

Subsistence Prime Vendor Program

Welcome Guide



Welcome Package

UPDATED DECEMBER 2011



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1.0 Introduction

Welcome to the Subsistence Prime Vendor Program which is a method of food distribution that employs commercial food distributors that offer exceptional services for our customers as they do for their restaurants and institution feeding accounts. Our Prime Vendor Customers will be able to place all orders through STORES, our web-based ordering system that is tailored to meet the needs of you our valued customer. We strive to offer you the right item at the right price at the right time. We have incorporated a simple and easy to use package that will assist you in all aspects of being a valued Prime Vendor Customer. Our intent is to answer the most frequently asked questions presented to us by our current customers. Our experienced Account Managers are available to you as your first line of communications for any problems, issues, concerns or needs that you may have. On a daily basis, Account Managers oversee specific regions and they manage contract performance from cataloging through ordering, deliveries and payments.

Below is a list of benefits that we have compiled from positive feedback from our various customer surveys:

- Products/catalogs tailored to the customers needs
- Napa discount
- Inventory reduction
- Vendor selection by best value contracting
- One-stop shopping
- Door to door delivery
- Reduced order and delivery lead times
- Quality Audits
- Price Audits
- Technical support (stores help desk)
- Worldwide customer support
- Surge and Mobilization Support Assurance
- National Disaster Relief
- Market Fresh and Soda at reduced cost to the prime vendor customer
- Individualized account managers
- Forecasting future ordering needs
- *24/7 ordering capabilities
- Bi-annual customer surveys considered in future solicitation
- Post award conferences
- High quality long term produce contracts
- Web-based ordering system
- **Deliveries within 24-48 hours

*With the exception of limited downtime for scheduled maintenance.

**Various Market Fresh Vendors may require additional lead time.

If you have any additional feedback that may be useful for future publications, please contact your DLA TROOP SUPPORT Account Manager.

2.0 STORES Overview

Subsistence Total Order and Receipt Electronic System (STORES) is DLA Troop Support-Subsistence's web-based ordering system that allows customers to create and receipt Subsistence products.

2.1 New Account Set-up

STORES Web - Windows Internet Explorer
https://www.stores.dla.mil/stores_web/

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DEFENSE LOGISTICS AGENCY
Troop Support
Subsistence Total Order and Receipt Electronic System (STORES)

IMPORTANT NOTICE
Department of Defense (DoD) Public Key Infrastructure (PKI)
DoD has mandated that all personnel who access DoD systems must use PKI for all private web-enabled applications.
You are required to have a DoD-approved Common Access Card (CAC) or External Certificate Authority (ECA) certificate to access this site.
To learn who to contact to obtain a DoD-approved certificate go to
https://www.daas.dla.mil/daashome/pki_contacts.asp

User ID:

Certificate Log On Non-Certificate Log On

Need an account created for yourself? [New Account Request Form](#)

Need certificate info? [Certificate FAQ](#) Need assistance? [Contact the STORES Help Desk](#)
or your area Regional Manager from either DLA [Troop Support](#) or [Subsistence](#).
Have comments about STORES? Let us know! Complete the [ICE](#) survey today.

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7:04 AM
12/7/2011

STORES Web - Windows Internet Explorer
https://www.stores.dla.mil/stores_web/DODTermsAcceptance.aspx

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DEFENSE LOGISTICS AGENCY
Troop Support
Subsistence Total Order and Receipt Electronic System (STORES)

Philadelphia Date/Time: 12/7/2011 7:05:25 AM

[DLA HOME](#)

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[DLA HOME](#)

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After reading Terms of Use
Click on "I Accept These Terms"

Acknowledge info above was read

Access Request (2875) and User Agreement forms **MUST** be printed and faxed. Refer to form instructions.

Click Continue to Submit Electronic New Account Request Form. All Access Request and User Agreement forms and Electronic request must be received in order for an account to be approved.

STORES Web - Windows Internet Explorer
https://www.stores.dla.mil/stores_web/Modules/Account/NewAccountRequest.aspx

DEFENSE LOGISTICS AGENCY
Troop Support
Subsistence Total Order and Receipt Electronic System (STORES)
Philadelphia Date/Time: 12/7/2011 7:06:11 AM
DLA HOME

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New Account Request Form

* Request Type: (Choose One)

- None
- None
- STORES Customer (Web) User
- STORES Catalog User
- STORES Receipt

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Choose type of account
*Customers are STORES Customer (Web) User

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NEW ACCOUNT REQUEST FORM

* Request Type: (Choose One) STORES Customer (Web) User ?

* User ID: ?

* Password: ?

* Confirm Password: ?

Title/Rank: ?

* First Name: ?

Middle Initial/Name: ?

* Last Name: ?

Suffix: ?

* Facility/Base Name: ?

* Street Address 1: ?

Street Address 2: ?

* City: ?

State: ?

* Country: UNITED STATES ?

* Zip/Postal Code: ?

* Phone Number: ? Extension: ?

DSN: ?

* Email Address: ?

* Confirm Email Address: ?

Continue Reset Cancel

TOP OF PAGE

DLA HOME

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Insert Work Address and work e-mail address
(No PO BOX or Personal Address)

Click Continue to Submit Electronic New Account Request Form.

Upon completion of the new account request requirements, you will be contacted by a representative from DLA Troop Support. This should happen within 5 working days of your request and allow your TVLS to configure your account and grant access to the appropriate ordering information. If you are not contacted within five days please contact TVLS. If you are unsure who your account manager is you can access the PV Listing at the web address below.

<http://www.troopsupport.dla.mil/subs/pv/pvlist.asp>

- Click on the appropriate region to view vendor contract details and account manager contact information.

In most instances, depending on location, it should take no longer than 10 days to complete the account creation process. Once all information has been received and the account is activated, you will be able to login to Stores Web and begin placing orders.

2.2 Logging In to your STORES Account

STORES Web - Windows Internet Explorer
https://www.stores.dla.mil/stores_web/Default.aspx

DEFENSE LOGISTICS AGENCY Troop Support
Subsistence Total Order and Receipt Electronic System (STORES)

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IMPORTANT NOTICE
Department of Defense (DoD) Public Key Infrastructure (PKI)
DoD has mandated that all personnel who access DoD systems must use PKI for all private web-enabled applications.
You are required to have a DoD-approved Common Access Card (CAC) or External Certificate Authority (ECA) certificate to access this site.
To learn who to contact to obtain a DoD-approved certificate go to
https://www.daas.dla.mil/daashome/pki_contacts.asp

User ID:

Certificate Log On Non-Certificate Log On

Need an account created for yourself? [New Account Request Form](#)

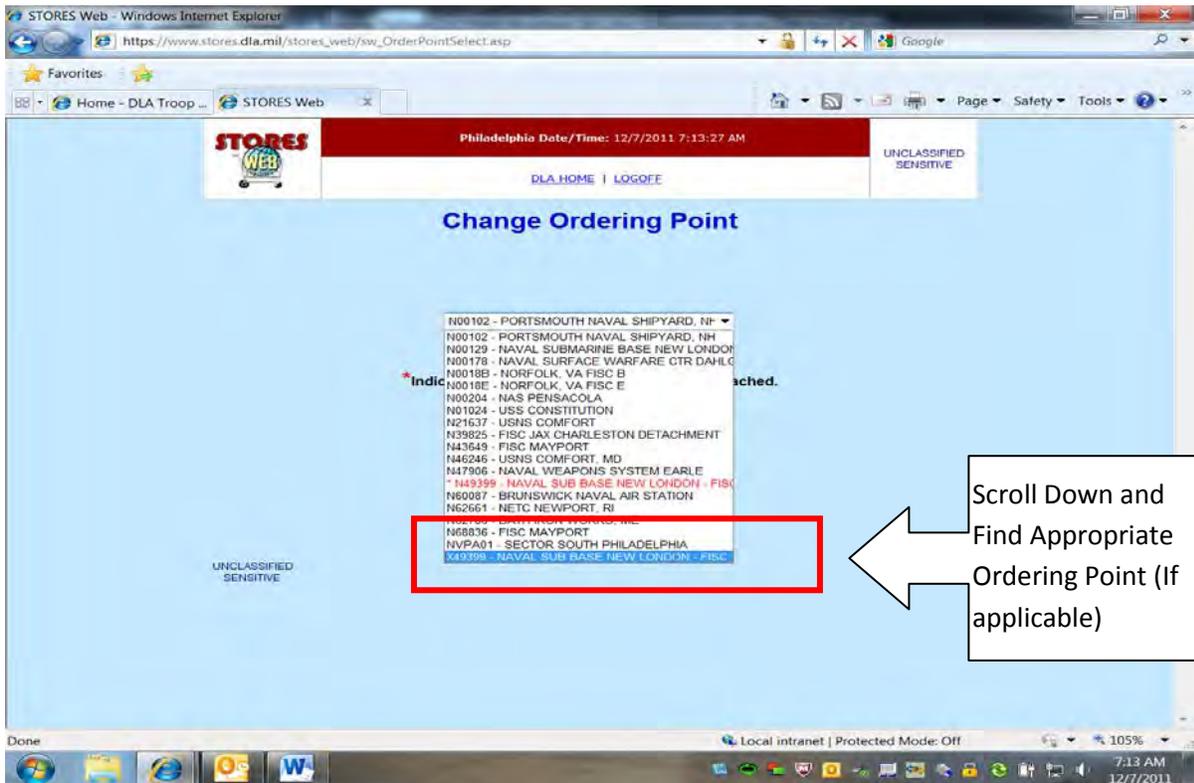
Need certificate info? [Certificate FAQ](#) Need assistance? Contact the [STORES Help Desk](#)
or your area Regional Manager from either DLA Troop Support's [CONUS](#) or [OCONUS](#) sites.
Have comments about STORES? Let us know! Complete the [ICE](#) survey today.

