. You will be requested to correct your submission.

P o s i t i o n	Field	Mandatory for making a price inquiry ?	Mandatory for Placing an order?	Example	Restrictions	Definition
1	Request Type R / Q	Yes	Yes			R signifies you are placing an order Q signifies this is a price inquiry only, not an order.
2	POC Name *	No	No	John Smith		Enter the name of the point of contact who can answer questions about the requested item. (end user)
3	POC Unit *	No	No	ABC Unit		Enter the name of the unit, precinct, department, etc... for the point of contact.
4	POC Phone *	No	No	800-555-1212		Enter the phone number for the point of contact.
5	POC Email *	No	No	john.smith@zzz.mil		Enter the email address of the point of contact who can answer questions about the requested item.
6	Core List Item Number	No	No	1234	enter a core list number or leave blank.	Enter the core list item number if you are requesting this item from a DSCP core list catalog. To check core list, go to http://www.dscp.dla.mil/gi/SpecOps/index.asp Otherwise, leave blank. Core list currently not available
7	Manufacturer Name	Yes	Yes	Ajax Inc		If the item is not on the SOE core list, enter the manufacturer name of the item you're requesting. If unknown please type "Any" or "Don't Know"
8	Manufacturer Part Number	Yes	Yes	99-88-77-66		If the item is not on the SOE core list, enter the manufacturer part number of the item you're requesting. If unknown please type "Any" or "Don't Know". If unknown, the item description field must be completed.
9	Item Description	Yes	Yes	Weapon Light		If the item is not on the SOE core list, enter the description of the item you're requesting. .
10	Additional Information	No	No	see website www.abc.gov		Enter any additional information such as a website link that describes the item, the location of drawings or schematics for the item or anything else to help the vendor to identify the item. Also describe any item customization that is needed.

P o s i t i o n	Field	Mandator y for making a price inquiry ?	Mandatory for Placing an order?	Example	Restrictions	Definition
1 1	Unit Price Not To Exceed Amount	N/A not applicable	No	\$75.00	enter a number or leave blank. No narrative text.	Enter the maximum amount that you are willing to pay for an item. Otherwise, leave blank.
1 2	Requested Delivery Date	N/A	No	7/31/200 8		When asking for a price quote, this field should be left blank. Leadtime requirements can be placed in the additional information field above. When placing an order, enter the date that you want to receive the item. If blank, the system will default to 30 days. If multiple partial deliveries are acceptable, please note in "additional information" and show the final delivery date requirement in this field.
1 3	Quantity	No	Yes	50	number only	Enter the number of units requested. Be sure to use the correct unit of issue. 500 loose nails would be quantity = 500 and unit = EA. A box of 500 nails would be quantity = 1 and unit = BX.
1 4	Unit of Issue	Yes	Yes	EA		Enter the two-letter designation that indicates the count, measurement, container or form of an item of supply. It is the minimum quantity of the item that may be requested.
1 5	Ordering DODAAC	No	Yes	WW999 9	Must be a valid DoDAAC	Enter the six character DoDAAC of the customer filling out this order form.
1 6	Ship To DODAAC	Yes	Yes	WW888 8	Must be a valid DoDAAC	Enter the DoDAAC of the final destination of the item. This tells us where to send the item. This field is mandatory as prices are regional.
1 7	Bill to DODAAC	N/A	Yes	WW777 7	Must be a valid DoDAAC	Enter a DODAAC if different from above indicating where billing should be sent. Can use only 1 Billing DODAAC per requisition number.
1 8	Delivery Destinatio n	No	No	bldg 3, Indianto wngap, PA		Enter any additional information about delivery that's not covered by the Ship To DoDAAC.

