



DEPARTMENT OF THE ARMY
ARMY FIELD SUPPORT BATTALION-STEWART
1624 WEST 6TH STREET, BUILDING 2916
FORT STEWART, GEORGIA 31314-4829

SOP#: OST-7.5.5-01

ASCE-STW

MCB-008

SEP 21

**EXTERNAL STANDING OPERATING PROCEDURES
FOR
SUPPLY SUPPORT ACTIVITY**

- 1. PROPONENT.** Installation Supply Support Activity (ISSA), Supply and Services Division.
- 2. PURPOSE.** This SOP establishes operating procedures and policies for customers supported by the Installation Supply Support Activity (ISSA) for Class II, III (P), IV, VII, and IX supplies and equipment.
- 3. APPLICABILITY.** All customers who fall within the operating areas of the ISSA.
- 4. REFERENCES.**
 - a. DA PAM 710-2-1, Using Unit Supply System (Manual Procedures), 1 Dec 16.
 - b. AR 750-1, Army Materiel Maintenance Policy, 28 Oct 19.
 - c. AR 735-5, Property Accountability Policies, 9 Nov 16.
 - d. AR 725-50, Requisitioning, Receipt, and Issue System, 15 Nov 95.
 - e. DA PAM 710-2-2, Supply Support Activities Supply System: Manual Procedures, 30 Sep 98.
 - f. DOD 4140.27-M, Shelf Life Management Manual, 5 May 03; DOD Shelf Life Program Intranet SLES Search.
 - g. AR 710-2, Supply Policy Below the National Level, 28 Mar 08.
 - h. AR 740-3, Stock Readiness, 9 Nov 12.
- 5. RESPONSIBILITIES.** Customers will follow established procedures and directives as outlined in this SOP. Customers will be responsible for maintaining a copy of this SOP for reference.

**EXTERNAL STANDING OPERATING PROCEDURES
FOR
SUPPLY SUPPORT ACTIVITY**

6. POLICIES/PROCEDURES.

a. Safety/Security.

- (1) Customers will use the marked "Customer Entrances" to enter/exit facilities.
- (2) All visitors will report to the customer service area and are subject to identification (ID) card checks.
- (3) Customers will be escorted by ISSA personnel at all times when visiting the warehouse.
- (4) The maximum speed limit in the ISSA warehouse area is five miles per hour.
- (5) POVs are not authorized to transport government supplies and equipment.
- (6) Customers are required to chock block vehicle rear wheels while loading.
- (7) Customers are not allowed in the warehouse storage areas except for the purpose of receiving or turning in parts and equipment.
- (8) Tobacco products are prohibited except in designated areas.
- (9) Customer PLS trailers will be loaded and offloaded at ground level.

b. Notice of Delegation of Authority – Receipt for Supplies.

- (1) Customers will submit a DA Form 1687, Notice of Delegation of Authority – Receipt for Supplies and a copy of current assumption of command orders to the ISSA.
- (2) The unit commander may delegate one or more military or Civilian personnel as an authorized representative to request and/or receive parts on DA Form 1687. In

**EXTERNAL STANDING OPERATING PROCEDURES
FOR
SUPPLY SUPPORT ACTIVITY**

doing so, he or she assumes full responsibility for all supplies received by the authorized representative.

(3) It is the customer's responsibility to ensure the DA Form 1687 is properly prepared IAW DA PAM 710-2-1 and that it is updated prior to expiration date. Current procedure requires both a digital signature and hand written/wet signature for each name entered on card.

(4) The unit commander will prepare two sets of DA Form 1687. The first DA Form 1687 is for authorization to request, receive, or turn-in Class II, III (P), IV, VII, IX, CIIIC sensitive/pilferage coded controlled items. The second DA Form 1687 is for authorization to request and sign 02 priority walk-up requisitions.

(5) The DA Form 1687 will be taken to the ISSA, Stock Control Section, along with one copy of the assumption of command orders. The DA Form 1687 will be date stamped and a copy provided to the customer.

c. Requisition Process.

(1) The supply system depends on accuracy of the requests submitted by the customers. The majority of requisition rejections are due to erroneous or missing information. Care in preparation will expedite the supply process.

(2) Customers will submit all transactions using authorized logistics information systems, i. e, GCSS-Army server via Secure File transfer Protocol (SFTP), compact disc (CD) , or manually submitted on DA Form 2765-1.

(3) Walk-Up Requests: Walk-up and High Priority request are the exception and not to be considered routine business. Walk-up requests must be 02 priority and submitted on DA form 2765-1. The DA Form 2765-1 will be completed with the correct information and signed by the approving authority. Customers must also have budget officer/section approval and have the appropriate fund code on the request.

