

Defense Logistics Agency

The Nation's Combat Support Agency



MRO Customer Handbook

Facilities Maintenance, Repair, and Operations
(MRO) Tailored Logistics Support Program

**DLA Troop Support
Construction and Equipment**

<https://www.dla.mil/Troop-Support/Construction-and-Equipment/>

MRO Tailored Logistics Support Program

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**DLA Troop Support
Construction and
Equipment (C&E)**

MRO Tailored Logistics Support Program

1. Introduction

Welcome to the Facilities Maintenance, Repair and Operations (MRO) Tailored Logistics Support (TLS) Program. This program is managed by the Defense Logistics Agency (DLA) Troop Support Construction and Equipment Supply Chain. The MRO Program is designed to allow our customers to order supplies and equipment in order to fulfill their facilities' MRO missions. It is a contractually controlled relationship between the ordering activity (customer), TLS vendor, and DLA Troop Support.

The MRO program is a partnership that achieves infrastructure savings, inventory cost reductions, and favorable product pricing through leveraged buying. DLA Troop Support awards and manages the contracts and handles all contractual responsibilities.

2. Facilities MRO Program

2.1 Program Overview:

DLA Troop Support has awarded regional CONUS indefinite delivery/ indefinite quantity contracts for the support of Facilities Maintenance, Repair, and Operations supplies and incidental services.

2.2 Scope:

Using integrated suppliers and proven commercial business practices, our customers can obtain specific items, along with requested incidental or related services under the MRO contract.

Such items include, but are not limited to:

- Assorted Fixtures
- Conduits
- Chemicals
- Electrical Supplies
- Hardware
- HVAC/Refrigeration
- Lubricating Products
- Lumber
- Paint/Paint Supplies
- Perimeter Security Items
- Plumbing
- Prefabricated Structures
- Rubber Products
- Variety of Small Tools
- Communication devices (walkie-talkies, two-way radios used by maintenance personnel)
- Construction supplies (bricks, blocks, steel, aluminum, and other metal products)

Note: The wholesale pricing goal is to be comparable to the best available commercial pricing.

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2.3 Items not within scope:

- Construction Services
- Computer Equipment
- Clothing Items
- Ecclesiastical Supplies/Materials
- Furniture (Housing, Office, etc.)
- Medical Supplies
- MWR Equipment
- Rental of Tools/Supplies
- Playground Equipment
- Sports Equipment
- Most Office Supplies
- Supplies/Equipment associated with combat (actual or training)
- Supplies/Equipment associated with law enforcement
- Tools/Supplies that are part of a weapon system
- Products covered by another initiative unless approved by initiative owner (e.g. Heavy Equipment Program, Tents, etc.)
- Subsistence Items (Food or Equipment)

Note: Not an all-inclusive list – When in doubt, contact your regional Customer Support Representative/Tailored Vendor Logistics Specialist (TVLS). *If your requirement is not in scope of MRO, we will work to find the best program of support*

2.4 Program Features:

Customers identify their requirements via email, phone, vendor portal, etc. Quoted prices include delivery charges. MRO Program specific features include:

- Single point for fulfilling all requirements
- Commercial items off the shelf readily available
- Incidental Services
- Bills-of-Materials
- Material Returns
- Surge/Contingency Coverage
- Infrastructure Savings
- Leveraged Buying
- Billing is processed electronically by the Defense Finance and Accounting Services (DFAS). The customer may pay using either military standard requisitioning and issue procedure (MILSTRIP), military interdepartmental purchase request (MIPR), or 7600B.

2.5 Benefits:

- DLA Troop Support issues and administers the contracts, lessening the administrative burden for the customer
- No minimum/maximum dollar limit on orders
- No sign up fees and no minimum order requirements
- Just in time purchasing helps reduce inventory and reduce delivery rates



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2.6 Delivery Information:

The MRO Program provides direct delivery to the ordering activity (customer). The vendor will consolidate all items needed for a particular job and deliver 100% complete where and when required. Customers can establish multiple delivery locations and have direct delivery to the work site. The final delivery destination will determine the MRO region and zone that will provide support.

The program offers contingency capabilities to cover national emergencies, natural disasters, relief efforts, troop deployments, and any operation associated with military public works/civil engineering exercises.

3. Customer Guidance

3.1 Getting Started with the Program:

This section of the document will walk you through the process of setting up accounts for the MRO Program.

3.2 The Pre-Order Process:

Initial Steps required for new customers using the MRO contract

- Contact the appropriate TVLS and provide your customer Department of Defense Activity Address Code (DoDAAC).
- The TVLS will discuss the MRO Program with you to better understand your needs and requirements.
- The TVLS will assist with registering your activity as an authorized user with the appropriate TLS Vendor that supports your region.

3.3 Order Process:

- Customer submits requirements to the TLS vendor who will provide a price and delivery quote.
- Customer accepts or rejects quote. Quotes will have expiration dates.
- Customer provides DLA with funding (MILSTRIP req., MIPR, or 7600B)
- All orders must reference a unique requisition number/document number. This number is based on military standards, which requires it be 14 characters long; the first six characters are a valid DoDAAC, the next four characters represent the Julian date, and the last four can be any alphanumeric characters.
- Once the TLS vendor receives proper authorization from the customer to proceed with the order, the TLS vendor submits the order to DLA for fair and reasonable price determination, approval, and award.