P o s i t i o n	Field	Mandatory for making a price inquiry ?	Mandatory for Placing an order?	Example	Restrictions	Definition
19	Requisition Number	N/A	Yes	WW999 9515200 01	must be of the form in the example.	<p>Enter the 14 character requisition number in the form of: [ordering DoDAAC] + [last digit of year] + [Julian day] + [sequence]</p> <p>Example: DODAAC=WW9999; order request date=5/31/2008; sequence=1 then req# = WW999951520001</p> <p>Please omit dashes, spaces, etc...</p> <p>NOTE: This is not a mandatory field for State and Local Gov't. We will create a requisition number.</p>
20	Signal Code	N/A	Yes	A	Only codes A, B, J, K are available for this program.	<p>1 digit field. Alpha character.</p> <p>1) Use "A" when the order line is to be shipped to the DoDAAC specified in the requisition number, and the line is to be billed to the DoDAAC specified in the requisition number.</p> <p>2) Use "B" when the order line is to be shipped to the DoDAAC specified in the requisition number, and the line is to be billed to the "bill to" DoDAAC in this order sheet.</p> <p>3) Use "J" when the order line is to be shipped to the DoDAAC specified in the "ship to" field, and the line is to be billed to the DoDAAC specified in the requisition number..</p> <p>4) Use "K" when the order line is to be shipped to the DoDAAC specified in the "ship to" field, and the line is to be billed to the "bill to" DoDAAC</p> <p>...</p>
21	Fund Code *	N/A	Yes	ZZ		<p>2 Digit Field. Alpha or Numeric Characters. Identifies the Military Fund Accounting Classification that should be billed for the material received. If Fund Code is unknown, go to your Financial Office.</p> <p>NOTE: Can only use 1 Fund Code per requisition number.</p>
22	Special Project	N/A	No	9VV		Enter the three character project code associated with the item or

P o s i t i o n	Field	Mandatory for making a price inquiry ?	Mandatory for Placing an order?	Example	Restrictions	Definition
	Code					leave blank if not applicable or unknown
2 3	MIPR, MORD, Internal Purchase Order	N/A	Yes, when payment is based on MIPR funds	ABC123		Enter your MIPR Military Interdepartmental Purchase Request), MORD (Military Obligation Reimbursement Document) number , or Internal PO# (for State and Local Gov't) NOTE – Only 1 MIPR # per Order
2 4	Timeframe	N/A	No	R	only R, U, E or leave blank	Routine (R) / Urgent (U) / Emergency (E). If left blank, defaults to Routine.
2 5	Allow Alternate Item	No	No	Y		Enter "Y" if you will accept an approved alternate item. Leave blank to default to NO.
2 6	Allow Order Split	N/A	No	N		Enter "N" if you require that the entire order be delivered by only one vendor. Clarify your reason in the special instructions field. Leave blank to default to YES.
2 7	Special Instructions	No	No	All items must be delivered at one time		Enter any special instructions concerning your request. You must also use this field to convey why an item has emergency status or why you decline splitting a requisition amongst multiple vendors.

5.3.3 Updating Your Customer Account Information

In the event that there is a change to any of the below information, please contact DSCP personnel under Section 5.2 – Customer Registration. Your file will be updated with your new information and this will prevent any unwanted disruptions of service:

- Email address
- DoDAAC
- Unit
- Street Address

5 Getting Started with the Program (continued)

5.4 Submitting a Price Inquiry Request

Occasionally, a registered customer may need assistance defining their requirements and identifying the products, prices and services to meet their needs. When customers need this type of assistance, they are to submit a price inquiry request using the “order request template” and specifying “Q” in the first field (Request Type R/Q). The template is to be E-mailed to SOEOOrders@dla.mil. DSCP will help you get the answers and guidance you need to put together and to submit your order. Insure that the required fields are filled in on the template.

NOTE 1: Timeframe to obtain quotes - from the time of receiving the Price Inquiry Request to actually receiving price quotes, is approximately 13 days.

NOTE 2: Quoted Prices from Vendors are only valid for 60 days from receipt of the quote. If an actual order is not submitted in this timeframe, prices may change. Actual prices may also differ from quotes based on customer changes to quantity requested, destination, and delivery timeframes.

NOTE 3: When quotes are received, prices will reflect the price to the customer.

NOTE 4: Service requirements such as equipment maintenance or training, are reviewed on a case by case basis by the Acquisition Team. Please try to provide as much information as possible. Such requests can take 2-3 weeks or longer for a response because these requests must be reviewed by the DSCP Legal Team.

Getting Started with the Program (continued)

5.5 Submission of a MIPR (Military Inter-Departmental Purchase Request)

IMPORTANT: All MIPRs MUST be sent to DSCP – Prior to Submission of Orders. Price Inquiry requests may be used to estimate the required MIPR funds.

