

# USAMMC-E Customer Handbook

January

# 2025

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This document provides customers an overview of the United States Army Medical Material Center – Europe (USAMMC-E) services and procedures. The intent is to provide customers with needed information to effectively access these services.

**Support  
for Life!**

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## 1. USAMMC-E's MISSION AND CORE COMPETENCIES

**Mission:** Plan, Synchronize, and provide Medical Logistics Support to the warfighter and their families in EUCOM, AFRICOM, CENTCOM, and to the Department of State.

**Competencies:**

- Life cycle management of class VIII material,
- Clinical engineering support,
- Clinical advice and consultation,
- Optical fabrication,
- Training of medical logisticians on supply chain management.

### ESTABLISHING A CUSTOMER ACCOUNT WITH USAMMC-E

For units that do not have an established account and/or DODAAC with USAMMC-E, please go to link <https://www.amlc.army.mil/USAMMC-E/Customer-Support-Divison/> and select “New Customer”. Fill out the form and click “Submit”. Notice that some requirements are mandatory based on your affiliated Service. Fill out to the best of your knowledge. This form will create an automatic email to the Customer Support Division here at USAMMC-E. You will get a response within 24-48 hours.

If your unit has an established account with USAMMC-E and uses the DML-ES SAP Web Portal, then the only requirement needed is to request access for a TEWLS end user account. Depending on how long the online training takes you, the process from start to finish takes 3-7 business days. Steps to establish a user account are detailed below.

Establishing an end user account for DML-ES SAP Web Portal requires the following steps:

**Step 1:** Go to JKO website <https://jkodirect.jten.mil/Atlas2/page/login/Login.jsf> to access the required training. Click “Course Catalog” then enter “DML-ES SAP” in the “Course or Curriculum Name” search bar. Select one of the five trainings, click “Enroll” then click the “Acknowledgement” button. Once you enroll into the all the trainings, click on “My Training” in the menu bar. If you are unable to access the website, send an email to your Customer Support Liaison (if known) or send an email to [usarmy.rheinland-pfalz.amlc.list.usammce-csd1@army.mil](mailto:usarmy.rheinland-pfalz.amlc.list.usammce-csd1@army.mil) and we can send you will receive the required documents via email.

Required Trainings include:

- DML-ES SAP 405 Part 1
- DML-ES SAP 405 Part 2
- DML-ES SAP 405 Part 3
- DML-ES SAP 405 Part 4

**Step 2:** Complete the DML-ES-SAP (TEWLS Legacy) Access Request for End Users form with the following signatures: Supervisor; End User; Security Officer/Liaison. Only CAC-enabled digital signatures will be accepted.

Please ensure you fill out Part 1 and enter DODAAC of ordering capability is required. Signatures in part 3 & 4 are required as well as the System User Agreement on Page 3.

DO NOT FILL OUT Section 2: Roles and Responsibilities.

**Step 3:** Submit your Assessment and Access Request for End Users form to your Customer Support POC or to email [usarmy.rheinland-pfalz.amlc.list.usammce-csd1@army.mil](mailto:usarmy.rheinland-pfalz.amlc.list.usammce-csd1@army.mil).

**Step 4:** You will receive a follow-up email within 24-48 hours with the status of your account profile and notification of your new account.

Please email or call your Customer Support POC at any time during this process should you have any questions. If your POC is unknown, please send an email to [usarmy.rheinland-pfalz.amlc.list.usammce-csd1@army.mil](mailto:usarmy.rheinland-pfalz.amlc.list.usammce-csd1@army.mil) or call us at any of the phone numbers listed in this handbook or on our website at <https://www.amlc.army.mil/USAMMC-E/Customer-Support-Divison/>.

Suggestions for improvement to this Handbook can also be submitted to the Customer Support Division email link.

## OPERATING HOURS

The Customer Support office is open Monday through Friday, 0730 – 1600 hrs.

After-duty hours and American Holidays, please contact our Staff Duty Desk:

DSN: 314-590-MMCE (6623)

COM +49 (0) 6371-9464-MMCE (6623)

USAMMC-E is located in Germany and operates on **Central European Time (CET)**.

