DEFENSE LOGISTICS AGENCY

AMERICA'S COMBAT LOGISTICS SUPPORT AGENCY

DLA Information Operations

STORES Item Request Training

WARFIGHTER FIRST

- WHY IS THIS NEW PROCESS NEEDED?
  - Reduces Item Creation Bottlenecks
    - Will allow for internal DLA tracking and elimination of possible bottlenecks throughout the request process
    - Provides Customers, Vendors, and DLA with centralized visibility of all pending requests
  - Reduces the Proliferation of Stock #'s
    - There must be a demonstrated customer need
    - Requests must be initiated by the customer
  - Helps ensure that the RIGHT ITEM is being provided

- REQUEST PATH

CUSTOMER → VENDOR → DLA TROOP SUPPORT

- REQUEST PROCESS
  - Throughout the item request path, requests can be in one of the following categories:
    - Saved by the customer, but not yet Submitted
    - Submitted by the customer
    - In Process (may be with the Vendor or DLA)
    - Rejected With Recourse (rejected back for changes)
    - Rejected Without Recourse (rejected back, item not allowed for some reason)
    - Final Approval

- Vendor Notifications
  - Vendor will NOT receive initial email that Customer has submitted a request
    - Should check request list DAILY
  - Periodic updates will be made to keep the vendor abreast of their request status after they have submitted their item info
  - Updates will be provided online in STORES and can be checked at any time
  - Updates will be generated by e-mail to requestors (based on the STORES userID of the submitting Vendor)

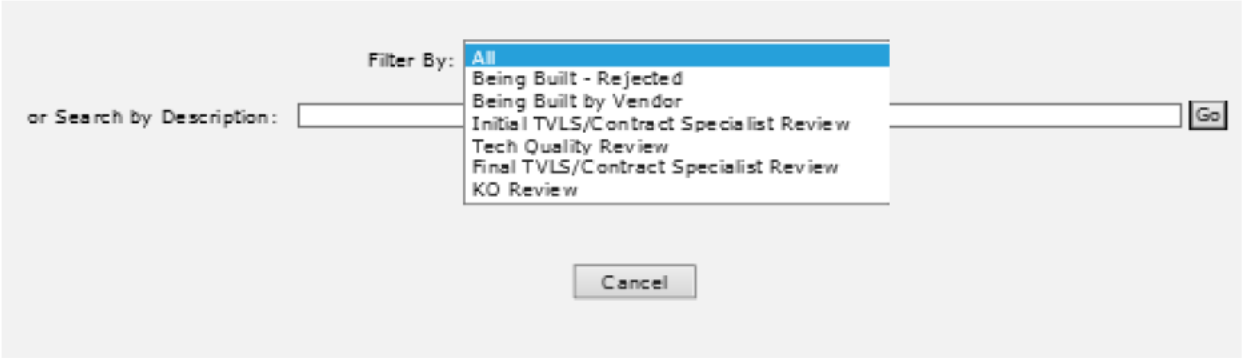
- Once a Customer creates and submits a new Item Request the Vendor may now view and edit the request
- Request originating from the Vendor for an item already on the catalog that has a change (description, pack size, part number, etc.) will still be submitted manually

- Vendor Access to STORES Catalog

- Select Item Request – View/Modify Item Request

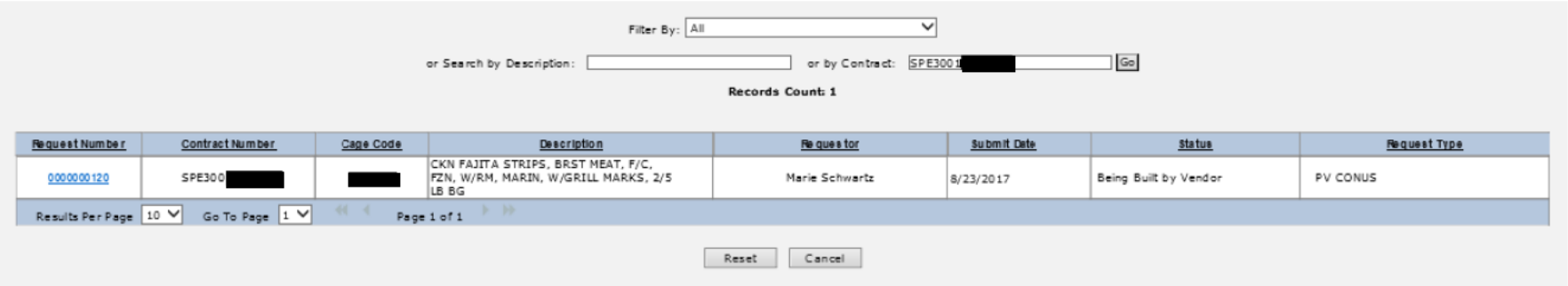
Contract Number Selection and Supported Services Screens

