



Defense Logistics Agency
Troop Support
Construction and Equipment

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

Customer Handbook

October 2024



MRO Tailored Logistics Support Program

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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 contractor, and DLA Troop Support.



Our Mission: "To be the logistics partner to the warfighter by providing supplies and services worldwide when and where needed; enhanced readiness through focused logistics with a forward presence and a world class workforce."

The MRO program is a partnership aimed at achieving 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.

This document serves as a guide to walk you through the registering and ordering process.

2. Facilities MRO Program

2.1 Program Overview:

DLA Troop Support has awarded regional CONUS and OCONUS indefinite delivery/indefinite quantity contracts for world-wide 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
- Landscape/Ground Supplies
- Communication devices (walkie-talkies, two-way radios used by maintenance personnel)
- Construction supplies (bricks, blocks, steel, aluminum, and other metal products)
- Other commercial supplies required
- Lubricating Products
- Lumber
- Paint/Paint Supplies
- Plumbing
- Prefabricated Structures
- Rubber Products
- Variety of Small Tools

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:

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

Note: Not an all-inclusive list – When in doubt, contact your regional Customer Support Representative/Tailored Vendor Logistics Specialist. You can also contact CEWeb@dla.mil for information on other C&E procurement programs.

2.4 Program Features:

Customers identify their requirements using email, phone, fax, etc. Quoted prices include delivery charges. Specific features under the TLS Program include:

- Single point for fulfilling all requirements
 - Commercial items: off-the shelf - readily available
 - 24/7 Support
 - Incidental Services
 - Bills-of-Materials
 - Material Returns
 - Surge/Contingency Coverage
 - Infrastructure Savings
 - Leveraged Buying
- Billing is processed electronically by Defense Finance and Accounting Services (DFAS). Customer may pay using either military standard requisitioning and issue procedure (MILSTRIP) or military interdepartmental purchase request (MIPR).

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

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

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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 contract:

- Contact the appropriate Tailored Vendor Logistics Specialist (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 determines to accept/reject quote. All quotes will have expiration dates.
- Customer provides TLS contractor with a funded document number or, when funding with MIPR, the TLS contractor will create a document number and inform the customer of this number.
- All orders must reference a unique requisition number/document number. This number is based on military standards (MILSTDS) which requires it be 14 characters in length; the first six characters are to be a valid DoDAAC, the next four characters represent the Julian date, and the last four characters can be any alphanumeric characters.
- Once the TLS contractor receives proper authorization from the customer to proceed with the order, TLS contractor submits order to DLA for review and approval.



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3.4 MIPR Process:

The following information is required:

- DoDAAC for the requisitions generated against the MIPR
- Customer financial POC to include name, phone number, and email address
- Identification of TLS contractor
- MIPR Block 7 Address should read:

DLA Troop Support Philadelphia, FCB
Attn: MRO Supplies
700 Robbins Avenue Philadelphia, PA. 19111-5096

- In the body of the MIPR, include the following, filling in the blank spaces with the appropriate information:

TLS Contractor Name: _____
Customer DoDAAC: _____
Financial POC with email address: _____

- Email copy of the completed MIPR Form DD 448 to the DLA Troop Support MRO MIPR mailbox -- **trpsptmromiprs@dla.mil**
- Subject lines 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 contractor 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 (if necessary)
 - Create MIPR acceptance (DD Form 448-2)
 - Forward a copy of acceptance to the customer’s financial POC, to the TLS contractor, and to the DLA Troop Support TVLS
 - Assign a MIPR control number to track customer obligations against the MIPR.



