Subsistence Prime Vendor Program
Welcome Guide
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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 Introduction to the STORES Customer User Guide

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

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

Purpose
The STORES Customer User Guide was created for DLA Troop Support - Philadelphia to provide illustrated instruction to customers of the Subsistence Total Order and Receipt Electronic System on the Web (STORES Customer) application, as of December 2010. The guide may be downloaded via the HELP link that displays at the top of most screens in the STORES Customer application (see Chapter 1: STORES Customer Basics for details).

To access the complete STORES Customer User Guide, please click on the link below:


Structure
The guide provides details on the full range of functions available in STORES Customer. Its structure follows the top-to-bottom order of the functional links as arranged under each of the four function groups on the STORES Customer Home screen (from left to right): Catalogs, Orders, Receipts, and Reports. A single chapter is devoted to each of the four function groups, while a section within each chapter covers a single functional link within that group. Because no one STORES Customer user role has access privileges to every STORES Customer function, no one user’s STORES Customer Home screen displays all the functional links. Therefore, not all sections within each chapter will be useful to you.

A Brief History of STORES Customer
STORES Customer was initially deployed as a Web-based prototype to support a small, non-military user base without access to the former STORES NT application. These users are referred to collectively as Customer Access Facility (CAF) users. STORES Customer has provided these users with the functionality necessary to accomplish ordering and receiving of food items through the Prime Vendors. DLA Troop Support - Philadelphia has implemented a number of releases subsequent to the original STORES Customer prototype, and has expanded the user base to allow users of the Army Food Management and Information System (AFMIS), the Navy Food Service Management (FSM) system, the Air Force’s Corporate Food System (CFS), the Marine Corps Food Management and Information Service (MCFMIS), and Coast Guard Dining Facility Automation Management (DFAM) to utilize STORES Customer as the connecting link to DLA Troop Support - Philadelphia and the vendors. These Service System Interface users may continue to generate orders and receipts from within AFMIS, FSM, CFS, MCFMIS, or DFAM and then import and/or export those orders and receipts to/from STORES Customer for further processing. Users with appropriate system privileges may also create orders in STORES Customer as well as import them from their Service System.
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.
   

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)?

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

You should contact your DLA TROOP SUPPORT Account Manager 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.

19. **Who should I contact about my account before I leave my location?**
    You should contact your Account Manager a couple of weeks before you leave. You should also let them know who your replacement will be so they can receive assistance setting up a new account.
# Appendix 1.0 New Customer Information Form

## 1. GENERAL INFORMATION

<table>
<thead>
<tr>
<th>1a. DoDAAC (DoD Activity Address Code)*</th>
<th>1b. Fund Code*</th>
<th>1c. Signal Code*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Activity/Base</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delivery Address</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Estimated 1st Delivery</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## 2. POINT OF CONTACT INFORMATION

<table>
<thead>
<tr>
<th>Name</th>
<th>Address (Work)</th>
<th>Phone (Work)</th>
<th>Email (Work)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Are you CAC (Common Access Card) enabled?

**YES □ NO □** If Yes, continue to #3. Ordering Requirement. If No, continue to 2b.

If No, have you obtained ECA (External Certificate Authority)?

**YES □ NO □** If Yes, continue to #3 Ordering Requirement. If No, Contact your Account Manager.

## 3. ORDERING REQUIREMENT

<table>
<thead>
<tr>
<th>Prime Vendor</th>
<th>Produce</th>
<th>Fresh Bread</th>
<th>Fresh Milk</th>
<th>Soda</th>
<th>MRE</th>
<th># of People</th>
</tr>
</thead>
<tbody>
<tr>
<td>Estimated $</td>
<td>Estimated $</td>
<td>Estimated $</td>
<td>Estimated $</td>
<td>Estimated $</td>
<td>NA</td>
<td></td>
</tr>
</tbody>
</table>

## 4. SPECIAL INSTRUCTION

Please specify any special requirements. (i.e. Clearances or gate requirements that driver may need.)

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*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

User Guide
Appendix 3.0 Helpful Links and Contact Information

What DLA Offers Website  

Doing Business with DLA Website  

DLA TROOP SUPPORT Subsistence Website  

- Click on “What Subsistence Offers” then “Food Services” to obtain additional information
- Click on the map in your location to obtain a copy of your contract

Subsistence Prime Vendor Welcome Guide  

DLA Customer Interaction Center (CIC)  

- Electronic copies of the Customer Assistance Handbook

DAASCINQ  

DFAS  
http://www.dfas.mil/

Contact Information

STORES Help Desk

CONUS (Philadelphia)  
1.888.755.4756

OCONUS Europe  
DSN: 314.581.2203  COM: 00.49.631.4112203

OCONUS Pacific  
DSN: 315.243.3874  COM: 011.81.46.816.3874

Email: dlacontactcenter@dlamil

DLA Enterprise Help Desk  
1.877.352.2255

E-mail: DLAEEnterpriseHelpDesk@dlamil

Browse: https://EHDSelfService.ad.dla.mil

DAASC Help Desk  
1.937.656.3247

DA DLA TROOP SUPPORT Emergency Call Center  
1.877.DLA.CALL