

## CHAPTER 2

### MANAGING GENERAL SUPPLY SUPPORT

#### Section I

### MANAGERS AND MANAGEMENT OBJECTIVES

#### GENERAL SUPPLY ITEM MANAGERS

Grouping items into classes and materiel categories enables managers to provide better support to our forces. Position 1 of the materiel category structure code on the AMDF identifies who has wholesale managerial responsibility for an item. Item managers for supply Classes II, III packaged, IV, VI, VII, IX, and X are listed in Table 2-1, page 2-3. Item managers must consider a variety of supply data and supply management areas in the performance of their duties. In addition to the unique characteristics of the supply class for which they are responsible, item managers must be concerned with the following:

- Operating levels, safety levels, and ROPs.
- Criteria to add and retain items in stock.
- Management controls which may be imposed.
- Equipment authorizations (Class VII only).
- Authorized war reserve levels.
- Projected activity levels and consumption rates.
- Capacity of automated systems to generate demand and asset data.
- Ability of the using unit to prepare formal requests.
- Funding ceilings.

#### SECONDARY ITEMS MANAGEMENT

Secondary items include Class I, II, IV, and IX items and maps. There are approximately 3.5 million secondary items in defense supply systems. They amount to approximately 80 percent of all Army-managed items and about 47 percent of all items used by the Army. Approximately 300,000 secondary items are stocked in CONUS depots. About 90 percent of these items have an annual acquisition value of \$5,000 or less.

#### SUPPLY STOCKAGE OBJECTIVES

AR 710-2 prescribes stockage objectives for the theater of operations in terms of DOS. The theater army commander prescribes levels for the combat zone and the COMMZ. DSUs in the BSA stock an RO of 10 DOS and ROP of 7 DOS. In mobile situations, divisions may maintain only those supplies needed to sustain operations until more supplies can be delivered. If mobility is not impeded, an additional small stock of reserve items may be maintained to cover interruptions in supply schedules. DSUs in the DSA, COSCOM, and TAACOM stock an operating level of 30 DOS and an ROP consisting of a 5-DOS safety level and actual OST. Theater army GSUs maintain 5 to 10 days of all classes except Class II and IX items delivered by ALOC. Details on supply levels are in ARs 11-11 and 710-2.

#### SUPPLY PERFORMANCE OBJECTIVES

AR 710-2, Chapter 1, prescribes a series of supply performance objectives and management levels for SSAs below the wholesale logistics level. Objectives set by AR 710-2 are attainable goals under normal operating conditions. Management levels are acceptable ranges of performance. They are expressed as percentages or upper and lower allowable limits. Performance NOT in the allowable range should receive intensive management. The formulas, supply objectives, and management levels in AR 710-2 have been developed to enable managers to monitor the following:

- Demand satisfaction.
- Zero balance with due-outs.
- Inventory accuracy.
- Materiel release denial rate.
- Receipt processing.
- Request processing.

- Location survey.
- Mobility index, forward and rear.
- Excess cycle.
- Disposition excess indicator.
- Automated system cycles.
- SSSC or QSS zero balance.
- Inventory adjustment rate.
- High-priority requisition rates.

#### **DS4 Supply Performance Report (PCNAGL-C17)**

This is the key management report for measuring support provided to customer units. The report gives the percent of demand satisfaction and number of demands. It also gives balance statistics on the number of ASL lines (less QSS and SSSC). It lists statistics for each DSU and for the division as a whole. (NOTE: The balance file statistics are a “snapshot” of the ABF as of the date the report is prepared.) A separate page is prepared for Class IX common, aircraft, and missile items as well as for Class II, III packaged, and IV. Entries are explained in TM 38-L32-13. The supply performance report is a weekly or monthly report.

#### **DS4 Stock Status Report List (PCNAGL-C21)**

The item manager generates this report weekly. The stock status report lists balances for all ASL and non-ASL items and levels computed for ASL items. This report is the primary source for management and catalog data on ASL and NSL items with on-hand balances. Managers may use it to identify problem areas and imbalance conditions. This includes due-outs with assets on hand, due-outs with no due-ins, zero balances with no due-ins, and excess quantities of unserviceable items

on hand. Since the DS4 stock status report list is the basic management document that lists all assets on hand, it is essential to continue operations when a system failure occurs.

