

QUALITY IMPROVEMENT IMPLEMENTATION GUIDE #53

SUBJECT: PRIME VENDOR PROGRAM GUIDE

PURPOSE: The Department of Defense (DoD) Pharmaceutical Prime Vendor (PPV) provides participating facilities with a “primary” supplier for their pharmaceutical needs. The overall purpose of the PPV program is to shorten the logistics pipeline, reduce cost and make it more reliable. It is a rapid and cost-effective method of acquisition.

DISCUSSION: In December 2006, the DoD Medical Supply Chain completed its transition from the Standard Automated Material Management System (SAMMS) to the Defense Logistics Agency (DLA) Enterprise Business System (EBS) previously referred to as Business Systems Modernization (BSM). Included in this transition was the Supply Chain’s Pharmaceutical Prime Vendor Program. As a result of this transition, there have been changes to the Prime Vendor Program Business Processes and Procedures. This Pharmaceutical CONUS/OCONUS QIIG provides participating facilities guidance in using the PPV program. This guide supplements the Statement Of Work (SOW) for each PPV contract. This QIIG applies to all facilities using a PPV contract.

ACTION: To improve logistics responsiveness and financial integrity at the DLA, a transition has been made of all logistical operations to new systems and processes collectively called EBS, modernizing the Supply Chain’s operating systems and improving its ability to collaborate with both its customers and its suppliers.

- a. This transition has affected all PPV customers, both those serviced using automated systems like the Defense Medical Logistics Standard Support (DMLSS), Theater Enterprise Wide Logistic System (TEWLS) or Theater Automated Medical Material Information System (TAMMIS) and those that use its trading partners’ (Prime Vendors) proprietary ordering systems.
- b. While the vast majority of the required changes are internal to DLA, the EBS transition required some modifications to the PPVs’ systems and processes, as well as the customer’s systems and processes. The primary change EBS resulted in is the replacement of summary payment with line-item payment. The requirement for line-item reconciliation has transformed the PPV program from focusing on the dollar value driven process to a more accurate quantity received per line process. During this transformation, some customers have also changed from summary billing to line-item billing.
- c. Customers are affected by the change in business process based on the ordering and receiving methods employed. For purposes of this QIIG, customers that order for U.S. Coast Guard units will be categorized as follows. Prime Vendor Order Entry (PVOE) Customers whose primary method of ordering is the Prime Vendor’s Order entry system and EMALL for receipting.

- d. One of the key areas of importance is to focus on **placing the order properly**. Manual orders present a challenge for this environment so attention to detail to the directions provided in this manual is critical for proper accounting and documentation.

RESPONSIBILITIES:

1. **MEDICAL DIRECTORATE'S RESPONSIBILITIES**. DLA Medical is responsible for the overall management and operation of the PPVP.
2. **PARTICIPATING FACILITIES' RESPONSIBILITIES**. Participating facilities are responsible for properly ordering items covered under the PPV program. Orders are placed through the PPV, based upon the facility's geographical region. Each facility is responsible for developing and implementing local procedures to conform to the PPV requirements. Questions about PPV should be addressed to your Customer Assistance Cell Chief at DLA-Medical (Enclosure 1: Who to Contact). Customers should use the DLA Desk Reference and PPV Web pages on DMM online to the maximum extent possible, supplemented by U.S. Coast Guard's guidance and policies.

PRIME VENDOR CONTRACTING OFFICIALS:

1. **CONTRACTING OFFICER (KO)**. Under the terms of the PV contract, the contracting agency is DLA-Medical. The PPV KO is at DLA-Medical.
2. **CONTRACTING OFFICER'S REPRESENTATIVES (CORs)**. A COR is no longer required for either medical prime vendor programs. Resources available are sufficient to perform the required contract management oversight to ensure successful contract performance. Administration of the contract will be performed by DLA. Inspection and acceptance of individual purchase order deliveries will be performed at destination by an authorized receiving official, referred to as our POC. The inspection is normally limited to identity, count and condition; however, this may be expanded by DLA if deemed necessary. The POC responsibility includes approving authorized product substitutions and delivery changes and will contact their Contracting Officer if any performance issues arise. This two way communication lets our customers know about DLA's commitment to customer satisfaction as well as expand our company-wide awareness of issues affecting our customers and industries.

