

APPENDIX E-274 P

INTENSIVE MANAGEMENT OF HIGH PRIORITY REQUISITIONS AND BACKORDERS

1. PURPOSE

This procedure implements DLAM 4140.2, Volume II, Part 1, Chapter 4, Section X.

2. APPENDICES USED IN THIS PROCESS

- a. Appendix B-212, Item Source of Supply Interrogations.
- b. Appendix C-157, Request for Data Collection and/or Improved Estimated Shipping Date.
- c. Appendix E-266 P, Walk-Thru (Manual) Purchase Request (Standard Form 36).
- d. Appendix E-272 P, Due-In File Inquiry by CRT Remote (Verb SZCJ).
- e. Appendix E-276 P, ESOC Request for Data Collection and/or Improved ESD.
- f. Appendix E-277 P, Request for Technical Assistance.
- g. Appendix E-349 P, Followups/Cancellation submitted by Off-Line Media.
- h. Appendix E-506 P, Amendment Transactions and Status Requests for Stock and/or Direct Recommended Buys.
- i. Appendix F-21B, Nonstocked Direct Delivery Notification.
- j. Appendix F-039G, Overage Requisition Listing.
- k. Appendix F-79A, Notification of Attempt to Accelerate.
- l. Appendix F-79B, Contract Information (Request to Attempt to Accelerate).
- m. Appendix F-231, Active Contract File Interrogation.
- n. Appendix F-269, High Priority Backorder/Delayed Items.
- o. Appendix F-270, High Priority Backorder/Delayed Items Requisition Summary.

3. RESPONSIBLE ORGANIZATIONAL ELEMENT

The Emergency Supply Operations Center (ESOC), Stock Control Division, Directorate of Supply Operations (DSO) is responsible for the implementation of this procedure in coordination with the Requisition Processing

Branch and the Inventory Management Divisions. The Directorate of Contracting and Production (DP&P), Directorate of Technical Operations (DTO), and Office of Data Systems (ODS) will assist and support ESOC.

#### 4. PROCEDURES/INSTRUCTIONS FOR ESOC

##### a. ESOC will:

(1) Be staffed or represented 24 hours a day, 7 days a week. During other than normal duty hours, the DSC Duty Officer may be designated as the ESOC representative. Further, provisions will be established and a roster maintained to provide for judicious on call staffing to react to an emergency and/or unscheduled volume of priority requisitions and/or supply assistance requests occurring during other than normal duty hours.

(2) React promptly to urgent followups, status and/or supply assistance requests received by telephone, message, etc. during normal or other than normal duty hours. Urgent followups, requests for status and/or supply assistance will be considered transactions falling within the priority ranges and types identified in subparagraph b below.

(3) Receive and process Supply Assistance Requests on previously submitted requisitions.

(4) Be responsible for review of appendix F-269A, B, C, D, E, F and actions prescribed therein.

(5) Use SAMMSTEL Verb SARM, reference DLAH 4745.2, Volume I, Part 1, to add or delete the Requisition from Intensive Management in the Active Requisition Control and Status File (ARCSF). Appendix F-039G, part VII will reflect all items assigned to intensive management. This verb can also be used in input AF\_ followups.

(6) Document Identifier Code ZWX can be used to add, update, or delete the Intensive Management Indicator Code in the ARCS if the SAMMSTEL online process is either not accessible or operational. Reference appendix B-228.

(7) Process Direct Delivery Recommendations, appendix F-21A; and Notification of Attempt to Accelerate, appendix F-079A, and accompanying acceleration request documents; as received from IMDs or Requisition Processing Branch. The Nonstocked Direct Delivery Notification, appendix F-21B is output to ESOC (ORC 85) whenever a high priority requisition for SSC 2, 3, 6 or 9 item, a deleted NSN (based on NIR Key Code) or NSN not recorded in the NIR, is mechanically processed to direct delivery. High priority is defined as requisitions containing priority 01, 02, 03, or priority 04 through 08 with NMCS/ANMCS indicator E or N in pos. 62 or expedite handling signal 555 in pos. 62-64.