1. Please provide the following information on the MIPR before submitting it to DSCP:
 - a. The DoDAAC to be used on the requisitions generated against the MIPR
 - b. Customer financial POC to include name, phone number, fax number and e-mail address
 - c. Identify the Special Operational Equipment Program on the MIPR
 - d. Dollar Value of MIPR – If the dollar amount is unknown, suggest the following:
 - 1) Conduct Market Research for estimated pricing or
 - 2) Submit a Price Inquiry Request – Refer to Section 5.4
 - e. If at all possible this information should be included in the remarks on the MIPR form.
2. Submit DD 448, MIPR to DSCP:
 - a. The preferred method of submission is to scan a copy of the MIPR and submit it via e-mail. E-mail the MIPR to SOEOOrders@dla.mil
 - b. MIPRs can also be faxed to 215-737-0341/DSN: 444-0341
 - c. If e-mailing, annotate the information requested in step 1 in the body of the message. If faxing please list the information requested in step 1 on the fax cover sheet.
 - d. Subject Lines in E-mails should state that it is a request for MIPR acceptance at the very least.
3. Upon receipt of the MIPR, DSCP will:
 - a. Review the MIPR for possible acceptance.
 - b. Contact the identified customer POC should there be any questions
 - c. This office will forward the MIPR to the Contracting Officer for Scope Determination. Once approved by the KO, the MIPR will be forwarded to our Finance Office.

- d. DSCP Finance will create the MIPR acceptance (DD Form 448-2), enter the MIPR data, including total value, into our tracking system and forward a copy of the acceptance to the customer's financial POC, the vendor, the KO, and the DSCP Tailored Vendor Logistics Specialist (TVLS).

4. MIPR Dollar Value – The dollar amount of the order request form must be the full amount of the corresponding MIPR. Should a difference occur between the order amount and the MIPR amount, you will be notified. If there is a shortage, you will be requested to submit a modification to the original MIPR for the balance of the dollar amount. If there is an overage, our Finance office will issue a reimbursement to your office.

DSCP's system assigns a MIPR control number to all MIPRs. The prime vendors have been instructed to reference the control number on incoming orders which are to be applied against a particular MIPR. When the MIPR acceptances are prepared and sent to you (the customer) and to the vendor, this control number will be annotated.

NOTE 1: The entire process, once the MIPR request is submitted by the customer, could take up to 8 days until MIPR acceptance by the DSCP Financial Office.

5 Getting Started with the Program (continued)

5.5 Submission of a MIPR (Military Inter-Departmental Purchase Request) – (continued)

NOTE 2: Orders cannot be processed in the system until the customer is in receipt of the MIPR Acceptance (D 448-2). Orders will violate if there is not a valid MIPR code in our system – which is forwarded once the MIPR is accepted.

NOTE 3: Drawdown MIPRs will not be accepted for this program.

NOTE 4: Customers who use funded MILSTRIP requisitions will have no need to follow the above MIPR procedures.

5.6 The Order Process

- a. Customer fills out the spreadsheet, and saves the file. The name of the file includes today's date. If multiple orders are submitted on the same day, add an incrementing suffix to the end to ensure that the filenames are unique.
- b. Customer emails the order to DSCP to SOEOrders@dla.mil.
- c. Customer includes the email address for the individual responsible for receipt of order and for forwarding "Goods Receipt" to DLA thru EMALL.
- d. DSCP Customer personnel loads the customer order
- e. The order lines are reviewed and approved by Contracting Personnel for:
 1. Item Scope
 2. Berry Amendment Compliance and the Buy American Act.
 3. For MIPR Orders, a check is made by Customer personnel to ensure that DSCP has a MIPR Number and available sufficient MIPR funds.

NOTE: Credit Cards are not currently being accepted for this Program.

5.7 Rejection of Order Lines by DSCP

Should at any point in the process the order be rejected by DSCP, the customer will be notified. Potential reasons for rejection are:

- The item is not in scope of the Special Operational Equipment TLSP
- The item is not Berry Compliant
- The item is not in compliance with the Buy American Act or not manufactured or substantially transformed in the United States or a Qualifying or Designated country, as set forth in FAR 25.003.
- The customer has specified a MIPR Number that is either unknown, or for which there is not sufficient funds to cover the total dollar value on outstanding orders.
- Certain State and Local Government customers are using funds from specific federal grants. Should those monies become exhausted, these customers cannot use the program.
- Requested items cannot be obtained.
- Incomplete or erroneous information on the order request form.
- The requested delivery date is over 180 days away, or the requested delivery date has passed. Any RDD within 5 days of the order submission date will be rejected. The customer should call the TVLS directly to place the order.