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If you have CAC/ECA, log on through Certificate Log On

If ECA extension was granted, use "Non-Certificate Log On"

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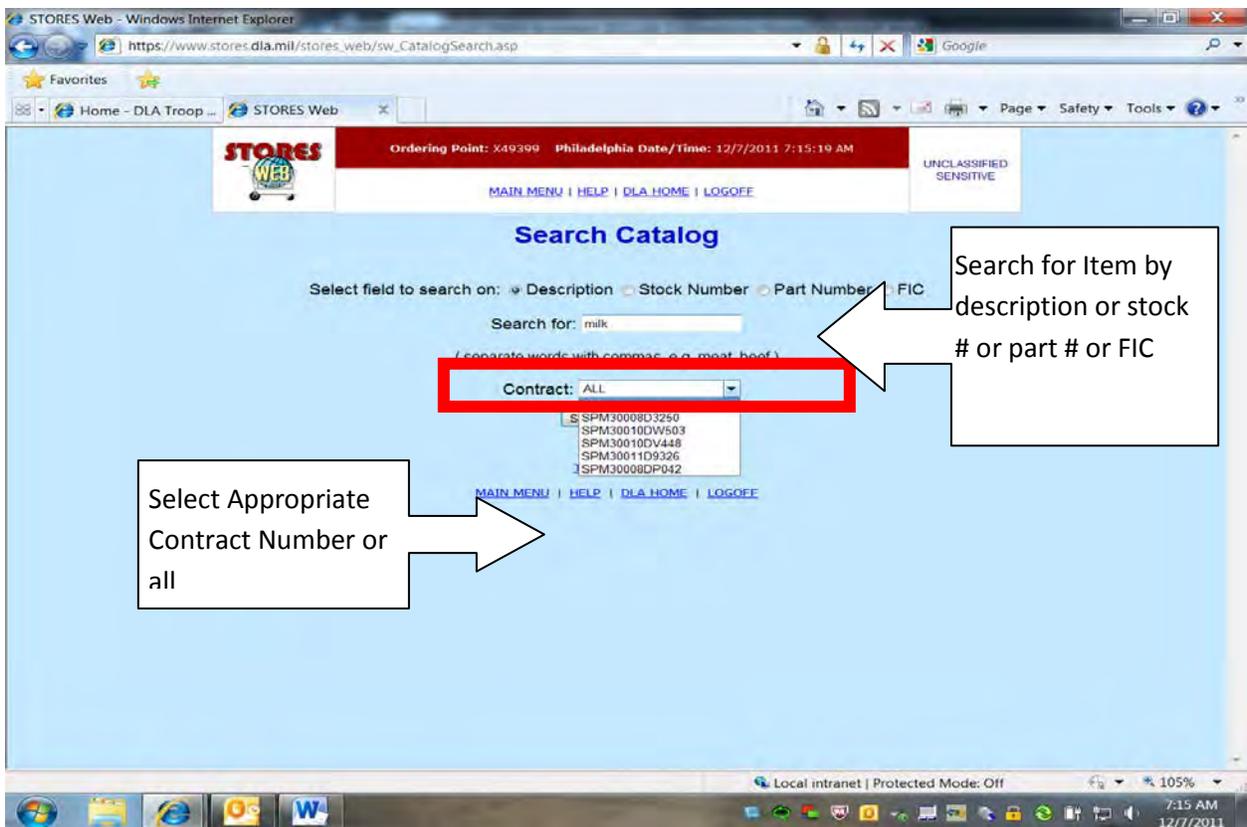
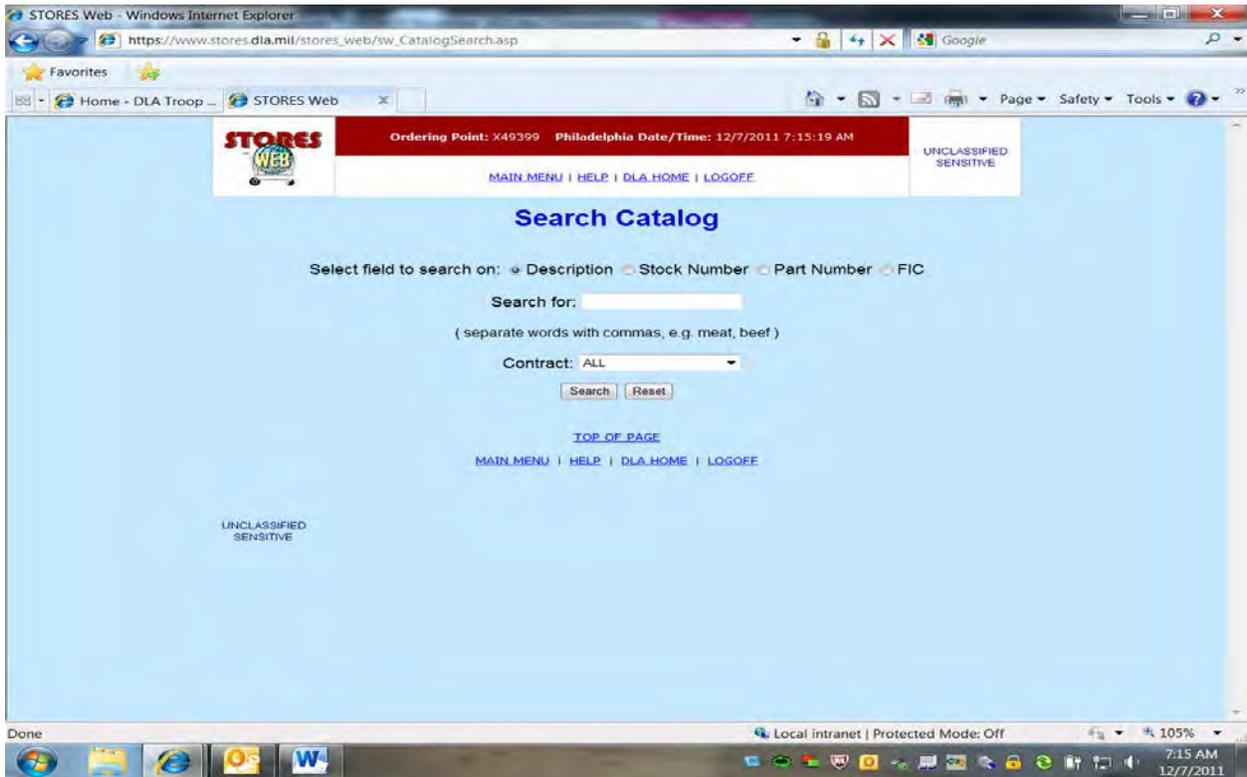
2.2 How to Order