Search by Description or Contract Number



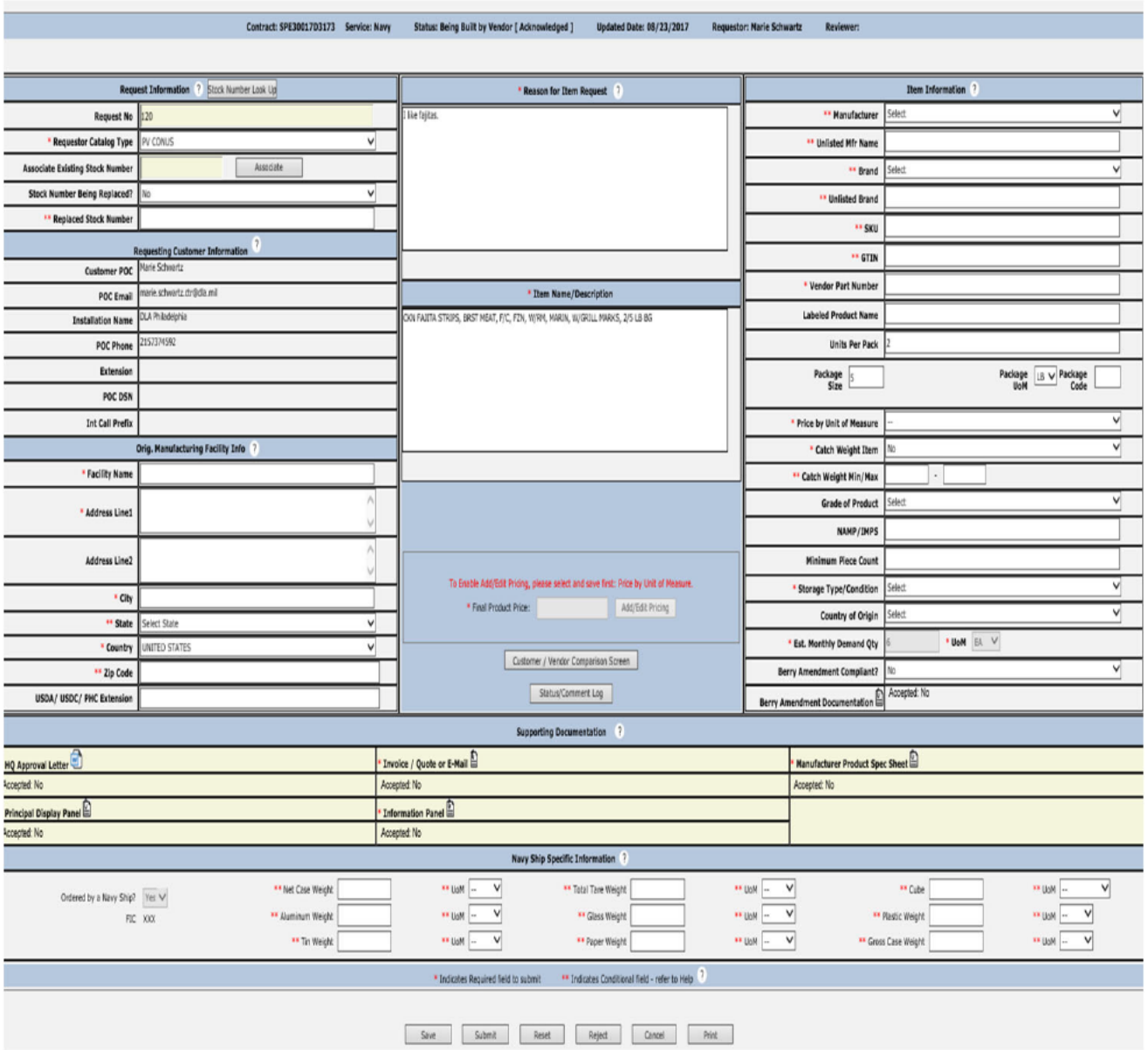
Select a filter from the drop-down menu.

- The Item Request Summary will display.



- Click the Item Number link in the Request Number field to view the Item Request.

STORES 5.8 Item Request Training



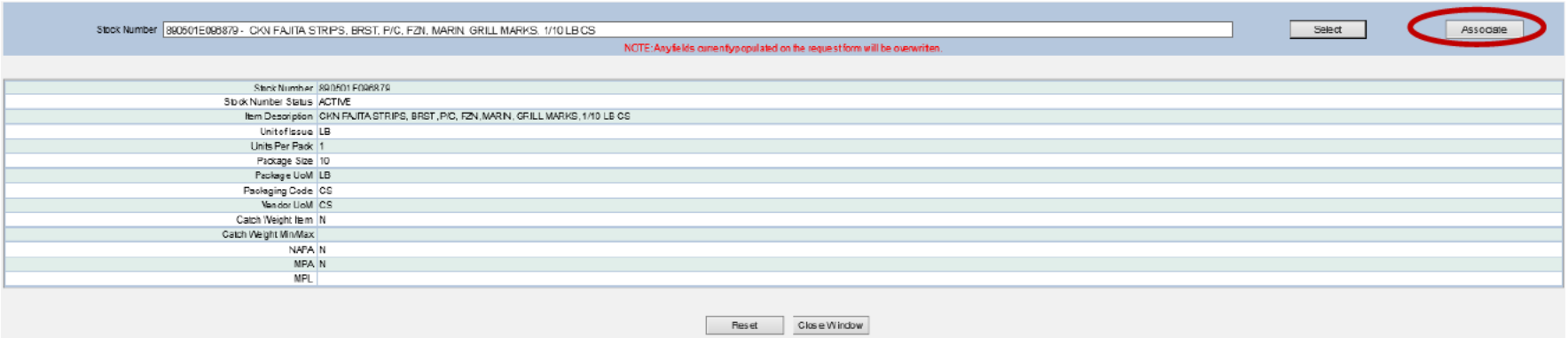
- The Item Request Form displays.
- The user completes all of the required fields.
- * Denotes a mandatory field.
- ** Denotes a conditional field.
- Select Request Information ? For Help (next screen)