#### **SAILS Reports**

These reports are intended to be produced on a monthly basis and give all supply actions which occurred during a specified control period, or as of the report’s cutoff date. Separate reports are produced for secondary and PA items and for medical and nonmedical activities. These reports provide statistical data required to do the following:

- Evaluate the supply activity management performance for secondary and PA items.
- Evaluate the supply activity performance against established standards.
- Evaluate the supply activity support of authorized customers and evaluate the supply activity support from its source of supply.
- Determine the supply activity actual work load and identify potential and actual problems that may occur in providing required support.

#### **DIRECT SUPPORT SYSTEM AND AIR LINES OF COMMUNICATION**

In wartime, DSS and ALOC, described in FM 38-725, provide rigid OST standards for each segment of the requisition processing cycle. DSS and ALOC OST objectives are listed in FM 38-725 and in AR 710-2. By knowing the OST objective, the requisitioner can take action to help resolve problems and to ensure that orders are received within the required time. Requisitioners can send a DSS and ALOC problem flasher message to the Commander, US Army Materiel Command, ATTN: AMCSM-MTS-D, 5001 Eisenhower Avenue, Alexandria, VA 22333-0001.

Table 2-1. Item managers for general supply items

| General Supply Class | Item Manager Code | Materiel Category  | Inventory Manager, Materiel Readiness Command, or Service Item Control Center                       |
|----------------------|-------------------|--|---|
| II, VII              | B                 | Ground forces support materiel   | US Army Troop Support Command<br>St Louis, Missouri 63120-1798                                      |
| II, IV               | E                 | General supplies   | US Army General Materiel & Petroleum Activity<br>New Cumberland, Pennsylvania 17070-5008            |
| II                   | F                 | Clothing, textiles, and nonmedical toiletries  | US Army Support Activity<br>Philadelphia, Pennsylvania 19101-3460                                   |
| II, VII              | G                 | Communications and electronics equipment; electronics  | US Army Communications & Electronics Command<br>Fort Monmouth, New Jersey 07703-5006                |
| II, VII              | H                 | Aircraft and aircraft materiel   | US Army Aviation Systems Command<br>St Louis Missouri 63120-1798                                    |
| II, IV               | J                 | Ground forces support materiel   | US Army General Materiel & Petroleum Activity<br>New Cumberland, Pennsylvania 17070-5008            |
| VII, II              | K                 | Combat, tactical, and support vehicles and components; repair parts related to mobility  | US Army Tank-Automotive Command<br>Warren, Michigan 48090-5000                                      |
| VII, II, IX          | L                 | Missiles and missile materiel  | US Army Missile Logistics Center<br>Redstone Arsenal, Alabama 35898-5000                            |
| VII, II, IX          | M                 | Ammunition, weapons, tracked combat vehicle weapons, special weapons, and chemical and fire control materiel                   | US Army Armament, Munitions, and Chemical Command<br>Rock Island, Illinois 61299-6000               |
| II, IX               | Q                 | Electronic materiel  | US Army General Materiel & Petroleum Activity<br>Fort Monmouth, New Jersey 07703-5006               |
| III, II              | R                 | Bulk & packaged petroleum fuels, packaged petroleum products, containers and accessories, and certain chemical and solid fuels | US Army General Materiel & Petroleum Activity<br>New Cumberland, Pennsylvania 17070-5008            |
| II                   | T                 | Industrial supplies  | US Army General Materiel & Petroleum Activity<br>New Cumberland, Pennsylvania 17070-5008            |
| VII, IX              | U                 | COMSEC materiel  | US Army CECOM Communications Security Logistics Activity<br>Fort Huachuca, Arizona 85613-7090       |
| VI                   | NA                | Personal demand, comfort, and hygiene items  | Defense Personnel Support Center<br>2800 South 20th Street<br>Philadelphia, Pennsylvania 19101-3460 |
| X                    | NA                | Nonmilitary program items  | US Army General Materiel & Petroleum Activity<br>New Cumberland, Pennsylvania 17070-5008            |

## Section II

### REQUIREMENTS FOR GENERAL SUPPLIES

#### REORDER POINT

The ROP helps managers maintain the RO and avoid out-of-stock conditions. When the ROP is reached, stock replenishment action should be taken. An ROP must be set for all demand-supported items. Managers should check the ROP quantity with the current asset position of an item biweekly. This check ensures that an item does not reach an unfavorable stock position.