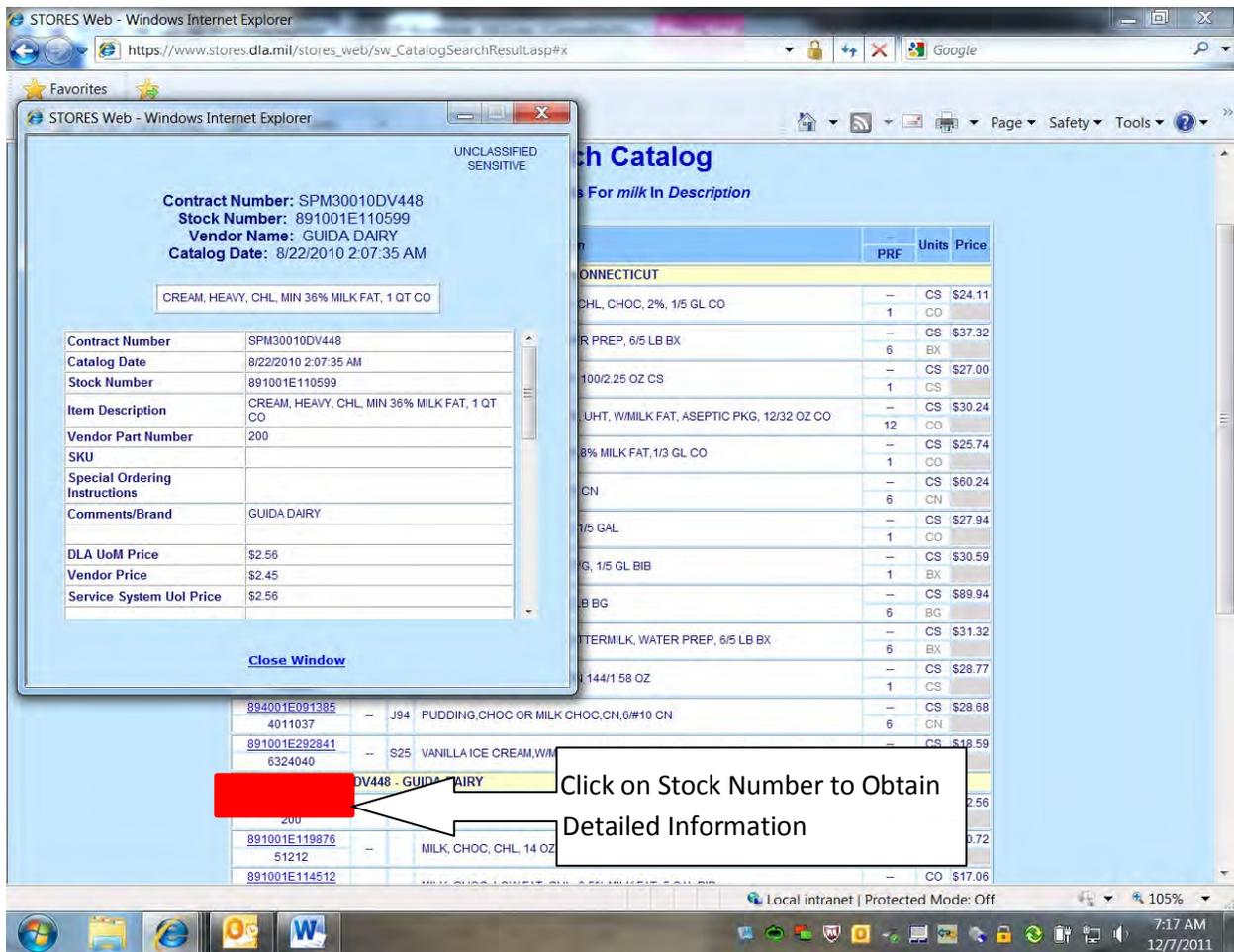
The screenshot shows the STORES Web interface in a Windows Internet Explorer browser window. The address bar displays https://www.stores.dla.mil/stores_web/sw_MainMenu.asp. The page header includes the text "Print: X49399 Philadelphia Date/Time: 12/7/2011" and navigation links: [MAIN MENU](#), [HELP](#), [DLA HOME](#), and [LOGO](#). The main content area features three large buttons: **CATALOGS**, **ORDERS**, and **RECEIPTS**. Below these is a **MESSAGES** section. A red box highlights a menu under **CATALOGS** containing the following links: [Export Catalog](#), [View Catalog](#), [Search Catalog](#), and [Catalog Change Report](#). A red box also highlights the **MESSAGES** section, which contains a **CRITICAL NOTICE** that reads: "Please use the Unit of Measure as your quantity multiplier when sending and receiving orders in STORES". A **TOP OF PAGE** link is located below the messages. At the bottom of the page, there is a "UNCLASSIFIED SENSITIVE" watermark. The browser's status bar at the bottom shows "Local intranet | Protected Mode: Off" and the system tray displays the time "7:14 AM 12/7/2011".

Click on **HELP** at the time of the main menu to find instructions on how to use STORES Web.

Select the following according to your needs:

- Export Catalog: Only Navy Customers
- View Catalog: To View Catalogs items
- Search Catalog: To Search for Specific Item
- Catalogue Change Report: To View Added/Deleted Items (Check Weekly to Review Changes)





U/M – Vendor Units of Measure: How individual unit is measured

DLA TROOP SUPPORT U/I: Unit of Issue

Example: DLA TROOP SUPPORT U/I – CN; Vendor UOM – CS

24 cans in a case; PRF 24:1, order 1 case for 24 cans.

****Why use PRF?**

DLA service ordering system has always been based on the standard military unit of issue loaded in their systems. The vendors, however, often provide the product based on a different measure, known as the vendor unit of measure. The Purchase Ratio Factor (PRF), which describes how many military units of issues must be ordered in order to equal one vendor unit of measure, allows the military to order the product in the issue measure they are used to, while allowing our systems to properly translate the order back to the vendor in terms of their unit of measure. It also allows our systems to calculate other critical data, such as the price per standard military unit of issue.

Stores Web - Windows Internet Explorer
https://www.stores.dla.mil/stores_web/sw_MainMenu.asp

Ordering Point: X49399 Philadelphia Date/Time: 12/7/2011 7:18

MAIN MENU | HELP | DLA HOME | LOGOFF

CATALOGS **ORDERS** **RECEIPTS**

- Pending Orders
- Create New Order
- Import Orders
- Transaction Log
- Resend Orders
- Order Templates
- Sent Order Report

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TOP OF PAGE
MAIN MENU | HELP |

Done

7:18 AM
12/7/2011

Pending Orders: Any Orders that have been created, but not yet sent to vendors

Create New Order: To Place an Order

Import Orders: Only DoD

Transaction Log: Only DoD

Resend Orders: To resend orders to vendors (Only use upon vendor request)

Order Template: For Reoccurring Orders

Sent Order Report: To Review All Submitted Orders that have not been received

STORES Web - Windows Internet Explorer
 https://www.stores.dla.mil/stores_web/sw_OrderCreate.asp

Ordering Point: X49399 Philadelphia Date/Time: 12/7/2011 7:18:58 AM

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MAIN MENU | HELP | DLA HOME | LOGOFF

Create New Order

Required Delivery Date (RDD): 12/9/2011

Ship To DoDAAC: N20002 PCU MISSOURI

Default Project Co: N20002 PCU MISSOURI

V20204 USS PHILADELPHIA
 V20772 USS MEMPHIS
 V20811 USS DALLAS
 V20886 USS AUGUSTA
 MAIN V20995 USS NORFOLK
 V21001 USS ALBUQUERQUE
 V21029 USS PROVIDENCE
 V21030 USS PITTSBURGH
 V21091 USSN APACHE T-ATF 172
 V21102 USS OKLAHOMA CITY
 V21312 USS SAN JUAN
 V21367 USS HELENA
 V21368 USS MIAMI
 V21465 USS ALEXANDRIA
 V21690 USS ANNAPOLIS
 V21691 USS SPRINGFIELD
 V21761 USS BOISE
 V21762 USS MONTPELIER
 V21806 USS HARTFORD
 V21807 USS TOLEDO
 V21834 USS SEAWOLF
 V21859 USS CONNECTICUT
 V23013 USS VIRGINIA
 V23028 USS TEXAS

Check to Select Appropriate Required Delivery Date

Check to Select Appropriate Ship to DoDAAC (If applicable)

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7:19 AM 12/7/2011

STORES Web - Windows Internet Explorer
 https://www.stores.dla.mil/stores_web/sw_OrderCreateItemSearch.asp

Ordering Point: X49399 Philadelphia Date/Time: 12/7/2011 7:20:25 AM

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MAIN MENU | HELP | DLA HOME | LOGOFF

Add Item(s) to Order

Select Order Template: None Available

-OR-

Search by: Description Stock Number Part Number FIC

For: (separate words with commas, e.g. meat, beef)

Contract: ALL

SPM30008D3250 - SYSCO FOODSERVICES OF CONNECTICUT
 SPM30010DW503 - BIMBO FOODS
 SPM30010DV448 - GUIDA DAIRY
 SPM30011D9336 - CCCC OF SOUTHEASTERN NEW ENGLAND
 SPM30008DP042 - A. T. SIRAVO

TOP OF PAGE

MAIN MENU | HELP | DLA HOME | LOGOFF

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Select the individual contract you wish to search in, or leave it at the default selection of ALL

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7:20 AM 12/7/2011

STORES Web - Windows Internet Explorer
 https://www.stores.dla.mil/stores_web/sw_OrderCreateCatalogSearchResult.asp

Ordering Point: X49399 Philadelphia Date/Time: 12/7/2011 7:21:06 AM
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MAIN MENU | HELP | DLA HOME | LOGOFF

Add Item(s) to Order

Search Results For beef In Description

Stock Number Part Number	FIC	Description	CWM PRF	DLA Order Qty	Units	Price
893501E392621		14 DAY LEAD TIME, BEEF BASE FOR SOUP AND GRAVY, 12/2 25 LB CO	--	2	CS	\$45.24
890501E629975	Q33	21 DAY LEAD TIME,BEEF CRUMBLES, FIC, FZN, SKILLET STYLE, MAX 20% FAT, 8/5 LB CO	--		LD	\$156.80
890501E392151	Q31	21 DAY LEAD TIME,BEEF FOR CH CR, 4/10 LB CO N#135A	--		LD	
894001E295441	L47	APTZ, FZN, BEEF WELLINGT	--		CS	
894001E392101	L49	APTZR, FZN, BEEF SATE, WISKEWERS, 100 GT PG	--		CS	\$109.32
890501E297774	Q15	BEEF FAJITA STRIPS,RAW,F	--		LD	
890501E394028	Q08	BEEF LOIN, PORTERHOUSE 12%	--		LD	
890501E394032	Q10	BEEF LOIN, T-BONE STK, FZ	40		LD	
890501E394034	Q12	BEEF LOIN, TENDERLOIN STK, FZN, US SEL GR, MARIN, MAX 9% SOL IDF, 4.5.5 OZ	--		CS	\$679.60
890501E394029	Q09	BEEF LOIN, TENDERLOIN, FULL, FZN, US SEL GR, IQF, 5-7 LB EA, 1/40 LB CS, N#189	--	40	LB	\$9.42
0497580	009	UNGR N#190, 3-7 LB EA, 1/30-	--		LB	

The customer will order in case increments for non-catch weight items.

