



DEPARTMENT OF THE NAVY
NAVAL TRAINING CENTER
2601A PAUL JONES ST
GREAT LAKES, ILLINOIS 60088-5000

NTCGLAKESINST 4440.1A
N23

MAR 17 1999

NTC GREAT LAKES (COMPLEX²) INSTRUCTION 4440.1A

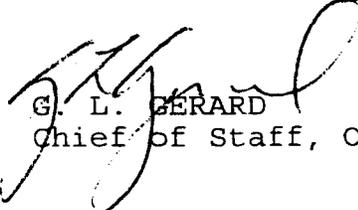
From: Commander, Naval Training Center, Great Lakes

Subj: CUSTOMER SERVICE MANUAL

Ref: (a) NTCGLAKESINST 4200.1 Series
(b) NTCGLAKESINST 4440.2 Series
(c) NTCGLAKESINST 7320.1 Series
(d) NAVSUP P-1, Volume II
(e) NAVSUP P-409
(f) NAVSUP P-437
(g) NAVSUP P-485, Volumes I & II
(h) NAVSUPINST 4200.85 Series
(i) OPNAVINST 5510.1 Series
(j) FED STD 313C

Encl: (1) Customer Service Manual

1. Purpose. This manual provides information relative to the services available from Naval Training Center (NTC), Supply and Logistics Operations Department at Great Lakes, Illinois in accordance with references (a) through (j).
2. Cancellation. NTCGLAKESINST 4440.1. This instruction has been substantially revised and should be reviewed in its entirety.
3. Improvements. Every effort has been made to produce an accurate and up-to-date Customer Service Manual. Suggestions, corrections, and comments are solicited and should be directed to the NTC, Supply and Logistics Operations, Building 3200, Purchasing Department Director (Code N23), 2601A Paul Jones Street, Great Lakes, IL 60088-5000; DSN: 792-5906, or Commercial: (847)688-5906.
4. Forms. All forms mentioned in enclosure (1) can be ordered through the supply system.


G. L. GERARD
Chief of Staff, Operations

Distribution:
NTCGLAKESINST 5216.5M
Lists I & II (Case A)

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CUSTOMER SERVICE MANUAL

Enclosure (1)

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SUPPLY AND LOGISTICS OPERATION
NAVAL TRAINING CENTER, GREAT LAKES
TELEPHONE DIRECTORY

DSN: 792 +
COMMERCIAL: (847)688 +

ACOS.....	2285
ASSISTANT ACOS.....	2286
ADMINISTRATION DEPARTMENT.....	3316
CUSTOMER SERVICE.....	2216/4268
PURCHASING DEPARTMENT DIRECTOR.....	6942/5906
IMPAC	
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CHAPTER I

SUPPLY AND LOGISTICS OPERATIONS
NAVAL TRAINING CENTER, GREAT LAKES

0101. MISSION. To provide Naval Training Center, Great Lakes customers quality supplies and services.

0102. VISION. To shape the Naval Training Center Great Lakes Supply and Logistics Operations Workforce for the 21st Century. We are committed to replacing infrastructure intensive logistics systems with lean, cost-effective alternatives that deliver the best quality products and services to our customers:

At the right time,
At the right place, and
At the right price.

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CHAPTER II

CUSTOMER SERVICE

0201. LOCATION. Customer Service is located in Building 3200, second floor.

0202. FUNCTIONS

a. Customer Service is the point of contact and information center for all services performed by Supply and Logistics Operations. Customer Service personnel have ready access to information and can effectively help in solving supply problems. Activities are encouraged to keep the Customer Service Supervisor and Staff aware of supply support problems.

b. The aim is to provide our customers with fast, accurate, and courteous service while expediting requisition processing. Customer Service provides the following services:

- (1) Stock availability checks.
- (2) Status on requisitions.
- (3) Requisition modification.
- (4) Shipping status.
- (5) Place MILSTRIP requisition orders.
- (6) Review DRMO Turn-in/Pick-up documents.
- (7) Distribute Material Obligation Validations (MOV's)

c. Customer Service pledges to accomplish these responsibilities efficiently and effectively and to always solicit constructive suggestions.

