

**LOGISTICS READINESS CENTER –  
FORT BENNING, GA**

**SUPPLY AND SERVICES DIVISION (SSD)**

**EXTERNAL STANDARD OPERATING PROCEDURE**

Building 6, Meloy Hall  
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Phone: 706-545-7386

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*Gary Lee*

*04 NOV 2016*

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1. Purpose. The purpose of this SOP is to establish customer unit procedures and guidelines for obtaining supply items and other support services from the Installation Supply Support Activity (ISSA). When ISSA customer units follow the procedures and guidelines contained within this SOP, ISSAs will be able to provide expeditious, efficient, and consistent customer service.

2. References. See Appendix A.

3. General Information.

a. ISSA Mission. The mission of the ISSA is to provide Class II, IV, VII, IX supply support to all installation customers. The ISSA will also provide management and technical expertise necessary to allow adequate supply support for all installation customers. This is accomplished by providing the required supply items to the customer when requested. The goal of the ISSA is to ensure total satisfaction and a cooperative working relationship with all customers.

Every effort will be made to satisfy all requests in a timely manner.

b. Location:

6883 Ivy Road, Building 9057, Ft. Benning, GA 31905

c. ISSA Department of Defense Activity Address Code (DoDAAC): W33BQ9.

d. Storage Location (SLOC): AW11

e. ISSA Hours of Operation:

(1) Monday through Friday from 0800hrs to 1630hrs.

(2) Walk-in requests from 0815hrs to 1500hrs (upon approval, for emergency only.

(3) Direct Customers and Tactical Supply Support Activity Shipments from 0815hrs to 1600hrs.

(4) Lunch daily from 1230hrs to 1300hrs. For assistance during lunch hours, prior coordination is required.

(5) Turn-ins require an appointment; units turning in without an appointment will receive service as time permits and limited to 10 lines.

#### 4. Policies.

a. The ISSA is the primary source of supply for Class II, IV, VII, and IX supplies. ISSA personnel will provide all handling of Class II, IV, VII, and IX, including receipt, storage, issue, turn-in, and shipping.

##### b. Use of Standard Army Logistics Enterprise (SALE):

(1) Until Global Combat Support System - Army (GCSS-Army) conversion is completed, customers will use legacy systems such as Unit Level Logistics System-Air (ULLS-A), Property Book Unit Supply Enhanced (PBUSE) for Supply Rooms, PBUSE for Property Book Offices, Standard Army Maintenance System Installation Enhanced (SAMS-IE), or Standard Army Maintenance System - Enhanced (SAMS-E) for the maintenance facility.

(2) The ISSA uses GCSS-Army to receive, store, and issue supplies; it replaces all levels of Standard Army Retail Supply System (SARSS) used within the ISSA and echelons of Materiel Management (MM) across the Army. GCSS-Army is the system of record IAW ALARACT 094/2014 (see Appendix B).

c. Use of DA Form 1687 (Notice of Delegation of Authority). All units, activities, and Property Book Officers (PBOs) will prepare and submit to the ISSA a DA Form 1687 accompanied by assumption of command orders or appointment orders in order to request, receive, and turn in supplies (see Appendix C).

##### d. Use of DoDAAC.

(1) Customer units authorized support from this ISSA must have a DoDAAC through the Army Enterprise System Integration Program (AESIP). Customers should refer DoDAAC questions or requests for assistance to their DoDAAC coordinator.

(2) Each customer unit is responsible for providing the DoDAAC for which they are authorized to execute transactions, ensuring it is loaded into GCSS-Army and supported by the ISSA.

5. Responsibilities.

a. ISSA Responsibilities.

(1) Request, receive, store and issue Class II, IV, VII, IX supplies.

(2) Receipt and sign for all incoming supplies.

(3) Store supplies until issue to the customer.

(4) Issue all supplies to appropriate customer.

(5) Retrograde items to the respective Life Cycle Management Command (LCMC).

(6) Provide reconciliation listing to customer units (until GCSS-A conversion is completed).

b. Accountable Officer Responsibilities:

(1) Maintain a formal set of property accounting records that show the item identification, gains and losses, on-hand balances, and the conditions and locations of all property assigned to the property account.

(2) Supervise the preparation, maintenance, and management of the document and/or voucher registers, regardless of the physical location of the registers.

(3) Refer to AR 735-5 for additional responsibilities.

c. Customer Unit Responsibilities.

(1) Comply with the policies, procedures and responsibilities outlined in this SOP, applicable Army Regulations (such as AR 710-2 and AR 725-50), and Department

of the Army Pamphlets (such as PAM 700-32 and PAM 710-2-1) regarding requisitioning, handling, storing, accounting for, turning-in, and exchange of reparable item(s).

(2) Contact the ISSA manager, supervisor, leads or the Accountable Officer when confronted with problems/questions that cannot be resolved or answered.

(3) Provide adequate government vehicle to pick up and safely transport item(s). Each customer is responsible for properly securing the load on the transport vehicle.

(4) Coordinate in advance with the ISSA for availability of any unique support.

(5) Ensure authorized personnel are on site with proper Common Access Card (CAC) identification during the appointment time to receive supplies.

(6) Complete the reconciliation procedures and return the documentation with required annotations and signatures by the suspense date to the ISSA (until GCSS-Army conversion is completed).

