

WILDLAND FIRE PROTECTION PROGRAM MATERIEL ORDERING INSTRUCTIONS

The following instructions provide guidelines to assist customer associated with the Wildland Fire Protection Program to order materiel from the Defense Logistics Agency or the General Services Administration. The ordering instructions are in three sections:

- Federal Orders (non-Cache)
- Federal Cache Orders
- Tips on GSA placed orders for DLA Materiel (State/Local)

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FEDERAL ORDERS (NON-CACHE) WILDLAND FIRE PROTECTION PROGRAM

I. Routine Orders:

1. Place routine orders using the Department of Defense Electronic Mall (DoD EMALL) If you do not have a DoD EMALL account, you will need to create one by going to <https://dod.emall.dla.mil>. Self-help tools are located on the right side of the page and will aid you in establishing an account.

Note: Please pay particular attention to **bolded instructions** as they help to quickly identify and process orders associated with the Wildland Fire Protection Program.

A Medium Assurance Token is required to log into DoD EMALL. Most Common Access Card (CAC) and “LincPass” cards contain the required security credentials to access DOD EMALL. Once in DoD EMALL, register as a “Federal Government Employee.” When populating the contact and organizational information, ensure the Activity Address Code (AAC)/DODAAC is recorded in the “DODAAC” field. Once all information is recorded, hit save and then submit. From the same screen, select “Advanced Options.”

The next set of registration questions center on MILSTRIP or FEDSTRIP access and fund code payment which allows orders to be placed via DoD EMALL Manual Order Entry System (MOES.) When placing an order via MOES, the ordering agencies fund code is required. The ordering agency should contact its Finance Office to receive their agency’s fund code. If the payment method for orders placed is a credit card, select Government Purchase Card and complete credit card information. The fund code information is required for credit card orders and DOD EMALL will populate this information automatically.

2. The order will be shipped to the location recorded in the AAC/DODAAC. If another ship to location is preferred, record the alternate location in the supplementary address field.

3. All Routine Orders are assigned **Priority Code “10”** and **Project Code “NES.”** Routine Orders are orders that do NOT require the same day, next business day, weekend or holiday delivery.

4. It is imperative to provide the **Required Delivery Date (RDD)** so DLA can ensure the material arrives at the specified location when needed.

5. Once the order is placed, an email receipt will be sent to the person placing the order.

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II. Emergency Orders:

1. The DLA CIC (Toll Free: 1-877- DLA-CALL (1-877-352-2255) is the entry point for Emergency Orders.
2. Emergency orders are orders that require same day, next business day, weekend, or holiday delivery. All emergency orders are assigned **Priority Code "08"** and **Project Code "WFP."**
3. The format of an Emergency Order is an Excel Spreadsheet. This format will allow for accuracy as the CIC Agent can copy/paste the information contained in the file into DOD EMALL. The headings on the Excel spreadsheet are NSN, DLA U/I, DLA Order Quantity, Description, and DLA Serial No. (See attached template.)
4. It is imperative to provide the **Required Delivery Date (RDD.)** Since all Emergency Orders are assigned a priority code of "8" and Project Code "WFP," the date recorded in RDD field will determine when the order is shipped.
5. Orders will be shipped to the location recorded in the AAC/DODAAC. If another ship to location is preferred, record the alternate AAC/DODAAC in the supplementary address field.
6. When emailing the order, ensure the subject line of the emails reads "**Federal Wildland Fire Protection Program Order.**" Ensure the information below is included in the body of the email:
 - a. AAC (DODAAC)
 - b. Shipping Address
 - c. Point of Contact Name
 - d. Point of Contact Telephone Number
 - e. Point of Contact Email Address
 - f. NSN and Quantify for Each Item
 - g. Requested Delivery Date (RDD)
 - h. Project Code "WFP"
 - i. Priority Code "8"

