



MINISTRY OF DEFENCE

JSP 886 DEFENCE LOGISTICS SUPPORT CHAIN MANUAL

VOLUME 3 SUPPLY CHAIN MANAGEMENT

PART 2 CONTRACTOR LOGISTIC SUPPORT

**THE MASTER VERSION OF JSP 886 IS PUBLISHED ON
THE DEFENCE INTRANET**

**FOR TECHNICAL REASONS, EXTERNAL LINKS ON
THIS INTERNET VERSION HAVE BEEN REMOVED**

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INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

CONTENTS

Contents	2
Figures:.....	3
CHAPTER 1: INTRODUCTION TO CONTRACTOR LOGISTIC SUPPORT	4
Purpose	4
Transformational Logistics.....	4
Point of Contact	5
Glossary.....	6
Linked Publications.....	6
Superseded Publications.....	7
CHAPTER 2: CONTRACTOR LOGISTIC SUPPORT - POLICY	8
Overview.....	8
Key Considerations	10
Support Solutions Envelope (SSE) Compliance Assessment.....	12
Environmental Guidance	15
Responsibilities.....	15
Performance Management.....	17
Post Project Evaluation	18
Annex A - CLS - Stock Accounting and Stock Management Aspects	19
Purpose	19
Accounting for Inventory Stock.....	19
Ownership	19
Stock Held by Contractors.....	20
Resource Accounting, Budgeting Reporting and Stocktaking	21
National Audit office Involvement.....	22
Annex B - CLS - Maritime Requirements	23
Aim	23
Maritime Specific Guidelines for the Introduction of CLS.....	23
Maritime Supply Chain Infrastructure (Including the Dockyard Partners)	24
Coherence of the Maritime Supply Chain	24
Annex C - Land Supply Chain CLS Procedure	25
Aim	25
Scope	25
Responsibilities.....	26
Land SC CLS Model.....	29
Demand Procedure	30
Supply of Materiel.....	33
Return of Repairable Items	34
Disposal and Returns	34
Management Information Reports.....	35
DE&S Business Area Procedures.....	36
Appendix 1 to Annex C – Example Contractor Logistic Support (CLS) In Service Supply Support Instructions (SSI) in the Land Environment.....	37
Maintenance - General.....	38
Units Deployed on Operations	38
Battery Management (if Applicable)	39
Range Management.....	39
Provision and Stockholding	39
Update of SS3 Records.....	39
Demand Process.....	40
Demand Hastening/Progression/Cancellation/Amendment.....	41
Update of the CLS/DLS.....	41
Tasked Issue/Loans Procedure.....	42
Distribution and Consignment Tracking	42
Return of Repairable Items.....	43
Reporting	45
Miscellaneous.....	45
Audit Inspection	46
Issue Transaction Summary (ITS) - CLS Version	54
Annex D - Supply Chain Contractor Logistic Support Procedures Using Stores System 3 Electronic Business Capability	58

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

Aim	58
Scope	58
Responsibilities.....	59
EBC Process	62
Forward Supply Chain (FSC) Procedures.....	63
Supply of Materiel.....	66
Reverse Supply Chain (RSC) Procedures	68
Management Information Reports.....	70
Disaster Recovery and Fall Back Procedures.....	71
DE&S Business Area Procedures	71
Contractor Procedures	71
Appendix 1 To Annex D - Messages Used In The EBC Process.....	72
Appendix 2 To Annex D: Check List For Pt To Set Up A SS3 EBC CLS Arrangement.....	74
Purpose	74
Preparatory Action.....	74
Set up Action	74
Transition onto CLS Arrangement.....	76
New CLS Items.....	76
Appendix 3 to Annex D - In Service Supply Support Instruction (SSI).....	77
Guide to Project Teams (PT) Producing a SSI	77
Introduction	77
Item Maintenance - General	77
Range Management	78
Update of SS3 Records.....	78
Provision and Stockholding	79
Demand Process	79
Demand Hastening / Progression / Cancellation / Amendment.....	81
Tasked Issue / Loans Procedure.....	81
Distribution and Consignment Tracking	81
Reverse Supply Chain.....	82
Return of Repairable Items.....	83
Reporting	84
Miscellaneous.....	84
Audit Inspection	85
Annex E - CLS - Air Requirements.....	91
Aim	91
Additional Requirements for CLS in the Air Environment	91
Stock Accounting and Stock Management	91
Additional Points of Contact	92
Appendix 1 to Annex E - List of SCCS Fields Considered as Important for Maintenance under CLS/LOS	93

Figures:

Figure 1: DE&S CLS Arrangements Authorised to Use Land Supply Chain CLS Procedure.....	25
Figure 2: Demand Process using CLS	29
Figure 3: EBC Message Structure.....	63
Figure 4: Item Attribute Settings	63
Figure 5: Forward Supply Chain Transactions that occur for a CLS Arrangement Incorporating the SS3 EBC Process.....	64
Figure 6: Reverse Supply Chain Transactions that occur for a CLS Arrangement Incorporating the SS3 EBC Process.....	68
Figure 7: Message Transfer between Systems involved in EBC	72
Figure 8: Message Descriptions	72

CHAPTER 1: INTRODUCTION TO CONTRACTOR LOGISTIC SUPPORT

PURPOSE

1. The purpose of this Instruction is to:
 - a. Specify the policy, processes and procedures that apply to supply chain operations when support is provided under Contractor Logistic Support (CLS) arrangements.
 - b. Provide guidance on supply chain matters to Project Teams (PTs) during the development of support solutions, for the benefit of all users and stakeholders of the Joint Support Chain (JSC).

TRANSFORMATIONAL LOGISTICS

2. The Defence Equipment and Support (DE&S) Strategy is to transform logistic support to the Front Line by delivering improved reliability and availability and continuing to maintain that level of support at reduced cost. Underpinning the strategy is the need for an end-to-end and through-life view that optimises logistic support solutions and provides opportunities and incentives for industry to align with DE&S capabilities and responsibilities.

3. This transformation represents a shift from traditional support arrangements with separate contracts for maintenance, repair and overhaul, spares and post-design services, to an integrated approach that may include long-term partnering arrangements with major Defence contractors. Furthermore, it is underpinned by the Smart Acquisition approach which encourages PT to seek increasingly innovative support solutions in order to optimise levels of service and value for money to drive down the cost of ownership. CLS covers a wide spectrum of support solutions ranging from minimum contractor involvement ('Traditional' model), where MOD-owned equipment and spares are supported through various contractual arrangements, to maximum contractor involvement ('Contracting for Capability' (CfC) model), where the prime contractor provides a total support package.

4. In practice most solutions fall somewhere between the two extremes of this continuum and will include elements of both traditional and non-traditional support arrangements. However, the current multiplicity of PTs, equipment projects and Defence contractors has the potential to lead to the proliferation of different support systems and procedures. It is imperative that these should not compromise the coherence of support to Front Line Commands (FLC) or the ability of the JSC to provide effective support to operational capability. All CLS arrangements must integrate seamlessly with the JSC to provide the FLC with effective support through common processes. Further details on CLS can be found in the MOD's Partnering Support Group (PSG) Guide to Contractor Logistic Support publication on the MOD PSG website.

5. Within the context of this instruction the following definition of CLS is applied:

“CLS is defined as the methodology by which responsibility for provision of an agreed level of support is transferred to an industry provider. CLS can cover a wide spectrum of industry involvement ranging from minimal transferral under traditional product based support solutions to maximum transfer of responsibility to a Contractor”

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

6. Support solutions must, however, be 'invisible' to the FLC units. That is, they must exploit corporate MOD Logistic Information Systems (Log IS) and processes so that logisticians only need to be trained to operate one system with any links to other systems operating in the background but invisible to the user.
7. It is essential when formulating a CLS support strategy that early discussions are initiated with the following Subject Matter Experts (SME):
- a. DES JSC SCM-SSIT Support Solutions Improvement Team (SSIT) for the initial point of contact for advice and assurance on all Governing Policies (GPs) contained in Key Support Area 3 (KSA3) of the Support Solutions Envelope (SSE).
 - b. MOD Partnering Support Group (PSG) for advice and Accounting Assessments.
 - c. DES JSC SCM-SCPol-SupPol-SL for advice on stock accounting and inventory planning related issues.
 - d. Head (Logistic Network Enabled Capability Programme (Log NEC Prog)) for advice on current and planned Log IS.
 - e. DE&S Financial Assurance team for advice on financial accounting. Through Life Finance Guidance - Issue 1.0-U.
 - f. United Kingdom National Codification Bureau (UKNCB) is to ensure coherence with the existing and future JSC, providing evidence that the project's output and activity are consistent with both UK and international codification policy. This should be achieved as early in the development of their support solutions as possible, where the Through Life Support Directorate (TLSD) and SME consider the specific application of KSA 3 to the project.
 - g. [Logistic Commodities and Services \(LCS\) Logistic Services, \(formerly Joint Support Chain Services¹ \(JSCS\)\) Operations Centre for advice on the SS3 CLS Demand Logging System \(CLSDLS\), known as the 'CLS Swivel Chair'.](#)
 - h. [Defence Fuel and Food Services \(DF&FS\) \(POC in first instance COS- Tel Civil 01225 468686, Mil 96798 3564\) for advice on Fuels, Lubricants and Gases.](#)
8. SCM provides a 'one-stop-shop' service on CLS proposals through SCM (SSSIT) staff bringing together the expert advice of DES JSC SCM-SCPol-SupPol-SL, Head (Log NEC Prog) and UKNCB. All innovative proposals (including 'challenges' to current policies) must be staffed through SCM (SSSIT) so that they can be considered for overall Supply Chain coherence and technical / IT systems fit.

POINT OF CONTACT

9. Formulation of policy on the subject of CLS within the JSC is vested in SCM (P&C) and is subject to ratification by the Logistics Policy Working Group (LPWG).
10. This instruction is sponsored by DES JSC SCM (Pol Dev) who should be approached in case of technical enquires about the content:

¹ The Defence Storage and Distribution Agency (DSDA) was renamed Joint Support Chain Services (JSCS) in 2010. It has subsequently been renamed LCS (Logistic Services)

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DES JSC SCM-SCPol-SupPolDev2 (Policy Development)
Cedar 1a, #3139, MOD Abbey Wood, BRISTOL, BS34 8JW
Tel: Mil: 9679 80960. Civ: 030679 80960
Email: DESJSCSCM-SCPol-SupPolDev2@mod.uk

11. Enquiries concerning the accessibility and presentation of this instruction should be addressed to the JSP 886 Editorial team:

DES JSC SCM-SCPol-ET1
Cedar 1a, #3139, MOD Abbey Wood, BRISTOL, BS34 8JW
Tel: Mil: 9679 80953. Civ: 030679 80953
Email: DESJSCSCM-SCPol-ET1@mod.uk

GLOSSARY

12. A glossary of JSC terms is available at JSP 886 Volume 1 Part 1A: The Glossary.

LINKED PUBLICATIONS

13. The following publications are linked to this Instruction:

- a. JSP 462: Financial Management Policy Manual.
- b. JSP 472: Resource Accounting Policy Manual (RAPM).
- c. JSP 507: MOD Guide to Investment Appraisal and Evaluation.
- d. JSP 567: Contractors on Deployed Operations (CONDO) Policy.
- e. JSP 886 Volume 1, Part 1: Introduction to the Joint Supply Chain.
- f. JSP 886 Volume 2, Part 2: Inventory Planning.
- g. JSP 886 Volume 2, Part 3: Single Ownership of Items of Supply.
- h. JSP 886 Volume 2, Part 4: NATO Codification in the UK.
- i. JSP 886 Volume 3, Part 1: The Standard Priority System.
- j. JSP 886 Volume 3, Part 3: Seamless Supply to Operations – The Purple Gate.
- k. JSP 886 Volume 3, Part 7: Consignment Tracking.
- l. JSP 886 Volume 4, Part 1: The Fundamentals of Materiel Accounting.
- m. Defence Equipment and Support (DE&S) Finance Instructions.
- n. Managing Public Money.
- o. Resource Accounting Treatment Bulletin (RATB) 12 Annex B:- Accounting for Government Furnished Assets.
- p. Resource Accounting Treatment Bulletin (RATB) 13c – Accounting for PFI Transactions.

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

- q. CRISP Job Instruction Sheet (JIS) 0733.
- r. DEFCON 611:- Issued Property.
- s. Joint Doctrine Publication (JDP) 4-00 – Logistics for Joint Operations.
- t. DEFSTAN 81-41:- Packaging of Defence Materiel.
- u. DEFCON 129:- Packaging (for Articles other than Ammunition and Explosives).
- v. Through Life Finance Guidance - Issue 1.0-U.
- w. MOD Partnering Support Group (PSG) - Exit Strategy Guide on the PSG website.
- x. MOD Partnering Support Group (PSG) - Guide to Contractor Logistic Support.
- y. DE&S Standing Instruction 10: Support Solutions Management.
- z. DE&S Standing Instruction 11: Joint Support Chain.

SUPERSEDED PUBLICATIONS

- 14. The following single-Service publications are superseded by this Instruction:
 - a. Supply Chain Management Instruction (SCMI) 2.55.
 - b. Interim Supply Chain Procedure (ISCP) No 41.

CHAPTER 2: CONTRACTOR LOGISTIC SUPPORT - POLICY

OVERVIEW

1. Contractor Logistic Support (CLS) covers a wide spectrum of support solutions ranging from minimum contractor involvement ('Traditional' model), where MOD-owned equipment and spares are supported through various contractual arrangements, to maximum contractor involvement ('Contracting for Capability' (CfC) model), where the prime contractor provides a total support package. The full spectrum of options along this support continuum is illustrated in the Support Options Matrix (SOM)².
2. The implementation of CLS, where appropriate, forms part of the DE&S strategy to transform logistic support. In seeking to optimise support arrangements and discharge its 'decider' role, the emphasis is on the DE&S to define 'what' support is required in output terms rather than prescribe 'how' Industry and other service providers meet that requirement. Experience confirms that the development of innovative support solutions by Industry increases the likelihood of greater interface and dependency between commercial supply chains and the Joint Support Chain (JSC) as Defence contractors seek to optimise their own supply chain management processes and information systems (IS) from 'factory to foxhole'.
3. CLS is recognised as a cost-effective support strategy that has developed an increased impetus under the Smart Acquisition initiative. However, without regulation there is a real risk of growing incoherence and fragmentation across the JSC with the increasing potential to compromise the effective support to military operations. As part of the consideration of support solutions, Project Teams (PTs) are required to ensure that contractors' processes and IS interface seamlessly with the JSC, and that current and future Logistics Information Systems (Log IS) are used for the management of the defence inventory. Defence contractors generally operate different supply chain processes and Log IS and separate interface arrangements will need to be developed for each.
4. PTs are required to consult with Director Joint Support Chain (D JSC) and other organisations responsible for maintaining the integrity of the JSC early in the development of their support solutions to ensure coherence with the existing and future JSC and to allow the interface arrangements to be put in place in time for the commencement of support. This consultation is undertaken within the framework of the Support Solutions Envelope (SSE), the use of which is mandated in Defence Equipment and Support (DE&S) joint letters of delegation; this SSE provides PTs with functional guidance in all Key Support Areas (KSA), including the JSC. Each KSA is broken down into Governing Policies (GPs) which in addition to including its purpose and benefits, links to the extant JSP policy. KSA 3, Joint Supply Chain GPs, are specified at [Paragraphs 12 to 21](#) below.
5. PTs are required to carry out a compliance assessment that provides a formal audit trail indicating that they have taken into account policy signposted within the SSE. This requirement applies equally to new to service equipment platforms and CIS systems as it does to changes to the support solution for In-Service materiel. It is also important to recognise that PTs are responsible and accountable for putting in place the most efficient and effective support arrangements.

² JSP 886 Volume 1 Part 4: Support Options Matrix.

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6. When developing support solutions the overall Defence wide requirements must override the specific interests of PTs and Industry. The principles listed below specify the levels of support required in output terms in order to ensure that the consequences of individual decisions within a single project are considered in the context of the overall support to Defence. This will assist PTs to develop solutions that:
- a. Are coherent with existing and developing JSC practices.
 - b. Integrate with support processes and infrastructure across the DE&S.
 - c. Avoid duplication and do not create problems elsewhere in the JSC.
7. Given the reality that operational risk cannot be transferred from the MOD but only managed by industry, the application of the principles and adherence to Integrated Logistic Support (ILS) methodology will significantly aid in-project risk management. While it is accepted that CLS solutions may be time constrained to limit risk, they must form a credible part of a complete Through Life Management Plan (TLMP) and support strategy. Support Solutions must identify sustainable and competent organisations to cover ownership and Design Authority functions, ensuring that a project can be taken through its full service life to its eventual cost-effective disposal. Throughout this time, contractual arrangements will be required to provide incentives to industry to invest and deliver against constantly improving performance and cost targets, while still maintaining the flexibility of the MOD to respond to changes in both operational and budgetary priorities.
8. Business Cases must present the expected cost, using outturn prices, against the likely budget provision for each year of the project – which may extend beyond the Planning Round (PR) period. This will be analysed, separately, between Resource Departmental Expenditure Limit (DEL), Indirect Resource DEL and Capital DEL. JSP 462 Chapter 24 states 'capital expenditure and receipts may not be used to finance current spending, except for Private Finance Initiative (PFI) projects where these are considered the best option'. In general the CLS proposals being pursued within the DE&S are considered as Partnering, not PFI / PPP. Where the approval includes elements funded from a separate budget,³ all of the expected costs should be clearly collated and presented. The relevant DE&S and FLC budget managers' formal views on affordability should be sought, stated and agreed before proceeding.
9. The TLMP offers one mechanism for assessing affordability via scrutiny of the expected profile of costs and endorsement of the requisite long term commitment of funds. PTs need to engage with the in-house cost estimating and forecasting specialists at the commencement of a CLS project, or new CLS project phase, to agree the TLF analysis process, the provision of costing services, sources of data, the outputs and estimating assurance programme.
10. Through Life Finance Guidance - Issue 1.0-U gives details on TLF processes. Investment appraisal is a method of gathering information in a structured format, to enable decisions to be made as to which one of several options to meet a specific requirement offers the best Value for Money (VFM). All CLS proposals must be supported by an Investment Appraisal. Combined Operational Effectiveness and Investment Appraisals (COEIA) compare the operational effectiveness of different equipment options in predetermined military scenarios with their whole life Net Present Value (NPV) costs.

³ For example, for reasons of affordability, an PT wishing, for affordability purposes, to make use of funding currently budgeted in the Front Line, such as funding earmarked for stock consumption.

KEY CONSIDERATIONS

11. Although individual CLS arrangements will be different, there is a need to comply with certain fundamental principles in developing a CLS proposal. This will minimise the risk of a fragmented and inconsistent arrangement that could prejudice the operational effectiveness of FLC capability or jeopardise the cohesion of the JSC which is required to support that operational capability.

a. **Design for Operations.** Support solutions must be designed for operations and then if necessary adapted for peace. It must be demonstrated that the military need would be satisfied across a defined set of scenarios, based on the equipment Concept of Operations (CONOPS), compliant with Contractor on Deployed Operations (CONDO) policy (see JSP 567) and agreed with relevant DE&S, Equipment Capability Customers (ECC), FLC stakeholders and JDP 4-00 Logistics for Joint Operations.

b. **MOD-Wide Value for Money (VFM).** The solution must provide optimum VFM for the MOD, not just the PT. Any changes from the current support arrangements must include cost comparisons, a [Public Sector Comparator \(PSC\)](#) and a full Business Case showing saving assumptions (including how, and by whom the costs will be realised). Where MOD resources are not utilised in peace the cost of maintaining them to support operations must be taken into account.

c. **Strategic Fit.** Equipment-centred CLS solutions must be compliant with the Maintenance Plans and Support Policies of all target platforms and the infrastructure available, and must fit with MOD's strategic direction which is reflected in the DE&S Plan. With respect to legacy equipment, the Platform PTs must take account of existing or proposed support arrangements before imposing their own solutions. Preference must be given to the solution that is the most efficient when considered from a pan-Defence perspective.

d. **Clearly Defined Requirements.** As part of the acquisition process early agreement and clear expression of key in-service support related requirements should be included in project and contractual documentation. These requirements should have:

- (1) A clear description.
- (2) Well-founded justification and authority for inclusion.
- (3) Measurable criteria (level of performance thresholds).
- (4) A method for validating and verifying in order to accept whether the requirement has been met.

e. **Correctly Articulated Requirements.** Successful support solution design and improved management of contractors can be achieved through correctly articulated requirements and acceptance criteria. Formal JSC requirements are essential for the following reasons;

- (1) The support solution meets the FLCs' needs and maintains coherence across Defence.
- (2) The expectations and responsibilities of both the MOD and the Contractor

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are understood.

(3) The support solution covers all necessary requirements to a justifiable level which can be clearly articulated in any contractual documentation and measured as required.

f. **Risk.** The cumulative risks of non-compliant Support Solution have the potential to create unmanageable complexity and so compromise the JSC's ability to support operations and training. Risks to the effective delivery of CLS and support to the end-user must be taken into account in any proposed CLS solution. These include:

(1) The proliferation of non-standard solutions (including manual workarounds) which, experience shows, often result in a sub-optimal standard of service and place an additional burden on FLCs.

(2) Loss of global visibility and visibility to FLC units/ships/Forward Operating Bases (FOB) leading to overall loss of operational capability.

(3) Reservations on the capability of the JSC and stock accounting systems to handle a large number of non-automated transactions, at a time when every effort is being made to develop a coherent JSC.

(4) The risk of CLS eroding the DE&S objective of a single view of the JSC and a Single Defence Inventory.

(5) Mixed economy of stores (Manufactures Part Numbers (MPN)/NATO Stock Numbers (NSN) owned by both the MOD and contractors).