(7) Complete the Damage or Missing Parts Statements when required to relieve Soldiers from financial liability for the damage of unserviceable items due to other than Fair Wear and Tear (FWT). Commanders specifically use these forms as a method of relief as outlined in AR 735-5, Para 14-26. The use of either statement alone or together does not eliminate financial cost associated with the missing or damaged parts (i.e., the unit's DoDAAC will be billed for those items missing or damaged).

## 6. Procedures

a. Reconciliation Procedures: Unit to ISSA reconciliations are currently required for requisitions IAW AR 710-2. The reconciliation provides the customer with a listing of all open activity records in document number sequence. When GCSS-Army is in full solution, IAW ALARACT 094/2014 (see Appendix B), reconciliation between the unit and the ISSA will become obsolete as both the ISSA and unit will operate within

GCSS- Army. The ISSA will provide guidance for completing the GCSS- Army generated Customer Reconciliation Listing for supported customer units.

(1) ISSA personnel will print out a copy of the Customer Reconciliation Listing on the last day of each month.

(2) ISSA personnel will e-mail the Customer Reconciliation Listing to customers or customers may pick it up from the ISSA.

(3) The Customer Reconciliation Listing will be accompanied by a copy of Reconciliation Cover Letter (See Appendix D).

(4) The ISSA will ensure customer units comply with the policies and procedures outlined in this SOP. ISSA personnel will issue an instruction letter for specific procedures.

(5) The ISSA will jointly resolve unmatched records with the customer units and ensure corrective actions are taken.

(6) The ISSA will ensure each unit completes the reconciliation and validation process in a timely manner and will also coordinate and schedule a face-to-face reconciliation meeting with customer units when required.

(7) Customer units must complete the reconciliation and validation process IAW AR 710-2 and this SOP.

(8) Suspense date will be annotated on the Reconciliation Cover Sheet by the ISSA.

(9) Prior to returning the reconciliation listing, the customer unit company commander, PBO, or other designated person must sign the reconciliation before it is returned to the ISSA.

(10) Customer units will turn in the completed Customer Reconciliation Listing on or before the suspense date.

b. Requesting Procedures: The ISSA provides procedures for customer units to follow, to ensure information provided on issue documents is accurate and can be processed thru GCSS-Army in a timely fashion.

(1) Units must utilize AESIP/FEDLOG to determine the supply class of the item to be requisitioned. The Supply Category Material Code (SCMC) identifies what DoDAAC to use for the requisition.

(2) Priority Designator (PD) 01-15 assigned to the supply request provides the means for expressing the importance of the units/activities requests for issue, in conjunction with the Required Delivery Date (RDD).

(3) All requests for furniture (desk, chair, etc.) expendable or non-expendable must be processed through the Installation Property Book Office (IPBO).

(4) Request for Class II, IV, VII and IX (to include non-controlled supplies) will be submitted to the GCSS- Army server via Secure File Transfer Protocol (SFTP), Compact Disc (CD), or manually submitted on DA Form 2765-1 (see Appendix E), until GCSS-Army conversion is completed. Class III (P) will be order through LCI.

(a) Supply transaction CD will be accompanied with a hard copy of the supply transaction listing.

(b) The Stock Control Section will notify the customer within 24 hours if a bad CD was submitted to the ISSA and will require the customer to submit another CD.

(5) Walk-up and High Priority Requests are the exception and are not to be considered routine business. Walk- up service is limited to unanticipated items. Each fiscal year (normally starting 31 August to 30 September) additional requirements are put into place. During this time, NO walk-up requests will be done without the appropriate Resource Manager (RM) signature.

(a) A walk-up must contain "N01" in the required delivery date and be dated within 2 days of the date the walk-up is issued.

(b) Commanders or designated approving authority are responsible for ensuring that their units/shops do not abuse this process.

(c) All walk-up requests must have budget approver signature IAW local command policy.

(d) All signatures must have complete signature block.

(e) Customer must complete DA Form 2765-1 and make 5 copies of the completed form to take to the unit's supporting ISSA.

(f) Supporting ISSA will check stock and if zero balance the following procedures will take place:

<1> Annotate the back of the first copy with the following information and return to the customer:

<a> 0 Bal

<b> Applicable ISSA SLOC

<c> ISSA clerk's signature

<2> ISSA will confirm the person conducting the walk-up is on the signature card on file (Note: individual must be on a valid signature card to receive parts).

<3> The ISSA will verify stock is on hand, issue the part to the customer, and input the transaction to GCSS-Army.

(6) Request for Supply Status:

(a) Manual customers may request status for their open records by contacting the ISSA.

(b) Automated customers will receive status updates automatically through the GCSS-Army system.

c. Pick Up Procedures:

(1) Customer must provide proper transportation and manpower when necessary to pick up all parts available for issue at the ISSA.

(2) Customer will check for proper supply documentation and will conduct a joint verification of all Material Release Orders (MROs) and supply items with ISSA Issue Section personnel. If a supply item is damaged, missing, the wrong item was sent, or a mis-shipped item is discovered, the unit must notify the ISSA Issue Section lead to rectify the situation prior to signing for it. After the verification has been performed and the customer has signed for the supply item, the ISSA will not accept the supply items back without following proper turn-in procedures (reference paragraph 5.d).