5 Getting Started with the Program (continued)

5.8 Submitting an Order to DSCP

The following steps will walk you through the process of creating and submitting your order to DSCP:

Assuming that you have properly saved your order template file and setup the Desktop Shortcut as specified in section 5.2.1, follow the below steps to create and save a new order request:

- a. Double click on the Desktop shortcut for the Order Request Form.
- b. Excel should start with a blank copy of the Order Request Form. Please note that the default name spreadsheet file includes your SOE TLSP Account Number.
- c. After the spreadsheet appears, click on the File Menu and choose the Save As option.
- d. A default filename (your SOE TLSP Account Number) should appear in the file name textbox followed by a sequence number. It is recommended that you remove that final sequence number and replaced it with today's date and possibly a word describing the order. Note that the each file name must be unique. The easiest way to do this is to add the date to the filename.

For example:

- The default file name might be:  1E401_1.xls
- Rename the file to something like: 1E401_2008-04-15_Extinguishers.xls

- e. Add today's date or some other order specific value to the *end* of the filename – BE CAREFUL NOT TO REMOVE YOUR ACCOUNT INFORMATION AT THE BEGINNING OF THE FILENAME. Should you save and submit to DSCP an Order Request that does not contain your account number as the first 5 characters, the order will not process. Remember, the account number is how we verify who you are, and that you are able to place an order in the program.
- f. Fill out the necessary information for the order. Should you need assistance in understanding the various fields on the spreadsheet, refer to the sheet named 'Glossary' within the Order Request Template. It contains explanation for each field and its possible values. If you are still unsure, contact DSCP Personnel at SOEcustomerInfo@dla.mil to assist you.

- NOTE:** When entering multiple lines in an order, you *must* enter values into all required fields. This includes repeating values such as Ordering DoDAAC, Ship To DoDAAC, POC Name, POC Email, POC Unit, Requisition Number, MIPR Number (when applicable).
- g. Save the spreadsheet (preferably to your SOE_TLSP folder)
 - h. Close the spreadsheet
 - i. If your email client software is not already running, start it.
 - j. Create a new email message and address it to: SOEOrders@dla.mil
 - k. Enter the appropriate Subject titled “SOE Order” and Message Text in the email.
 - l. Attach the order spreadsheet file you created above, and send the email

5.9 Canceling an Order

Should you need to cancel an order, immediately contact your DSCP POC at SOECustomerInfo@dla.mil and inform them of the situation. They will take the necessary action to cancel the order on your behalf or direct you to the appropriate POC. Should the items have already left the vendor’s facilities on way to the end destination, cancellation may not be possible. DSCP will coordinate with the vendor to determine if the ordered goods can be returned and will advise you of the proper procedures.

5 Getting Started with the Program (continued)

5.10 Changing an Order

Should you need to add, remove or change an order line within your order request, contact your DSCP POC at SOECustomerInfo@dla.mil immediately so that the appropriate action can take place. If the order has not been sent out for bid as of yet, then your order may be changed to accommodate your needs. However, if the order has been forwarded to vendors for bid or has been awarded, then it is possible that the order cannot be updated, and your customer service representative will walk you through the appropriate process to address your needs.

5.11 Receipt Procedures – Submitting a Material Release Acknowledgement (MRA)

It is imperative that once an order is received by the customer, an MRA is posted into DOD EMALL. This is an internet based Electronic Mall which allows military customers and other authorized government customers to search for and order items from government and commercial sources. However, in this case EMALL will be used only for submitting an MRA. DOD EMALL is a Department of Defense program operated by DLIS. All users are required to register, be authenticated, and authorized by a DLIS Access Administrator. All EMALL users will follow the Department of Defense rules for login and passwords. EMALL is available 24 hours a DAY, 7 DAYS A WEEK. If any assistance is needed, you may call the Help Desk at 1-877-352-2255 between the hours of 0700-1739 EST.

To register, logon to <https://emall6.prod.dodonline.net/main/> - Click “okay” at the bottom of the page.. Go to left hand side under “ACCOUNT” and click “New Registration” and follow the directions.

When submitting an MRA in EMALL, both the MRA date and the MRA quantity must be annotated. The sales order status must be BV (Item procured on contract for direct shipment to consignee). You can submit MRAs for the entire order using your unique requisition / document number. You can also submit an MRA for a partial delivery. As soon as material is received, receipt processing must be done immediately. The system will automatically e-mail the individual that processed the order, until MRAs are posted.