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- j. Agency Fund Code (Contact your Finance Office for fund code information.)
7. **After emailing the order to the DLA CIC, you must follow-up immediately with a phone call. Identify yourself as a “Wildland Fire Protection Program Customer” as this will further alert the CIC Agents of the urgency of the order.** Ensure the following information is readily available when calling the CIC:
- a. AAC (DODAAC)
 - b. Shipping Address
 - c. Point of Contact Name
 - d. Point of Contact Telephone Number
 - e. Point of Contact Email Address
 - f. NSN and Quantify for Each Item
 - g. Requested Delivery Date (RDD)
 - h. Project Code “WFP”
 - i. Priority Code “08”
 - j. Agency Fund Code (Contact your Finance Office for fund code information.)
8. Once the CIC Agent enters the order into DoD EMALL, a DLA Customer Relationship Management (CRM) ticket will be emailed to the person who placed the order. The CRM ticket will show the completed work as well as information on stock availability and order fulfillment. If there are any questions regarding the order, contact the CIC and provide the ticket number. The CIC agent can then assist further if necessary.
9. In the event a requested item is not in stock, please advise the CIC representative to either kill or backorder the item.
10. After placing the order with the DLA CIC, **contact the DLA Fire Coordinator to notify them an emergency order has been placed.** DLA’s Fire Coordinator will contact the Supply Chain(s) who manage the item, as well as DLA Distribution to notify them of the inbound order. If contact with the Fire Coordinator is not made, contact the DLA Troop Support Collective Enterprise Cell. (See section IV below for contact information.)

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III. Shipment Status:

1. Contact the DLA CIC for questions regarding the status of the order. The CIC can also provide status of shipment or shipping information.
2. Self Help tools are available to provide order status. The websites for the tools are located below:
 - a. DoD EMALL/DLA Orders (<https://dod.emall.dla.mil>)
 - b. WEBVLIPS (<https://www.transactionservices.dla.mil>)

IV. DLA Contact Information

1. DLA CIC

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

Commercial: 1-269-961-7766

Email: dlacontactcenter@dla.mil

****The DLA CIC can address questions regarding shipping status. ****

2. DLA Fire Program Coordinator (During normal business hours 6 AM EDT – 6 PM EDT, M-F)

POC: Phyllis Parker

Phone: 215-737-8055

Email: Phyllis.Parker@dla.mil

**** After normal business hours, contact the DLA CIC.****

3. Collective DLA Troop Support Collective Enterprise Cell (During normal business hours 6 AM EDT – 6 EDT PM, M-F)

Commercial: 1-215-737-9158

**** After normal business hours, contact the DLA CIC.****

You can order the DLA Handbook through the web link below:

<http://www.dla.mil/customersupport/Pages/Communications.aspx>

NATIONAL CACHE ORDERS

WILDLAND FIRE PROTECTION PROGRAM

I. Routine Orders:

Note: Please pay particular attention to **bolded instructions** as they help to quickly identify and process orders associated with the Wildland Fire Protection Program.

1. National Caches will use the inbound order process in ICBS to place orders with the Defense Logistics Agency (DLA) Customer Interaction Center (CIC.) Orders may be placed any time as the CIC is staffed 24 hours a day, 7 days a week, including Government holidays. Place Routine Orders with the DLA CIC via email. **When emailing the order, ensure the subject line of the emails reads “National Cache Wildland Fire Protection Program Order.”**
2. The format for all Routine Orders is the ICBS output converted to an Excel Spreadsheet. This format will allow for accuracy as the CIC Agent can copy/paste the information contained in the file into DOD EMALL. (See Cache Manager for template.)
3. All Routine Orders are assigned **Priority Code “10” and Project Code “NES.”** Routine Orders are orders that do NOT require same day, next business day, weekend, or holiday delivery.
4. It is imperative a **Required Delivery Date (RDD)** be provided. Since all Routine Orders are assigned a priority code of “10” and Project Code “NES,” the date recorded in the RDD field will determine when the order is shipped.
5. Orders will be shipped to the location recorded in the AAC/DODAAC. If another ship to location is preferred, record the alternate AAC/DODAAC in the supplementary address field.
6. Ensure the information below is included in the body of the email:
 - a. AAC (DODAAC)
 - b. Shipping Address
 - c. Point of Contact Name
 - d. Point of Contact Telephone Number
 - e. Point of Contact Email Address
 - f. NSN and Quantify for Each Item
 - g. Requested Delivery Date (RDD)
 - h. Project Code “NES”
 - i. Priority Code “10”
7. Once the DLA CIC Agent enters the order into DoD EMALL, a DLA Customer Relationship Management (CRM) ticket will be emailed to the person who placed the order. The CRM ticket will show the record of the call as well as information on stock availability and order fulfillment. If there are any questions regarding the order, contact the CIC and provide the ticket number. The CIC agent can locate the order and provide further assistance.
8. In the event a requested item is not in stock, please advise the CIC representative to either kill or backorder the item.