STORES 5.8 Item Request Training

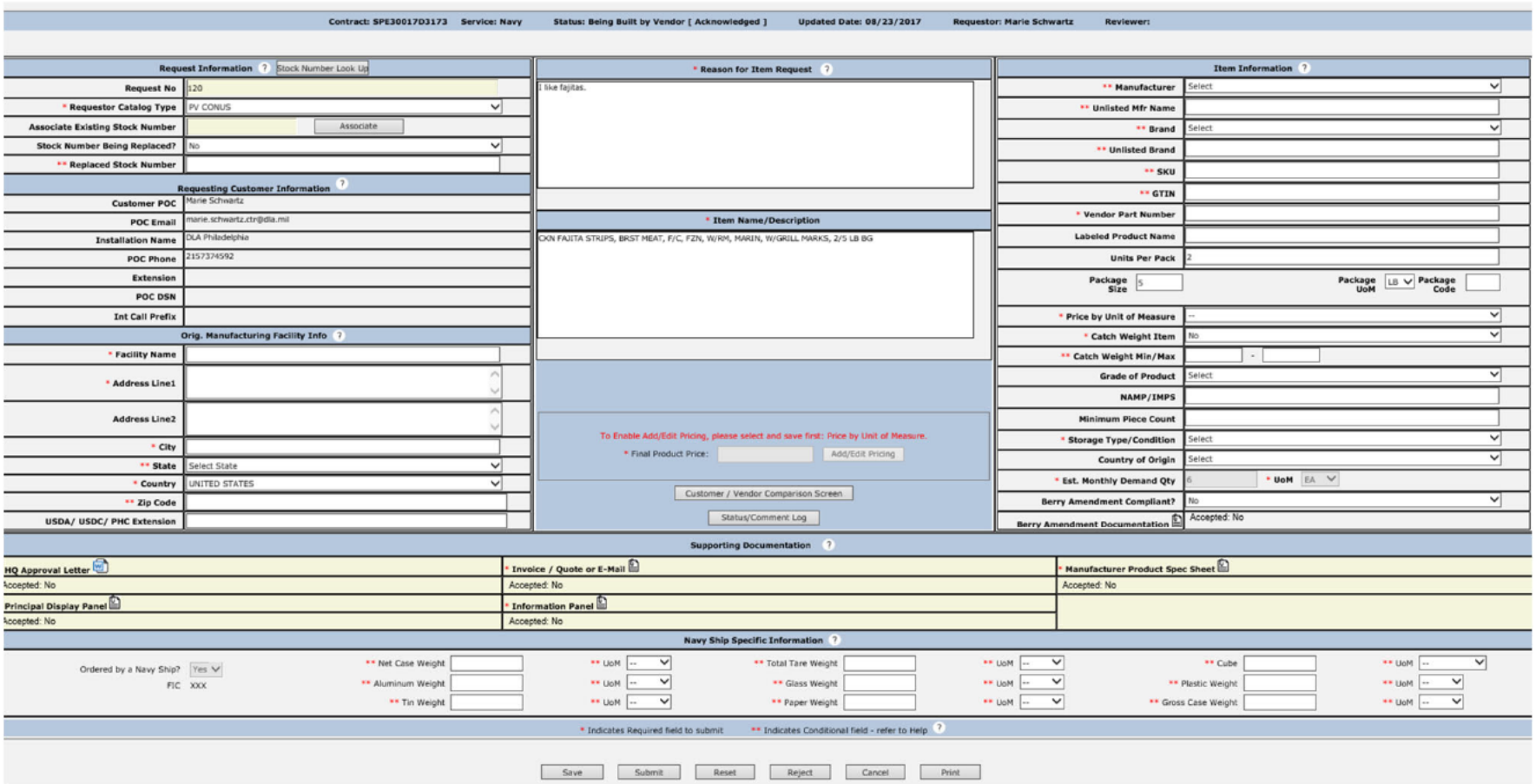
Request Information	Stock Number Look Up
Request No	120
* Requestor Catalog Type	PV CONUS
Associate Existing Stock Number	Associate
Stock Number Being Replaced?	No
** Replaced Stock Number	
Requesting Customer Information	
Customer POC	Marie Schwartz
POC Email	marie.schwartz.ctr@dla.mil
Installation Name	DLA Philadelphia
POC Phone	2157374592
Extension	
POC DSN	
Int Call Prefix	
Orig. Manufacturing Facility Info	
* Facility Name	
* Address Line1	
Address Line2	
* City	
** State	Select State
* Country	UNITED STATES
** Zip Code	
USDA/ USDC/ PHC Extension	

- Select the Associate button next to the Associate Existing Stock Number field to check to see if this item is in the system already and if so, associate the stock number to the item.