(3) If no documentation exists, check inside of package. If no paperwork is inside, notify the ISSA Issue Section personnel before leaving the ISSA.

(4) Print name clearly and sign for the supply items in the space provided on the MRO. If DD Form 1348-1A is provided, ensure it is printed, signed, and block 10 (quantity received) is completed in order to be in compliance with audit readiness testing.

(5) Customer must ensure that all supply items listed on the Delivery Due List are accounted for and verified. Customer must sign and print his/her name on the list before leaving the ISSA.

(6) Direct questions on serviceability, quantity, or shipment to the ISSA Issue Section first, then the Section lead or the Accountable Officer.

(7) Customers receiving direct shipments at the ISSA must ensure direct shipments from depots are accurate.

(a) ISSA will not open packages or verify direct shipments.

(b) In case of a shortage or wrong supply item received, customer units must complete a Supply Discrepancy

Report (SDR) and submit it to the Depot that issued the items. The customer will request the additional items, if required, using WEBSDR. To request an account for this system, use the following link:

[https://www.transactionservices.dla.mil/sar/sarforms\\_cac/Websdr sar.asp](https://www.transactionservices.dla.mil/sar/sarforms_cac/Websdr sar.asp)

(c) The customer must take action to complete the SDR. The ISSA is not responsible for submitting the SDR under dedicated customer document numbers. ISSA will assist units with technical information.

(8) Customers receiving direct shipments to their location will ensure that a copy of all documents (i.e. DD Form 1348-1A/receipt documents) are processed, signed, and returned to the supporting ISSA within ten working days for audit purposes (see Appendix F).

(9) Non-supported Customer Receipts.

(a) Items received at the ISSA/Central Receiving Point (CRP) for units supported by an on-post ISSA will be shipped to the supporting ISSA; units will not be allowed to pick up items directly from the ISSA/CRP due to accountability purposes.

(b) Push-shipments: Push-shipments are supply items that are being fielded by a project manager. Items identified by unit will be picked up by the unit's supporting ISSA. For all other items, the appropriate representative will be contacted for release from the ISSA/CRP. In all cases, proper CAC identification and DA 1687 will be used as authorization to pick up supply items.

(c) Items shipped to Installation (not to be processed through GCSS-Army): Customers having items shipped from other locations for maintenance-to-maintenance or other issues should have the item shipped directly to the customer's maintenance/unit activity. If the customer elects to ship items to the ISSA, the following information must be provided to the ISSA:

<1> National Stock Number (NSN)

<2> Quantity

- <3> Item name
- <4> Address it is being shipped from
- <5> Expected arrival date and tracking information
- <6> Point of Contact (Name, Number and email)

(d) In the event items are received without any point of contact (POC) info or notification they will be picked up on the Stock Record Account as a "Found on Installation".

d. Turn-in Procedures: Transactions are defined as each individual NSN being turned in. Customer is defined as each DoDAAC and includes all serviceable and unserviceable turn-ins. Hours of operations are 0815hrs-1500hrs Mon-Fri, with appointment allowable turn-in up to 100 lines, without an appointment up to ten (10) lines can be turned in, no more than 20 Serial numbers item can be on one document. Scrap metal turn-in is accepted by DLA Disposition Services on Mon, Wednesday and Thursday from 0815hrs-1115hrs.

(1) All items must be turned-in within ten working days of the creation of the document number.

(2) ISSA personnel provide guidance and procedures to be followed by customer units in order to meet regulatory and mission requirements for timely and accurate turn-in of items.

(3) For all CL II and CL VII Non-Expendable items identified for turn-in, the turn-in document must be signed by the PBO or designated representative identified on the signature card (DA Form 1687) the Primary hand receipt holder will complete DA Form 2765-1 and take to Property Book for a document number to turn-in using the IPBO DoDAAC, the unit/activity will take the property and documentation to building 9057 at designated date and time. All log books will be turned-in with the vehicle to include a full inventory of Basic Issue Items (BII) and unless there is an exception granted, must have authorized disposition instructions.

3.

a) Vehicles and Large Wheeled Material Handling Equipment (MHE)

b) All equipment and supplies turned in to supply division will be clean with organizational

maintenance complete in accordance with TM (Technical Manual) 38-103-19 ch.7 pg.14 para 7-2(a).

b) All items turned in will be accompanied by proper documentation, (i.e. DA Form 2407, DA Form 461 etc.) and other special documentation as needed.

c) Documents will be checked and edited for proper NSN, part#, recoverability code, etc. Documents should be stamped with serviceability code, and special handling code.

d) Examine property to ensure the same information is listed on the documents as well as equipment with the use of publications such as, FED LOG etc.

e) All property will be tagged with the proper condition code tag (i.e. yellow, green, etc.) the tag will contain:

- NSN/ Serial #
- Nomenclature
- Condition Code
- Unit of issue
- Signature of inspecting Authority

f) Technical inspection will be performed by the Maintenance Division and will be accepted by the processing personnel, unless there is reasonable doubt that the equipment or material has been switched and does not meet serviceability criteria of Supply and Service Division.

g) All BII (basic issue items) will be turned in with the vehicle along with its' TM (Technical Manual) with a listing of the BII description.

