



DLA Troop Support  
Construction and Equipment Directorate  
Equipment Division

**SPECIAL OPERATIONAL EQUIPMENT**  
Tailored Logistic Support Program  
Customer Guidelines Document

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Version 11

<b><u>Table of Contents</u></b>	
<b><u>Section</u></b>	<b><u>Page Number</u></b>
Introduction	3
Background	3
Who is an authorized customer?	3
Program Overview & Scope	3
Getting started with the program	5
Filling out the Customer Order Request Template	6
Submitting a Customer Order Request	8
Price Acknowledgement Spreadsheet	9
Receipt Procedures– Submitting a Material Release Acknowledgement (MRA)	12
Returns, Replacements & Discrepancies	12
E-mail Notifications	12
E-mail Addresses and Websites	13
Participating Vendors	14
Attachments	14

## 1 Introduction

Welcome to the Special Operational Equipment (SOE) Tailored Logistic Support Program (TLSP). This program has been designed by the Construction and Equipment Directorate of the DLA Troop Support to provide responsive, high quality products at fair and reasonable prices.

This is accomplished by promoting competition between qualified vendors for commercial items.

This document serves as a guide to walk you through the registering and the ordering process. This document also contains contact information and a Frequently Asked Questions (FAQ) section.

## 2 Background

DLA Troop Support is part of the Defense Logistics Agency (DLA). The primary goal of DLA TROOP SUPPORT is to support our country's warfighters. Our mission is as follows:

In support of the Defense Logistics Agency's mission, we provide effective and efficient support to our warfighters and other customers with food, clothing, construction, medical and hardware solutions to achieve their global mission.

The success of DLA TROOP SUPPORT has been its uncompromising commitment to readiness, customer satisfaction, quality and innovation. This commitment has also fueled the continued innovative integration of commercial practices as DLA TROOP SUPPORT transitions from managing items to managing the supply chain.

Our dedication to America's warfighter and readiness stands as a mark of honor-- second to none.

## 3 Who is an authorized customer?

Many types of activities may wish to use the DLA TROOP SUPPORT Special Operational Equipment TLSP. These activities include but are not limited to military bases, camps-posts- stations, and other federal activities (i.e. FEMA). Authorized customers will place their orders with DLA TROOP SUPPORT, and DLA TROOP SUPPORT will then place the order with a contractor.

## 4 Program Overview & Scope

### a. Scope

This TLSP program will have multiple vendors compete on price and delivery to fulfill each customer order. The program will service customers worldwide utilizing a combination of commercial support capabilities and Government transportation capabilities. All requirements will be reviewed by the Contracting Officer to ensure they are within the scope of the contract. Any items determined to not be within scope will be denied and the customer will be notified via e-mail. The contract scope involves the total logistics support required to supply customers and missions related but not limited to:

- i. Survival Gear and Equipment Kits
- ii. Tactical Equipment
- iii. Protective Eyewear Vision Enhancing Equipment
- iv. Escalation of Force Equipment
- v. Visit Board Search and Seizure (VBSS)
  - Scuba and other Diving Equipment
  - Thermal Protection Equipment
  - Surface Supplied Diving Equipment
  - Communication Devices
  - Saturation Equipment
  - Compressors and Air Purification Systems
  - Hyperbaric Instrumentation and Equipment

- Lifesaving – Search and Rescue Equipment
- Gas Analysis Equipment
- Air Crew Support and Flight Deck Safety Items
- Underwater Tools
- Clothing & Textiles -Apparel
- Load Carrying Equipment, i.e., vests, backpack systems, trunk lockers
- Lethality Support Items, i.e.,slings, holsters, mobility pad items, straps and fasteners, reflective belts
- Survival Kits
- Mountain climbing equipment
- Other Special Operations EquipmentItems

Incidental services and training relating to the operational equipment items requested shall be considered however please note the Contracting Officer makes the final determination if incidental services and training can be supported on a case by case basis. Any service related line items must be ordered with supply deliverables.

"Orders Requiring Additional Technical Information": DLA Troop Support's Special Operations Equipment and Fire & Emergency Service Equipment Programs have recently been focusing on better defining the scope of the programs in order to better support customer needs. In light of this clarification, we may need assistance to help ensure the effort operates smoothly and efficiently.