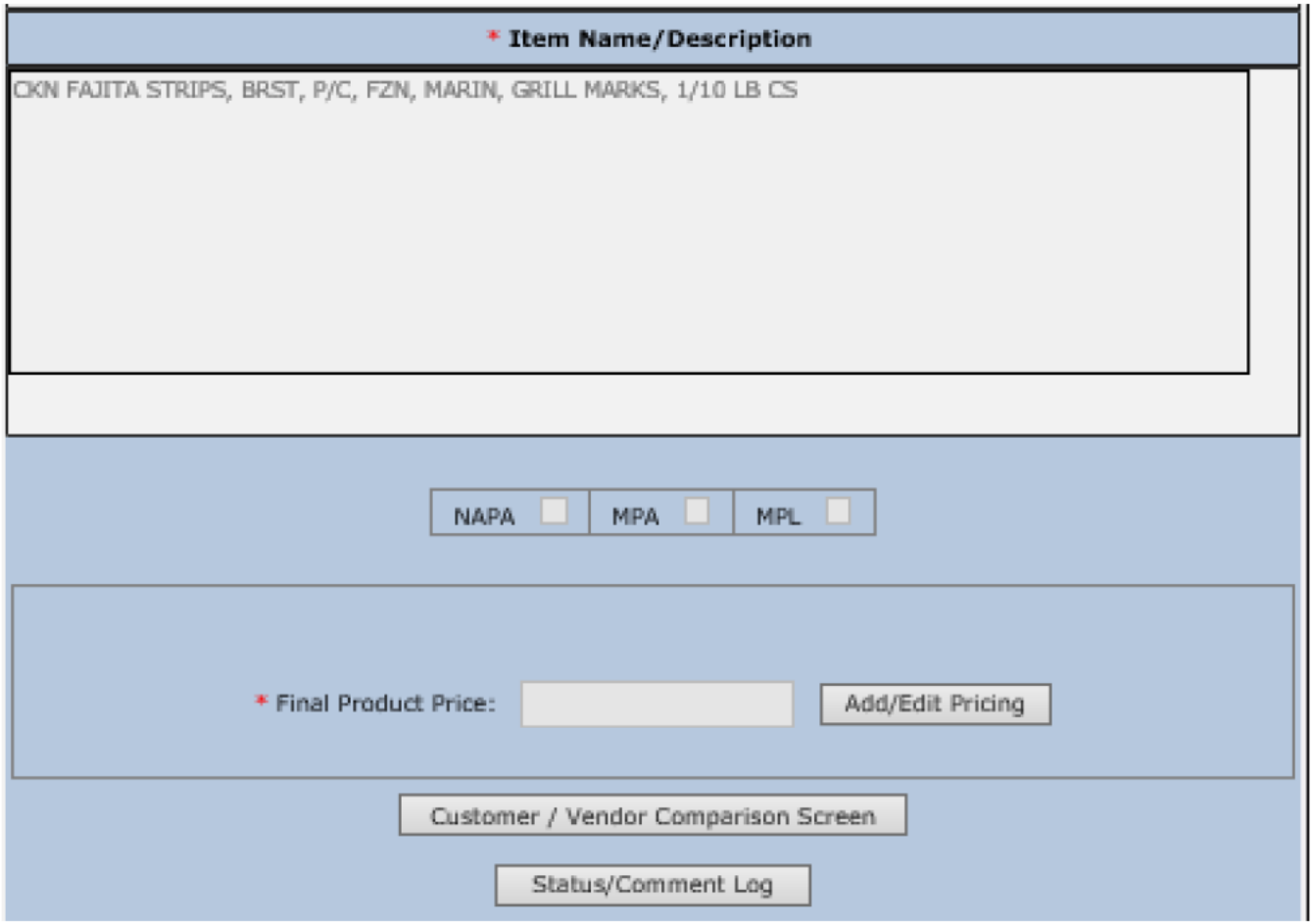
- Associate Existing Stock Number
  - Enter stock number or description – Auto-complete returns the first 15 stock numbers.
  - If a number exists for the item, click the Select button and the details for the stock number will display with 'NOTE: Any fields currently populated on the request form will be overwritten' will display.
  - Click the Associate button to associate the stock number to the request item selected.



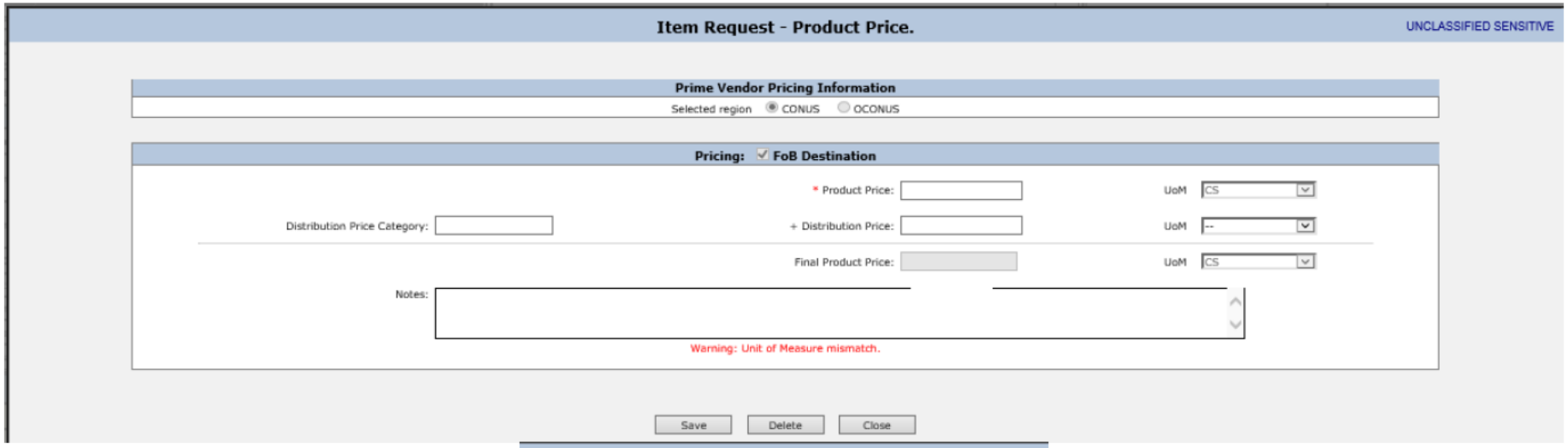
- To Enable Add/Edit Pricing, please select and save first: Price by Unit of Measure