0203. CORRESPONDENCE. All correspondence directed to Customer Service shall be addressed as follows:

SUPPLY AND LOGISTICS OPERATIONS
BLDG 3200 CODE N232
NAVAL TRAINING CENTER
2601A PAUL JONES STREET
GREAT LAKES IL 60088-5000

0204. OFFICE HOURS. The normal workweek extends from Monday through Friday. Normal working hours are from 0730 to 1600.

CHAPTER III

PURCHASING DEPARTMENT

0301. LOCATION. The Purchasing Department is located in Building 3200, second floor.

0302. FUNCTIONS

a. The Purchasing Department (Code N23) has Simplified Acquisition authority up to \$100,000 and is staffed to handle almost every type of procurement for Non-National Stock Number item requirements. All Procurement Requests will be submitted on NAVCOMPT Form 2276's, typed, and taken to Customer Service for technical review. Procurement requests generally fall into one of the following categories:

(1) Ordering against an existing Indefinite Delivery Type Contracts (IDTC);

(2) DD Form 1155, Delivery Order against Federal Supply Schedule (any value not to exceed the Maximum Order Limitation (MOL) of the GSA contract);

(3) DD Form 1155, Open Market Purchase Order (not to exceed \$100,000).

b. Advance planning by the requesting activity is the best method of insuring that required supplies or services are received on time. Procurement lead time includes the time necessary to solicit competition, prepare bids and proposals, review and evaluate them, and to make the award. Procurement action lead time varies with the complexity, priority, and dollar value of the requirement. As a rule of thumb, the following applies:

(1) \$2,501 - \$25,000, 2 to 15 days;

(2) \$25,001 - \$100,000, 15 to 45 days (depending on priority, urgency, and complexity).

0303. NAVCOMPT FORM 2276. All procurement requests must be submitted on NAVCOMPT Form 2276. To ensure prompt, correct procurement action, it is imperative that the form be prepared accurately. The back of the form contains instructions regarding proper completion and more specific guidelines can be found in

Chapter IX, paragraph 0903. All forms will be screened at Customer Service. Special attention must be given to the priority, required delivery date, and the description of the item. If the form is lacking necessary information (i.e., inadequate item description, sole source justification, etc.), the document will be returned to the requesting activity.

0304. SOLE-SOURCE OF SUPPLY. Procurement requests for sole source procurement must contain full justification. It is the responsibility of the Purchasing Department Director to determine, on the basis of available facts, whether a sole-source procurement has been justified. The Purchasing Department Director is bound by law to seek competition unless sufficient facts are made available to demonstrate that a valid reason exists to preclude competition. Refer to Chapter IX, paragraph 0905 for justification information required and proprietary statement.

0305. PRICE ESTIMATES. All procurement requests for purchases of non-standard items must include the best available cost estimate. Failure to comply with this requirement may delay the procurement action due to application of the wrong procurement method (determined by dollar value) or the necessity to request additional funds when an insufficient amount has been allocated by the requesting activity. Observance of the following requests will assist the Purchasing Agent in making the purchase:

a. If the estimate is based on a catalog or price list, the source of the information must be identified on the requisition. Pricing based on prior purchases must be noted by including the contractor's name, quantity ordered, and order number, if available.

b. If the requesting activity is aware of one or more possible sources, they shall be listed on the requisition. If possible sources are unknown, Purchasing Department personnel will assist you in locating a source of supply.

0306. FOLLOW-UP ON PROCUREMENT REQUESTS. Inquiries concerning status of procurement requests must be directed to Customer Service. In all instances, the requesting activity must provide the requisition, purchase order, or contract number.