#### Turn-in Procedures for FLAGS:

(1) The unit must adhere to the guidelines listed in AR 840-10. Before bringing the flag to Classification, you must have a certificate of destruction, disposition instructions, DA Form 2765-1, and a turn-in document number issued by Installation Property Book at 11th Airborne Division Rd bldg 3115

(2) The Contractor shall coordinate demilitarization of items with DLA as required in disposition instructions. The flag will be mutilated as directed in the disposition instructions.

(3) Most demilitarized items will be cut up. Certify demilitarization, prepare new turn-in documentation for the remaining scrap, and turn the scrap in to DLA with both the documentation for the demilitarized items and the scrap. When a unit is deactivated and is immediately activated with a new designation, the U.S. flag will be retained for use by the new organization.

(4) The U.S. flag of inactivated TOE units will be forwarded with other authorized flags to the Commander, U.S. Army Center of Military History, ATTN: DAMH-MDH (Flag Mission), Anniston Army Depot, Anniston, AL 36201-5098 after disposition instructions are received from the Museum Division, U.S. Army, Center of Military History, ATTN: DAMH-MDC, 103 3rd Ave., Ft. McNair, Washington DC 20319-5058.

(5) The flag should be tagged with the organization's official designation to ensure positive identification. It should be shipped in padded bags, boxed or rolled, and placed in a container. Documents forwarded with the items or tags attached should be marked "Unit Deactivated."

#### Overage Reparable

(1) For Standard Price and Credit, a customer unit will pay full standard price for reparable/recoverable material with Operations and Maintenance Army (OMA) funds. When the supply item is turned in to the ISSA, the customer unit will receive credit as per material listed in AESIP and/or FEDLOG (see Appendix G).

(2) An item with a credit value is listed in AESIP with an Unserviceable or Serviceable Credit Value.

#### Quality Discrepancy Report (QDR)

(1) Units must submit the Quality Discrepancy Report (QDR) through the appropriate item manager/automated website. Units should contact the Logistics Assistance Representative (CECOM/AMCOM etc.) if assistance is required to submit the QDR.

<a> After the unit receives disposition and shipping instructions from the item manager, unit will complete a turn-

in form (DD Form 1348-1A) in accordance with the disposition instructions.

<b> Customer will bring the supply item, 6 copies of the DD 1348-1A, the disposition, and shipping instructions to the ISSA.

<c> The ISSA will verify all documentation is correct and process the QDR for shipment.

#### Damaged or Missing Statement

(1) Customer must ensure the Damaged or Missing Parts Statement is provided to the ISSA at the time of turn-in to account for unserviceable items due to other than FWT.

#### Drainage Statement

(1) Items containing fluids must have a drainage statement and will be properly classified and identified IAW AR 710-2 with NSN manufacturer's part number, unit of issue, and price as listed in AESIP and/or FEDLOG. All parts must be cleaned.

Turn-in Procedures for Sensitive Items: All weapons and COMSEC items must be turned into the ISSA Arms Room. In addition, any Radiation Testing and Tracking System (RATTS) items must have corresponding transactions recorded into WEBUIT.

4. (1) All items categorized as sensitive items based on CIIC (Controlled Item Inventory Code). This code identifies items which require special controls, and which could be stolen and/or used in civil disturbances.

5. (2) These items are immediately inventoried. The unit will take the item or item parts, the DA Form 1577, and the DA Form 2765-1 to Classification Section at Building 9057 for authentication.

6. (3) After the Classification Section validates and approves the customer's documents, the customer will take the weapons and documents to Sensitive Item Section.

7. (4) Weapons must be free of dirt, mud, and water. Attachments not a part of the NSN, etc, must have the weapon's manual if applicable. VS2 LRC SBN SD Form 003 must be filled out with all serial numbers clear and legible.

8. (5) If a customer has more than 50 weapon an appointment will have to be made.

9. (6) If the weapon is damaged a statement will accompany the weapon. All weapons must be tagged according to a Condition Code and all documentations will be verified for accuracy before processing.

Turn-in Procedures for Code "B" clothing: It applies to personnel with less than six (6) months of service upon discharge from the United States Army, Army Reserve, National Guard, and AWOL individuals.

(1) A computerized copy from CIIP (Central Initial Issue Point) or the units copy showing the authorization and issued quantities for each individual. CIIP will follow the abstracted SOP from Defense Reutilization Management Office dated 4 April 2004, which clearly states the guidance of textile and clothing tum-in.

(2) A completed copy of a 3161 with quantities in supply action blank.

(3) Two (2) copies of soldier orders and DA Form 4187.

(4) All paperwork must have two (2) copies, the original for the turn-in section, and the carbon copy for the unit.

(5) ALL 8400 ITEMS ARE SEPERATED by size and the (NSN) National Stock Number. For Example, ACU Coats will be separate from ACU Trousers, sorted by size and placed in separate boxes. All other items shall be sorted in the same manner. These items of clothing contain infrared and spectral reflectance and will be processed IAW DRMO Standards.

(6) Examples of items that pertain to textile or clothing turn-in are those with infrared material design or pattern:

Army Combat Uniform (ACU)

<a> Coat, (ACU) with Permethrin

<b> Trouser, (ACU) with Permethrin

<c> Patrol Cap, (ACU)

<d> Army physical fitness uniform (APFU)

(7) Clothing that has been exchanged/swapped with another soldiers clothing will not be accepted as part of that individuals turn-in.