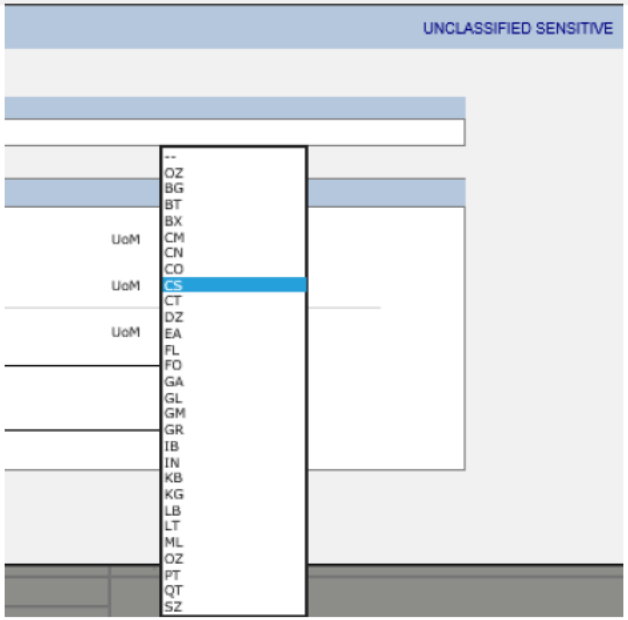


STORES 5.8 Item Request Training

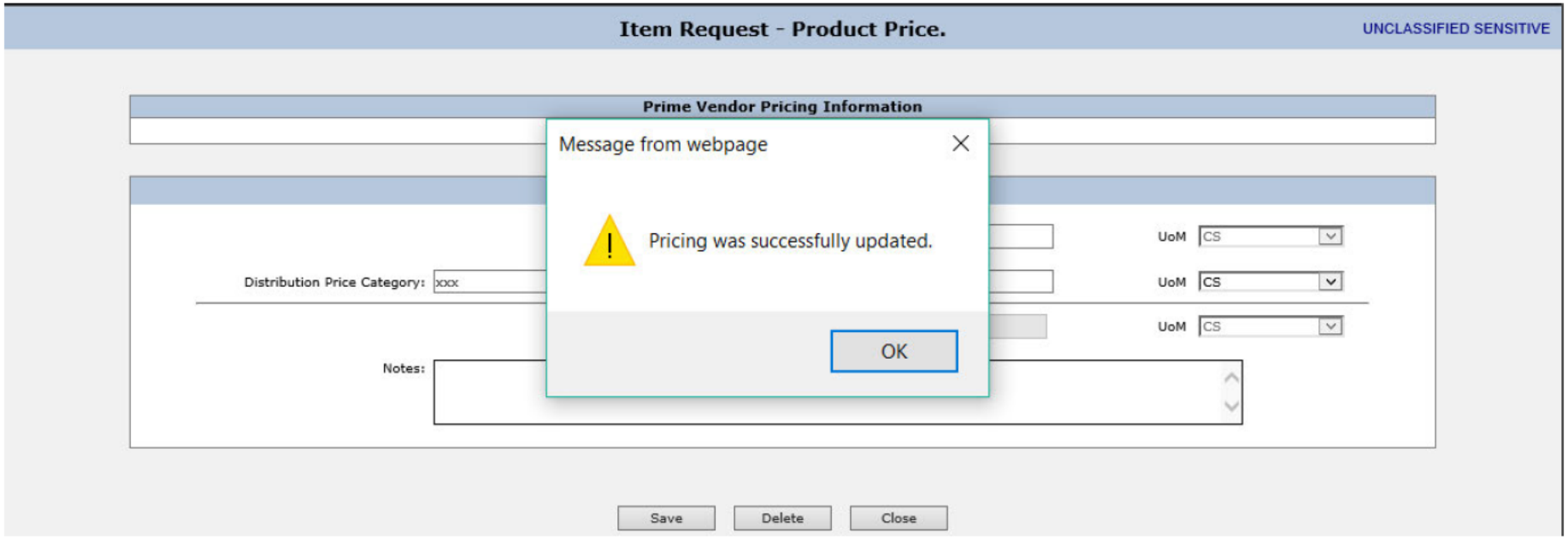


STORES 5.8 Item Request Training





STORES 5.8 Item Request Training



STORES 5.8 Item Request Training

Item Request - Comparison

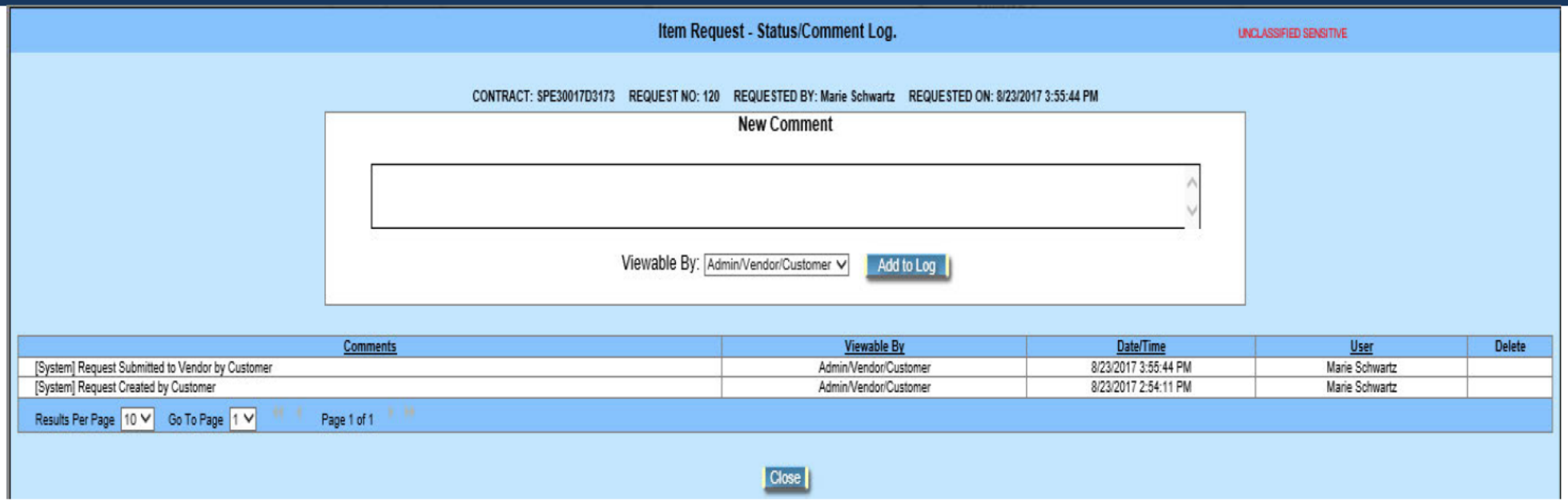
Contract Number: SPE30017D3173
Stock Number:
Request Number: 121
Request Status: Being Built by Vendor

! – Attributes do not match between Customer Input / Vendor Input / Associated Stock Number

Field Name	Customer Request	Vendor Request	Current State/Item Created
Last Updated Date: !	8/24/2017	8/25/2017	
Extended Item Description: !	CKN FAJITA STRIPS, BRST MEAT, F/C, FZN, W/RM, MARIN, W/GRILL MARKS, 2/5 LB BG	CKN FAJITA STRIPS, BRST, P/C, FZN, MARIN, 2/5 LB PG	
Part Number:			
NAMP/IMPS:			
Min Piece Count:			
Product Grade ID:			
Catch Weight Indicator:	N/A	N	
Catch Weight Unit Lower:	N/A		
Catch Weight Unit Upper:	N/A		
Unit of Issue:	N/A	N/A	
Unit of Measure:	N/A	CS	
Unit Per Purchase Pack:	2	2	
Package Size:	5	5	
Package Unit of Measure:	LB	LB	
Packaging Code:	N/A	PG	
Additional Details			
Manufacturer:	CON AGRA FROZEN FOODS	CON AGRA FROZEN FOODS	
Brand:			
SKU:	N/A		
GTIN:	N/A		
Paper Weight:	N/A		
Paper Weight Unit of Measure:	N/A		
Gross Volume:	N/A		
Gross Volume UoM:	N/A		
TARE Weight:	N/A		
TARE Weight UoM:	N/A		
Aluminum Weight:	N/A		
Aluminum Weight UoM:	N/A		
TIN Weight:	N/A		
TIN Weight UoM:	N/A		
Cube Weight:	N/A		
Cube Weight UoM:	N/A		
Plastic Weight:	N/A		
Plastic Weight UoM:	N/A		

The Item Request – Comparison screen displayed

- ! Denotes a change from the initial Customer request



- Item Request – Status/Comment Log displayed.
  - New Comment Field – open field for adding relative information to the request.
  - Viewable by – Drop-down menu to select the permissions to view this comment.
  - Add to Log button – submits the comment to be recorded to the log with the date/time and user recorded.
  - Select the ‘Close’ button to return to the request form.

- Submission to DLA and Checking Status
  - Once all fields have been filled out and all documents attached the request can be submitted to DLA
