

Subsistence Prime Vendor Program

Welcome Guide



Welcome Package

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1.0 Introduction

Welcome to the Subsistence Prime Vendor Program which is a method of food distribution that employs commercial food distributors that offer exceptional services for our customers as they do for their restaurants and institution feeding accounts. Our Prime Vendor Customers will be able to place all orders through STORES, our web-based ordering system that is tailored to meet the needs of you our valued customer. We strive to offer you the right item at the right price at the right time. We have incorporated a simple and easy to use package that will assist you in all aspects of being a valued Prime Vendor Customer. Our intent is to answer the most frequently asked questions presented to us by our current customers. Our experienced Account Managers are available to you as your first line of communications for any problems, issues, concerns or needs that you may have. On a daily basis, Account Managers oversee specific regions and they manage contract performance from cataloging through ordering, deliveries and payments.

Below is a list of benefits that we have compiled from positive feedback from our various customer surveys:

- Products/catalogs tailored to the customers needs
- Napa discount
- Inventory reduction
- Vendor selection by best value contracting
- One-stop shopping
- Door to door delivery
- Reduced order and delivery lead times
- Quality Audits
- Price Audits
- Technical support (STORES Help Desk)
- Worldwide customer support
- Surge and Mobilization Support Assurance
- National Disaster Relief
- Market Fresh and Soda at reduced cost to the prime vendor customer
- Individualized account managers
- Forecasting future ordering needs
- *24/7 ordering capabilities
- Bi-annual customer surveys considered in future solicitation
- Post award conferences
- High quality long term produce contracts
- Web-based ordering system
- **Deliveries within 24-48 hours

*With the exception of limited downtime for scheduled maintenance.

**Various Market Fresh Vendors may require additional lead time.

If you have any additional feedback that may be useful for future publications, please contact your DLA TROOP SUPPORT Account Manager.

2.0 Introduction to the STORES Customer User Guide

Subsistence Total Order and Receipt Electronic System (STORES) is DLA Troop Support-Subsistence web-based ordering system that allows customers to create and receipt Subsistence products.

https://www.stores.dla.mil/stores_web

Purpose

The **STORES Customer User Guide** was created for DLA Troop Support - Philadelphia to provide illustrated instruction to customers of the Subsistence Total Order and Receipt Electronic System on the Web (STORES Customer) application, as of December 2010. The guide may be downloaded via the HELP link that displays at the top of most screens in the STORES Customer application (see **Chapter 1: STORES Customer Basics** for details).

To access the complete STORES Customer User Guide, please click on the link below:

https://www.stores.dla.mil/stores_web/Guides/CustomerGuide.pdf

Structure

The guide provides details on the full range of functions available in STORES Customer. Its structure follows the top-to-bottom order of the functional links as arranged under each of the four function groups on the **STORES Customer Home** screen (from left to right); Catalogs, Orders, Receipts, and Reports. A single chapter is devoted to each of the four function groups, while a section within each chapter covers a single functional link within that group. Because no one STORES Customer user role has access privileges to every STORES Customer function, no one user's **STORES Customer Home** screen displays all the functional links. Therefore, not all sections within each chapter will be useful to you.

A Brief History of STORES Customer

STORES Customer was initially deployed as a Web-based prototype to support a small, non-military user base without access to the former STORES NT application. These users are referred to collectively as Customer Access Facility (CAF) users. STORES Customer has provided these users with the functionality necessary to accomplish ordering and receipting of food items through the Prime Vendors. DLA Troop Support - Philadelphia has implemented a number of releases subsequent to the original STORES Customer prototype, and has expanded the user base to allow users of the **Army Food Management and Information System (AFMIS)**, the **Navy Food Service Management (FSM)** system, the **Air Force's Corporate Food System (CFS)**, the **Marine Corps Food Management and Information Service (MCFMIS)**, and **Coast Guard Dining Facility Automation Management (DFAM)** to utilize STORES Customer as the connecting link to DLA Troop Support - Philadelphia and the vendors. These Service System Interface users may continue to generate orders and receipts from within AFMIS, FSM, CFS, MCFMIS, or DFAM and then import and/or export those orders and receipts to/from STORES Customer for further processing. Users with appropriate system privileges may also create orders in STORES Customer as well as import them from their Service System.

3.0 Frequently Asked Questions

1. Who should I contact for issues?

Your DLA Troop Support Account Manager should be the first line of communication for any and all issues.

2. Is it okay to call the vendor to ensure delivery?

It is recommended to contact your Account Manager first, but communication with your vendor is acceptable.