Effective immediately, we are requesting the following when submitting your orders:

- Orders for storage systems should include: (1) manufacturer specification sheet or link to manufacturer's website for specification in the additional comments column of the ordering form; (2) statement of intended use (i.e. how/where system will be used, what items will be stored); (3) If incidental services (i.e. assembly, installation) are required, a detailed Statement of Work should be provided and the order form should include Incidental Services as an additional line item on the order form to include a brief description regarding type of service.
- All orders should provide specification sheets or link to manufacturer's website for specification in the additional information comments column of the ordering form when possible.
- Please remember to always provide a clear, concise item description and additional information in the appropriate columns on the order form. The more detailed and accurate your order form, the quicker your order can be reviewed for scope and processed for award.

b. Alternate Items

Alternate items may be proposed by the vendors as a means of decreasing overall costs. Alternate items will be presented to the customer with specification information that will allow for a comparison between the originally requested item and the alternate. If after reviewing this information the customer would like to proceed with the originally requested item, justification must be provided indicating why only that item will satisfy the customer's requirement.

c. Delivery Requirements

Delivery is based on the manufacturer's availability of the items covered.

d. Buy American/Trade Agreements/Berry Amendment/ Procurement Restrictions/ Compliance

The products/components provided under this contract are in accordance with applicable Buy

American Act and Berry Amendment. For this Program (acquisition) products provided are end items that are manufactured or substantially transformed in the United States or a Qualifying or Designated country, as set forth in FAR 25.003.

## 5 Getting Started with the Program

This section of the document will walk you through the process of getting setup to place orders with SOE TLSP. You will need to register with DLA TROOP SUPPORT and setup your Customer and FOPOC profiles before your initial order is processed.

### a. Minimum Customer System Requirements

In order to utilize the order template and interface with DLA TROOP SUPPORT, you must have a personal computer that meets the following requirements:

- Windows Operating System
- Email Software
- Authorized Business Email Account that you and only you have access to
- Access to the Internet
- Microsoft Excel 2003 or later

If you do not meet all of the above requirements, contact DLA TROOP SUPPORT for assistance in getting setup for the program.

### b. Customer Registration and Finance Office Point of Contact (FOPOC) Designation

New customers will need to register for the program and designate a FOPOC at the time of registration. The "Customer Registration/FOPOC Designation" form can be used by new customers to accomplish this.

#### **Customer:**

A one-time registration is required for each individual using the program. Every person from your activity who will be placing orders is required to register. After registration, you will be sent a welcome package including your 9-digit SOE TLSP Account Number and your Excel order template.

#### **FOPOC:**

Each Ordering Activity will be required to designate a Finance Office Point of Contract (FOPOC) in order for DLA to ensure that orders are submitted by a user with proper authority and funding. This will allow the Ordering Activity to obligate the order in their system timely by providing detailed line item information, pricing, and order status.

To register, go to

<https://www.dla.mil/TroopSupport/ConstructionandEquipment/SpecOpsmarinelifesaving/> Scroll down to "Customer Registration/FOPOC Designation"

- Click "Download the Registration Form"
- Open "Registration Form"
- Fill out the form with the requested information
- Email the form back to DLA TROOP SUPPORT using the instructions on the form to [SOECustomerRegistration@dla.mil](mailto:SOECustomerRegistration@dla.mil)

If using EXCEL 2007 please use the appropriate email method to send the registration form

as an attachment to the address shown on the registration form ([SOECustomerRegistration@dla.mil](mailto:SOECustomerRegistration@dla.mil))

c. Updating Your Customer / FOPOC Account Information

In the event that there is a change to any of your information, please contact your assigned TVLS (if known) or DLA TROOP SUPPORT at [SOECustomerInfo@dla.mil](mailto:SOECustomerInfo@dla.mil)

d. Obtaining the Customer Ordering Template

After you have signed up with DLA TROOP SUPPORT as a customer of SOE TLSP, you will receive an e-mailed Welcome Packet with your Excel ordering template, your assigned Tailored Vendor Logistics Specialist (TVLS) and your unique Account Number. The order template is an Excel spreadsheet containing the necessary fields to submit a valid order.