  - The Comment/Status Log will be useful to checking status as the request moves forward and comments can be added here
  - The Comparison screen will show differences between the Customer's request and the Vendor's submission

The Nation's Combat Support Logistics Agency

Item Request
New Features Training

Training Date: May 2022

WARFIGHTER FIRST

Class Overview
(Audience: Admin, Vendor, Customer)

- General Overview/Review of Item Request
- New Features/Functionalities in This Release
  - New Vendor Based Functionality
    - Vendor Initiated Item Request Wizard to initiate a new request
    - Ability to elaborate key details of item changes the vendor needs to make
    - Ability to submit Vendor Initiated Item Requests to Troop Support

Current Process Review/New Process Review (Audience: Admin, Vendor, Customer)

- Existing Item Request Process
  - Quick Review

- This new automated vendor initiated request process should replace ALL remaining emailed item requests for Prime Vendor contracts (with the possible exception of Produce and Market Fresh items/catalogs) as of the pending Go-Live date (date tbd)
  - **This is only for changing/replacing items, NOT for brand new items**

- Expectation: Troop Support will train the vendors and customers on this new process

Vendor Initiated Item Requests vs Customer Initiated Item Requests (Audience: Admin, Vendor, Customer)

- ***What are the categories of*** Item Requests?
  - Class I Subsistence items requests fall into of two main categories: Customer Initiated and Vendor Initiated.

- ***What is a*** Vendor Initiated Item Request?
  - These are item requests entered by the vendors due to one or more reasons from a pre-defined list Troop Support approved reasons

Vendor Initiated Item Requests, Basic Questions (Audience: Admin, Vendor, Customer)

- ***Who can submit*** a Vendor Initiated Item Request?
  - Vendors, and only vendors

- ***Question:*** **Based on previous training, in order to control proliferation of unwarranted requests, don't all item requests have to come from the customer?**
  - Now that vendor initiated item request functionality has been built into STORES, the answer is No, but only with an approved exception/reason.