3. Is it okay to call the vendor to place an order?

No, customers are only allowed to order through STORES system. If you don't have access to your system, contact your DLA Account Manager.

4. I want to order an item that is not on the catalog, what should I do?

You can only order items that are on the catalog. You can, however, request an item be added to the catalog by contacting your Account Manager, with your written request. The Account Manager can then go through the proper channels to have item added contingent upon availability, minimum purchase quantity, and fair and reasonable pricing.

5. My order arrived and there are items missing, what should I do?

Vendors are responsible to communicate any not in stock (NIS) items to the customer **before delivery** and to offer suitable substitutions. If this is not happening please document instances and send to the Account Manager who in turn will collaborate with contracting personnel to ensure the contract is enforced.

6. I am missing core menu items from my delivery, without them I will have some hungry people. What should I do?

Contact DLA TROOP SUPPORT immediately. Your Account Manager will coordinate an emergency delivery.

7. If I need a weekend delivery, what should I do?

Contact your Account Manager in advance and they will coordinate efforts with the vendor to try to accommodate your request.

8. I already sent my STORES order and I need to add additional items. What should I do?

Place a separate order for missing items. Contact your Account Manager with your new STORES Purchase Order Number to communicate to the vendor that multiple orders are coming in.

9. How can I obtain copies of solicitations and contract?

You can obtain copies of contracts and solicitations through the Subsistence website. Please refer to the link below. If you cannot find a particular contract, please contact your DLA TROOP SUPPORT Account Manager.

<http://www.dla.mil/TroopSupport/Subsistence/Foodservices.aspx>

(click on your location on the map)

10. How do I order food service equipment and related products?

Your region of delivery will determine the types of additional items that are available for you to order. Please contact your Account Manager for additional information.

11. Why is PKI required?

Public key infrastructure (PKI) is an arrangement that binds public keys with respective user identities by means of a certificate authority (CA). The user's identity must be unique for each CA. (PKI) is a Department of Defense, DoD mandated systems access requirement which instructs all users of DOD military systems to meet certain security criteria which includes PKI. STORES will recognize two types of PK certificates. These are the Common Access Card (CAC) and the External Certificate Authority (ECA). CACs are usually issued to DoD personnel and their contractors. Non-DoD personnel/contractors may obtain an ECA from one of three DoD approved ECA vendors.

12. How can I find additional information on obtaining an ECA (External Certificate Authority)?



Click on Certificate FAQ from STORES Home Pages

13. What should I do when my STORES account gets deactivated?

You should contact your DLA TROOP SUPPORT Account Manger to get reactivated.

14. What does PRF mean?

The Purchase Ratio Factors (PRF) is the difference between how DLA TROOP SUPPORT issues the item and how the vendor sells the item. The PRF will change according to DLA TROOP SUPPORT unit of issue (U/I) and the type of item being ordered. The customer must order in increments of the PRF.

Example: DLA TROOP SUPPORT U/I – CN; Vendor UOM – CS

24 cans in a case; PRF 24:1, order quantity for 1 case should be 24.

15. Why use PRF?

DLA service ordering system has always been based on the standard military unit of issue loaded in their systems. The vendors, however, often provide the product based on a different measure, known as the vendor unit of measure. The Purchase Ratio Factor (PRF) allows the military to order the product in the issue measure they are used to, while allowing our systems to properly translate the order back to the vendor in terms of their unit of measure. It also allows our systems to calculate other critical data, such as the price per standard military unit of issue.

16. Why are the prices on the vendor invoice different from the prices on my receipt report?

The prices are different because your vendor invoice only contains the vendor's price. Your STORES receipt contains the vendor's price and DLA TROOP SUPPORT cost recovery rate (surcharge). You will be

billed based on the amount on the STORES receipt. STORES receipt does not include any extra charges (fuel, transportation, etc.) and customers are not responsible for such costs.

17. How and when do we reconcile our invoices?

All receipts must be reconciled within 5 days of delivery. You should compare your STORES receipt report with your vendor's invoice. If you received everything that is stated on your invoice, sign the invoice and keep a copy for your records. If you did not receive what you ordered, or if you have to send something back, make sure the driver initials the invoice acknowledging the change. You should then go into STORES Pending Receipts and make any adjustments to your original order. You should receipt for what you actually received. If you did not receive a product, you should zero out the quantity on your receipt adjustment. If additional changes are required, the changes can be made under Receipt Adjustment within 30 days of delivery.