0307. URGENT PROCUREMENT REQUESTS. Walk-through procedures exist for urgent Simplified Acquisition Procedure requirements (i.e., between \$2,501 - \$25,000). If the procurement request is

of such an urgent nature that routine procurement methods will not suffice, and is over \$25,000, the requesting activity must contact the Purchasing Department Director.

0308. UNSATISFACTORY PERFORMANCE OF CONTRACTORS. Reports of unsatisfactory performance under the terms of the contract shall be made, in writing, to the Purchasing Department Director. Activities are reminded to selectively choose and train personnel who are authorized to "Receive and Accept" material.

0309. UNAUTHORIZED SUPPLIES. Procurement of unauthorized supplies or services is a serious matter and deserves special attention. If a procurement request is identified as an unauthorized item, it will be returned to the requesting activity. Enclosure (2) of reference (h) contains a list of items requiring special attention and approval. It is emphasized that this is not all-inclusive. Items not specifically listed in enclosure (2) of reference (h), but appearing to be "not mission essential", shall be challenged by the Purchasing Department Director. A written statement from the Commanding Officer of the requesting activity stating that the item is "mission essential" shall be provided to the Purchasing Department Director before procurement action on that item will begin.

0310. HAZARDOUS MATERIAL. All procurement requests for hazardous material will be routed through the HAZMART Director for approval prior to procurement. The statement "Hazardous material, request Material Safety Data Sheets (MSDS) data" must be in block 15 of the NAVCOMPT Form 2276. The Purchasing Agent will require contractors to submit MSDS data for material identified by the customer as hazardous.

0311. ADP MATERIAL. All procurement requests for ADP material will be routed through the Management Information Systems (MIS) office, Code T11, for approval prior to procurement. This will ensure that the material requested is/are compatible with other systems on NTC Great Lakes.

0312. AUDIO/VISUAL MATERIAL. All procurement requests for Audio/Visual material will be routed through the Multimedia Support (MMS) office, Code T12, for approval prior to procurement. This will ensure that the material requested is/are not available from MMS' stock and is cost effective.

0313. COMMUNICATION MATERIAL. All procurement requests for Communication material will be routed through the Comptroller

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office, Code T44, for approval prior to procurement. This will ensure that the material requested is/are compatible with other systems on NTC Great Lakes and is cost effective.

0314. PRINTING SERVICE. All procurement requests for Printing services will be routed through the Defense Automated Printing Service (DAPS) office, Bldg. 2A, for approval prior to procurement. This will ensure that the service requested is beyond the capabilities of DAPS and is cost effective.

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CHAPTER IV

REQUISITIONING PROCEDURES

0401. GENERAL. Orders placed for items with National Stock Numbers, including publications and forms, will be submitted through our E-mail address in MILSTRIP format. The E-mail address is: NTC-GRL N24-REQNS for NTC Departments. Contact Customer Service if there are any questions or problems.

0402. MAILING. For tenant activities that are not located on NTC Great Lakes and do not have Internet access, requisitions may be submitted on DD Form 1348 or NAVSUP Form 1250-1 to the following address:

SUPPLY AND LOGISTICS OPERATIONS.
BLDG 3200 CODE N232
NAVAL TRAINING CENTER
2601A PAUL JONES STREET
GREAT LAKES IL 60088-5000

0403. REQUISITION FORMS

a. Forms used to request material shall include the DOD Single Line Item Requisition Document (DD Form 1348 or NAVSUP Form 1250-1); Request for Contractual Procurement (NAVCOMPT Form 2276); and E-mail requisitions prepared in MILSTRIP format. See Chapter IX, paragraph 0901 and 0903 for preparation instructions on the above forms.

b. The E-mail requisitioning procedures will be used for all requests for those activities that have E-mail access.

c. Requisition processing procedures require complete validation of all fields of data prior to submission. Specific attention is invited to the use of proper fund and signal codes. Incomplete or erroneous data will require returning the requisition to the requisitioning activity, thereby delaying issuance of the material.

d. Stock status or availability checks shall be made by contacting Customer Service.

e. All requirements will be processed in accordance with the Uniform Material Movement and Issue Priority System (UMMIPS) time frames established in reference (f).