3.5 Receipt Process:

- The Customer, upon receiving material, must receipt it through DOD FEDMALL
- Go to <https://www.fedmall.mil/index.html> and register for an account
- Log in
- Go to the “Tools” Drop Down Menu
- Select Receive Orders/Requisition (MRA Search)
- Search for your order
- Complete MRA Process

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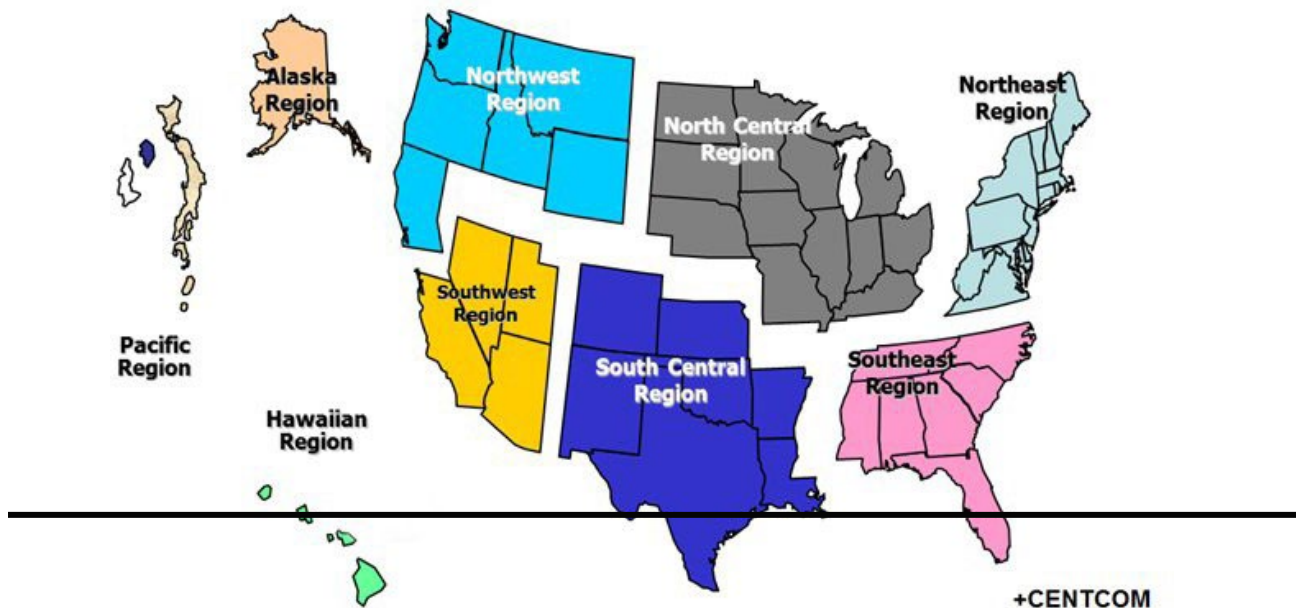
MRO Customer Ops Supervisor:
Adam Tutolo
adam.tutolo@dla.mil
267-253-2465

4. Contracting & Customer Support by Region

5.

REGIONS	REGION MAILBOXES	REGION LOCATIONS
NE-1	TrpSpt_NE_MRO@dla.mil	MD, VA, WV, and DC
NE-2	TrpSpt_NE_MRO@dla.mil	PA, ME, NH, VT, MA, RI, CT, NY, NJ, and DE
SE-1	TrpSpt_SE_MRO@dla.mil	GA, NC, SC, TN
SE-2	TrpSpt_SE_MRO@dla.mil	MS, FL, AL
NC	TrpSpt_NC_MRO@dla.mil	OH, KY, NE, IL, WI, IA, IN, MO, MN, MI, ND, SD
SC-1	TrpSpt_SC_MRO@dla.mil	TX and LA
SC-2	TrpSpt_SC_MRO@dla.mil	CO, NM, OK, KS, and AR
NW	TrpSpt_NW_MRO@dla.mil	WA, OR, WY, MT, ID and N. CA
SW-1	TrpSpt_SW_MRO@dla.mil	S. CA and 29 Palms, N. CA and 29 Palms
SW-2	TrpSpt_SW_MRO@dla.mil	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	CENTCOM_MRO@dla.mil	CENTCOM

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.



DLA TROOP SUPPORT

700 Robbins Avenue
Philadelphia, PA 19111
<http://www.dla.mil/TroopSupport>

Clothing & Textiles
Construction & Equipment
Medical
Subsistence

Customer Contact Center

MRO Tailored Logistics Support Program

Toll Free: 1-877-DLA-CALL (1-877-352-2255)

Commercial: 1-269-704-7921