## CONTACT INFO

### **Army Unit POCs**

DSN: 314-590-9170/9169/9259

COM +49 (0) 6371-9464-9170/9169/9259

### **LRMC Unit POCs**

DSN: 314-590-9175/9204/9239

COM +49 (0) 6371-946-9175/9204/9239

### **SWA Unit POCs**

DSN: 314-590-9176/9229

COM +49 (0) 6371-946-9176/9229

### **NAVY Unit POCs**

DSN: 314-590-9712/6732

COM +49 (0) 6371-946-9712/6732

### **AIR FORCE Unit POC**

DSN: 314-590-9288

COM +49 (0) 6371-946-9288

### **Customer Support Division Org Email:**

[usarmy.rheinland-pfalz.amlc.list.usammce-csd1@army.mil](mailto:usarmy.rheinland-pfalz.amlc.list.usammce-csd1@army.mil)

## 2. DIFFERENT WAYS TO ORDER SUPPLIES FROM USAMMC-E

### DEFENSE MEDICAL LOGISTICS STANDARD SUPPORT (DMLSS)

DMLSS provides integrated supply chain and life cycle management for pharmaceuticals, medical supplies, equipment, health facilities and services. DMLSS feeds into DML-ES-SAP TEWLS Legacy for orders and status.

### DMLSS CUSTOMER ASSISTANCE MODULE (DCAM)

DCAM is a medical logistics ordering tool which allows remote customers who have no other medical logistics automation to create automated Class VIII requests with minimal hardware requirements [PC (personal computer) or laptop with a network connection]. DCAM customers can connect to the designated DMLSS or TEWLS site and download supplier's catalog, status, quality control and substitute items files from the DMLSS or TEWLS databases. Once the files are downloaded, the customer can break the connection and use the DMLSS or TEWLS data to place orders, check status, review catalog, and research substitutions. The customers then can reconnect and send the requisition file containing MILSTRIP transactions to the supporting source of supply.

### TEWLS LEGACY - WEB PORTAL

The Theater Enterprise-Wide Logistics System (TEWLS) Web Portal is part of Defense Health Services Systems (DHSS) and supports intermediate medical logistics functions and consolidates national, regional, and deployed units into a single business environment. It supports Class VIII medical supplies and repair parts.

<https://tewlsep1.health.mil/home#>

Before any user can be granted TEWLS access, the user must already have LAN access, a DOD email account, a Common Access Card (CAC), and a completed background investigation.

For more details, please contact USAMMC-E, Customer Support Division,

- DSN: 314-590-9169/6732/9288/9259/9170/9204
- COM: +49 (0) 6371-9464-9169/6732/9288/9259/9170/9204
- E-mail at: [usarmy.rheinland-pfalz.amlc.list.usammce-csd1@army.mil](mailto:usarmy.rheinland-pfalz.amlc.list.usammce-csd1@army.mil)

## GLOBAL COMBAT SUPPORT SYSTEM - ARMY (GCSS-ARMY)

GCSS-Army is the tactical unit / installation logistics and financial system for the U.S. Army. GCSS-Army is an Enterprise Resource Planning (ERP) solution that tracks supplies, spare parts and organizational equipment. It tracks unit maintenance, total cost of ownership and other financial transactions related to logistics for all Army units. This modernized application subsumed outdated Standard Army Management Information Systems (STAMIS) that were not financially compliant and integrated about 40,000 local supply and logistics databases into a single, enterprise-wide authoritative system.

The system utilizes web-based capability to provide users access to information and exchange operational data related to tactical maintenance, materiel management, property accountability, tactical financials and other related sustainment functional areas. GCSS-Army integrates tactical logistics enterprise information for leaders and decision-makers to provide a single maneuver sustainment picture to manage combat power.

### 3. ORDER STATUS

Status of orders submitted via DMLSS, DCAM, TEWLS Legacy, and GCSS-Army are sent automatically through the TEWLS Legacy system (See Appendix B). If status does not appear in the ordering tool you use, please contact your Customer Support Representative.



#### 4. STANDARD DELIVERY DATE (SDD) AR 725-50

1. The SDD is the maximum ending date by which normal processing and shipping will permit the consignee to receive and record the materiel.
2. Compute the SDD as follows:
  - a. Locate the standard delivery time in table 2-2. Select the number of days on the line that relates the priority designator (PD) and the location of the unit.
  - b. Add this number of days to the date of the supply request.
  - c. The result is

the SDD. Table 2-2

Standard Delivery

Time in Days

Priority Designator	CONUS or Intra-Theater	Overseas SDD
01 thru 03	7	11-12
04 thru 08	11	15-16
09 thru 15	29	67-82

