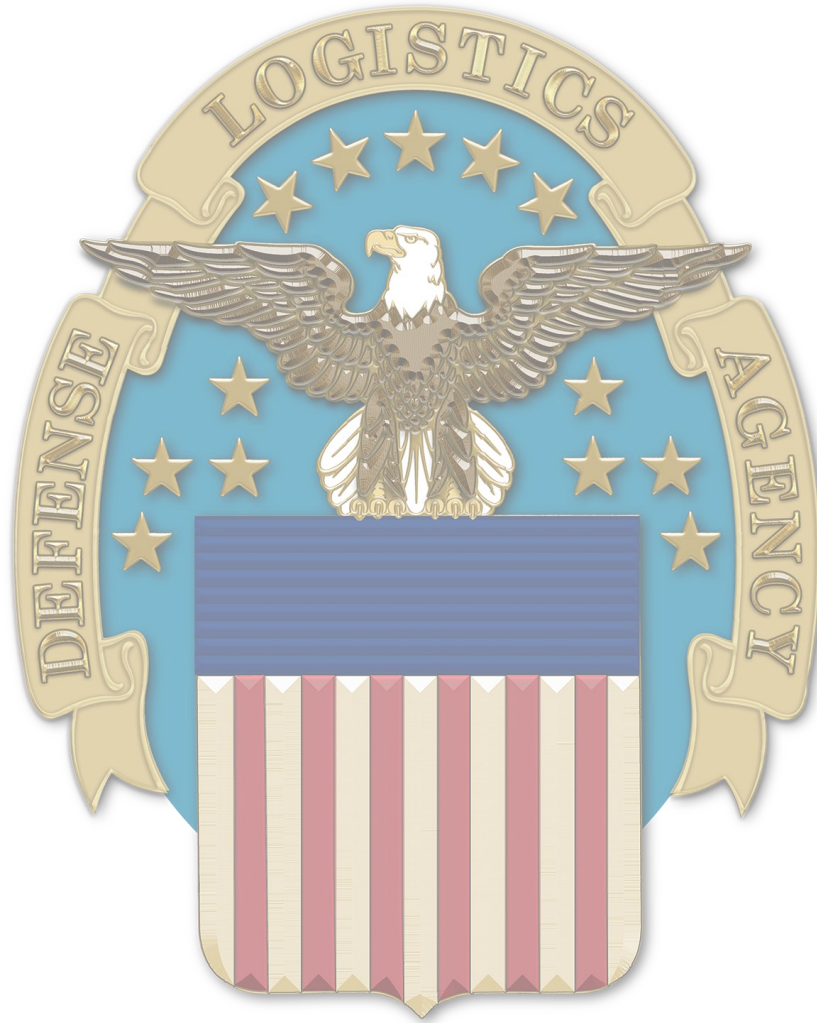


Defense Logistics Agency | The Nation's Combat Support Agency



DLA Troop Support Europe & Africa

CUSTOMER HANDBOOK



PURPOSE

This **Customer Handbook** serves as a guide to help customers understand the full range of capabilities, commodities and solutions that **DLA Troop Support Europe & Africa** provides across four diverse supply chains.

**Please note that some of the information in this handbook changes often. While the handbook will be updated regularly, be aware that some information may be outdated.*

DLA Troop Support Europe & Africa

Kleber Kaserne

Mannheimerstrasse 218 & 219, Bldg. 3229

Kaiserslautern, Germany 67657



www.dla.mil/TroopSupport/About/Troop-Support-Europe-Africa

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About DLA

As the nation's combat logistics support agency, the Defense Logistics Agency manages the global supply chain – from raw materials to end user to disposition – for the Army, Navy, Air Force, Marine Corps, Coast Guard, 10 combatant commands, other federal agencies, and partner and allied nations. DLA sources and provides nearly all the consumable items America's military forces need to operate.

DLA also supplies 86 percent of the military's spare parts and nearly 100 percent of fuel, manages the reutilization of military equipment, provides catalogs and other logistics information products, and offers document automation and production services to a host of military and federal agencies.

DLA is a global enterprise – wherever the Nation has a significant military presence, DLA is there to support.

SIX DLA MAJOR SUBORDINATE COMMANDS

DLA TROOP SUPPORT

Manages the supply chains for food, clothing and textiles, construction material, and medical supplies and equipment; including pharmaceuticals.

DLA AVIATION

Manages the supply chain for aviation weapons systems repair parts, flight safety equipment, maps, environmental products and industrial plant equipment.

DLA DISPOSITION

Disposes of excess property by reutilization, transfer and demilitarization; conducts environmental disposal and reuse.

DLA LAND & MARITIME

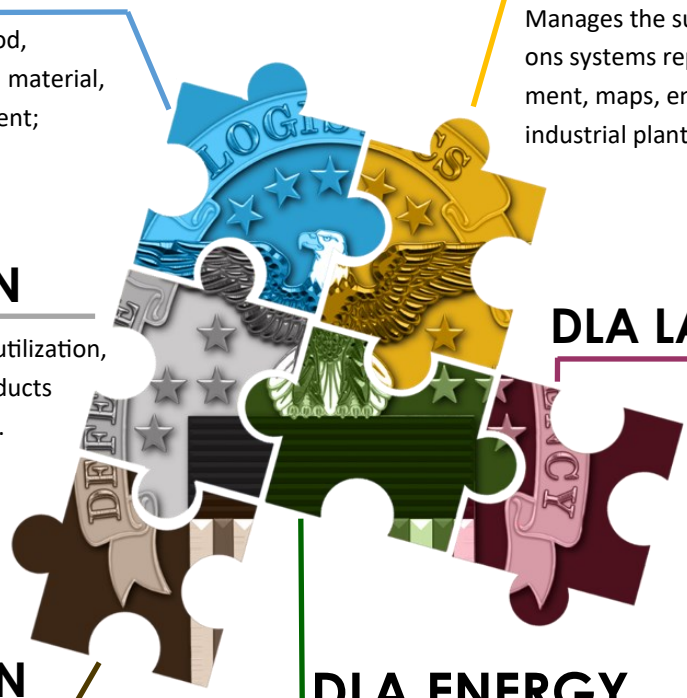
Manages the supply chain for ground-based and maritime weapons systems repair parts, small arms parts and fluid-handling systems.

DLA DISTRIBUTION

Provides storage and distribution solutions/management, transportation planning/management, logistics planning and contingency operations; operates a global network of distribution centers.

DLA ENERGY

Manages the supply chain for petroleum and lubrication products, alternative fuel/renewable energy, aerospace energy; provides fuel quality/technical support, fuel card programs and installation energy services.



About DLA Troop Support Europe & Africa

DLA Troop Support Europe & Africa is a forward element of DLA Troop Support, headquartered in Philadelphia, Pa., and the Defense Logistics Agency, headquartered at Fort Belvoir, Virginia. We support nearly 300K soldiers, sailors, airmen and Marines with \$5B worth of materiel annually throughout 121 countries in Europe, Africa and the Middle East.

www.dla.mil/TroopSupport/About/Troop-Support-Europe-Africa

MISSION:

DLA Troop Support Europe & Africa provides optimal supply chain solutions for Warfighters and partners throughout EUCOM, AFRICOM and CENTCOM.

VISION:

A trusted partner to enable readiness and lethality

Warfighter support through four supply chains



- Food service
- Produce
- Dairy
- Bottled water
- Operational rations
- Food prep/field feeding equipment

Subsistence/Class I



- Facilities maintenance
- Heavy equipment
- Wood products
- Safety, diving and rescue equipment
- Fire and emergency service equipment

Construction & Equipment/Class IV



- Field and dress clothing
- Recruit clothing
- Body armor
- Organizational clothing & individual equipment
- Equipment and tentage

Clothing & Textiles/Class II



- Pharmaceuticals
- Vaccines
- Medical and surgical equipment
- Field hospital equipment

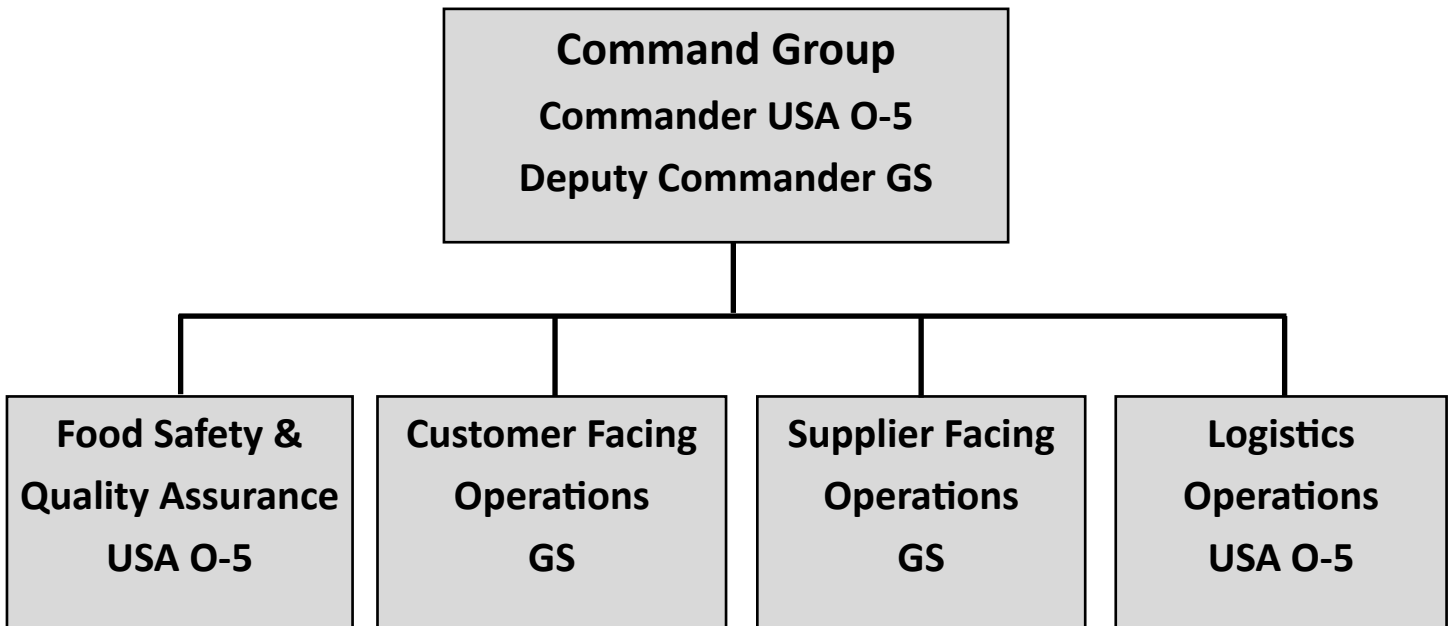
Medical/Class VIII

Points of contact

DLA Customer Interaction Center

1-877-DLA-CALL | 1-877 352-2255

DLA Troop Support Europe & Africa Organizational Chart



Subsistence POCs by location

Kuwait, Jordan, Iraq, Syria:
dlatrpsptkisjcsteam@dla.mil

Kuwait, Jordan, Iraq phone numbers

DSN (324) 206-9664

DSN (324) 206-9667

DSN (324) 206-9775

DSN (324) 206-9665

DSN (324) 206-9662

Readiness/Operational Rations

All AORs—EUCOM, CENTCOM, AFRICOM

DSN (324) 206-9695

dlatrpsptoprasteam@dla.mil

DSN (324) 206-9658

DSN (324) 206-9626

Subsistence POCs by location (continued)