(a) A walk-up must be used within two days of the date the walk-up is issued.

(b) All signatures must have a complete signature block.

**EXTERNAL STANDING OPERATING PROCEDURES
FOR
SUPPLY SUPPORT ACTIVITY**

(c) ISSA stock control person will check signature card to validate person is authorized by Commander to request walk-up from the ISSA.

(d) ISSA stock control person will check stock and if zero balance the following procedure will take place. Annotate the back of the first copy with the following information and return to the customer:

Zero Balance
SSA SLOC
SSA Clerk Signature

(e) ISSA stock control person will confirm the person conducting the walk-up is on the signature card on file. (Note: person must be on valid signature card to receive parts).

(f) The ISSA stock control person verify stock is on hand, issue the part to customer, and input the transaction in GCSS-army.

(g) It is the customers responsibility to check their logistics system for status. Customers should call Stock Control if they have not received status. If status is in GCSS-A, and not in the customer's logistics system, the customer should contact their help desk to determine why status was not received. In the event of customer logistics system failure, Stock Control can provide status via email. Once other logistics systems migrate to GCSS-A, the customer will have the same access to status as the ISSA.

(h) Customers interested in screening/requesting items from the Defense Logistics Agency – Distribution Services (DLA-DS) holding site must coordinate actions through the Installation Property Book Office.

d. Customer Reconciliation.

(1) The customer dues-out reconciliation listing is a listing of valid customer dues-out in document number sequence. It is a management tool to track and validate parts and supplies ordered. It allows customer units to reconcile open requests on the document register and provide current status for parts due-in. Any request received

**EXTERNAL STANDING OPERATING PROCEDURES
FOR
SUPPLY SUPPORT ACTIVITY**

after the print date will not be on the reconciliation. Once other logistics systems migrate to GCSS-A, the requirement for the customer reconciliation will go away.

(2) Reconciliation reports will be generated and distributed to customers on the first working day of each month. An ISSA/Customer Reconciliation Cover Sheet outlining reconciliation procedures and a customer comment sheet will be provided with the reconciliation report. Reconciliations may be generated more frequently upon customer request.

(3) Customers will compare the listing with the document register, annotate the listing as necessary IAW the appropriate reconciliation codes: "C" for AC1 (cancellation), "REC" for received, or "X" if document is still open.

(4) If transactions on the reconciliation list match the document register, no action is required for the time. Customer transactions with dates prior to print dates that do not appear on the reconciliation will need an AT_ transaction (follow-up) submitted.

(5) Customers are allotted 15 working days to complete and return the reconciliation to the ISSA, Stock Control Section by the suspense date annotated on the reconciliation memorandum. The reconciliation must be signed by the unit commander or designated representative.

(6) If there are any discrepant document numbers, report them to the Stock Control for research. Customers will be provided guidance for corrective actions to complete the process.

(7) Customers may schedule an in person reconciliation appointment by calling the Stock Control Section.

(8) Customers should review aged backorders for possible cancellations based on established shipping dates.

e. Repairable/Recoverable Items.

**EXTERNAL STANDING OPERATING PROCEDURES
FOR
SUPPLY SUPPORT ACTIVITY**

(1) Customers must return reparable/recoverable items directly to their assigned SSA.

(2) A system generated turn-in document must match the system document in order for the organization to obtain credit for the item. This turn-in document is generated for every reparable item upon Post Good Issue (PGI) to the customer, and it is the only document number the customer can use upon the turn-in of the reparable item to the ISSA in order for GCSS-Army to automatically produce the match and provide credit. When a reparable/recoverable item is issued, an equivalent unserviceable item must be returned within 180 days to receive proper credit.

f. Receiving of Supplies.

(1) Only customers authorized on the updated DA Form 1687 will be allowed to receive supplies.

(2) Property book items will only be issued to organizational Property Book Officers or their representative as designated on the updated DA Form 1687.

(3) Timely pick-up of supplies is essential; items that are not picked up within 15 days from the date of unit notification may be returned to stock. Exceptions must be coordinated with the Accountable Officer or Storage Warehouse Supervisor.

(4) All customers must report to the Receiving Section when picking up supplies. An ISSA employee will check the unit's updated DA Form 1687 to verify authorization to receive supplies.

(5) The customer is responsible for verifying the parts against the issue document to ensure the DODAAC, national stock number (NSN), batch (condition) code, unit of issue, and quantities are correct. The customer will sign their name in block 22 and print their name under signature, enter quantity received in block 10, and the receipt date in block 23. All discrepancies will be reported to the Accountable Officer or Storage Warehouse Supervisor immediately, prior to accepting items or leaving the SSA Warehouse. The supervisor will verify the discrepancy and action will be taken to correct the problem.