#### WAR RESERVE REQUIREMENTS

Classes I, II, III packaged, IV, VII, and IX and maps may be included in war reserve stocks. War reserve levels are computed according to AR 11-11. AR 710-1, Chapter 8, describes basic unclassified materiel management policies and procedures for computing war reserve requirements. It also references classified directives and USAMC plans used to compute requirements.

#### General Supply Usage or Consumption Rates

The amount of war reserve stocks that must be procured and retained is based in part on usage and consumption rates. Use and consumption rates for chemical items are provided by the Deputy Chief of Staff for Military Operations. Rates for other Class II items are provided in supply bulletins and by materiel readiness commands and TRADOC. Expected wartime use of Class III packaged is found by adjusting current average peacetime monthly demands. Class IV use is based on the theater barrier plan. Class VII requirements are based on wartime replacement factors. Map requirements are determined by the S2 or G2 in cooperation with the S3 or G3.

#### Secondary Item Requirements

The item manager manages secondary war reserve items until they are issued to the field. Item managers are listed in Table 2-1, page 2-3.

***Procurement appropriation-funded secondary items.*** The materiel readiness commands advise

oversea commands of the total computed requirements. They also inform oversea commands when shortages have been found so that requisitions may be placed on the supply system. No requisition funding is required when shortages of these items occur.

***Stock fund secondary items.*** Materiel readiness commands also compute requirements for stock fund secondary items for oversea commands. Oversea commanders must find these requirements.

#### War Reserve Stockage List

The war reserve stockage list may be used to determine sudden mobilization requirements. AR 710-1, Chapter 8, lists criteria for including an item on the war reserve stockage list. The list identifies the commodity manager responsible for the item and the supply class. Section I of a war reserve stockage list groups items by commodity manager in LIN sequence. Section II lists POL, expendable items (except ammunition), and items without a LIN. Those items are grouped by commodity manager in NSN sequence. An "X" indicates that the item is authorized for stockage in the specific command.

#### CONSUMPTION RATES AND PLANNING FACTORS

Use consumption rates and planning factors to determine requirements for a given operation. They can be expressed as ratios, rates, lengths of time, or consumption quantities. They will vary because of differences in the types and intensity of operations, types of units, force structure, terrain, climate, and geographic area. AR 700-8 cites the proponents responsible for developing basic consumption rates and planning factors. The US Army Combined Arms Support Command, Fort Lee, Virginia, has primary responsibility for developing

basic logistics planning factors. The US Army Quartermaster Center and School, Fort Lee, Virginia, is responsible for developing logistics planning doctrine for Class I, II, III, IV, VI, VII, and IX supplies.

### **SUPPLY AND STORAGE REQUIREMENTS**

DISCOMs, COSCOMs, TAACOMs, and TAMMCs determine quantities of each item required within their commands. Requirements are based on tactical plans, demand data, previous experience, troop strength, supply level or DOS, and item density.

#### **Initial Requirements**

Supplies required for the initial period of operations are based on the following:

- TOE.
- TDA.
- Equipment modification lists.
- Authorization documents (CTAs).
- Troop strength data.
- Type of conflict (short and intense or sustained).

### **Replacement or Consumption Requirements**

These include the supplies needed to keep initial equipment at authorized quantities. They replenish items expended, lost, contaminated, or destroyed. These requirements depend on the following:

- Authorized DOS.
- Troop strength.
- Revision of consumption rates or replacement factors.
- Changes in forces supported.
- Seasonal and other requirements.

#### **Requirements Formulas**

FM 101-10-1/2 lists the formulas to use to estimate supply, resupply, storage, and supply level buildup requirements. Use the formulas when both the strength to be supported and the level of supply or DOS needed are known. Consumption rates used in the formulas may vary considerably, depending on force structure, mission, area of operation, and intensity of combat. These rates will need to be adjusted to the type of conflict, level of operation, strength of the opposing force, and tactical situation.