EMALL Procedures - General comments

- a. The Enterprise Business System (EBS) emphasizes the document number (DODAAC+Julian date+call number) instead of the contract number and call number we have used in the past. You are assigning the document number for each line when you place the order in your ordering system. We would recommend that you keep a log handy at ordering, which will contain the document number, call number, and number of CLINs.
- b. Your staff performs a routine physical inspection on shipments in accordance with your internal directives.
- c. You should be ready to perform an EMALL acceptance based on:
 - i acceptance of all items on the invoice
 - ii acceptance of some items on the invoice, and non-acceptance of the others
 - iii acceptance of no items on the invoice.

5 Getting Started with the Program (continued)

5.11 Receipt Procedures – (continued)

General EMALL Instructions:

In all cases, perform the following in EMALL:

- a. At EMALL home page, select Orders on the top row of tabs; then select MRA status Immediately below that:
 - b. Select Lookup: DLA orders
 - c. In the first drop down block, select “summary document number”
 - d. Insert the document number you want to accept.
 - e. This will give you a single match against the document number.
 - f. You will see a summary view of the order. Of importance are a little down arrow on the left hand side and “radio” buttons on the right side. To view all of the lines on the invoice, click on the little down arrow on the left, based on your inspection.

During receipt acknowledgement you should know what actions you will be taking. Return to the summary screen by clicking again on the little (now up) arrow on the left.

EMALL Actions

TO ACCEPT ALL ITEMS ON THE INVOICE

- a. On the summary screen, check the “complete” button on the right hand side.
- b. Check on the “update” button in the bottom right of the summary box.

TO ACCEPT MOST ITEMS ON THE INVOICE

- a. On the summary screen, check the “complete” button on the right hand side. (do not yet check the update button)
- b) Click on the little down arrow on the left.
- c) View all the lines on the order. ALL the lines should display a “complete” status.
- d) For those lines you are not accepting, click “No MRA Action” on the right hand side; This will remove the “complete” status for that line. Make as many changes as you wish.
- e) When you are done this selective review, click on the little up arrow on the left. This will return you to Summary document.
- f. Check on the “update” button in the bottom right of the summary box

TO ACCEPT NONE OF THE ITEMS ON THE INVOICE

Since this should be an extremely rare instance, you should resolve any issues about the order with the prime vendor and/or DSCP. Then, accept some or all of the items.

TO ACCEPT PARTIAL QUANTITY ON A SINGLE LINE ITEM

- a. Advise DSCP of the document number and line item number, along with the quantity you originally ordered and the revised quantity you are going to receipt. Do not post any receipt in EMALL until you are told to do so by DSCP.
- b. DSCP will adjust the sales order and purchase order in SAP to reflect the revised quantity you will be receipting. When this occurs, DSCP will so notify you.
- c. The customer then can post a receipt in EMALL for the revised quantity.
- d. All documents (the prime vendor’s invoice, your receipt in EMALL, and the DSCP SAP sales order and purchase order) should match on the revised quantity.
- e. Proper payment to the prime vendor and proper billing to the customer by DFAS will take

place.

5 Getting Started with the Program (continued)

5.11 Receipt Procedures – (continued)

TO PROCESS A QUANTITY OF “ZERO” ON A SINGLE LINE ITEM.

- a. in EMALL, open the line item and changing the quantity to “0” and pressing the “complete” radio button
- b. Changing the quantity in EMALL to zero will change the sales order and purchase order in DSCP’s internal system to reflect a cancelled line; should the prime vendor erroneously invoice for this line, it will not be paid. No billing of the customer will ever take place.

NOTE: Failure to submit timely and accurate MRAs will cause billing problems, vendor payment problems, delay refunds and could hold up the delivery of needed items..

5.12 Splitting Orders between Multiple Vendors

There are occasions when the best overall price can be achieved by splitting the awarded lines of an order across multiple vendors. To provide the best possible prices to DSCP Customers, by default all SOE TLSP order request awards can be split across vendors. However, should you not want the award broken up, you may specify so within the Order Request Template in Column “Allow Order Split” by entering the letter N in each line of the order.