ORDERING CONSIDERATIONS:

1. **ORDER MINIMUMS AND MAXIMUMS**. Minimum and maximum ordering limitations have been established with each Prime Vendor as follows:
 - a. When a single order from the ordering activity totals less than \$50.00, the ordering activity is not obligated to purchase from the PPV, nor is the PPV obligated to accept the order.
 - b. The PPV is not obligated to accept an order for a single item in excess of \$100,000.00 or a single order for a combination of items in excess of \$500,000.00. These limitations are also applicable to a series of orders from the same ordering activity within a seven-day period.

2. ORDERING POINTS. Each participating medical facility has identified to DLA specific ordering points. If a customer desires to change its ordering locations, they must notify the DLA Medical KO via advanced written notice. Any change in ordering locations must be negotiated with the PPV by the KO.
3. FILL/KILL SERVICE. If an item is not available, the item will automatically be canceled “killed” unless the customer allows the PPV to substitute a different item. If the PPV can partially fill an order for an item, it will do so and the remaining quantity will be killed.
4. DELIVERY ORDER NUMBERS. Under Generation III, PPV contracts, each facility was assigned its own contract number/delivery order series. Under the existing Generation II contracts, Pacific and Europe delivery order numbers are assigned by DLA-Medical. Each facility is required to develop internal procedure to ensure each number is used only once. **Delivery Orders/Call numbers can only be used one** time for the contract number to which they are associated. A separate delivery order/call number must be used for each new delivery order. Duplication of delivery order/call numbers will cause a system violation and not allow the order to be created, thus preventing the vendor from being paid. When you near the end (within fifty numbers) of your assigned delivery order numbers notify DLA-Medical and an additional block of numbers will be assigned as needed.
5. NUMBER OF DAILY ORDERS. Customers may place multiple routine orders each day in accordance with the Statement of Work (SOW).
6. TYPES OF PRIME VENDOR ORDERS. There are several types of orders that may be placed under the PPV program. The DLA Contracting Officer will advise each ordering facility of the specific time periods for ordering, as well as delivery for that particular ordering facility. The types of orders are:
 - a. Emergency Orders – Continental United States (CONUS).
 - (1) The PPV is required to provide emergency delivery service 24 hours per day, 7 days per week. Each ordering office will be provided with telephone and or pager number of the contractor’s representative responsible for providing this service. Delivery of items on an emergency basis will be by fastest possible carrier.
 - (2) The PPV will provide a minimum of two emergency shipments per month at no additional charge to the participating medical facility. Additional fees for emergency shipments in excess of two per month may be charged to the customer, including all applicable transportation and handling costs as agreed to between the requesting medical facility and the Prime Vendor at the time the order is placed.
 - (3) The Prime Vendor is required to make delivery of the ordered item within **the required time-frame (usually six hours) 100 percent of the time.**
 - b. Emergency Orders – Outside the Continental United States (OCONUS).
 - (1) Due to the transportation means being used for overseas customers, DLA requests that you forward all emergency requirements to the Field Agency Operation Cell, previously known

as ESOC. With the exception of USAMMCE, Life-Or-Death orders will be processed through the PPV provided sufficient stock is available. Life-Or-Death emergency orders for delivery to USAMMCE will be picked up at the PPV distribution center by a Government carrier.

Note: HAZMAT or Narcotic substances cannot be purchased as an emergency order nor can be delivered under these circumstances.

c. Just In Time Orders (JITO).

(1) JITO orders are for items the customer wants delivered within 24 hours of order placement, excluding holidays and weekends. This will be the primary order type submitted by the customers.

d. Drop Shipments.