## **Section III**

### **SUPPLY SUPPORT SYSTEMS**

#### **DIRECT SUPPORT UNIT STANDARD SUPPLY SYSTEM SUPPLY SUPPORT**

DS4 automates routine supply procedures for divisional and nondivisional units. The system is designed for management of Class II, III packaged, IV, VII (ORF), and IX items. The DMMC can manage stocks in 10 DSUs. Nondivisional units have a stock control section and storage facility which uses DS4 procedures and an organic minicomputer to manage DSU stocks.

#### **Request**

Units submit prepunched DA Forms 2765 to their supporting DSUs. An initial supply of two

prepunched request cards is provided for each item on the unit PLL. Replacement cards are provided as requests are received. If a prepunched DA Form 2765 is not available, units must prepare the card manually. TM 38-L32-11, Chapter 3, shows divisional and nondivisional unit supply personnel the procedures to request supplies.

#### **Receipt**

TM 38-L32-12 has details on how to process receipts. Non-DSS shipments should be processed according to DA Pamphlet 710-2-2. Forward support

DSUs receive items from main or other forward DSUs on a machine-generated MRO. When the item is received and stocked, the MRO is converted to a materiel receipt card and returned to the MMC or to a materiel receipt card stock control section.

#### **Issue**

As a rule, requests are sent to the supporting DSU or stock control section for routine machine processing. MMCs may also direct main DSUs to issue replenishment stocks to a supported unit or to a unit supported by another forward or main DSU. TM 38-L32-12 shows DSU storage personnel how to process MROs.

#### **Turn-In**

TMs 38-L32-11, 38-L32-12, and 38-L32-13 describe procedures and forms for processing turn-ins. Using units turn in excess items to the supporting DSU that handles the item. The MMC or stock control section identifies excess items in forward and main DSUs. Machine-generated MROs direct storage sections to turn in excess items to higher sources of supply or the division's main ASL. Materiel release confirmations are sent to the MMC or stock control section to update the availability balance files.

#### **DS4 Contingency Procedures**

When each day's processing is completed, the cyclic files at each computer site should be put on backup tapes. Store this backup set of tapes away from the primary ADP site.

#### **STANDARD ARMY INTERMEDIATE LEVEL SUPPLY SUBSYSTEM SUPPORT**

SAILS is used to process requirements for general supplies at echelons above division. SAILS automates processing for Class II, III packaged, IV, VII, and IX supplies as well as bulk Class III and selected Class VI materiel. System controls permit selective management of individual items. SAILS output transactions are compatible with DS4.

#### **Request**

TM 38-L03-19, Chapter 4, shows how to prepare and process requests. Supply requests are submitted

on DA Form 2765 or DD Form 1348-6. Input card formats are covered in TM 38-L03-21-1. DSUs and GSUs are provided with prepunched DA Forms 2765 for submission to the MMC. A prepunched card is provided each time a request for a recurring issue is received from the DSU or GSU.

#### **Receipt**

DSS receipt cards are processed according to TM38-L03-19, Chapter 14. TM 38-L03-17, Chapter 3, describes procedures used by stock control activities to process receipts. Unit receipt procedures are in TM 38-L03-19, Chapter 7. Documents received with support supply shipments may include—

- An MRO (DD Form 1348-1).
- An in-transit data card.
- An in-transit receipt detail card.
- A materiel receipt acknowledgment card.
- A replacement in-transit data card (DA Form 2765).

#### **Issue**

The basic issue document is the MRO (DD Form 1348-1). The MRO may be marked to show materiel release confirmation, denial, or reversal. Issue card formats are covered in TM 38-L03-21-1. Issue procedures are covered in TM 38-L03-17, Chapter 7.

#### **Turn-In**

Recoverable items and supplies are turned in through the same channels from which they were requisitioned. If the situation makes this impractical, the commander may establish a turn-in point. TM 38-L03-17 tells COSCOM DSUs and GSUs how to process unit returns. TM 38-L03-19 covers DSU turn-ins to the stock control activity.

#### **Contingency**

At the end of each day's processing, all system files at each computer site should be put on tape. The tapes should be stored away from the computer site, preferably with a sister computer system. If one of the computers becomes inoperative, the remaining equipment should be used to perform essential supply functions (request, receipt, store, issue, and edit). If several computers become

inoperative, supply actions may be processed on devices at storage sites. Supply requirements may be filled or passed to the next supply echelon (TAMMC or CONUS). After the computers are repaired or replaced, the master files should be rebuilt using storage site files.