(6) Over-provision/over-stocking of items that are common to both CLS and non-CLS platforms / equipments, so increasing the logistic footprint.

(7) Confusion in responsibility and accountability.

(8) A lack of consistency because of the lack of defined processes.

(9) A lack of cohesion in support to the end-user.

(10) Increased complexity within the FLC due to variations in support solutions.

(11) Reduced flexibility within the FLC.

g. **Support Instructions.** Proposed/approved CLS arrangements are to be supported by Support Instructions within each of the Service environments entering into CLS arrangements. These Support Instructions are to take into account the principles and policy requirements detailed within this pamphlet.

h. **Fallback / Exit Strategies.** The purpose of an exit strategy under CLS is to ensure that if, for any reason, MOD needs to seek an alternative method of service provision; an adequate level of support can be maintained without disruption to the Front Line. It is, therefore, part of MOD's business continuity plan. A realistic exit strategy is to be established to detail the arrangements that are necessary at the point of contract conclusion, whether that be the natural termination point or should either party wish to withdraw ahead of the planned expiry. The strategy must be

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

devised at a relatively early stage of procurement and be owned by the PT. It must document the process by which an alternate support solution could be delivered and the commercial and business mechanisms by which this will be enabled.⁴ There is a requirement for PTs to capture sufficient data to ensure effective performance monitoring and ultimately to inform any future competition or return to MOD management. Where an in-house fallback is envisaged, the relevant facilities, funding and resources must be identified and their availability monitored to ensure that they could be assembled with appropriate notice. PTs should recognise that options for future support will change over time and that therefore the strategy must be reviewed and updated in line with developing CLS arrangements. Further details can be found in the MOD's Partnering Support Group (PSG) Exit Strategy Guide to be found on the MOD PSG Website.

SUPPORT SOLUTIONS ENVELOPE (SSE) COMPLIANCE ASSESSMENT

12. In considering Defence policy for dealing as effectively as possible with the advent of innovative CLS support solutions, the importance of the SSE⁵ cannot be over emphasised. The SSE is a most effective management tool for ensuring that JSC coherence and convergence are 'engineered' into CLS concepts and proposals at the initial stages of the CADMID/CADMIT acquisition cycles and for in-service legacy equipments in the latter stages of the CADMID cycle. The SSE is divided into four Key Support Areas (KSA) each of which has an 'owner':

- a. KSA 1: Logistic Support & Sustainability – Owned by DES JSC SCM-Hd
- b. KSA 2: Support Engineering – Owned by DES JSC [SCM](#)⁶-Hd.
- c. KSA 3: Joint Supply Chain – Owned by DES JSC SCM-Hd.
- d. KSA 4: Logistic Information – Owned by Head LogNEC Programmes.

For each KSA, the SSE provides a number of Governing Policies (GPs). It is essential that PTs engage the services of the appropriate DES SCM -Support Solutions Improvement Team (SSIT) early in the development of their CLS solution.

13. **Codification and Item Ownership.** SSE, Governing Policy 3.2 (GP 3.2) requires that CLS arrangements must support the DE&S aim of a single Defence Inventory.

- a. There is to be one item manager per item; this is managed under a common set of business processes and by a single Base Inventory System (BIS)⁷. Unacceptable materiel flow problems can occur when more than one organisation has control over the procurement and distribution of an item. Therefore, when an item subject to a CLS contract is regularly required by one or more platforms or equipments, a lead PT must be identified to take on the provisioning of that common item. PTs with a requirement for an item managed by another PT must provide that PT with accurate forecasts of requirements and establish robust Internal Business Agreements (IBA)

⁴ An example might be an agreed exit management plan as a contract deliverable so that the rights and obligations of both sides are established and protected, (periods of notice, transfer of IPR, facilities, expertise, data, assets etc).

⁵ JSP886 Volume 1 Part 3: Support Solutions Envelope gives further guidance on the SSE.

⁶ With effect Dec 10, SCM and TLS merged under Hd SCM.

⁷ Essentially, any item to be handled within the JSC must conform to the principle of single item/single owner/single base system and single NATO Stock Number (NSN).

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

with them to ensure future provision of the item. The owning PT must ensure that the item is managed on a single BIS⁸. Proposals must specify how equipment/spares orders will be communicated to the contractor through existing and future JSC Log IS and, particularly, how high-priority demands will be satisfied and how supply responses are communicated from the contractor to the originator of the demand. For further information see JSP 886 Volume 2 Part 1: Single Ownership of Items of Supply in the Defence Inventory.

b. **Unique Item Codification.** All Items of Supply procured by PTs or by Industrial partners under CLS arrangements that are to be demanded, managed or tracked using JSC LogIS must be NATO Codified. For further information see JSP 886 Volume 2 Part 4: NATO Codification in the United Kingdom.

14. **Inventory Planning.** Governing Policy 3.3 (GP 3.3) requires that the delivery of consistent, coherent support solutions is essential for the achievement of operational effectiveness and Defence efficiency. The JSC Blueprint mandates inventory planning as part of an integrated planning process. PT inventory planners, even when engaged in a CLS-type arrangement, are required to:

a. Optimise the inventory against known operational and financial parameters through the use of an appropriate modelling and simulation tool. This will ensure the best range, scale and location of inventory is known.

b. Demonstrate that the modelling tool selected has been validated and verified in accordance with DES JSC SCM-IM guidance.

c. Ensure that the modelling practitioners possess inventory planning Functional Competences (FC), as published within the Acquisition Operating Framework (AOF). Proficient inventory planning enables an PT to fully understand the risks, operational and financial, inherent in its inventory. For further information on Inventory Planning see JSP 886 Volume 2 Part 2: Inventory Planning.

15. **Seamless JSC and the Use of Purple Gate.** Joint Support Chain (JSC) policies are detailed in JSP 886 and any support solution must comply with these to ensure a seamless and coherent JSC is achieved and maintained. Contractor supply chains need to interface with the JSC from the point of entry (Normally Logistic Services (Log Svcs) Purple Gate, Bicester) to the designated consignee and conform to existing policies, processes and procedures. Particular attention must be paid to the Reverse Supply Chain (RSC) for repairable items.

a. **Purple Gate.** The Purple Gate is the single point of entry into the JSC from the strategic base, for all operational consignments of materiel provided direct from industry or PTs. This is to ensure that materiel provided directly from industry or through CLS arrangements is properly regulated and Consignment Tracked across the Coupling Bridge. Full details of Purple Gate requirements can be found in JSP 886 Volume 3 Part 3: Purple Gate).

b. **Observance of Supply Chain Pipeline Times.** A CLS contractor must satisfy demands within the pipeline times specified by the Standard Priority System (SPS). Items must be shipped to and from the end-user in a coordinated way that will not

⁸ Stores System 3, CRISP, SCCS.

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

disadvantage the JSC or FLC, normally through the use of existing Defence arrangements. Where the JSC is used, which is mandatory for operations and certain exercises, the supplier is to be contractually bound to deliver materiel, packed and documented to the required standard, to the designated 'Purple Gate' within a timeframe that is compliant with the SPS and that allows the JSC sufficient scope to complete the delivery within the overall Supply Chain Pipeline Time (SCPT). The SCPT for CLS contracts is at JSP 886 Volume 3 Part 1: Standard Priority System.

c. **Consignment Tracking within the JSC.** Items entering the JSC at the Purple Gate must be accompanied by sufficient information to allow Purple Gate staff to enter the item on to the military Consignment Tracking (CT) systems; the minimum information required to carry out this task is detailed at Annex B to Chapter 3 of JSP 886 Volume 3 Part 7: Consignment Tracking. It is recommended that the MOD Consignment Tracking Information Sheet is used to provide the relevant CT data, however other formats are acceptable if all the CT information requirements are included. The CT information must be attached to the outside of the package so that it can easily be removed by the CT operator and must not be sealed inside. Failure to provide the minimum information will mean that the item will not be consignment tracked to its destination and may result in a CT Failure Notice being raised to the relevant DE&S PT for further investigation. Unless otherwise instructed, all items for Purple Gate are to be forwarded to DSDC Bicester where freight will be pooled prior to call-forward by DSCOM in accordance with Theatre Required Delivery Date (RDD) priorities and the Priority List. Contractors may also apply to use VITAL at their own locations where they feel this will improve distribution⁹.

16. **Procurement through Medical & General Stores PT.** General Stores items that are available from more than one commercial source are to be procured through the Medical and General Stores PT (M&GS PT).

17. **General Purpose Test and Measurement Equipment (GPTME).** Where GPTME is used across all Service environments, is repairable and available from more than one commercial source, it is to be procured and whole-life managed by the Deployable Support & Test Equipment Project Team. For further information on GPTME see JSP 886 Volume 5 Part 1.

18. **Packaging and Labelling.** SSE, Governing Policy 3.4 (GP3.4) requires that packaging must be sufficiently robust to allow the item to withstand the climatic and environmental rigours of transportation, trans-shipment and deployments on operations, including any period of storage immediately prior to use. For further information on packaging and transportation information see JSP 886 Volume 3 Part 5.

19. **Materiel & Financial Accounting.** SSE, Governing Policy 3.5 (GP 3.5) There is a need to define the ownership of stock at all stages of the support chain, for both financial and materiel accounting reasons. This is a complex decision and must be agreed with the MOD PSG at an early stage in the project. Further details of the Stock Accounting and Stock Management Aspects of CLS are given at [Annex A](#) to this Chapter.

20. **Fuels, Lubricants & Industrial Gases.** SSE, Governing Policy 3.6 (GP 3.6) requires that the Defence Fuel and Food Services (DF&FS) is responsible for the provision of fuels, lubricants and gasses to meet the needs of MOD forces world-wide. This is

⁹ Application for contractor VITAL access is done through DES JSC SCM-P&C.

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

achieved through the letting of commercial contracts with suppliers for the aggregated requirements of the three services. The aggregation of the Defence requirements makes the MOD a major customer with its suppliers and enables the DF&FS to secure substantial discounts, through the procurement of high volume, resulting in a price advantage to MOD. Introducing bespoke or proprietary Fuel and Lubricant (F&L) products under CLS solutions reduces interoperability across MOD equipments and those of our allies and adds complexity to the JSC and the deployed footprint. As part of its management function, DF&FS oversees the Defence inventory of fuels, oils, lubricants and gases, and ensures that only approved (to appropriate civilian or Defence standards) products are procured. The DF&FS has also been delegated responsibility for the management of the MOD's Montreal and Kyoto Protocol Substances Bank and is thereby charged with ensuring that the custody and use of such controlled substances is monitored, controlled and resourced correctly and efficiently. For further information see JSP 886 Volume 2 Part 5: Fuels, Lubricants & Gases.

21. **Equipment Transportability.** SSE, Governing Policy 3.7 (GP3.7) requires that to meet the demands of rapidly deployable forces, equipment should be designed so that it is movable, as light and compact as practicable, suitable for transport by air, land and sea, and capable of movement throughout the JSC without the use of special handling equipment.

22. **Use of LCS (Logistic Services).** CDM's instructions regarding the use of Log Svcs are published in DE&S Standing Instruction 11, Paragraph 17. The subject paragraph is repeated here for convenience:

LCS (DE&S Logistic Services (Log Svcs)) is the default / preferred storage and distribution solution for new and renewed business, unless you can demonstrate better value for Defence in the round from buying their services elsewhere and agreeing the justification with LCS' (Log Svcs).

ENVIRONMENTAL GUIDANCE

23. Specific guidance for the application of CLS Support Solutions in the Maritime, Land and Air environments are included at [Annexes B, C and E](#) respectively. Within the Land environment, [Annex C](#) details the interim process to be adapted by approved contractors providing a CLS option utilising the "Swivel Chair" facility at Log Svcs pending the implementation of full Electronic Business Capability (EBC). [Annex D](#) details the process to be adapted by approved contractors providing a CLS option with the implementation of SS3 EBC and supersedes [Annex C](#) which in time will be cancelled¹⁰.

24. All CLS arrangements are to be supported by In Service Supply Support Instructions (SSI) these SSIs are produced by PTs assisted by SCM Support Solutions. An example of an SSI within the Land environment is shown at Annex H to this instruction for reference. Each SSI will be unique to the CLS arrangement it is written to support.

RESPONSIBILITIES

25. **Nominated Point of Contact.** PTs are to run the operation of a CLS arrangement through a nominated point of contact; this can be accomplished by means of a Designated

¹⁰ The use of interim 'swivel chair' solutions may continue pending migration of projects onto EBC procedures; however, any future use of non-EBC procedures must receive appropriate approval, through the Supply Chain Support (SCM) Support Solutions (Land) team, from the relevant Front Line Command (FLC).

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

officer (DesO) or other nominated contacts within the PT. The DesO or nominated contact is responsible for monitoring performance of the CLS arrangement and providing the point of contact for the users (units), (ie Log Svcs Operations Centre) and formation HQs. The DesO/nominated contact may be collocated at the contractor's premises or may be based within the PT. However, they must provide the effective point of liaison between the contractor, MOD users and facilitators of the CLS arrangement.

26. **Contractor Responsibilities.** Where the contractor is issuing stock from its own account to the demanding unit, the embedded processes which are normally covered by MOD organisations and transacted over Log IS do not apply. In these cases the contractor, has total responsibility for:

- a. **Supply Non-Availability.** If the contractor cannot meet the demand, the PT/unit are to be notified¹¹. Thereafter, the contractor/PT is responsible for managing the item as a 'Dues Out' or 'Issue Inability'. Any queries that the unit/formation HQ may have relating to 'Dues In' from the contractor are to be forwarded to the PT. Where the unit is difficult to communicate with, for example on operations, FLCs can assist the PT.
- b. **Supply Outputs.** Production of supply outputs (for example Supply Issue Vouchers (SIV), Supply Responses and Recall Notifications for repairables).
- c. **MOD Audit Trail.** Production of MOD Audit Trail documents (for example Issue Transaction Summaries (ITS)).
- d. **Discrepancy Reporting.** A discrepancy in items received from a CLS arrangement contractor is to be reported to the PT, using a Discrepancy Report (DR), MOD F445, in accordance with single service instructions, for the PT to action with the Contractor.
- e. **Return of Repairable items.** The following procedures are to apply to the recall and return of repairable items to the contractor:
 - (1) **Recall.** In this process a contractor's Recall Notification is to be used. For high priority returns, the Recall Notification should be sent by Fax/e-mail to relevant units. The PT may request assistance from FLCs to send Recall Notifications by Signal to units in operational theatres. In addition, the contractor will use its own 'Dues In' reference to track the return of repairable items.
 - (2) **Return.** The contractor is to operate a recall system for the return of repairable items. This process utilises a similar, but totally separate, system to the Planned Repair Loop process.

Detailed policy on the return of Items through the Reverse Supply Chain can be found within JSP 886 Volume 3 Part 8 (The Reverse Supply Chain).

- f. **Hastening of Fit/Unfit Repairables Not Returned.** Hastening the return of repairables overdue from units will be a contractor's responsibility and will involve the use of a contractor's version of a unit hastening document. Dealing with units will be

¹¹ For Land and Maritime units this can be by the contractor's version of an MOD F457 (Supply Response) or signal/Fax.

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

the responsibility of the PT. The PT may request assistance from FLCs in this task. This activity must not be confused with Planned Repair Loop hastening. The contractor also has total responsibility for Repair Loop progression.

- g. **Accounting for MOD Owned Stock.** Accounting for MOD owned stock on its premises. Full details can be found at [Annex A](#) below.
- h. **Resource Accounts and Budgets (RAB) Reports.** Provision of RAB reports to SCM (Inventory Management). Full details can be found at [Annex A](#) to this Chapter.
- i. **Item History Data.** Provision of item history data for the PT.
- j. **CLS Supplements.** Individual CLS Supplements are to be provided to users for guidance on each contract by the respective PTs in line with this Instruction. This includes such information as DesO detail, inventory range, contractors' own formats and other data. Failure to cover the full list of responsibilities contained above and elsewhere within this policy instruction within the contract will result in the PT having to take on those responsibilities itself.

PERFORMANCE MANAGEMENT

27. **Management Information.** The provision of accurate data for the production of Management Information Reports (MIR) is essential to the effective management of CLS projects. The exchange of data between MOD and Industry Log IS must be compliant with current and emerging Government and MOD policy. To this end PTs are to:

- a. Engage the services of the DE&S Information Enabling Service (IES) Data for Industry (D4I) project so that a robust, accurate and high-quality service for the exchange of data between MOD and Industry can be established by contract.
- b. Ensure the provision of JSC data on contractor performance on demand management is collated and passed to the SCM Provider Svcs Monitoring Team for analysis and inclusion in Performance Management reporting.

28. **The JSC Performance Management Board.** The JSC Performance Management Board (JSC PMB) is tasked with monitoring the performance of, identify failings (then propose remedial action), and making practical improvements to, the JSC. These measures are 'end-to-end' and include all elements of the JSC from FLC units, through the DE&S and CLS contractors. They use 3 key metrics which are:

- a. **Responsiveness.** This measures how long a demand takes to be satisfied from it being raised by a unit to its receipt at that unit.
- b. **Reliability.** This measures how often the JSC meets its targets, principally the Standard Priority Codes and Supply Chain Pipeline Times, as detailed in PJHQ Sustainability Statements for an operation and delivery against the Required Delivery Date (RDD).
- c. **Inventory Availability.** This measures where an item was provided from, ie within the unit/2nd Line, the Depot or direct from industry.

POST PROJECT EVALUATION

29. Post Project Evaluation is the retrospective analysis of a project, policy or programme to assess how successful or otherwise it has been, what lessons can be learnt for the future, and to compare actual outcomes with predictions made in the appraisal. All CLS projects are to be reviewed on this basis and it is the PT Leader's responsibility to ensure that this is completed.

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

ANNEX A - CLS - STOCK ACCOUNTING AND STOCK MANAGEMENT ASPECTS

(Introduced at [Paragraph 19](#))

Purpose

1. This Annex is provided to assist DE&S inventory-procuring and inventory-owning PTs which are considering entering into CLS arrangements but might be unclear on the stock accounting and stock management implications. The term 'stock' is taken to include Capital Spares, Raw Materials and Consumables (RMC) and Guided Weapons, Missiles and Bombs (GWMB). It is specifically aimed at ensuring that these PTs can progress as expeditiously as possible without falling foul of the numerous Government Accounting and other related propriety and Corporate Governance regulations.
2. CLS arrangements concerning inventory holdings are often very complex, the more so as innovative proposals are developed. Potential industrial partners are also often unsighted on Government Accounting regulations and their implications. PTs and other stock owners considering CLS arrangements, therefore, need to be aware of these issues. A clear audit trail is essential to support the project manager and the PT leader both in decision making and Post Project Evaluation (PPE). By following the guidance in this Annex PTs considering entering such arrangements will be able to establish a clear trail and achieve their project goals without transgressing propriety rules.

Accounting for Inventory Stock

3. PTs will need to have procedures and systems in place to provide accurate financial and materiel accounting information relating to all their assets and liabilities. JSP 472 (Resource Accounting Policy Manual) sets out the requirements in respect of financial accounting and JSP 886 Volume 4 Part 1 (The Fundamentals of Materiel Accounting) provides guidance for the general principles behind materiel accounting for Inventory (Stock). This may involve providing the contractor with a dedicated link to DE&S Log IS where global visibility is paramount to both the MOD and the contractor. PTs should avoid finalising a contractual arrangement with a contractor before it has been ascertained whether the arrangement can comply with the DE&S Supply Chain IT functionality and other related processes.

Ownership

4. JSP 472 (Resource Accounting Policy Manual) provides authoritative guidance concerning financial considerations including capital charges on assets, whilst Annex B to Resource Accounting Treatment Bulletin (RATB) 12a provides a summary of Financial Reporting Standard (FRS) general principles in determining departmental stock ownership. The MOD Partnering Support Group (PSG) is the policy authority and the mandated focal point for contact with the NAO. Each project needs to be assessed individually against the PSG guidance. PSG will agree the accounting outcome with DF&MA and will support the PT submission of the findings to the NAO to establish whether the stock should be held On or off MOD's Balance Sheet. RATB 13c provides advice on accountancy in respect of on/off balance sheet treatments and covers VAT, which may be recoverable for certain arrangements; however, advice from Corporate Financial Controller, Corporate Banking and Fund Manager (CFC CBFM) VAT, should be sought and formally agreed to before proceeding to implementation.
5. Procedures should be formulated, drawing from the relevant accounting guidance

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

laid out in the Resource Accounting Policy Manual (RAPM) JSP 472 and associated RATBs, ensuring that all accounting data held at PT level can be supported. Procedures should include calculation of accruals figures, accuracy of value of assets in industry and other fixed assets (Chapter 4, RAPM), stock values (Chapter 6, RAPM) etc. The requirement for pricing data to be updated is particularly important since any reduction in accuracy will lead to not only poor business decision-making but the likelihood that the NAO will qualify the MOD DRAc. Management accountancy advice is to be sought. Detailed accounting assumptions and account entries are to be agreed with SCM (Inventory Management) and DF&MA as part of the approvals process. Procedures are to be provided, when stocktaking takes place, on the ability to distinguish between MOD and Contractor stock held within MOD stores.

6. In cases where it is proposed to transfer stock to a contractor at the commencement of a contract PT leaders are advised to demonstrate prudence. Where transfer arrangements are deemed to be legitimate, appropriate accounting treatments are still being developed. These arrangements often require high-level accounting skills to administer. Many of them are 'off line' and require manual operation. This is an PT responsibility to fulfil and the associated administrative costs should be included in the overall investment appraisal. Generally speaking all transfer arrangements are very complex and PT leaders will need to ensure that the contractual arrangements adequately compensate for the value of stock transferred, otherwise the rules on gifting might be contravened (JSP 472 - Paragraph 6.9 refers).