For ease of use and organizational purposes, we recommend that you do the following:

1. Create a folder on your hard drive called SOE\_TLSP
2. Copy your template file into the SOE\_TLSP folder
3. Create a shortcut to your template file and place it on your Desktop
4. Create a shortcut to the SOE\_TLSP folder and place it on your Desktop
5. Any new order file that you create from the template should be saved to the SOE\_TLSP folder

(Please note that the first 9 characters of your Request Order Template is your SOE TLSP Account Number, i.e. 190000254).

## 6 Filling out the Customer Order Request Template

The Customer Order Request Template is used to obtain pricing and delivery for the requested items. Once filled out, the spreadsheet is emailed to [SOEOrders@dla.mil](mailto:SOEOrders@dla.mil).

**NOTE: This program is for ordering Commercial MFG Part Numbers only. NSNs will not be accepted and must be submitted through normal MILSTRIP ordering channels.**

Please refer to the following guidance when preparing your request. If a template submission is incorrect, we will not assume we understand the customer's intentions. You will be requested to correct your submission.

	A	B	C	D	E	F	G
1	Request Type R/M	POC Name	POC Unit	POC Phone	POC Email	Manufacturer Name	Manufacturer Part Number
2							
3							

**Column A: "Request Type"** – Please enter "R" or "M" for the order in Column A. Although DLA will be providing pricing on all requests prior to accepting funding, we will need your method of funding to be identified upfront. If funding will be provided in the form of a requisition number / document number, enter R. If funding will be provided in the form of a DD Form 448 MIPR, enter M.

Columns B through E: “POC Information” – Entering ordering and/or receiving POC contact information. These are mandatory fields.

Columns F & G: “Manufacturer Name” and “Manufacturer Part Number” – Enter the manufacturer name and part number of the item(s) you are requesting. These are mandatory fields.

	H	I	J	K	L	M	N	O
1	Item Description	Additional Information	Requested Delivery Date	Quantity	UOI	Ordering DoDAAC	ShipTo DoDAAC	Supp Add
2								
3								

Column H: “Item Description” - Please enter a description of the item you are requesting. This field has a character limit of 120 characters. This is a mandatory field.

Column I: “Additional Information” – Please enter any additional information in regards to intended use and further description of the item. This cell allows DLA to further understand the requirement that is submitted and how it falls within scope of the contract. Also describe any item customization that is needed.

Column J: “Requested Delivery Date” – Enter the date you want to receive the item.

NOTE: Delivery is based on manufacturer’s production capability. While vendors ensure the best delivery is made possible, there is no guarantee that your order will be delivered by the date requested. All proposed lead times are sent for review with the pricing spreadsheet.

Column K: “Quantity” – Enter the number of units requested. This is a mandatory field.

Column L: “Unit of Issue” – Enter the two (2)-letter unit of issue abbreviation. This is a mandatory field. Refer to the “Unit of Issue Codes” tab of the order spreadsheet if assistance is needed identifying a unit of issue abbreviation.

Column M: “Ordering DoDAAC” – Enter the 6 character DoDAAC for the activity for which you are ordering. This is usually the DoDAAC you registered under. This is a mandatory field.

Column N: “Ship To DoDAAC” – Enter the 6 character DoDAAC where the material must be delivered. This is a mandatory field.

Column O: “Supp Add” – If applicable, enter the Supplemental Address for each line of your order.

	K	L	M	N	O	P	Q	R
1	Quantity	UOI	Ordering DODAAC	ShipTo DODAAC	Supp Add	Delivery Destination	Special Project Code	Special Instructions
2								
3								

Column P: "Delivery Destination" - Enter any additional information about delivery that is not covered by the Ship To DoDAAC.

Column Q: "Special Project Code" – Enter your 3 character project code associated with the requested item or leave blank if not applicable or unknown.

Column R: "Special Instructions" – Enter any special instructions concerning your request. You must also use this field to convey why an item has emergency status or if you require that all of the materials requested in the order be delivered together and the rationale for why the order request should be treated as a single Bill of Materials and not individual line items. In addition to having this information in this column, please copy all this information and put this into Column I: "Additional Information" below what information may already be in this column.