### **STANDARD PROPERTY BOOK SYSTEM-REDESIGNED**

The SPBS-R is a fully interactive, menu-driven, automated property accounting system. It operates in a centralized or decentralized mode whenever there is a requirement for property accountability or asset visibility of major items of equipment. SPBS-R can enhance combat readiness, reduce cost, provide instant supply management information, and protect commanders from reports of survey by providing accurate records of property accountability. The system also--

- Allows DMMC to manage all property book accounts for assigned or attached units loaded for asset visibility support.
- Provides asset visibility support to corps, US Army Reserve, and ROTC units and activities when directed by the MACOM.
- Provides a consolidated property and hand-receipt listing as required. The system provides 35 other output reports and listings for management of property accountability.
- Interfaces with other automated logistical systems.
- Removes property book records of transferring units and activities from its files by means of processing a single transaction. Units and activities being transferred will be provided their records on floppy diskettes. The gaining property book team will upload these diskettes.

### **STANDARD ARMY RETAIL SUPPLY SYSTEM SUPPLY SUPPORT**

A standard Army retail supply system will replace DS4 in divisional and nondivisional DSUs and SAILS at corps and echelons above corps. SARSS will provide automated stock record accounting and supply management for Classes II, III packaged,

IV, VII (ORF), and IX throughout the theater of operations. It is being designed so that no major change will be required during mobilization for war. SARSS is divided into various levels.

#### **SARSS Level I**

This level will perform stock record accounting for division and separate brigade DSUs.

#### **SARSS Level II**

SARSS Level II is divided into two separate subsystems. SARSS IIA maintains asset visibility and directs lateral issues among its subordinate supply activities. SARSS IIB performs non-time-sensitive functions such as document history analysis, catalog update, and stockage levels computation.

#### **AUTOMATED BACKUP PROCEDURES**

Loss of information hinders the supply mission. Power failures or electromechanical problems can cause ADP equipment outages. ADP equipment or MMCs may be damaged or destroyed as a result of enemy action. However, units still need supplies, and DSUs still need to supply their supported units. Use the following procedures during equipment outages.

#### **Short-Term Outage**

During outages of 72 hours or less, units should continue to follow standard procedures and submit requests to their DSU. In turn, DSUs should follow standard procedures in dealing with their MMC or stock control section. High-priority requests and requisitions should be processed manually as a postpost transaction. DS4 backup procedures are covered in TM 38-L32-13. During the outage period, DSUs should--

- Issue stocks to units arriving at the storage site with high-priority requisitions until all stocks are depleted.
- Issue stocks for low-priority requisitions after 48 hours. Depending on stockage levels, low-priority transactions may be held until the end of the outage period.
- Receive and store all deliveries.

- Prepare paperwork needed to transmit the data to the MMC or stock control section when the information flow is reestablished.
- Complete all processing actions previously received from the MMC.

### **Long-Term Outage**

During long-term outages, supply operations may have to be transferred to a similar or replacement system or to an alternate MMC using COOP procedures. Machine time can be shared. The MMC or stock control section should run only essential processes. If replacement ADP equipment can be set up, hold input documents that can be delayed to run at that time.

## **MANUAL SUPPLY SUPPORT**

In war, automated supply systems are vulnerable to disruption, damage, and destruction from enemy action. MMCs are prime targets. The electromagnetic pulse of nuclear explosions can affect computer tape disks. Nothing can be done on the battlefield to harden equipment against electromagnetic pulse effects. This problem must be addressed in the design and manufacturing stage. However, contingency and backup procedures exist to ensure continued supply support during outages and equipment failures. During short-term outages, low-priority transactions may be held until the end of the outage period. However, high-priority requests and requisitions will have to be processed manually. During long-term outages, the MMC may order that requests or requisitions be prepared manually until computer operations can be transferred to an alternate site or until documents can be run on replacement equipment.