(8) Actions taken will be coordinated with Inventory Managers for NSN items, and Requisition Processing Branch for non-NSN items.

b. When in receipt of Supply Assistance Requests (subparagraph 4a(1) above), actions will be taken in the following order:

(1) Review the request and determine if it qualifies for special handling. In order for a request to qualify, one or more of the following conditions must exist:

(a) The request must clearly state that it is a Request for Supply Assistance. A Supply Assistance Request can be initiated on any requisition including Coast Guard, contractor and MAP/FMS. A stated request for expedited shipment or improved ESD will not be construed as a Request for Supply Assistance. These will be processed as AFC transactions regardless of priority. However, regardless of the DIC reflected in an incoming message (e.g., AF1, 2, 3, or C), if the message states Request for Supply Assistance, the message will be processed as a Supply Assistance Request, thereby taking precedence over the DIC indication. No action will be taken to prepare and input a DIC AF followup transaction upon receipt of a Supply Assistance Request except under the provisions of subparagraph 4d(5)(a) of this appendix.

(b) The priority of the requisition must be 01 - 08 or an Actual Production Line Stopper Item. When a Supply Assistance Request (paragraph 4b(1)(a) above) is received on priority 9-15 requisitions, current status will be furnished in MILSTRIP format with information to the effect that a requisition modifier (AM) should be submitted to change the priority and/or RDD if there is an urgent requirement for the item. A preprinted DLA Form 173 can be used to accomplish this action.

(2) If the request does not contain sufficient data to identify requisitions involved, initiate narrative message to the request originator to obtain document number(s) of requisitions involved.

(3) Determine status of requisition(s) involved. This will be done by FIRST reviewing the current F-269 Reports. If necessary, remote interrogations under appendices E-270 P, E-271 P, and E-272 P as appropriate, may be initiated. Instructions for obtaining a remote RSF Printout are covered in appendix E-270 P; pertaining to a RSF file interrogation which produces an RSF Printout, F-114, are covered in appendix E-155 P and pertaining to a CRCF printout in B-063 and E-063.

(4) Based on the status of the requisition/backorder involved, and its relative precedence for supply and/or backorder release in comparison with other higher and equal priority demands listed in the F-269 Reports, determine whether action(s) listed in subparagraph 4d or 4e below is appropriate. No action will be taken on a given requisition/ backorder which would result in violation of chapter 4, paragraph 204205 or paragraph 204207. For example, no action will be taken which would cause release/supply of materiel on a requisition or backorder ahead of higher priority demands or those with an equal priority and earlier document number date.

(5) Reply to a Supply Assistance Request will be by narrative message with information to all addresses in the original request. Results of actions taken will be furnished and include supply/shipment status on requisitions involved. When shipment status is furnished, advice, when appropriate, will also be included for the customer to initiate Shipment Tracer Action under MILSTAMP or applicable postal service regulations.

c. Time and workload permitting, review the High Priority Backorder/ Delayed Item Listing (F-269A, B, C, D, E, F) to identify problem items. The actions listed in paragraph 4d and 4e below are possible ways to use the printout as a management tool to prevent customer complaints. However, no action will be taken which will result in violation of chapter 4, paragraphs 204205 and 204207.

d. Consistent with paragraphs 4b and 4c above, review F-269A, B, C, D, E, F and/or RSF Printout and determine the current status of the requisition. Process the request IAW the following instructions, as applicable, based on the status.

(1) For items in BV/BZ status, the actions listed below will be initiated only after the requisition has been in the indicated stage (i.e., recommended buy, purchase request, or purchase order/contract) for at least five days.

(a) In Recommended Buy Stage (i.e., assigned a DC series number).

1. Coordinate with MSO to determine if a Controlled Violation Listing appendix F-122, VRC CR) has been received for a Followup Transaction (appendix B-12, DIC AFC). MSO will take the actions specified in appendix E-349 V to clear delayed status.

2. Prepare three copies of DLA Form 1198, utilizing the instruction of appendix E-277 P and data in the RSF Printout and/or the basic source document.

3. Hand-carry two copies of partially completed DLA Form 1198 to DTO(S).

4. File one copy of partially completed DLA Form 1198 in suspense until a reply is received or the suspense date is reached. Upon receipt of completed form or at the end of two workdays, interrogate RSF by remote or file interrogation (see appendix E-270 P or appendix E-155 P, if necessary). When there is no change in the status, contact DTO by phone if necessary, to determine if there is a problem and/or the extent of the problem. If the problem is such that the DTO cannot update the computer Contracting Identification Data File, attempt to satisfy the requirement by an alternate supply action, i.e., ship from depot stocks, substitute, passing order, Lateral Redistribution and so on, if the requested item is an NSN. In the case of non- NSN, information received from the DTO will be furnished in reply to the assistance request and the procurement action canceled if there is not sufficient data upon which to effect procurement.