(8) For medical purposes, all recoverable items will not be soiled. All clothing will be clean and free of dirt or mud (AR 700-84, paragraph 2-3g).

(9) Recoverable clothing will remain Government property and will be turned in to the supporting activity upon discharge. (AR 700-84, paragraph 3-5d). Recoverable items are listed below:

Dress Blue Uniform:

- <a> Coat, dark blue Poly/Wool (AB 450 or AB 451)
- <b> Trousers Poly/Wool (AB 450 or AB 451)
- <c> Shirt, white Poly/Cotton SS and LS Male (AW 521)
- <d> Shoes, Dress tie-oxford patent leather Black
- <e> Coat, black, all-weather double-breasted Poly/Cotton (AB 385)
- <f> Gloves, black, leather

Operational Camouflage pattern (OCP):

- <g> Coat, (OCP)
- <h> Trousers (OCP)
- <i> Cap, patrol (OCP)
- <j> Boots, combat tan or coyote leather
- <k> Gloves, black, leather unisex

Army Combat Uniform (ACU):

- <l> Coat, (ACU) with Permethrin
- <m> Trouser, (ACU) with Permethrin

Army physical fitness uniform (APFU):

- <n> Jacket, running, black and gold, with gold Army logo
- <o> Pants, running, black, with gold Army logo
- <p> Trunks, running, black, with Army in gold
- <q> T-Shirt, black SS and LS with Army in gold
- <r> Fleece cap, black

(10) Enlisted soldiers will retain all non-recoverable items when discharge or separated from active or reserve duty service (AR 700-84, paragraph 12-1a). The individual is financially liable for all "recoverable" initial issue clothing that's lost, damaged, or destroyed through negligence or

misconduct. Any "recoverable" lost, or damaged items will be accounted for through the use of a Statement of Charge (DD Form 362), Cash Collection Voucher, or Financial Liability Investigation of Property Loss (DD Form 200). This includes the Army Combat Uniform (ACU), and accessories to include the tan t-shirt, rigger belt, tan boots, patrol cap, and watch cap (PT). Units will adhere to the procedures outlined in AR 735-5

e. Packing and Crating Procedures:

(1) Customer Units requiring packing and crating services must first report to the Packing and Crating Section of the Transportation Section in building 9058.

(2) Services provided to the tactical SSA with a GCSS-Army transaction will be reimbursed through the stock readiness program.

(3) All other customer/unit services will be provided on a reimbursable basis only. Reimbursement will cover funding for materials and labor (labor burden rate will apply).

<a> If a funded Transportation Account Code (TAC) and valid ship to address are not provided by the material command, then the losing unit is responsible for providing funding for the shipment.

<b> Documentation for this process should include the Funds Verification and Use Authorization form and a valid ship to address with POCs and phone number of gaining unit.

## APPENDIX A

## References

- a. AR 710-1, Centralized Inventory Management of the Army Supply System
- b. AR 710 2, Supply Policy below the Wholesale Level
- c. AR 710-3, Inventory Management and Transaction Reporting System
- d. AR 710-28, Standard Army Validation Reconciliation (SAVAR) Procedures
- e. AR 725 50, Requisitioning Receipt and Issue System
- f. AR 735-5, Policies and Procedures for Property Accountability
- g. AR 735-11-2, Reporting of Supply Discrepancies
- h. AR 735-50, Reporting of Item and Packaging Discrepancies
- i. AR 740-26, Physical Inventory Control
- j. AR 750-1, Army Material Maintenance Policy
- k. DA Pam 700-30, Logistic Control Activity (LCA) Information and Procedures
- l. DA Pam 710-2-1, Using Unit Supply System (Manual Procedure)
- m. DA Pam 710-2-2, Supply Support Activity Supply System (Manual Procedures)
- n. GCSS-Army on-line manual
- o. Web Links

APPENDIX B

NOTICE OF DELEGATION OF AUTHORITY - RECEIPT FOR SUPPLIES				DATE	
For use of this form, see DA PAM 710-2-1. The proponent agency is DCS, G-4.				18 October 2012	
AUTHORIZED REPRESENTATIVE(S)					
ORGANIZATION RECEIVING SUPPLIES			LOCATION		
1/25th SBCT Supply Support Activity			BLDG. 3487 FT. WAINWRIGHT, AK 99703		
LAST NAME-FIRST NAME-MIDDLE INITIAL			AUTHORITY	SIGNATURE AND INITIALS	
			REQ		
CAMPBELL, DEDRIC T.			NO	YES	CAMPBELL, DEDRIC T. 1061593505
WILLIAMS, MICHAEL T.			NO	YES	WILLIAMS MICHAEL, TERRANCE 128920501
BATTLE, SABRINA D.			NO	YES	BATTLE SABRINA, DENISE 1049945907
XXXXXXXXXXXX NOTHING FOLLOWS XXXXX			NO	YES	Click to Approve
AUTHORIZATION BY RESPONSIBLE OFFICER OR ACCOUNTABLE OFFICER					
THE UNDERSIGNED HEREBY <input checked="" type="checkbox"/> DELEGATES <input type="checkbox"/> WITHDRAWS FROM THE PERSON(S) LISTED ABOVE.					
THE AUTHORITY TO: Receive and Turn-In Class 5 Supply Material & Equipment to include Hazmat.					
REMARKS					
DOL-CRP, BLDG 3030, Ft Wainwright, Alaska					
I ASSUME FULL RESPONSIBILITY					
UNIT IDENTIFICATION CODE			DODAAC/ACCOUNT NUMBER		
WDPRA0			WC1JU4		
LAST NAME-FIRST NAME-MIDDLE INITIAL	GRADE	TELEPHONE NUMBER	EXPIRATION DATE	SIGNATURE	
ECHEVERRI, MAURO	CW3	353-1901	31 JULY 13	ECHEVERRI, MAURO. 10149445	