## 7 Submitting a Customer Order Request

The Excel Customer Order Request is to be E-mailed to [SOEOrders@dla.mil](mailto:SOEOrders@dla.mil). Please ensure that the mandatory fields are filled in on the template. Once received, your Order Request will be reviewed to ensure that all necessary fields are complete and then loaded into our system. You will receive your **1<sup>st</sup> e-mail notification** confirming that your request has been received and loaded.

**PLEASE NOTE – a Load Batch Number will be assigned to your order and will be listed in the subject line and will serve as the common reference indicator on all emails moving forward for the order. Please do not remove or alter the subject name in the email when corresponding with us regarding your order.**

### a. Rejection of Order Lines by DLA TROOP SUPPORT

Should at any point in the process the order be rejected by DLA TROOP SUPPORT, the customer will be notified by a **2<sup>nd</sup> email notification (if applicable)**. Potential reasons for rejection are:

- The item is not within scope of the Special Operational Equipment TLSP
- The item is not Berry Compliant
- The item is not in compliance with the Buy American Act or not manufactured or substantially transformed in the United States or a Qualifying or Designated country, as set forth in FAR 25.003
- Requested items cannot be obtained
- Incomplete or erroneous information on the order request form



b. Canceling or Changing an Order

Should you need to cancel an order at any point in the process, immediately contact your assigned TVLS, or if unknown contact [SOECustomerInfo@dla.mil](mailto:SOECustomerInfo@dla.mil)

Once the order is loaded and the scope check performed by the contracting officer, the request for quote (RFQ) is sent to all six vendors for price and delivery.

*NOTE : Timeframe to obtain pricing: from the time of receiving the Customer Order Request to DLA providing a quote is approximately 21 business days. During the fourth quarter of the fiscal year, volume increases could cause delays.*

## 8 Price Acknowledgement Spreadsheet

Once the vendors respond to the RFQ, the Contracting Officer reviews the quotes, makes a best value decision for selecting the winning offer for each line and then sends a Price Acknowledgement Spreadsheet via a **3<sup>rd</sup> email notification** to the registered customer and registered FOPOC for the order. The spreadsheet will show each line, requested quantity, its pricing, and delivery lead time information. All lines on the spreadsheet will be locked to prevent modification except for the following editable fields, which will need to be completed by the FOPOC:

- MILS-Like funded document/requisition number (if applicable)
- Signal code (if applicable)
- Fund code (if applicable)
- MIPR number (if applicable)
- Approved quantity

There will be three categories of funding authorized:

- Customer-provided, MILS-like document number, fund code and signal code
- DD Form 448 Military Interdepartmental Purchase Request (MIPR)
- DLA-generated MILS-like document numbers using a preselected serial range designated by the customer

The screenshots below identify each field, and how the spreadsheet will appear to the registered customer and registered FOPOC for the order:

	A	B	C	D	E	F	G	H
1	FOPOC OUT ID	FOPOC Id	FOPOC Out Batch Number	Load Batch Number	Order Item Id	Order Name	Request Type	POC Name
2	164908	3726	20190422120685	20190411131540	845708	1B7Z51XX8-SOE Order St Mary - Controp 4.10.19.xlsx	M	Brian St. N
3	164909	3726	20190422120685	20190411131540	845709	1B7Z51XX8-SOE Order St Mary - Controp 4.10.19.xlsx	M	Brian St. N
4	164910	3726	20190422120685	20190411131540	845710	1B7Z51XX8-SOE Order St Mary - Controp 4.10.19.xlsx	M	Brian St. N
5	164911	3726	20190422120685	20190411131540	845711	1B7Z51XX8-SOE Order St Mary - Controp 4.10.19.xlsx	M	Brian St. N
6								
7								
8								

Columns A through H are locked fields and cannot be changed. These columns revalidate all details pertaining to your order. NOTE: Again, please note that the Load Batch Number (located in Column D) is the number to be referenced throughout the entire procurement process when requesting any information about your order. This is also discussed on Page 10, Section 7. Submitting a Customer Order Request above.