Stock Held by Contractors

7. The point at which ownership of spares may change from contractor to MOD or vice versa must be clearly defined, since it could be a trigger point for possible charges. The need to differentiate between MOD-owned and contractor-owned stock at all stages in the supply chain is also necessary. This distinction is needed, particularly, for resource accounting purposes. PT Leaders are responsible for ensuring that all proposals clearly identify that the accounting treatment assumptions have been assessed in conjunction with PSG who will support the submission to DF&MA and subsequently the NAO. Moreover, they need to be aware that CLS arrangements do not absolve them, or their teams, from stock optimisation responsibilities (including DE&S Board performance targets) where MOD remains the stock owner. Ultimate responsibility always rests with the PT Leader. The Inventory Planning process, owned and monitored by Deputy Head SCM (Inventory Management), is specifically designed to support PT Leaders in this activity. CLS arrangements are to fulfil the following criteria regarding Stock Management and Stock Accounting:

a. **Accurate Accounting Information Relating to MOD Assets and Liabilities.** Procedures are required to be in place that enables:

- (1) Separate identification of MOD and Contractors stock held within MOD stores or on MOD stock systems (current and future) for accounting and stocktaking purposes.
- (2) Accurate and true valuation of the MOD inventory.
- (3) Accurate calculation of the value of Assets in Industry and other Fixed Assets.
- (4) Identification of transactions and balances of MOD stock held on

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

Contractors' stock systems for inclusion in the MOD accounts.

- b. **Interface with Current and Future Stock Systems.** Procedures are required to be in place to:
- (1) Maintain the necessary data on stock systems in order to produce accurate stock accounts.
 - (2) Comply with JSC IS functionality and processes.
- c. **Investment Appraisal.** Business Cases must present the expected cost, using outturn prices against the likely budget provision for the period of the contract.

8. Innovative support solutions involving stock held by contractors (as either earmarked or allocated stock) must still comply with Government guidelines concerning the applicability of RAB (Capital) charges. Where stock is deemed to be On Balance Sheet (see [Paragraph 5](#)) the PT is responsible for ensuring it is accurately accounted for, particularly if the arrangement is such that visibility of the holding is lost to the DE&S stock supply systems. The DE&S Asset Accounting Centre can provide advice on this in association with Deputy Head SCM (Inventory Management). PTs will need to carry out Supply Chain Risk Analysis to determine if they need earmarked or allocated stock or can choose to call off unallocated stock.

9. Where CLS arrangements remove items from the balance sheet, the impact of this on the PT stock holding to consumption ratio needs to be recognised and CLS project managers must identify the value, savings and details of the contracts in their Inventory Plans. PTs must also outline their business justification for this in the Inventory Plan and confirm, quoting appropriate policy, that the interpretation and application of the relevant financial accounting conventions is correct. Moving to CLS solely to reduce the stock holding to consumption ratio for presentational purposes is not considered best practice or necessarily represents value for money; it is operational effectiveness by which a project is measured.

10. PT leaders should be aware that removal from the PT balance sheet of Force Generation and Sustainment stocks will almost certainly be prohibited.

Resource Accounting, Budgeting Reporting and Stocktaking

11. Resource Accounting and Budgeting (RAB) Reporting. If custody of stock is to be passed to the contractor and ownership title remains with the MOD, the stock is to be ring fenced under an appropriate unique accounting UIN (A****A series) to be attributed to that contractor and tied to the PT. For RAB stock reporting purposes the procedure is as follows:

- a. **MOD-Owned Pool of Spares.** Issues made from the ring fenced MOD-owned pool of spares will have to be formally reported by the PT to SCM (Inventory Management) Stock Collation System Team. The detail required by SCM (Inventory Management) Stock Collation System is as follows:
- (1) Unique SIV number used by the contractor.
 - (2) NSN.
 - (3) Quantity Issued.

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

- (4) Issuing UIN.
- (5) Receiving UIN.
- (6) Date of Issue.
- (7) Batch Reference Number.

b. The information above is to be passed in electronic format to SCM (Inventory Management) Stock Collation System by the last Friday of every month (except December, where it is to be done prior to Christmas Stand-down) for that month's activity. Any unit returns are to be reported to SCM (Inventory Management) Stock Collation System at period end using the same elements listed above. In addition to the Issue activity data, SCM (Inventory Management) Stock Collation System also require a period end stock balance, which is to show NSN and quantity held. This is required to allow stock valuation and reconciliation to take place.

12. **Stocktaking.** Where MOD-owned stock is held by the contractor, stocktaking is to be conducted in accordance with PFG Asset Accounting Centre Procedures.

National Audit office Involvement

13. As stated in [Paragraph 5](#) the MOD Partnering Support Group is the mandated focal point with the NAO and will support the PT in its submission to DF&MA and subsequently to the NAO. In addition PTs should always consult with the SCM (Inventory Management) organisation.

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

ANNEX B - CLS - MARITIME REQUIREMENTS

(Introduced at [Paragraph 23](#))

Aim

1. The aim of this Annex is to provide additional policy specific to DE&S PTs within the CoM (Fleet) domain and other holders of stock on Maritime IS, where either platform support or supply of spares and equipment is provided or is being considered through CLS contract. The policy applies equally to both mature in-service equipment/platform managed by DE&S PTs and new equipment/platforms introduced by DE&S PTs.

Maritime Specific Guidelines for the Introduction of CLS

2. In addition to the responsibilities outlined at [Chapter 2, Paragraphs 25 and 26](#) of this instruction, the following guidelines should also be considered in relation to any CLS proposals impacting on the Maritime Supply Chain.
- a. **On Board Spares.** Many equipments have on board spares provisioned to support on board maintenance. The scale for these spares per equipment is defined in the vessel's On Board Documentation (OBD). The underlying processes used to create and maintain the content of the OBD is Inventory Planning and the OBD is the method of detailing the optimum scale. Additionally the Consolidated Allowance List (CAL) production can be aided by multi-platform or multi-equipment inventory planning modelling thereby ensuring that 'common' inventory is optimised. Where a spare is common to more than one equipment, a rationalised spares holding is calculated and included in a CAL. If an equipment to be supported by CLS requires on board spares, a check is to be made against the CAL for that platform to identify if spares are already held, possibly for another application.
 - b. **The Reverse Supply Chain.** All ships' returns pass through a Returns Processing Facility to determine whether an item needs to be repaired, returned to stock or scrapped. This decision is largely an automated process based on the Common Royal Navy Supply and Transport Service Inventory System Project (CRISP) Information Systems (IS) algorithms (Returns Acceptance Codes). PTs will need to consider how the returns of serviceable and repairable items for a CLS-supported equipment or platform will be processed. Where contractor-owned stock and equipment are common to MOD-owned spares and equipment, PTs may consider the cost-effectiveness of utilising existing MOD contracts for repair. In such circumstances, consideration will be needed on whether this may involve a change of ownership of the spares and equipment. The implications for processes, price mechanisms and risk will need careful consideration. PTs are to engage with Chief of Materiel (CoM) (Fleet), SCM (Inventory Management) and SCM CS Maritime early in the development of any support solutions to ensure that any impact on Warship Support Modernisation Initiative (WSMI) arrangements is taken into account. If CLS items are required to be returned from deployed units via commercial freight providers the costs are to be met by the PT responsible for the CLS solution.
 - c. **Equipment/Spares Orders.** Out of area orders and the requirement to lay-apart spares, should a ship not be available to receive them, must be addressed in consultation with CoM (Fleet) and Fleet staff.

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

Maritime Supply Chain Infrastructure (Including the Dockyard Partners)

3. The impact on the Maritime Supply Chain Infrastructure (including post-WSMI, the Dockyard Partners) is a key consideration when developing CLS arrangements. For every CLS arrangement, the impact on the Naval Physical Supply Chain (including Partners) infrastructure will be different and, for this reason, each case should be looked at on its merits. The process detailed in CRISP Job Instruction Sheet (JIS) 0733 Management of MOD-Owned Stock Held by Contractors' (Contractors-Stocked Inventory (CSI)) provides a clear baseline from which the considerations of infrastructure, systems interface and maintenance of stock visibility are to be addressed.

Coherence of the Maritime Supply Chain

4. It is inevitable that, as more CLS arrangements are introduced, the result will be a reduction on some aspects of the CoM (Fleet) infrastructure, most obviously Naval Base storage capacity. This is not in itself the critical issue. What is essential is that the coherence of the Maritime Supply Chain is preserved to ensure supply to the customer in a coordinated manner. This is to be achieved through adherence to the basic principles outlined in this JSP and the associated JIS referred to in Paragraph 3 above. This will involve the use of CoM (Fleet) infrastructure for purposes such as cross-docking of materiel, but not necessarily the use of Naval Base storage capacity. In some instances CLS contractors may wish to sub-contract work back to the CoM (Fleet) or its partners, eg storage facilities at the Naval Base. It is essential that all such requests be discussed in advance with CoM (Fleet) and the intelligent customer groups within each Naval Base.

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

ANNEX C - LAND SUPPLY CHAIN CLS PROCEDURE

(Introduced at [Paragraph 23](#))

Aim

1. The aim of this Annex is to detail the procedures for the supply to MOD units of consumable and repairable equipment and spare parts, in support of Land Log IS managed equipment programmes, by approved contractors providing a CLS option pending the implementation of full Electronic Business Capability (EBC). The DE&S has endorsed EBC as the e-commerce solution, which is designed to link contractors directly with Stores System 3 (SS3). The use of 'swivel chair' solutions may continue pending implementation of EBC in 2009/2010 but any future use must receive appropriate approval from HQLF. However, other supply support solutions may apply to CLS within the Land environment (see [Paragraph 3](#) below).

Scope

2. **Applicability.** This Annex applies only to:

a. Those DE&S CLS arrangements where agreement has been made with Hd SCM to use the procedures set out in this Instruction. The decision to adopt a CLS arrangement to support a Land equipment programme, however, is subject to stakeholder agreement (including that of the FLC) and the DE&S approvals processes. The list of DE&S CLS arrangements authorised to use these procedures is at [Figure 1 below](#).

Figure 1: DE&S CLS Arrangements Authorised to Use Land Supply Chain CLS Procedure

Ser	ES (Land) CLS Arrangement	PT	Contractor
1	TRADERS (The Rapier Direct Exchange of Repairable Spares)	Guided Weapons Systems Support (GWSS)	Matra BAe Dynamics Ltd (MBD)
2	CRISP (Challenger Innovative Spares Provision)	Tank Support Systems (TSS)	Multipart Defence
3	BGTI SS (Battle Group Thermal Imager Support Service)	Light Armoured Support Systems (LASS)	Thales Defence Ltd
4	Surveillance System and Range Finder (SSARF)	Dismounted Close Combat (DCC)	Thales Defence Ltd
5	Future Integrated Soldier Technology (FIST)	Dismounted Close Combat (DCC)/Combat Support Equipment	Thales Defence Ltd
5	BOWMAN	BOWMAN and Tactical Command Information System (BATCIS)	General Dynamics (UK) (GD (UK))
6	C Vehicle PFI	Engineer System Support (ESS)	Amey Lex Consortium (ALC)
7	CASE (Contracting for Availability for STANO (Surveillance, Target Acquisition and Night Observation) Equipment)	Combat Support Equipment (CSE)	QIOPTIQ
8	AS90 ESA	Field Artillery Support System (FASS)	BAE
9	MASTIFF	Support Vehicles (SUV)	NP Aerospace
10	J1/J4 IOS (J1/J4 Interim Operations Support)	DII	ATLAS Consortium

b. Those Land units holding equipment managed through a DE&S CLS arrangement and supported by existing Land LOG IS:

(1) Unit Computer (UNICOM) Q and the UNICOM GLOBAL SS3 Link

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

(UNIGSS) interface.

(2) GLOBAL.

(3) SS3/On-Line Issues Validation and Enquiries Routines (OLIVER).

(4) The CLS Demand Logging System (CLSDLS). This is a IS application that transacts directly with the contractor and provides a shared environment for the control and visibility of all transactions. CLSDLS can be supplied either by MOD or the contractor.

(5) Visibility in Transit Asset Logging (VITAL) plus other Consignment Tracking (CT) IS.

c. Those units from other Services, holding equipment managed through a DE&S CLS arrangement, where single-Service LOG IS is used to pass demands to SS3.

d. Those NSNs that are peculiar to the equipment supported under the particular DE&S CLS arrangement and grouped under a specific Domestic Management Code (DMC) that uniquely identifies the particular DE&S CLS arrangement. Common User Items (CUI), which are applicable to other equipments and mounted on SS3, are excluded from this process. This is because separate inventory identification and support for the same item is not possible using current LOG IS. Demands for CUI will be supported by SS3 in the normal way. Items that begin as peculiar to an equipment that is supported under a DE&S CLS arrangement but subsequently become CUI must be removed from the CLS arrangement and supported by SS3 in the normal way.

3. **Context.** This Annex is intended to be an over-arching Instruction for all in-scope DE&S CLS arrangements that fit the JSC processes which are set out in the Instruction (the Land CLS Model) (see [Paragraph 8](#) below and the list of approved arrangements at [Figure 1 above](#)). Each individually approved CLS arrangement is to be supported by its own In Service Supply Support Instruction (SSI) produced by individual PTs responsible for the arrangement and based on the procedures set out in this Instruction. In some cases other supply support solutions will be offered to PTs where their requirements cannot be met by the JSC processes set out in this Instruction, for example, for non-codified items that are only supplied to static, non-deployable units and items procured under Urgent Operational Requirements (UOR). However, these requirements will be dealt with on a case-by-case basis by Hd SCM and are outside the scope of this Instruction. Similarly, there are other methods of supporting CLS arrangements within the Land environment outside of Hd SCM control and, therefore, outside the scope of this Instruction.

4. **Migration to EBC.** As all DE&S CLS arrangements within the Land environment migrate fully to the EBC process detailed at Appendix 1 to this Annex the “Swivel Chair” process detailed within this Annex will become obsolete and in due course will be cancelled.

Responsibilities

5. **The Overall CLS Arrangement.** The overall CLS arrangement is often developed by the DE&S PT as part of the procurement of the main equipment or a change to support strategy. The standard Equipment Support (ES) procedures to support the equipment carried out by the PT, including codification and Ranging and Scaling, are to occur

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

normally and are outside the scope of this Instruction. Under a CLS arrangement the contractor is responsible for the availability and supply of items into the JSC in response to unit demands. The model developed by Hd SCM for the operation of CLS arrangements within the JSC is transitional towards full SS3 EBC and any changes to standard supply procedures have been kept to the minimum, so that the JSC remains consistent to the user unit. The unit is to maintain its normal points of contact with the JSC, provided by formation HQ Log Sp, ES staff and the Log Svcs Operations Centre Bicester and the DE&S PT organisation. In the early stages of a CLS arrangement all staff must ensure that in the event of a unit error in using the new CLS system priority is given to providing a service first and correcting the unit second.

6. **PT Designated officer.** The PT is to run the operation of the CLS arrangement through its nominated Designated Officer (DesO). The DesO is responsible for the monitoring of the performance of the CLS arrangement and providing the point of contact for the users (units) and facilitators (Log Svcs Operations Centre) and formation HQs of the CLS arrangement. The DesO may be collocated at the contractor's premises or may be based within the PT; however, they must provide the effective point of liaison between the contractor and the MOD users and facilitators of the CLS arrangement. Maintenance of the definitive list of items that comprises those spares that are supplied through the CLS arrangement is a critical task for the DesO. These items must all be codified with a NATO Stock Number (NSN) and must not include any CUI (see Paragraph 2d above). In addition, the DesO is responsible for providing item price updates to enable SS3 data to be maintained (see Paragraph 7b(2)(e) below). Conversely, where the MOD owns the stock (see Paragraph 7a below), the DesO is to arrange for SCM (Inventory Management / Stock Collation System) to provide the contractor with the SS3 annual price uplift so the contractor can update pricing information on the contractor's inventory management system. Any Tasked Issuing of stock from the contractor to units is to be instigated by the PT (see Paragraph 10 below).

7. **The Contractor.** The contractor will have total responsibility for all stock covered by the CLS arrangement other than that stock purchased by the MOD and held at 1st Line, Formation and Force level. To facilitate this role the contractor will be allocated one or more "C" series UINs by SCM (Customer Services) for management purposes. In addition, the contractor must provide 24 hours a day 365 days a year service for demand fulfilment as appropriate to the Standard Priority Code (SPC) of the demand. This means that:

- a. **MOD Stock Ownership.** The MOD will only own stock in the following cases:
 - (1) All stock issued to 1st and 2nd line and paid for by the MOD under the contract.
 - (2) Any stock that the MOD has loaned to the contractor under the contract for the purposes of providing the service, including stock managed under DEFCON 611 arrangements.
 - (3) Any sustainability/surge stocks delivered to a primary depot and paid for by the MOD under the contract which is mounted on the War Reserves and Pools System (WRAPS). The reason for the stipulation of WRAPS in this case is because SS3, although holding full item records, cannot hold any stock that is supported by a CLS arrangement (see Paragraph 8 below).
- b. **MOD Roles.** Due to the increased role of the contractor, certain MOD roles will

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

be altered or reduced. For example, the central PT staff and SCM (Customer Services) will have an altered role, whereas PT Provisioners, Procurement and Provision Support (P&PS) and Log Svcs will have a reduced role. In general terms the involvement is limited to:

(1) **JSC Providers.** Distribution arrangements will vary according to the particular CLS arrangement contracted by the PT. The JSC should be the normal method of distribution for peacetime in barracks units. Alternative methods of distribution may only be introduced with the express authority of FLC. The impact and risk involved in any distribution outside the JSC must be clearly articulated in the project business case and such proposals must be endorsed by SCM Support Solutions staff. Nevertheless, support to operations is always to be via the JSC, with delivery to a single point of entry: 'The Purple Gate'. PTs must gain the agreement of Log Svcs Main Office at Bicester for the specific physical interface arrangements with the JSC i.e. entry / exit point, and the asset tracking arrangements for the 'onward movement' process. In particular, Log Svcs agreement must be obtained where additional Log Svcs resource will be required. Similarly, returns to the contractor will normally pass through JSC as appropriate. Contractors may also apply to use the MOD consignment tracking system VITAL at their own locations where they feel this will improve distribution¹².

(2) **PT Provisioners and Provision and Procurement Services (P&PS).** PT Provisioners and P&PS will be responsible for some or all of the following tasks:

(a) The physical migration of NSNs into and out of the newly-created DMCs that identify the range of NSNs supplied under the particular CLS arrangement as required by the DesO. The management decision will be taken by the DesO on behalf of the PT, but passed to P&PS (Inventory Management (IM)) for action on SS3 in accordance with established SS3 procedures. Normal SS3 procedures will be followed to obtain the necessary agreement from any relevant importing/exporting PTs involved with the NSNs.

(b) The processing of Parts Change transactions, as requested by the relevant DesO, will be processed through P&PS (IM) for action on SS3 in accordance with established SS3 procedures.

(c) Items that were not expected to be part of a CLS arrangement may not have been codified. However, JSP 886, Volume 2, Part 4: (NATO Codification in the UK) states that all items entering the JSC must be fully NATO Codified when the item is contracted or the first time the item is demanded. PT Provision Sections will have responsibility for the movement of non-codified items on to CLS arrangement spares lists in consultation with the DesO. The CLS arrangement spares list that is mounted on SS3 will only contain NATO-codified items. Any demands for non-codified items received at Log Svcs Operations Centre that can be tied to a CLS arrangement would be referred to the PT off-line of SS3 for codification in accordance with normal procedures for handling non-

¹² Application for contractor VITAL access is done through Hd SCM.

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

codified demands.

(d) PTs are to declare equipments and significant sub systems as being Obsolescence (12 to 36 months before the equipment Out of Service Date (OSD)) or Obsolete (0 to 12 months before OSD; retrospective declarations are preferable to no declarations). The latter should be carried out in conjunction with the submission of a Declaration Form to the Disposal Services Authority. The PT Provision staffs are to process these formal declarations of Obsolescence / Obsolete to identify unique NSNs. These NSNs can then be considered for disposal with the equipment or sub system.

(e) PT Provision Sections may be tasked to amend prices on SS3 as provided by the DesO (See Paragraph 6 above). Alternatively, they can complete SUP F1060 and forward it to Log Svcs Operations Centre Bicester for input to SS3 to facilitate SS3 Transaction LWA (Amend/Update Basic Price).

(3) **Responsibilities of Hd SCM.** Hd SCM is responsible for all policy concerning interface arrangements between the JSC and contractors, and is the sponsor for these procedures. Hd SCM staff will guide and assist PTs in the implementation of CLS arrangements under this model.