**NOTE:** Standard delivery date (SDD) is maximum calculated date as indicated above in para.1 and authorized by AR 725-50. However USAMCE strives to provide requested materiel as quick as possible. Always discuss your requested delivery date (RDD) and estimated delivery timelines with your customer support representative

#### 5. TRANSPORTATION DISCREPANCY REPORT (TDR)

Transportation Discrepancy Reports (TDRs) are used to document the loss, shortage, or damage to Government material and to support the filing of claims against Transportation Service Providers (TSPs) for Government reimbursement. A transportation discrepancy occurs when United States (U.S.) Government (USG)-owned material shipped via any mode of transportation (highway, rail, air, or water) by a Military Surface Deployment and Distribution Command (SDDC)-approved TSP in accordance with DTS policy and procedure is damaged, lost, or improperly shipped. If a claim is not filed, the Government is not compensated for loss/damage, which leaves the Government, and thereby the taxpayer, to pay the bill. TDRs are filed for:

- a. Shortage

- b. Pilferage
- c. Theft
- d. Damage (including consumable materials that arrive expired or unfit for consumption)
- e. Vandalism
- f. Material overage
- g. Contract and/or accessorial services ordered but not provided.
- h. Non-conformance with hazardous materials (HAZMAT) shipping requirements
- i. Non-delivery of material j. Report of Shipment (REPSHIP) message not received prior to receipt of shipment.

Important – Once a transportation discrepancy is identified, it should immediately be investigated pursuant to local policies to document the facts surrounding the discrepancy. Receiving entities must also determine which contract, whether Federal Acquisition Regulation (FAR)-based or tender, was used to book the TSP that transported the USG material.

Supply Discrepancies – If a discrepancy is entirely attributable to, or entirely caused by, the shipper or consignor, the discrepancy should be filed as a Supply discrepancy. Supply discrepancies include item, packaging, and documentation discrepancies. Report these type discrepancies through the SDR link on the Customer support webpage.

## **6. STOCKAGE CRITERIA (ARMY MEDICAL MATERIEL AGREEMENT STANDARD OPERATING PROCEDURES CHANGE 1: DWCF AMMA STOCKAGE CRITERIA)**

1. Based on current and projected demands. Stockage criteria may be established if:

Six demands for a product with an order quantity of 10 units (EA/BX/Case etc.), and received within 180-days, will remain as a stocked item as long as above criteria are met. Note: All six demands do not need to come from the same unit.

2. Reorder Point and Safety Stock

Level: Adjusted monthly  
based on demand.

3. Customer may request stockage for items not meeting Stockage Criteria:

- a. Must be requested in writing – signed by requesting unit's Commander/Commanding Officer.

- b. If all materiel is not ordered by the end of the Fiscal Year, remaining materiel will be shipped to, and customer charged for the unused quantities.
- 4. Non-stocked Items (In catalog, but does not meet Stockage Criteria):
  - a. Remains in catalog for 24-months.
  - b. After 24-months with no Demands:
    - i. Item marked for deletion.
    - ii. Becomes “inactive” & not visible during DMLSS/USAMMC-E catalog search.
    - iii. NIR must be submitted to reactivate catalog record if is for the identical item. If not, there will be 30 – 180 days procurement/delivery time depending on Source of Supply.
  - c. Items that will not be stocked by USAMMC-E:
    - i. Short Life Condition (SLC) (<12 months): Designated by a letter.
      - Please see Appendix E, Page 24
    - ii. High-cost items (e.g. X-ray unit)
    - iii. Items with seasonal or irregular consumption (e.g. Influenza).

## 7. EMERGENCY REQUISITIONS

When an emergency or urgent medical materiel requirement exists, please call/email your Customer Support Representative ***immediately***. You can also dial:

DSN: 314-590-9712 / 9169 / 6732 / 9288 / 9204 / 9170

COM: +49 (0) 6371-9464-9712 / 9169 / 6732 / 9288 / 9204 / 9170

E-mail to: [usarmy.rheinland-pfalz.amlc.list.usammce-csd1@army.mil](mailto:usarmy.rheinland-pfalz.amlc.list.usammce-csd1@army.mil)

After-duty hours, please call the Staff

Duty at: DSN 314-590-MMCE (6623)

COM +49 (0) 6371-9464-MMCE (6623)