	I	J	K	L	M	N	O	P	Q	R
1	POC Email	POC Unit	DoDAAC_Ordering	DoDAAC_Ship TO	Special Project Code	DoDAAC SupAdd	Manuf Name	Manuf Part Num	Item Description	Additional Info
2	brian.stmary@navy.mil	PMA-263	N00032	N00032			AeroVironment	GLDT-2.1	Puma II UAS GLTD- aircraft to payload power upgrade	Order belongs t
3	brian.stmary@navy.mil	PMA-263	N00032	N00032			AeroVironment	GLDT-INT-2.2	Puma II UAS GLTD aircraft flight avionics, data collection, firmware	Order belongs t
4	brian.stmary@navy.mil	PMA-263	N00032	N00032			AeroVironment	GLDT-TRAINING-2.4	Puma II UAS GLTD- Integration	Order belongs t
5	brian.stmary@navy.mil	PMA-263	N00032	N00032			AeroVironment	GLDT-TD-2.5	Puma II UAS ground laser target designator technical data and training	Order belongs t
6										
7										
8										

Columns I through R are locked fields and cannot be changed. These columns revalidate all details pertaining to your order.

	S	T	U	V	W	X	Y
	Lead Time	Trade Agreement Compliant	Berry Amendment Compliant	Country of Origin	Is Item an Alternate?	Alternate Manuf Name	Alternate Manuf Part Num
1	330	Yes	Not Applicable	United States		0	
2	330	Yes	Not Applicable	United States		0	
3	330	Yes	Not Applicable	United States		0	
4	330	Yes	Not Applicable	United States		0	
5							
6							
7							
8							

Columns S through Y are locked fields and cannot be changed. These columns revalidate all details pertaining to your order.

	Z	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL
1	Alternate Item Description	Quantity	UOI	Unit Price	Ext Price	Confirmed Qty	Confirmed Ext Price	Req Number	MIPR Number	Signal Code	Fund Code	Supp Add	
2		1 EA		\$176,181.25	\$176,181.25								
3		1 EA		\$29,832.05	\$29,832.05								
4		1 EA		\$49,372.16	\$49,372.16								
5		1 EA		\$14,501.01	\$14,501.01								
6					\$269,886.47								
7													
8													

Columns Z through AD are locked fields and cannot be changed. These columns revalidate all details pertaining to your order. Please note that Column AD will indicate the total price of your order after it has been competed amongst the six (6) TLS Vendors. NOTE: At this time, an award has not yet been made.

Column AE is a mandatory field (highlighted in yellow) and will require the FOPOC to confirm the quantity for each line of the subject order. The quantity for a given line can remain the same as the original quantity requested at the time of the order submission. The quantity can also be increased or decreased, if needed.

For orders funded via a MILS-like document (i.e. MILSTRIP Requisitions): Column AG is a mandatory field (highlighted in yellow), and requires the FOPOC to input the applicable MILS-like Document (one unique requisition number per line item) Numbers. NOTE: For those orders funded via a MILS-like Document Number, the FOPOC will not have the option to populate Column AN (“MIPR Number”), as this Column will be locked (and will not be highlighted in yellow - shown in the screenshot above). For this funding method, Columns AJ through AK are also mandatory fields and will require the FOPOC to input the applicable Signal Code, Fund Code, and Supplemental Address information.

For orders funded via a MIPR: Column AH is a mandatory field (although not in the above screenshot, actual orders will show this Column as highlighted in yellow), and requires the FOPOC to input the applicable MIPR Number information. NOTE: For those orders funded via a MIPR, the FOPOC will not have the option to populate Column AG (“Req Number”), as this Column will be locked (and will not be highlighted in yellow). In addition, when using a MIPR, please input the following: Signal Code (Column AI)-B; Fund Code (Column AJ)-XP; and Supp Add (Column AK)-Customers BillTo DoDAAC.