(1) Drop Shipments are for items available through the program, but not carried in inventory by the PPV. Drop shipments are ordered through the PPV, but delivered to the customer directly from the manufacturer. Drop shipments are authorized provided:

- (a) The ordering facility, the PPV and the Manufacturer agree to the use of a drop shipment and a delivery time-frame.
- (b) A separate delivery order is placed with the prime vendor for the item that will be drop shipped. Do not commingle drop shipment products with those normally stocked by your PPV.
- (c) More than one drop ship item from the same Manufacturer may be placed on the same order. Drop shipment items from two different Manufacturers cannot be placed on the same order.
- (d) Only one delivery per order is made.
- (e) Only one invoice per delivery order is transmitted by the PPV and only after shipment has taken place.
- (f) Process receipt to DLA upon receipt and acceptance of material from the manufacturer. Although there may be substantial delay from the time the product is actually received until the PPV is made aware of the shipment, do not hold up receipt processing.
- (g) The price specified by the PPV at the time of order confirmation cannot be increased.

e. Schedule II Narcotics.

(1) The customer will prepare and submit the order through the Prime Vendor Program online ordering system. After the order is submitted electronically, the customer will complete the

DEA Form 222, retain the Purchaser copy of triplicate, and provide the Supplier copy and DEA copy to the Prime Vendor contractor by contractor-defined method. The Prime Vendor contractor will fulfill the electronically submitted order only after it has received the DEA Form 222. Upon delivery of the order by the Prime Vendor contractor, the customer will complete the Purchaser copy of DEA Form 222 by writing in date received and quantity, and file with controlled substances records. The actual procedure for purchasing Schedule II narcotics varies from vendor to vendor. Check with your PPV for their procedures.

- (2) A separate delivery order is always required for narcotic orders.
- (3) Each order/delivery site must have its own DEA registration number. The PPV is authorized only to delivery to an address that has already been assigned a DEA registration number.

NOTE: One DEA number is sufficient per base. However, if there are delivery points outside the base, additional DEA registration numbers will have to be acquired. An electronic DEA application is available on the DEA website.

f. Schedule II Narcotics (OCONUS).

- (1) Schedule II drugs are available through Prime Vendor Program. The customer will send the order via email to the designated DLA POC. DLA will FedEx the required DEA Form-222 to the PPV. DLA shall include a document indicating the location where the Schedule II item is being shipped. The contractor shall attach this document to copy II of the DEA Form-222 with its return by the contractor to the DEA. Upon receipt of the DEA Form-222, the contractor shall pick, pack and ship the order.

g. Schedule III, IV and V Controlled Substances.

- (1) The DEA Form-222 is not required for Schedule III-V drugs. However, these types of controlled substances must also be on a separate delivery order. Upon delivery, a check will be made for discrepancies and then will be signed, dated with an annotation of "order received complete" made on invoice. A copy of the invoice shall be maintained with other controlled substances records. All discrepancies will be immediately reported to the Prime Vendor contractor.

h. Credit Orders.

- (1) Customers are encouraged to take advantage of their PPV's credit program. Most PPVs establish "credit accounts" for each customer. Specific delivery orders (or calls) can be applied against the amount in the credit account. Customers are required to use their credit money within 90 days of placement into their credit account. Any unused credit dollars (over 90 days) will be refunded by the PPV to the US Treasury Department. Customers must coordinate the correct delivery order number and the credit memo number with the Prime Vendor. An order placed using the Credit Account **cannot exceed** the dollar value of Credits

that have been accrued. Your credit account with the PPV is not intended for shipment/invoice discrepancies. Customers should monitor the amount in the account and refer to the Service's policy for processing credits.

- (2) Credit orders are to be submitted ONLY through the user's credit account and not the user's regular ordering account (otherwise an unauthorized obligation will occur). If questions arise, a check will be made with the Prime Vendor contractor for specific policies on how to place credit orders.