Southwest Asia Peninsula

United Arab Emirates, Oman, Djibouti, Kenya

dlatrpsptswapssteam@dla.mil

DSN (324) 206-9691

DSN (324) 206-9668

DSN (324) 206-9669

DSN (324) 206-9661

Bahrain, Qatar, Saudi Arabia

dlatrpsptswapofiteam@dla.mil

DSN (324) 206-9668

DSN (324) 206-9669

DSN (324) 206-9661

Southern Europe

Portugal (Azores), Spain, France (Toulon), Italy (including Sardinia and Sicily), Crete-Greece, Turkey, Bulgaria, Macedonia, Kosovo, Croatia, Romania, and ships at any port of call in Europe south of the Alps

dlatrpsptpvsteam@dla.mil

CIV (+49)-(0)631-7106-9696

DSN (324) 206-9696

DSN (324) 206-9874

DSN (324) 206-9867

Northern Europe

United Kingdom, Germany, Hungary, Bosnia-Herzegovina, Belgium, The Netherlands, and ships at any port of call in Europe north of the Alps, to include but not limited to Norway, Sweden, Finland, Denmark, France (Brest), Poland, Ireland and Scotland

dlatrpsptpvnteam@dla.mil

CIV (+49)-(0)631-411-2199

DSN (324) 206-9722

DSN (324) 206-9689

DSN (354) 206-9525

Construction & Equipment | Clothing & Textiles | Medical

Construction & Equipment (Class IV)

MRO Support: trpspt.ea.mro@dla.mil

SOE (local) Support: lumber@dla.mil

Lumber Support: lumber@dla.mil

MIPR Related Inquiries:

trpspt.ea.mipr@dla.mil

Clothing & Textiles (Class II)

dscpe.ct@dla.mil

DSN (324) 206-9691

Medical (Class VIII)

medical@dla.mil

DSN (324) 206-9695



Subsistence support includes:

Garrison and Fleet feeding

Local Market Ready

- Produce
- Dairy
- Bottled water



Operational Rations

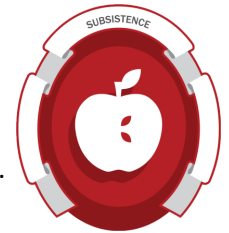
- MREs
- Unitized Group Rations



Field Feeding and Food Service Equipment



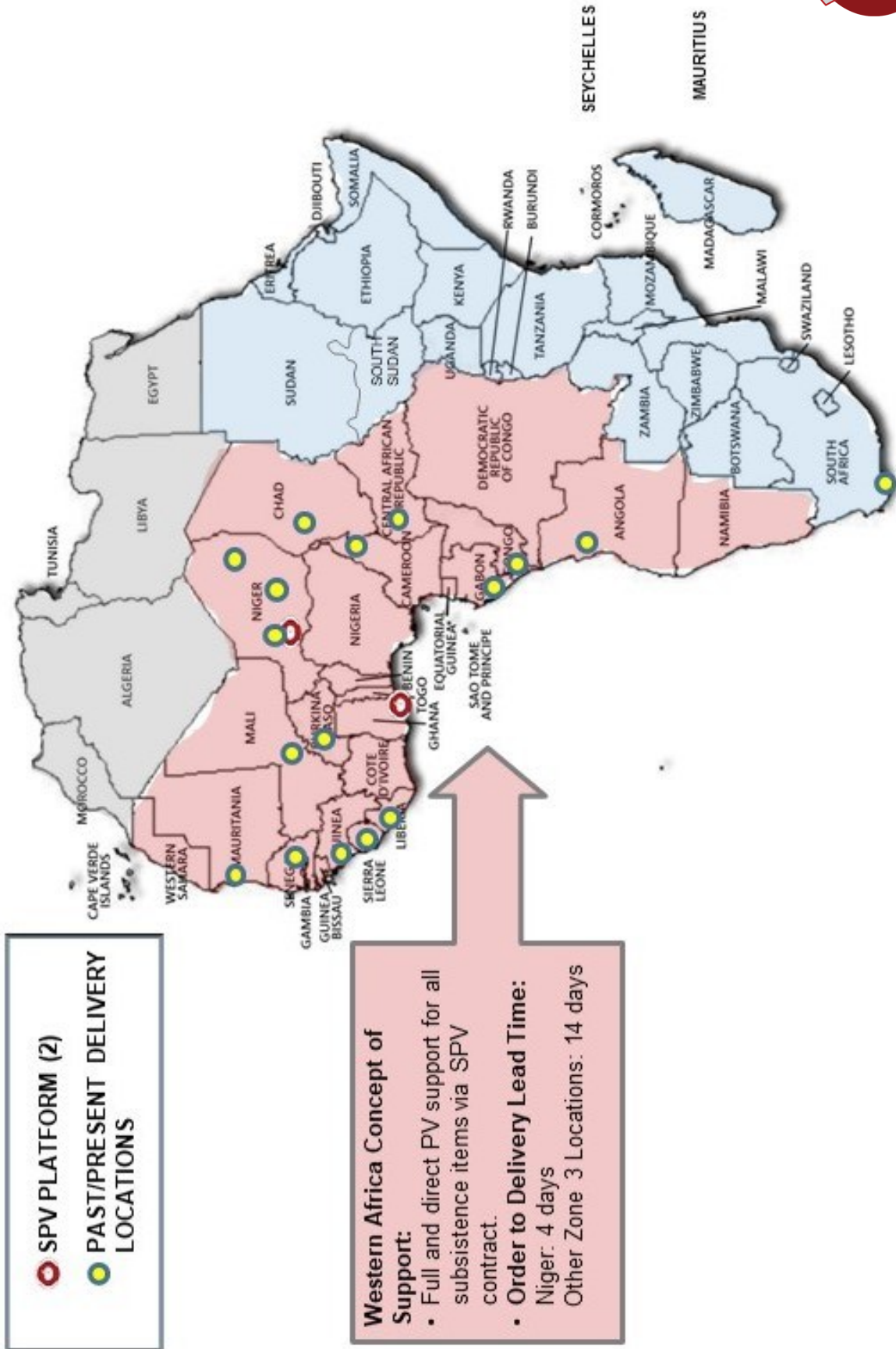
EUCOM Concept of Support



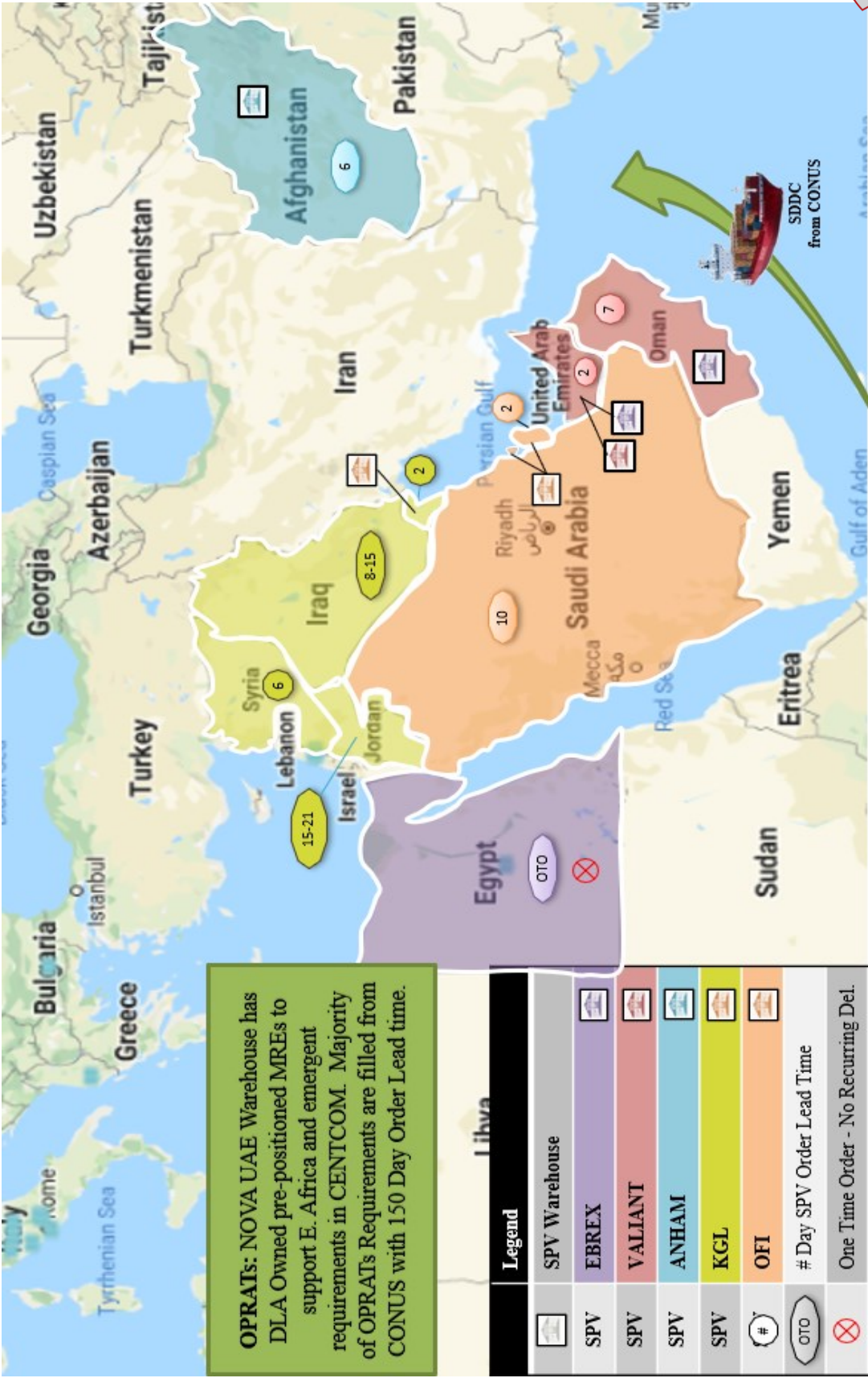
Order lead times shown on this map is for Navy ships and for military training field exercises and operations. Normal land-based customers have different order lead times based on country/region. Realignment of Subsistence Prime Vendor (SPV) support is currently in process. Updates will be provided to CTF regarding changes of the awarded SPV. Please contact your respective DLA SPV Support Team for additional info.



AFRICOM Concept of Support



CENTCOM Concept of Support



OPRATs: NOVA UAE Warehouse has DLA Owned pre-positioned MREs to support E. Africa and emergent requirements in CENTCOM. Majority of OPRATs Requirements are filled from CONUS with 150 Day Order Lead time.

New Food Item Requests



All customers' new item requests (NIR) must be sent to the appropriate service agency as listed below. Service representatives are required to submit NIRs directly in STORES instead of the former manual/email process. Submissions and tracking will all be done within STORES. This change reduces the lead time for a new item to be added to the DLA catalog.

Air Force:

HQ AF Food Operations Division
AFSVC/SVOFA
Bldg 1
2261 Hughes Ave
JBSA, Lackland 78236-9854

Army EUCOM:

21st Theater Sustainment Command
Kaiserslautern, Germany
405th Army Field Support Bde. Europe and Africa

Army CENTCOM:

Theatre Food Advisor
USARCENT Food Advisor

Navy:

MSCEURAF/CTF63 Logistics Sustainment
Naples, Italy
CTF-63CLO@eu.navy.mil

U.S. Army Installation Management Command MWR:

IMCOM Europe Directorate G-9
Chef Patrick E Thomas, CMP, NCACFPSA
Executive Chef/Training Supervisor/CACFP Consultant
ServSafe Instructor/Proctor
Food Safety SME
Food Service Equipment Specialist
DSN: (314) 544-9465
CIV: 06111-43-544-9465
Cell: 0176204-66982



Class I planning considerations



Land Terrain - Depending on your geographical location, some roads, ports, and airfield infrastructures are well developed and some are not. Ensure you conduct an analysis of the site. Africa is a region that is constantly facing challenges with heavy containers on the roads. The use of 20-ft. containers is only allowed on the roads in African regions.

Bill to/Ship to DoDAAC's - The Department of Defense Activity Accounting Code is a vital piece to the ordering process. This tells DLA which accounting codes to use to bill the customer and where to ship the items. Coordinate with your command planners or finance section for existing DoDAACs. We cannot proceed with your requirements if we do not have this data.