**EXTERNAL STANDING OPERATING PROCEDURES
FOR
SUPPLY SUPPORT ACTIVITY**

(6) Supported customers will use the computer in receiving section to Post Good Receipt (PGI) documents in T-code (VL06I) prior to leaving the ISSA.

(7) Customer receiving direct shipment from the depot or lateral transfers at the ISSA must ensure shipments are accurate.

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

(b) Customer are responsible for contacting the shipper for direct shipments or lateral transfers that are not correct.

(c) Sensitive equipment shipped to the ISSA for fielding will be stored in the arms room and a representative must be present from the DPTMS Force Management Branch before equipment will be released to the PM team. The PM team member will sign for all equipment.

(d) Lateral transfers that are sensitive will be stored in the arms room and the units will need the Commander Assumption of Command orders and DD form 1687 authorizing them to pick up.

(8) Customers are required to have adequate transportation assets to pick up parts. It is the customer's responsibility to provide sufficient personnel and transportation assets for the items they are picking up.

(a) Customer are require to pick up at least three times weekly. This includes bulk items and rejected turn-ins located in customer outside pickup areas.

(b) Supplies received at the ISSA will be transported in government assigned vehicles.

(c) When in the ISSA area, large vehicles require a ground guide at all times.

g. Turn-Ins.

(1) Transaction are defined as each individual NSN being turned in. Turn-ins will be accepted between the hours of 0800 – 1130 and 1200 - 1500. Tactical SSA's and

**EXTERNAL STANDING OPERATING PROCEDURES
FOR
SUPPLY SUPPORT ACTIVITY**

tenant units can turn-in 50 transactions during their scheduled days. Turn-ins exceeding the amount of 50 transactions will have to be coordinated through the Accountable Officer or Warehouse Supervisor. Tactical SSA's are required to turn-in on the days they have been assigned through the week. All turn-in documents DD Form 1348-1A must be Post Good Issue (PGI) prior to bringing parts to the ISSA. Turn-in for all vehicles/rolling, weapons, Class II non-expendable items must be scheduled regardless of quantity. Exceptions to the Tactical SSAs assigned day will be on a case by case basis approved by the Accountable Officer or Warehouse Supervisor.

(2) Customers must turn-in to their servicing Tactical SSA. Tactical SSA's will turn-in to the ISSA with their document number. All paperwork must be correct, i.e., quantity, batch (condition) code. The ISSA may reject turn-ins back to the tactical SSA for incorrect/incomplete paperwork. If item is batch/condition code "H", and the tactical SSA brings it to ISSA with batch/condition code "F", ISSA may reject it for incorrect batch/condition code. Tactical SSA's should correct and turn-in to DLA-DS. The following Class IX items will be turned in to the customer's servicing tactical SSA:

- (a) All serviceable excess items.
 - (b) All suspended or unserviceable non-expendable items.
 - (c) All suspended or unserviceable durable or expendable items with recoverability codes of "A, D, F, H, L, O, or Z".
- (3) Tactical SSA's are required to schedule their own commercial truck through DLA/DS scheduling for pickup of equipment/parts directed to DLA/DS formerly (DRMO).
- (4) Hazardous waste turn-ins (including tires and batteries) will be coordinated with the Hazardous Waste Facility, Building 1157, Fort Stewart (912)767-4634.
- (5) Serviceable turn-in items will be packaged and preserved to provide adequate protection from damage in transporting and receiving. Items should be kept in the original package during storage to avoid additional packaging costs. ISSA will not accept serviceable turn-ins that are saturated from rain damage or lubricants.

**EXTERNAL STANDING OPERATING PROCEDURES
FOR
SUPPLY SUPPORT ACTIVITY**

(6) Serviceable items still in the package and not opened do not need a serviceable tag. Items that have been opened or are not in the original package will need a signed DD Form 1574, Serviceable Tag. DD Form 1574 will be attached or tied to the item/equipment being turned in.

(7) Serviceable circuit cards will be accepted in an unopen sealed static bag and fast pack.

(8) Customers must ensure that information provided on DA Form 2765-1 or DD Form 1348-1A, Issue Release/Receipt Document is correct and filled out IAW DA PAM 710-2-1, Section I.