7. PLACING THE ORDER. DLA's implementation of EBS has placed more emphasis on executing the order properly in order to affect payment to the vendor. The sequence of ordering is to go to your primary Prime Vendor first. If the primary PV does not intend to fill the order, the ordering activity may go to its secondary PV. If the Primary or the Secondary PV does not have the item available, you may order the item from another source. Once an order has been placed, additional items **CANNOT** be added to the order.

a. Prime Vendor Order Event (PVOE), Steps In Placing Of Order.

- (1) Ordering Official compiles a list of needed pharmaceuticals or supplies.
- (2) Ordering Official confirms funds available prior to placing the order.
- (3) The Storekeeper (SK) is then notified of pending purchase via purchase request and then obligates funds into Finance and Procurement Desktop (FPD).
- (4) The Ordering official then places the order utilizing Prime Vendor Ordering System.
- (5) After receipt of the order and after confirmation of goods received, the E-MALL entry is made by the Ordering Official, verifying the correct accounting string and receipting the appropriate product quantities.
- (6) The Ordering Official then gives the SK a copy of the receipt of goods received to enter into FPD for payment by the FINCEN.

b. Routine Orders. For each order placed using the PV's order entry system, the customer must provide a Requisition Number at the time of order placement. Each of the Prime Vendors have made accommodations in their order entry system to accept a 14 digit alpha numeric Requisition Number. A proper Requisition Number is made up of a valid DODAAC (for the delivery location) in the first 6 positions, a valid Julian date in the next 4 positions and an alpha numeric serial number in the last 4 positions. The order will not "create" if either the DODAAC or Julian Date is not valid. (Example: Z479429301B201) Once the order is placed, the PV will create and transmit a Purchase Order Acknowledge transaction set directly to EBS. This acknowledgement will contain the customer's Requisition Number along with all other required data segments in order to create the order.

- c. Credit Account Orders. Customers will place Credit Account Orders manually or use the Prime Vendor's propriety ordering system, if the Prime Vendor's system supports credit orders. The Prime Vendor will include a Credit Order indicator, along with all other required data segments in its Purchase Order Acknowledgement.

RECEIVING CONSIDERATIONS:

1. DELIVERY POINTS. Just like ordering points, each participating medical facility has identified to DLA specific delivery points. If a facility desires to change its delivery locations, the facility must notify the DLA Medical Contracting Officer in writing in advance. Any change in delivery locations must be negotiated with the Prime Vendor by the contracting officer.
2. ROUTINE DELIVERY TIMES ROUTINE DELIVERY TIMES. Routine delivery shall be between the hours of 0700 and 1530 hours local time Monday-Friday, excluding Federal holidays.
3. DELIVERY DOCUMENTS. The Prime Vendor will include a packing list/slip with each shipment. The packing list/slip will include the delivery order number, date of order, itemized list of supplies in the shipment and quantity shipped. Also included on the packing list will be the deliver price for each delivery item and a total amount delivered. The Prime Vendor will include a packing list/slip with each shipment.
4. MINIMUM SHELF LIFE REQUIREMENTS. Prime Vendors are required to provide dated/shelf life products bearing an expiration date/shelf life with at least six months (12 months for OCONUS) remaining upon delivery to the receiving activity. Products that have an initial expiration/shelf life of 6 months or less must have 75 percent of the dating remaining. Products not meeting the dating/shelf life requirement may be returned as described in the *Products Eligible for Return* section. Customers may elect to retain the material.
5. INSPECTING THE ORDER. Immediately upon receipt of the ordered material, an authorized representative of the medical facility will inspect all supplies. Customers should use any guidance published by their Service for actual inspection.
6. ACCEPTING THE ORDER. After inspection, the customer should call the Prime Vendor and notify them of any discrepancies with the shipment. The receiving activity should record the credit memo number that is issued. Again, customers should follow their Service's policy.
7. RECEIPT ACKNOWLEDGEMENT TO DLA. After inspecting and accepting the Prime Vendor order, it is required that receipt be posted in EMALL. It is imperative that the receipt is posted timely and accurately in order to meet the payment terms to the Prime Vendors.
 - a. Customers that use the PV's order entry system to place orders will use EMALL to post receipts. Receipts will not be available to view if they have already been receipted or the PV has not sent EBS the order acknowledgement. For additional detailed information on EMALL, refer to Enclosure (2): EMALL Procedures.