Fund Code - This is a two character code used for disbursement of funds.

Commercial Shipping Address and Point of Contact - DLA Distribution Europe in Germersheim, Germany, requires a physical commercial shipping address of where the items will need to be delivered. We do not accept APO addresses. We will also need the point of contact that will be on ground to receive the items. A valid phone number is required, so if there is an issue with the truck delivery the vendor can contact you.

Things to think about during your planning

- Who are my strategic partners? Am I maximizing their utility in the process?
- Do I know my requirements? How much, where and when and is funding available?
- Have I identified my backwards plan from the Requested Delivery Date (RDD) of Class I to today?
- What is your lead-time until the exercise?
- Is the current pipeline sufficient to support my replenishment schedule?
- What are the risks?
- How do you think the geographical contingency deployment area will impact the end-to-end supply-chain?

Are there roads, ports, currently approved transportation rates, airfields? Any local holidays (i.e. Ramadan/Eid), seasonal/weather impacts, receiving & storage capacity, material handling equipment, refrigeration, retrograde, pork items, port custom clearance, etc.? These are all of factors that are taken into consideration when evaluating the feasibility of a course of action.

- Will this be an enduring mission? Should I begin to consider planning for a commercial solution for long term requirements up front?
- Do you have storage capability for rations?

****Staff your requirements through your appropriate channels for the right answers.***



Planning - Customer Requirements Worksheet

To ensure a timely and effective process for ordering Class I Subsistence, new customers will need to complete the **Class I Support Planning – Customer Requirements worksheet**.

The information provided will give DLA Troop Support Europe & Africa an overview of your requirements and an assessment for support. The more information provided, the better we can make effective decisions to determine an optimal support plan. Additional forms and instructions will be sent by DLA TS E&A once we determine your initial requirements.

Note: Earliest Delivery Date (EDD) and Latest Delivery date (LDD) is required for all orders along with RDD.

Critical success factors:

- Requirements - how much, where and when
- Ensure enough lead-time
- POC Information - name, email, phone number
- Approved and available funding - DoDAACs, Fund Code
- Physical commercial shipping address

Email requirements to:

dlatrpsptoprattsteam@dla.mil

Email classified or sensitive information to:

dla.rheinland-pfalz.euaftr.list.dscpe.ops@mail.smil.mil



DLA Troop Support Europe & Africa

PART I - Class I Support Planning – Customer Requirements

This is provided as a tool for planning new or non-standard support requirements to help us (DLA Troop Support Europe & Africa and DLA Troop Support) help you effectively plan a Class I support concept.

SECTION I - CUSTOMER INFORMATION

1. Required Delivery Date (RDD) of Class I Support: 15 August 15	2. Today's Date: 11 August 15
3. Request Summary/Narrative for Class I Support: Requesting CL I support for joint multinational training	
4. Customer Logistics Planner's POC name, rank, telephone, e-mail: MSgt Kenneth Escobar kenneth.escobar@dla.mil	5. POC name, rank, telephone, e-mail at Deployed Location: MSgt Kenneth Escobar kenneth.escobar@dla.mil

SECTION II - CUSTOMER REQUIREMENTS

6. Name of Exercise or Operation Operation Continuous Process Improvement	7. Country Location Germany
8. COCOM Region EUCOM	9. Projected Headcount/Number of Days to Support Operation 192 personnel / 15 days
10. Bill-to DoDAAC WKF001	15. Do you have a STORES account? <input type="radio"/> YES <input checked="" type="radio"/> NO
11. Ship-to DoDAAC WKF001	
12. Fund Code XP	
13. Signal Code A	
14. Site Location Delivery Address Need Commerical Delivery Address Mannheimerstrasse 218/219 67657 Kaiserslautern	16. Specify type of subsistence required (Operational Rations (OPRAT), Prime Vendor (PV), Fresh Fruits & Vegetables (FF&V), Local Market Ready (LMR) items) to support your Operation. <i>NOTE: If the SPV does not have the operational rations already in stock, special actions must be completed to have them bulk ordered and shipped to the supply source warehouse or other alternatives developed.</i> Requesting initial rations order of 150 cases of MRE, 10 UGR H&S, and enhancements.
17. Is there a Public Health (Veterinary) representative available in the area? No	
18. Additional Comments This is a new site location and we will establish a STORES account for continuing order in the future.	

Remarks
Throughout this process consider some points of your defined Customer requirements. This may require additional, sometimes complex steps - we must consider many facets to include, laws, regulations, limitations, etc. We will work together to assist you to establish:

- Definition of the goals and boundaries to include contractual guidelines, etc.
- Identification of the supporting data, info and intelligence that are needed.
- Clarification of the operating procedures requested.
- Benchmark current lessons learned on the current delivery system being used.
- Submit final proposal to the required agencies for review/approval (if necessary from vested stakeholders, i.e. higher military service HQs KO approval, etc.)

Think your requirements through. The more data we have the better we can make effective decisions to determine an optimal support plan – also consider air, sea, and land transport is involved.

Additional Specifics/Remarks: Please provide all information possible to help in proper/timely coordination to support your request (this does not represent an all-inclusive listing)

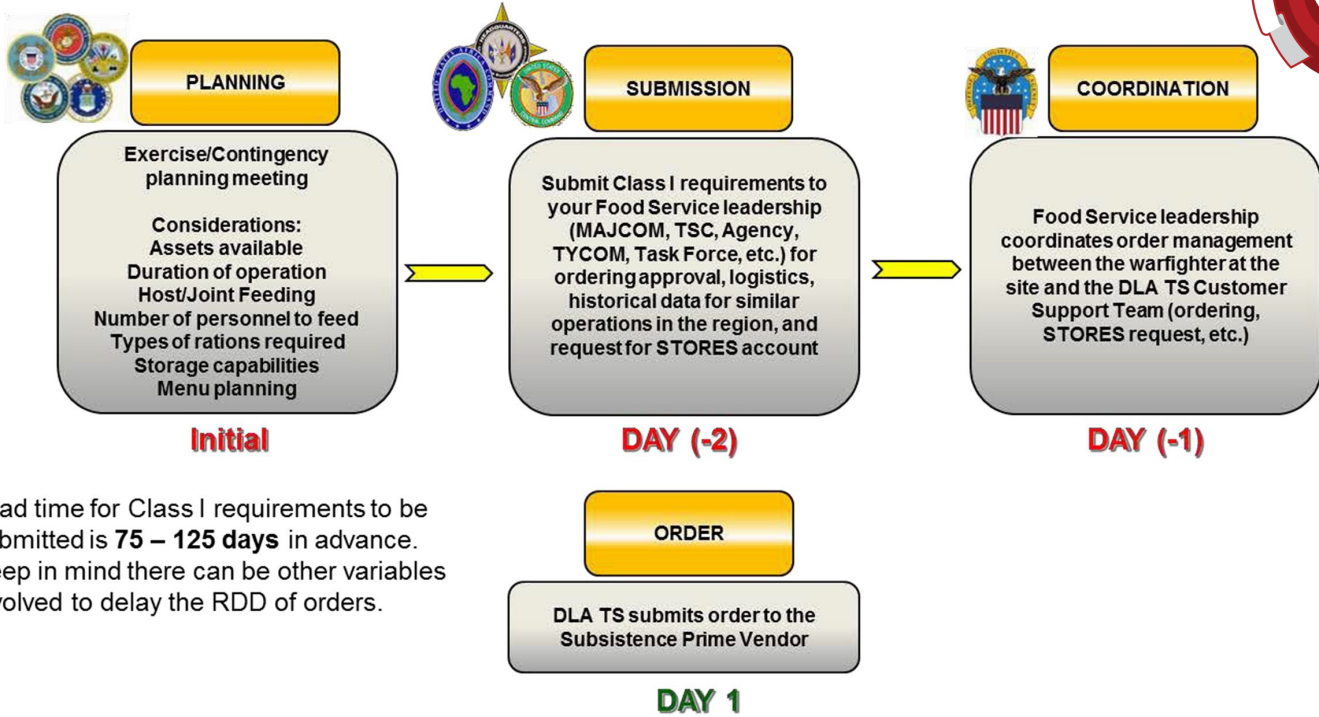
- Route/location information/intelligence - Grid Coordinates: Inclement weather details: Alternate push-to site.
- Any Class I distribution specifics you think would be useful for planning.
- Emergency Stock-on-Hand level requirements.
- Refrigeration/dry storage variables that might affect delivery capability.
- Emergency Support Stop "Bug-Out" procedures -guidance.

FOUO – UNCLASSIFIED - DLA Troop Support Europe & Africa – as of 1 May 2016

CLEAR FORM



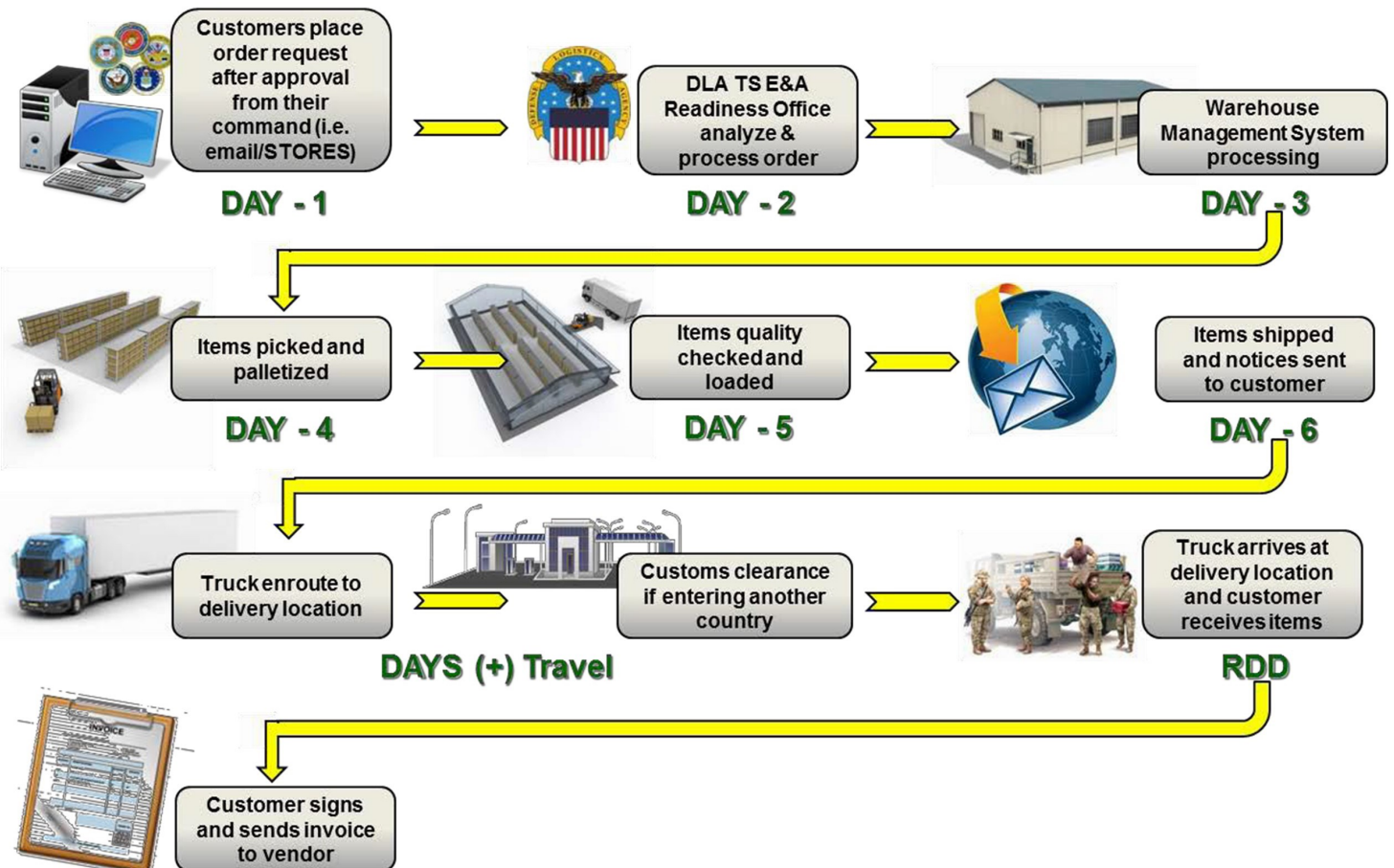
Example of Backwards Planning Order Cycle



Lead time for Class I requirements to be submitted is **75 – 125 days** in advance. Keep in mind there can be other variables involved to delay the RDD of orders.