- ***Question:*** **Based on previous training, don't all item requests have to have a substantiated customer demand?**
  - No, in the case of vendor initiated item requests as long as the item is currently on the vendor item catalog OR has been within the last 90 days, AND meets one of Troop Support's pre-defined criteria, a vendor initiated request may be submitted for Troop Support evaluation.

Vendor Initiated Item Requests Valid Reasons (Audience: Admin, Vendor, Customer)

- Troop Support Approved Reasons for a Vendor to Initiate an Item Request
  - Vendor Part Number Change
  - Manufacturer SKU/GTIN Change
  - Pack Size Change
  - Vendor Discontinued
  - Manufacturer Discontinued
  - Other (Vendor will need to describe well to be approved)

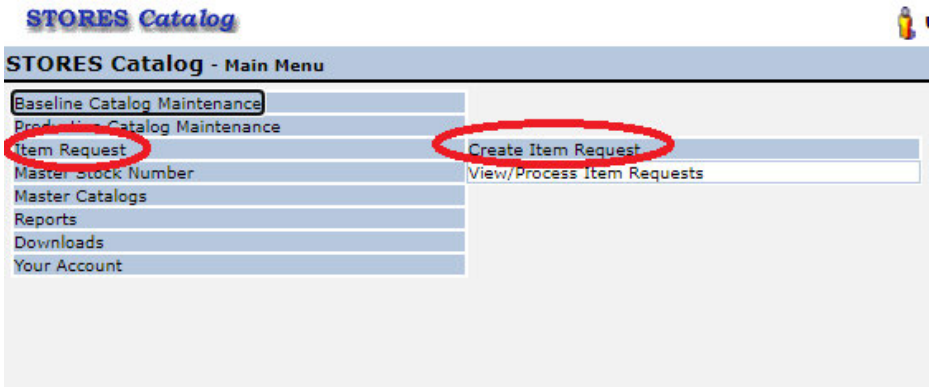
Vendor Initiated Item Requests, How to Create (Audience: Admin, Vendor, Customer)

- Vendors can now initiate their own item requests:
  - For changing existing items on an active vendor item catalogs
  - For adding items back onto an active vendor item catalog, with changes, if the item was previously there in the past 90 days

- How to navigate there:
  - STORES Catalog Main Menu/Item Request/Create Item Request

Vendor Initiated Item Requests, How to Create (Audience: Admin, Vendor)

- From the STORES Catalog Main Menu, select the circled menu items



Vendor Initiated Item Requests, How to Create (Audience: Admin, Vendor)

- Vendor selects a Cage Code they are associated to from the drop-down
- They then must enter a valid stock number associated to any of this cage code's vendor item catalogs for which to change/replace. The vendor then presses the Go button.

Vendor Initiated Item Requests Wizard (Audience: Admin, Vendor)

- The vendor is redirected to a wizard screen to help guide them to get the request started.)
- This screen will guide the vendor to select those vendor item catalogs containing the selected stock #
- If the item does not currently exist on the vendor's item catalog, BUT has within the last 90 days, the vendor can select those vendor item catalogs to add it back to
- STORES will prevent the vendor from adding a stock number back to a vendor item catalog if it has not been on the catalog within the past 90 days
  - In such instances, the only way to have this stock number added back on the catalog is for a customer associated to this vendor item catalog to initiate a new item request

Vendor Initiated Item Requests Wizard (Audience: Admin, Vendor)

- STORES shows the vendor what vendor item catalog # numbers are linked to their CAGE code and whether the stock # is currently, or has ever been on the catalog

Cage Code: [redacted]

Stock Number to Change/Replace: 890501E090116

Go

Standardized Item Description: PORK PATTIES, P/C, FZN, 60/3.2 OZ EA

Reason For Change (check all that apply):

- ☐ Vendor Part Number Change
- ☐ Manufacturer SKU/GTIN Change
- ☐ Pack Size Change
- ☐ Vendor Discontinued
- ☐ Manufacturer Discontinued
- ☐ Other

Add/Change	Contract Number	On Catalog	Vendor Name	Destination	Catalog Type	Supports Navy Ships
☐	[redacted]	●	[redacted]	[redacted]	Prime Vendor	Yes
☐		●			Prime Vendor	Yes
☐		◐			Prime Vendor	Yes

Notes:

- ● - Stock number is currently on the catalog
- ◐ - Stock number has been active on the catalog within the last 90 days
- ○ - Stock number has not been active on the catalog within the last 90 days

Next Cancel

Vendor Initiated Item Requests Wizard (Audience: Admin, Vendor)

- Vendor selects the vendor item catalog(s) to change the item on/add the item back on
- They must also select one OR more reasons for the request and press Next

Cage Code: [redacted]

Stock Number to Change/Replace: 890501E090116

Go

Standardized Item Description: PORK PATTIES, P/C, FZN, 60/3.2 OZ EA

Reason For Change (check all that apply):

- ☑ Vendor Part Number Change
- ☑ Manufacturer SKU/GTIN Change
- ☑ Pack Size Change
- ☐ Vendor Discontinued
- ☐ Manufacturer Discontinued
- ☐ Other

Add/Change ☐	Contract Number	On Catalog	Vendor Name	Destination	Catalog Type	Supports Navy Ships
☑	[redacted]	●	[redacted]	[redacted]	Prime Vendor	Yes
☑		●			Prime Vendor	Yes
☑		◐			Prime Vendor	Yes

Notes:

- ● - Stock number is currently on the catalog
- ◐ - Stock number has been active on the catalog within the last 90 days
- ○ - Stock number has not been active on the catalog within the last 90 days

Next Cancel

Vendor Initiated Item Requests, Item Detail Screen (Audience: Admin, Vendor)

After pressing the Next button, the detail screen appears. The Vendor selects whether to use the existing description or to overwrite it

Contract: View/Change Linked Catalog(s)
Vendor Name(s): BORDEN DAIRY
Status:
Last Action Date:
Requestor:

Request Stock Number ?