8. DISCREPANCIES/CREDIT-RE-BILL PROCESS. In the past, dollar value was emphasized during the receipt process. In EBS, however, it is very important that the quantity being received is accurate as this will affect payment to the vendor. The Receiving point must verify material upon delivery for kind, count and condition. If there are discrepancies in quantity with the shipment, customers must post the quantity they actually received and advise the Prime Vendor of the nature of the discrepancy. If the PV processes an internal credit memo for accounting purposes that reference number should be provided to the receiving point as an audit trail. In the event that the discrepancy represents an overage and the customer desires to return the excess quantity, the receiving point must contact the PV to obtain a return authorization number and arrange for material pickup. If the customer desires to retain and pay for the excess material, a separate delivery order number (call number) must be utilized. Payment of overages needs to be coordinated with the Prime Vendor and a TVLS at DLA so the order can be properly created. The steps below should be followed:

a. PVOE / Steps For Reporting Discrepancies.

(1) Notify the Prime Vendor that you wish to retain the excess material.

(2) Notify a TVLS that you wish to retain the material. Provide the contact/call, line item number, product ID, quantity, and price to the TVLS.

(3) The TVLS will increase the quantity of the purchase order and sales order.

(4) If receipt has already been posted, the TVLS will post receipt for the increased quantity.

(5) If receipt has not been posted by the customer, receipt can be posted once EMALL is updated with the change in quantity.

9. Pricing Discrepancies. Pricing on individual orders within the Prime Vendor Program is based on the Order Acknowledgement (EDI 855) sent by the Prime Vendor. There may be times when customers disagree with the price sent by the Vendor. It is critical that the obligation price in EBS is reflective of what the customer has committed; therefore, customers must not make any changes to the price of a line item in their system unless authorized by DLA. Currently, this authorization is accomplished via a phone call or e-mail to DLA. Customers shall follow the procedures below in order to execute a price challenge.

a. Contact your designated Customer Relationship Management (CRM) Call to verify the price of an item. You will be asked to provide the following:

(1) Requisition Number (Document number).

(2) Contract/Call Number.

(3) Line item Number.

(4) NDC/PVON or other item identifier.

- b. The DLA POC will validate the price of the item(s) and one of the two results below will occur:
 - (1) If a discrepancy exists, a price control number will be provided. DLA will update the price in EBS.
 - (2) If no discrepancy exists, the customer should adjust obligations accordingly.

SPECIAL HANDLING AND MARKINGS:

- 1. Overseas Transportation and Responsibilities. Shipping products overseas requires material to be over packed for international movement. The Prime Vendor contracts are FOB Origin (Free-on-Board) the government is responsible for the transportation. The Prime Vendor is responsible for over packing the material and putting material on their dock. The government commercial air carrier picks up the order from the prime vendor dock and delivers the material to the customer. When the carrier picks up the order, title passes to the Government. Therefore, discrepancies can be either the responsibility of either the Prime Vendor or the Government Carrier. Responsibility for discrepancy resolution is assigned as follows:
 - a. Prime Vendor Responsibilities:
 - (1) Products inside the over pack were shipped in error.
 - (2) Products damaged inside over pack with no visible damage to the over pack.
 - (3) Material short-shipped with no visible damage to the over pack.
 - (4) Products received with shelf-life that does not meet minimum contract requirements, unless authorized by the ordering facility.
 - (5) Refrigerated products, received within 96 hours from time and date indicated on the refrigeration label that are spoiled.
 - (6) Spoiled refrigerated products received that were not appropriately identified and labeled.
 - b. Government Carrier Responsibilities:
 - (1) Missing over packed container (and its contents) picked up but not received at the delivery point cited on the Commercial Bill of Lading (CBL).
 - (2) Internally damaged item(s) when there is visible damage to the over pack.
 - (3) Shortages in a shipment when there is visible damage to the over pack.
 - (4) Refrigerated products, received after 96 hours from time and date indicated on the refrigeration label that are spoiled.