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CHAPTER V

SERVMART

0501. INTRODUCTION. With technology changing everyday and the expansion of NTC Great Lakes, demands and requirements change. To expedite and improve our services to our customers, please let us know any valid materials you would like SERVMART to carry by filling out a "WISH LIST" available in Building 3501 (SERVMART). Requisitions for material available in SERVMART shall be obtained from that source in lieu of submitting a requisition.

0502. PURPOSE. SERVMART is a retail outlet operated by Associated Industries for the Blind. It is organized in a supermarket style, allowing customers to walk through the aisles and view the items they desire. Its purpose is to provide supplies to all commands in the Great Lakes area by the most expedient and least costly method possible. Our goal is to meet or exceed all of our customer's requirements.

0503. LOCATION. SERVMART is located on Mississippi Street off of Buckley Road (HWY 137), a quarter mile east of U.S. 41. SERVMART is in the southwest corner of Building 3501.

0504. HOURS OF OPERATION. SERVMART is open Monday through Friday from 0900 to 1500. Customers are requested to be at the checkout counter before close of business.

0505. STOCKING POLICY. In general, SERVMART carries a wide range of fast moving office supplies, hand tools, painting accessories, light bulbs, electrical supplies, hardware and computer accessories. Non-standard items that do not experience demand at least twice per month, for a period of 12 months, will not ordinarily be stocked. The ready availability of a wide variety of frequently used items precludes the need for local activities to utilize normal requisitioning. Exercise foresight when planning for shopping trips to SERVMART while generating minimal paperwork and avoiding procurement lead time in terms of manpower, computer time and paperwork. Attempts by on base supply channels will be rejected; the cooperation of all customers in reducing waste is requested. Proper management and utilization of SERVMART represents a direct savings in taxpayers' dollars.

0506. INFORMATION. The Contracting Officer's Representative (COR) for the government may be reached at 688-4706 if there are

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any questions regarding regulations, procedures, or customer complaints. General information may be obtained by contacting SERVMART at 688-3386.

0507. SHOPPING PROCEDURES. The requirements are to have the original and one copy of the SERVMART Shopping List (SSL) that has an assigned document number, approval signature, and accounting line. If the "Purchase Total" line of the SSL is less than or equal to \$2,500.00, a IMPAC card will be utilized for payment. If the "Purchase Total" line of the SSL is greater than \$2,500.00, a NAVCOMPT Form 2277 will be utilized for payment. In this case, the shopper is responsible for the submission of the NAVCOMPT Form 2277 along with the original SSL, original cash register receipt, and original "received by" signature to DFAS Pensacola for payment. Proper preparation of the NAVCOMPT Form 2277 is provided in Chapter IX, paragraph 0904.

0508. REQUEST DOCUMENTS. A SERVMART Shopping List (SSL), a NAVCOMPT Form 2277 (only if "Purchase Total" exceeds \$2,500.00) are the only procurement forms authorized for use. The SSL is used to list multiple items intended to be purchased from SERVMART and provides the basis for preparation of the NAVCOMPT Form 2277 when applicable. The SSL is prepared using the Automated SERVMART Shopping Program. To obtain a copy of the program, bring a formatted diskette to SERVMART. Updates to this program are available the first full week of every month at SERVMART. Please make every effort to keep your SERVMART Shopping Program updated, the monthly updates contain additions/deletions of stock numbers along with any price changes that have occurred.

0509. MONETARY ALLOWANCE. When preparing a SERVMART shopping list (SSL), a 10% variance in price is already added to the bottom total. This helps absorb any price changes that may have occurred. The NOT TO EXCEED or TOTAL Cost Limitation dollar amount CANNOT be changed at SERVMART.