(4) **Log Svcs Operations Centre.** The Log Svcs Operations Centre at Bicester is responsible for:

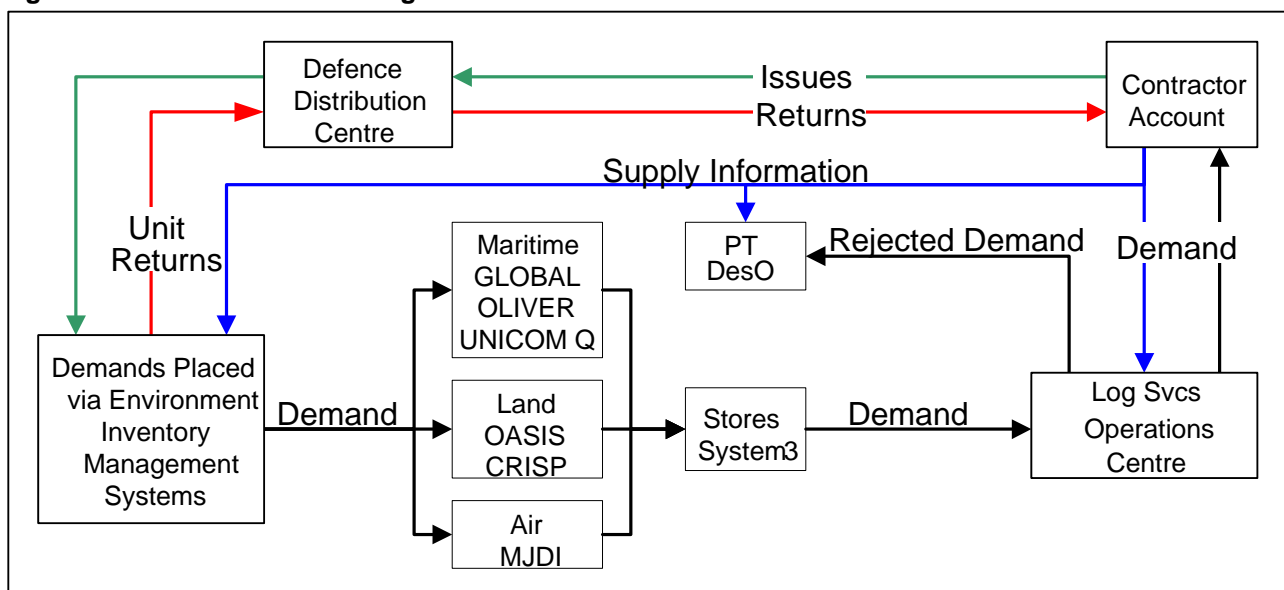
(a) The management of all SS3 outputs going to the contractor.

(b) A full 24-hour customer support, JSC overview and passage of information.

Land SC CLS Model

8. The Land SC CLS Model is as follows:

Figure 2: Demand Process using CLS



INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

9. The above diagram presents the model from a system point of view only and does not include all the physical JSC aspects of the process e.g. packing, movement etc, which are described in this Instruction. This model follows standard Land SC procedures and SS3 processes up to the point where the demand is 'referred'. To achieve this all NSNs are given Item Buy Type (IBT) '4' (Buy as Required Item (BAR)) and a Disposal Restriction Code (DRC) 'C' (Disposal requires Provision Branch authority). Normal procedures are re-engaged when the stores, issued by the contractor, enter the JSC. The key feature of this model is the 'Nominal Provision Section' at the Log Svcs Operations Centre Bicester, to where the demands and disposal instruction requests are referred and where the individual CLS contract CLSDLS terminals are located. In this case 'nominal' means notional or representative. Presently the Log Svcs Operations Centre Nominal Provision Section operates a manual interface to the contractor by loading referred SS3 outputs onto the CLSDLS, and this is known as the 'CLS Swivel Chair'. The EBC enhancement is intended to remove the 'swivel chair' aspect to facilitate the seamless electronic progress of the demand/request for disposal instructions from SS3 to the contractor and the return from the contractor of supply information. The Nominal Provision Section will be denoted on SS3 by the Category of Store '08' and the Provision Section Code (PSC) 'D1'. Referred Demand records will be cancelled automatically after 3 months and advised to the Nominal Provision Section via SS3 print PTG.

Demand Procedure

10. **Demanding Units.** Only authorised units, which have been affiliated to a CLS arrangement by the appropriate PT, should place demands for items covered by that CLS arrangement. The list of authorised units is to be maintained by the PT in co-ordination with Log Svcs Operations Centre Unit Locations staff. This list must include unit telephone and Fax numbers so that supply information can be sent to the unit by the contractor (arrangements to obtain telephone/Fax numbers are to be agreed between the PT and Log Svcs Operations Centre). When placing demands for items covered by the CLS arrangements the unit must include the DMC on the demand to confirm that it is intended as a demand on that CLS arrangement. Where a non-affiliated unit places a demand for an item covered by a CLS arrangement, this demand is to be referred to the DesO by Log Svcs Operations Centre or dealt with under arrangements agreed between Log Svcs Operations Centre and the PT. However, it is stressed that authorisation should not inhibit the demand fulfilment process in particular for demands submitted by non-affiliated units in operational theatres.

11. **Passage of Demand, PT Issue Order (IO) and Land Priming Equipment Packs (Land PEP).** The following is to apply:

a. **Demands.** Demands are to be completed by units in the normal way. Standard information such as condemnation (AF G1043) details, Non Standard Address (NSA) and Special Operations Codes (SOC) are to be provided. Demands are to be submitted in accordance with the Standard Priority System JSP 886, Volume 3, Part 1 (The Standard Priority System) and normal single-service Log IS procedures. These are:

(1) **Unit Demands:**

(a) 'Supported Unit' to its Secondary Depot (SD). As usual, the unit demand may be satisfied at SD level or extracted to SS3 via UNIGSS or GLOBAL/OLIVER.

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

(b) 'Unsupported Unit' to Log Svcs Operations Centre or via UNIGSS to SS3.

(2) **Secondary Depot Demands.** Through GLOBAL/OLIVER to SS3.

(3) **Other Service Units.** In the normal way for that service.

In a situation where GLOBAL / OLIVER / UNIGSS communications problems exist, passage of high priority demands by Fax, e-mail or signal is to continue in accordance with the Standard Priority System (JSP 886, Volume 3, Part 1).

b. **PT Issue Orders.** PTs may require stock to be issued directly to a unit on a permanent basis or as a temporary loan. This is distinct from the unit demanding the items. This process is called the 'Tasked Issue'. PTs are to submit Issue Orders (IO), direct to the CLS contractor through the DesO to facilitate any Tasked Issue requirements it has. IOs are to be used by PTs for pushing forward initial equipment entitlements, Repair Scales (Deployment and Paper Scales) of consumable spares and Forward Repair Pools (FRP) of repairables in accordance with direction from the FLC. The PT must ensure that JSC providers, the chain of command and the receiving unit are aware of any Tasked Issues that are to be made by the contractor. The contractor is to action the IO by making a Tasked Issue of the items to the unit. The receiving unit and the chain of command must be kept informed of Tasked Issues made, including any Dues Out. To this end, the contractor is to produce a Task Statement of the items it has issued and forward this to the unit, the PT and Log Svcs Operations Centre if a large delivery into the 'Onward Movement' system is to occur. In addition, the contractor is to use the same Tasked Issue Reference Number as the PT IO Number and this, plus the SPC and the coloured star, is to be written clearly on/affixed to the package by the contractor to ensure visibility of the Tasked Issue through the JSC.

(1) **Purple Gate.** CLS contracts must mandate that suppliers provide at the JSC entry point, for consignments to operational theatres this will be the Purple Gate, the minimum information required to track their consignments within the JSC. For further information on Purple Gate see JSP 886 Volume 3 Part 3, and for specific details of the information required for Consignment Tracking see Annex B to Chapter 3 of JSP 886 Volume 3 Part 7.

(2) **Consignment Tracking.** To facilitate MOD consignment tracking requirements on VITAL or RIDELS an MOD Consignment Tracking Information Sheet is to be prepared for all consignments moving through the JSC. Further detail is at Appendix 1 to Annex B to Chapter 3 of JSP 886 Volume 3 Part 7 – Consignment Tracking.

(3) **Distribution to Operational Theatres.** All consignments to units deployed on operations are to be channelled through the 'Purple Gate' at Log Svcs Bicester in accordance with JSP 886 Volume 3 Part 3 Purple Gate and JSP 886 Volume 3 Part 7 Consignment Tracking. For consignments channelled through the 'Purple Gate' Log Svcs staffs are to enter the detail from the MOD Consignment Tracking Information Sheet on to VITAL.

c. **Loans.** Where the item(s) issued is only on loan for a set period, the PT is to state this on the IO in the 'Special Instructions'. The PT is to copy the IO, detailing the terms of the 'loan' to the unit and HQLF ES. The Tasked Issue will be made by

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

the contractor in the way described above, and the Task Statement will also state that it is a 'Loan'. The unit is to bring the item(s) to account as a loan in the normal way. At a convenient time towards the end of the loan period, the contractor is to recall the loan. The recall is to be done using the Call-In Instruction (see [Paragraph 19](#) below). The contractor is to make reference to the Tasked Issue Reference Number of the loan as the Dues In Identification Number (DIIN) on the Call-In Instruction. The unit is to follow the instructions set out in [Paragraph 20](#) below and return the item(s) covered by AF G8883(M) to the contractor. The PT is to hasten the unit if it fails to return the loan items as set out in [Paragraph 23](#) below.

d. **Land PEP.** A Land PEP is primary stock which is Scaled, Earmarked and Tasked Issued on SS3 to units deploying on operations and major exercises. Where items managed under CLS arrangements are to be included in a Land PEP, the following process is to be followed to issue the stock from the contractor to the receiving unit:

- (1) **Scale.** The PEP scale will be created on SS3 and the details of any CLS items will be passed by SCM (Provider Services) (Land) (PEPs Element) as an e-mail to the contractor via the PT DesO. This is the warning order that a PEP is to be formed which will include CLS items. The message sent to each PT/contractor will only include those items relevant to that CLS arrangement.
- (2) **Earmark.** The PEP scale will be Earmarked on SS3, controlled by Controlled Stocks Section in Log Svcs Operations Centre and referenced by a Operational Stocks Earmark Repayment Loan (WERL) number. SS3 will output to Log Svcs Operations Centre a 'PKF' print by WERL which will show the NSNs earmarked in DMC numerical order. For the CLS items on the print, the earmark liability will be shown; however, no assets will be attracted because it is not an SS3 stocked DMC. Log Svcs Operations Centre will pass the Earmark requirement by e-mail to the contractor via the PT DesO. The contractor must make arrangements to meet the Earmark requirement.
- (3) **Tasked Issue.** Once instructions to issue the PEP are received from HQLF the Nominal Provisioner in Log Svcs Operations Centre will process the Tasked Issue of the Earmarked stock using the appropriate CLSDLS application under the SS3 Collated Task Issue number. Each contractor will issue the stock on its own inventory system, and keeping coherence with the Collated Task Issue number, deliver the stock to join the PEP at Log Svcs. Normal Log Svcs PEP issue processes will follow.
- (4) **Notifying the Unit.** The contractor will send a message to the unit telling it what stock has been issued. This will replicate the Task Statement that is sent to the unit and the automated Dues In that is created on GLOBAL/UNICOM by SS3.
- (5) **Monitoring and Reporting.** SCM Provider Services (PEPs Element) is responsible for monitoring the filling of the Earmark of any PEP and the issue of the PEP. In the interim this will involve manual reports from the contractors thro

12. **Referral of Demand and Inabilities to Issue.** Log Svcs Operations Centre is designated as the 'Nominal Provision Section' for those DMC covered by the CLS arrangement. The Nominal Provision Section's role is to refer demands and all other SS3 output to the respective contractor's location. In the case of demands this is done by

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

electronic means using CLSDLS. Demands will be processed to the contractor as follows:

- a. Routine Demands – batched and forwarded daily on working days only.
- b. Priority Demands – individually transmitted as they arise on a 24 hour basis.

The management of Inabilities to Issue by the contractor is to be managed by the DesO. The management of cancelled demands and Dues In of repairables, when a demand is cancelled, is also a DesO responsibility.

13. Demand Progression and Unit Enquiries. Due to the transfer of the demands from SS3 on to CLSDLS, full visibility of the complete progress of a demand will not be possible using the Log IS available to the FLC (OLIVER and VITAL). However, by following the alternative process set out in this paragraph, the necessary information relating to the demand can be achieved by the FLC. Demand status information will be passed back to Log Svcs Operations Centre electronically via CLSDLS by the contractor in accordance with the priority of the demand. Demand progression and other unit queries can be made direct to the Nominal Provision Section on GTN Mil 94240 2502 / BT Civil 01869 256502. Out of hours enquiries are to be directed to the Customer Support Help Desk on GTN Mil 94240 2052 / BT Civil 01869 256052. However, any queries relating to the progress of the issue which cannot be answered by the Nominal Provision Section or the Help Desk are to be passed to the DesO.

Supply of Materiel

14. Supply. The contractor is to deliver the materiel in satisfaction of the unit demand or PT IO to the Log Svcs Traffic, Purple Gate, or, exceptionally and with justification, to the SD or the 1st line unit direct, depending on the agreed delivery point in the CLS contract. This is to be done using the contractor's own distribution system. The stores will arrive accompanied by the contractor's version of AF G8614 (Supply Issue Voucher (SIV)).

15. Supply Non-Availability. If the contractor cannot meet the demand, the unit is to be notified on the contractor's version of MOD F457 (Supply Response) or signal/Fax. The Nominal Provision Section will assist in the passage of Supply Responses as required. Thereafter, the contractor/DesO is responsible for managing the item as a Dues Out or Issue Inability. Any queries that the unit/formation HQ may have relating to Dues In from the contractor are to be forwarded to the DesO. Where the unit is difficult to communicate with, for example on operations, Log Svcs Operations Centre can assist the DesO.

16. Supply Information. The contractor will forward the contractor's version of MOD F458 (Issue Transaction Summary) (ITS) to the unit. This will be used in the normal way by the unit for acquittal of demands for items delivered under the CLS arrangement in accordance with JSP 886 Volume 4 Part 200 Pamphlet 1 - 2 Annex N to Section 1. For a repairable returned from a unit a credit ITS is to be used.

17. Clearance for Bill Paying. Under this model units will not receive bill paying documentation (MOD Form 640/Form 650/AG Form 173 or any equivalent or electronic (Purchase to Payment (P2P) bill paying instrument). Bill paying is carried out centrally by the PT commercial staff, which is responsible for all bill paying activities.

18. Discrepancy Reporting. A discrepancy in items received from a CLS arrangement contractor is to be reported to the DesO, using a Discrepancy Report (DR), MOD F445, in accordance with JSP 886 Volume 3 Part 15 Chapter 7 for the DesO action with the Contractor.

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

19. **Equipment Failure Reporting.** The Equipment Failure Reporting (EFR) and New Stores Reject procedure is to be detailed by the PT.

20. **Cross-Servicing.** The DesO, where appropriate, may suggest that demands should be met by cross-servicing. In such cases, direction and authority is to be sought through HQLF ES(Mat)/PT, where the matter will be formally staffed and agreement reached with formation HQ staff of the units involved for cross-servicing to occur.

Return of Repairable Items

21. **Recall System.** The Recall system detailed at Paragraph 26e to Chapter 2 of this instruction is to be adhered to for the recall of repairable items by the contractor. The return of repairable items by Land units is detailed below:

a. **Return.** On receipt of a Recall Notification from the contractor the unit is to raise an AF G8883(M). The following is to apply:

(1) **Direct to Repair.** In the case of Direct to Repair (DTR), the unit is to despatch the carcass covered by the normal 3 copies of the AF G8883(M) via the military movements system of the JSC to the contractor.

(2) **Direct Exchange.** Where practicable, the Direct Exchange (DX) point is to be at the SD or, in some exceptional circumstances, at the 1st Line unit. The SD/unit is to prepare the carcass for return and present it to the contractor, suitably packaged and covered by the normal 3 copies of the AF G8883(M), at the DX point in exchange for a fit assembly. In a situation where DX is not practicable, because the carcass was not presented to the contractor at the DX point, the DesO is to arrange for the contractor to collect the carcass at another time or it is to be returned as DTR. Where an item is issued to a SD for restocking the DesO is to arrange collection of the carcass from the unit holding the unfit item or to instruct the unit to follow DTR procedures. DX will not be applicable to SDs or units deployed on operations and DTR is to be used.

The No1 (Blue) copy of the AF G8883(M) is to be sent to Log Svcs Operations Centre in the normal way by the unit. Log Svcs Operations Centre staff will forward this copy to the DesO. A copy of the Recall Notification is to be attached to all copies of the AF G8883(M).

22. **Special to Contents Containers (STC).** STC should be used in the normal way. Special requirements for managing contractor's STC should be included in the SSI.

23. **Hastening of Fit / Unfit Repairables Not Returned.** Hastening the return of repairables overdue from units will be a contractor's responsibility and will involve the use of a contractor's version of a unit hastening document similar to, but separate from, the SS3 QGF/QGG prints. Dealing with units will be the DesO responsibility. The DesO may request assistance from FLC in this task. Again, this activity must not be confused with SS3 Planned Repair Loop hastening.

Disposal and Returns

24. Units holding surplus items provided through the CLS arrangement are to request disposal instructions in the normal way, by AF G8621 / GLOBAL / UNICOM Q transaction submitted to SS3. As all items are recorded on SS3 as DRC C (Disposal requires Provision Branch authority), requests are referred to the Nominal Provision Section. The

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

Nominal Provision Section is to refer the request electronically using CLSDLS functionality to the DesO/contractor. The contractor is to respond to the unit with contractor's version of the AF G8609 (stores not required) or AF G8618 (stores required), as well as the Recall Notification to produce an AF G8883(M) referred to in [Paragraph 21](#) above. The Contractor will be responsible for providing a Returned Stores Address to the unit where the JSC is to be used for back loading. Support solutions involving collections by the contractor must be authorised by the FLC and will only be authorised in exceptional circumstances on a case by case basis. The return of repairables will follow DTR as set out in [Paragraph 20](#) above. Stores not required are to be disposed of through the appropriate DSA Marketing Agreement. The PT commercial staff are responsible for settling accounts with the contractor for all stock returned to the contractor.

Management Information Reports

25. To enable a complete picture of JSC activity each CLS arrangement is required to provide input for central SS3 Management Information Report (MIR) purposes. PT DesO and their contractors are to provide the following MIR to the SCM Provider Svcs Monitoring Team for inclusion in the 'Purple Book' within 3 days of the completion of each SS3 Statistical Period in hard copy in the format described in the separate CLS supplements:

- a. **Stock.** Total value and number of items held.
- b. **Demands:**
 - (1) Total number processed.
 - (2) Total number put to Dues Out.
 - (3) Total number referred (to DesO).
 - (4) Total number available.
 - (5) Total number rejected.
 - (6) Total number of NSNs and demands held in Dues Out.
- c. **Issues:**
 - (1) Value of monthly total.
 - (2) Total number excluding disposals.
 - (3) Total number and value made against each Priority Code.
 - (4) Total number and value by Unit Identification Number (UIN) prefix.
 - (5) Total number of issues against demands held in Dues Out.
- d. **Bans.** Total number (includes Dues Ban, Ration Ban and Stores Ban).
- e. **Disposal Activity.** Total value and number.
- f. **Receipt Activity:**
 - (1) Total number and value.

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

- (2) Total number and value of items received from Planned Repair.
- (3) Total number and value of Returned Stores for Planned Repair.
- (4) Total number and value of all Returned Stores Others (including loans).
- (5) Total number and value of all Scheduled Receipts.
- (6) Total number and value of all Unscheduled Receipts.

The interpretation of the above MIR requirements for each CLS arrangement should be agreed between the PT and Hd SCM.

DE&S Business Area Procedures

26. All DE&S Business Areas concerned with CLS arrangements that follow the Land SC CLS model are to review their internal procedures in line with this Instruction. SCM (Pol) is to keep these procedures under regular review.

Appendix:

1. DE&S CLS Arrangements Authorised to use Land Supply Chain CLS Procedure.

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

APPENDIX 1 TO ANNEX C – EXAMPLE CONTRACTOR LOGISTIC SUPPORT (CLS) IN SERVICE SUPPLY SUPPORT INSTRUCTIONS (SSI) IN THE LAND ENVIRONMENT

(Introduced at [Paragraph 24](#))

AUTHENTICATION RECORD SHEET

Author			
Name			
Rank/Grade			
Appointment			
Date			
Signature			
Authenticated by			
Name			
Rang/Grade			
Appointment			
Establishment			
Date			
Signature			
Approved by			
Name			
Rank/Grade			
Appointment			
Establishment			
Date			
Signature			
RECORD OF AMENDMENTS			
Serial	Date	Amendment Number	Authority

CONTENTS

Paragraph	Subject
1	Introduction
4	Maintenance-General
6	Units Deployed On Operations
7	Battery Management
8	Range Management
9	Provision and Stockholding
12	Update of SS3 Records
15	Demand Process
20	Demand Hastening / Progression / Cancellation / Amendment
24	Update of the CLSDLS
25	Tasked Issue / Loans Procedure
26	Distribution & Consignment Tracking
39	Return of Repairable Items
49	Reporting
53	Miscellaneous
59	Audit Inspection

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

IN SERVICE SUPPLY SUPPORT INSTRUCTION

1. These In Service Supply Support Instructions (SSI) have been prepared by PT. They are to be used by PT Project staff, Log Svcs Helpdesk, DE&S, the Contractor, The Front Line Commands (FLCs) and other affiliated agencies. All queries related to this document should be addressed to the PT DesO(DesO),
2. **Aim.** The aim of this instruction is to detail the supply support arrangements for managed equipments.
3. This instruction is issued as a supplement to JSP 886 Volume 3 Part 2 - Contractor Logistics Support.

MAINTENANCE - GENERAL

4. **Repair Policy.** maintenance policy is for repairs to be carried out at 1st, 2nd and 3rd Line. Equipment repair, which cannot be undertaken at 3rd line, is to be returned to via the Reverse Supply Chain (RSC) who in turn will arrange to repair the item under the contract.
5. Equipments that cannot be repaired under Level 1 or Level 2 maintenance in-unit should be processed as follows:

- a. Land domain units / establishments

- (1) **Units Supported by an ES Battalion.** Supported units should submit equipment requiring Level 2 or 3 maintenance to their supporting ES Battalion or relevant service repair agency, requesting inspection and repair. If the equipment cannot be repaired the repair agency will, by condemnation, authorise the owning unit to demand a replacement.