9. Another option to placing Routine Orders is using the Department of Defense Electronic Mail (DoD EMALL.) If you do not have a DoD EMALL account, you will need to create one by going to <https://dod.emall.dla.mil>. Self-help tools are located on the right side of the page and will aid you in establishing an account, if needed.

A Medium Assurance Token is required to log into DoD EMALL. Most Common Access Card (CAC) and "LincPass" cards contain the required security credentials to access DOD EMALL. Once in DoD EMALL, register as a "Federal Government Employee." When populating the contact and organizational information, ensure the AAC/DODAAC is recorded in the "DODAAC" field. Once all information is recorded, hit save and then submit. From the same screen, select "Advanced Options."

The next set of registration questions center on MILSTRIP or FEDSTRIP access and fund code payment which allows orders to be placed via DoD EMALL Manual Order Entry System (MOES.) If the payment method for orders placed will be a credit card, select Government Purchase Card and complete credit card information.

II. Emergency Orders:

1. The DLA CIC is the entry point for Emergency Orders. The process to place an Emergency Order with the DLA CIC is the same process as placing a Routine Order except for a follow-up phone call to the DLA CIC.
2. Emergency orders are orders that require same day, next business day, weekend, or holiday delivery. All emergency orders are assigned **Priority Code "08" and Project Code "WFP."**
3. The format of an Emergency Order is the output of the ICBS converted to an Excel Spreadsheet. This format will allow for accuracy as the CIC Agent can copy/ paste the information contained in the file into DOD EMALL. (See Cache Manager for template.)
4. It is imperative to provide the **Required Delivery Date (RDD)**. Since all Emergency Orders are assigned a priority code of "8" and Project Code "WFP," the date recorded in RDD field will determine when the order is shipped to ensure materials arrive at the delivery location on time.
5. Orders will be shipped to the location recorded in the AAC/DODAAC. If another ship to location is preferred, record the alternate AAC/DODAAC in the supplementary address field.
6. Ensure the information below is included in the body of the email:
 - a. AAC (DODAAC)
 - b. Shipping Address
 - c. Point of Contact Name
 - d. Point of Contact Telephone Number

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- e. Point of Contact Email Address
 - f. NSN and Quantify for Each Item
 - g. Requested Delivery Date (RDD)
 - h. Project Code "WFP"
 - i. Priority Code "8"
8. **After emailing the order to the DLA CIC, you must follow-up with a phone call. Identify yourself as a "Wildland Fire Protection Program Customer" as this will further alert the CIC Agents of the urgency of the order.** Ensure the following information is readily available when calling the CIC:
- a. AAC (DODAAC)
 - b. Shipping Address
 - c. Point of Contact Name
 - d. Point of Contact Telephone Number
 - e. Point of Contact Email Address
 - f. NSN and Quantify for Each Item
 - g. Requested Delivery Date (RDD)
 - h. Project Code "WFP"
 - i. Priority Code "08"
9. Once the DLA CIC Agent enters the order into DoD EMALL, a DLA Customer Relationship Management (CRM) ticket will be emailed to the person who placed the order. The CRM ticket will show the completed work as well as information on stock availability and order fulfillment. If there are any questions regarding the order, contact the CIC and provide the ticket number. The CIC agent can then assist further if necessary.
10. In the event a requested item is not in stock, instruct the CIC representative to either kill or fill the order for that item.
11. After placing the order with the DLA CIC, **contact the DLA Fire Coordinator to notify them an emergency order has been placed.** DLA's Fire Coordinator will notify the DLA Supply Chain(s), who manage the item, as well as DLA Distribution to notify them of the inbound order. If contact with the Fire Coordinator is not made, contact the DLA Troop Support Collective Enterprise Cell. (See section IV below for contact information.)