0510. RETURNED MATERIAL. Any material purchased in error from the SERVMART may be returned (if in "Ready-For-Issue" condition) in exchange for other material on a dollar-for-dollar basis. A new SSL identifying the correct material needed/wanted will be prepared in accordance with procedures listed above, along with the material being returned.

0511. MATERIAL NOT-IN-STOCK/SPECIAL ORDERS. The SERVMART manager will, in most cases, be able to provide customers with an

estimated date when Not-in-Stock (NIS) material will become available. If you cannot locate the items you wish to purchase, please ask. Items not carried are available through the SERVMART SPECIAL ORDER CATALOG. This catalog has over 24,000 items readily available. Confirmed orders are usually received within three to four days. Copies of the catalog are available at SERVMART. Please contact SERVMART for proper procedures.

0512. EXCESSIVE QUANTITIES. The SERVMART Manager may limit the procurement of excessive quantities of certain materials that are of a critical nature, or are deemed excessive. However, if planned future projects are going to exceed these limits, please inform the SERVMART Manager. With proper planning and ample time, all of your needs can be met.

0513. REQUEST FOR NEW ITEMS. In order to provide better service to our SERVMART customers, please review materials that you utilize on a recurring basis. If you have items you would like to see carried, ask for a Request for New Items or Wish List form at the front desk. Please remember that SERVMART stocking criteria mandates that all items stocked must be ordered at least twice per month consistently over a 12 month period.

0514. FAXMART

a. This gives the customer the option of continuing to shop at SERVMART or sending a facsimile of your SERVMART Shopping List. Upon receipt of your facsimile order, the material will be pulled from the shelf and delivered to your activity within seven days. The FAXMART number is 688-5539. Please provide a point of contact, phone number, and building number with your FAXMART order.

b. This service is available to NTC customers. However, unless other arrangements are made, it is requested that customers ordering numerous bulk items continue to shop at SERVMART vice utilizing the fax service.

0515. SERVMART WEB PAGE. Products may also be purchased from SERVMART using their recently established web site. Please call the SERVMART Manager at 847-688-3386 for information on how to use this service.

0516. DELIVERY SERVICE. Delivery service is available for customers purchasing bulk materials. Please provide SERVMART personnel with a point of contact, phone number, and building number upon completion of your shopping. Please don't delay delivery personnel.

CHAPTER VI

SPECIALIZED MATERIALS

0601. PUBLICATIONS AND FORMS. Publications and Forms have been eliminated from Supply and Logistics Operations stock. Single flat forms and local forms can be reproduced at Defense Automated Printing Service (DAPS) office, Building 2A. All other requests for publications and forms will use "NFZ" as the Routing Identifier Code in blocks 4-6 on the DD Form 1348, NAVSUP Form 1250-1, or MILSTRIP requisition.

0602. PETROLEUM PRODUCTS

a. The Material Handling Equipment (MHE) gas station is located at Building 3216 and is available to provide regular gas and diesel fuel to customers presenting a properly executed DD Form 1348 or providing a valid Public Works Center (PWC) Job Order Number. The hours of operation are Monday through Friday, 0700-1500.

b. Refueling service is available for fork lift trucks, portable equipment, and emergency generators on Mondays, Wednesdays, and Fridays. Contact the Delivery and Equipment Supervisor for more information.

0603. GASES AND CYLINDERS. Bottled gas requisitions follow normal requisitioning procedures. An empty government cylinder must be returned for each issue of gas requested. If no cylinder is returned, a separate DD Form 1348 or NAVSUP Form 1250-1 for the cylinders must be submitted with the requisition for the gas. Empty cylinders will be turned in at HAZMART.

0604. EXCESS NATIONAL STOCK NUMBER (NSN) MATERIAL. When excess National Stock Number (NSN) material has been identified refer to reference (i) paragraphs 5066-5080 for proper turn-in procedures or contact Customer Service for assistance.