### PRIORITY DESIGNATOR 02

- a. *"Urgent/Emergent" (priority designator 02).* Requisitions for materiel needed to prevent deterioration into a "Life or Death" situation (priority designator 02). A Letter of Justification (LOJ) (Sample see Appendix A) must be provided and has to be signed by the Military Treatment Facility, Unit Supply Officer (O-6 and above). In the event that your unit does not have an O-6 in their immediate chain of command, an LOJ will be accepted from a field grade officer O-4 or O-5 that is in a position of authority/is in charge such as the commander of a ship or a unit/task force commander that may be a MAJ or LTC. The signed Memorandum needs to be sent via email to your Customer Support Representative or/and to CSD: [usarmy.rheinland-pfalz.amlc.list.usammce-csd1@army.mil](mailto:usarmy.rheinland-pfalz.amlc.list.usammce-csd1@army.mil) for approval.
- b. Please ensure that you justify the urgency of the situation in your justification. All Justifications will be vetted by CSD Directors for approval. Ensure you put a RDD on the LOJ as this helps us determine how fast you need this item delivered to your location.

Please see Appendix A, Page 20.

**PRIORITY DESIGNATOR 03**

- a. *“Life or Death” (priority designator 03).* If a requirement exists for an emergency or urgent medical materiel requirement, to save lives or prevent suffering or distress, the TLAMM will expeditiously process requisitions from supported Health Care Activities using the issue priority designator “03” (life or death). When the item is not available locally at USAMMC-E, the Life or Death requisition will be submitted to DLA Troop Support Medical. The quantity ordered should reflect the minimum requirements for the particular emergency. Particular attention should be given to customer’s requests for in-vitro diagnostics and reagents.
- b. To process and expedite a Life or Death priority 03 through USAMMC-E and/or DLA a Letter of Justification (Sample see Appendix B) must be provided and has to be signed by the Military Treatment Facility, Unit Supply Officer (O-6 and above) and the Physician assigned to the patient. In the event that your unit does not have an O-6 in their immediate chain of command, an LOJ will be accepted from a field grade officer O-4 or O-5 that is in a position of authority/is in charge such as the commander of a ship or a unit/task force commander that may be a MAJ or LTC. The signed Memorandum needs to be sent via email to your Customer Support Representative or/and to Customer Support Team:
  - Complete MILSTRIP / Stock Number / Item Name / Quantity needed
  - Required delivery Date (RDD)
  - Justification of need (Detailed of why these items are an emergency)
  - Name of the physician administering to the patient
  - Diagnosis and prognosis of patient(s)
  - Preferred mode of shipment
  - Requisitioners’ telephone numbers commercial and DSN (on & after duty) and points of contact
  - Signature of O-6 & Physician
- c. When all the information is provided, the priority will get processed, and status will be provided until the materiel is delivered to the requester.

Please see Appendix B, Page 21.

**PRIORITY REQUESTS NOT ELEGIBLE FOR DESIGNATORS 02 OR 03**

There will occasions when a request for priority consideration does not rise to the eligibility of a priority designator 02 or 03. In these instances, and based on justification and approval, USAMMCE may offer the following other options to the customers:

- a. To process the customer's request as a priority designator 05 which elevates the priority above routine orders.
- b. For customers with regularly scheduled shipments (i.e. scheduled weekly, multiple times a week, or daily) USAMMCE may offer a Pick, Pack, Ship Assurance which prioritizes the processing of an order as an out-of-cycle pick to be ready for the next scheduled shipment. Must be justified and allow sufficient processing time to meet the shipping schedule.
- c. Another option available is a Unit Pick-Up where the requesting unit agrees to pick the order up from USAMMCE. Unit Pick-Ups must be allowed sufficient time to run the order through the accommodation process, pick and pack the items requested, and process the appropriate paperwork for signature upon pick-up. Unit-Pick Ups can also be used in conjunction with priority designator 02 and 03 orders to further expedite the process.

Please discuss available option with your customer support representative.

## 8. HOW TO GET TRAINING FOR THE DIFFERENT PROGRAMS

USAMMC-E Customer Support Education and Training is provided on a regular basis and on request. To get more information on what training is available email us at [usarmy.rheinland-pfalz.amlc.list.usammce-csd1@army.mil](mailto:usarmy.rheinland-pfalz.amlc.list.usammce-csd1@army.mil).

- <https://jkodirect.jten.mil/Atlas2/page/login/Login.jsf> presents a long list of classes which can be taken online. . Click "Course Catalog" then enter "DML-ES SAP" in the "Course or Curriculum Name" search bar.

- [GCSS- Army](#) takes you to the GCSS-Army Training and Certification system (GTRAC)

The Customer Support Division also provides Staff Assistance visits on request. Please contact your customer support representative or email the customer support email group.