Note: Follow your specific Standard Operating Procedures from command to prevent any delays of your order

Example of Order Cycle





Distribution and Accountability

Distribution – Once your order request has been received or approved through your command leadership (i.e. email or S.T.O.R.E.S.), DLA TS E&A will review the documents and finalize orders.

For operational rations, DLA TS E&A will forward request to DDDE (if items are in stock) or to DLA in Philadelphia (if items are not in stock) to be packaged and shipped to the delivery location.

If you require enhancements and additional support, it will be forwarded to the appropriate vendor specialist.

Most likely your products will be delivered by surface. **It is important to provide a POC on the ground at the site location to receive delivery.**

Airlift can be coordinated for delivery but will incur costs to the unit (usually airlift is for emergency situations or to meet a short notice RDD). Customers must provide an airlift memo.

Tracking, Acceptance, Receipt &

Accountability – Make sure you have a plan to properly receive and account for your Class I products. A key mitigation for fraud prevention is adequate “acceptance” of the quantity and quality validation of services performed by a U.S. military or government representative.

Having a tracking tool (i.e. spreadsheet or other helpful database) will ensure you know when items were received, ordered, issued, and how many quantities you have available for the next reorder point.

Make sure you know the support plan for customs and tracking documentation. More importantly, keep copies of your invoice receipts for documentation.

Ensure you have planned for:

- **Dry, chill, or freezer storage**
- **Material handling equipment**
- **Personnel**
- **Field kitchen**
- **Heater units for ration heat & serve products etc.**



Retrograde Planning



Retrograde operations are critical after any exercise or operation. Ensure that you consider planning retrograde operations in event your exercise or operation is cancelled, or if you have residual stocks on hand. Consider factors that prohibit the retrograde of items – Class I normally cannot be transferred from country to country due to customs issues.

Have an eat-down plan – be careful not to order in mass excess. Consider in your plan if you need to destroy/disposition any residual Class I.

Also, consider if there are other units oper-

ating in the area that need Class I and coordinate transfer of items with requesting unit. This will save tax dollars and additional requirements for Class I rations.

When Class I items are moved out of a European Union country, the items cannot be returned to the country.

Once an order has been placed and leaves the DDDE gate, the order cannot be returned. DLA does not accept buy backs or returns. Customers need to dispose, reissue, or distribute to other units that need the items.



Planning References and Considerations



This section can help exercise/contingency planners with such feeding concepts as:

- What types of meals to request
- How much feeding support is needed
- Feeding cycles

Note: This is not all inclusive. Please refer to your respective branch of service manuals, instructions, doctrines, and guidance for further information.



Army Reference



Table 4-6. Ration Pallet Planning Factors

Ration/Item	U/I	Servings per U/I	U/I per pallet	Servings per pallet	Pallet Weight	Pallet Cube	Pallet Dimension (l/w/h)
MRE	cs	12	48	576	1098	56.9	43x52x44
MCW/LRP	cs	12	48	576	758	56.9	43x52x44
HDR	cs	10	48	480	1237	56.9	43x52x44
Religious Meals	cs	12	30	360	540	56.9	43x52x44
FSR	cs	9 ¹	48	432 ²	1098	56.1	43x52x44
UGR-H&S	mod	50	8	400	1036 ³	47.8	48x40x42
UGR-A (1 box) Perishable	mod	50	24	1200 ⁴	642 ⁵		48x40x40
UGR-A (2 boxes) Semiperishable	mod	50	12	800	844 ⁵		48x40x40
Pouch Bread	bx	96	15	1440	330	51.1	48x40x46
UHT Milk	cs	27	120	3240	1970	42.8	48x40x43
Cereal	cs	72	50	3600	460	50.0	48x40x65
HCP I	bx	10	12	120	736		48x40x48
HCP II	bx	10	16	160	328		48x40x48
HCP III	bx	10	16	160	328		48x40x48
Ice					1960 ⁶		48x40x48
FF&V					1500 ⁶		48x40x48
Bottled Water (24 x 0.5 Liter)	cs	24	72	1728	2128		48x40x48
Bottled Water (18 x 1.0 Liter)	cs	18	60	1080	2620		48x40x48
Bottled Water (12 x 1.5 Liter)	cs	12	50	600	2140		48x40x48

Notes:

- The serving consists of a full day's food for one Soldier and is equivalent to three MREs.
- A pallet of FSR provides 1,296 meals (432 rations each containing the equivalent of three meals).
- The weight for UGR-H&S pallets is an average of all the menus only. Each menu weighs a different amount based on the menu.
- The number of servings on each UGR-A perishable pallet will differ depending upon the menu number.
- The weight for UGR-A pallets is an average of all the menus only. Each menu weighs a different amount based on the menu number.
- Pallet weight planning factors for bagged ice and FF&V are estimates only.

Table 3-1. Theater feeding plan time line (condition based)

Standard	Expeditionary <6 Months					Temporary <24 Months Military LOGCAP.	
	1-20 Days	21-30	31-60	61-90	91-180	181 Days to 24 Months	
Deployment Days: D+							
Method of Distribution	Push supply method = 1 - 90				Pull supply method = 91 and afterwards		
Ration Cycle	M-M-M	U-M-M	U-M-U w/one UGR-A meal every third day	U-M-U	U-M-U	U-M-U	DEPARTMENT OF THE ARMY CONTINGENCY OPERATIONS Menu
Theater Ration Mix	MRE = 100%	UGR-H&S = 34%	UGR-H&S = 56%	UGR-H&S = 34%	UGR-H&S = 10%	UGR-H&S = 05%	Force Provider, LOGCAP or Direct Contract:
		MRE = 33%	MRE = 33%	MRE = 33%	MRE = 20%	MRE = 15%	90% supported by SPV platform,
		MRE = 66%	UGR-A = 11%	UGR-A = 33%	UGR-A+ = 70%	UGR-A+ = 80%	10% is combination of MREs & UGRs
Facilities	MKT, AK, CK, Tents, Refers				MKT, CK, Unit Tents, Force Provider, Refers		Force Provider, LOGCAP, and SPV
<p>Note: Units deploying into developed areas may move directly into the temporary standard depending upon their mission and the theater logistical capabilities at that location.</p> <p>Ration Cycle Legend: M = MRE U = UGR-H&S or UGR-A UGR-4+ = UGR-A with Short Order Supplemental Menus</p> <p>Abbreviation Legend: AK = Assault Kitchen Refers (or reefer) = refrigerated containers CK = Containerized Kitchen SPV = subsistence prime vendor LOGCAP = Logistics Civil Augmentation Program UGR = unitized group ration MKT = Mobile Kitchen Trailer UGR-A = UGR, A-ration MRE = Meals Ready to Eat UGR-E = UGR, express UGR-H&S = UGR, heat and serve</p>							

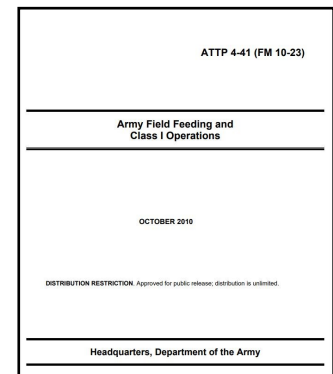
Bulk Water

3-33 Class I planners must coordinate potable water requirements for field kitchen and garrison-type dining facility operations. Basic U.S. food service preparation and sanitizing water planning factors based on U-M-U ration cycle are as follows:

- Field kitchen 1.75 gallons per soldier per day
- Force provider 2,063 gallons of water per day per force provider package
- EPWs 1.75 gallons of water per day per EPW
- Hospitals 1.75 gallons each per patient and staff member per day

Ref: ATTP 4-41 (FM 10-23)

Army Field Feeding and Class I operations





Army Reference



Table 4-5. Shelf life planning factors

Estimated maximum storage life in months			
Item	40°F	80°F	100°F
MRE	60	36	6
MCW/LRP	8	48	18
UGR-H&S	24	18	3
UGR-E	24	18	3
UGR-A	3 months for CONUS delivery and 5 months for OCONUS delivery (at 0°F for perishables and 80°F for semiperishables)		
UHT Milk	10 months at 80°F (unopened)		
Religious Meals	6 months at 80°F		
TOTM	12 months at 80°F from time of delivery to the customer		
FSR	24 months at 80°F		
Medical Diet Field Feeding Supplement	12 months at 80°F		
HCPs (Types I, II, III)	24 months under storage conditions of 50°F to 72°F		

Note: The Army no longer recognizes the 40-degree extended shelf life.

Table 4-7. Ground vehicle ration pallet positions

Vehicle	Pallet Positions
5 Ton Truck Gate Up	4
5 Ton Truck Gate Down	6
M871 22.5 Ton Trailer	12
M872 34 Ton Trailer	18
M977/985 MEMTT Truck	8
M1078 LMTV, 2.5 Ton	3
M1085 FMTV, 5 Ton	4
PLS Flatrack	10
Legend: M = military HEMTT = heavy expanded mobility tactical truck LMTV = light medium tactical vehicles FMTV = family of medium tactical vehicles PLS = palletized load system	

Table 4-8. Pallet planning factors for 463L pallets and international standards organization containers

Ration/Item	463L Pallet	20-FT ISO Container	40 FT ISO Container
MRE	8	16	36
MCW/LRP		20	40
HDR		16	32
Religious Meals	8	20	40
UGR H&S	8	20	40
UGR-A Perishable		20	40
UGR-A Semiperishable		20	40
UGR E		20	40
UHT Milk	4	10	20
Pouch Bread	8	20	40
Cereal			
HCPs (Types I, II, III)		16	40
Legend: MRE = meals ready to eat MCW = meals cold weather UGR = unitized group ration UGR A = UGR A rations UHT = ultra-high temperature LRP = long range patrol HDR = humanitarian daily ration UGR H&S = UGR heat and serve UGR E = UGR express HCPs = health and comfort packs			



Army Reference



UHT Milk

4-48. UHT milk (table 4-1) is fresh milk, which has been processed with a technology called ultra high temperature. The UHT treatment ensures maximum microbe inactivation, while preserving the maximum flavor, taste, and nutritional value. The aseptic packaging system protects the product from air and light and guarantees long shelf life without the need for refrigeration. This item is used by the Armed Forces as a mandatory supplement for operational ration feeding during operations which do not have refrigeration capability or have very limited capability. It is used in situations that do not permit resupply of perishable foods. Available flavors include chocolate and strawberry as well as common white milk used with cereal or as a drink. Food service operators should note that lactose-free UHT milk is also available for diners who are lactose intolerant.

Table 4-1. Approved milk

<i>ITEM</i>	<i>National Stock Number</i>
Milk, Fresh 1% Pint Container	Local National Stock Number
Milk, Reduced Fat, Shelf Stable, ½ Pint Container	National Stock Number
Chocolate Ultra-high temperature	8901-01-474-2621
Strawberry Ultra-high temperature	8901-01-474-2680
White Ultra-high temperature	8910-01-474-2623
Milk, Soy, Shelf Stable, Pint Container	National Stock Number
Chocolate	8910-01-506-5245
Strawberry	8910-01-506-5249
White	8910-01-506-5239

Note: Strawberry UHT is only for CONUS; NSN numbers are likely to change



Army Reference



Meal Enhancements

4-49. Enhancements are additional item components added to operational rations to provide increased Soldier acceptability. Enhancements are authorized for MREs when they are the sole daily diet for a period to exceed 21 days. Enhancements for the MRE should include hot or cold beverages, soups, hardy fresh fruits, vegetables, cereal, and bread. Authorized enhancements (table 4-2) should be issued with all UGR menus.