0605. EXCESS NON-NATIONAL STOCK NUMBER (NON-NSN) MATERIAL. When excess Non-National Stock Number (NON-NSN) material has been identified, it will need to be properly disposed of. Refer to Chapter IX, paragraph 0902 for document preparation or contact Customer Service for assistance.

CHAPTER VII

SPECIALIZED SERVICES

0701. FORK LIFT OPERATORS LICENSES. Scheduling for testing of fork lift truck operators and the subsequent issuing of Standard Form 46, U.S. Government Motor Vehicle Operations Identification Card, to qualified applicants can be arranged by contacting the Delivery and Equipment Supervisor.

0702. MATERIAL HANDLING EQUIPMENT MAINTENANCE. Scheduled and emergency repair of fork lifts, pallet jacks, and associated equipment is available. Tenant activities may obtain this reimbursable support under terms of negotiated Inter/Intra Service Support Agreements (ISSA). Contact the Delivery and Equipment Supervisor for information related to this service.

0703. HOUSEHOLD GOODS. The Personal Property Office (PPO) is located on the first floor, Building 3200. The PPO is open Monday through Friday from 0715 to 1600. The PPO is equipped to process both inbound and outbound shipments, as well as most other PPO functions. Any questions concerning personal property shipments, deliveries, claims, etc., shall be directed to the PPO. Please consult the telephone directory for the proper phone number.

0704. PLANT AND MINOR PROPERTY

a. NTC Assistant Chiefs of Staff (ACOSs) are responsible for ensuring that acquisition, disposition, location changes, or other actions resulting in a change to the number or location of plant or minor properties are reported in writing to the Plant/Minor Property Equipment Manager no later than the fifth calendar day of the month following the action. For accountability purposes, all plant/minor property received must be reported via memorandum to the Plant/Minor Property Equipment Manager, who will issue either a Plant or Minor Property Identification Tag and complete all required documentation.

b. The Plant/Minor Property Equipment Manager will coordinate physical inventories for specified types of plant and minor property. All inventories will be conducted semi-annually.

c. Lost, damaged, or destroyed property must be reported to the Plant/Minor Property Equipment Manager on a Report of Survey (DD Form 200).

d. Please refer to reference (c) for specific procedures and guidance regarding plant and minor property.

CHAPTER VIII

DELIVERIES

0801. PICK-UPS AND DELIVERIES. On-base and local area pick-up and/or delivery service for material to be shipped or turned in to Defense Reutilization Material Office (DRMO), and for material received for direct turnover to the requisitioner, can be scheduled by contacting Trans-Met Inc.

0802. SHIPMENTS. All freight transported to another activity (outside the Great Lakes area) will have a DD Form 1348-1 or a DD Form 1149 filled out properly for shipment approval. Contact the Traffic Branch Supervisor or Customer Service for assistance.

CHAPTER IX

FORM PREPARATION

0901. MILSTRIP/DD FORM 1348/NAVSUP FORM 1250-1. The MILSTRIP E-mail address for activities located on base is: NTC-GRL N24-REQNS, for activities located off base with Internet access the address is: ntc-grl.n24-reqns@smtp.cnet.navy.mil. For further assistance contact Customer Service.

MILSTRIP EXAMPLE:

A0AGSAS8540010556094 BX00010N0021081019999NN00210ABG
9QMP5101152L

CARD

<u>COLUMN</u>	<u>INFORMATION TO ENTER</u>
1-3	Document Identifier Code (DIC) is "AOD" for Pubs & Forms, "AOA" for everything else.
4-6	Routing Identifier Code (RIC) is "NFZ" for Pubs & Forms, FEDLOG will provide the proper RIC for everything else.
7	Media and Status Code (M&S) is "S" for NTC Departments, otherwise use "F".
8-20	National Stock Number (NSN) is 13 digits.
21-22	2 spaces.
23-24	Unit of Issue (U/I) is 2 digits, example: EA=each, DZ=dozen, BX=box.
25-29	Quantity (QTY) is 5 digits, example: 00001=one, 00010=ten, 00100=one hundred.
30-43	Document Number consists of a 6 digit "UIC", 4 digit "Julian Date", and 4 digit "Serial Number". This is generated in FASTDATA for NTC Departments.
44	Demand Code is "R" for recurring or "N" for nonrecurring.
45-50	Supplementary Address is "N00210" for NTC Departments, Otherwise use your "UIC" from position 30-35.
51	Signal Code is "D" for Pubs, "A" for everything else.
52-53	Fund Code will be left blank for Pubs only, "BG" for everything else.
54	1 space.
55-56	Cognizance Symbol (COG) is "OI" for Pubs, "II" for Forms, FEDLOG will provide the proper COG for everything else.
57-59	Project Code is "MP5".
60-61	Priority.
62-64	Required Delivery Date (RDD) is 3 digits and will correspond with "Priority" used in position 60-61.
65-66	Advice Code (if required) can be obtained from the "DLA Customer Assistance Handbook" on pages II-19 through II-21, or reference (g).

0903. NAVCOMPT FORM 2276. All NAVCOMPT Form 2276's will be typed and routed through Customer Service. This will ensure the proper form preparation, that mandatory sources are checked, and that required approval signatures are obtained.

DATA

BLOCK INFORMATION TO ENTER

- 2 Document Number, consisting of 15 positions: 1-6 is the UIC, 7-8 is the last 2 digits of the fiscal year, 9-10 is "RC", 11-15 is the Serial Number (generated in FASTDATA for NTC Departments).
- 4 Funds expire on, this will be the last day of the fiscal year, example: 30SEP98, 30SEP99, 30SEP00.
- 6 Priority
- 7 Date Required, will correspond with "Priority" in Block 6.
- 8 Amendment Number, this is "Original" for the first submission of form; "0001", "0002", "0003" for any changes occurring after original has been submitted.
- 9 From, enter your complete address (i.e. Department name, Bldg. number, Office code, street, etc.).
- 10 For Details Contact, enter person submitting request.
- 11 To, enter: NTC-Supply & Logistics
 Purchasing Department
 Great Lakes, IL 60088
- 12 Mail invoices to, this is the same as block 9.
- 13A-J Accounting data, this information will be provided to you by the Comptroller Department (Code T4) at the beginning of the fiscal year for NTC Departments.
- 13K Amount, enter the amount obligated for this document.
- 13L Total This Document, same as Block 13K.
- 13M Cumulative Total, same as blocks 13K unless document in an amendment. If document is an amendment, this will be the total of all documents.
- 15B Start with "001" for the first line item, and on up for any additional line items.
- 15C FSC (Federal Stock Class), this information can be obtained from the "DLA Customer Assistance Handbook" on pages III-50 through III-69.
- 15D Description, enter all applicable data for the item(s) requested (include size, dimensions, color, etc.). Also included in this block will be any transportation charges and suggested source (vendor) for the item(s) described.
- 15E Quantity, enter the quantity requested (example: 00001=one, 00020=twenty, 00300=three hundred).
- 15F Unit, this is the Unit of Issue (example: EA=each, DZ=dozen, BX=box).
- 15G Unit Price obtained from suggested source.
- 15H Amount, multiply Block 15E and Block 15G.

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15I Grand Total, same as blocks 13K and 13L.

18 Authorizing Official (Name, Title and Signature) and date.

0904. NAVCOMPT FORM 2277. All NAVCOMPT Form 2277s will be typed. The original form along with the original SERVMART Shopping List (SSL) and the original sales slip will be mailed to the address below within two (2) business days:

Defense Finance and Accounting Service

UIC: N68566, NETIFIPC

Bldg. 603-2, Code 242

Pensacola, FL 32508-6300

NOTE: Always retain a clear copy for your files.