### **Request**

DA Pamphlet 710-2-1 describes manual request procedures for using units. DA Pamphlet 710-2-2 tells DSUs and GSUs how to process requests from units. Supply support activities without ADP equipment follow the MILSTRIP in AR 725-50. Units submit requests to their DSU. Requests may be sent by courier, electrical message, telephone, or radio. DSUs and GSUs send requisitions to the

supporting MMC. AR 725-50 shows how to prepare the required forms and how to process the requisitions.

### **Receipt**

Receipt and shipping documents should accompany received supplies. Using units maintain a document register and process receipt documents according to instructions in DA Pamphlet 710-2-1. DSUs and GSUs process receipts according to instructions in DA Pamphlet 710-2-2 and AR 725-50. Each container, package, or document number in a combined DSS shipment should have a corresponding DD Form 1348-1, transportation shipping document, and materiel receipt acknowledgment card. Supplies received from commercial sources usually have an accompanying DD Form 250 or DD Form 1155.

### **Issue**

AR 725-50 and DA Pamphlet 710-2-2 show how to process MROs.

NOTE: According to AR 710-2, MROs with PDs 01 through 03 and NMCS MROs must be processed within 24 hours of the time that they are received. This is on a seven-day workweek, 24 hours-a-day basis. MROs with PDs 04 through 15 must be processed within two days on a regular workweek, regular shift basis.

### **Turn-In**

Using units turn in items to the supply support activity that would normally issue them. DSUs turn in excess items to corps GSUs. All other serviceable or unserviceable repairable, excess items are to be sent to a theater collection and classification point. Combat-loss reports support items dropped from property records.

*Using units.* Using units turn in items on DA Form 2765-1. They use the procedures in DA Pamphlet 710-2-1. They use DA Form 2765-1 to turn in items that had hidden defects and items that were not requested. They turn in salvage items on DD Form 1348-1.

*DSUs and GSUs.* These units process unit turn-ins on DA Form 2765-1, following procedures in DA Pamphlet 710-2-2, Chapter 14. They turn in excess items to the supply source using DD Form 1348,

DD Form 1348M, or DD Form 173/1. AR 725-50, Chapter 7, tells how to prepare and process these forms.

### **WARTIME PROPERTY ACCOUNTABILITY**

In times of war or emergency, wartime accountability procedures may be relaxed. The Secretary of the Army approves wartime accountability.

#### **Using Unit Modifications**

Though property book accounting remains in effect for OCIE, postings do not have to be supported by documents. In addition, hand receipts

are not required. For all other organizational property, property book accounting is reduced to maintaining a running balance of equipment on-hand. Document files are not required. Instead, on-hand quantities are supported by combat-loss reports and daily logistics status reports.

#### **Supply Support Activity Modifications**

Though accounting records and files must continue to be kept, vouchers which support entries do not have to be kept after posting is done. Summary accounting techniques apply.

## **Section IV**

### **SUPPLY ASSISTANCE**

#### **LOGISTICS INTELLIGENCE FILE**

The LIF is an on-line computerized data base. It centralizes the collection, correlation, and retrieval of supply and transportation data on Army-sponsored requisitions placed on the wholesale logistics system. The LIF is maintained by the AMC Logistics Control Activity. The purpose of the LIF is to furnish supply and transportation pipeline progress of a requisition from the time it is sent through the DAAS to the time materiel is received and posted to the accountable record at the requisitioning activity. The requisition status, receipt posting, reject customer cancellation, and transportation lift notices are recorded in this file. The LIF provides complete historical information on each requisition. It is used to measure DSS performance and focus management attention on specific pipeline segments needing improvement. The data base does not include Class I or III. Customers may use a number of modes to access the LIF data base for requisition status. See AR 725-50, DA Pamphlet 700-30, or FM 38-725. Requisition data can be provided daily or at a set interval. You may send urgent inquiries via DSN or priority message.

#### **SUPPLY ASSISTANCE REQUEST**

Any command echelon may request assistance on requisitions with PDs 01 through 08. AR 725-50 tells how to request such assistance. Figure 2-1, page 2-11,

shows a sample request on DD Form 173/2. The request must not exceed seven document numbers. The first line of message requests must contain the words, "Supply Assistance Request." Supply sources are the only activities that may send requests to storage activities. They may request that storage activities--

- Check on the status of requisitions.
- Support requirements in a more timely manner.
- Substitute or interchange items.
- Release or cancel back-ordered requisitions.
- Divert a shipment.