5.13 Returns and Replacements

1. Material return and replacement policy will be in accordance with the following:
 - a. The contractor will accept returns and, if the authorized customer still requires the product(s), replace the product(s) under the following conditions:
 - (1) Incorrect products were shipped;
 - (2) Products were damaged in shipment;
 - (3) Products arrived with concealed shipping damages;
 - (4) Products which are recalled, regardless of level of recall, except when the manufacturer’s policy states otherwise, in which case the manufacturer’s disposition instructions will be followed;
 - (5) Other returns consistent with the Vendor’s normal return policy to include return of excess material ordered by the customer based on a project estimate.
 - b. Discrepant goods will be held for not more than 15 days, pending instructions from the contractor, after which the discrepant material will be returned to the contractor’s address at the contractor’s expense. Expenses incident to the examination and testing of materials or supplies that have been rejected will be charged to the contractor’s account.
 - c. If the authorized customer does not need replacement of the returned products:
 - (1) the contractor shall not invoice DSCP; or
 - (2) the contractor shall reimburse DSCP for all paid invoices.
 - d. The contractor will be paid only for material the authorized customer has received and accepted. Customers must report all discrepancies to their DSCP contact and the contractor. DSCP will coordinate discrepancy resolution.
 - e. Re-stocking Fees: In the event that orders are canceled while deliveries are in route or that ordered quantities returned to contractor are not expected to be resold within 180 days, the contractor may charge a restocking fee as follows:
 - (1) The fee charged to the contractor by its supplier, or

(2) The lesser of 10% of the (unburdened) total price of the line item(s) returned, or \$25.00 per line item(s) returned.

5 Getting Started with the Program (continued)

NOTE: Line item is defined as “(unburdened) unit price x quantity = total price”.

f. Restocking fees do not apply for returns covered under paragraph b or for delinquent orders if the customer chooses to cancel the order prior to delivery.

NOTE: Customer should send an email request to SOECustomerInfo@dla.mil, if material needs to be returned or replaced.

6 E-mail Addresses and Web Sites

Registration Forms: <http://www.dscp.dla.mil/gi/SpecOps/index.asp>

Email Registration forms: SOECustomerRegistration@dla.mil

CORE List of Items (**unavailable at this time**): <http://www.dscp.dla.mil/gi/SpecOps/index.asp> The core items represent only a sampling of the scope of material that may be provided to customers.

MIPR Submission: SOEOrders@dla.mil

Submit Orders to: SOEOrders@dla.mil

Submit Requests for Information to: SOECustomerInfo@dla.mil

7 Frequently Asked Questions

1. [Can I enter order lines for multiple requisitions in the same order file?](#)

Answer: Yes, this is supported within the program.

2. [Can I use this order form to place orders for MILSTRIP based Orders?](#)

Answer: No. Milstrip requisitions should still be submitted through the normal ordering channels for items identified by an NSN.

3. [Can I use this form for placing orders within other DSCP Programs?](#)

Answer: No. The order form is distinct to the SOE TLSP. If you are an MRO CENTCOM or FES customer, you will find similarities between the order forms. However, at this time, in order to place orders through SOE TLSP you must use our SOE BidWiser Order Template.

4. [What if I have specific requirements for product specifications that need to be communicated to the vendor to ensure what I need?](#)

Answer: Within each line of the order template, you have the ability to enter your specific needs, questions or concerns within the following fields:

- Additional Information
- Special Order Instructions

In addition, if you have any documentation that can be sent via email or fax, submit the information to DSCP along with your order, and it can be forwarded to the vendors.

5. [How can I submit product documentation that can be included for the vendors to see while bidding?](#)

Answer: You can fax, phone or email the details into DSCP, who will make sure that the information is available to the vendors for their offers.

6. [Is there a chance that my order will be rejected?](#)

Answer: Yes. There are several reasons that an order or order line might be rejected. When this occurs, you will be notified of the problem, at which time you can decide to modify or cancel the order.

Reasons for Rejection:

- The item might be out of the scope of the contract*
- The item is not in compliance with Berry Amendment or Buy American Act
- There might be insufficient funds available on the specified MIPR Number or the MIPR has not yet been processed.
- The customer is affiliated with a state or local government entity, and their federal grant does not allow for some or all of the products ordered or total order dollar value exceeds the specified grant award.
- Incomplete or erroneous information was provided on the order request form.

* If an item is on the Core List, then it is inherently within scope of the contract and is thus in compliance with Berry Amendment and Buy American Act.

7. [What if I need to consult with a specialist to work through what product\(s\) and/or services are right for me?](#)

Answer: Contact your TVLS (Tailored Vendor Logistics Specialist), and he or she will help you answer any questions you might have. Customers should perform their own market research, to the extent possible, as to what products are suited to their specific needs. If the customer knows the item that they want then the customers may also contact the manufacturer directly with questions regarding proper use or installation, etc.

