



Vendor Information Hub Webinar – August 15, 2023

DLA Aviation Supplier Operations - Commodities

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★ 1

Supplier Requirements Visibility Application (SRVA)

What is the link to the Supplier Requirements Visibility Application (SRVA)?

SRVA is on DLA's Internet Bid Board System (DIBBS, www.dibbs.bsm.dla.mil).

1. Open [DLA Internet Bid Board System \(DIBBS\)](#)
2. Locate the References section
3. Select the [Supplier Requirements Visibility Application](#) link

★ 2

Supplier Performance Risk System (SPRS)

What is the link to the Supplier Performance Risk System (SPRS); and how are ratings challenged?

SPRS is on DLA's Internet Bid Board System (DIBBS, www.dibbs.bsm.dla.mil).

1. Open [DLA Internet Bid Board System \(DIBBS\)](#)
2. Locate the References section
3. Select the [Supplier Performance Risk System](#) link (and/or bookmark this link)

Ratings can be challenged by contacting SPRS directly via phone, email, or writing:

Customer Support Desk

Phone:

Commercial: (207) 438-1690

DSN: 684-1690

Email: nslcports-helpdesk@us.navy.mil

Address:

Naval Sea Logistics Center Portsmouth

Portsmouth Naval Shipyard

Bldg 153, 2nd Floor

Portsmouth, NH 03804-5000

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cFolders

What is the link to obtaining current cFolders information?

cFolders is on DLA's Internet Bid Board System (DIBBS, www.dibbs.bsm.dla.mil).

1. Open [DLA Internet Bid Board System \(DIBBS\)](#)
2. Locate the Technical Data section
3. Select the [DLA Collaboration Folders link](#) (and/or bookmark this link)

Extra cFolder Resources:

- [cFolders and Technical Data Overview PDF](#) (How to Access, Navigation, TDPs)
- [DIBBS cFolders Login](#)
- [DIBBS online Tech Data/cFolder Guidance](#)



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Vendor Shipment Module (VSM)

What are contact resources for Vendor Shipment Module (VSM)?

Key resources for [Vendor Shipment Module \(VSM\)](#):

- [VSM Overview Presentation \(PDF\)](#)
- [VSM FAQs for Help](#)
- [VSM Detailed User Guide](#)
- [VSM Registration Application](#)

VSM Help Desk - DLA Administered Contracts

Help Desk personnel are available Monday - Friday from 6 a.m. - 5 p.m. Eastern

Phone: [1-800-456-5507](tel:1-800-456-5507)

E-Mail: delivery@dla.mil

VSM Help Desk - DCMA Administered Contracts

DCMA Help Desk personnel are available Monday - Friday, 7 a.m. - 3:30 p.m. Central

Phone: [314-331-5573](tel:314-331-5573)

E-mail: dcma.stlouis-mo.central-rc.mbx.vsm-shippments-transportation@mail.mil

FDT Mailbox

fdtpi.dla.mil or janet.hern@dla.mil

Phone: [614-692-3823](tel:614-692-3823)

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APEX Accelerators

What is the link to the to the APEX Accelerators?

www.apexaccelerators.us/

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DLA Aviation Small Business Office

What is the link to the DLA Aviation Small Business Office?

1. Visit the [Vendor Information Hub homepage](#).
2. Select the [Contact Us tile link](#).
3. Scroll to the Small Business section card and select the [Small Business Page link](#).



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Wide Area Workflow (WAWF)

Where can Wide Area Workflow assistance information, and information on how to conduct practice invoice submissions be found?

For Wide Area Workflow (WAWF) assistance, vendors are welcome to

- Call [571-767-1915](tel:571-767-1915)
- Email wawf@dla.mil

Non-Technical

To contact the DLA WAWF Assistance Line for Non-Technical issues choose one of the following options:

- [571-767-1915](tel:571-767-1915)
- wawf@dla.mil

Login and URL to practice site are forthcoming. A webpage and video are being developed for the [Vendor Information Hub](#) to document how to use and access said practice site.

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DFAS POC

What is the DFAS POC's information, for following up on invoice payments?

The DFAS helpdesk number is [800-756-4571](tel:800-756-4571) option 6.

DFAS POC:

Jason Martin

jason.l.martin7.civ@mail.mil

Supervisory Customer Service Rep.

DFAS Columbus (JACCA)

Phone: [614-701-2345](tel:614-701-2345)

DSN: 791-2345



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Vendor PAR Escalation Process

What is the current vendor PAR escalation process that can be used until the Live Help Desk is finalized/launched?

Currently, suppliers can elevate vendor PARs via the PAR escalation mailbox:

VendorPARescalation@dla.mil

The Escalation Administrator determines if the request meets the criteria for a valid escalation, e.g., whether age of PAR exceeds 60 days.

When request is verified, the first line Contract Administration Supervisor will contact supplier within 24-72 hours via email to aid with resolving the PAR.

Important Notes:

- a. This escalation mailbox is only for orders issued to suppliers by DLA Aviation Commodities Directorate, Richmond, VA.
- b. The [PAR Escalation Checklist](#) contains a list of suppliers that should not use the escalation mailbox, and a checklist with an E-mail Template for the escalation process.
- c. This process is NOT intended to circumvent the PAR process, expedite established PAR processing times, nor shift PAR workload priorities.

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Test Results Escalation Process

What is the escalation process for obtaining test results information?

If, after 60 days, vendor PAR categories VR16 FAT INQUIRY or VR17 PLT INQUIRY are not answered, please escalate using the following mailbox: DLATesting@dla.mil

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SAM Registration Video

Where can the SAM registration video be viewed?

On YouTube: [How to Register in the System for Award Management \(SAM\)](#)



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Vendor Score Cards

What does a Vendor Score Card look like?



Above is an example of the Aviation Post Awards Division Vendor Score Card. The Vendor score card tracks PO and retail information for a particular Vendor.

Data fields include:

- Open PAR (Post Award Request) Count
- Average Open PAR Age (Days)
- Oldest Open PAR Age (Days)
- Open Tech Referrals
- Open PQDR (Product Quality Deficiency Report) Count
- Open SDR (Supply Discrepancy Report) Count
- Delinquency Percentage
- Count of Delinquent Lines
- Distinct PO (Purchase Order) Count
- PO Line Count
- Overall OTD (On Time Delivery) Percentage
- Open 339 Count
- PO Net Value
- Retail PO Net Value



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Upcoming Vendor Information Hub Processes

What will be the next topics posted to the Vendor Information Hub?

Based on feedback from this webinar's survey, these topics have generated the most interest, and are in development:

1. Becoming an Approved Source
2. How to Read A Contract
3. PPP&M (Preservation, Packing, Packaging, Palletization, and Marking)
4. Revalidating SAMs Registration
5. Submitting Proof of Delivery
6. Updating DIBBS Profile
7. Viewing PARs in DIBBS

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Future Webinars

When will the next webinar be conducted? What will be the topic?

Based on feedback from this webinar, the next scheduled webinar will cover DIBBS. The date of the next webinar will be posted to the [Vendor Information Hub](#) under engagements.

Thank you to everyone for your feedback!

Remember to check the [Vendor Information Hub](#) periodically for any updates, webinar and other engagement announcements, new processes and topics, and more.