- (2) **Units Not Supported by an ES Battalion.** Unsupported Units, i.e. Non-deployable static units are to demand a replacement item.

- (3) **Joint Helicopter Command (JHC) Units.**

- (a) Army: 16 Air Asslt Bde units as per Paragraph 5a(1), all other Army units as per 5a(2)

- (b) RAF: All RAF units and Commando Helicopter Force (CHF): As per Paragraph 5b(2).

6. **Air and Maritime domain units/establishments.**

- (4) **3 Cdo Bde RM Units.** 3 Cdo Bde units are to utilise the service support provided by the Cdo Logistic Regiment RM.

- (5) **Non-3 Cdo Bde Units - RAF, RN / RM and RFA units.** These units do not have a 3rd line repair capability. If the repair is beyond 1st and 2nd line repair capability the item will be returned to for repair.

UNITS DEPLOYED ON OPERATIONS

7. All units deployed on operations are to work to the in-theatre ES/Supply org to request inspection and repair of equipments.

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

BATTERY MANAGEMENT (IF APPLICABLE)

8. Battery management is covered under

RANGE MANAGEMENT

9. The range consists of NSNs codified under DMCs,, and a number of DMCs created to manage the range. However, the DMC range comprises those items supplied by (contractor) under a Contractor Logistic Support (CLS) arrangement under the terms of the Contract. These NSNs have been populated onto Stores System 3 (SS3) in compliance with JSP 886 Volume 2 Part 1 (Single Ownership of Items of Supply in the Defence Inventory) thereby meeting a key requirement of KSA3 (Joint Support Chain) of the Support Solutions Envelope (SSE).

PROVISION AND STOCKHOLDING

10. **General.** The supply support solution for is operated under a Joint Support Chain (JSC) CLS model in accordance with JSP 886 Volume 3 Part 2. All demands and requests for disposal received from units for items will be referred to the DOCS nominal provision section. A summary of the information required for inventory attributes is summarised below:

Item Buy Type	4
Disposal Restriction Code	C
Provision Section Code	D1
DMC
Management Ban	8/1
Inventory Classification Code	Depends on item (Repairable or Consumable)

11. **Primary Stocks.** Contractor are responsible for the provision, procurement and storage and issue of all stocks.

12. **Initial In-Scaling and In-Stocking.** An Initial Scaling will be issued to units 1st line Unit Repair Scales (URS), 2nd Line Logistic Support Regiments (LSRs) & ES Bn Stores Troop/section, Cdo Log Regt RM and Air establishment supply organisations during initial equipment roll out. HM Ships are scaled using contractors spares packs. All materiel is to be inventory managed on in-service IS.

UPDATE OF SS3 RECORDS

13. **Changes to NSN Details.** The contractor will notify the PT DESO, in writing, giving full details in the event of the following:

- a. Creation of new NSNs in the or range or changes to items already in the range, eg supersession, replacement or deletion.
- b. Changes in price.

14. **Item Records.**PT provision staff will be responsible for ensuring that amendments to item of supply data are processed in accordance with Army Stores System Basic Procedures.

15. The PT DesO will advise PT provision staff of amendments to basic price data. The provision staff will ensure that the Stores System records are amended accordingly.

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

DEMAND PROCESS

16. **Demands.** Demands for replacement equipments (and Level 1, 2 and 3 spares) should be submitted in the normal manner in accordance with current Service regulations, as specified in JSP 886 Volume 3 Part 1 The Standard Priority System (SPS) through the JSC. The following procedure is to apply for demanding:

a. **Submission of Demands.** All units / establishments must submit demands in the normal manner using their own service demand processes that interface to the Land Stores System 3 (SS3). SS3 has been configured such that demands are automatically referred to the Log Svcs Operations Helpdesk, at Bicester.

(1) **Special Instructions – (SOC/SEC).** For operational deployments Special Operations Codes (SOC), ie **00 are to be quoted on all demands. Special Exercise Codes (SEC), where authorised, are to be quoted on all demands in support of a specific training commitment. Additionally, for repairable items, the AF G1043 details must be added.

b. **Processing of Demands.** All demands will be processed by DOCS in accordance with JSP 886 Volume 3 Part 1 The Standard Priority System (SPS). No check of the accuracy of demands will be carried out. Demands will be logged on the shared database known as the Contractor Logistic Support Demand Logging System (CLSDLS) by DOCS staff. All Demands and Demand Referrals will be forwarded to contractor in accordance with the priority of the demand as follows:

(1) **Immediate Operational** Standard Priority Code 01 (SPC 01) demands will be forwarded immediately on arrival in DOCS. **Priority** SPC 02 within 3 hours and **Routine** SPC 03/04 within 18 hours of arrival in DOCS

(2) Immediate Non Operational **SPC 05 will be forwarded immediately.** Priority **SPC 09 within 3 hours** and Routine **SPC 13/16 demands within 18 hours of arrival in DOCS.**

c. **Rejected Demands.** DOCS demand rejection procedures will apply and any Rejected Demands will be forwarded, by fax, to the PT DesO.

17. **Supply Information.** If the demand cannot be immediately satisfied in total or if part issue is not acceptable:

a. The contractor will notify the PT DesO who in turn will notify the demanding units. The PT DesO will use the appropriate Signal/Fax or Supply Response (MOD F457).

d. The contractor will maintain 'Dues Out' information and update the Forecast Date of Availability (FDA) information on a daily basis. Details of all outstanding demands and their FDAs are to be sent to demanding units via the PT DesO in the format at Annex A at monthly intervals with a Demand Verification at 3 monthly intervals. There is only a requirement to report the initial FDA and any subsequent variation.

18. **Satisfaction of Demands by Cross-Servicing.** If cross-servicing is considered appropriate, this will be formally staffed through HQLF ES (Mat) and the formation HQ staff of the units involved. Cross servicing for Maritime and Air units/establishments will be coordinated through FLEET and AIR commands as required. Deployed formations staffs

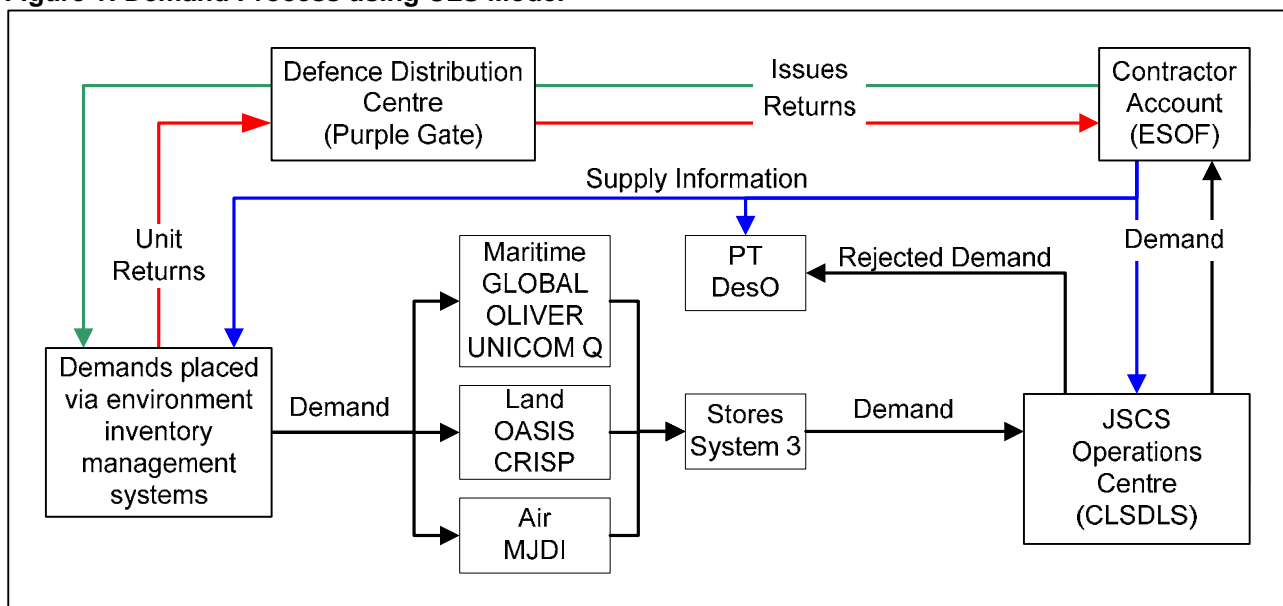
INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

will control in-theatre cross servicing.

19. **Supply Response.** If the contractor is unable to satisfy the demand, the PT DESO (details are at Annex A) will take ownership of the problem and advise the demanding unit. The PT DesO will also be the point of contact for enquiries from DSCOM, PJHQ and Front Line Commands (FLC). The Supply Response template is at Annex B.

20. Demand process is summarised below:

Figure 1: Demand Process using CLS Model



DEMAND HASTENING/PROGRESSION/CANCELLATION/AMENDMENT

21. The PT DesO will monitor all demands held in Dues Out, liaise with the contractor about the satisfaction of these demands and provide information as necessary to units and other agencies on FDAs and related matters.

22. Units are to use the PT DesO for all demand enquiries. DOCS are to refer all enquiries to the PT DesO.

23. **Cancellation/Amendment of Demands.** Cancellation of demands will continue to be as directed in JSP 886 Volume 3 Part 1 The Standard Priority System (SPS). If it is necessary to cancel or amend a demand, Units should submit an AF G8627 in the normal manner. For priority demands, Units should use the Priority Demand Cancellation Signal format at JSP 886 Volume 3 Part 1 The Standard Priority System (SPS).

24. The PT DesO is responsible for dealing with all unit enquiries that cannot be answered by the DOCS Help Desk.

UPDATE OF THE CLS / DLS

25. On receipt of Issue, Dues Out / FDA, Rejection or Cancellation details, the Nominal Provision Section will verify that the CLS / DLS has been correctly updated

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

TASKED ISSUE/LOANS PROCEDURE

26. Issue Orders and Transfer Orders will be used PT to push forward initial equipment entitlements, Repair Scales (Deployment and Paper Scales) of consumable spares, Forward Repair Pools (FRP) of repairables, tasked issues and other special requirements in accordance with direction from the FLCs. Such Issue Orders, which will include Loans, will not utilise the CLSDLS.

DISTRIBUTION AND CONSIGNMENT TRACKING

27. **Standard Priority System (SPS).** CLS contractors are to comply with the SPS as detailed in JSP 886 Volume 3 Part 1 The Standard Priority System (SPS). A CLS Supply Chain Pipeline Time (SCPT) table is at Annex C.

28. **Direct Supply via the Defence Distribution System.** The Contractor will provide a Direct Supply (DS) service to demanding units via the Defence Distribution Hub (Log Svcs Bicester) (Purple Gate for consignments to Operational theatres). Contractors introducing materiel into the Joint Support Chain (JSC) are to be affiliated by contract to a Start and End Node as detailed in JSP 886 Volume 3 Part 3 – The Purple Gate this point will normally be Log Svcs Bicester.

29. The contractor will deliver the item to Traffic Branch Log Svcs Bicester using the following address:

TRAFFIC BRANCH
BUILDING E1, E SITE
DE&S Logistic Services BICESTER
GRAVEN HILL, BICESTER, OXON, OX25 2LD

POC details for Log Svcs Bicester Traffic Branch are at [Annex D](#).

30. All materiel routed through Log Svcs Bicester will be tracked using VITAL ensuring a full distribution audit trail is provided.

31. All requests for distribution through the JSC are to be coordinated through the Onward Movement Cell at Log Svcs Bicester, contact details are shown at Annex D to this instruction.

32. **Packaging and Despatch.** The contractor will be responsible for the packaging and despatch as follows:

- a. Packaging consignments to the MOD standard as advised by the PT.
- b. Raising a Freight Movement Note (FMN) or Dangerous Goods Freight Movement Note, and where required, the associated Safety Data Sheet (SDS) must accompany consignments.
- c. Ensuring the documentation and the package is clearly marked for “for onward movement by air or surface” to the unit as per the address details given on the Supply Issue Voucher (SIV) (see [Annex E](#)).
- d. To allow the appropriate handling by Traffic Branch, Standard Priority Code Label (MOD Form 1800 Series see [Annex F](#)) are to be attached to the package in accordance with the priority of the demand.

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

e. **Consignment Tracking.** To facilitate MOD consignment tracking requirements on VITAL or RIDELS a MOD Consignment Tracking Information Sheet is to be prepared for all consignments moving through the JSC. An example of the form is at [Annex G](#). Further detail is at Appendix 1 to Annex B to Chapter 3 of JSP 886 Volume 3 Part 7 – Consignment Tracking.

33. **Distribution to Operational Theatres.** All consignments to units deployed on operations are to be channelled through the 'Purple Gate' at Log Svcs Bicester in accordance with JSP 886 Volume 3 Part 3 – The Purple Gate and JSP 886 Volume 3 Part 7 – Consignment Tracking.

34. **Purple Gate Consignments.** For consignments channelled through the Purple Gate, Log Svcs staffs are to enter the detail from the MOD Consignment Tracking Information Sheet on to VITAL.

35. **Discrepancy Procedures.** The unit should follow normal discrepancy procedures as detailed in JSP 886. However, once initiated, Discrepancy Reports are to be forwarded directly to the PT DesO.

36. **Packaging Defect Reports.** Normal procedures for raising AF G833 (Packaging Defect Reports) are to be observed in accordance with JSP 886 Volume 3 Part 5.

37. **Supply Chain Pipeline Time (SCPT) Failures.** The unit is to report SCPT failures to DOCS in accordance with JSP 886 Volume 3 Part 2.

38. **Issue Transaction Summary (ITS).** At the end of each 7-day period, units that have received items from a CLS contractor will be sent an ITS (contractor version). At the same time a Credit ITS will be issued to all units that have returned items, including repairables to the contractor. An example of the contractor generated issue ITS is shown at [Annex H](#). Each ITS is to be sequentially numbered within each UIN to ensure that Units can identify when an ITS is missing. ITS are not required for RAF units. Credit ITS are not required for RN units.

RETURN OF REPAIRABLE ITEMS

39. **Recall and Return System.** The contractor is to operate a recall system for the return of repairable items. This process utilises a similar, but totally separate, system to the SS3 Planned Repair Loop process.

40. **Management of Repairables.** It is imperative that all repairable items are returned to the contractor without delay through the Reverse Supply Chain (RSC). For support to Operational Theatres the DesO is to liaise with DSCOM/PJHQ to requestrepairables are added to the Theatre Returns Priority List (TRPL) thus ensuring movement through the RSC at SPC 05 or 09.

41. **Recall Notification.** On receipt of a replacement demand for a repairable assembly the contractor is to issue, by fax, a Recall Notification ([Annex I](#)) to the demanding unit. Arrangements to send the Recall Notification to units in Operational Theatres by signal message (F Sigs 266 – Signal Message Form) will be undertaken by DOCS (POC details are at [Annex D](#)). The unit does not need to await the contractor's call in notification; although one will be sent to the unit.

42. **Unit Action.** The unit is to complete an Army Form G8883 Planned Repair Voucher (Manual) (AF G8883(M)) to issue repairable items to the contractor. A copy of the Recall

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

Notification is to be attached to the AF G8883(M) if the return has been delayed. Once completed, the AF G8883 (M) is to be distributed as detailed below:

- a. No 1 copy – fax to DOCS Customers Services as an advance copy, for onward movement to the PT DESO.
- b. No 2 copy – attached to outside of package.
- c. No 3 and 4 copies – placed inside the package.
- d. No 5 copy – to be retained by the unit.

43. **Back Loading.** The unit is to ensure the following actions are carried out:

- a. Carcass are to be receipted onto to the appropriate service Inventory Management System (IMS) eg MJDI, OASIS, CRISP or GLOBAL/manual account as Matcon E0 and then issued off account to contractor
- b. Prepare the LRU/Sub Assy for back loading to the contractor through the Joint Support Chain using the priority authorised by the PT on the Recall Notice.
- c. Land environment users of FEMIS should ensure that for all serial numbered assemblies the serial number is entered onto AF G10143 (FEMIS).
- d. The blue copy of the IR (MOD Form 683) is to accompany the unserviceable item.
- e. To avoid unnecessary damage, it is essential that the unserviceable equipment is properly packed in accordance with current regulations and in the appropriate Special to Contents Container (STC) if available. The return of unserviceable items should not be delayed until the replacement is received.
- f. Where direct access to VITAL is not available, prepare 3 copies of MOD Form 1142 Freight Movement Note (FMN) or MOD Form 1143 Dangerous Goods Freight Movement Note, and where required Safety Data Sheets (SDS), to accompany the item in transit.
- g. Consign the item through the Joint Support Chain distribution system via Traffic Branch Log Svcs Bicester ensuring the consignment is clearly marked for 'ONWARD MOVEMENT to contractor, as per the address details given on the Recall Notification, and attach the appropriate Standard Priority Code (SPC) Label (MOD Form 1800 Series).

44. **Classified Consignments.** Care must be taken to follow any security instructions covered by JSP 440 Defence Manual of Security when moving equipment of a classified nature.

45. **Movement Priority.** The Movement Priority Code for repairables through the RSC is to be as follows:

- a. **From Operational Theatres.** Priority as negotiated by PT with DSCOM/PJHQ.
- b. **Non-Operational Units.** Unless otherwise informed, repairables from

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

non-Operational sources are to be consigned at Routine SPC 13 although higher priorities may be negotiated, by the DesO, with FLCs as required.

46. **Action by Contractor.** On receipt of a repairable the contractor is to carry out the following actions:
- a. Contractor is to return the No 3 copy of the AF G8883 (M), endorsed with the company stamp, to the consigning Unit within 7 working days to confirm receipt of the repairable item in order to complete the transaction.
 - b. Provide the PT DesO with a list of Outstanding Repairables Dues In on a monthly basis.
47. **Discrepancies.** Report any discrepancies to the PT DESO for investigation as necessary.
48. **Overdue Return of Repairables.** The contractor is to hasten units with a 2nd Recall Notification for items that are 2 weeks overdue from UK based units and 4 weeks overdue from overseas and operational theatres. The PT DesO is to be informed all overdue repairables and staff the matter through the appropriate FLC Chain of Command.

REPORTING

49. **Equipment Failure Reporting (EFR).** Where applicable the normal EFR procedure, as detailed in JSP 886 Volume 5 Part 202 is to be used.
50. **Reliability.** (If required) All faults on equipment are subject to 100% Incident Reporting and are to be reported on an Incident Report Form MOD Form 683.
51. **Packaging Defect Reporting.** Packaging Defect Reports (AF G833) are to be raised in accordance with JSP 886 Volume 3 Part 5.
52. **New Stores Rejects and Equipment Failure Reporting.** Units should continue to originate Equipment Failure Reports for both NSRs and EFRs in accordance with the guidance in JSP 886 Volume 5 Part 202.

MISCELLANEOUS

53. **Declaration of Unit Surpluses.** Units holding surplus items are to request disposal instructions in the normal way, by AF G8621/GLOBAL/UNICOM Q/other service IS generated transaction submitted to SS3. Requests will be forwarded to the PT DesO, who will, in consultation with the Contractor, conduct a Test of Requirement and decide the disposal/back loading route. Units will be informed of the disposal/back loading instructions or Recall Notification and requested to produce an AF G8883 (M) as appropriate. All materiel back loading is to be via the JSC. Stores not required are to be disposed of through the appropriate Disposal Services Agency (DSA) Marketing Agreement in accordance with JSP 886 and/or relevant single service instructions.
54. **Special Tools and Test Equipment (STTE).** Units are to maintain STTE at scaled levels by demand.
55. **Complete Equipment Schedule (CES).** equipments will be issued with a CES as required. Demands for replacement of CES items are to be raised in accordance with JSP 886 Volume 3 Part 1.

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

56. **Technical Publications.** related document / publications are issued to user units via the Log Svcs Forms / Publications bin system. These are currently updated at six monthly intervals. A list of current publications is shown in the table below.

PUBLICATIONS	

57. Configuration Management. The Post Design Services (PDS) Authority is PT. No modifications are to be carried out to this equipment without the prior approval of the Equipment Sentencing and Review Board chaired jointly by PT and Contractor.

58. **Customer Observation Procedure.** Units are encouraged to make observations whether good or bad to enable the PT to improve support. Units wishing to make observations, complaints or requests for change should use a copy of the Customer Observation Form at Annex J. Sections 1 and 2 should be filled in and the completed form sent, via the FLC Chain of Command, to PT DesO for action. Units are also advised to contact the PT DesO of any changes to Unit Contact details (POC). Tel/Fax No.), failure to comply could result in equipment/spares demands being delayed.

AUDIT INSPECTION

59. These SSI make no changes to Unit Audit Trail and Registry procedures. Staff Logistic Support Inspections (LSI) will continue to be conducted in the normal manner by FLC Formation Logistic Staff.

60. All related documentation, including Issue/Receipt vouchers, ITS etc, is to be retained to support unit accounts in accordance with current regulations.

Annexes:

- A. Contractor Dues Out.
- B. Supply Response Template.
- C. CLS SCPT Table.
- D. Points of Contact Details.
- E. Supply Issue Voucher Template.
- F. Standard Priority Codes & MOD Form 1800 Series. MOD Consignment Tracking Information Sheet.
- G. Contractor ITS Template.
- H. Recall Notification Template.
- I. Customer Observation Form.