5. Prepare one copy of DLA Form 1128 with Amendment Code B, pos. 4, and Status Code ZB, pos. 72-73, utilizing the instructions of appendix E-506 P, if necessary, when an alternate supply action is required. Submit DLA Form 1128 for input to the computer. Also, notify appropriate IM of action taken and request ZLL output with MNIC 7 be hand-carried to ESOC who in turn will update the computer records to reflect the supply action taken or to be taken. When the recommended buy action is to be canceled, prepare four copies of DLA Form 1128 with Amendment Code A, pos. 4, and Status Code CA or CT, as applicable, pos. 72-73 utilizing the instructions of appendix E-506 P, if necessary, and submit for input to the computer.

6. Prepare reply to the Supply Assistance Request based on action taken.

7. File reply to customer with basic source document and completed DLA Form 1198 plus any other paper work, i.e., file printouts, telephone transcripts, DLA Form 1128, and so on, considered pertinent in the NSN/part number folder.

(b) In Purchase Request Stage (i.e., assigned a YP\_ or AD\_ series number).

1. Obtain an Active Contract File Printout, appendix F-71, DLAM 4715.1.

2. Prepare four copies of Contracting Subsystem Amendment, DLA Form 1128, utilizing the instructions of appendix E-506 P, paragraph 4b, as applicable, to request status of a purchase request. Be sure to check the YES block at the bottom of the form to indicate special handling, if required. No amendment code is required to be entered in pos. 4.

3. Stamp DLA Forms 1128 and appendix F-71, ESOC.

4. Hand-carry original and two copies of DLA Form 1128 and the appendix F-71, to the DP&P.

5. File remaining copy of DLA Form 1128 in a suspense file pending receipt of reply. Upon receipt of reply, notify the initiator of the source document and any information addressees of the scheduled award date and delivery schedule when these data are considered acceptable, based on the urgency of the requirement. When data received are not acceptable, attempt to take an alternate supply action if the requested item is an NSN. In the case of non-NSN, information received from DP&P will be furnished in reply to the assistance request. When an alternate supply action is taken, prepare four copies of DLA Form 1128 with Amendment Code C or D, pos. 4, and Status Code ZB, pos. 72-73, utilizing the instructions of appendix E-506 P, if necessary. Hand-carry three copies of DLA Form 1128 to DP&P and file remaining copies of the form in a suspense file. Also, notify the IM by DD Form 95 of action taken and request ZLL output with MNIC 7 be hand-carried to ESOC, who in turn will update computer records to reflect supply action taken or to be taken. The instructions of appendix E-127 P apply for subsequent processing of the ZLL.

6. Prepare reply to the Supply Assistance Request based on the action taken.

7. File reply to customer with basic source document and completed DLA Form 1128, if applicable, plus any other paper work, i.e., file printouts, telephone transcripts, and so forth, considered pertinent in NSN/part number folder.

(c) In Purchase Order/Contract Stage (i.e., assigned a DLA series number).

1. Coordinate with the IM or RPB to determine if an appendix F-079A, Notification of Attempt to Accelerate, has been received and accompanying acceleration request documents have been forwarded to DP&P. If so, prepare four copies of DLA Form 1128, utilizing the instructions in appendix E-506 P to request status of the contract. Check the YES block at the bottom of the form to indicate special handling. No amendment code is required in pos. 4. Stamp all copies ESOC. Indicate that DP&P has previously received a Request to Attempt to Accelerate. Follow the instructions in subparagraphs 4d(1)(c)5 through 4d(1)(c)8 below. If an appendix F-079A has not been received, follow the instructions outlined in subparagraphs 4d(1)(c)2 through 4d(1)(c)8 below.