18. How do I get access to a Prime Vendor catalog while visiting another location?

You should contact your Account Manager several days before you leave for that location. They will then link you to the Prime Vendor catalog in your temporary region.

19. Who should I contact about my account before I leave my location?

You should contact your Account Manager a couple of weeks before you leave. You should also let them know who your replacement will be so they can receive assistance setting up a new account.

Appendix 1.0 New Customer Information Form

1. GENERAL INFORMATION		
1a. DoDAAC (DoD Activity Address Code)*		
Name of Activity/Base		
Delivery Address		
Estimated 1 st Delivery		
1b. Fund Code*	1c. Signal Code*	
2. POINT OF CONTACT INFORMATION		
Name		
Address (Work)		
Phone (Work)	Email (Work)	
Are you CAC (Common Access Card) enabled?		
YES <input type="checkbox"/> NO <input type="checkbox"/> If Yes, continue to #3. Ordering Requirement. If No, continue to 2b.		
If No, have you obtained ECA (External Certificate Authority)?		
YES <input type="checkbox"/> NO <input type="checkbox"/> If Yes, continue to #3 Ordering Requirement. If No, Contact your Account Manager.		
3. ORDERING REQUIREMENT		
<input type="checkbox"/> Prime Vendor	Estimated \$	# of People
<input type="checkbox"/> Produce	Estimated \$	
<input type="checkbox"/> Fresh Bread	Estimated \$	# of Meals
<input type="checkbox"/> Fresh Milk	Estimated \$	
<input type="checkbox"/> Soda	Estimated \$	
<input type="checkbox"/> MRE	NA	
4. SPECIAL INSTRUCTION		
Please specify any special requirements. (i.e. Clearances or gate requirements that driver may need.)		

*1a: For DoD Customers, contact your service headquarters to obtain your DoDAAC

For Non-DoD customers, GSA ADVANTAGE HELPDESK gsa.advantage@gsa.gov C: 877-472-3777 Option 2

*1b: Please refer to Financial/Billing office of your agency to obtain Fund Code.

*1c: Signal Code: A – Ship/Bill to Requisition DODAAC, B – IF Ship to Requisition DODAAC and Bill to Supplementary DODAAC, C – Ship to Requisition DODAAC and Bill to Fund code in pos. 52-53, J – Ship to Supplementary DODAAC and Bill to Requisition DODAAC, K – Supplementary DODAAC and Supplementary DODAAC.