Legend for Figure 11-3;  
Completion instructions by block number for DA Form 1687 when used to request class 5 items

- (1) **Date** Enter the calendar date the form is prepared.
- (2) **Organization Receiving Supplies** Enter the name of the unit and, if prepared by a hand or sub-hand receipt holder to delegate authority to request or receipt for ammunition items, the hand receipt number or name of the section involved.
- (3) **Location** Enter the name of the installation on which the unit is located.
- Authorized Representative(s)**
- (4) **Last Name, First Name, Middle Initial** Enter the name and rank of the person(s) authorized to request or receive ammunition. Also enter the person's rank, and above the person's name, enter their ETS date. Ensure that the rank of the representative matches the scope of his/her responsibilities.
- (5) **Social Security Number** Leave blank. Enter "not used" on next available line when all lines are not used.
- (6) **REQ/REC** Enter "YES" in this block for each person authorized to request supplies. Otherwise, enter "NO." Enter "YES" in this block for each person authorized to receipt for supplies. Otherwise, enter "NO."
- (7) **Signature and Initials** Enter the signature and initials of authorized representatives.
- Authorization by Responsible Officer or Accountable Officer**

- (8) **Delegates To** Enter an "X" in this box to show that the authorized representative is delegated to request/receipt for supplies. Enter the statement, "Requisition or receipt of class 5 supplies as indicated above."
- Withdraws From** Leave blank. Procedures for adding and deleting persons are not authorized for class 5 supplies.
- (9) **Remarks** Enter the ASP or other activity to which form is being sent. Enter following statement: "Authorized representatives listed above have passed security screening required by AR 190-11."
- (10) **Unit Identification Code** Enter UIC.
- (11) **DODAAC/Account Number** Enter the unit DODAAC and any locally assigned account number.
- (12) **Last name - first name - middle initial** Enter name of responsible person.
- (13) **Grade** Enter grade or rank of responsible person.
- (14) **Telephone Number** Enter telephone number of responsible person.
- (15) **Expiration Date** Enter expiration date of the card, not to exceed one year. Review cards quarterly for accuracy.
- (16) **Signature** Enter signature of responsible person.

Note. Upon any element of data becoming outdated on this card, the entire card is no longer valid and will be replaced with a new card. All entries except the signature and initials, will be either printed in ink or typewritten. The signatures, (payroll) and initials will be written in ink.

APPENDIX C

DEPARTMENT OF THE ARMY  
 XXX ARMY FIELD SUPPORT BRIGADE  
 LOGISTICS READINESS CENTER FORT XXXXXXXX, ST Zip-Code

REPLY TO  
 ATTENTION OF ASCE-LRC-XXXX

SUSPENSE DATE



DODAAC

DATE

MEMORANDUM FOR: Installation Supply Division Supported Customers

SUBJECT: Computing Customer Reconciliation Percentages

1. Army Regulation 710-2, Section 1-21, Paragraph d (3) gives the exact formula to be utilized when computing customer reconciliation percentages.

a. Document register (due-in) accuracy. This accuracy is measured by the percentage of open supply requests (due in) on the document register that match open SSA records during the monthly reconciliation. It is expressed as a percentage and is calculated by dividing the number of open supply requests on the document register by the number of open supply requests on the record at the SSA and multiplying the answer by 100.

b. Example for computing recon percentages.

Number of records open on the unit's document register is	140
Number of records open on the SSA's reconciliation is	165
Divide the number of records on the document register (140) by the number of records on the reconciliation (165)	0.8484
Multiply by 100	84.8

**NOTE:** Customers should not count those items that they have received towards the total records open at the SSA. The customer should annotate an "R" on the recon showing that they have received the item. This will enable the SSA to act accordingly. The following symbols should be used when completing the recon:

R – items which have been received by the customer  
 K – items which the customer requests a follow-up on previous cancellation request  
 C – items which the customer requests a cancellation on  
 Checkmark – items which are valid open requisitions

c. Number of open records on the unit's document register

d. Number of records open on the SSA's reconciliation

e. Divide records on document register by records on reconciliation

f. Multiply by 100

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Unit/ Accountable Officer or Designated Representative

2. All units under 95% reconciliation rate are required to schedule and perform a face to face appointment with the Stock Control Section.
3. POC for this memorandum is undersigned, ext. XXXXX.