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

ANNEX A TO
..... SSI

UNIT BACK ORDER (DUES OUT) PRINT COMPILED FROM CONTRACTOR'S RETURN

Customer	NSN	Description	Demand Qty	MOD Demand Reference	MOD Remarks	Forecast date of Availability (FDA)
Inf BG1 OP HERRICK	6140-99- 7464480	HF SEC BATTERY	10	A8313A 100706 880801	URGENT REQUIREMENT FOR OPS	
TPS Bastion	6140-99- 3470198	HF SEC BATTERY	1	A8315A 100706 203101	**28	
Inf BG 2	7021-01- 5120197	PUDT ASSEMBLY	4	A9106B 171105 049001	1043306/05/309/05 UET20AIRFREIGHTREQ **21	
Inf BG 2	7025-99- 3514126	HDD - BLIS BMT 3.5.0	1	A9106B 290106 181501	IR 622321 **21 SOET 20	
Inf BG 3	5985-14- 5327608	HF 2.4 M WHIP AE	49	A9106C 160606 197801	OET COMD KH	

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

ANNEX B TO
..... SSI

EXAMPLE SUPPLY RESPONSE (MOD FORM 457) SUPPLY RESPONSE - MOD FORM 457

From: Contractor (UIN										
To: 1 Bn ABC Regt Calver Barracks Extown EN10 2YA UIN A1234A		Response Type			Customers own Reference or PE Project Code			Task Number	Date Printed 06	
Demand/Enquiry Reference	MOD Stock Reference	D ofQ	Qty	Mat Con	Alt* Item	SPC	Delivery* Forecast	Sup* Info	Remarks	
A1234A 130706 1005 02	BCIP 5855999783519	EA	1	A1		13		NA	FDA 090906	

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

ANNEX C TO
..... SSI

SUPPLY CHAIN PIPELINE TIME FOR CONTRACTOR LOGISTIC SUPPORT MATERIEL

Priority	SPC	Demand Transmission Time	Demand Processing Time	Materiel Handling Time	Time for Distribution (to Purple Gate)	Time for Distribution (to UK units / POEs)	Total SCPT
		MOD	MOD	Contractor's Time 1		MOD 2	
(a)	(b)	(c)	(d)	(e)		(f)	(g)
Immediate	1 / 5	1 hr		7 hrs		16 hrs	24 Hrs
Priority	2 / 9	3 hrs	3 hrs	18 hrs		24 hrs	48 hrs
Routine	3 / 4 / 13 / 16	6 hrs	18 hrs	3 days		3 days	7 days 3

Notes:

1. This is the maximum time available to contractors to deliver to Purple Gate / Log Svcs.
2. Where direct delivery to units has been previously agreed or where DSCOM have authorised delivery to a secondary Purple Gate this entitlement of the SCPT will belong to the contractor.
3. If a Required Delivery Date (RDD) has been specified as "RDD Essential" by the demander, the SCPT may be extended beyond the 7 days.

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

ANNEX D TO

..... SSI

POINT OF CONTACT (POC) DETAILS

BUSINESS UNIT:	PT PT Support Team	Log Svcs Ops	Purple Gate Log Svcs Distribution	Log Svcs Distribution	Contractor
POC NAME: PT Designated officer (DesO)	SNCO Customer Services	Onward Movement Team (Operational Consignments) ¹	Booking office Bldg E1 (Delivery of Operational & Non-Operational Consignments)	Supply Support office
TEL NO:	Tel Mil Civil Mobile	Mil: (9)4240 2052 Civ: 01869 256052 24 Hour Customer Support Bicester Mil (9)4240 2052 or Civil 01869 256052	E1 Bicester Mil ops Cell: (9)4240 3211 / 8432 (Mon-Fri) 0730-1700 Civil: 01869 257211 / 258432 24 Hour Transport Shift office: Mil (9)4240 3954 or Civil 01869 275954	Bicester Mil: (9)4240 3039 (Not 24 hrs) Civil: 01869 257039	24 Hr Cover Via PT DesO ()
SMA: PT DesO	DOCS BICESTER	Log Svcs OPS BICESTER	N/A	N/A
FAX NO:	Mil Civil	Bicester Mil (9)4240 2269 Civ 01869 256269	Bicester Mil (Shift Office) (9)4240 3999 Civil 01869 257999	N/A	
POSTAL ADDRESS: PT Address Postcode	Log Svcs Helpdesk Bldg C16 DE&S Bicester C Site Oxon OX25 1LP	Log Svcs Bicester Traffic Building E1 E Site Graven Hill Bicester OXON OX25 2LD	Log Svcs Ops Building E1 E Site Graven Hill Bicester OXON OX25 2LD	Contractor Address Postcode
UIN:		N/A	N/A	N/A	Land/Fleet Units use: Strike Units use:

Default contact for all enquiries whether operational or non-operational should be directed through the Log Svcs Help Desk who will investigate and determine whether enquiry is forwarded to E1 Mil Ops cell or other departments of Log Svcs. Exceptions would be where previous correspondence has been issued to E1 Mil Ops or where operational units have VITAL visibility confirming equipment still held in Bicester and operational tempo dictates direct contact to be made with E1 Mil Ops Cell.

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

ANNEX E TO
..... SSI

EXAMPLE AF G8614 SUPPLY ISSUE VOUCHER (SIV)

SIV No 70810		Supply Issue Voucher AF G 8614 CLS			Supply PRI: 9				
		Issue Reference 88839 210907			Date of Despatch 14:23 220907				
		Date of Despatch 14:23 220907			Required Delivery Date: 310907				
Consignor CC001H Contractor X Support Centr90 e Bldg X XYZ Town XY1 3ZZ United Kingdom		Consignee A0135B 1st Bn Blankshire Regt QM Tech Allenby Barracks Tidworth Hants SP15 3TT			Address For Stores If Different				
XX									
SPECIAL INSTRUCTIONS: Required for Pre Ops Training									
XX									
Customers Own Reference			Vehicle Registration 01HG88 HQ COMPANY						
Customer Demand Reference			A0135B 180907 234501						
DMC	NATO Stock Number (NSN)	Item Name	Wareh use	Bin Location	DofQ	Qty	Mat Con	PPQ	Haz Code
SISTA	6140 99 1237896	WIDGET RUBBER	B2	5RT23ES	EA	5	A1		
Partial Issue	Basic Price	Accounting Class	Supported Depot Code			Theatre Code			
NO	2.98	C	AB			A			
Dimensions		Length	Width	Height	Weight				
		102.8mm	45.8mm	25.9mm	6kg				

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

ANNEX F TO
..... SSI

MOVEMENT PRIORITY - STANDARD PRIORITY CODES & MOD FORM 1800 SERIES

OPERATIONAL STANDARD PRIORITY CODES (SPC)		
Operational SPCs will be used on operations and directed tasks, as follows:		
Immediate SPC 1	2 x RED STARS	MOD Form 1811
Priority SPC 2	2 x BLUE STARS	MOD Form 1812
Routine SPC 3/4	2 x YELLOW STARS	MOD Form 1813
NON-OPERATIONAL SPCS		
Immediate SPC 5	1 x RED STAR	MOD Form 1807
Priority SPC 9	1 x BLUE STAR	MOD Form 1808
Routine SPC 13/16	1 x YELLOW STAR.	MOD Form 1809

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

ANNEX G TO

..... SSI

VITAL / RIDELS CONSIGNMENT INFORMATION REQUIREMENTS – MOD CONSIGNMENT TRACKING INFORMATION SHEET

The aim of this Annex is to detail the minimum information required to create a complete record of an item on VITAL or RIDELS. Information required is as follows:

MOD CONSIGNMENT TRACKING INFORMATION SHEET

FROM: (Name & Address of Consignor) Contractor X Support Centre Bldg X XYZ Town XY1 3ZZ United Kingdom	DESPATCH VIA: (If Applicable) Trade Receipts & Issues E1 Site DSDC Bicester Oxon OX25 2LD	TO: (Name & Full Address of Consignee) 1st Bn Blankshire Regt QM (Tech) Allenby Barracks Tidworth Hants SP15 3TT
Consignor's UIN/Contractors Code CC001H	Package Dimensions 102x45x26cms	Consignee's UIN A0135B
Issue Voucher No and Date 88839 210907	Package Weight (Kgs) 6 Kgs	Priority & Required Delivery Date SPC 09 310907
Consignor's Unique Reference No SIV No 70810	Log Svcs Booking Reference	Task No & Date N/A
Hazardous Information (UN Haz Class) NONE (Attached relevant COSHH or Haz data Sheet if applicable)	VITAL PACKAGE ID (MOD Use Only)	Special Instructions Required for Pre Ops Training

NATO STOCK No (NSN) (or Manufacturers Part No if NSN is not available)	Description	Qty	DofQ	Demand Date	Demand or UOR No
6140 99 1237896	WIDGET RUBBER	5	EA	180907	234501

Copy to be retained by Consignor and details passed to Consignee to allow tracking. Rev 08/05/2012

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

ANNEX H TO
..... SSI

ISSUE TRANSACTION SUMMARY (ITS) - CLS VERSION

THE FOLLOWING TRANSACTIONS HAVE BEEN RECORDED IN THE WEEK INDICATED
DATE of Last ITS: 12/06/06

From: GD (UK) Ltd UIN: CC001G						Consignee:						Week Ended: 19/06/06			
												Serial No. 01			
To:UIN: A1234A 1 Bn ABC Regt Calver Barracks Extown EN10 2YA			Accounting Unit: 1 Bn ABC Regt UIN: A1234A									Page No: 01			
UIN A1234A															
ISSUE VOUCHER REFERENCE		MOD STOCK REFERENCE				Despatch Details		Package ID	Demand Reference		Value	Repairable Item Y/N	RV No.	IV No 16	
Serial No.	Date	DMC	NSN or Other Reference	Dof Q	Qty	Method	Date		Serial No	Date					
239184	130606	BMN	5595997431313	EA	2		130606	123456	070101	110606	46.19	NO			
239185	130606	BMN	5855999676692	EA	1		130606	123457	070103	110606	396.00	NO			
240002	160606	BMN	5855999133322	EA	1		160606	123879	090101	150606	998.00	YES			
Page Total											1440.19				
NOTE: Queries, including Discrepancy Reports, Should be addressed to the Supply Source.			CERTIFICATE *Delete as Appropriate *Except where indicated otherwise the issues listed above have been accounted for in accordance with current instructions. *The extracts shown above have been received and distributed to the Accounting officer concerned.												

DATE:.....**RANK:**.....**SIGNATURE:**.....
.....

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

ANNEX I TO

..... SS

For the attention of: *Unit Address & UIN* Date: *xx 2006*

UNSERVICEABLE ASSY RECALL NOTIFICATION TEMPLATE AND NOTES ON COMPLETION

1. We are actioning your demand [.....] for [NSN] [Description LRU] [Qty 1]. Please complete an AF G8883 (M) as instructed below for the return of the unserviceable equipment. The paragraph letters relate directly to the Box letters on the AF G8883 (M).

A. Your Unit address and UIN [A1234A]

B. Address and UIN of RSG/Repairers.

UIN is: Land / Fleet: Air Comd:

RSG / Repairer is: Contractor, Address, Post code

C. TXN Code (leave blank).

D. NSN [*As paragraph 1*].

E. Dues In Identity No. [*Demand No. UIN - E.G. 090101 A1234A*].

F. Quantity [??].

G. Matcon [*E0*].

H. Serial Number [*For complete equipments only*].

J. Date of Despatch [*Date you despatch the item*].

K. Method of Despatch [*How you despatch the item - road, rail, post etc*].

L. SPC 13 (*unless higher SPC authorised*) **For Operations [05, 09 or 13]**

M. Hazard Category [*enter relevant Haz Cat*].

N. Safety Data Sheet [*Safety Data Sheet Number if applicable*].

O. AF G1043 / Issue Voucher No. [*Enter AF G1043 of demanded item*].

P. Do not complete.

2. Please prepare the Assy/Sub Assy for back loading to the contractor through the Defence Distribution System in line with the Direct-To-Repair (DTR) system. To avoid unnecessary damage, it is essential that the unserviceable equipment is properly protected (use any special packaging if available whilst on deployed operations. Otherwise, use appropriate packaging to provide transit protection).

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3. Distribute the completed AF G8883 (M) as follows:

No. 1 copy Fax this copy to Log Svcs Ops Customer Services (Mil 94240 2026 Civil 01869 256026)

No. 2 copy Attach this copy to the outside of the package containing the unserviceable item.

No. 3 & 4 copy. Put these copies inside the package together with a copy of the Recall Notification.

No. 5 copy Retain this copy for your records.

THE RETURN OF AN UNSERVICEABLE ITEM IS NOT TO BE DELAYED
All queries should be directed to the PT DesO – Tel No XXX

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ANNEX J TO
... SSI

CUSTOMER OBSERVATION FORM

Ser No: Dated:	[Serial number is for PT use only]
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Part 1

To: Ppppp PT DesO Ppppp PT Address Post Code	From:
--	-------

Part 2: [Complete in BLOCK CAPITALS and forwarded through the FLC ES Chain of Command to PT for action]

This Unit has the following observation [include demand details and UIN if appropriate].

Name: Rank: Signature Tel. No.

Part 3: The Observation above was received by the Eeeee Team on _____.
It has been forwarded to the contractor for further action/actioned by the Ppppp PT DesO and the findings are shown below*

Name: Rank: Signature Tel. No.

Part 4: [to be completed by the Contractor]
This Form was received on _____. We have the following comments:

Name: Signature: Tel. No.

Part 5: [to be completed by Ppppp PT DesO]
The summarized findings and decision on the observation are:

Name: Rank/Grade: Signature Tel. No.

Application for contractor VITAL access is done through Hd SCM.

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ANNEX D - SUPPLY CHAIN CONTRACTOR LOGISTIC SUPPORT PROCEDURES USING STORES SYSTEM 3 ELECTRONIC BUSINESS CAPABILITY

(Introduced at [Paragraph 23](#))

Aim

1. The aim of this Annex is to detail the procedures for the supply to MOD units of consumable and repairable equipment and spare parts, in support of equipment programmes managed on the current Joint Support Chain Logistics Information Systems (JSC Log IS), by approved contractors providing a Contractor Logistic Support (CLS) option using Stores System 3 Electronic Business Capability (SS3 EBC). EBC is the e-commerce solution, which links contractors directly with SS3. The use of interim 'swivel chair' solutions may continue pending migration of projects onto EBC procedures; however, any future use of non-EBC procedures must receive appropriate approval, through the Supply Chain Management (SCM) Support Solutions (Land) team, from the relevant Front Line Command (FLC). There are other CLS supply support solutions where EBC or related interim procedures are not appropriate (see Paragraph 3 below).

Scope

2. **Applicability.** This Annex applies only to the following:

- a. Those DE&S CLS arrangements where agreement has been made with Head Supply Chain Management (Hd SCM) to use the procedures set out in this instruction. The decision to adopt a CLS arrangement to support an equipment programme, however, is subject to stakeholder agreement (including that of the FLC) and the DE&S approvals processes. The list of DE&S CLS arrangements authorised to use these procedures will be confirmed during the transition to the SS3 EBC process.
- b. Those Land environment units holding equipment managed through a DE&S CLS arrangement and supported by the existing JSC Log IS:
 - (1) UNICOM Q and the UNICOM / GLOBAL / SS3 Link (UNIGSS) interface.
 - (2) GLOBAL.
 - (3) OLIVER.
 - (4) VITAL and other Consignment Tracking (CT) IS.
 - (5) Joint Demand Tracking System (JDTS).
- c. Those Maritime and Air units, holding equipment managed through a DE&S CLS arrangement, where JSC Log IS pertaining to the Maritime/Air environments is used to pass demands to SS3. This includes the progressive implementation of Management of the Joint Deployed Inventory (MJDI).
- d. Those fully NATO codified items in the Single Defence Inventory (SDI) that are peculiar to the equipment supported under the specific DE&S CLS arrangement and grouped under a unique Domestic Management Code (DMC) that identifies it as part of the particular DE&S CLS arrangement. All CLS items covered under the SS3 EBC process must be fully codified. As with the standard SS3 process any item which is non-codified will be rejected to the PT for off-line manual processes. Contractors and

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

PTs must follow rules on item codification and where an item is demanded it must subsequently be codified. Any Common User Item (CUI), which are applicable to other equipments and mounted on SS3, is excluded from this process. This is because separate inventory identification and support for the same item is not possible using current JSC Log IS. Demands for CUI will be supported by SS3 in the normal way using standard functionality. Items that begin as peculiar to an equipment that is supported under a DE&S CLS arrangement but subsequently become CUI must be removed from the CLS arrangement and supported by SS3 using standard functionality.

3. **Context.** This Annex is intended to be an over-arching instruction for all in-scope DE&S CLS arrangements that fit the SS3 EBC process. This is distinct from the interim ('swivel chair') SC processes which are set out in Annex E¹³. Each individually approved CLS arrangement is to be supported by its own In Service Supply Support Instruction (SSI) produced by individual PTs responsible for the arrangement and based on the procedures set out in this instruction. A specimen SSI is at Appendix 4. In some cases other supply support solutions will be offered to PTs where their requirements cannot be met by the JSC processes set out in this instruction, for example, for non-codified items that are only supplied to static, non-deployable units and items procured under Urgent Operational Requirements (UOR). However, these requirements will be dealt with on a case-by-case basis by Hd SCM and are outside the scope of this instruction. Similarly, there are other methods of supporting CLS arrangements where exclusion from the SS3 EBC processes have been granted by Hd SCM and are, therefore, outside the scope of this instruction.

Responsibilities

4. **The Overall CLS Arrangement.** The overall CLS arrangement is often developed by the DE&S PT as part of the procurement of the main equipment or a change to support strategy. The standard Equipment Support (ES) procedures to support the equipment carried out by the PT, including codification and Ranging and Scaling, are to occur normally and are outside the scope of this instruction. Under a CLS arrangement the contractor is responsible for the availability and supply of items into the JSC in response to unit demands. EBC procedures ensure that the JSC remains consistent to the user unit. The unit is to maintain its normal points of contact with the JSC, provided by:

- a. FLC Logistics units and Formation HQs.
- b. Defence Storage and Distribution Agency (DSDA) Operations Centre Bicester (now LCS (Logistic Services))
- c. DE&S PT organisation.

5. **PT Designated officer.** The PT is to run the operation of the CLS arrangement through its nominated Designated officer (DesO). The DesO is responsible for the monitoring of the performance of the CLS arrangement and providing the point of contact for the users (units) and JSC facilitators and FLC HQs of the CLS arrangement. The contact details of the DesO are to be made known in the individual equipment project SSIs. The DesO may be collocated at the contractor's premises or may be based within the PT; however, they must provide the effective point of liaison between the contractor and the MOD users and facilitators of the CLS arrangement. Maintenance of the definitive list of items that comprises those spares and equipment that are supplied through the CLS

¹³ Annex E will be cancelled when all CLS arrangements are migrated to the EBC Process.

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

arrangement is a critical task for the DesO. These items must all be codified with a NATO Stock Number (NSN) and must not include any CUI (see [Paragraph 2d](#) above). In addition, the DesO is responsible for providing item price updates to enable SS3 data to be maintained (see [sub-Paragraph 7b\(5\)](#) below). Conversely, where the MOD owns the stock, the DesO is to arrange for SCM (Inventory Management / Stock Collation System) to provide the contractor with the SS3 annual price uplift so the contractor can update pricing information on the contractor's inventory management system. Any Tasked Issuing of stock from the contractor to units is to be instigated by the DesO using EBC (see [Paragraph 12](#) below).

6. **The Contractor.** The following points apply to the contractor:

a. Contractors participating in the CLS supply process utilising EBC must be Defence Electronic Commerce Service (DECS) registered. Contractor Information Systems (IS) must be configured to be able to receive demands from SS3 via DECS and the SC Enterprise Application Integration (EAI) service in XML message format and respond accordingly.

b. The contractor will have total responsibility for all stock covered by the CLS arrangement other than that stock purchased by the MOD and held at 1st Line, Formation and Force level. To facilitate this role the system will utilise the specific contractor's NATO Contractor and/or Government Entity (NCAGE). The contractor will also be allocated one or more "C" series Unit Identity Number (UIN) by Log Svcs Ops for management purposes. In addition, the contractor must provide 24 hours a day 365 days a year service for demand fulfilment as appropriate to the Standard Priority Code (SPC) of any demand placed on it. This includes adherence to all Supply Chain Pipeline Times (SCPT) and changes to SCPT, and the ability to respond accordingly and in a timely fashion to the receipt of electronic Demand Orders without reference to MOD.

7. **MOD Roles.** Due to the increased role of the contractor, certain MOD roles will be altered or reduced. In general terms the involvement is limited to:

a. **JSC Providers.** Distribution arrangements will vary according to the particular CLS arrangement contracted by the PT. However, CLS arrangements utilising SS3 EBC will always require distribution via a VITAL enabled single point of entry, for example 'The Purple Gate'. PTs must gain the agreement of Log Svcs for the specific physical interface arrangements with the JSC. In particular, Log Svcs agreement must be obtained where additional Log Svcs resource will be required. Similarly, returns to the contractor will normally pass through JSC as appropriate. Contractors may also apply to use the MOD consignment tracking system, VITAL, at their own locations where they feel this will improve distribution¹.

b. **Item Provisioners and Inventory Management Staff.** Unlike the interim "Swivel Chair" process it replaces, the EBC process requires PTs engage the SS3 "Inventory Management" (IM) and "Provision" roles which support traditional managed items on SS3. This can be achieved either by the utilisation of [Defence Support Group \(DSG\) Land Supply Business Unit \(LSBU\) Donnington \(DSG LSBU\)](#) staff or by the PTs themselves¹⁴. IM and Provision staff, will be responsible for some or all of the following tasks:

¹⁴ To obtain DSG LSBU resources the PT must submit a Contract Change Proposal Form (the "Annex C" Form) to DSG LSBU.

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

(1) **Migration of NSNs.** The physical migration of NSNs, including the correct attributes, into and out of the newly-created DMCs that identify the range of NSNs supplied under the particular CLS arrangement as required by the DesO. The management decision will be taken by the DesO on behalf of the PT, but passed to IM staff for action on SS3 in accordance with established SS3 procedures. Normal SS3 procedures will be followed to obtain the necessary agreement from any relevant importing/exporting PTs involved with the NSNs.