## 9. WHAT TO DO IF DELIVERY DISCREPANCIES APPEAR (SDR)

In the event that wrong or expired material has been received, or the received quantity differs from the ordered quantity, a Supply Discrepancy Report (SDR) can be sent to USAMMC-E to correct the order, or to request credit. Send email to [usarmy.rheinland-pfalz.amlc.list.usammce-csd1@army.mil](mailto:usarmy.rheinland-pfalz.amlc.list.usammce-csd1@army.mil) and you will be contacted by one of the SDR Managers.

If you are a DML-ES - SAP (TEWLS Legacy) user, just select the Supply Discrepancy Report (SDR) button under the 'Customer Transactions' tab. All TEWLS information and status is in real-time. You can also dial:

DSN: 314-590-9229 / 9308

COM: +49 (0) 6371-9464-9229 / 9308

Please see Appendix F, Page 25

## 10. HOW TO ORDER MATERIAL WHICH IS CURRENTLY NOT SHOWN IN USAMMC-E's CATALOG (NIR)

Although USAMMC-E currently carries almost 50,000 materials in the catalog, there are times that a needed material cannot be found. In this case, a New Item Request (NIR) can be submitted to get the item added to the catalog. The form to request for an NIR can be found on <https://www.amlc.army.mil/USAMMC-E/Customer-Support-Divison/> under the "New Item Request" menu tab. Please fill in all required information and be as detailed as possible. The more information that is provided, the faster the material will be catalogued, and the faster orders can be created.

If you are a DMLS -ES SAP (TEWLS) Database user, just select the NIR button on the TEWLS web portal. All TEWLS information and status is in real-time.

### 1. Processing Time for a NIR:

- a. Seven days (w/no backlog)
- b. USAMMC-E receives ~ 50-350 daily
- c. Delivery Time between ~ 30-180 days depending on the Source of Supply

### 2. Tips:

- a. Determine if item or "like-item" is in Medical Master Catalog first. If so, request that specific item as it may cut NIR processing time down by half.

- b. Determine if total procurement is >\$25K. If so, contact your Customer Support Representative for guidance and provide salient characteristics and technical data.
- c. Ensure request is reviewed and signed by a Biomedical Equipment Technician (BMET) for equipment item and Head Material Management Division (Always).
- d. Given timelines above, please plan accordingly.

## 11. HOW TO RETURN MATERIAL TO USAMMC-E (TURN-IN)

Customers are authorized to turn in the following types of CLS VIII materials:

- Controlled,
- Nuclear & Biological, Chemical Defense Materiel (MNBCDM),
- Medical Sets Kits and Outfits (SKO),
- Medical equipment, pharmaceutical and medical supplies; however, non-medical Material will not be accepted.

Material returned prior to or WITHOUT the proper coding WILL BE returned to the sending unit. USAMMC-E is **NOT** authorized to issue credits for turn-ins. Serviceable Material will be added to Free Issue Stock and made available to all DoD customers.

Send email to [usarmy.rheinland-pfalz.amlc.list.usammce-csd1@army.mil](mailto:usarmy.rheinland-pfalz.amlc.list.usammce-csd1@army.mil) if you require more information on the turn-in process.

## 12. HOW TO LOOK FOR FREE ISSUE MATERIAL

USAMMC-E does offer a limited amount of materiel that can be ordered at no cost to your command. For a list of Free Issue materiel, please call your customer representative or send an email to the Customer Support link above.

TEWLS Web Portal Users can access from the homepage, click “Customer Reports,” then “Free Issue Item Report,” leave ‘Material’ blank, select “USAMMC-E” from the ‘Plant’ dropdown menu, then click “Start,” then click “Export,” then click “Export to Microsoft Excel.”



### 13. HOW TO REQUEST MAINTENANCE AND / OR REPAIR FOR MEDICAL EQUIPMENT

Send email to [usarmy.rheinland-pfalz.amlc.list.usammce-csd1@army.mil](mailto:usarmy.rheinland-pfalz.amlc.list.usammce-csd1@army.mil) to be connected with one of our Clinical Engineering Division Team members for equipment maintenance or repair support.

### 14. HOW TO REQUEST MEDICAL EQUIPMENT

For medical equipment which is listed under Supply Category (SUPCAT) 84, the Army requires a LOJ from the PBO. Please see Appendix D, Page 24. All other Departments do not need this documentation when ordering SupCat 84 from USAMMC-E.