Table 4-2. Authorized enhancements

ITEM	ISSUE FACTOR	NSN
FRESH FRUITS	Two different fruit varieties per meal are authorized	
Apples	18 pounds (lb) per 50 persons	8915-01-088-8749
Bananas		8915-00-126-8748
Oranges		8915-00-616-0211
Pears		8915-00-126-8805
Plums		8915-00-126-8806
SEASONAL FRUITS		
Cantaloupes	21 lb per 50 persons	8915-00-126-8801
Honeydew Melons	21 lb per 50 persons	8915-00-127-4360
Nectarines	18 lb per 50 persons	8915-00-238-7120
Watermelons	26 lb per 50 persons	8915-01-077-6178
ASSORTED DRY CEREAL (BOWL PACKS)	50 Individual packs per 50 persons for each breakfast meal.	
SALAD ITEMS	Issued for each lunch/dinner meal.	
Salad, Mixed, Bag	5 lb per 50 persons	8915-01-416-5712
Cucumbers	2 lb per 50 persons	8915-00-252-3788
Onions, Yellow Dry	2 lb per 50 persons	8915-00-228-1947
Radishes, Fresh Red	1/2 lb per 50 persons	8915-00-816-0027
Spinach	2 lb per 50 persons	8915-01-407-5790
Lemons	2 lb per 50 persons	8915-00-582-4071
SALAD DRESSING, INDIVIDUAL PACKS	(Lite or Regular)	Two different salad dressings per meal may be issued.
Blue Cheese	150 7/16 oz packages per 50 persons	8950-00-328-6725
French		8950-00-975-3509
Italian		8950-01-031-9148
Ranch		8950-01-361-6889
Thousand Island		Use local NSN
VEGETABLES FOR HAMBURGER MEALS		
Tomatoes	6 lb per 50 persons	8915-00-582-4059
Lettuce	4 lb per 50 persons	8915-00-117-3358
Onion, Yellow	3 lb per 50 persons	8915-00-228-1947
Cheese, American, Processed, Sliced	5 lb	8915-00-656-0993
ITEMS FOR STEAK MEALS		
Potatoes, White, Fresh, Baking	28 lb per 50 persons	8915-01-E19-2513
Sour Cream, 1 ounce (oz) package	50 packages per 50 persons	8910-01-E09-2553



Marines Corps Reference



2. Marine Corps Expeditionary Feeding Policy. All operating forces should develop a training program during peacetime that will characterize how they will fight in war to maximize combat readiness and efficiency. Expeditionary feeding consists of the right mix of personnel, rations, equipment and training in order to support the MAGTF Commander's expeditionary operations worldwide. **The Marine Corps policy for expeditionary feeding is one individual ration and two hot UGR meals per day.** Preferably, the individual ration will be served for lunch, and hot meals served for breakfast and dinner. The primary rations for hot meals during all field feeding are the UGRs. For menu planning and generating unit requirements, an individual ration does not constitute a hot meal. The inclusion of two UGR meals in the standard of three quality meals per day is based on units having the required food service specialists, support personnel, equipment, and supply chain necessary for implementation. Commanders should not attempt to feed UGRs if these requirements are not available.

5. Operation Plan (OPPLAN). Proper budgeting, planning, coordination, and management are essential to successfully provide food service and subsistence support to meet the overall mission/objective. The OPPLAN and the approved feed plan will identify when distribution units and equipment will become operational and when each type of ration will be available for issue. Operation plans are outlined in Annex D of the Operations Order. At the Marine Corps Forces/MEF Level, force commanders are responsible for determining the operation feed plan. MAGTF FSOs serve as the subject matter expert to the commander regarding the recommended operational feed plan.

Duration of Exercise	Ration	Equipment	Days	Meals
Day 1 - 5	MRE	NA	Days 1 - 5	3 Meals
Day 6 - 30	MRE	NA	Day 1	3 Meals
	UGR-H&S UGR-M MRE	TRHS/E-TRHS NA	Day 2 - 30 Day 2 - 30	2 Meals (Brk/Din) 1 Meal (Lunch)
Day 30+	MRE	NA	Day 1	3 Meals
	UGR-H&S UGR-M MRE	TRHS/E-TRHS NA	Day 2 - 30 Day 2 - 30	2 Meals (Brk/Din) 1 Meal (Lunch)
	UGR-M MRE	EFK NA	Day 31 - Completion Day 31 - Completion	2 Meals (Brk/Din) 1 Meal (Lunch)

Figure 21-1. -Food Service Operational Planning for Training Exercises

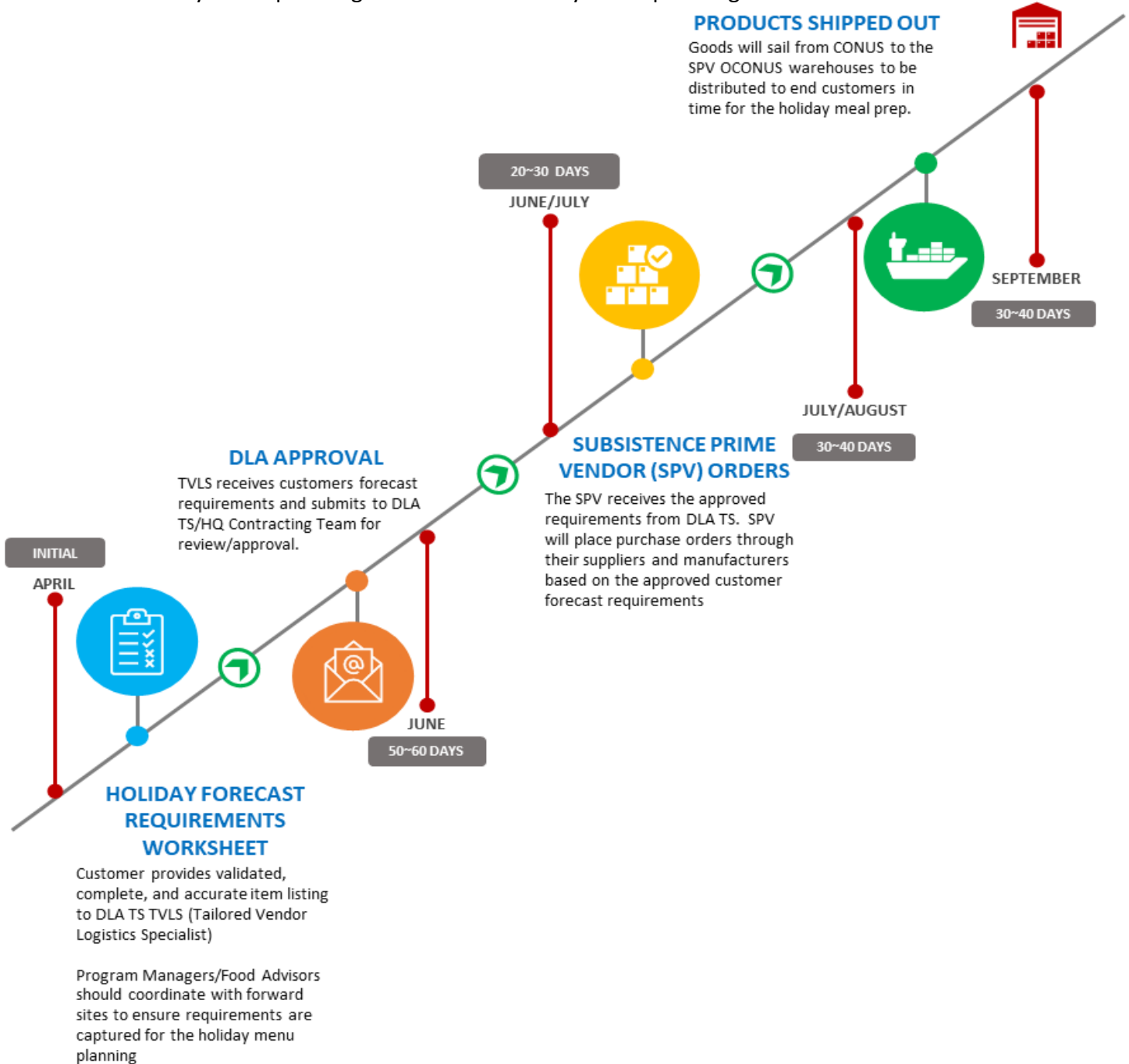
Duration of Exercise	Ration	Equipment	Days	Meals
Day 1 - 20	MRE	NA	Days 1 - 20	3 Meals
Day 21 + - 20% of personnel	MRE (Incorporation of hot meals)	NA	Day 21 +	3 Meals
Day 21 + - 50% of personnel	UGR-H&S MRE	TRHS E-TRHS NA	Day 21 + Day 21 +	2 Meals (Brk/Din) 1 Meal (Lunch)
Day 21 + - 30% of personnel	UGR-M MRE	EFK NA	Day 21 + Day 21 +	2 Meals (Brk/Din) 1 Meal (Lunch)

Figure 21-2. -Food Service Operational Planning for Deployment

HOLIDAY BACKWARDS PLANNING ORDER CYCLE



This is an example of a Thanksgiving menu forecast requirement. This concept can be applied to all other holiday menu planning events. other holiday menu planning events.



Some AOR's may have shorter or longer lead-times. Estimate lead-times based on an aggregate average of variables; subject to external variables such as geo-political issues, routes statuses, rates, customs clearance issues, etc. Coordinate with your AOR DLA Customer Support Team for specific tailored timeline per AOR.
***Note:** Thanksgiving & Christmas Requirements habitually are coordinated and ordered at the same time.
Coordinate with your respective DLA TS TVLS team for assistance in submitting forecast requirements and/or new items to be added on the catalog.



Field Feeding & Food Service Equipment

DLA offers a full line of equipment for preparing food in the galley, dining facility and in the field.

Field Feeding Equipment includes end items and parts for:

- Mobile kitchen trailers
- Food sanitation center
- Company-level field feeding kitchen
- Modular field kitchen
- M59A Range Outfit
- Modern Burner Unit
- Tray Ration Heater
- And more ...



DLA Troop Support Europe & Africa has coordinated the delivery of two Army food trucks to Germany to help provide soldiers a variety of meals on the go.



Food Service Equipment

Beverage Dispensers • Bread Slicing & Wrapping Machines • Broilers • Cabinets • Coffee Makers • Cooker
Steam Cook-Chill Equipment • Dishwashing Machines • Display Cases • Dough Machines • Food Warmers
Food Blenders & Cutters • Food Warming Cabinet • Fryers • Deep Fat Grills • Electric & Gas Griddles
Hot Food Wells • Ice Cream Makers • Ice Maker/Dispensers • Kettles • Steam Jacketed Meat Slicers
Steam Kettles • Meat Tenderizers • Microwave Ovens • Mixers • Food Mixing Machines • Molding Machines
Naval Shipboard Galley Items • Popcorn Machines • Pot Scrubbers • Utensil Washers Racks • Food Range
Convention Oven • Refrigerator/Freezer Combinations • Saws • Meat Cutting • Thaw Boxes • Meat Tables
Food Preparation • Toasters • Vegetable Peelers • Vegetable Cutters & Slicers • Waffle Makers



STORES - AMPS

STORES Role Request Process for Customers

The Subsistence Total Order and Receipt Electronic System (STORES) is a web-based system that enables customers to order and receipt Subsistence products. In order to gain access to STORES, new users must first create an account and request access through the Account Management and Provisioning System (AMPS). The STORES/AMPS process insert that follows on the next 15 pages outlines the step-by-step process.