2. See subparagraph 4d(1)(b)1 above.

3. Determine from the Contract Delivery Date (CDD) cited in the Active Contract File Printout, appendix F-231, if the contractual document is delinquent or not. If the contract has been delinquent and updated with a new delivery date (Followup Date), expedite/followup action will not be initiated unless critical situations and/or circumstances warrant additional action. If the Followup Date field of the ACF indicates that a new delivery date has been provided, action to followup to DP&P will be IAW the procedures contained in appendix E-506 P based on the Followup Date in the ACF.

4. Prepare four copies of DLA Form 1128 with Amendment Code H, pos. 4; P.O./Contract Number, pos. 5-23; CLIN, pos. 24-29, to accelerate delivery of the contractual document when the delivery date has not been reached. Refer to appendix E-506 P, if necessary. Be sure to check appropriate blocks at the bottom of the form to designate type of followup/request.

5. Hand-carry original and two copies of DLA Form 1128 and the Active Contract File Printout, appendix F-231, to DP&P. These forms should be stamped ESOC.

6. See subparagraph 4d(1)(b)5 above.

7. See subparagraph 4d(1)(b)6 above.

8. See subparagraph 4d(1)(b)7 above.

(2) BB Status.

(a) At the option of the DSC, ESOC may contact the IM either through use of the Request for Data Collection and/or Improved Estimated Shipping Date, DLA Form 1199, or through use of personal contact with the IM in the form of a short meeting. The use of the telephone for gathering information is authorized on a limited basis. Limitations will be determined locally by the Chief, ESOC. In addition, no contact of any nature will be made if a due-in from procurement is scheduled within the next five days. In addition, if the contract is delinquent, expedited actions will be initiated no more frequently than every 5 days.

(b) If the DSC determines that DLA Form 1199 will be used by the ESOC representative when contacting the IM, the following procedures apply:

1. Prepare three copies, Request for Data Collection and/or Improved Estimated Shipping Date, DLA Form 1199, and stamp ESOC. The instructions of appendix E-276 P apply.

2. Hand-carry original and one copy of DLA Form 1199 to the IM for action and file the remaining copy in suspense pending receipt of reply.

3. Determine if an appendix F-079A, Notification of Attempt to Accelerate, has been received and accompanying acceleration request documents have been forwarded to DP&P. If so, this information should be annotated on the DLA Form 1128.

4. Receive DLA Form 1199 and four copies of DLA Form 1128 or one copy of Manager Backorder Action, DLA Form 955, from IMD and stamp all copies ESOC. Also, complete section II of DLA Form 1199 when DLA Form 1128 is attached. The instructions of appendix E-276 P apply.

5. Hand-carry original and two copies of DLA Form 1128 to the DP&P and retain one copy in suspense pending receipt of reply; or note the action directed on DLA Form 955 on the basic source document and submit DLA Form 955 for input.

6. Notify the customer of the action taken using the information extracted from DLA Form 955 or using the information furnished by DP&P on DLA Form 1128.

7. File reply, basic source document, and any other papers considered pertinent in the NSN folder, if applicable.

(c) If the DSC determines that personal contact may be used by the ESOC representative when contacting the IM, the following procedures apply:

1. The ESOC representative will schedule a short meeting with the IM.

2. Determine if an appendix F-079A, Notification of Attempt to Accelerate, has been received and accompanying acceleration request documents have been forwarded to DP&P. If so, annotate this information on the DLA Form 1128.

3. Prepare four copies of DLA Form 1128 and stamp ESOC when applicable. Hand-carry original and two copies of DLA Form 1128 to the DP&P and retain one copy in suspense pending receipt of reply.

4. If DLA Form 955 has been prepared by IM, note action directed on DLA Form 955 on the basic source document and submit DLA Form 955 for input.

5. Notify the customer of the action taken using information provided by the IM.

6. Information provided in the meeting will be documented, preferably on a copy of DLA Form 1199, and will be filed in the appropriate NSN folder.

NOTE: It is imperative that proper control be maintained within ESOC when requesting and receiving information through the use of personal contact. ESOC representatives must determine whether personal contact or use of the form is appropriate. This determination must be made to prevent an excessive number of meetings with the IM which could adversely affect the timeliness in which the IM performs other Item Management responsibilities.

(3) ZB Status.

(a) Coordinate with MSO to determine if a Controlled Violation Listing (appendix F-122, VRC CR) has been received for a Followup Transaction (appendix B-12, DIC AFC). RPB will take actions specified in appendix E-349 V to clear delayed status.