**\*NOTE:** UPDATED MEDICAL EQUIPMENT REQUEST POLICY IN DRAFT, TO BE PUBLISHED HERE WHEN APPROVED

## 15. GLOSSARY

- TEWLS Theater Enterprise-Wide Logistics Systems
- MHS Military Health Services
- SDR Supply Discrepancy Request
- NIR New Item Request
- DCAM DMLSS Customer Assistance Module
- DHSS Department of Health and Social Security
- DMLSS Defense Medical Logistics System
- GUI Graphical User Interface
- BSO Business Support Office
- SAP Software Company in Walldorf / Germany
- MESKOS Medical Equipment Sets Kits and Outfits

## 16. USEFUL LINKS

JKO	<a href="https://jkodirect.jten.mil/Atlas2/page/login/Login.jsf">https://jkodirect.jten.mil/Atlas2/page/login/Login.jsf</a>
DML-EA SAP (TEWLS) Web Portal	<a href="https://tewlsep1.health.mil/home#">https://tewlsep1.health.mil/home#</a>
USPS - Track & Confirm	<a href="https://www.usps.com/">https://www.usps.com/</a>
FEDEX - Federal Express Tracking System	<a href="http://www.fedex.com/de/">http://www.fedex.com/de/</a>
UPS - United Parcel Service	<a href="http://www.ups.com">http://www.ups.com</a>
DHL	<a href="http://www.dhl.de/en.html">http://www.dhl.de/en.html</a>
National Air Cargo	<a href="http://www.nationalaircargo.com">www.nationalaircargo.com</a>
Kuehne + Nagel	<a href="http://www.kn-portal.com">www.kn-portal.com</a>
Medical Master Catalog	<a href="https://www.medical.dla.mil/Portal/Homepages/MedicalMasterCatalog.aspx">https://www.medical.dla.mil/Portal/Homepages/MedicalMasterCatalog.aspx</a>
Medical Surgical Product Data Bank	<a href="https://www.medical.dla.mil/Portal/Homepages/Medpdb.aspx">https://www.medical.dla.mil/Portal/Homepages/Medpdb.aspx</a>
DCAM	<a href="http://www.mc4.army.mil/TipsFAQs/Tips/DCAM">http://www.mc4.army.mil/TipsFAQs/Tips/DCAM</a>
DMLSS	<a href="https://jml149.dmlss.detrick.army.mil/resourcecenter/">https://jml149.dmlss.detrick.army.mil/resourcecenter/</a>
DLA Troop Support / DMMOnline	<a href="https://www.medical.dla.mil/registration/consent/">https://www.medical.dla.mil/registration/consent/</a>
USAMMA	<a href="http://www.usamma.army.mil/">http://www.usamma.army.mil/</a>
Defense Logistics Agency (DLA) to obtain their Customer Assistance Handbook: <a href="http://www.dla.mil">HTTP://www.dla.mil</a> or phone 1-877-352-2255	

## Appendix A

### LETTER OF JUSTIFICATION FOR URGENT/EMERGENT (PD02)

#### COMMAND LETTERHEAD

OFFICE SYMBOL

DATE

MEMORANDUM FOR U.S. Army Medical Materiel Center Europe, Chief, Customer Support Division, Europe,  
APO, AE 09227

SUBJECT: Letter of Justification for Urgent/Emergent (Priority Designator 02 (PD02)) Order

1. The (unit name) is requesting PD02 order processing for:

- a. Document Number (MILSTRIP):
- b. Nomenclature:
- c. Quantity:
- d. Unit of Issue (Bx, Ea, Pg, etc):
- e. TEWLS Materiel Number:

\*\*Note: RDD may be longer for New Item Requests and items not stocked by USAMMC-E or Prime Vendor.

2. JUSTIFICATION: This material is required to: (List your reasons (s) here for why product is Urgent)

3. I am unable to support this request internally.

4. Required Delivery Date (RRD):

(Use only when required. Provide explanation as listed in Army Regulation 725-50, section 2-12, page 11.) Excessive shipping charges may be incurred (e.g. \$1,000-\$3,000 or more). Do NOT include PII/HIPAA.

5. Point of contact for further information is the undersigned at commercial: Name, DSN & commercial, e-mail:

SIGNATURE

O-6 or Higher

Commanding Officer/Task Force Surgeon//Officer in Charge/etc.