Customer Complaint Reporting Procedures



- ❑ All customers should notify the following DLA Troop Support Europe & Africa teams within 72 hours of identification of a discrepancy or incident with Class I subsistence items:

Customer Ops (UFO) - TrpSptEACustOpsUFO@dla.mil

Customer Engagement (UFE) – TrpSptEACustEngmtUFE@dla.mil

Food Safety & Quality Assurance (UQ) - DLATroopSupportEAFoodSafetyQAUQ@dla.mil

- ❑ For U.S. ARMY, U.S. NAVY, USMC customers: U.S. Army Medical Food Inspectors will provide the MEDCOM Form 817 Quality Assurance Representatives Correspondence and if applicable, the DA Form 7538 . Where no US Army Medical Food Inspectors are present, a Memorandum for Record must be submitted.
- ❑ For U.S. AIR FORCE customers (USAFE/SGPM): Personnel will provide pertinent information concerning customer complaints by submitting a Memorandum for Record.

The following pages include examples of forms customers need to file a complaint:

- 1. Sample Memo for Record**
- 2. MEDCOM Form 817**
- 3. DA Form 7538**

Sample Memo for Record



Unit Letterhead

OFFICE SYMBOL

DATE

MEMORANDUM FOR: DLA Troop Support Europe & Africa, Food Safety & Quality Assurance

FROM: Unit Submitting Report

SUBJECT: Customer Discrepancy Report for Subsistence

PURPOSE: To report incidents, issues or discrepancies when receiving Class 1 subsistence items at your location.

Summarized paragraph to report the 5 W's (Who, What, When, Why, & How)

Include the following:

Date of Receipt:

PCFN #

Container #

TCN #

Purchase Order/s:

Conveyance of Delivery: Military Air, Ground Transport Subsistence Type: Perishable, Semi-Perishable or Both

Nonconformance Issue: (i.e. Mold Found, Damaged to Product, Discoloration, etc)

Quantity of Effected Product:

Disposition of Product: (i.e. On Medical Hold, Recalled, etc)

*** REQUIRED INFORMATION**

Point of Contact/s: Unit contact representative reporting issues or discrepancy with Tel# (COM, DSN) include email.

Signature Block

Unit Contact Representative

Enclosures: Required: Include Copies of Purchase Order, Invoice Statement, DD250 Form & (If Possible) Pictures of Items Affected Product.

MEDCOM Form 817

QUALITY ASSURANCE REPRESENTATIVE'S CORRESPONDENCE

For use of this form see MEDCOM Sup 1 to AR 40-657, the proponent agency is MCCS-HV

1 TO:		2 FROM: (Name, address, ZIP Code, and office telephone number)	
3. CONTRACT: (P.O., OR O.I. NUMBER)	4. ITEM		
5. PRIME CONTRACTOR: (NAME, ADDRESS AND ZIP CODE)		6. PLANT: (NAME, ADDRESS, AND ZIP CODE)	
7. SIGNATURE OF QAR		8. DATE	



Clothing & Textiles | Class II

The Clothing and Textiles supply chain provides clothing, textiles and equipment to U.S. service members, other federal agencies and partner nations.

- Utility uniforms, boots, socks and undergarments
- Organizational Individual Equipment
- Dress uniforms and shoes
- 20 AAFES Military Clothing Sales (EUCOM/CENTCOM)
- Ecclesiastical Items
- Tents
- Combat protective helmets
- Chemical protection suits
- Mission Oriented Protective Posture "MOPP" gear
- Flags (Presidential, Vice Presidential, Battalion and Brigade)

***Europe and Africa C&T
Program email:
DSCPE.CT@dla.mil***



Masks/Face covers | KN95/N95/FFP2



DLA Troop Support has prepositioned Personal Face Masks KN95 FFP2 at DLA Distribution Europe (DDDE), Germersheim. 4240-F00000760– \$113.60 per BX (40 per BX). LSN is a commercial product and are available to order.

Who can order: Department of Defense (DoD), other federal and authorized local agencies with an established DODAAC that register as customers in FEDMALL

Why: In accordance with the current Rhineland-Pfalz host nation ordinance, effective 1 February 2021 and until rescinded, you are required to wear a KN95/N95/FFP2 or medical-style surgical face mask when visiting all retail establishments, post offices, all AAFES and DECA facilities, legal assistance offices, banks or any location providing goods or services to personnel on U.S. Army Garrison Rhineland-Pfalz installations and Ramstein Air Base.



For more information on any masks/face covers,

Email: lumber@dla.mil

How to Order:

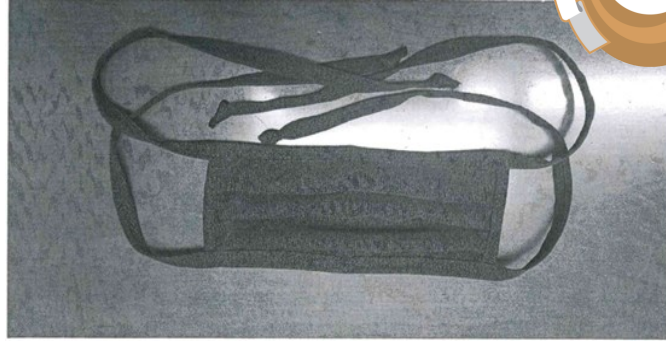
1. Go to FedMall <https://www.fedmall.mil/index.html>
2. For OCONUS orders, use A04 (for other-overseas shipment). In FedMall use the appropriate A0_ (A zero_) transaction and place the order or use the attached spreadsheet to create the order and copy and paste Column 'R' into FedMall Freeform.
3. If there is more than one line, copy and paste column R into Notepad and use Bulk Upload to upload the orders and process.
4. The attached spreadsheet has red triangles in the corner with instructions on each box.
5. The NIIN and quantity columns have a green triangle telling you to put an apostrophe (') prior to the number ('0123456789) or quantity ('00002) to keep the preceding zeros or the order will not process correctly.
6. There are 2 spaces between the NIIN and Unit of Issue, and 3 spaces between Fund Code and Project Code. Any fields that you leave blank, you must enter that exact number of blank spaces for each field, such as Distribution Code must have 3 blank spaces if you do not use the field.
7. Line 2 on the spreadsheet is a sample of what your order should look like when you get to Column R.

Please also refer to the Quick Start Guide and Self Help sections on the FedMall homepage at: <https://www.fedmall.mil/index.html>

Masks/Face covers



With elastic ear ring



With adjustable tie ear loop

DLA supplies cloth face covers (Non-Medical, Non-Industrial) that provide users with limited protection from the spread of Coronavirus. The covers are primarily designed to keep the wearer from touching their face, nose, or mouth.

The covers are a double-ply fabric, rectangular with two pleats. They come in either elastic ear loops or adjustable tie ear loops. The coverings are washable, reusable and one size fits most (no sizing offered).

The following types and colors are available through FEDMALL:

- Woven Cloth Masks – reusable, 4 colors
- Black 8415-01-688-9494 (Adjustable Tie Loop)
- Black 8415-01-687-7080 (Elastic Ear Loop)
- Black 8415-01-688-9494 (Elastic Ear Loop)
- Hunter Green 8415-01-687-5541 (Elastic Ear Loop)
- Hunter Green 8415-01-688-9516 (Elastic Ear Loop)
- Light Grey 8415-01-687-5812 (Elastic Ear Loop)
- Coyote 8415-01-687-7077 (Elastic Ear Loop)

* Multiple color NSNs denote different manufacturer

Low-Cost Facial Mask

NSN

8415-01-692-0469

Price

1,010.00

Size

Face covers are one size fits all

Package

1CS = 500 masks

(masks are in individual package)

Characteristics

The face cover is made of at least two layers of cloth. It covers the user's face from nose to chin and fits comfortably against the side of the face with elastic ear loops. Construction and materials allow for breathing without restriction and does not restrict the user's vision or movement.

The face cover can be used multiple times without damage to or change of face cover. The face cover is a solid white color, and does not contain any writing, logos, or designs on the exterior portion of the face cover. The face cover does not contain any anti-microbial or anti-viral finishes or chemicals.

The contractor will provide one set of instructions for proper care and use in each unit pack. If the face cover is intended to be laundered, detailed laundering instructions will be included.

***PLEASE NOTE: NSN 8415-01-692-0469 is an alternate for 8415-01-687-7644**



Ecclesiastical/Religious items

DLA also supports America's service members with ecclesiastical items through the Clothing & Textiles supply chain to help them practice their religion wherever they are. There are more than 750 ecclesiastical items available, including:

- **Religious foods**
- **Seder kits**
- **Ashes (for Ash Wednesday)**
- **Palm leaves**
- **Congregation pews**
- **Torah scrolls**
- **Rosaries**
- **Prayer rugs**
- **Religious texts (Bibles, Korans)**
- **Clothing**
- **Chaplain kits**
- **Altars, pews, pulpits, hymnal boards**
- ***And much more ...***

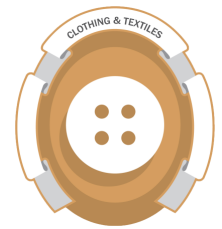
Customer orders of these items tend to increase during holiday times, including Easter, Passover and Ramadan, where service members may find comfort in knowing C&T can provide religious items necessary for their respective practice.



For additional support or questions, please contact the Office of the DLA Chaplain: DLAChaplain@dla.mil

For customer support; email DSCPE.CT@dla.mil

Commercial Cold Weather Clothing



Commercial off-the-shelf cold weather items and brands are available for military customers to order.

Items

Balaclavas, Boots (Regular & Wide sizes), Gaiters, Gloves, Mittens, Trigger Finger Mittens, Socks, ECWCS layers, Hand Warmers and more.

Brands

Brands include Outdoor Research, Belleville, Danner, Rocky, Darn Tough, Wild Things, Revision Military, FITS

CONVOY GLOVES



Manufacturer: OutDoor Research

FIREBRAND TRIGGER MITTS - USA



Manufacturer: OutDoor Research

FIREBRAND TRIGGER MITTS - USA



Manufacturer: OutDoor Research

EXPEDITION CROCODILES - USA



Manufacturer: OutDoor Research

WB FS BALACLAVA - USA



Manufacturer: OutDoor Research



Manufacturer: Darn Tough (U4050)



Manufacturer: Belleville (C-755)



Manufacturer: Rocky (RKC 100)



Manufacturer: Danner (TFX 1200)

For more information, email: DSCPE.CT@dla.mil



Shelters and Tents

DLA also offers military specific (MILSPEC) and commercial off-the-shelf shelters and tents.



A DRASH tent is one of the commercial shelter systems available through DLA.



This modular command post is one of the MILSPEC tents available through DLA.



For more information, visit the DLA Shelters and Tents webpage:

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

Or email: DSCPE.CT@dla.mil

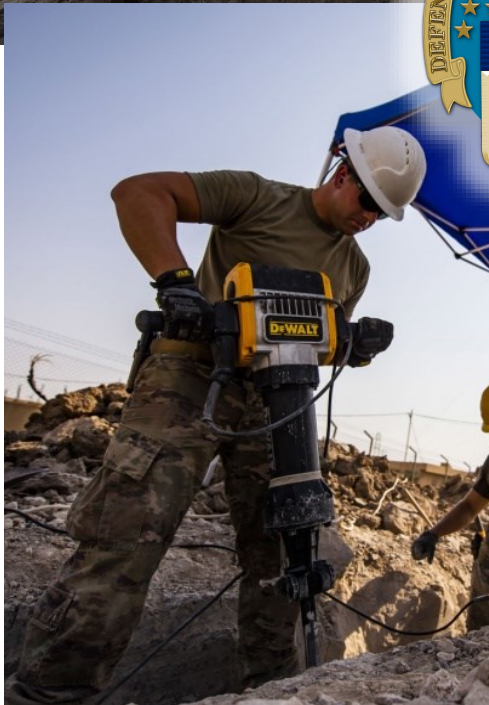


From lumber and light bulbs to bulldozers

Construction & Equipment support includes:

- **Special Operational Equipment**
- **Maintenance, Repair and Operations**
- **Metals**
- **Lumber**
- **Fire & Emergency Services Equipment**
- **Heavy Equipment**
- **FSG 80**
- **Safety, Rescue and Diving**
- **Containers and RFID Tags**
- **Lighting**
- **Appliances**
- **Material Handling Equipment**

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Facilities Maintenance, Repair, and Operations

MRO Tailored Logistics Support Program

Program email: trpspt.ea.mro@dla.mil

1. MRO Program Introduction



The Facilities Maintenance, Repair and Operations (MRO) Tailored Logistics Support (TLS) Program is managed by the Defense Logistics Agency (DLA) Troop Support Europe and Africa. The MRO Program enables our customers to order supplies and equipment to fulfill their facilities' MRO missions. It is a contractually controlled relationship between the ordering activity (customer), TLS contractor, and DLA Troop Support E&A.