(9) All Class VII property must be approved for turn-in by the Property Book Officer. Turn-in of weapons and rolling stock will be submitted on a DD Form 1348-1A using a document number assigned by the Property Book Officer. The form will be stamped by the Property Book Officer. Prior to reporting to ISSA, customers will obtain completed technical inspection sheets, disposition instructions from Decision Support Tool (DST), and DD Form 1149, Requisition and Invoice/Shipping Document. Disposition instruction must be completely vetted through the item managers and having a turn-in destination other than virtual DLA/DS.

(10) Property book items turned in to the classification section must be as complete as possible. This includes items requiring technical inspection by maintenance support activities. Items will not be accepted by ISSA until all documentation and maintenance have been completed IAW AR 750-1 and all requirements of this SOP have been met.

(11) All component shortages are subject to accountability procedures outlined in AR 735-5.

(12) Unserviceable turn-ins must be clean and free of foreign matter, i.e. dirt, water, oil, rust, unit identifications, decals, and markings prior to turn-in.

(13) Unserviceable/serviceable major assembly will be in shipping containers when turning in using a national stock number which require a container.

**EXTERNAL STANDING OPERATING PROCEDURES
FOR
SUPPLY SUPPORT ACTIVITY**

(a) Unserviceable major assembly not in a container will need to be drained, and a drain plug installed to seal residue from leaking.

(b) Unserviceable major assemblies shipped in authorized metal containers are not required to be drained of lubricants.

(c) Serviceable major assembly's container with humidity indicators must show the color blue which indicates the engine is properly sealed.

(d) Serviceable/Unserviceable engine container must have all nuts and bolts tighten to the container to establish a good seal.

(e) Unserviceable tank and pump unit requires a purge statement from AFSBn maintenance verifying tank has been triple rinsed of fuel contaminate.

(f) All unserviceable turn-ins must have the correct technical documentation, inspection tag according to serviceability/ batch/condition code by attaching DD Form 1577-2, Unserviceable (Reparable) Tag – Material or DD Form 1577, Unserviceable (Condemned) Tag – Material to the item. The customer will fill out all the required information on the tag and have it signed by the inspector. DD Form 1577 must be attached or tied to the item/equipment.

(h) Major assemblies in wooden crate saturated with any type of lubricant will not be accepted.

(i) Fast Packs will be required when turning in unserviceable recoverable automated return items (ARIL) circuit cards.

(13) Prior to turning in to the ISSA, all cryptographic devices must be inspected, stamped "Controlled Cryptographic Item (CCI)", and have 'Zero Tolerance' written on the DA Form 2407, Maintenance Request, by NEC CCI personnel located in Building 9. The phone number for the NEC CCI Section is (912) 767-7500.

**EXTERNAL STANDING OPERATING PROCEDURES
FOR
SUPPLY SUPPORT ACTIVITY**

(14) Customers must have a turn-in request, DA Form 2765-1, DA Form 2407 (completed by NEC CCI personnel), and DD Form 1577-2 when turning in CCI equipment to the ISSA.

(15) Customers are not authorized disposal of CCI equipment through DLA-DS.

(16) Customer must submit their own Quality Discrepancy report (QDR) through the appropriate item manager/automated website. Customer should contact the Logistics Assistance Representative (CECOM/AMCOM etc.) if assistance is required.

(17) Hazardous/Radioactive: Any item identified in FEDLOG with a Hazardous Material Information Resource System (HMIRS) code of "Y" and items with Special Control Identification Codes (SCIS) of "8, A, B, F, G, H, J, K, S, T, U, W, and X" must be coordinated through the Installation Radiation Safety Officer (IRSO) prior to turn-in to AFSBn Stewart. The IRSO will provide disposition instructions and verify completeness of paperwork prior to turn-in or shipment. Disposition Instructions and Movement documents signed by IRSO must be present with the items. The phone numbers for the IRSO are (912) 767-4858/9441.

(18) Shelf Life: Serviceable turn-ins with shelf life dates must be checked prior to turn-in to the ISSA. Shelf life type I items that are expired will be processed in batch code F. Shelf life type II items expiring within three months should be processed as batch/condition code "F".

h. Shipping/Packaging.

(1) Customers are responsible for having equipment/parts prepared for shipment prior to coming to the ISSA. ISSA will not provide materials, labor or coordinate actions with the Transportation, Freight Office for shipment.

(2) Customers may contact the ISSA shipping section for guidance on packaging equipment as needed.

(3) Customers shipping serviceable/unserviceable tires or track shoes to the depots or other organizations will be responsible for securing items to a serviceable

**EXTERNAL STANDING OPERATING PROCEDURES
FOR
SUPPLY SUPPORT ACTIVITY**

pallet with metal banding material. The ISSA is not responsible for providing materials for securing shipment of equipment/repair parts.