The customer will order in pound increments for catch weight items.

STORES Web - Windows Internet Explorer
 https://www.stores.dla.mil/stores_web/sw_OrderCreateCatalogSearchResult.asp

890501E092126	Q39	BEEFSTK, SL, FZN, THIN SL, 64/2.5 OZ EA	--		CS	\$31.90
3798882			10		LB	
890501E093566	Q24	BEEFSTK, SWISS (BRAISING), FZN, MIN US CH GR, 13/26 OZ EA, N#1102	--		CS	\$249.50
0645489			50		LD	
890501E098519	Q48	BOLOGNA,BEEF&PORK,SL,FZN,0.5 OZ SL,6/2 LB PG	--		CS	\$41.08
0407068			12		LB	
894001E295029	T73	BURRITOS,FZN,BEEF & BEEN,7/4 OZ EA	--		CS	\$22.96
165-4466			1		CS	
894001E192789	K04	CORNED BEEF HASH, CANNED, 6#10 CAN	--		CS	\$72.36
0970872			6		CN	
894001E392788		CREAMED CHIP BEEF, 6#10 CN	--		CS	\$83.58
3284587			6		CN	
890501E291515	Q97	FRANKS, BEEF FZN,6/1.6"LC, 80/2.66 OZ EA	--		CS	\$27.00
1970888			10		LB	
894001E692089	J83	GRAVY MIX, BEEF, 6/1 LB CO	--		CS	\$27.90
6687743			6		CO	
893501E812800	H75	SOUP MIX,VEG BEEF & BARLEY WATER PREP 4/15 45OZ CO	--		CS	\$37.36
9078056			4		CO	
893501E297768	J11	SOUP,VEGETABLE BEEF,12/50 OZ CN	--		CS	\$80.96
4040416			12		CN	
893501E299443	J53	SOUP/GRAVY BASE, BEEF,W/O MSG,6/1 LB CO	--		CS	\$34.68
2911824			6		CO	

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[MAIN MENU](#) | [HELP](#) | [DLA HOME](#) | [LOGOFF](#)

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Click on Add Selected Items

Repeat process until order is complete

STORES Web - Windows Internet Explorer
 https://www.stores.dla.mil/stores_web/sw_OrderDetail2.asp

Ordering Point: X49399 Philadelphia Date/Time: 12/7/2011 7:23:43 AM
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[MAIN MENU](#) | [HELP](#) | [DLA HOME](#) | [LOGOFF](#)

Order Details

ShipTo DoDAAC: N20002
 RDD: 12/9/2011

Contract: SPM30008D3250 - SYSCO FOODSERVICES OF CONNECTICUT

Del.	Document Number	Stock Number Part Number	FIC	Description	CWM PRF	DLA Qty UoI Qty	Units	Price	Ext Price	Proj Code
<input type="checkbox"/>		893501E392621 9887167		14 DAY LEAD TIME, BEEF BASE FOR SOUP AND GRAVY, 12/2.25 LB CO	-	2	CS	\$45.24	\$90.48	
<input type="checkbox"/>		890501E394029 4230934	Q09	BEEF LOIN, TENDERLOIN, FULL, FZN, US SEL GR, IQF, 5-7 LB EA, 1/40 LB CS, N#189	-	40	LB	\$9.42	\$376.80	
									Total: \$467.28	

TOTAL ORDER AMOUNT: \$467.28

NOTE: If you make any changes, please click on Save before you continue.

[Pending Orders](#)

[TOP OF PAGE](#)

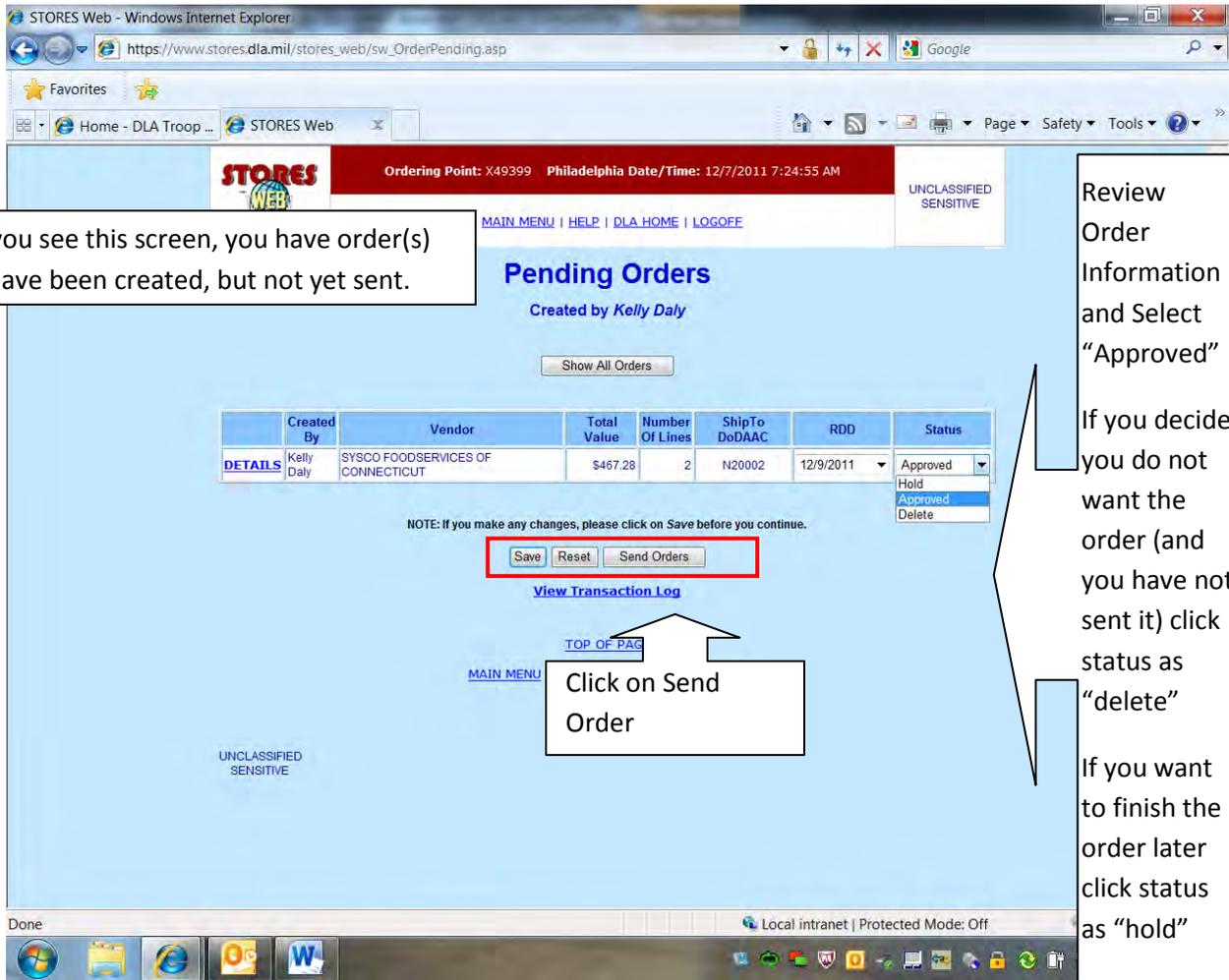
[MAIN MENU](#) | [HELP](#) | [DLA HOME](#) | [LOGOFF](#)

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Review Order under order details and Click **Save**

Click on Send to Submit Order

Local intranet | Protected Mode: Off | 105% | 7:24 AM 12/7/2011



**If you see this screen, you have order(s) that have been created, but not yet sent.

Review Order Information and Select "Approved"

If you decide you do not want the order (and you have not sent it) click status as "delete"

If you want to finish the order later click status as "hold"

Click on Send Order

STORES Web - Windows Internet Explorer
https://www.stores.dla.mil/stores_web/sw_mainMenu.asp

Ordering Point: X49399 Philadelphia Date/Time: 12/7/2011 7:25:29 AM
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MAIN MENU | HELP | DLA HOME | LOGOFF

CATALOGS **ORDERS** **RECEIPTS** **OTHER**

[Pending Orders](#)
[Create New Order](#)
[Import Orders](#)
[Transaction Log](#)
[Resend Orders](#)
[Order Templates](#)
[Sent Order Report](#)

AGES
as your quantity multiplier
ng orders in STORES.

