



DEFENSE LOGISTICS AGENCY

FedMall – Tools – DLA Orders

Supply Assistance Request (SAR)



DLA Orders – is the preferred method for customer submission of SAR. DLA Orders provides the capability to our customers to submit an automated SAR in an easy-to-follow format. To enter a SAR submittal in DLA Orders, click on the NSN/NIIN Inquiry drop down menu arrow on the DLA Orders tab and select Requisition/Customer Return Inquiry. Once you have entered your document number, DLA Orders will search for your requisition in EBS. The SAR Submittal button will appear on the bottom right of your screen after the requisition is found and displayed.

To submit a SAR electronically via DLA Orders, the requisition(s) must have MILSTRIP Status Codes BB, BV, BZ, or BD, and the Priority Code must be 01-08. Upon completion of all the required fields on the SAR form, DLA Orders routes your request to the Supply Chain's Customer Account Specialist (CAS). SARs may be submitted for previously submitted PD 01-08 sales orders, subsequent to receipt of open status. Requests for supply assistance on PD 09-14 are inappropriate. If expedite action is required, the sales order must be upgraded as dictated by the urgency of need. Prior to submission, be sure you have properly coded or modified your high priority sales order, as appropriate to reflect:

- ✓ Required Delivery Date to 555, 777, or 999
- ✓ JCS Project Code
- ✓ NMCS/ANMCS code N or A
- ✓ Priority Designator 01-08 and/or have submitted a request for improved estimated delivery date (DIC: AFC), if applicable

DLA Orders – SAR – Input page – Example

Please fill in the appropriate information to complete this supply assistance request. After you have successfully completed this request, you may send it by clicking the **Send** button. Otherwise, simply click the **Clear** button to clear the form. Note that required fields are marked with an asterisk (*).

This screen allows the submittal of a Supply Assistance Request (SAR) to the Customer Account Specialist (CAS).

NOTE: The SAR form can only be used for requisitions with NSNs that have MILSTRIP Status Codes BB, BV, BZ, or BD and Priority Code 01, 02, 03, 04, 05, 06, 07, or 08.

No information is provided for non-DLA managed requisitions.

First Name	Self explanatory	
Last Name *	Self explanatory	
Phone Number *	Self explanatory	<input type="radio"/> DSN <input type="radio"/> Commercial
E-Mail *	Self explanatory	
Sent to E-Mail	DLAST@DLA.MIL	
CC E-Mail	Enter additional / alternate recipient	
Note: Multiple CC-E-mails are allowed. Please separate each email by a comma (,).		
Requisition *	This is auto-populated	
Special Considerations	▼	
NSN *	This is auto-populated	
Sales Order Number	This is auto-populated	
DODAAC	This is auto-populated	
Project Code	Enter Project Code	
Priority Code *	This is auto-populated	

Substitutes

Provide any known I&S information

(List all known and acceptable substitute NSNs or part numbers.)

Lateral Support:

(List any activities contacted in an attempt to obtain item through lateral support and/or known activities using same end item or weapons system.)

Known Source:

(List any known sources for the item to include name, mailing address and telephone number if known.)

Mission Impact Statement:

(Include end item description, weapon system application. Indicate mission degradation created by lack of item(s) or statement "A Classified NMCS condition exists due to lack of required assets.")

Remarks:

(Include additional pertinent data not covered above and additional requisitions requiring priority fill if limited procurement.)

Next Higher Assembly

Provide the next higher assembly information if available

Provide Lateral Support information if available

Provide any known stock on hand and source information if available

Provide a clear and concise statement, e.g., operational need statement

Provide additional information, e.g., willing to accept partial requisition fill, etc.



Send

Clear

Main Menu

Access to the DLA Orders SAR is via FedMail – <https://www.dla.mil/Working-With-DLA/Applications/FedMail/>

DLA Customer Interaction Center – 1-877-352-2255 (1-877-DLA-CALL) or DSN: 877-352-2255

Email: dlacontactcenter@dlamail