#### **MANAGEMENT INFORMATION RESEARCH ASSISTANCE CENTER**

CDA provides worldwide "HOTLINE" management data research assistance. The MIRAC is an extension of the cataloging and data bank service offered by CDA. It is manned by an experienced staff oriented to item identification and supply management data problems. Its personnel can help analyze problems and obtain solutions on items of supply. They can verify NSNs, unit prices, units of issue, and other data found in the AMDF. MIRAC personnel answer telephones from 0715 to 1545 Eastern time, Monday through Friday. During nonduty hours, telephone answering equipment

calls from worldwide locations. MIRAC personnel respond to these inquiries the following workday. Replay messages can be recorded on the telephone answering equipment for overseas callers who arrange for this service and who call back after normal CDA duty hours. Call DSN 977-7431 or WATS (717) 770-7431. MIRAC can be reached by electronic mail using the MIRAC address at AMC HQ. Include--

- Item name and NSN (or description).
- Reference publication.
- End item application or manufacturer's code and part number.
- Point of contact and telephone number.
- Information needed.
- Complete address, including office symbol, of requesting agency or activity.

### **REMOTE TERMINAL ACCESS INQUIRY SYSTEM**

The RTAIS provides access to users of AMDF and related logistics management data. The RTAIS permits over 125 different types of computer terminals to directly access the AMDF through various telecommunications lines. This includes a "1-800" service and the Defense Data Network. It does all this at little or no cost to the user, as opposed to the substantial fees charged by commercial vendors providing similar services. In addition to NSN, LIN, and reference number information, other types of data such as commercial and government entity and search for characteristics data are currently available. Component list data, hazardous materiel data, inquiry by nomenclature, inquiry for DIDS data for non-Army NIIN queries, and inquiry for automatic return items are available through this system.

| JOINT MESSAGE FORM   |   |      |       |            |     | SECURITY CLASSIFICATION      |                         |     |                 |                |
|--|---|------|-------|------------|-----|------------------------------|-------------------------|-----|-----------------|----------------|
| PAGE   | DTG/RELEASER TIME                           |      |       | PRECEDENCE |     | CLASS                        | SPECAT                  | LMF | CIC             | ORIG/MSG IDENT |
|  | DATE  | TIME | MONTH | YR         | ACT |                              |                         |     |                 |                |
| OF   |   |      |       |            |     |                              |                         |     |                 |                |
| BOOK   | MESSAGE HANDLING INSTRUCTIONS               |      |       |            |     |                              |                         |     |                 |                |
| <p><b>FROM:</b> (INSERT ADDRESS)</p> <p><b>TO:</b></p> <p><b>SUPPLY ASSISTANCE REQUEST:</b></p> <p>This command is having serious problems due to lack of items in the following documents. Request accelerated delivery and improved estimated shipping date.</p> <p>Docu No with Suffix (CC 30-44)</p> <p>1. FB2300/4152/0111/B</p> <p>2. FB2300/4155/0013/</p> <p style="text-align: right;">NSN (CC 8-20)<br/>8305001234567<br/>8310002345678</p> <p style="text-align: center; font-size: 48px; opacity: 0.5; transform: rotate(-15deg); font-weight: bold;">SAMPLE</p> |   |      |       |            |     |                              |                         |     |                 |                |
| DISTR:   |   |      |       |            |     |                              |                         |     |                 |                |
| DRAFTER TYPED NAME, TITLE, OFFICE SYMBOL, PHONE  |   |      |       |            |     | SPECIAL INSTRUCTIONS         |                         |     |                 |                |
| RELEASER   | TYPED NAME, TITLE, OFFICE SYMBOL, AND PHONE |      |       |            |     |                              |                         |     |                 |                |
|  | SIGNATURE                                   |      |       |            |     |                              | SECURITY CLASSIFICATION |     | DATE TIME GROUP |                |
| *DD FORM 1 MAR 79 173/2 (OCR)  |   |      |       |            |     | PREVIOUS EDITION IS OBSOLETE |                         |     |                 |                |

Figure 2-1. Sample request for supply assistance on PDs 01 through 08 requisitions