[LOGOFF](#)

To view sent orders

- return to main menu
- click orders
- sent order report

https://www.stores.dla.mil/stores_web/sw_ordersentreport.asp
Local intranet | Protected Mode: Off
7:25 AM
12/7/2011

STORES Web - Microsoft Internet Explorer

Address: https://www.stores.dla.mil/stores_web/sw_ordersentreport.asp

Ordering Point: N49399 Philadelphia Date/Time: 6/3/2009 9:43:55 AM

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Sent Order Report

Select	Purchase Order Number	Order Date	Vendor	Total Dollar Value	Number of Lines	Ship To DoDAAC	RDD
<input type="checkbox"/>	V2020491320454	5/12/2009 8:58:00 AM	SFS OF CONNECTICUT, CT	\$14,099.64	4	V20204	6/11/2009

Display Selected Orders Clear Selections

[TOP OF PAGE](#)
[MAIN MENU](#) | [HELP](#) | [DLA HOME](#) | [LOGOFF](#)

Click here to view and print order details

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Windows taskbar: Start, 2 Micro..., Microsoft E..., screenshot..., STORES W..., Windows M..., 9:43 AM

2.3 Receipts

The screenshot shows the STORES Web application interface. The browser address bar displays https://www.stores.dla.mil/stores_web/sw_mainMenu.asp. The page header includes the STORES logo, the text "Ordering Point: X49399 Philadelphia Date/Time: 12/7/2011 7:26:03 AM", and navigation links: [MAIN MENU](#) | [HELP](#) | [DLA HOME](#) | [LOGOFF](#). The main navigation bar contains buttons for **CATALOGS**, **ORDERS**, **RECEIPTS**, and **OTI**. The **RECEIPTS** button is highlighted with a red box and contains a dropdown menu with the following options: [Pending Receipts](#), [Adjust Receipts](#), [Export Receipts](#), and [Sent Receipt Report](#). Below the navigation bar, there is a "MESSAGE" section with a "CRITICAL NOTICE" that reads: "Please use Unit of Measure when sending and receiving orders in STORES." At the bottom of the page, there are links for [TOP OF PAGE](#), [MAIN MENU](#), [HELP](#), [DLA HOME](#), and [LOGOFF](#). The Windows taskbar at the bottom shows the system tray with the date and time: 7:26 AM, 12/7/2011.

Pending Receipts: To review and send receipts that are less than 5 days old

Adjust Receipts: To make adjustments to receipts already sent

Export Receipts: Only applicable to DoD Customers

Sent Receipt Report: To review all receipts within last 90 days

If the receipt is not processed within 5 days after the Required Delivery Date, the customer will be billed based on the original order even if the order was not received.

Compare receipt with vendor invoice. *Note the vendor invoice does not include Cost Recovery Rate but STORES does, therefore, the total may be slightly different. Contact your TVLS to inquire about the current Cost Recovery Rate.

Once reviewed, change the status to "Approved" and Click on "Commit Changes" and "Send Receipts".

STORES Web - Windows Internet Explorer
 https://www.stores.dla.mil/stores_web/sw_ReceiptPending.asp

Ordering Point: N49399 Philadelphia Date/Time: 12/7/2011 7:29:41 AM
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MAIN MENU | HELP | DLA HOME | LOGOFF

Pending Receipts

PO Number (click for Details)	Vendor	Value	Number of Lines	DoDAAC	PO#	Receipt Date	Status
V2169013340735	SYSKO FOODSERVICES OF CONNECTICUT	\$420.00	1	V21690	12/29/2011	Select...	Hold (1)
V2169013339732	SYSKO FOODSERVICES OF CONNECTICUT	\$37,254.02	102	V21690	12/28/2011	Select...	Hold (1)
V2169013330730	SYSKO FOODSERVICES OF CONNECTICUT	\$11,657.58	36	V21690	12/27/2011	Select...	Hold (1)
V2169013320731	SYSKO FOODSERVICES OF CONNECTICUT	\$53,184.54	30	V21690	12/26/2011	Select...	Hold (1)
V2180713350450	BIMBO FOODS	\$44.54	1	V21807	12/20/2011	Select...	Hold (1)
V2180713350448	A. T. SIRAVO	\$440.04	14	V21807	12/20/2011	Select...	Hold (1)
V2180713350449	SYSKO FOODSERVICES OF CONNECTICUT	\$141.94	4	V21807	12/20/2011	Select...	Hold (1)
V2180713350451	GUIDA DAIRY	\$171.40	1	V21807	12/20/2011	Select...	Hold (1)
V2081113340621	SYSKO FOODSERVICES OF CONNECTICUT	\$655.99	7	V20811	12/14/2011	Select...	Hold (1)
V2081113340622	A. T. SIRAVO	\$173.55	8	V20811	12/14/2011	Select...	Hold (1)
V2169113400823	GUIDA DAIRY	\$338.84	4	V21691	12/12/2011	Select...	Hold (1)
V2169113400822	SYSKO FOODSERVICES OF CONNECTICUT	\$12,910.19	73	V21691	12/11/2011	Select...	Hold (1)
V2169113400820	SYSKO FOODSERVICES OF CONNECTICUT	\$4,788.77	31	V21691	12/9/2011	Select...	Hold (1)
V2169113400821	A. T. SIRAVO	\$660.20	17	V21691	12/9/2011	Select...	Hold (1)
V2180713350441	GUIDA DAIRY	\$171.40	1	V21807	12/8/2011	Select...	Hold (1)
V2180713350440	SYSKO FOODSERVICES OF CONNECTICUT	\$4,550.92	42	V21807	12/8/2011	Select...	Hold (1)
V2180713350452	SYSKO FOODSERVICES OF CONNECTICUT	\$487.08	1	V21807	12/8/2011	Select...	Hold (1)

Done Local intranet | Protected Mode: Off 105% 7:29 AM 12/7/2011

Receipt Adjustments Search - Windows Internet Explorer
 https://www.stores.dla.mil/stores_web/sw_AdjustmentSearch.asp

Ordering Point: N49399 Philadelphia Date/Time: 12/7/2011 7:30:12 AM
 UNCLASSIFIED SENSITIVE

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Search for Receipt(s) to Adjust

Search by:

Purchase Order Number:

- OR -

ShipTo DoDAAC: V20782 - and - RDD All Dates

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To view previous receipt information or to adjust a receipt

STORES Web - Windows Internet Explorer
 https://www.stores.dla.mil/stores_web/sw_AdjustmentPending.asp

Receipt(s) Available for Adjustment

Search Results

Purchase Order Number	Order Date	Vendor	Total Amount	No Of Lines	ShipTo DoDAAC	RDD	Actual Delivery Date	Date Last Adjusted
V2318313140113	11/10/2011 11:59:27 AM	SYSCO FOODSERVICES OF CONNECTICUT	\$45					
V2318313140114	11/10/2011 11:59:28 AM	SYSCO FOODSERVICES OF CONNECTICUT						
V2318313180115	11/14/2011 1:59:04 PM	SYSCO FOODSERVICES OF CONNECTICUT	\$6.07					
V2318313180116	11/14/2011 1:59:56 PM	A. T. SIRAVO	\$305.24	8	V23183	11/22/2011	11/22/2011	
V2318313180117	11/14/2011 2:00:53 PM	GUIDA DAIRY	\$30.72	1	V23183	11/22/2011	11/22/2011	
V2318313260118	11/22/2011 12:04:07 PM	SYSCO FOODSERVICES OF CONNECTICUT	\$8,188.32	61	V23183	11/28/2011	11/28/2011	
V2318313260119	11/22/2011 12:04:07 PM	A. T. SIRAVO	\$233.06	8	V23183	11/28/2011	11/28/2011	
V2318313270120	11/23/2011 11:20:19 AM	SYSCO FOODSERVICES OF CONNECTICUT	\$259.20	2	V23183	11/28/2011	11/28/2011	
V2318313320121	11/28/2011 3:04:56 PM	SYSCO FOODSERVICES OF CONNECTICUT	\$1,640.76	8	V23183	11/30/2011	11/30/2011	
V2318313340122	11/30/2011 10:53:26 AM	SYSCO FOODSERVICES OF CONNECTICUT	\$5,194.62	17	V23183	12/2/2011	12/2/2011	
V2318313360123	12/2/2011 2:12:28 PM	A. T. SIRAVO	\$713.79	31	V23183	12/6/2011	12/6/2011	
V2318313360124	12/2/2011 2:18:04 PM	SYSCO FOODSERVICES OF CONNECTICUT	\$2,852.01	12	V23183	12/6/2011	12/6/2011	

* If you make any changes, please click on Commit Changes before you continue.