RETURNED MATERIAL:

1. Products Eligible For Return (CONUS). The Prime Vendor is required to accept returned material under the following conditions for replacement:
 - a. Products shipped in error.
 - b. Products damaged in shipment.
 - c. Products with concealed shipping damages.
 - d. Products that were recalled.
 - e. Products that do not meet shelf life dating requirements.
 - f. Other returns consistent with the Prime Vendor's normal return policy.
2. Products Eligible For Return (OCONUS). The Prime Vendor is required to accept returned material under the following conditions for replacement.
 - a. Products shipped in error.
 - b. Products inside the over-pack with concealed shipping damages.
 - c. Products that were recalled.
 - d. Products that do not meet shelf life dating requirements.
 - e. Products ordered in error.
 - f. Other returns consistent with the Prime Vendor's normal return policy.

Note: Call your prime vendor's customer service to check on product(s) being destroyed and you could be eligible for credit. There are FDA regulations (Prescription Drug Marketing Act of 1987) that do not allow the return of CII drugs from overseas.

INVOICING / PAYMENT / BILLING:

1. Making Payment To The Vendor. After inspecting and accepting the Prime Vendor order, the facility will send receipt to DLA. Prime Vendor invoices for items delivered to participating facilities will be electronically submitted by the Prime Vendor to DLA for payment. EBS requires a three-way match between the order, receipt and invoice at the line item level in order to process payment and billing. Once material is shipped, the PV will send an electronic invoice to DLA for the line item, quantity and price of the items they have delivered. In order to make a three-way match,

EBS requires receipt from customers. Once the receipt is received, EBS will compare the invoice line, quantity and unit price to the established EBS Order and the quantity of the receipt. If a three-way match occurs, EBS will pay the Prime Vendor's invoice from the DLA stock fund. If an exact match does not occur, based on quantity, EBS will pay up to the quantity on the receipt.

2. Reimbursing DLA. Non-DoD Customers are billed once a month with payment due in thirty days.

PRIME VENDOR EQUIPMENT REQUIREMENTS:

1. Prime Vendor Provided Software. The Prime Vendor is required to provide an electronic order entry system for placing orders. Prime Vendors will provide customers with training on its electronic ordering software.
 - a. The Prime Vendor is responsible for installation and maintenance of all contractor-owned software and/or hardware, which it furnishes to the ordering offices. Any software and/or hardware furnished by the Prime Vendor remains the property of the Prime Vendor and must be returned to them at the conclusion of the contract.
 - b. Emergency service and repair calls for Prime Vendor furnished software and/or hardware shall be made on an unlimited basis at no additional cost to the government. If any part of such equipment is not functioning properly, the Prime Vendor will, within 72 hours after notification by the government, furnish a qualified factory trained service representative to inspect the equipment and perform all repairs and adjustments necessary to restore the equipment to normal and efficient operating condition. If repair is not possible, the Prime Vendor will provide a replacement.
2. Hardware Requirements. Each participating facility is responsible for the acquisition and installation and maintenance of all government-owned software and/or hardware required for use by its ordering office personnel. For DoD customers, hardware is provided by your service.