// signature //  
NAME of AO  
GS-XX, USA  
Accountable Officer

APPENDIX D

Figure 2-1. Sample of a DA Form 2765-1 as a request for issue

Legend for Figure 2-1;

Completion instructions by block number or letter for DA Form 2765-1

- (A) Enter the name and address of the SSA.
- (B) Enter the name and address of the requesting unit.
- (4-6) Enter the NSN of the item requested.
- (7) Enter the unit of issue.
- (8) Enter the quantity requested. Use all five positions. Enter zeros (0) to the left of the quantity.
- (9-10) Enter the unit DOD Activity Address Code (DODAAC). For classified COMSEC materiel, use the COMSEC account number.
- (11) Enter the Julian date.
- (12) Enter the document serial number.
- (13) Enter demand code. Use "R" for recurring or "N" for nonrecurring.
- (18a) Enter the proper End Item Code in block 18 or cc54-56. EIC's are listed in the AMDF for most major end item NSNs but not for repair part NSNs. Use the EIC that identifies the major end item for which the request applies. For example, if the part is being applied to a radio which is installed on a truck, use the EIC for the radio, not the truck. If

- an EIC has not been assigned to the end item, leave the EIC blank.
- (18b) If a major end item request, (as shown above) enter the Type of Requirement Code (TRC) (app E). Enter the code in the 2d and 3d positions of block 18.
- (19) Enter project code if assigned. Otherwise, leave blank.
- (20) Enter the priority designator.
- (21) Enter required delivery date or leave blank. Enter "999" for NMCS requests requiring expedited handling originating overseas (or in CONUS units deploying within 30 days). For all other NMCS/ANMCS requests, enter "N" for NMCS or "E" for ANMCS in the 1st position of block 21. Entries in the 2d and 3d position of block 21 may indicate short required delivery date. When used, enter the number of days within which the materiel is required.
- (22) Enter the proper advice code (app B) to give specific instructions to the source of supply. Otherwise, leave blank.
- (L) Enter the cost detail account number when required.
- (O) Enter one or two words that describe the item requested.
- (P) Enter the type, number, date, and page number of the authorizing publication and other applicable data, i.e., SLAC/MPL number.

**APPENDIX E****Standard Price and Credit SOP**

**Overview:** Prior to GCSS-Army conversion, units would self-generate a Turn-In Document in order to obtain credit for an item. Within GCSS-Army, a system generated turn-in document must match the system document in order for the organization to obtain credit for the item. This turn-in document is generated for every reparable item upon Post Goods Issue (PGI) to the customer, and it is the only document number the customer can use upon the turn-in of the reparable item to the SSA in order for GCSS-Army to automatically produce the match and provide credit.

**Directive for SSA/EM/MM:****SSA Responsibilities:**

- a. Generate the reparable issue report for the customers through the Business Objective (BI) report within the GCSS-Army system.
- b. Provide a list once a month of all reparable/recoverable items issued within the last 180 days to all supported customers. This notification will include required appropriate action for items turned-in within the 180 day period.
- c. Accountable Officers are responsible for ensuring the customer's signature authority on the removal memorandum is validated against that organization's appointment memo and DA Form 1687 on file. Accountable officers will maintain a copy of the unit's appointment memo, signature card and the memorandum requesting removal of items. Material managers removing items will maintain a copy of the memorandum.
- d. The only transactions that will be removed at the SSA level are transactions that are identified as Purchase Document Type ZRS.
- e. For any ZXS Purchase Requests, the SSA must remove the IW value from the Advice Code field in a ZXS PR items when credit is expected.

**Under 180 Days:**

- a. Use the T-code ZOBUX to process the customer reparable turn-in upon verification that the customer's turn-in document number is matched against the GCSS-Army system document number. Failure to perform this verification prior to using the ZOBUX to clear the item, may keep the reparable item open in the system; if turn-in had a customer generated turn-in document number, GCSS-Army will not recognize the match within the system and generate a credit loss after 180 days.

- b. Credit is expected if a serviceable or an unserviceable Return (ZXS) PR that is determined to be shop stock is turned-in, and an issue or matching backorder occurs within the 180 days. The SSA must remove the 1W value from the Advice Code field in the Return (ZXS) PR to request credit. The SSA must maintain documentation of the matching transactions and be prepared to provide documentation upon request.

**Over 180 Days:**

- a. LRCs will identify and provide a list of all items over 180 days from the BI reparable report to all supported customers. The customer's signature authority, IAW DA Form 1687 on file at the LRC, will validate documentation as required in accordance with the Command Supply Discipline Program for each of the items and will provide a memorandum of record with each of the Z Codes identified for each Purchase Order requesting the item to be cleared from the list. This memorandum will also include the unit's SLOC and LRC's SLOC. A copy of this memorandum will be provided to the ASC-DMC Supply Division's email: [usarmy.RIA.asc.list.dmc-gcssa@mail.mil](mailto:usarmy.RIA.asc.list.dmc-gcssa@mail.mil) in order to clear the records from ZOBUX.

**Army Field Support Brigade (AFSB) Responsibilities:**

- a. SPO Representatives or equivalent must ensure the AFSB Commander is briefed on a weekly basis on the SP&C status of the LRC's maintenance facility to ensure all credits are not lost.
- b. Develop enforcement of Command Supply Discipline Program with Accountable Officers and supported organizations by turning in the required parts and documentation whether there is an expected credit or not.
- c. Review all responses from the maintenance facility representative and prepare notes for the AFSB Commander for the monthly Material Readiness Review briefing.

