

United States Coast Guard

ORDERING PROCEDURES

**(NEW CUSTOMERS PRINT THIS
INSTRUCTION FIRST, IT IS ONLY 6 PAGES)**

07/01/02

CONTENTS

1. BACKGROUND	page 1
2. ESTABLISHING DSCP SUPPORT AND INITIAL CUSTOMER SET-UP	page 1
3. ROUTINE ORDERS AFTER INITIAL SET-UP	page 2
3. A. Shore Activities	page 2
3. B. USCG Cutters	page 2
4. NON-ROUTINE ORDERING	page 3
5. STORES-web ORDERING PROCEDURES	page 3
A STEP BY STEP GUIDE	pages 4-6

1. BACKGROUND:

The Defense Supply Center Philadelphia (DSCP) provides subsistence support for the US Military Services worldwide. The logistics infrastructure already in place for the US Military Services is available to all US coast Guard Cutters and Stations.

The Internet web based ordering system STORES- web (Subsistence Total Order Receipt Electronic System – Internet web) is now available for use by the United States Coast Guard. After initial establishment as a DSCP customer, Stations and Cutters will have the ability to acquire all their food needs with only a few minutes spent on the Internet to place an order for delivery “normally” in two days (e.g. Order Monday for Wednesday delivery). [Internet Explorer 5.0 or higher is required to successfully access STORES-web.](#)

Currently DSCP bills USCG customers on a monthly basis by use of an SF1080 bill. Payment by credit card (US Government Purchase card) is being explored but not yet available.

2. ESTABLISHING DSCP SUPPORT AND INITIAL CUSTOMER SET-UP:

In coordination with USGC Headquarters DSCP has established support at virtually all the USCG ports in the Continental United States, Alaska, and Hawaii. Support at Overseas locations is established in Puerto Rico as well as Guam where HQ USCG has indicated home ported USCG vessels. Available support may be located at <http://www.dscp.dla.mil/subs/USCG/uscg.htm> by clicking on the link “DSCP Support Network for USCG”. To determine points of contact for support at the desired port enter “name of state” and “port” to be visited.

Also DSCP support at numerous other Overseas locations may be made available with advance coordination with DSCP European and Pacific Prime Vendor Offices. OCONUS Points of Contact are listed at <http://www.dscp.dla.mil/subs/pv/oconus.htm>

After initial contact the designated DSCP Account Manager will setup the Station or Cutter’s account and establish a password for that customer at their home port and any other ports being routinely visited. Coordination will be made at this time with DSCP’s Prime Vendor, Produce, Dairy, and Bakery suppliers to assure support at the designated ports.

3. ROUTINE ORDERING AFTER INITIAL SET-UP

A. Shore Activities: Shore activities will routinely be set-up as regular STORES-web customer with their own unique Local Access Point (LAP) designated on the web application. Ordering and delivery schedules will be coordinated at time of initial set-up as a DSCP customer.

B. USCG Cutters:

1) Ordering:

After initial customer set-up Cutters will access STORES–web either clicking on the STORES-web link on DSCP’S home page (URL at paragraph 2. a. above) or by accessing directly at <http://www.dscp.dla.mil/coastguard/> . At the STORES-web prompt screen the Cutter will enter their user ID and password at “LAP DODAAC (or user ID)” and “PASSWORD ” **note: user ID and password will be provided by the DSCP account Manager on initial set-up.** For instance a Cutter home ported out of Cape may NJ may elect to establish support at numerous East Coast Ports. When the USCG user ID and Unique password for the Cutter are entered a drop down list of all the ports set-up for that Cutter will automatically be listed. One only clicks on the port and proceeds to order.

2) Assuring Delivery

a. For vessels at their home port ordering and delivery schedules will be coordinated at time of initial set-up as a DSCP customer.

b. For vessels visiting other than their home port **surprise is not an enhancement to the process.** Advance coordination with the account manager(s) listed at the “DSCP Support Network” will assure DSCP’s suppliers will meet the required delivery date. When advance notice is not possible immediately call the DSCP point of contact upon arrival at the port to determine if delivery schedules will be satisfactory.