## Appendix B

### LETTER OF JUSTIFICATION FOR LIFE OR DEATH (PD03)

#### COMMAND LETTERHEAD

OFFICE SYMBOL

DATE

MEMORANDUM FOR U.S. Army Medical Materiel Center Europe, Chief, Customer Support Division, Europe,  
APO, AE 09227

SUBJECT: Letter of Justification for Life or Death (Priority Designator 03 (PD03) Order

1. The (unit name) is requesting PD03 order processing for:

- a. Document Number (MILSTRIP):
- b. Nomenclature:
- c. Quantity:
- d. Unit of Issue (Bx, Ea, Pg, etc):
- e. TEWLS Materiel Number:

**\*\*Note:** RDD may be longer for New Item Requests and items not stocked by USAMMC-E or Prime Vendor.

2. JUSTIFICATION: Request a Life or Death (LOD) order for:

a. Name of the item:

Reason: We currently have several severely injured patients with 2nd and 3rd degree burns requiring continuous use of Sulfamylon. At the present time, CJTH has nearly exhausted all Sulfamylon supply. This drug is essential to properly treat our patients with severe burns.

- i. Prognosis: Poor
- ii. Diagnosis: Traumatic Burns

3. Attending Physician

- a. Physician Name:
- b. Physician Contact Info:

4. Required Delivery Date (RRD):

- a. Use only when required. Provide explanation as listed in Army Regulation 725-50, section 2-12, page 11. Excessive shipping charges may be incurred (e.g. \$1,000-\$3,000 or more). Do NOT include PII/HIPAA.

5. Point of contact for further information is the undersigned at Name, Commercial & DSN, and e-mail address.

SIGNATURE

O-6 or Higher

Commanding Officer/Task Force Surgeon//Officer in Charge/etc.

## Appendix C

### Status Code

IC Creditable Turn-In.	CE Rejected. UI incorrect.
IF Non-Creditable Turn-In.	CG Rejected. Unable to identify requested item.
IV Depot Return.	CH Rejected. Requisition submitted to wrong mgr/depot/MCA.
AC Item Accepted (No Changes).	CJ Rejected. Item is obsolete. ECAT: Item is inactivated.
B2 Status of supply precludes requested modification.	CK Rejected. Unable to procure.
B3 RAD contained in original requisition is unrealistic.	CM Rejected. Fund obligation uncited/item not free issue.
B4 Cancelled as requested. Do not de-obligate funds.	CP Rejected. SOS is local manufacture.
B5 Activity in cc 4-6 is in receipt of your follow-up.	CQ Rejected. Item is command/service regulated.
B6 Requisition requested for cancellation has been diverted	CS Rejected. Qty shows req. amount. ECAT: Qty exceeds req
B7 Unit price change.	CU Rejected. Unable to procure, substitute offered.
B8 Quantity requested for cancellation not accomplished.	CV Rejected. Item prematurely requisitioned.
B9 Activity in cc 4-6 in receipt of cancellation request.	CW Rejected. Item unavailable or uneconomical to transport.
BA The demand is being processed for release and shipment.	CX Rejected. Bill to/send to address. ECAT: Invalid Data.
BB Item backordered against a due-in to stock.	CY Rejected. Unable to procure.
BC Item backordered. Offered substitute in stock num field.	D3 Rejected. Requested additional info was not received.
BD Delayed due to need to verify requirements.	D7 Rejected. Errors in one or more data elements.
BF There is no record of the document.	D8 Requisition for controlled substance. "Ship To" not auth
BG Stock number, UI, or part number has changed.	DB NSN not on Readiness Contract.
BH Substitute stock number will be sent.	DS Service has no requirement in MCF for requested item.
BJ Quantity rounded to unit package quantity.	IA Item Accepted (No Changes).
BK Modified as requested.	IB Item Backordered.
BM Document forwarded to activity in RIC field.	IP Price Change Only.
BN Request processed as free issue.	IQ Quantity Only or Quantity and Price Changed.
BQ Cancelled as requested.	IR Item Rejected.
BR Cancelled. In response to materiel obligation request.	IS Item Accepted, Substitution Made.
BS Cancelled. Requisitioner failed to respond to MOV.	P1 Rejected. Not a Contract Item.
BV Contracted for direct shipment. ECAT: Order being filled	P3 Rejected. Contract Item Not Available.
BZ Requisition processed for direct delivery procurement.	PD Rejected. Resubmit using Extended Delivery Order RIC.
C7 Rejected. No record of receipt of remark/exception data.	PJ Rejected. Reorder Item as a Just-in-Time (JIT) Order.
C8 Rejected. Vendor won't accept less than minimum order.	PO Rejected. Resubmit using Drop Shipment RIC.
CA Rejected. Narrative message follows.	PR Rejected. Resubmit using Surge Shipment RIC.
CB Rejected. ECAT: No Materiel available on contract.	SH Ship Status
CD Rejected. Error in qty, date, serial. ECAT: Duplicate.	