DATA

<u>BLOCK</u>	<u>INFORMATION TO ENTER</u>
1	Purpose, "X" in Disb. (Disbursement).
2	Date, this is the date you went to SERVMART.
3	Reference Document No., this is the same as the document number used on the SSL.
6	From, enter your complete address (i.e. Department name, Bldg. number, Office code, street, etc.).
8	To, enter: MAIL TO - NTC SERVMART BLDG 3501 (DBA) WISCRAFT INC 5316 WEST STATE STREET MILWAUKEE WI 53208
9A	Invoice or Order No., this is located on the letter size (8 1/2" x 11") invoice at the top of page 1.
9B	Date of Delivery/Services, this is the date that the shopping occurred.
9C	Description, enter: SERVMART, Contract N00210-97-C-0002.
9D	Quantity, enter: 1 GP.
9F	Amount, enter the total amount spent.
9H	Total, same as Block 9F.
10	Type of Payment or Bill: "X" in Complete.
13A-J	Accounting Classification to be charged, this information will be provided by the Comptroller Department (Code T4) at the beginning of the fiscal year for NTC Departments.
13K	Amount, same as Block 9F.
13L	Total Net Amount to be Paid, same as Block 9F.
17	Certified By: enter name, rank/rate, and signature; Title: enter your Office Title; Date: same as Block 2.

0905. JUSTIFYING A SOLE-SOURCE REQUIREMENT, FAR 6.3 and DFARS 203.6 requires contracting officers to ensure sole-source requirements are adequately justified and documented by the customer. In order for the justification to be adequate, it must state clearly the government's entire need and demonstrate that **ONLY ONE COMPANY CAN PERFORM**. Examples of good justifications and questions to be answered in the text of the justification are:

1. Supplies/services to be acquired are unique (in terms of contractor capability, expertise, equipment, facility) to a single vendor.
 - a. How long and what will the cost be for another vendor to come up to speed?
 - b. What would it cost the government to fund the learning period of another vendor?
2. Technical personnel have knowledge/experience which can be used to justify the sole-source (such knowledge/experience must be clear, concise and demonstrate only one vendor can perform).
3. Proprietary data (MUST be explained) makes the requirement not available for competitive acquisition.
4. Technical publications (read...list them), symposiums or conferences (attended...when/where) clearly indicate that only one company can perform.

The writer must state what is being done to foster competition in the future, sign and date the justification.

POINTS TO REMEMBER

1. Incumbency does not justify sole-source. Just because a vendor is presently performing for you does not mean another vendor cannot do the job.
2. Administrative delay or lack of adequate planning creates an urgency but does not justify sole-source.

IN ESSENCE.....An adequate sole-source is one which (after a reasonable amount of research) clearly demonstrates that ONLY ONE VENDOR is capable of performing.

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PROPRIETARY (SOLE-SOURCE) STATEMENT FOR OPEN PURCHASE ITEM(S)

The material listed on (Document Number) is proprietary to (Company/Vendor Name) and competition is precluded for reasons indicated below. No substitutes are available for requirement.

NOTE: CHECK BOX/FILL-IN ALL APPLICABLE BLANKS.

The intended use of the requirement is:

Peculiar characteristics of the requirement tend to limit the availability to a sole-source is:

Reason the sole-source can furnish the requirement to the exclusion of other sources is:

The existence of a patent, copyright, or other limiting features:

Procurement is for replacement part(s)/component(s) in support of equipment especially designed by the manufacturer and data available is not adequate to assure the part(s)/component(s) will perform the same as original equipment part(s)/component(s).

The requirement must be compatible in all aspects with existing systems presently installed.

OTHER (Specify):

I certify that these statements checked above are applicable and true to the best of my knowledge.

Signature

Title/Position

Date