Once the FOPOC has entered the confirmed quantities and applicable funding information into the Price Acknowledgment Spreadsheet, it must be e-mailed back to DLA Troop Support to the [SOEPriceAcknowledge@dla.mil](mailto:SOEPriceAcknowledge@dla.mil) mailbox. If the order will be funded by a MIPR, the MIPR will need to be attached to the same email as the Price Acknowledgement Spreadsheet. Please follow the specific “Reply All” directions provided in the email that sent the pricing spreadsheet. If the completed FOPOC spreadsheet and related funding is not sent to [SOEPriceAcknowledge@dla.mil](mailto:SOEPriceAcknowledge@dla.mil), it could cause further delays.

After the Price Acknowledgement Spreadsheet and funding is received, the contracting officer will process the order for award. The customer and FOPOC will receive a **4<sup>th</sup> email notification** of the award to include vendor information, pricing and delivery information (similar to the MILS AE process).

Once DLA obligates the funds and authorizes the vendor to perform, the customer and FOPOC will receive a **5<sup>th</sup> email notification** that funds are in fact obligated (similar to the MILS BV process).

When the vendor ships the material, a **6<sup>th</sup> email notification** will be sent to the customer and the FOPOC to let them know material is on the way. Once material is received, the customer will submit the MRA by posting the goods receipt (see below).

## **9 Receipt Procedures – Submitting a Material Release Acknowledgement (MRA)**

It is imperative that once an order is received by the customer, an MRA is posted into DoD FEDMALL. Failure to submit timely and accurate MRAs could result in payment/billing issues and could delay the delivery of needed items. DoD FEDMALL an internet based Electronic Mall which allows military customers and other authorized government customers to search for and order items from government and commercial sources. However, in this case FEDMALL will be used only for submitting an MRA. DoD FEDMALL is a Department of Defense program operated by DLIS. All users are required to register, be authenticated, and authorized by a DLIS Access Administrator. All FEDMALL users will follow the Department of Defense rules for login and passwords. FEDMALL is available 24 hours a DAY, 7 DAYS A WEEK.

Please see the MRA tutorial and the MRA Job Aid for FEDMALL at the end of this document for step-by-step instructions on registering for DoD FEDMALL and posting MRAs.

## **10 Returns, Replacements & Discrepancies**

In the event of any type of material discrepancy, the customer must notify their assigned TVLS or send a request for assistance to [SOECustomerInfo@dla.mil](mailto:SOECustomerInfo@dla.mil) immediately. The TVLS will coordinate with the Contracting Officer, vendor and customer to develop a resolution to the issue.

## **11 E-mail Notifications to be expected during an order process from order placement until order shipment:**

1<sup>st</sup> Email Notification – we have received your order

2<sup>nd</sup> Email Notification (if applicable) – items were denied for contract scope

3<sup>rd</sup> Email Notification – Price Acknowledgement Spreadsheet sent to the customer and FOPOC