Appendix 2.0: Required Forms

Security Form

SYSTEM AUTHORIZATION ACCESS REQUEST (SAAR)				
<p>PRIVACY ACT STATEMENT AUTHORITY: Executive Order 10450, 9397, and Public Law 99-474, the Computer Fraud and Abuse Act. PRINCIPAL PURPOSE: To record names, signatures, and Social Security Numbers for the purpose of validating the trustworthiness of individuals requesting access to Department of Defense (DoD) systems and information. NOTE: Records may be maintained in both electronic and/or paper form. ROUTINE USES: None DISCLOSURE: Disclosure of this information is voluntary; however, failure to provide the requested information may impede, delay or prevent further processing of this request.</p>				
TYPE OF REQUEST <input checked="" type="checkbox"/> INITIAL <input type="checkbox"/> MODIFICATION <input type="checkbox"/> DEACTIVATE <input type="checkbox"/> USER ID		DATE (YYYYMMDD)		
SYSTEM NAME (Platform or Applications) Wholesale (STORES)		LOCATION (Physical Location of System)		
PART I (To be completed by Requestor)				
1. NAME (Last, First, Middle Initial)		2. SOCIAL SECURITY NUMBER XXXX Do Not Fill XXXX		
3. ORGANIZATION		4. OFFICE SYMBOL/DEPARTMENT		
5. OFFICIAL E-MAIL ADDRESS		6. PHONE (DSN or Commercial)		
7. OFFICIAL MAILING ADDRESS		8. JOB TITLE AND GRADE/RANK		
9. CITIZENSHIP <input type="checkbox"/> US <input type="checkbox"/> MILITARY <input type="checkbox"/> CIVILIAN <input type="checkbox"/> OTHER		10. DESIGNATION OF PERSON <input type="checkbox"/> CONTRACTOR		
<p>USER AGREEMENT I accept the responsibility for the information and DoD system to which I am granted access and will not exceed my authorized level of system access. I understand that my access may be revoked or terminated for non-compliance with DoD security policies. I accept responsibility to safeguard the information contained in these systems from unauthorized or inadvertent modification, disclosure, destruction, and use. I understand and accept that my use of the system may be monitored as part of managing the system, protecting against unauthorized access and verifying security problems. I agree to notify the appropriate organization that issued my account(s) when access is no longer required.</p>				
14. TRAINING AND AWARENESS CERTIFICATION REQUIREMENTS (Complete as required for user or functional level access.) <input type="checkbox"/> I have completed Annual Information Awareness Training. DATE (YYYYMMDD)				
11. USER SIGNATURE		12. DATE (YYYYMMDD)		
PART II - ENDORSEMENT OF ACCESS BY INFORMATION OWNER, USER SUPERVISOR OR GOVERNMENT SPONSOR (If individual is a contractor, provide company name, contract number, and date of contract expiration in Block 16.)				
13. JUSTIFICATION FOR ACCESS To allow access to STORES Web.				
14. TYPE OF ACCESS REQUIRED: <input checked="" type="checkbox"/> AUTHORIZED <input type="checkbox"/> PRIVILEGED <input type="checkbox"/> OTHER				
15. USER REQUIRES ACCESS TO: <input checked="" type="checkbox"/> UNCLASSIFIED <input type="checkbox"/> CLASSIFIED (Specify category)				
16. VERIFICATION OF NEED TO KNOW I certify that this user requires access as requested. <input type="checkbox"/> 16a. ACCESS EXPIRATION DATE (Contractors must specify Company Name, Contract Number, Expiration Date. Use Block 27 if needed.)				
17. SUPERVISOR'S NAME (Print Name)		18. SUPERVISOR'S SIGNATURE		19. DATE (YYYYMMDD)
20. SUPERVISOR'S ORGANIZATION/DEPARTMENT		20a. SUPERVISOR'S E-MAIL ADDRESS		20b. PHONE NUMBER
21. SIGNATURE OF INFORMATION OWNER/OPR		21a. PHONE NUMBER		21b. DATE (YYYYMMDD)
22. SIGNATURE OF IAO OR APPOINTEE		23. ORGANIZATION/DEPARTMENT		24. PHONE NUMBER
				25. DATE (YYYYMMDD)
DD FORM 2875, APR 2005 PREVIOUS EDITION IS OBSOLETE. Reset				

26a. NAME (Last, First, Middle Initial)		26b. SOCIAL SECURITY NUMBER XXXX Do Not Fill XXXX	
27. OPTIONAL INFORMATION (Additional information)			
28. TYPE OF INVESTIGATION		28a. DATE OF INVESTIGATION (YYYYMMDD)	
28b. CLEARANCE LEVEL <input type="checkbox"/> LEVEL I <input type="checkbox"/> LEVEL II <input type="checkbox"/> LEVEL III		28c. IT LEVEL DESIGNATION <input type="checkbox"/> LEVEL I <input type="checkbox"/> LEVEL II <input type="checkbox"/> LEVEL III	
29. VERIFIED BY (Print name)		30. SECURITY MANAGER TELEPHONE NUMBER	31. SECURITY MANAGER SIGNATURE
32. DATE (YYYYMMDD)			
PART IV - COMPLETION BY AUTHORIZED STAFF PREPARING ACCOUNT INFORMATION			
TITLE		ACCOUNT CODE	
Wholesale (STORES)			
DOMAIN			
SERVER			
APPLICATION			
DIRECTORIES			
FILES			
DATASETS			
DATE PROCESSED (YYYYMMDD)		PROCESSED BY (Print name and sign)	
		DATE (YYYYMMDD)	
DATE REVALIDATED (YYYYMMDD)		REVALIDATED BY (Print name and sign)	
		DATE (YYYYMMDD)	
DD FORM 2875 (BACK), APR 2005 Reset			

User Guide

The User Agreement (As of 9 May, 2008)

DDOD Information System Notice and Consent Provision

By signing this document, you acknowledge and consent that when you access Department of Defense (DOD) information systems:

- You are accessing a U.S. Government (USG) information system (IS) (which includes any device attached to this information system) that is provided for U.S. Government-authorized use only.
- You consent to the following conditions:
 - The U.S. Government routinely intercepts and monitors communications on this information system for purposes including, but not limited to, penetration testing, communications security (COMSEC) monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
 - At any time, the U.S. Government may inspect and seize data stored on this information system.
 - Communications using, or data stored on, this information system are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any U.S. Government-authorized purpose.
 - This information system includes security measures (e.g., authentication and access controls) to protect U.S. Government interests—not for your personal benefit or privacy.
 - Notwithstanding the above, using an information system does not constitute consent to personnel misconduct, law enforcement, or counterintelligence investigative searching or monitoring of the content of privileged communications or data (including work product) that are related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Under these circumstances, such communications and work product are private and confidential, as further explained below.
 - Nothing in this User Agreement shall be interpreted to limit the user's consent to, or in any other way restrict or affect, any U.S. Government actions for purposes of network administration, operation, protection, or defense, or for communications security. This includes all communications and data on an information system, regardless of any applicable privilege or confidentiality.
 - The user consents to interception/capture and seizure of ALL communications and data for any authorized purpose (including personnel misconduct, law enforcement, or counterintelligence investigation). However, consent to interception/capture or seizure of communications and data is not consent to the use of privileged communications or data for personnel misconduct, law enforcement, or counterintelligence investigation against any party and does not negate any applicable privilege or confidentiality that otherwise applies.
 - Whether any particular communication or data qualifies for the protection of a privilege, or is covered by a duty of confidentiality, is determined in accordance with established legal standards and DOD policy. Users are strongly encouraged to seek personal legal counsel on such matters

prior to using an information system if the user intends to rely on the protections of a privilege or confidentiality.

- Users should take reasonable steps to identify such communications or data that the user asserts are protected by any such privilege or confidentiality. However, the user's identification or assertion of a privilege or confidentiality is not sufficient to create such protection where none exists under established legal standards and DoD policy.
- A user's failure to take reasonable steps to identify such communications or data as privileged or confidential does not waive the privilege or confidentiality if such protections otherwise exist under established legal standards and DoD policy. However, in such cases the U.S. Government is authorized to take reasonable actions to identify such communication or data as being subject to a privilege or confidentiality, and such actions do not negate any applicable privilege or confidentiality.
- These conditions preserve the confidentiality of the communication or data, and the legal protections regarding the use and disclosure of privileged information, and thus such communications and data are private and confidential. Further, the U.S. Government shall take all reasonable measures to protect the content of captured/seized privileged communications and data to ensure they are appropriately protected.
- In cases when the user has consented to content searching or monitoring of communications or data for personnel misconduct, law enforcement, or counterintelligence investigative searching, (i.e., for all communications and data other than privileged communications or data that are related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants), the U.S. Government may, solely at its discretion and in accordance with DoD policy, elect to apply a privilege or other restriction on the U.S. Government's otherwise-authorized use or disclosure of such information.
- All of the above conditions apply regardless of whether the access or use of an information system includes the display of a Notice and Consent Banner ("banner"). When a banner is used, the banner functions to remind the user of the conditions that are set forth in this User Agreement, regardless of whether the banner describes these conditions in full detail or provides a summary of such conditions, and regardless of whether the banner expressly references this User Agreement.

I acknowledge receipt of the User Agreement, understand my responsibilities, and will comply with these provisions for DOD and DLA IT systems.

Print Name _____ Date _____

Signature/Electronic Verification of User _____

Appendix 3.0 Helpful Links and Contact Information

What DLA Offers Website

<http://www.dla.mil/WhatDLAOffers.aspx>

Doing Business with DLA Website

<http://www.dla.mil/DoingBusinessWithDLA.aspx>

DLA TROOP SUPPORT Subsistence Website

<http://www.dla.mil/TroopSupport/Subsistence.aspx>

- Click on “**What Subsistence Offers**” then “**Food Services**” to obtain additional information
- Click on the map in your location to obtain a copy of your contract

Subsistence Prime Vendor Welcome Guide

http://www.dla.mil/Portals/104/Documents/TroopSupport/Subsistence/TS_STORESguide_141101.pdf

DLA Customer Interaction Center (CIC)

<http://www.dla.mil/CustomerSupport.aspx>

- Electronic copies of the Customer Assistance Handbook

DAASCINQ https://www.transactionservices.dla.mil/daasing/captcha_form.asp

DFAS <http://www.dfas.mil/>

Contact Information

STORES Help Desk

CONUS (Philadelphia).....1.888.755.4756

OCONUS Europe:.....DSN: 314.581.2203 COM: 00.49.631.4112203

OCONUS Pacific:.....DSN: 315.243.3874 COM: 011.81.46.816.3874

Email: dlacontactcenter@dlamail.mil

DLA Enterprise Help Desk.....1.877.352.2255

E-mail.....DLAEnterpriseHelpDesk@dlamail.mil

Browse.....<https://EHDSelfService.ad.dla.mil>

DAASC Help Desk1.937.656.3247

DLA TROOP SUPPORT Emergency Call Center.....1.877.DLA.CALL