(2) **Parts Change.** The processing of Parts Change transactions, as requested by the relevant DesO, will be processed through IM staff for action on SS3 in accordance with established SS3 procedures.

(3) **Non-Codified items.** The movement of non-codified items on to CLS arrangement item lists is to be actioned by the IM staff in consultation with the DesO using the normal UKNCB eSMD procedures. The CLS arrangement item list that is mounted on SS3 will only contain NATO-codified items. Any demands for non-codified items received at Log Svcs Ops that can be tied to a CLS arrangement will be referred to the PT off-line of SS3 and dealt with in accordance with normal procedures for handling non-codified demands. This is:

(a) Immediate issue action with the contractor.

(b) Subsequent codification in accordance with procedures set out in JSP 886 Volume 2 Part 4.

(4) **Obsolescence/Obsolete.** PTs are to declare equipments and significant sub systems as being Obsolescence (12 to 36 months before the equipment Out of Service Date (OSD)) or Obsolete (0 to 12 months before OSD). The Provision staff are to carry out the Obsolescence/Obsolete process in accordance with standard SS3 procedures.

(5) **Prices.** Provision staff may be tasked to amend prices on SS3 as provided by the DesO (See Paragraph 5 above). Alternatively, they can complete SUP F1060 and forward it to Log Svcs Ops for input to SS3 to facilitate SS3 Transaction LWA (Amend/Update Basic Price).

(6) **Referred Demands.** SS3 will refer demands to Provision in certain circumstances prior to the demand entering the EBC process. PTs are to action these referrals in the normal way. The SS3 Referrals concerned are:

(a) Excess Issue Quantity exceeded.

(b) Controlled Item Issue Code (CIIC) set at 1 (Demand Recurring) and 2 (Demand Non-recurring).

(c) Mobilisation Indicator set.

(d) DSG / RAF / RN / Army Non-entitled item.

(e) Non-DECS Enabled (ie. "Swivel Chair").

Note that lack of figures "1043" in Special Instructions (AF G1043 Condemnation Certificate details) will not cause a referral and so PTs must make sure contractors are carrying out this check.

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

(7) **Supersessions.** PTs are advised to maintain Supersessions on SS3 so that Contractors receive demands for the latest agreed NSN (ie. Procurement NSN). The SS3 Supersession code is active for EBC CLS the same as non-CLS business. Should the Contractor wish to supply a different NSN (eg. they still have a supply of old stock) the PT must decide if this is acceptable, in conjunction with the demanding unit. If it is acceptable for the Contractor to supply a different NSN, the Contractor is to use the different NSN on all messages. This would acquit the demand on SS3 (against the Demand Reference) but not the Dues-In. Provision will need to cancel the Dues-In against the Procurement NSN.

(8) **Unsuccessful Contractor Responses.** Should the Contractor response to SS3 be rejected by SS3, it will be sent to Provision. Provision should send such rejects to the DesO to resolve.

c. **Policy Staff.** Specific MOD Policy Branches are responsible for all policy concerning interface arrangements between the JSC and contractors. This depends on the nature of the interface. Hd SCM is the sponsor for these procedures and Hd SCM staff will guide and assist PTs in the implementation of SS3 EBC procedures and the transition from the interim arrangements to full EBC compliance (see [Paragraphs 28 – 30](#) below).

EBC Process

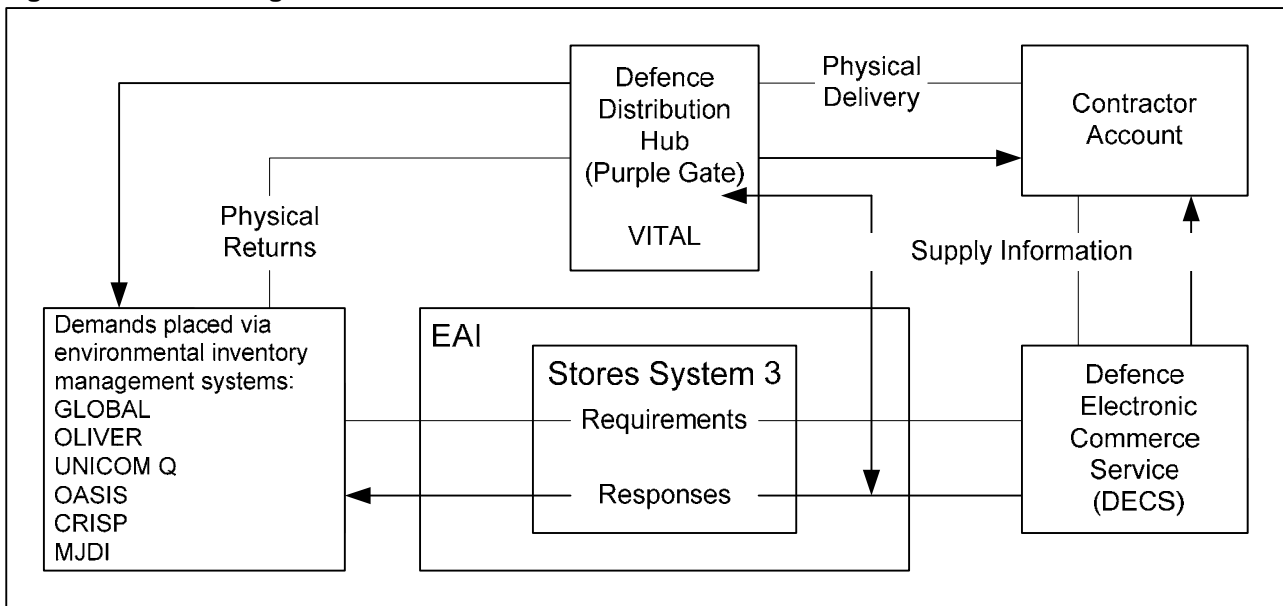
8. EBC enables direct communications between SS3 and the contractor, via the SC EAI Service¹⁵ and DECS¹⁶, by utilising an XML message format based on OAGIS 9. However, unlike other demand requirements processed by DECS, the requests generated by SS3 will be routed directly to the contractor and not through the MOD Purchase to Payment (P2P) system or processes. SS3 EBC supports both the Forward and Reverse JSC processes by passing messages to and receiving messages from the CLS Supplier as shown in Figure 3. The diagram represents the SS3 EBC process in very general terms. This is further developed below. In addition, the messages to and from the contractor and MOD IS which are used in the EBC process are set out in full at Appendix 1 to this Annex. A Check List to enable the EBC process is at Appendix 2.

¹⁵ The SC EAI Service fulfils an important role in the transformation and routing of transactional data flowing between SS3 and the CLS contractors systems. CLS transactions will be electronically passed from SS3 to the SC EAI Service and transformed into XML messages (XML is the industry preferred messaging standard and is also mandated by DE&S). The messages are passed to the DECS for onward routing to the CLS contractor. Likewise messages received from the contractor via DECS are transformed by the SC EAI service into the appropriate transactions and passed to SS3 or VITAL.

¹⁶ As the Defence electronic gateway to industry DECS handles the routing of all EBC CLS messages to and from industry. All CLS contractors have to be DECS registered to conduct business through the system.

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

Figure 3: EBC Message Structure



9. To achieve the EBC process the PT must be 'live' on SS3 and must have a NATO codified list of items loaded or ready for loading onto SS3. The correct supplier is determined by a direct relationship between the NSN and the Supplier's NCAGE. A new OLIVER transaction (Txn KCA) is made available to the PT to maintain this relationship. In addition, a Defence Electronic Commerce Service (DECS) Enabled Indicator (DEI) is provided via OLIVER (Txn KCB). This is either set (Yes – 'Y') or (No – 'N'). The following explicit item attributes must be used to facilitate EBC at NSN level:

Figure 4: Item Attribute Settings

Item Attribute	Setting
Category of Store (Cat of Store)	Always use Cat of Store 08
Provision Section Code (PSC)	CREATE NEW PSC FOR CAT OF STORE 08
Domestic Management Code (DMC)	Apply for unique DMC(s) for CLS arrangement
By Who Requested Code (BWRC)	Use own PT BWRC
Inventory Classification Code (ICC)	Always use ICC 'S' for repairables AND FOR CONSUMABLES USE NORMAL icc
Disposal Requested Code (DRC)	Set to 'S' where decision to be made by contractor or 'K' for Repairables
Item Buy Type (IBT)	Always use '4'
NCAGE	Use Suppliers NCAGE
Contract Number	Unique Contract Number is required
DECS Enabled Indicator (DEI)	DEI must be set to 'Y'

Note that IBT 4 will not cause an automatic SS3 referral to Provision; and that other DRCs can be used where decisions are not required to be made the Contractor. After setting these attributes against each NSN on the codified list of items, standard SS3 item attributes are to be used as appropriate.

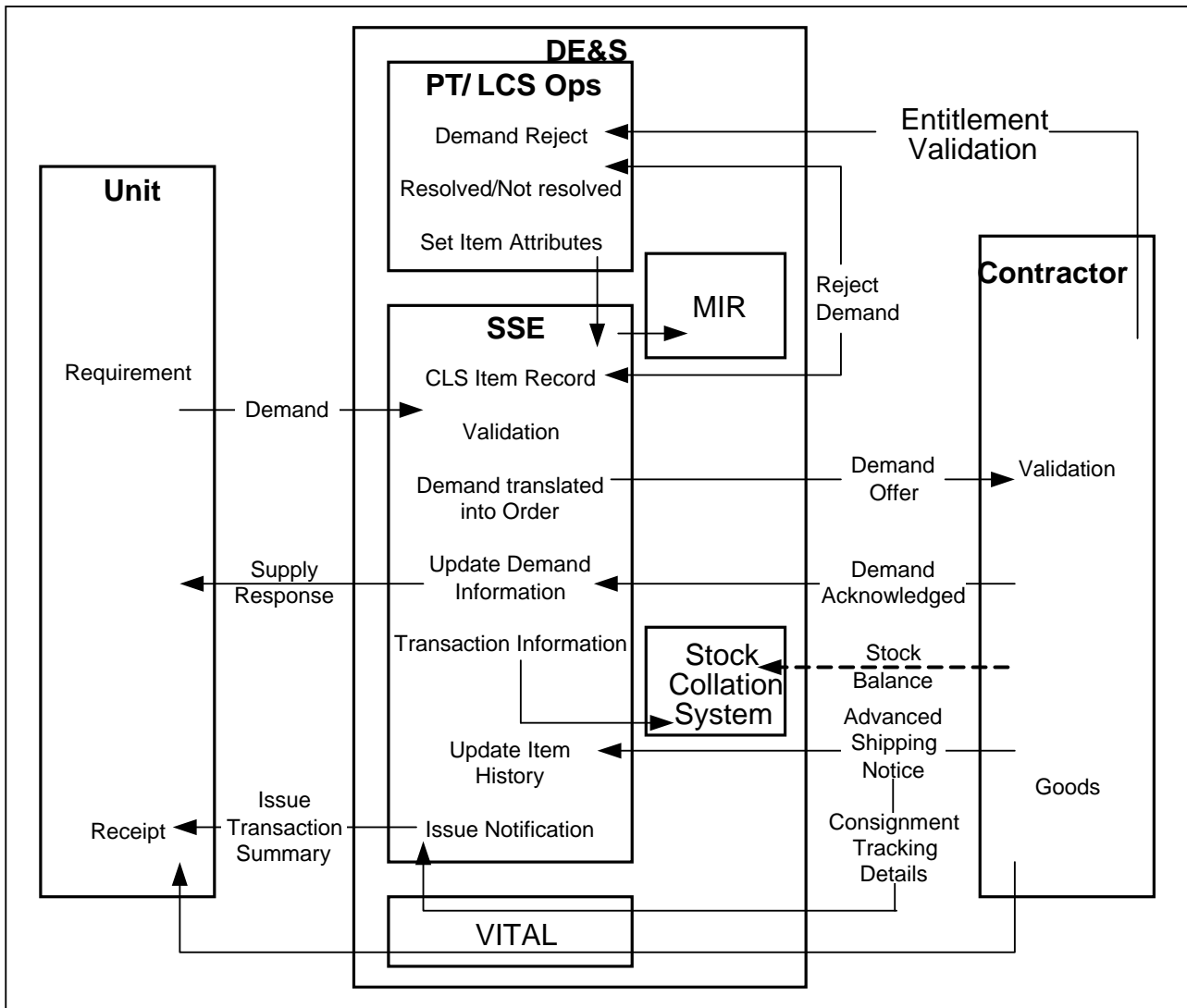
Forward Supply Chain (FSC) Procedures

10. EBC functionality maintains the seamless and normal SS3 Forward SC for units through a set of transactions between SS3 and the Contractor's IS via EAI and DECS. These transactions ensure the correct records are maintained on SS3 and CT Systems.

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

The Forward SC processes include both the pulling of stock from CLS arrangements based on actual unit demands and the pushing of stock to units based on centrally controlled Tasked Issues. The diagram below shows the Forward SC transactions that occur for a CLS arrangement incorporating the SS3 EBC process:

Figure 5: Forward Supply Chain Transactions that occur for a CLS Arrangement Incorporating the SS3 EBC Process



11. **Demanding Units.** Only authorised units which have been affiliated to a CLS arrangement by the appropriate PT are to place demands for items covered by that CLS arrangement. The list of authorised units is to be maintained by the DesO. Where a non-affiliated unit places a demand for an item covered by a CLS arrangement, this demand is to be referred to the DesO by Contractor and it will be a PT responsibility to cancel the demand. However, it is stressed that authorisation should not inhibit the demand fulfilment process in particular for demands submitted by non-affiliated units in operational theatres.

12. **Passage of Demand, PT Issue Order (IO), Loans and Land Priming Equipment Packs (Land PEP).** The following is to apply:

- a. **Demands.** Demands are to be completed by units in the normal way. Standard information such as condemnation (AF G1043) details, Non Standard Address (NSA) and Special Operations Codes (SOC) are to be provided. Where Incident Reference (IR) Numbers are used as part of the CLS arrangement, these are to be placed in the Special Instructions on the demand. Demands are to be

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

submitted in accordance with the Standard Priority System JSP 886, Volume 3, Part 1 (The Standard Priority System) and normal single-service Log IS procedures.

b. **PT Issue Orders.** PTs may require stock to be issued directly to a unit on a permanent basis or as a temporary loan. This is distinct from the unit demanding the items. This process is called the 'Tasked Issue'. PTs are to input Issues Orders (IO) into SS3 in the normal format to facilitate any Tasked Issue requirements it has. IOs are to be used by PTs for pushing forward initial equipment entitlements, Repair Scales of consumable spares and Forward Repair Pools (FRP) of repairables in accordance with direction from the FLC. The PT must ensure that JSC providers, the chain of command and the receiving unit are aware of any Tasked Issues that are to be made by the contractor. The contractor is to action any Tasked Issue in the same manner as a normal EBC Demand Order and standard processes will apply. The only SS3 Tasked Issues that should be used for CLS items are Routine Issue Order, Earmark Issue Order and War Reserves (Op Stocks).

c. **Loans.** The normal in-built SS3 Loans processing functionality is not appropriate in the CLS case and EBC does not provide any loan management functionality and this will have to be handled by arrangement between the PT and its contractor using a Routine IO. Where the item(s) issued is only on loan for a set period, the PT is to state this on the IO in the 'Special Instructions'. The PT is to copy the IO, detailing the terms of the 'loan' to the unit. The Tasked Issue will be made by the contractor in the way described above. The unit is to bring the item(s) to account as a loan in the normal way. At a convenient time towards the end of the loan period, the contractor is to recall the loan. The recall is to be done by arrangements made by the DesO including hastening the unit if it fails to return the loan item. **In this case, the DesO should send a message to the unit quoting the reference on the IO and stating that the loaned items are now to be returned. This message should include the items and quantities to be returned, the address to which they are consigned (the contractor) and instructions to the unit to cover the returned items with a AF G1033 voucher. Further hastening of an overdue return is to be carried out by the DesO in subsequent messages to the unit.**

d. **Land Priming Equipment Pack.** A Land PEP is primary stock which is Scaled, Earmarked and Tasked Issued on SS3 to units deploying on operations and major exercises. Where items managed under CLS arrangements are to be included in a Land PEP, the following process is to be followed to issue the stock from the contractor to the receiving unit:

(1) **Scale.** The PEP scale will be created on SS3 and the details of any CLS items will be passed by SCM (Support Services) (Land) (PEPs Element) as an e-mail to the contractor via the PT DesO. This is the warning order that a PEP is to be formed which will include CLS items. The message sent to each PT/contractor will only include those items relevant to that CLS arrangement. This is outside of the EBC process.

(2) **Earmark.** The PEP scale will be Earmarked on SS3, executed by Controlled Stocks Section in Log Svcs Operations Centre and referenced by a War Reserve Earmark Repayment Loan (WERL) number. SS3 will output to SCM (Support Services) (Land) (PEPs Element) a 'PKF' print by WERL which will show the NSNs earmarked in DMC numerical order. For the CLS items on the print, the earmark liability will be shown; however, no assets will be attracted because it is not an SS3 stocked DMC. SCM (Support Services) (Land) (PEPs Element) will pass the Earmark requirement by e-mail to the contractor via the

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

PT DesO. The contractor must make arrangements to meet the Earmark requirement. This is outside of the EBC process.

(3) **Tasked Issue.** Once instructions to issue the PEP are received from the FLC the Log Svcs Operations Centre will process the Tasked Issue of the Earmarked stock using SS3 (Txn WRX) under the appropriate Collated Task Issue number. The instruction to Issue contractor stocks then follows the normal Demand Order Process. The contractor makes the issue in the normal way, keeping coherence with the Collated Task Issue number, and delivers the stock in accordance with the address data. Normal Log Svcs PEP issue processes will follow.

(4) **Monitoring and Reporting.** SCM (Support Services) (PEPs Element) is responsible for monitoring the filling of the Earmark of any PEP and the issue of the PEP through normal SS3 functionality.

13. **Referral of Demand and Inabilities to Issue.** Demands will be referred to both Provision, prior to entering EBC (see Sub-para 7b(6) above), and to the contractor, once they have passed through EBC. Referred Demand processes will apply as set out in JSP 886, Volume 3, Part 1 (The Standard Priority System). Referral of demands will be resolved between the contractor and the PT. The management of Inabilities to Issue by the contractor is to be managed by the DesO. The management of cancelled demands is also a DesO responsibility and will follow standard SS3 processes. Depending on the current progress of the demand the unit can also cancel its demand in the normal way.

14. **Demand Progression and Unit Enquiries.** Full visibility of the complete progress of a demand will be possible using the Log IS available to the FLC (JDTS, OLIVER and VITAL). Only where the customer cannot gain visibility of the demand enquiries are to be directed to the Customer Support Help Desk on Mil 94240 2052 / Civil 01869 256052. However, any queries relating to the stock situation at the contractor's location are to be directed to the DesO to answer.

Supply of Materiel

15. **Supply.** Prior to delivery, the Supplier will have pre-notify SS3 and VITAL via the EBC process of issue and consignment details including the 'Package Id'. The contractor is to deliver the materiel in satisfaction of the unit demand or PT IO to a VITAL enabled delivery point. These VITAL enabled delivery points are Log Svcs Traffic Department, 'Purple Gate', or, exceptionally and with justification, to the Secondary Depot (SD) or the 1st line unit direct, depending on the agreed delivery point in the CLS contract. This is to be done using the contractor's own distribution system up to the delivery point. The following, however, is to apply:

- a. The stores will arrive accompanied by the contractor's version of AF G8614 (Supply Issue Voucher (SIV)). The use of the SIV by contractors is a prerequisite. The format of the SIV, however, is not dependant on EBC, but is to be agreed with SCM (Pol & C). See Appendix 4 for copy of SIV.
- b. The package delivered to the VITAL enabled delivery point is to be:
 - (1) Labelled to the standards laid down in DEFCON 129J. This label is populated with information produced as part of the EBC process for the contractor.

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(2) Marked, as appropriate, with hazard information and complete with a Safety Data Sheet (SDS) in accordance with DEFCON 68.

- c. Full EBC supply feedback information is provided through SS3 and CT.
- d. If connectivity is disrupted and the contractor cannot send confirmation via the EBC process the stores are to be accompanied by contractor completed consignment tracking information provided using the MOD Consignment Tracking Information Sheet (CTIS) as detailed in JSP 886, Volume 3, Part 7 (Consignment Tracking). This enables Log Svcs to complete the actions on VITAL.
- e. **Part Issues.** Part Issues, where the Contractor cannot satisfy a demand, are accommodated by EBC; and SS3 will handle multiple deliveries (utilising M3 messages and delivered packages) against its single expected delivery, reducing the quantity outstanding until it reaches zero.

16. **Supply Non-Availability and Exceptions.** If the contractor cannot meet the demand, the unit is to be notified on the SS3 generated MOD F457 (Supply Response) or signal/Fax. This is standard SS3 functionality facilitated by EBC. Thereafter, the contractor/DesO is responsible for managing the item as a Dues Out or Issue Inability. Any queries that the unit/formation HQ may have relating to Dues In from the contractor are to be forwarded to the DesO. Where the unit is difficult to communicate with, for example on operations, Log Svcs Operations Centre can assist the DesO. If the contractor response to SS3 contains a quantity that is different to the original demand, SS3 will automatically adjust the expected Demand Quantity, generate a Supply Response message and send it to the demanding unit.

17. **Supply Information.** The Normal SS3 Issue Transaction Summary (ITS) is provided to the unit. This is standard SS3 functionality facilitated by EBC. This will be used in the normal way by the unit for acquittal of demands for items delivered under the CLS arrangement in accordance with JSP 886 Volume 4 Part 205. For a repairable returned from a unit a credit ITS is to be used.