III. Shipment Status:

1. Contact the CIC for questions regarding the status of the order. The CIC can also provide status of shipment or shipping information.
2. Self Help tools are also available to use to identify order status. The websites for the tools are located below:
 - a. DoD EMALL/DLA Orders (<https://dod.emall.dla.mil>)

b. WEBVLIPS (<https://www.transactionservices.dla.mil>)

IV. DLA Contact Information

1. **DLA CIC**

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

Commercial: 1-269-961-7766

Email: dlacontactcenter@dlamail.mil

**** The DLA CIC can address questions regarding shipping status. ****

2. DLA Fire Program Coordinator (During normal business hours 6 AM EDT – 6 PM EDT, M-F)

POC: Phyllis Parker

Phone: 215-737-8055

Email: Phyllis.Parker@dlamail.mil

**** After normal business hours, contact the DLA CIC.****

3. Collective DLA Troop Support Collective Enterprise Cell (During normal business hours 6 AM EDT – 6 PM EDT, M-F)

Commercial: 1- 215-737-9158

**** After normal business hours, contact the DLA CIC.****

4. Christopher Stephens, HQ DLA Wildland Fire Program Liaison Officer (LNO)

Office: 703-767-2516

Cell: 301-233-1273

Email: Christopher.Stephens@dlamail.mil

5. David Kless, HQ DLA National Account Manager for Federal Programs

Office: 703-767-7510

Cell: 571-305-3093

Email: David.Kless@DLA.mil

You can order the DLA Handbook through the web link below:

<http://www.dla.mil/customer-support/Pages/Communications.aspx>

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TIPS ON GSA PLACED ORDERS FOR DLA MATERIAL STATE / LOCAL CUSTOMER

** Please ensure that DLA orders placed via GSA contain the following information. **

I. Routine Orders:

1. GSA will receive routine orders for Wildland Fire items via one of the methods below:
 - a. Email to FireCacheOrder@gsa.gov
 - b. Fax to (817) 574-2551
 - c. Telephone (800) 525-8027, Option 3*
2. In all cases, ordering will need to contain:
 - a. DoD Activity Address Code (DoDAAC)
 - b. Shipping Address
 - c. Point of Contact
 - d. Point of Contact Telephone Number
 - e. Point of Contact Email Address
 - f. NSN and Quantity for Each Item
 - g. Requested Delivery Date - RDD
3. Additional information required for all DLA orders:
 - a. Document Number
 - b. Signal Code for State/Local Customers – “B”
 - c. Supplementary Address – “4764EJ”
 - d. Project Code for Routine Orders - “NES”
 - e. Priority Code for Routine Orders - “10”
 - f. Fund Code for Routine Orders – “XP”
4. Once the order is entered into the system and passed to DLA, a DLA Customer Relationship Management (CRM) ticket will be emailed to GSA Representative who placed the order on behalf of the state/local customer. The CRM ticket will show the completed work as well as information on stock availability and order fulfillment. GSA will in turn send the CRM ticket to the state/local customer who placed their order with GSA. If the state/local customer has any concerns, they can call the CIC and provide the ticket number. The CIC agent can then assist further if necessary.

II. Emergency Orders:

1. GSA will receive emergency orders for Wildland Fire items via telephone:
 - a. Telephone (800) 525-8027, Option 3* (**Not** option 1, GSA's standard order number)
2. GSA will call the DLA CIC to place emergency orders. Identify yourself as GSA placing an emergency order for a state/local Wildland Fire Protection Program National customer.
3. In all cases, orders will need to contain:
 - a. Activity Address Code
 - b. Shipping Address

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- c. Point of Contact
 - d. Point of Contact Telephone Number
 - e. Point of Contact Email Address
 - f. NSN and Quantity for Each Item
 - g. Requested Delivery Date - RDD
4. Additional information required for all DLA orders:
- a. Document Number
 - b. Signal Code for State/Local Customers – “B”
 - c. Supplementary Address – “4764EJ”
 - d. Project Code for Emergent/Emergency Orders - “WFP”
 - e. Priority Code for Emergent/Emergency Orders- “08”
 - f. Fund Code for Emergent/Emergency Orders – “XP”
5. Once the order is entered into the system and passed to DLA, a DLA Customer Relationship Management (CRM) ticket will be emailed to GSA Representative who will forward the CRM ticket to the state/local customer who placed the order with GSA. The CRM ticket will show the completed work as well as information on stock availability and order fulfillment. If the state/local customer has any concerns, they can call the CIC and provide the ticket number. The CIC agent can then assist further if necessary.

III. Contact Information

1. DLA CIC

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