PRIME VENDOR CUSTOMER SERVICE REQUIREMENTS:

1. Pharmaceutical Customer Service. Pharmaceutical customers also have a single customer service representative.
2. In-Process Reviews. DLA periodically conducts an In-Process Review (IPR) meeting for each region. IPRs bring together the regional customers, the PPV, DLA contracting and customer service people to discuss and resolve PPV issues or concerns. The IPR is one of the key tools the Government utilizes in determining customer's overall satisfaction with the program. Customer support of IPRs is strongly encouraged.

ORDERING PROCESS:

1. DoD Medical Supply Chain / Enterprise Business Systems (EBS).
 - a. The DoD Medical Supply Chain's new Enterprise Business System (EBS), requires line item detail to promptly and accurately pay its suppliers and bill you-the customer. The use of Electronic Data Interchange (EDI) orders are ones that are electronically transmitted directly to the Prime Vendors' ordering system, offering improved opportunities to reduce ordering system errors that allows DLA Medical to receive timely and efficient Prime Vendor service.
 - b. Duplicate Call Numbers. EBS cannot accept the use of the same Call number on two separate orders. In EBS, the second order using the duplicate call number will not be processed and payment to the vendor will not be accomplished. Therefore, you must establish procedures and take special care to ensure that the call number you use on each separate order is unique to that order and never repeated or reused with a different order.
 - c. The Financial Compliance Checks And Balances. A Part of the EBS system is there to make sure that you, as a customer, get what you pay for. To make them function, however, you have to be timely and exact. Understanding the process and complying with the requirements will ensure you get the service you deserve and your Prime Vendor gets the payment he earns. If you have any questions about the process, contact your DLA Account Representative.

Who to Contact

North Institutional Regional Cell

Supports DoD Military Treatment Facilities in the North Global TRICARE Region

Grugan, James	215 737-9049	james.grugan@dla.mil
Owens, Randall	215 737-5471	randall.owens@dla.mil
DelCollo, Andrea	215 737-2527	andrea.delcollo@dla.mil
Murray, Christopher	215 737-7212	christopher.murray@dla.mil
Williams, Ayo	215 737-7425	ayo.williams.ctr@dla.mil

South Institutional Regional Cell

Supports DoD Military Treatment Facilities in the South Global TRICARE Region

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Sica, Anthony	215 737-7097	anthony.sica@dla.mil
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Bernacki, Mark	215 737-2759	mark.bernacki@dla.mil
Gorman, Nichols	215 737-0728	nichols.gorman@dla.mil

West Institutional Regional Cell

Supports DoD Military Treatment Facilities in the West Global TRICARE Region

Wright, Howard LT	215 737-4150	howard.wright@dla.mil
Bozzini, Michelle	215 737-3121	michelle.bozzini@dla.mil
Parks, Darlene	215 737-4427	darlene.b.parks@dla.mil
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Fretz, William	215 737-2495	william.fretz@dla.mil
Tehson, Arthur	215 737-3161	arthur.tehson@dla.mil

Field Agency Operational Cell

Enclosure (1)

Supports DoD Deployed, Deployable and Operating Forces Worldwide

Basquill, Jacqueline	215 737-8704	jacqueline.basquill@dla.mil
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Donnelly, Bruce	215 737-5001	bruce.donnelly@dla.mil
Richardson, Nancy	301 619-4479	nancy.richardson@dla.mil

Operating Forces Support Branch

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Clark, Sheila	215 737-2653	sheila.clark@dla.mil
Gatto, Denise	215 737-9480	denise.gatto@dla.mil
Norton, Evelyn	215 737-4508	evelyn.norton@dla.mil

Collective Medical Customer Cell

Supports Non-DoD and FMS Customers Worldwide

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Gigliotti, Joan	215 737-5473	joan.gigliotti@dla.mil
Terpolilli, Frank	215 737-5590	frank.terpolilli@dla.mil
Lamb, Patricia	215 737-5589	patsy.lamb@dla.mil
Marion, Ninah	215 737-2029	marion.ninah@dla.mil
Rodriguez, Carmen	215 737-4877	carmen.rodriguez@dla.mil