8. [At times there are suitable alternative manufacturers and models that would be acceptable for bid. How do I annotate this when I submit the order?](#)

Answer: There are two fields on the order template that you can use to facilitate this. First, place a Y in the "Allow Alternate Item" field toward the end of the row. If you know the alternate manufacturer names and part numbers that would be acceptable, enter that information into the "Special Instruction" field. Repeat this for each and every item within your order request in which you will allow substitutes.

9. [If a customer specifies on the order form that alternatives are acceptable, and vendors submit various offers with different items and prices, who makes the final decision on what item is selected? Does DSCP bear this responsibility alone, or will DSCP consult with the customer on the options before deciding which offer to accept?](#)

Answer: Customers will be consulted in this case since the offers may be quite different, and the customer may have a preference of brand, price, or delivery that may drive the decision.

10. [Will I be notified when the order is awarded?](#)

Answer: When DSCP makes the award to a vendor, that vendor is sent an email. The customer POC is a CC recipient of that email.

11. [What is the "Not To Exceed Price", and how do I fill it out? Must I fill it out?](#)

Answer: The Not To Exceed Price represents the maximum amount that you are willing to pay for an item. This field is not mandatory. However, if all vendor offers for an item exceed this amount, the item will not be awarded.

12. [I have questions regarding the Order Form. Who can I call to answer my questions?](#)

Answer: First, check the supplemental sheets on your order form. There is a wealth of information there to explain what each field is, how it is used, whether it applies to you and what type of information needs to be entered. However, should you need to speak to someone, please contact any of the Tailored Vendor Logistical Specialists (TVLS) using the phone numbers below:

TVLS	215-737-4066
TVLS	215-737-7759
TVLS	215-737-7833
TVLS	215-737-2624

13. [Is there a catalog of items available through the program?](#)

Answer: It is the intention of DSCP to provide a SOE TLSP catalog to its customers. However, at this time the Core List is not currently available for publication. Once this information is released, the core lists will be posted on the SPECOPS web site. Please continue to check the SOE web link for more information. www.dscp.dla.mil/gi/SpecOps/index.asp.

14. [Can I place an order and have the product shipped to a different address?](#)

Answer: Yes. Specify the appropriate Destination DoDAAC in the order form, and that will direct the vendor to ship the items to that destination. Make sure that the appropriate Signal Code is used on the order form.

15. [If my order is based on a legitimate emergency, how do I enter that information into my order?](#)

Answer: If you have a legitimate emergency and need immediate support, contact your DSCP POC by phone.

By default, all lines are considered to be for Routine Delivery. If your order is not an emergency but is urgent, there is a facility to mark these lines within the order form. Within the order form there is a field named "Timeframe". Place an R (routine) or U (urgent) or E (emergency) in this field for each line of the order. For an emergency or urgent requirement you will also need to enter a justification of the situation into the "Special Instructions" field at the end of the row.

16. [I have a multi-line order. Much of the information does not change from line to line. May I leave the redundant information off the subsequent order lines?](#)

Answer: No. You must enter all relevant information on each order line. Otherwise, there is a good chance that the order will not load properly at DSCP, which will cause unwanted delays in processing your order. This order form is created in Microsoft EXCEL and will allow for a cut and paste of data. Remember that each order line must have a unique requisition number.

17. [Who will the customers contact when they wish to register for the program?](#)

Answer: Use the website www.dscp.dla.mil/gi/SpecOps/index.asp. Follow the directions under Section 5.3 – Customer Registration. If there are any problems or questions, please contact one of the POCs listed in this section.

18. [What does Berry Compliant mean? How does this affect me?](#)

Answer: DLA is a Department of Defense Activity and is therefore subject to the laws and statutes created under the Defense Appropriation Act. the Berry Amendment is a statute that restricts the Department of Defense from using funds appropriated or otherwise available to DOD procurement of the following: food, clothing, tents/tarps/covers/cotton and other natural fiber products, woven silk or other woven silk blends, spun silk yarn for cartridge cloth, synthetic fabric or coated synthetic fabric, canvas, wool and any equipment containing any of the restricted fibers or fabrics and or measuring tools that are not grown, reprocessed, reused or produced in the United States IAW DFARS 225.7002, 252.225-7012 and 252.225-7015.