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STORES Web - Windows Internet Explorer
 https://www.stores.dla.mil/stores_web/sw_AdjustmentDetail.asp?id=3935098

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Receipt Details (for Adjustment)

Short Shipment Lines Only

Purchase Order Number:	V2318313140113
Contract Number:	SPM30008D3250
Vendor:	SYSCO FOODSERVICES OF CONNECTICUT
Call Number:	412R
ShipTo DoDAAC:	V23183
RDD:	11/16/2011
Receipt Date:	11/16/2011 1:06:53 PM
Actual Delivery Date:	11/16/2011
Source of Receipt:	Manual

CLIN	Document Number	Stock Number Part Number	FIC	Description	CWM DLA Recd Qty		Unit	Price	Ext Price	Proj Code
					PRF	Uol Qty				
21	V2318313148U78	891001E296880 2557940	U78	MILK, 2 % REDUCE FAT ESL, 1/5 GAL	--	9	CS	8.26	\$254.34	
22	V2318313148S20	891001E092389 1617539	S20	ICE CREAM, VANILLA, FZN, 1/3 GL CO	--	1	CS	\$23.91	\$23.91	
23	V2318313148S21	891001E194338 2070381	S21	ICE CREAM, CHOC CHIP, FZN, 8% MILK FAT, 1/3 GL CO	--	1	CS	\$25.74	\$25.74	
24	V2318313148S24	891001E197826 7611734	S24	ICE CREAM, CHOCOLATE, FZN, 1/3 GL CO	--	1	CS	\$23.91	\$23.91	
25	V2318313148S23	891001E092392 7611718	S23	ICE CREAM, COOKIE & CREAM, FZN, 1/3 GL CO	--	1	CS	\$25.74	\$25.74	
26	V2318313148W66	892001E360181 9876822	W66	BREAD, WHITE, FZN, 29, SLIPER, 10/36 OZ EA	--	2	CS	\$32.00	\$64.00	
27	V2318313148U69	891001E292233 1102763	U69	EGGS, SHELL, LG, US GRA, 1/30 DZ CO, 30/24/OZ DZ	--	1	CS	\$42.00	\$42.00	
Total:									\$459.64	

Customers can only adjust quantity field. Click on "Commit Changes" before "Send adjustment"

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STORES Web - Windows Internet Explorer
 https://www.stores.dla.mil/stores_web/sw_AdjustmentDetail.asp?id=3935098

Source of Receipt: Manual

CLIN	Document Number	Stock Number Part Number	FIC	Description	CWM PRF	DLA Uol Qty	Rcpt Qty	Units	Price	Ext Price	Proj Code
21	V2318313148U78	891001E296880 2357940	U78	MILK, 2 % REDUCE FAT ESL, 1/5 GAL	--		9	CS	\$28.26	\$254.34	
					1		9	CO			
22	V2318313148S20	891001E092389 1617539	S20	ICE CREAM, VANILLA, FZN, 1/3 GL CO	--		1	CS	\$23.91	\$23.91	
					1		1	CO			
23	V2318313148S21	891001E194338 2070381	S21	ICE CREAM, CHOC CHIP, FZN, 8% MILK FAT, 1/3 GL CO	--		1	CS	\$25.74	\$25.74	
					1		1	CO			
24	V2318313148S24	891001E197826 7611734	S24	ICE CREAM, CHOCOLATE, FZN, 1/3 GL CO	--		1	CS	\$23.91	\$23.91	
					1		1	CO			
25	V2318313148S23	891001E092392 7611718	S23	ICE CREAM, COOKIE & CREAM, FZN, 1/3 GL CO	--		1	CS	\$25.74	\$25.74	
					1		1	CO			
26	V2318313148W66	892001E360181 9876822	W66	BREAD, WHITE, FZN, 29, SLIPER, 10/36 OZ EA	--		2	CS	\$32.00	\$64.00	
					10		20	PG			
* 27	V2318313148U69	891001E292233 1102763	U69	EGGS, SHELL, LG, US GRA, 1/30 DZ CO, 30/24/OZ DZ	--		0	CS	\$42.00	\$0.00	
					30		0	DZ			

Order Qty: 1 CS Short Shipment Reason: Please Select a Short Shipment Reason...

Please Select a Short Shipment Reason

- Vendor not in stock or short shipped
- Customer decreased quantity or cancelled
- Cancelled due to operational schedule change
- Insufficient lead time
- Rejected due to quality issues
- Other - Caused by vendor
- Other - Customer issue

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In order to decrease quantity on a receipt, customers must select a reason code.

STORES Web - Windows Internet Explorer
 https://www.stores.dla.mil/stores_web/sw_AdjustmentDetail.asp?id=3935098

Call Number: 412R
 ShipTo DoDAAC: V23183
 RDD: 11/16/2011
 Receipt Date: 11/16/2011 1:06:53 PM
 Actual Delivery Date: 11/16/2011
 Source of Receipt: Manual

CLIN	Document Number	Stock Number Part Number	FIC	Description	CWM DLA Rcpt Qty PRF Uol Qty	Units	Price	Ext Price	Proj Code
21	V2318313148U78	891001E296880 2557940	U78	MILK, 2 % REDUCE FAT ESL, 1/5 GAL	-- 9 1 9	CS CO	\$28.26	\$254.34	
22	V2318313148S20	891001E092389 1617539	S20	ICE CREAM, VANILLA, FZN, 1/3 GL CO	-- 1 1 1	CS CO	\$23.91	\$23.91	
23	V2318313148S21	891001E194338 2070381	S21	ICE CREAM, CHOC CHIP, FZN, 8% MILK FAT, 1/3 GL CO	-- 1 1 1	CS CO	\$25.74	\$25.74	
24	V2318313148S24	891001E197826 7611734	S24	ICE CREAM, CHOCOLATE, FZN, 1/3 GL CO	-- 1 1 1	CS CO	\$23.91	\$23.91	
25	V2318313148S23	891001E092392 7611718	S23	ICE CREAM, COOKIE & CREAM, FZN, 1/3 GL CO	-- 1 1 1	CS CO	\$25.74	\$25.74	
26	V2318313148W66	892001E360181 9876822	W66	BREAD, WHITE, FZN, 29, SLIPER, 10/36 OZ EA	-- 2 10 20	CS PG	\$32.00	\$64.00	
* 27	V2318313148U69	891001E292233 1102763	U69	EGGS, SHELL, LG, US GRA, 1/30 DZ CO, 30/24/OZ DZ	-- 0 30 0	CS DZ	\$42.00	\$0.00	
Order Qty: 1 CS Short Shipment Reason: Vendor not in stock or short shipped								Total: \$417.64	

* Item adjusted but not sent.

Commit Changes Reset Send Adjustment

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After selecting reason code commit changes and then send adjustment

2.4 Other

Stores Web - Windows Internet Explorer
https://www.stores.dla.mil/stores_web/sw_mainMenu.asp

Ordering Point: N49399 Philadelphia Date/Time: 12/7/2011 7:38:59 AM
UNCLASSIFIED SENSITIVE

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CATALOGS **ORDERS** **RECEIPTS** **OTHER**

MESSAGES

CRITICAL NOTICE:
Please use Unit of Measure as your quantity multiplier when sending and receipting orders in STORES.

NOTIFICATIONS

[1 Order\(s\) will automatically receipt within](#)
[1 Order\(s\) automatically receipted within t](#)
[1 Pending Order\(s\), 1 created by me.](#)

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https://www.stores.dla.mil/stores_web/sw_OrderPointSelect.asp

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****All current account holders transferring to another dining facility must update their user information in Stores and contact their respective TVLS to update their ship to DODAAC and LAP.**

Change Ordering Point: Only accessible by users assigned to more than one Ordering Point

MILSTRIP Report: To Review your MILSTRIP Profile. Contact your Account Manager for any updates.

My User Information: To Update STORES Information

3.0 Frequently Asked Questions

1. Who should I contact for issues?

Your DLA Troop Support Account Manager should be the first line of communication for any and all issues.

2. Is it okay to call the vendor to ensure delivery?

It is recommended to contact your Account Manager first, but communication with your vendor is acceptable.

3. Is it okay to call the vendor to place an order?

No, customers are only allowed to order through STORES system. If you don't have access to your system, contact your DLA Account Manager.

4. I want to order an item that is not on the catalog, what should I do?

You can only order items that are on the catalog. You can, however, request an item be added to the catalog by contacting your Account Manager, with your written request. The Account Manager can then go through the proper channels to have item added contingent upon availability, minimum purchase quantity, and fair and reasonable pricing.

5. My order arrived and there are items missing, what should I do?

Vendors are responsible to communicate any not in stock (NIS) items to the customer **before delivery** and to offer suitable substitutions. If this is not happening please document instances and send to the Account Manager who in turn will collaborate with contracting personnel to ensure the contract is enforced.