4<sup>th</sup> Email Notification – DLA processed the order and is pending award

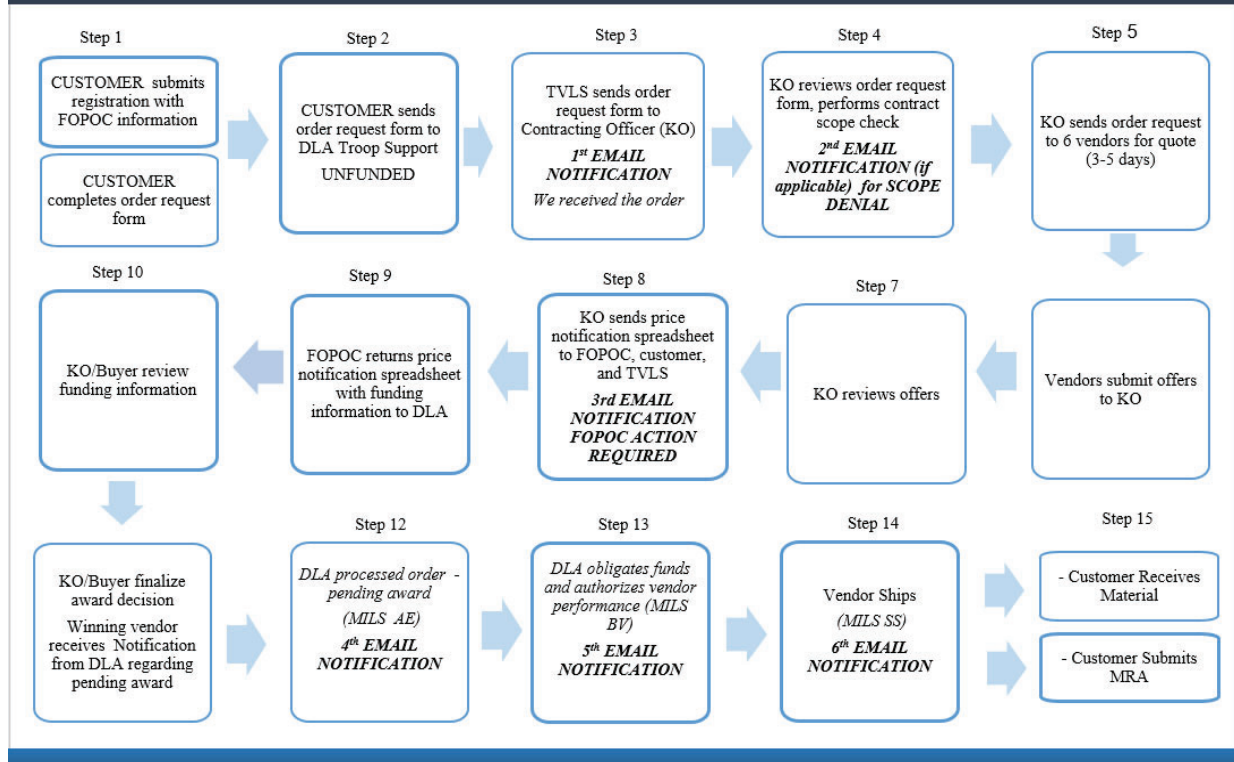
5<sup>th</sup> Email Notification – DLA obligated funds and authorized vendor to perform

6<sup>th</sup> Email Notification – Vendor ships material



# Order Process Flowchart

(each line item is reviewed independently)



## 12 E-mail Addresses and Websites

- Obtain Registration Form: <https://www.dla.mil/TroopSupport/ConstructionandEquipment/SpecOpsmarinelifesaving/>
- Submit Registration Form: [SOECustomerRegistration@dla.mil](mailto:SOECustomerRegistration@dla.mil)
- Submit Order Requests: [SOEOrders@dla.mil](mailto:SOEOrders@dla.mil)

- Submit Price Acknowledgement Spreadsheet with applicable funding: [SOEPriceAcknowledge@dla.mil](mailto:SOEPriceAcknowledge@dla.mil)
- Submit Requests for Information: [SOECustomerInfo@dla.mil](mailto:SOECustomerInfo@dla.mil)

### 13 Participating Vendors

Atlantic Diving Supply, Inc. (ADS)  
 621 Lynnhaven Parkway, Suite 400  
 Virginia Beach, VA 23452-7369  
 Contract number: SPE8EJ21D0020  
 Web Address: [www.adstactical.com](http://www.adstactical.com)  
 Phone number: 757-481-7758

Federal Resources Supply Company  
 235-G Log Canoe Circle  
 Stevensville, MD 21666-2165  
 Contract number: SPE8EJ21D0021  
 Web Address: [www.federalresources.com](http://www.federalresources.com)  
 Phone number: 800-892-1099

Noble Supply & Logistics  
 302 Weymouth Street  
 Rockland, MA 02370-1171  
 Contract number: SPE8EJ21D0022  
 Web Address: <https://shop.noble.com/>  
 Phone number: 877-999-1911

SupplyCore Inc.  
 303 North Main Street, Suite 800  
 Rockford, IL 61101-1199  
 Contract number: SPE8EJ21D0023 Web  
 Address: [www.supplycore.com](http://www.supplycore.com) Phone  
 number: 800-860-7940  
 877-822-9286 (After Hours)

W.S. Darley & Co  
 325 Spring Lake Drive  
 Itasca, IL 60143-2072  
 Contract number: SPE8EJ21D0025 Web  
 Address: [www.darley.com](http://www.darley.com)  
 Phone number: 708-345-8050

### 14 Attachments

- Customer Order Form
- DLA MRA Job Aid for FEDMALL