CAUTION! Advance notification is crucial to assure success. DSCPs’ suppliers will require notice of a non-routine / unscheduled delivery. Simply placing an electronic order on the internet will not assure the delivery can be made when desired unless coordinated. The element of surprise is not beneficial to the process. Points of contact (POCs) are listed at <http://www.dscp.dla.mil/subs/USCG/uscg.htm> by clicking on the link “DSCP Support Network ”

A STEP BY STEP GUIDE to walk yourself through the process.

INITIAL SET-UP or NON-ROUTINE DEIVERY:

1. Access DSCPs' web site for the United States Coast Guard at <http://www.dscp.dla.mil/subs/USCG/uscg.htm>
2. If you didn't print this manual, please do so now. It will make things easier.
3. Locate available support and DSCP points of contact by clicking on the hot link for "DSCP support Network for USCG"
4. Select State and Port where support is desired from the drop down menus.
5. Contact DSCP point of contact to establish initial set-up as a DSCP customer.

ORDERING

1. Click on United States Coast Guard web application by clicking on the hot link "STORES-web" at <http://www.dscp.dla.mil/subs/USCG/uscg.htm> or go directly to USCG web ordering at <http://www.dscp.dla.mil/coastguard/>
2. At the STORES-web page prompts LAP DODAAC and PASSWORD enter "USCG user ID" and "PASSWORD" provided by the DSCP Account Manager on initial set-up.
3. Locate the harbor where service is desired on the drop down menu, click on Main Menu button and proceed to place order.
4. If you would like to view or print catalogs, do so at the "View / Download Current Contracts or Items" hot link. Click on "show existing contracts and items" check the block for the contract desired and click on "show items". It is recommended these catalogs be printed at least once for easy reference, however it is not necessary to do so. Scroll to bottom and click on "Main Menu".
5. Create your order at the "Create New Order" hot link.
CAUTION: ARE YOU SURPRISING SOMEONE WITH AN UNSCHEDULED DELIVERY? IF SO, IMMEDIATELY CALL THE DSCP ACCOUNT MANAGER TO ASSURE THE DELIVERY DATE CAN BE MET. Select delivery date and delivery DoDAAC (OPFAC) note: STORES-web should automatically default to your OPFAC. Project Code is not required. Click on "Proceed toOrder".
6. Select ordering method by selecting description or stock number. FIC is not available for USCG.

7. At "Type filter string:", type in stock number or nomenclature. Entering a one word basic descriptions such as beef, pork, cereal, etc. will display all items with that word in the nomenclature. It is not necessary to select contract. Click on "Submit".

8. Enter quantity required in first column. **Please note** these are not necessarily case quantities. The "Unit of Issue" is listed in the far right column and the number of units per case is listed in the PRF column (fourth from right). Quantities ordered must be in multiples of the PRF. Go back and read this again, its important. Order everything desired, then continue.

9. **Always** add items to the shopping cart by clicking on "Add Selected Items to Cart".

10. You will be returned to the "Create New Order" screen. You may click on the "Show Cart" to view order; if so click back to create new order. If continuing to order repeat, starting at step 7.

11. At the "Shopping Cart" screen you may continue to shop, place the order, or adjust quantities.

12. Place Order

13. At the "Ship to DODAAC " screen verify the delivery point and billing address. If correct click on "Here".

14. Your order is recorded. You must print this screen for in-checking and for a record of the Purchase Order Number (PO#).

15. Return to Main Menu and logoff.

RECEIPTS

1. After receipt of the material, re-enter the STORES-web and click on "First Time Receipt".
2. At the Purchase Orders Detail screen click on the appropriate PO# .
3. At the "Receipt Details for:" screen, click on process receipt or make quantity or add-on adjustments. To adjust quantities merely change the quantity in column 1 and click on "update receipt". To add items; click on "Add Items" and fill in as though ordering.
4. Click on "Process Receipt"
5. **Print this receipt for your billing records.** This is the exact dollar value Defense Finance will bill you for this PO#. Defense Finance rolls up bills monthly on the 24th of each month for the prior thirty days activity. The SF 1080 will list all PO#s and charges since the last bill. Return to main menu and logoff.

RECEIPT ADJUSTMENTS

1. Adjustments may be made up to 30 days after delivery, by clicking on "Receipt Adjustments". The adjustment process is identical to ordering and receipt processes.