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

2. Facilities MRO Program

2.1 Program Overview:

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

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:

- Appliances
- 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.

MRO Tailored Logistics Support Program



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).

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
- 24/7 Support
- 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) or military interdepartmental purchase request (MIPR).

2.5 Benefits:

- DLA Troop Support E&A 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

MRO Tailored Logistics Support Program



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.

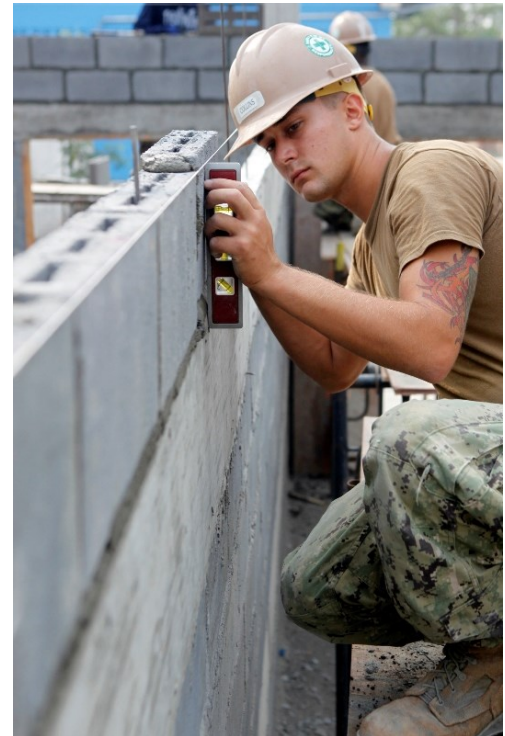
3.2 The Pre-Order Process:

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 TLS contractor with a funded document number (MILSTRIP requisition) 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, 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 contractor receives proper authorization from the customer to proceed with the order, the TLS contractor submits the order to DLA for fair and reasonable price determination, approval, and award.



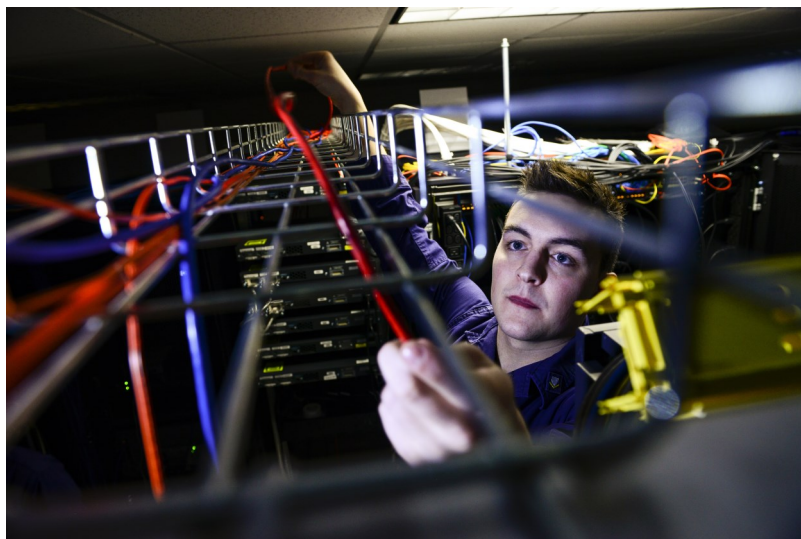
MRO Tailored Logistics Support Program



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 contractor
- 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 Contractor Name:
 - ◆ Customer DoDAAC:
 - ◆ Customer POC with email address
 - ◆ Financial POC with email address
- Email copy of the completed MIPR Form DD 448, 7600A and 7600 B with the TLS contractor quote to the DLA Troop Support MRO MIPR mailbox: trpspt.ea.mipr@dla.mil



Note: A 7600B will be requested but must be provided with a signed 7600A

- 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 E&A 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 E&A TVLS.
 - ◆ Assign a MIPR control number to track customer obligations against the MIPR.
- Please contact the MRO TVLS when using a document number or a MILSTRIP requisition to fund your requirement if you need assistance.

MRO Tailored Logistics Support Program



4. MRO E&A supported regions:

Your material's delivery destination determines which MRO vendor will provide support.

Europe Zone 1 North of the Alps Countries Noble Supply and Logistics			
Andorra	Denmark	Latvia	Romania
Armenia	Estonia	Liechtenstein	Russia
Austria	Finland	Lithuania	San Marino
Azerbaijan	Georgia	Luxembourg	Slovakia
Belarus	Germany	Moldova	Sweden
Belgium	Hungary	Netherlands	Switzerland
Bulgaria	Iceland	Norway	Ukraine
Czech Republic	Ireland	Poland	United Kingdom

Europe Zone 2 South of the Alps/Mediterranean Countries SupplyCore, Inc.			
Albania	Greece	Malta	Spain
Bosnia and Herzegovina	Holy See	Monaco	Turkey
	Israel	Montenegro	Morocco
Croatia	Italy	Portugal	Algeria
Cyprus	Kosovo	Serbia	Libya
France	Macedonia	Slovenia	Tunisia

Africa Region TWI USA, LLC				
Angola	Côte d'Ivoire	Guinea-Bissau	Niger	South Africa
Benin	Democratic Republic of the Congo	Lesotho	Nigeria	South Sudan
Botswana		Liberia	Republic of the Congo	Sudan
Burkina Faso	Djibouti	Kenya		
Burundi	Equatorial Guinea	Madagascar	Rwanda	Tanzania
Cameroon	Eritrea	Malawi	Sao Tome and Principe	Togo
Cape Verde	Ethiopia	Mali		
Central African Republic	Gabon	Mauritania	Senegal	Western Sahara
	The Gambia	Mauritius	Seychelles	
Chad	Ghana	Mozambique	Sierra Leone	Zambia
Comoros	Guinea	Namibia	Somalia	Zimbabwe



DLA Troop Support

Tailored Logistics Support Program:

Special Operational Equipment (SOE)

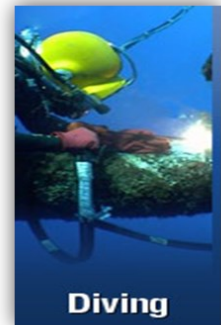
Special Operational Equipment Tents

Fire Emergency Services Equipment (F&ESE)

DLA TS E&A Contact E-Mail: lumber@dla.mil

The Special Operational Equipment tailored logistics support program enables you to order a variety of commercial, off-the-shelf items such as:

- Survival gear
- Tactical equipment
- Personal protection equipment (gloves, spectacles, goggles, etc.)
- Protective eyewear and vision enhancing equipment
- Escalation of force equipment
- Visit board search and seizure
- Scuba gear and misc. diving equipment
- Thermal protection equipment
- Surface supplied diving equipment
- Communication devices (walkie-talkies, two-way radios, etc.)
- Hyperbaric instrumentation & equipment and saturation equipment
- Compressors and air purification systems
- Lifesaving/search and rescue equipment
- Underwater tools
- Air crew support and Flight deck safety items
- Protective gear, misc. apparel
- Load carrying equipment (vests, backpack systems, trunk lockers, etc.)
- Lethality support items (slings, holsters, straps, fasteners, reflective belts, etc.)
- Mountain climbing equipment



The Fire Emergency Services Equipment tailored logistics support program enables you to order a variety of commercial, off-the-shelf items such as:

- Firefighting (hoses, hose fittings, tools, gloves, ladders, burn houses, etc.)
- Safety (goggles, warning signs, protective clothing, etc.)
- Rescue (harnesses, propel gear, extraction equip., jaws of life, etc.)
- Environmental (CBRN items)
- Hazardous material (HAZMAT) (decontamination equip)
- Domestic preparedness (alert systems)
- First responder (communication & rescue equip.)
- Search and rescue (rescue vehicles, harnesses, ropes, other emergency response equipment)
- Fire alarm systems
- Suppression, Surveillance, Emergency Station Vehicle Exhaust & Vent Systems
- Breathing Apparatus
- Hoses, Nozzles
- Thermal imaging equipment
- Ladders
- Extinguishers

Why SOE?

- One-stop shopping
- More access to a wide range of high-quality commercial products
- 24/7 vendor support
- Routine/emergency/surge coverage
- Improves readiness & response times
- Improves product availability and offers greater flexibility
- Electronic ordering
- Lessens your administrative burden
- No min/max dollar limit on orders
- Favorable product pricing through leveraged buying
- Reduce inventory and delivery rates
- Items comply with DOD regulations



Scope Determinations for SOE, Tents, F&ESE

- Each line item of each order is reviewed independently for scope determination and must be approved prior to solicitation. Each order request stands alone and is evaluated for scope separately from other requests.
- Additional information must be populated on the Order Request spreadsheet:
 - ◆ The intended use narrative of the line item
 - ◆ Further description of how the item is within scope of the program
 - ◆ Detailed description of exactly what the item is
 - ◆ Statement of Work if service or installation required.
- Incidental Services & Training
 - ◆ Related direct to items of supply allowed under the scope of the contract
 - ◆ Excludes some OCONUS locations (Japan, Korea, CENTCOM, Djibouti, Guantanamo Bay)
 - ◆ Should be ordered at the same time as supplies