**Materiel Management (MM) Responsibilities:**

- a. Monitor reparable management turn-ins for each FE supported within the command to ensure compliance with local policy and Army publications.
- b. Report monthly on the outstanding reparable management turn-ins that are due to the SSA, the status of the expected credits, and the Customers that are not adhering to local policy or Army publications for reparable management turn-ins.
- c. Validate the supporting administrative removal documents.
- d. Enforce a segregation of duty (SOD) for the administrative removal of Return (ZRL or ZRX) PRs.
- e. Delete Return (ZRL or ZRX) PRs that have been proven to be erroneous using ZOBUX.

**Return (ZRL or ZRX) PR Reason Codes Identified by Signature Authority during Turn-In:**

- **Z1** - Requisition deleted for cause
- **Z3** - Request for increase in stock
- **Z4** - Item was lost or destroyed
- **Z5** - Item turned into another SSA

**Transaction Codes (T-Codes):** The most common transaction codes for Standard Price and Credit are the following:

**ZOBUX** – Use this transaction to create and process a return (YRR) purchase requisition (PR) for an expected property return.

**ZOAREP** – Use this transaction to view the overage reparable report for recoverable items being returned to the Supply Support Activity

**Definitions:**

**ZRL** - A Return PR document type used for an expected return to an SSA that initiates the turn-in of reparable materials from a Customer. The Return (ZRL) PR is created automatically by GCSS-Army when a reparable material is PGI to a Customer’s bin by the SSA.

**ZRX** - A Return PR document type used for an unexpected return to an SSA that initiates the turn-in of reparable materials from a remote Customer. The Return (ZRX) PR is automatically created when the ASN for a dedicated order is received by the GCSS-Army for a reparable material that is being sent to a remote Customer.

**ZXS** - A Return PR document type used for an unexpected return that has no corresponding issue.

- a. This process is initiated when the supporting SSA creates the Return (ZXS) PR using the *Monitor Recoverables/Reparables (ZOBUX)* transaction.
- b. This process is initiated when a Wave2 Customer creates the Return (ZXS) PR using the *Create Purchase Requisition (ME51N)* transaction.

**Traffic Lights:** Traffic light parameters are defaulted to 30 days.

**Materiel Management:** Accountable Officers will work with Level I MM to assist with their area of responsibility regarding clearing overage reparable items from supported units.

<b>Material Management Structure</b>	
Level I Materiel Managers	Clear Overage Reparables for Plant 2001
Level II Materiel Managers	Oversight
Level III Materiel Managers	Oversight
Execution Management	Dependent on internal operations
Execution (AWCF)	Verify Signature Authority – Work with Level I MM
Execution (OMA)	Clear Overage Reparables for Plant 2000

**Example Memo for Level I MM Removal:**

## UNIT HEADER

OFFICE SYMBOL

Date

MEMORANDUM FOR RECORD

SUBJECT: Request Document Purge

1. Unit requests the following items to be removed from the Overage Reparable Report for the following reason:

Unit SLOC	SSA SLOC	Days	Material	Description	Purchase Req	Parent PO	Qty	UI	RC	Reason for Deletion
OKBH	BXN1	46	015397057	Thermostat, Flow Control	1001818261	7101606474	1	EA	A	Z1
OKBH	BXN1	28	014215133	Propeller Shaft WIT	1001908515	4503522357	1	EA	F	Z1
OKBH	BXN1	6	014766101	Marker, Identification	1002018149	450346940	1	EA	A	Z1
OKBH	BXN1	13	014851472	Battery	1001977273	7101766501	2	EA	A	Z1
OKBH	BXN1	6	014851472	Battery	1002017513	4503752640	4	EA	A	Z1
OKBH	BXN1	5	014851472	Battery	1002031621	4503776229	4	EA	A	Z1

2. All documentation has been verified and/or adjudicated in accordance with the installation's Command Supply Discipline Program for each Purchase Order listed.

- a. Reason for deletions:

Z1: Requisition deleted for cause

Z3: Request for increase in stock

Z4: Item was lost or destroyed

Z5: Item turned into another SSA

3. Point of contact for provided information is [ctr@mail.mil](mailto:ctr@mail.mil), or by phone at XXX-XXX-XXXX.

Unit Signature Authority  
Signature Block

## Glossary

Section I-Abbreviations

AESIP

Army Enterprise System Integration Program

CAC

Common Access Card

CD

Compact Disc

CRP

Central Receiving Point

DoDAAC

Department of Defense Activity Address Code

FWT

Fair Wear and Tear

GCSS

Global Combat Support System

IPBO

Installation Property Book Office

ISSA

Installation Supply Support Activity

LCMC

Life Cycle Management Command

MRO

Material Release Order

NSN

National Stock Number

OMA

Operations &amp; Maintenance Army

PBOs  
Property Book Officers

PBUSE  
Property Book Unit Supply Enhanced

PD  
Priority Designator

POC  
Point of Contact

QDR  
Quality Discrepancy Report

RDD  
Required Delivery Date

RM  
Resource Manager

SALE  
Standard Army Logistics Enterprise

SAMS-E  
Standard Army Maintenance System - Enhanced

SAMS-IE  
Standard Army Maintenance System Installation Enhanced

SCMC  
Supply Category Material Code

SDR  
Supply Discrepancy Report

SFTP  
Secure File Transfer Protocol

SLOC  
Storage Locator

ULLS-A  
Unit Level Logistics System-Air

Section II-Terms

This section contains no entries

Section III-Special abbreviations and terms

This section contains no entries