## Appendix D

### LETTER OF JUSTIFICATION FOR PROCUREMENT OF MEDICAL EQUIPMENT

Command Letterhead

OFFICE SYMBOL

DATE

MEMORANDUM FOR U.S. Army Medical Materiel Center Europe, Accountable Officer, CMR 434, APO AE 09138

SUBJECT: Letter of Justification for Procurement of Medical Equipment greater than \$3,000

1. The Command (unit name) is requesting procurement of Medical Equipment greater than \$3,000:

- a. Document Number:
- b. TEWLS Materiel Number:
- c. Quantity:

2. The following information enables this request:

- a. Property Book Information:
  - (1) Primary Hand Receipt Holder Name:
  - (2) UIC:
- b. Class VIII Supply Account Information
  - (1) DODAAC:
  - (2) POC: Name: commercial: , DSN: , e-mail:

Must Be Supply Officer  
Colonel, MS  
Chief, Materiel Management

## Appendix E

### Shelf Life Condition (SLC) Codes

(Example: SLC-B = Stock comes in with a shelf life less than 2 months)

0	Nondeteriorative
1	3 months
2	6 months
3	9 months
4	12 months
5	18 months
6	24 months
7	36 months
8	48 months
9	60 months

A	1 months
B	2 months
C	3 months
D	4 months
E	5 months
F	6 months
G	9 months
H	12 months
I	72 months
J	15 months
K	18 months
L	21 months
M	24 months
N	27 months
P	30 months
Q	36 months
R	48 months
S	60 months
T	84 months
U	96 months
V	Variable such as 90,132,216,228 etc.
W	120 months
X	Med item Parachutes Protect Cloth >60M
Y	180 months
Z	240 months



Appendix F



DEPARTMENT OF THE ARMY  
US ARMY MEDICAL MATERIEL CENTER - EUROPE  
CMR 434  
APO, AE 09138

MCMR-MCO-M

25 October 2018

MEMORANDUM FOR RECORD

SUBJECT: Supply Discrepancy Report Customer Credits

1. References:

- a. AR 735-5 (Property Accountability Policies), 9 November 2016.
- b. SB 8-75-11 (Army Medical Department Supply Information), 20 November 2016.
- c. Army Medical Material Agreement SOP; 15 February 2017

2. The submission of Supply Discrepancy Reports (SDR) is critical for the oversight of the supply chain and is a mechanism in place for customers to receive credit, on a case-by-case basis, for items that were not received.

**The submission of an SDR does not guarantee a credit will be given.** ALL SDRs submitted are researched by USAMMC-E staff to determine if a mistake was made in our Warehouse, or if the item was somehow lost in transit to the customer. Supporting documents regarding the loss are uploaded in the TEWLS Discrepancy file and the Accountable Officer decides to approve or reject a customer credit. Credits issued are scrutinized by the Defense Logistics Agency (DLA) Auditors and must have clear justification. Below are the criteria used to determine if a credit will be issued.

- a. Timely submission of SDRs is critical to our ability to investigate and find missing material. SDRs not submitted within **7 calendar days** of customer receipt of shipment, will NOT receive credit.
- b. An inventory of the item/s in question, and the surrounding area is conducted, to attempt to find the material. The packing and shipping area is also searched to attempt to find the material. If material is found, credit will be issued.
- c. Other customers that were shipped like items on the day of the delivery are queried to determine if material was put in the wrong box. If material is located, credit will be issued.
- d. If shipment is never received by customer, and the carrier cannot provide proof of delivery, USAMMC-E will submit a claim with the carrier and the customer will receive a credit.
- e. If material cannot be located using the above means, and the shipping documents show that the material was delivered to the customer, credit will NOT be issued.

3. If the customer receives an item that was not on their packing list, or receives an overage, it is critical that an SDR is submitted. In most cases there is another customer that is expecting that material.

4. The point of contact is the undersigned at DSN 314-590-9471.

SIGNATURE  
Accountable Officer