(b) Contact IMD by phone or personally and inform the IM of the urgent requirement. Also, request current status of the delayed requisition or information as to action taken.

(c) Coordinate with the IM to the extent required to effect a positive supply action. When the IM has fully processed the delayed requisition, obtain current status from IM/RSF Printout (remote or F-114) and apply the procedures herein, based on the applicable status code.

(d) Notify the customer of action taken using information furnished by IM or results of coordinated effort between IM and ESOC.

(e) File reply, basic source document, and any other forms or papers considered pertinent in the NSN folder.

(4) BD Status.

(a) Coordinate with MSO to determine if a Controlled Violation Listing (appendix F-122, VRC CR) has been received for a Followup Transaction (appendix B-12, DIC AFC). MSO will take actions specified in Appendix E-349 V to clear delayed status.

(b) Contact Requisition Processing Branch/IMD by phone or personally and attempt to locate the delayed requisition.

(c) Assist Requisition Processing Branch/IMD in resolving the violation, if necessary. Also determine the method of supply when document is located in Requisition Processing Branch; otherwise, coordinate with the IM on making the supply decision. When document has been fully processed by Requisition Processing Branch/IMD, obtain current status from Requisition Processing Branch/IMD or an RSF Printout (remote/F-114) and apply the procedures herein, based on the applicable status code.

(d) Notify the customer of action taken, based on results of ESOC actions and/or coordinated actions taken with Requisition Processing Branch/IMD.

(e) File reply, basic source document and any other forms or papers considered pertinent in the NSN/part number folder.

(5) BA Status.

(a) BA Status - ESOC will contact the applicable storage location by preparation of an AF1 document and input to the system. This will create an AF6 MRO Followup and if a no record exists, will trigger a new MRO. When MRC is recorded or furnished in reply to the DIC AF6, the customer will be advised as follows:

1. For Overseas Shipments - Furnish the customer all data available pertaining to the shipment and advise the customer to initiate Shipment Tracer action under MILSTAMP when applicable (i.e., shipments by Freight, Registered Parcel Post, or other traceable means).

2. For CONUS Shipments - Furnish all data available pertaining to the shipment and advise the customer to furnish the applicable transportation officer with the shipment data accordingly so that tracer action can be initiated to locate the materiel (i.e., shipments by GBL, Registered Parcel Post or Insured Parcel Post).

3. In general, the customer will not be made cognizant of the shipping depot. The only exceptions will be for Pilot Pickup and/or life or death requirements.

(b) Notify customer of current status based on information received from distribution/RSF.

(c) File reply, basic source document, and any other forms or papers considered pertinent in the NSN/part number folder.

(6) BT Status - Maintain surveillance of documents in this status code until they pass to Status BD, BV, BB or BA are rejected.

(7) Other (Shipped/Canceled/Rejected).

(a) Notify customer of current status.

(b) File reply, basic source document, and RSF printout in NSN/part number folder.

e. Under paragraphs 4b and 4c above, the following actions are authorized actions for alleviating customer supply problems, and in response to Supply Assistance Requests. These may be accomplished in addition to actions required under paragraph 4d above.

(1) Determine if a substitute was previously offered. If not, review catalog data to determine if a substitute item can be offered to the requisitioner. Consider any other pertinent data contained in the Item History File which would help either the DSC or the customer to effect completed supply support.

(2) Contact the customer to determine if a substitute item or the next higher assembly is acceptable. This reply will request cancellation of old requisition and submit a new requisition for next higher assembly. If an available substitute is acceptable, coordinate with IM for release of the substitute.

(3) Determine whether the requirement can be satisfied by another wholesale IM. This will be accomplished as follows in the order delineated below:

(a) Interrogate the Defense Automatic Addressing System (DAAS):

1. Use telephone AUTOVON 850-6398 to call DAASO, or provisions of appendix B-212, to determine what other sources of supply are recorded for the NSN.

2. Contact other source(s) if found, by telephone or narrative message, and determine if the activity will accept a passing order, DIC A3\_, to preclude ping-pong. If affirmative, furnish IM information for creating referral order and status to the customer.

(b) Determine potential availability of item by review of Customer Excess Control Record (CECR) for excess dues-in (see chapter 40).