(4) Documentation to ship equipment should include the Transportation Account Code (TAC), Requisition and Invoice/shipping document (DD Form 1149), Issue Release/Receipt document DD Form (1348-1A). This will include a valid ship to address with POCs and phone number of gaining unit.

(5) Customer equipment being staged at the ISSA for scheduled pickup by transportation will coordinate through the Class VII office for area to place equipment. Customers will be responsible for placing a drip pan under equipment and cleanup of leaks from vehicles awaiting shipment.

i. ISSA is not responsible for accepting customer equipment that was taken off the vendor's truck by mistake. Tactical SSA's will be responsible for notifying the Depot or unit for shipment. ISSA will accept equipment/repair parts identified for shipment to DODAAC W33NYN.

j. Customer Assistance.

(1) The Installation Supply Support Activities are located in Building 2916, 1624 West 6th Street, Fort Stewart, GA 31314 and Building 1036, Lightning Street, Hunter AAF, GA 31409.

(2) Hours of operation are Monday through Friday, 0800-1130 and 1200-1500 daily; closed weekends and holidays.

(3) Hours of operation for Federal Express (FEDEX) shipments are 0800-1130 and 1200-1330 daily; closed weekends and holidays.

(4) Non-duty Hours: Periodically ISSA customers require logistical support after normal duty hours (including weekend and holidays). If customers are aware of an upcoming exercise that will significantly increase the likelihood of emergency logistical

**EXTERNAL STANDING OPERATING PROCEDURES
FOR
SUPPLY SUPPORT ACTIVITY**

support requirements, they should provide the exercise dates to the AFSBn, SPO to ensure ISSA has personnel on call during the exercise period. The AFSBn SPO phone numbers are (912) 435-0795/0191.

(5) Technical assistance is available by calling (912) 435-0072 or visiting the ISSA, Stock Control Section.

(6) Customers requiring customer DODAAC support should contact their Brigade Property Book Officer or the Installation DODAAC Coordinator. The phone number for the Installation DODAAC coordinator is (912) 435-0365.

(7) The ISSA is committed to quality service and dedicated to the mission of providing customers with required Class II, III (P), IV, VII, and IX supply support. Customers are encouraged to make suggestions for improvement and bring any problems to members of the ISSA management team. Customer satisfaction is our ultimate goal and comment card boxes are provided in all customer service areas to receive comments for improvement or feedback regarding customer services rendered.

k. ISSA Contact Information.

(1) Fort Stewart:

(a) Supervisor, Supply Division – (912) 435-0599.

(b) Accountable Officer – (912) 435-0321.

(c) Storage Warehouse Supervisor – (912) 435-0117.

(d) Stock Control Section – (912) 435-0029/ 0072.

(e) Turn-in Section, Class VII (Rolling Stock) – (912) 435-0166/ 0117.

(f) Turn-in Section, Class II, IV, IX - (912) 435-0374.

(g) Receiving Section – (912) 435-0281/ 0021.

**EXTERNAL STANDING OPERATING PROCEDURES
FOR
SUPPLY SUPPORT ACTIVITY**

- (h) Stock Readiness – (912) 435-0276.
- (i) Shipping – (912) 435-0041.
- (j) Federal Express (FedEx) – (912) 435-0274.
- (k) Freight – (912) 435-0177.
- (l) Arms Room – (912) 435-0205/ 0117.
- (m) DODAAC Coordinator – (912) 435-0365/ 0285.
- (n) Installation Property Book – (912) 435-0189/ 0226.
- (2) Hunter AAF:
 - (a) Supervisor, Supply Division – (912) 435-0599.
 - (b) Accountable Officer – (912) 435-0321.
 - (c) Storage Warehouse Supervisor – (912) 315-5620.
 - (d) Stock Control Section – (912) 315-2036.
 - (e) Turn-in Section, Class II, IV, IX - (912) 315-5613.
 - (f) Receiving Section – (912) 315-6449.
 - (g) Stock Readiness – (912) 315-2996.
 - (h) Shipping, Federal Express (FedEx), Freight – (912) 315-5947 / 5620.
 - (i) DODAAC Coordinator – (912) 435-0365/ 0285.

SOP#: OST-7.5.5-01

ASCE-STW

MCB-008

SEP 21

**EXTERNAL STANDING OPERATING PROCEDURES
FOR
SUPPLY SUPPORT ACTIVITY**

(j) Installation Property Book – (912) 435-0189/ 0226.

7. The point of contact for this SOP is the Chief, Supply Division (912) 435-0599.


KEITH L. FORD
LTC, LG
Commanding