Approved Stock Number	

Request Information ? Stock Number Look Up

Request No	
Requestor Type	Vendor
Catalog Type	Market Fresh - Dairy
Stock Number to Change/Replace	891001E113403

Requesting Vendor Information ?

* Vendor POC	Scott Koch
* POC Email	scott.koch@dla.mil
Installation Name	Yum Vendor
* POC Phone	2157777777
Extension	
POC DSN	
Int Call Prefix	

Orig. Manufacturing Facility Info ?

* Facility Name	
* Address Line1	
Address Line2	
* City	
** State	Select State

*** Reason for Item Request** ?

Manufacturer SKU/GTIN Change, Pack Size Change

Change Reason for Item Request

Existing Item Name/Description

CHEESE, COTTAGE, LOW FAT, CHL, CREAMED, LARGE OR SMALL CURD, 5 LB CO

*** New Item Name/Description**

○ Use Existing Description ○ Overwrite Description

To Enable Add/Edit Pricing, please select and save first: Price by Unit of Measure.

* Final Catalog Price: Add/Edit Pricing

** Manufactu
** Unlisted Mfr Na
** Br
** Unlisted Br
** s
** G
* Vendor Part Num
Labeled Product Na
Units Per Purchase P
* Package Size
* Price by Unit of Meas
* Catch Weight I
** Catch Weight Min/
Grade of Prod
NAMP/I
Minimum Piece Co
* Storage Type/Condi
* Country of Or

Vendor Initiated Item Requests, Item Detail Screen (Audience: Admin, Vendor)

- If the vendor selects the Overwrite Description radio button, the vendor is expected to type the new item description in full

Contract: View/Change Linked Catalog(s)
Vendor Name(s): BORDEN DAIRY
Status:
Last Action Date:
Requestor:

Request Stock Number

Approved Stock Number	

Request Information Stock Number Look Up

Request No	
Requestor Type	Vendor
Catalog Type	Market Fresh - Dairy
Stock Number to Change/Replace	891001E113403

Requesting Vendor Information

* Vendor POC	Scott Koch
* POC Email	scott.koch@dla.mil
Installation Name	Yum Vendor
* POC Phone	2157777777
Extension	
POC DSN	
Int Call Prefix	

Orig. Manufacturing Facility Info

* Facility Name	
* Address Line1	
Address Line2	
* City	
** State	Select State
* Country	UNITED STATES

*** Reason for Item Request**

Manufacturer SKU/GTIN Change, Pack Size Change

Change Reason for Item Request

Existing Item Name/Description

CHEESE, COTTAGE, LOW FAT, CHL, CREAMED, LARGE OR SMALL CURD, 5 LB CO

*** New Item Name/Description**

Carefully enter the new descoption here...

Use Existing Description Overwrite Description

To Enable Add/Edit Pricing, please select and save first: Price by Unit of Measure.

* Final Catalog Price: Add/Edit Pricing

Existing/Replacement Comparison

Item I

** Manufacturer	S
** Unlisted Mfr Name	
** Brand	S
** Unlisted Brand	
** SKU	
** GTIN	
* Vendor Part Number	
Labeled Product Name	
Units Per Purchase Pack	
* Package Size	
* Price by Unit of Measure	-
* Catch Weight Item	N
** Catch Weight Min/Max	
Grade of Product	S
NAMP/IMPS	
Minimum Piece Count	
* Storage Type/Condition	S
* Country of Origin	S
Berry Amendment Compliant?	N

Vendor Initiated Item Requests, Item Detail Screen (Audience: Admin, Vendor)

- On the detail screen, when you have multiple catalogs, mouse over the button in the top left corner to see the numbers, or press the button for more detail

STORES Catalog

User: Scott Koch

STORES Catalog - Item Request

Contract: View Linked Catalog(s)

Vendor Name(s): [redacted]

Status: KO Review

Linked Catalog(s): [redacted]

Approved Stock Number	
Request Information ? Stock Number Look Up	
Request No	8452
Requestor Type	Vendor
Catalog Type	Prime Vendor
Stock Number to Change/Replace	890501E597709
Requesting Vendor Information ?	
* Vendor POC	Eric Colon
* POC Email	eric.colon@dla.mil
Installation Name	NSA
* POC Phone	2157372459
Extension	
POC DSN	
Int Call Prefix	
Orig. Manufacturing Facility Info ?	
* Facility Name	Pollock Dr
* Address Line1	Pollock Dr

*** Reason for Item Request** ?

Vendor Part Number Change

Existing Item Name/Description

POLLOCK FLT, RAW, IQF, Alaskan, skls, bnls, US Gr A, 4-6 oz ea, 1/25 lb cs

*** New Item Name/Description**

Use Existing Description Overwrite Description

NAPA ✓ MPA ✓ MPL

Vendor Code: 0100