6. I am missing core menu items from my delivery, without them I will have some hungry people. What should I do?

Contact DLA TROOP SUPPORT immediately. Your Account Manager will coordinate an emergency delivery.

7. If I need a weekend delivery, what should I do?

Contact your Account Manager in advance and they will coordinate efforts with the vendor to try to accommodate your request.

8. I already sent my STORES order and I need to add additional items. What should I do?

Place a separate order for missing items. Contact your Account Manager with your new STORES Purchase Order Number to communicate to the vendor that multiple orders are coming in.

9. How can I obtain copies of solicitations and contract?

You can obtain copies of contracts and solicitations through the Subsistence website. Please refer to the link below. If you cannot find a particular contract, please contact your DLA TROOP SUPPORT Account Manager.

<http://www.troopsupport.dla.mil/subs/pv/regions/fscat.asp>

10. How do I order food service equipment and related products?

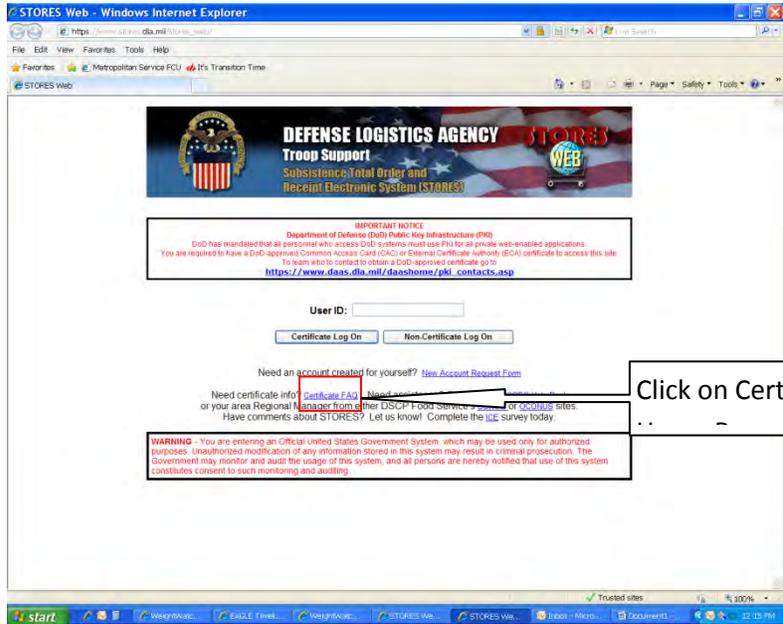
Your region of delivery will determine the types of additional items that are available for you to order. Please contact your Account Manager for additional information.

11. Why is PKI required?

Public key infrastructure (PKI) is an arrangement that binds public keys with respective user identities by means of a certificate authority (CA). The user's identity must be unique for each

CA. (PKI) is a Department of Defense, DoD mandated systems access requirement which instructs all users of DOD military systems to meet certain security criteria which includes PKI. STORES will recognize two types of PK certificates. These are the Common Access Card (CAC) and the External Certificate Authority (ECA). CACs are usually issued to DoD personnel and their contractors. Non-DoD personnel/contractors may obtain an ECA from one of three DoD approved ECA vendors.

12. How can I find additional information on obtaining an ECA (External Certificate Authority)?



Click on Certificate FAQ from STORES

13. What should I do when my STORES account gets deactivated?

You should contact your DLA TROOP SUPPORT Account Manger to get reactivated.

14. What does PRF mean?

The Purchase Ratio Factors (PRF) is the difference between how DLA TROOP SUPPORT issues the item and how the vendor sells the item. The PRF will change according to DLA TROOP SUPPORT unit of issue (U/I) and the type of item being ordered. The customer must order in increments of the PRF.

Example: DLA TROOP SUPPORT U/I – CN; Vendor UOM – CS

24 cans in a case; PRF 24:1, order quantity for 1 case should be 24.

15. Why use PRF?

DLA service ordering system has always been based on the standard military unit of issue loaded in their systems. The vendors, however, often provide the product based on a different measure, known as the vendor unit of measure. The Purchase Ratio Factor (PRF) allows the military to order the product in the issue measure they are used to, while allowing our systems to properly translate the order back to the vendor in terms of their unit of measure. It also allows our systems to calculate other critical data, such as the price per standard military unit of issue.

16. Why are the prices on the vendor invoice different from the prices on my receipt report?

The prices are different because your vendor invoice only contains the vendor's price. Your STORES receipt contains the vendor's price and DLA TROOP SUPPORT cost recovery rate (surcharge). You will be billed based on the amount on the STORES receipt. STORES receipt does not include any extra charges (fuel, transportation, etc.) and customers are not responsible for such costs.

17. How and when do we reconcile our invoices?

All receipts must be reconciled within 5 days of delivery. You should compare your STORES receipt report with your vendor's invoice. If you received everything that is stated on your invoice, sign the invoice and keep a copy for your records. If you did not receive what you ordered, or if you have to send something back, make sure the driver initials the invoice acknowledging the change. You should then go into STORES Pending Receipts and make any adjustments to your original order. You should receipt for what you actually received. If you did not receive a product, you should zero out the quantity on your receipt adjustment. If additional changes are required, the changes can be made under Receipt Adjustment within 30 days of delivery.

18. How do I get access to a Prime Vendor catalog while visiting another location?

You should contact your Account Manager several days before you leave for that location. They will then link you to the Prime Vendor catalog in your temporary region.

Appendix 1.0 New Customer Information Form

1. GENERAL INFORMATION		
1a. DoDAAC (DoD Activity Address Code)*		
Name of Activity/Base		
Delivery Address		
Estimated 1 st Delivery		
1b. Fund Code*	1c. Signal Code*	
2. POINT OF CONTACT INFORMATION		
Name		
Address (Work)		
Phone (Work)	Email (Work)	
Are you CAC (Common Access Card) enabled?		
YES <input type="checkbox"/> NO <input type="checkbox"/> If Yes, continue to #3. Ordering Requirement. If No, continue to 2b.		
If No, have you obtained ECA (External Certificate Authority)?		
YES <input type="checkbox"/> NO <input type="checkbox"/> If Yes, continue to #3 Ordering Requirement. If No, Contact your Account Manager.		
3. ORDERING REQUIREMENT		
<input type="checkbox"/> Prime Vendor	Estimated \$	# of People
<input type="checkbox"/> Produce	Estimated \$	
<input type="checkbox"/> Fresh Bread	Estimated \$	# of Meals
<input type="checkbox"/> Fresh Milk	Estimated \$	
<input type="checkbox"/> Soda	Estimated \$	
<input type="checkbox"/> MRE	NA	
4. SPECIAL INSTRUCTION		
Please specify any special requirements. (i.e. Clearances or gate requirements that driver may need.)		

*1a: For DoD Customers, contact your service headquarters to obtain your DoDAAC

For Non-DoD customers, GSA ADVANTAGE HELPDESK gsa.advantage@gsa.gov C: 877-472-3777 Option 2

*1b: Please refer to Financial/Billing office of your agency to obtain Fund Code.

*1c: Signal Code: A – Ship/Bill to Requisition DODAAC, B – IF Ship to Requisition DODAAC and Bill to Supplementary DODAAC, C – Ship to Requisition DODAAC and Bill to Fund code in pos. 52-53, J – Ship to Supplementary DODAAC and Bill to Requisition DODAAC, K – Supplementary DODAAC and Supplementary DODAAC.