How SOE works

1. Customer submits registration with Financial POC information/completes order request form to: SOEOrders@dla.mil &

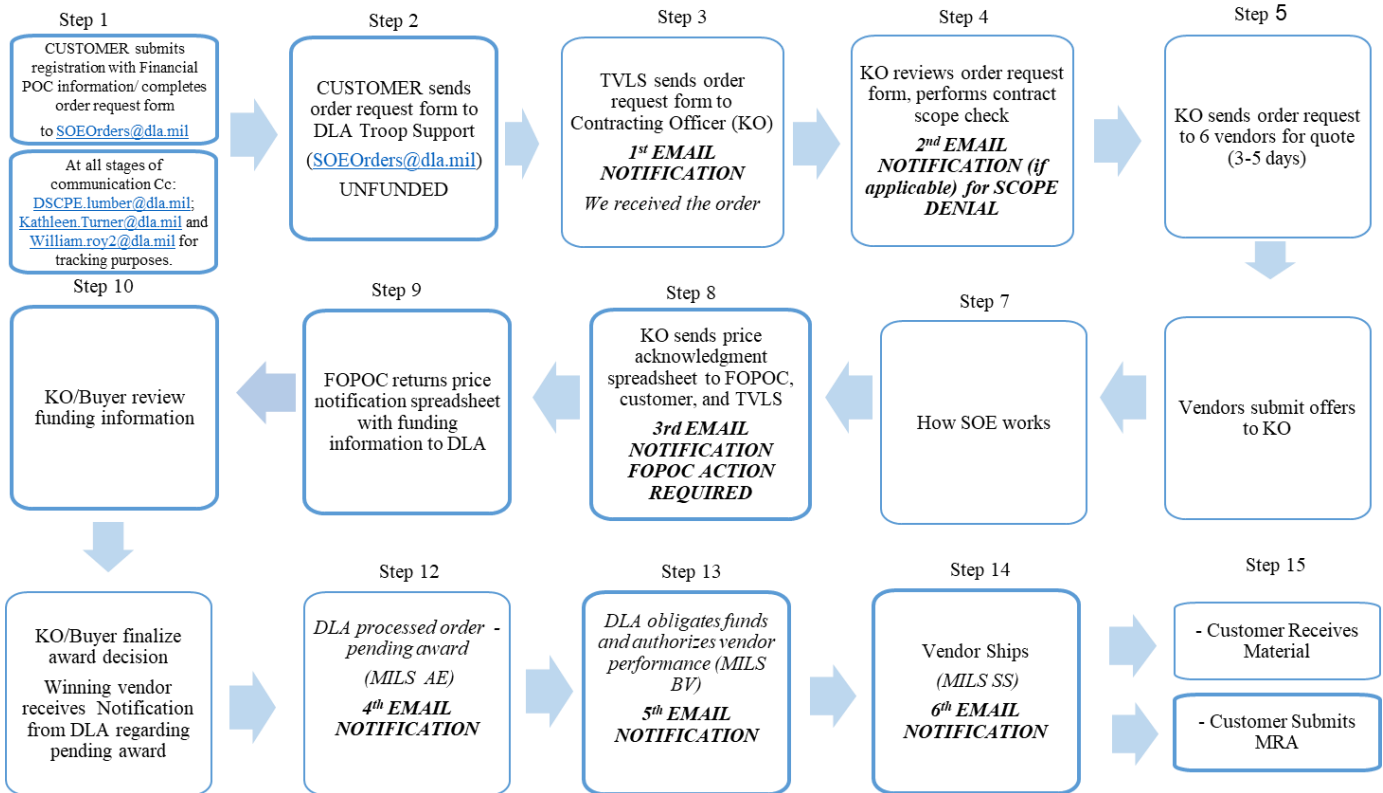
2. DLA reviews each line of the order to determine if it's within scope and then requests quotes from contracted vendors for material within scope.

3. DLA provides pricing to FOPOC for review. FOPOC returns funding document and completed Price Acknowledgement Sheet to DLA.

4. DLA finalizes award, funding is obligated and vendor ships order to customer.

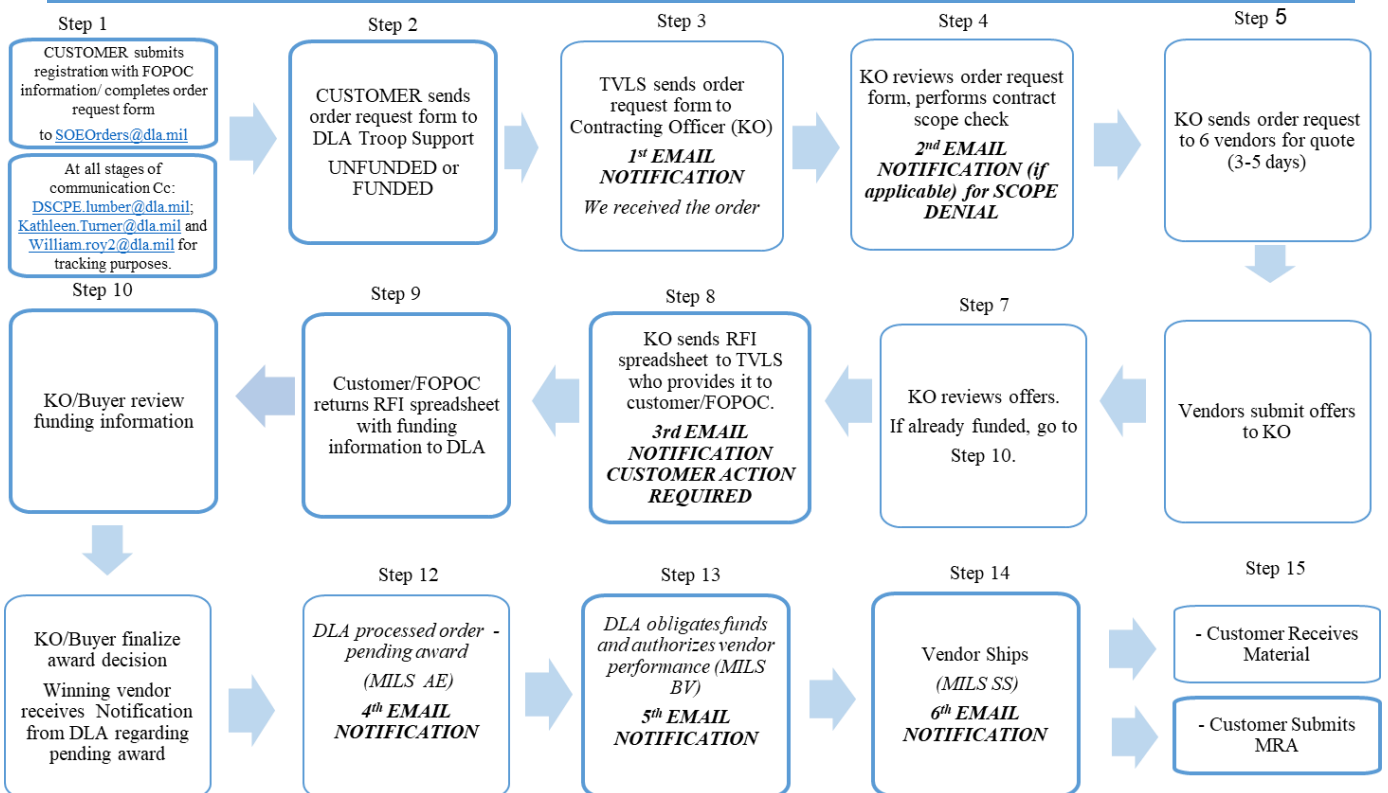
SOE & F&ESE Order Process Flowchart

(each line item is reviewed independently)



Tents Order Process Flowchart

(each line item is reviewed independently)





From first aid kits to full hospital equipment

Medical support includes:

- Pharmaceuticals
- Medical/Surgical items
- Navy Fleet medical items
- Capital Equipment
- Vaccines
- Nerve Agent Antidotes
- Bandages and Military Dressings
- Medical Assemblies/Kitting



DLA now supports foreign militaries with a full line of medical, surgical and hospital supplies

A first-of-its-kind contract leverages the full capability of the DLA’s Medical supply chain in support of foreign military customers. The tailored logistics support contract is managed by DLA Troop Support Europe & Africa.

Multiple vendors have been awarded contracts as part of this Medical FMS TLS prime vendor program. With five established contracted vendors, the ordering process for medical FMS items is streamlined. Each of the vendors will compete to provide the required medical items based on several criteria to determine the best value, including product availability and lead times. This program has a period of performance of five years, which commenced May 4, 2021.

The contract is part of the Defense Department’s Foreign Military Sales program, a non-appropriated program in which eligible foreign governments purchase defense articles, services, and training from the U.S. government. Purchases are made through the Defense Security Cooperation Agency, which manages the DoD FMS program.

FMS procurements are funded through the service components, such as the U.S. Army Security Assistance and Cooperation (USASAC) and Air Force Security Assistance and Cooperation (AFSAC).



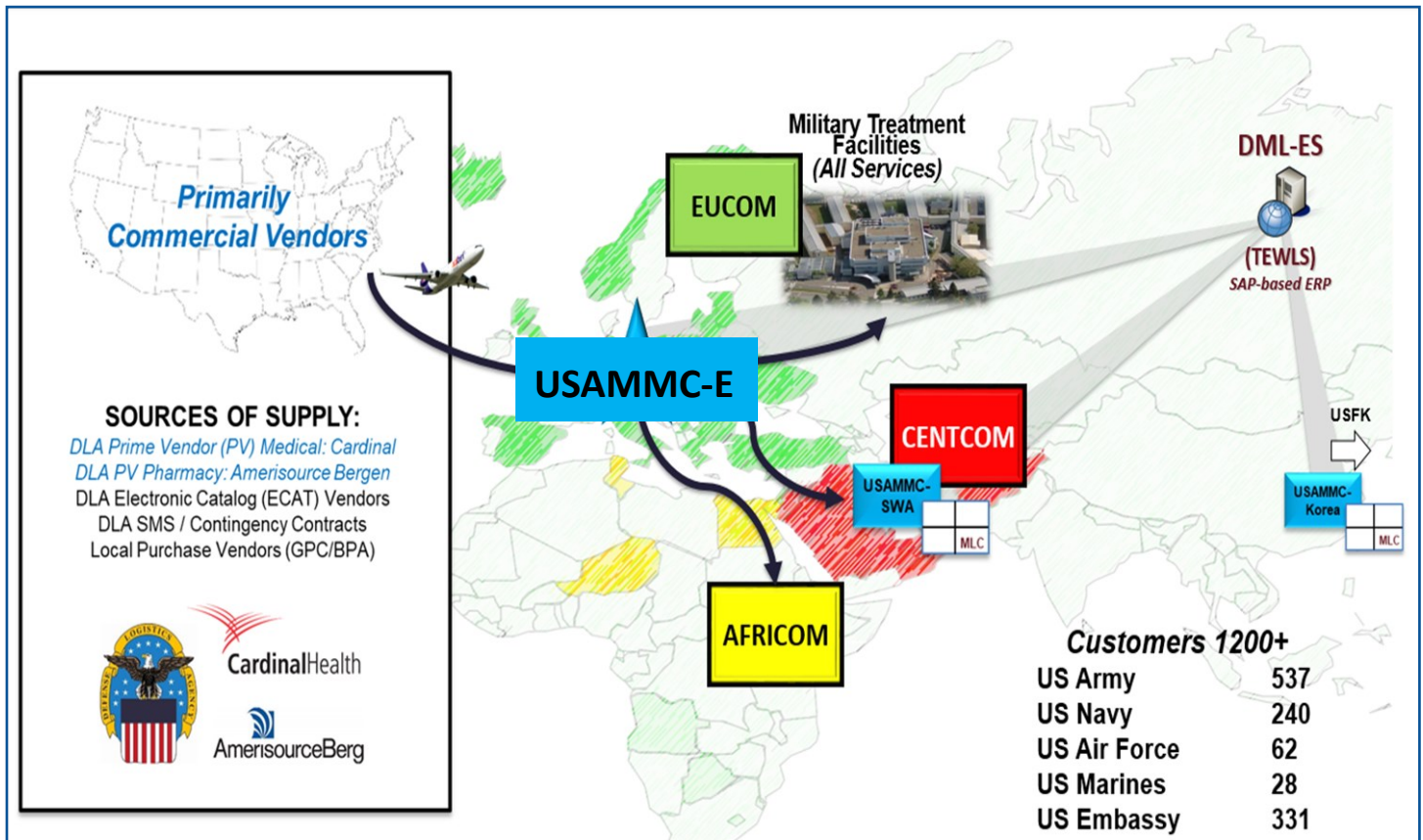
Primary FMS customers - foreign governments receiving security assistance authorized by the AECA:

Afghanistan	Lebanon	Bulgaria	Panama
Djibouti	Peru	Greece	Qatar
Iraq	Saudi Arabia	Israel	Somalia
Jordan	Tunisia	Kenya	UAE

The contracts provide commercial brand name and generic medical surgical products throughout the world.



Medical Concept of Support for EUCOM & AFRICOM



- Primary support is established via the US Army Medical Materiel Center Europe (USAMMC-E). USAMMC-E serves as the Theater Lead Agent for Medical Materiel (TLAMM) and is responsible for the distribution and supply chain management of Class VIII in EUCOM. The TLAMM supports all service elements and functions as the link back to DLA's industrial supply base. The TLAMM also functions as the facility for staging of medical materiel required for the transitions of operational phases (such as humanitarian assistance).

For more information about the Medical supply chain, visit:

www.medical.dla.mil or Email: medical@dla.mil



DLA Troop Support Europe & Africa

Warfighter Always!