EMALL Procedures

General Comments:

1. BSN 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 when you place the order in the prime vendor order entry system. It is recommended that you keep a log handy at ordering, which will contain the document number, call number and the number of CLINs (Contract Line Items Numbers).
2. Request that your prime vendor “indexes” your packing slip/invoice by the CLIN number (on default basis of all orders).
3. Your staff performs a routine physical inspection on shipment in accordance with your internal directives.
4. You should be ready to perform an EMALL acceptance based on:
 - a. Acceptance of all items on the invoice.
 - b. Acceptance of some items on the invoice, and non-acceptance of the others.
 - c. Acceptance of no items on the invoice.

General EMALL Instructions:

In all cases, perform the following in EMALL:

1. To Access EMALL, access the following link:
<https://dod-emall.dla.mil/acct>
2. Enter user ID and password (initially). Once registered in system, Common Access Card (CAC) will provide necessary security access.
3. At EMALL website, look at left side of screen and choose “Log into DoD EMALL”.
4. The next screen will display the consent banner. After reviewing notice, click “OK”.
5. The website will prompt the choice of digital certificate. Choose your name with the “DOD CA-25” as the issuer.

Enclosure (2)

6. The certificate authentication now appears on the screen reflecting your name. Click “submit”.
7. Arrival has now occurred at the DOD EMALL website. On the top portion of the screen, move the mouse over “orders” and click on “MRA Status”.
8. This next screen will allow the retrieval of the orders. Choose “DLA orders” under look up. The search by allows searching under several values. For the most specific search, choosing the “document number” will make the search less complex. Fill in the search value based on search key choice. Requisition dates can be changed to reflect a wider range if needed. Recommend changing “Orders per page” to “250” to capture all orders still outstanding.
9. During receipt, you should be aware of what actions you will be undertaking.
10. Return to the summary screen by clicking on the little (now up) arrow on the left.
11. If you have questions, call the DOD EMALL help desk at 1-877-352-2255.

EMALL Actions

TO ACCEPT ALL ITEMS ON THE INVOICE

1. On the Summary screen, check the “complete” button on the left hand side.
2. Fill in the date the order was received by the facility.
3. Check the box “fund code” and fill in the appropriate code for the facility.
4. Check the “signal code” box and choose (A) Ship to Reqr, Bill to Reqr.
5. Check the “submit all pages” button in the bottom right of the summary box.

TO ACCEPT MOST ITEMS ON THE INVOICE

1. On the summary screen, check the “complete” button on the right hand side (do not yet check the “submit all pages” button).
2. Click on the little down arrow on the left.
3. View all the lines on the order. ALL the lines should display a “complete” status.

Enclosure (2)

4. 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).
5. When you are done with this selective review, click on the little up arrow on the left (this will return you to the summary document).
6. Check on the “submit all pages” button in the bottom right of the summary box.

NOTE: There may be more than one page that must be completed for the invoice. Each page requires submission. To submit MRA status for only the items on the displayed page, click the Submit Page button found at the bottom of the search results. To submit MRA status for all items in the search results, click the “submit all pages” button found in the MRA Status Header pane.

TO ACCEPT PARTIAL QUANTITY ON A SINGLE LINE ITEM:

1. Advise DLA 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 DLA.
2. DLA will adjust the sales order and the purchase order in SAP to reflect the revised quantity you will be receipting. When this occurs, DLA will notify you.
3. The customer then can post a receipt in EMALL for the revised quantity.
4. All documents (the prime vendor’s invoice your receipt in EMALL, and the DLA SAP sales order and purchase order) should match on the revised quantity.
5. Proper payment to the prime vendor and proper billing to the customer by DFAS (Defense Financial Acquisition System) will take place.

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

1. In EMALL, open the line item and changing the quantity to “0” and pressing the “complete” radio button.
2. Changing the quantity in EMALL to zero will change the sales order and purchase order in DLA’s SAP 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.