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3.4 MIPR Process:

The following information is required:

- DoDAAC for the requisitions generated against the MIPR
- Customer financial POC includes name, phone number, and email address
- Identification of TLS vendor
- MIPR Block 7 Address must read:

**DLA Troop Support
700 Robbins Avenue
Philadelphia PA 19111**

- The body of the MIPR should include the following:
 - TLS Vendor Name:
 - Customer DoDAAC:
 - Customer POC with email address:
 - Financial POC with email address:
- Email copy of the completed MIPR Form DD 448 or 7600A and 7600B with the TLS vendor quote to the DLA Troop Support MRO MIPR mailbox:

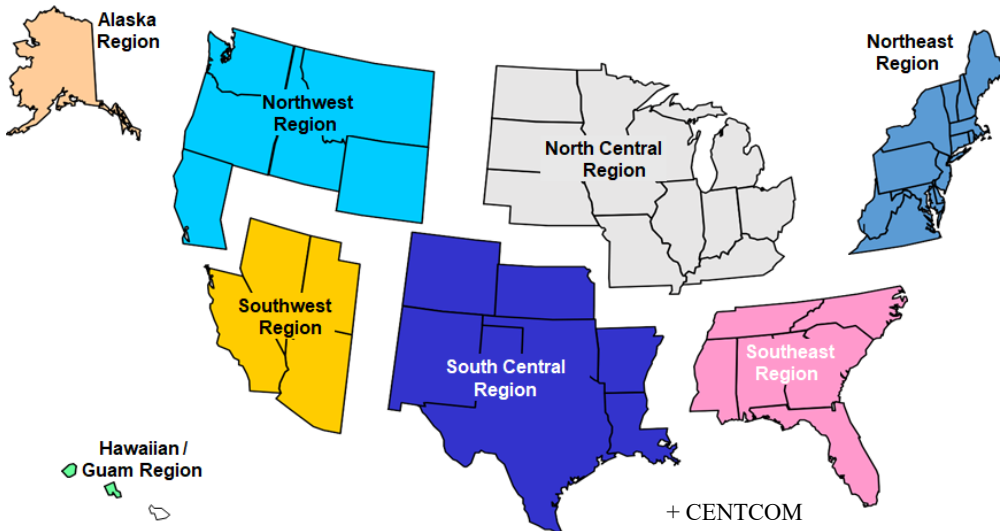
trpsptmromiprs@dla.mil

- Subject line in email must state, at a minimum:
"Request for MIPR Acceptance."
Be sure to include the name of the Region in the email subject line.
- The TLS vendor will assign a Signal Code of "B" and Fund Code of "XP" for all orders funded by MIPR.
- Upon receipt of the MIPR, DLA Troop Support will:
 - Review MIPR for approval and acceptance
 - Contact identified customer POC with questions/comments
 - Create MIPR acceptance (DD Form 448-2)
 - Forward a copy of acceptance to the customer's financial POC, to the TLS vendor, and to the DLA Troop Support TVLS.
 - Assign a MIPR control number to track customer obligations against the MIPR.

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4. MRO Supported by Region:

Please note region allocation is based on SHIP to DoDAAC geographical alignment. If there is uncertainty regarding your DoDAAC geographical alignment, please reach out to any mailbox and the team will assist and route your request to the appropriate mailbox.



4.1 Points of Contact:

REGIONS		REGION MAILBOXES	REGION LOCATIONS
Northeast	NE-1	TrpSpt_NE_MRO@dla.mil	MD, VA, WV, and DC
	NE-2		PA, ME, NH, VT, MA, RI, CT, NY, NJ, and DE
Southeast	SE-1	TrpSpt_SE_MRO@dla.mil	GA, NC, SC, TN
	SE-2		MS, FL, AL
North Central	NC	TrpSpt_NC_MRO@dla.mil	OH, KY, NE, IL, WI, IA, IN, MO, MN, MI, ND, SD
South Central	SC-1	TrpSpt_SC_MRO@dla.mil	TX and LA
	SC-2		CO, NM, OK, KS, and AR
Northwest	NW	TrpSpt_NW_MRO@dla.mil	WA, OR, WY, MT, ID and N. CA
Southwest	SW-1	TrpSpt_SW_MRO@dla.mil	S. CA and 29 Palms, N. CA and 29 Palms
	SW-2		AZ, NV, UT, S. CA
Alaska		TrpSpt_AK_MRO@dla.mil	Alaska
Hawaii		TrpSpt_HI_MRO@dla.mil	Hawaii
Japan		TrpSpt_jpn_MRO@dla.mil	Japan
Korea		TrpSpt_KOR_MRO@dla.mil	Korea
CENTCOM		MROCentcomOrders@dla.mil	CENTCOM
Europe & Africa		TrpSpt.EA.cliv@dla.mil	Europe and Africa

MRO Customer Operations Branch Chief: Kate Turner, kathleen.turner@dla.mil

MRO Tailored Logistics Support Program

DLA Troop Support

Mission:

DLA Troop Support delivers optimal, global supply chain solutions to enable ready, lethal Warfighters and our other valued partners.

Vision:

A world-class organization and trusted industry partner that provides innovative, responsive, and fiscally sustainable supply chain solutions.

Values:

Leadership, Professionalism and Technical Knowledge through Dedication to Duty, Integrity, Ethics, Honor, Courage and Loyalty.

Warfighter support through four supply chains



<https://www.dla.mil/TroopSupport>

Customer Contact Center
1-877-CALL-DLA | 1-877-352-2255