(c) Contact DLSC for potential asset from DoD excess under chapter 45.

(d) Review available DoD declared excess listings. When required materiel/items are found in these listings, advise the customer to cancel and submit new requisition under DoD interservicing procedures.

(e) Consider whether disassembly of a higher assembly which would produce the item requested.

(f) Attempt Lateral Redistribution. Obtain an NIR and check the Lateral Redistribution Asset indicator LRA. When indicator is Y, assets may be available under the Materiel Returns Program, MRP. An N indicates no assets available.

1. Inquire if the IM has a CRCF F-037 printout showing the LRA. When IM does not have a copy of the F-037, prepare DIC ZDT inquiry in accordance with E-063P. When the material return document number is not known, an IOM must be prepared as directed in paragraph 5 of appendix E-063P.

2. Upon receipt of F-037, provided the IM has not initiated recoupment action, contact the holding activity to ascertain that the assets are still available.

NOTE: There must be sufficient assets to satisfy the requirement, partial actions are not authorized.

3. When reply is affirmative, prepare an off-line MRO in accordance with appendix E-004P.

4. Prepare and submit to ODS DIC CFE in accordance with E-195P using status code BM in pos. 65-66.

5. When holding activity indicates assets are no longer available, prepare a DIC CFE using status code TC in positions 65 and 66. Advise IM of action taken in either case.

NOTE: Contact with retail level activities to obtain items/materiel is authorized only after all other means of alleviating customer supply problems have been exhausted. Determine if retail activity will accept a passing/referral order, DIC A3/A4, to preclude ping-pong. If affirmative, furnish IM information for creating passing/referral order status to the customer.

f. Message replies to Supply Assistance Requests will include status of requisitions involved in narrative message format IAW paragraph 4b(5) above. When IPGs II and III requisitions are in BB backorder status, the following explanation may be furnished in a separate paragraph of the message reply:

BECAUSE YOUR REQUISITION IS IN BB BACKORDER STATUS, THERE IS A POSSIBILITY THAT THE ESD PROVIDED MAY BE ADVERSELY AFFECTED BY RECEIPT OF HIGHER PRIORITY REQUIREMENTS.

#### 5. PROCEDURES/INSTRUCTIONS FOR IMD

a. IMD will receive two copies of DLA Form 1199 from ESOC when Supply Assistance Request pertains to an item in BB status and continue processing as follows:

(1) Review current backorder, dues-in, and on-hand data plus recent expedite actions and determine if item should remain on backorder and delivery or stock replenishment dues-in expedite/accelerated, or if an alternate supply action should be taken. When there is evidence of a recent expedite action, furnish ESOC the details or a copy of form sent to Contracting.

(2) Prepare four copies of DLA Form 1128 with Amendment Code H, pos. 4; P.O./Contract Number, pos. 5-23; CLIN, pos. 24-29; to accelerate delivery of the procurement when the ESD has not been reached. Refer to instructions of appendix E-506 P, if necessary. When an alternate supply action is taken, prepare a Manager Backorder Action, DLA Form 955. The instructions of appendix E-170 P apply.

(3) Determine if an appendix F-079A, Notification of Attempt to Accelerate, has been received and accompanying acceleration request documents have been forwarded to DP&P. If so, annotate this information on the DLA Form 1128.

(4) Attach all copies of completed forms (DLA Form 1128/DLA Form 955) to DLA Form 1199.

(5) Hand-carry the completed forms to ESOC.

b. IMD will receive RSF Printout (remote or F-114) and a verbal notice from ESOC when Status Code ZB applies, to expedite processing of suspended requisition. Action taken will be, but is not limited to the following:

(1) Locate ZLL action or related backup information. When the ZLL output has not been processed, consider current backorder position, dues-in, and on-hand asset position, substitution capability, and so on, and determine the most likely method of supply.

(2) Contact the ESOC manager by phone or in person and furnish current status or the action which will be directed if ESOC cannot locate the item from another source. When ESOC notifies the IM that the item cannot be supplied by another source, the ZLL reentry transaction will be completed and submitted for Data Entry and input to the computer.

6. ESOC will review command interest items and prepare briefings to Directorate and Command level as to status of these items, as required.

7. ESOC will act as focal point between the Services and the DSC in resolving complaints.