Appendix 2.0: Required Forms

Security Form

SYSTEM AUTHORIZATION ACCESS REQUEST (SAAR)			
PRIVACY ACT STATEMENT			
AUTHORITY: Executive Order 10450, 9397, and Public Law 99-474, the Computer Fraud and Abuse Act.			
PRINCIPAL PURPOSE: To record names, signatures, and Social Security Numbers for the purpose of validating the trustworthiness of individuals requesting access to Department of Defense (DoD) systems and information. NOTE: Records may be maintained in both electronic and/or paper form.			
ROUTINE USES: None.			
DISCLOSURE: Disclosure of this information is voluntary; however, failure to provide the requested information may impede, delay or prevent further processing of this request.			
TYPE OF REQUEST: <input checked="" type="checkbox"/> INITIAL <input type="checkbox"/> MODIFICATION <input type="checkbox"/> DEACTIVATE <input type="checkbox"/> USER ID: _____ DATE (YYYYMMDD): _____			
SYSTEM NAME (Platform or Application):		LOCATION (Physical Location of System):	
Wholeale (STORES)			
PART I (To be completed by Requestor)		2. SOCIAL SECURITY NUMBER	
1. NAME (Last, First, Middle Initial)		XXXX Do Not Fill XXXX	
3. ORGANIZATION		4. OFFICE SYMBOL/DEPARTMENT	
6. OFFICIAL E-MAIL ADDRESS		7. JOB TITLE AND GRADE/RANK	
8. OFFICIAL MAILING ADDRESS		9. CITIZENSHIP	
		10. DESIGNATION OF PERSON	
		<input type="checkbox"/> US <input type="checkbox"/> MILITARY <input type="checkbox"/> CIVILIAN <input type="checkbox"/> OTHER <input type="checkbox"/> CONTRACTOR	
USER AGREEMENT			
I accept the responsibility for the information and DoD system to which I am granted access and will not exceed my authorized level of system access. I understand that my access may be revoked or terminated for noncompliance with DoD security policies. I accept responsibility to safeguard the information contained in these systems from unauthorized or inadvertent modification, disclosure, destruction, and use. I understand and accept that my use of the system may be monitored as part of managing the system, protecting against unauthorized access and verifying security problems. I agree to notify the appropriate organization that issued my account(s) when access is no longer required.			
(a) TRAINING AND AWARENESS CERTIFICATION REQUIREMENTS (Complete as required for user or functional point owner(s)).			
<input type="checkbox"/> I have completed Annual Information Awareness Training. DATE (YYYYMMDD): _____			
11. USER SIGNATURE		12. DATE (YYYYMMDD)	
PART II - ENDORSEMENT OF ACCESS BY INFORMATION OWNER, USER SUPERVISOR OR GOVERNMENT SPONSOR (If individual is a contractor, provide company name, contract number, and date of contract expiration in Block 15.)			
13. JUSTIFICATION FOR ACCESS: To allow access to STORES Web.			
14. TYPE OF ACCESS REQUIRED: <input checked="" type="checkbox"/> AUTHORIZED <input type="checkbox"/> PRIVILEGED			
15. USER REQUIRES ACCESS TO: <input checked="" type="checkbox"/> UNCLASSIFIED <input type="checkbox"/> CLASSIFIED (Specify category)			
16. VERIFICATION OF NEED TO KNOW: <input type="checkbox"/> I certify that this user requires access as requested. 16a. ACCESS EXPIRATION DATE (Contractors must specify Company Name, Contract Number, Expiration Date. Use Block 27 if needed.)			
17. SUPERVISOR'S NAME (Print Name)		18. SUPERVISOR'S SIGNATURE	
20. SUPERVISOR'S ORGANIZATION/DEPARTMENT		20a. SUPERVISOR'S E-MAIL ADDRESS	
21. SIGNATURE OF INFORMATION OWNER/OPR		21a. PHONE NUMBER	
22. SIGNATURE OF IAO OR APPOINTEE		23. ORGANIZATION/DEPARTMENT	
		24. PHONE NUMBER	
		25. DATE (YYYYMMDD)	

DD FORM 2875, APR 2005. PREVIOUS EDITION IS OBSOLETE. Reset

26a. NAME (Last, First, Middle Initial)		26b. SOCIAL SECURITY NUMBER	
		XXXX Do Not Fill XXXX	
27. OPTIONAL INFORMATION (Additional information)			
28. TYPE OF INVESTIGATION		28a. DATE OF INVESTIGATION (YYYYMMDD)	
28b. CLEARANCE LEVEL		28c. IF LEVEL DESIGNATION	
		<input type="checkbox"/> LEVEL I <input type="checkbox"/> LEVEL II <input type="checkbox"/> LEVEL III	
29. VERIFIED BY (Print Name)		30. SECURITY MANAGER TELEPHONE NUMBER	
31. SECURITY MANAGER SIGNATURE		32. DATE (YYYYMMDD)	
PART IV - COMPLETION BY AUTHORIZED STAFF PREPARING ACCOUNT INFORMATION			
TITLE		ACCOUNT CODE	
Wholeale (STORES)			
DOMAIN			
SERVER			
APPLICATION			
DIRECTORIES			
FILES			
DATASETS			
DATE PROCESSED (YYYYMMDD)		DATE (YYYYMMDD)	
PROCESSED BY (Print Name and sign)			
DATE REVALUATED (YYYYMMDD)		DATE (YYYYMMDD)	
REVALUATED BY (Print Name and sign)			

DD FORM 2875 (BACK), APR 2005. Reset

User Guide

The User Agreement (As of 9 May, 2008)

DDOD Information System Notice and Consent Provision

By signing this document, you acknowledge and consent that when you access Department of Defense (DOD) information systems:

- You are accessing a U.S. Government (USG) information system (IS) (which includes any device attached to this information system) that is provided for U.S. Government-authorized use only.
- You consent to the following conditions:
 - The U.S. Government routinely intercepts and monitors communications on this information system for purposes including, but not limited to, penetration testing, communications security (COMSEC) monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
 - At any time, the U.S. Government may inspect and seize data stored on this information system.
 - Communications using, or data stored on, this information system are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any U.S. Government-authorized purpose.
 - This information system includes security measures (e.g., authentication and access controls) to protect U.S. Government interests—not for your personal benefit or privacy.
 - Notwithstanding the above, using an information system does not constitute consent to personnel misconduct, law enforcement, or counterintelligence investigative searching or monitoring of the content of privileged communications or data (including work product) that are related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Under these circumstances, such communications and work product are private and confidential, as further explained below.
 - Nothing in this User Agreement shall be interpreted to limit the user's consent to, or in any other way restrict or affect, any U.S. Government actions for purposes of network administration, operation, protection, or defense, or for communications security. This includes all communications and data on an information system, regardless of any applicable privilege or confidentiality.
 - The user consents to interception/capture and seizure of ALL communications and data for any authorized purpose (including personnel misconduct, law enforcement, or counterintelligence investigation). However, consent to interception/capture or seizure of communications and data is not consent to the use of privileged communications or data for personnel misconduct, law enforcement, or counterintelligence investigation against any party and does not negate any applicable privilege or confidentiality that otherwise applies.
 - Whether any particular communication or data qualifies for the protection of a privilege, or is covered by a duty of confidentiality, is determined in accordance with established legal standards and DOD policy. Users are strongly encouraged to seek personal legal counsel on such matters

prior to using an information system if the user intends to rely on the protections of a privilege or confidentiality.

- Users should take reasonable steps to identify such communications or data that the user asserts are protected by any such privilege or confidentiality. However, the user's identification or assertion of a privilege or confidentiality is not sufficient to create such protection where none exists under established legal standards and DoD policy.
- A user's failure to take reasonable steps to identify such communications or data as privileged or confidential does not waive the privilege or confidentiality if such protections otherwise exist under established legal standards and DOD policy. However, in such cases the U.S. Government is authorized to take reasonable actions to identify such communication or data as being subject to a privilege or confidentiality, and such actions do not negate any applicable privilege or confidentiality.
- These conditions preserve the confidentiality of the communication or data, and the legal protections regarding the use and disclosure of privileged information, and thus such communications and data are private and confidential. Further, the U.S. Government shall take all reasonable measures to protect the content of captured/seized privileged communications and data to ensure they are appropriately protected.
- In cases when the user has consented to content searching or monitoring of communications or data for personnel misconduct, law enforcement, or counterintelligence investigative searching, (i.e., for all communications and data other than privileged communications or data that are related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants), the U.S. Government may, solely at its discretion and in accordance with DoD policy, elect to apply a privilege or other restriction on the U.S. Government's otherwise-authorized use or disclosure of such information.
- All of the above conditions apply regardless of whether the access or use of an information system includes the display of a Notice and Consent Banner ("banner"). When a banner is used, the banner functions to remind the user of the conditions that are set forth in this User Agreement, regardless of whether the banner describes these conditions in full detail or provides a summary of such conditions, and regardless of whether the banner expressly references this User Agreement.

I acknowledge receipt of the User Agreement, understand my responsibilities, and will comply with these provisions for DOD and DLA IT systems.

Print Name

Date

Signature/Electronic Verification of User

Appendix 3.0 Helpful Links and Contact Information

DLA TROOP SUPPORT Subsistence Website <http://www.troopsupport.dla.mil/subs/>

DLA TROOP SUPPORT POC's CONUS <http://www.troopsupport.dla.mil/subs/pv/regions/conus.asp>

DLA TROOP SUPPORT POC's OCONUS <http://www.troopsupport.dla.mil/subs/pv/regions/oconus.asp>

DAASCINQ <https://www.daas.dla.mil/daasing/warning.asp>

DFAS <http://www.dod.mil/dfas>

Customer Assistance Handbook <http://www.dla.mil/j-4/publication.asp#Customer>

STORES Catalog Abbreviations <http://www.troopsupport.dla.mil/subs/abbrev.pdf>

PV Listing <http://www.troopsupport.dla.mil/subs/pv/pvlist.asp>

Subsistence Prime Vendor Welcome Guide <http://www.troopsupport.dla.mil/subs/pv/pvwelcome.pdf>

Contact Information

STORES Help Desk :

CONUS1-888-755-4756

OCONUS..... 1-800-759-7869

E-mail..... DLA Troop Supportstoreshelp@dla.mil

DAASC Help Desk937-656-3341

DLA TROOP SUPPORT Emergency Call Center.....1-877-DLA-CALL