18. **Clearance for Bill Paying.** Under this model units will not receive bill paying documentation (MOD Form 640/Form 650/AG Form 173 or any equivalent or electronic (Purchase to Payment (P2P) bill paying instrument). Bill paying is carried out centrally by the PT commercial staff, which is responsible for all bill paying activities.

19. **Discrepancy Reporting.** A discrepancy in items received from a CLS arrangement contractor is to be reported to the DesO, using a Discrepancy Report (DR), MOD F445, in accordance with JSP 886 Volume 4, Part 200, Section 24, or other single service equivalent, for the DesO action with the Contractor.

20. **Equipment Failure Reporting.** The Equipment Failure Reporting (EFR) and New Stores Reject (NSR) procedure is to be detailed by the PT.

21. **Packaging Defect Reporting.** Packaging Defect Reports (PDR) (AF G833) are to be raised in accordance with JSP 886 Volume 3 Part 5.

22. **Supply Chain Pipeline Time (SCPT) Reporting.** The PT DesO is to ensure the contractor is made fully aware of the requirements of the Standard Priority System for Forward and Reverse Supply Chain in accordance with JSP 886, Volume 3, Part 1 (The Standard Priority System). This includes:

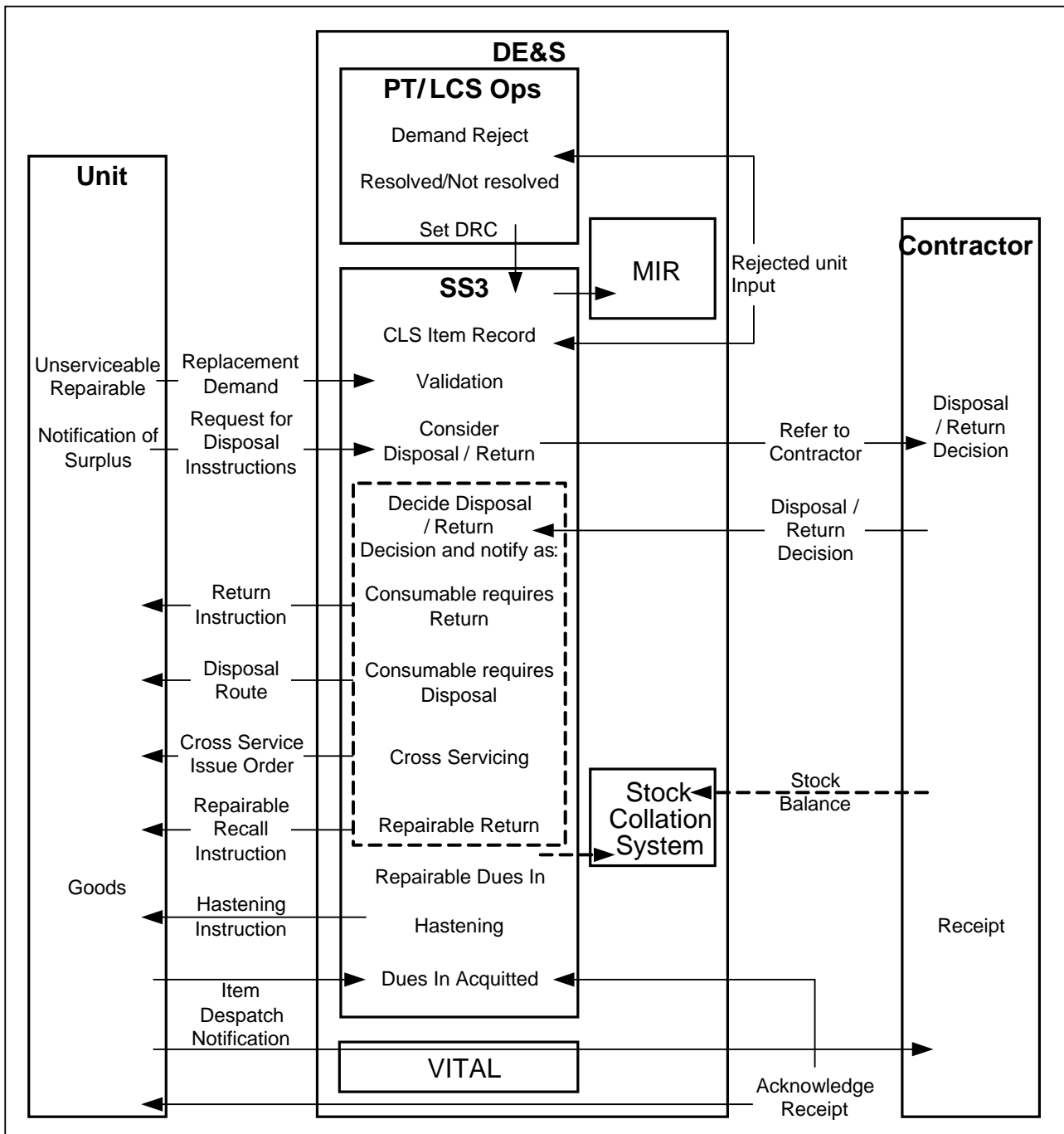
INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

- a. **SCPT Failures.** SCPT failures will be recorded by the MOD. The specific unit is to report any SCPT failures to the PT DesO.

Reverse Supply Chain (RSC) Procedures

23. EBC functionality maintains and enhances the seamless and normal SS3 Reverse SC for units through a set of transactions between SS3 and the Contractor's IS via EAI and DECS. These transactions ensure the correct records are maintained on SS3 and CT. These processes include both the declaration of surplus stock to the PT / contractor and the subsequent receipt of either return to depot, cross-servicing or disposal instruction from the PT/ contractor and the final acquittal of the transaction on SS3. The diagram below shows the Reverse SC transactions that occur for a CLS arrangement incorporating the SS3 EBC process:

Figure 6: Reverse Supply Chain Transactions that occur for a CLS Arrangement Incorporating the SS3 EBC Process



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24. **Declaring Surpluses and Making Return/Disposal Decisions.** Units holding surplus items provided through the CLS arrangement are to request disposal instructions in the normal way, by AF G8621 / GLOBAL / UNICOM / MJDI transaction submitted to SS3. [Normal SS3 procedures for making the return / disposal decision will apply, with the addition of a process where the contractor can make the decision.](#) Where the Disposal Restriction Code (DRC) has been set to 'S' the request will be routed from SS3 by the EBC process for the attention of the contractor. On receipt of the contractor's response SS3 will generate [an additional](#) hard copy output. The output is 'Unit Disposal Instructions for Return of CLS Items to the Supplier' [and the plain paper voucher is called 'PGP'](#). This form will inform the unit of the contractor's decision [to return the item to the contractor.](#) [If the contractor wishes the unit to dispose of locally, then the normal procedures apply \(see sub-paragraph 24a below\).](#) If the DRC is not set to 'S' then existing SS3 outputs will be generated, including 'K' for Repairables. This includes the standard decisions:

- a. Stores not required to be returned, and are to go for disposal, will be notified on the AF G8609 (Stores not Required) or electronic equivalent.
- b. Non-repairable stores that are required to be returned to the contractor, and the address to return them to, will be notified on the AF G8618 (Stores Required) or electronic equivalent.
- c. Repairable stores that are required to be returned to the contractor, and the address to return them to, will be notified on the AF G8883 (Consignment Voucher – for Fit or Unit Repairable Items) referred to in Paragraph 26 below.
- d. Stores required to be cross-serviced to another unit, and the address to send the items to, will be notified on the SS3 Cross Service Issue Order (CSIO)¹⁷.

25. **Returning and Disposing of Stock Less Repairables.** Once in receipt of the appropriate instruction (AF G8618 or AF G8609) the unit is to return / dispose of the item in accordance with JSP 886 Volume 9. The Contractor will be responsible for providing a Returned Stores Address to the unit where the JSC is to be used for return. Support solutions involving collections by the contractor must be authorised by the FLC and will only be authorised in exceptional circumstances on a case by case basis. Where collection is authorised it is to be made by agreement with the unit concerned. The return of repairables will follow processes set out in Paragraph 26 below. Stores not required are to be disposed of through the appropriate Disposal Agreement. The PT commercial staffs are responsible for settling accounts with the contractor for all stock returned to the contractor.

26. **Returning of Repairables.** Once in receipt of the AF G8883 the unit is to process the voucher and return the item to the contractor through the JSC in accordance with JSP 886 Volume 3.Part 8 SS3 EBC is not affected by these processes and the requirement is to submit the AF G8883 No1 copy details to SS3 in the normal way. The following applies to the return of repairable items to contractors:

- a. **Method of Return.** The following methods apply within the CLS environment:
 - (1) **Direct to Contractor.** In the case of the return of a repairable direct to the contractor, the unit is to despatch the carcass covered by the normal 3 copies of

¹⁷ If Cross-servicing functionality is required, the PT must set this up on SS3 in the normal way.

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the AF G8883 via the JSC distribution system of the JSC to the contractor. The address for stores will be notified on the AF G8883.

(2) **Direct Exchange.** In the case of the direct exchange of a fit repairable by the contractor with an unfit repairable held by the demanding unit the direct exchange point is to be at the SD or, in some exceptional circumstances, at the 1st Line unit itself. The SD/unit is to prepare the carcass for return and present it to the contractor, suitably packaged and covered by the normal 3 copies of the AF G8883, at the agreed point in exchange for a fit assembly. In a situation where direct exchange is not practicable, because the carcass was not presented to the contractor at the exchange point, the DesO is to arrange for the contractor to collect the carcass at another time or it is to be returned as Direct to Contractor (as in sub-Paragraph (1) above). Direct exchange will not be applicable to SDs or units deployed on operations and Direct to Contractor procedures are only to be used.

b. **Special to Contents Containers (STC).** STC are to be used in the normal way. Special requirements for managing contractor's STC should be included in the each CLS arrangement.

c. **Hastening of Fit / Unfit Repairables Not Returned.** Hastening the return of CLS repairables overdue from units will follow normal SS3 procedures (QGF prints and MIR 226). The leading role of HQ LF ES (Mat) in hastening applies. Dealing with units will be the DesO responsibility. The DesO may request assistance from FLC in this task.

d. **Contractor Acknowledgement of Receipt of Repairable.** As part of the EBC process the contractor is notified of the call in of the repairable. This includes Dues In details on the AF G8883. On receipt of the returned item the contractor will send acknowledgement to SS3 via DECS and SC EAI to acquit the Dues In Record on SS3. In addition the contractor must complete the No 3 (Black) copy of the AF G8883 and forward it to the unit so it can acquit the return of the item on its Issue Register. Should the quantity returned not be the same as expected the Contractor is to advise the actual quantity received on the M12 message. On receipt of the M12 message, SS3 will examine the quantity field against the Dues-In record and reject the message due to wrong quantity, sending the reject to Provision. Provision will then contact the PT to seek guidance. Probable outcome is to accept the reduced quantity from the Contractor and use Txn LDE to reduce the expected quantity to that actually received, and re-input the message to SS3, which will accept the message and acquit Dues-In.

27. **Cross-Servicing.** In addition to automatic SS3 Cross-servicing referred to in Paragraph 24d above, the DesO may request that demands should be met by cross-servicing. In such cases, direction and authority is to be sought through FLCs, where the matter will be formally staffed and agreement reached with formation HQ staff of the units involved for cross-servicing to occur.

Management Information Reports

28. CLS items covered under EBC functionality will be incorporated into all appropriate SS3 processes and reports based on the model set out in this instruction. Therefore, standard SS3 Management Information Reports (MIR) will be available as required. However, to facilitate end to end processes EBC has adapted SS3 particularly regarding Dues In/Out recoding; and MIR staff will need to be conversant with this methodology.

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

29. Where contractor only held information is to be reported to enable a complete picture of JSC activity, each CLS arrangement is required to provide input to the appropriate data collection authority. Formats will be agreed between the PT, the contractor and the appropriate authority.

Disaster Recovery and Fall Back Procedures

30. There is no separate disaster recovery process for EBC, each of the systems incorporated in the process are to contain their own disaster recovery processes. This also applies to contractor's systems.

31. Where the contractor's system is down and it cannot accept an electronic message from SS3, the contractor has to be prepared to accept hard copy facsimile messages from Log Svcs Ops. See Paragraph 15 above and [Appendix 3 to this Annex](#)..

DE&S Business Area Procedures

32. All DE&S Business Areas concerned with CLS arrangements that follow SS3 EBC processes are to review their internal procedures in line with this instruction. SCM (Pol & C) is to keep these procedures under regular review.

33. Stores System Basic Procedures (SSBP) will contain the full process for transition and loading of EBC enabled items onto SS3 and the requirements for maintaining them. SSBP will also detail PT transactional tasks. A Check List for PTs summarising the actions required to implement a CLS arrangement using EBC is at Appendix 2.

Contractor Procedures

34. Contractors utilising SS3 EBC procedures, including those transitioning from 'Swivel Chair' procedures, must fully understand and plan for implementation of the SS3 EBC Supply Support Solution. Contractors must be aware of and comply with the following guides/instructions:

- a. Relevant DEFCONS and DEFFORMS, in particular DEFFORM 30 – Electronic Transaction Agreement, amended for SS3 EBC.
- b. Message Implementation Guides (MIG) and System Implementation Guides (SIG). These set out the message format and content and core system requirements. See table at [Appendix 1](#).
- c. Relevant instructions in JSP 886 (The Defence Logistics Support Chain Manual).

Formats to be used can be found on the DECS website at www.d2btrade.com. PTs are responsible for ensuring their respective contractors are fully informed of the process, performance and connectivity requirements of SS3 EBC. To this end PTs must manage this as a full project involving Subject Matter Experts (SME) from D JSC area.

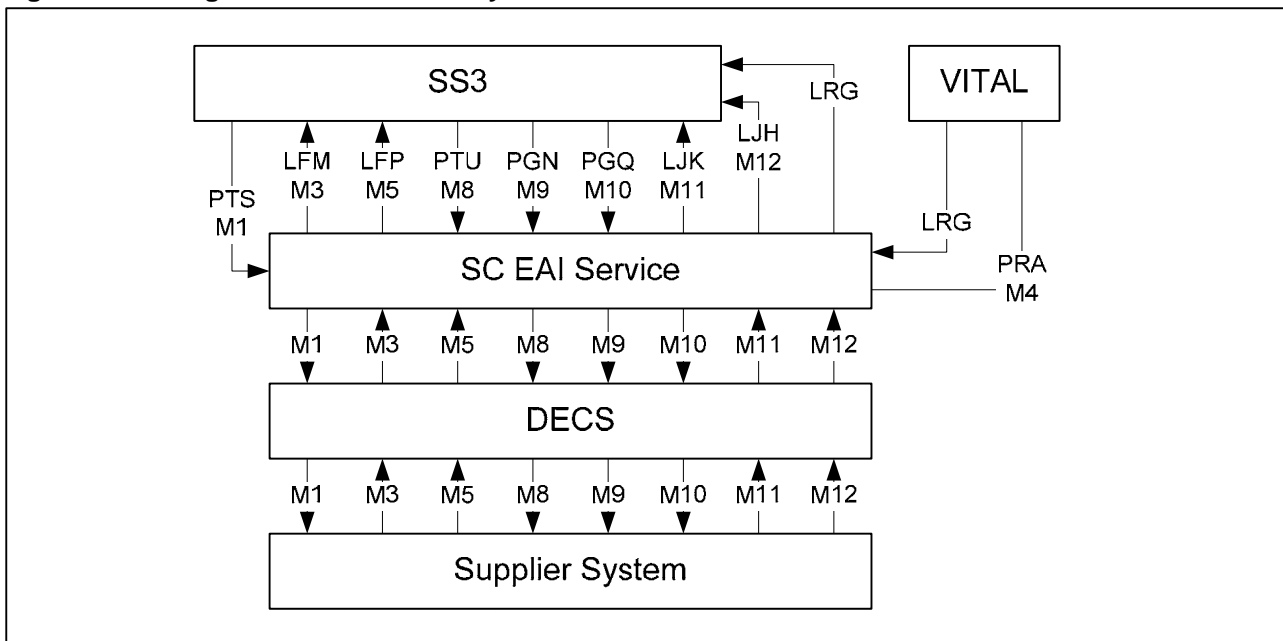
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APPENDIX 1 TO ANNEX D - MESSAGES USED IN THE EBC PROCESS

(Introduced at [Paragraph 8](#))

1. A series of special messages are used to communicate supply information between systems. The diagram below shows the messages transferred between the systems involved in the EBC process. The information contained within each message is detailed in the SIG and MIG. The SS3 and VITAL transactions (3 x Alpha characters) resultant from this messaging is also shown.

Figure 7: Message Transfer between Systems involved in EBC



2. The table below contains a cross reference of the message used by the processes plus a description of the usage for that message.

Figure 8: Message Descriptions

Message ID	Description	Message Direction from MOD	FSC/RSC	SS3/VITAL Transaction	Process Supported
M1	Demand Order. This originates within SS3 and contains details of demand line or tasked issue line which refers to an item requested and other associated information.	Outbound	FSC	PTS	Demand Creation
M3	Confirm Demand Order. This originates from the Supplier system and contains information that the item is ready to be dispatched to the unit, and could be regarded as the Advanced Shipping Notice (ASN). This message is passed to SS3 where updates to the data are carried out.	Inbound	FSC	LFM	Demand Creation and Demand Amendment
M4	Inform Consignment Tracking. This originates from M3 message and is shown on the process diagram but is not sent from DECS.	Inbound (to VITAL from SC EAI Service)	FSC	PRA	Demand Creation and Demand Amendment
-	Notification of Despatch. This is not an EBC message, but completes the M3/M4 process where VITAL confirms despatch of the item to SS3.	VITAL to SS3 only	FSC	LRG	Demand Creation and Demand Amendment

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

Message ID	Description	Message Direction from MOD	FSC/RSC	SS3/VITAL Transaction	Process Supported
M5	Demand Order Supplier Response. This originates from the Supplier system. This message is used to respond to: Original Order Request as an order confirmation. Order Amendment Request by confirming order amendment is acceptable/ unacceptable to the supplier. As confirmation/ rejection of an order cancellation request from the MOD. It must be stressed that the use of the M5 message comes before the issue of the M3 message.	Inbound	FSC	LFP	Demand Creation, Demand Amendment and Demand Cancellation
M8	Demand Order Amendment/Cancellation. This message originates within SS3 and indicates that a requests has been made to amend or cancel a demand or tasked issue. The message is sent to the supplier to make a decision on whether the modification requested will have a tangible impact on the order.	Outbound	FSC	PTU	Demand Amendment and Demand Cancellation
M9	Disposal Request. This message originates from SS3 and contains a request for disposal instructions to be sent by the supplier for items no longer required.	Outbound	RSC	PGN	Request Disposal Instructions
M10	Repairable Return to Supplier. This message originates from SS3 and contains details of impending return of equipment/materiel to the supplier and provides the DIIN.	Outbound	RSC	PGQ	Planned Repair Loop
M11	Disposal Instruction. This message originates from the supplier and provides disposal instructions to the Unit. These instructions are forwarded to the Unit from SS3 using the appropriate process and the instructions will be either for local disposal or for return to supplier.	Inbound	RSC	LJK	Request Disposal Instructions
M12	Acknowledge Receipt of Repairable and/or Surplus Items. This message originates from the supplier and contains details acknowledging receipt of the physical item for either repair or return to stock (where this has been requested in a disposal instruction).	Inbound	RSC	LJH	Planned Repair Loop and Request Disposal Instructions

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

APPENDIX 2 TO ANNEX D: CHECK LIST FOR PT TO SET UP A SS3 EBC CLS ARRANGEMENT

(Introduced at [Paragraphs 8](#))

Purpose

1. The purpose of this Appendix is to provide an aide memoir for PTs setting up a CLS arrangement which will use SS3 EBC. This check list should be read in conjunction with the full details contained in this Annex.

Preparatory Action

2. The PT managing the CLS contract is to carry out the following preparatory work with its contractor:

- a. Ensure the appropriateness of SS3 EBC for the CLS contractor and the contractor. Other simpler options will still be available to the PT if they are more appropriate. However, this does not include the “Swivel Chair” process that EBC replaces.
- b. Ensure Contractor is DECS enabled.
- c. Ensure Contractor can receive EBC messages in the agreed format (XML to OAGIS 9).
- d. Ensure that the items are provided against a single contract with a single contractor.
- e. Ensure Contract provides 24/7 cover to meet JSC SPS requirements
- f. If Stock is on MOD Balance Sheet ensure contractor can provide:
 - (1) Stock Balances to the Stock Collation System at agreed dates.
 - (2) Regular updates on prices.

Set up Action

3. The PT must have access to SS3 or access via a DSG Provisioner and ensure the following is done (some actions concurrently):

- a. **Obtain Clearance to Use EBC.** PTs should discuss their particular CLS requirement with SCM (Spt Svcs) (Land) and Log NEC to ensure SS3 EBC is appropriate for their use and can be made available. The detail in Para 2 above will be verified at this stage.
- b. **Set Up EBC Project.** A SS3 EBC Project Working Group need to be set up for all CLS arrangements. This needs to include all stakeholders, including a minimum of:
 - (1) PT.
 - (2) Contractor.

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- (3) FLC.
 - (4) SCM.
 - (5) LCS Logistic Services (Log Svcs).
 - (6) DSG.
 - (7) Log NEC.
- c. **Produce SSI.** See Para 3 in main Annex above for requirement and Appendix for template.
- d. **Select Go Live Date.** This must be agreed with all stakeholders.
- e. **Obtain SS3 DMC.** PT must either create a new CLS DMC(s) to manage their items or amend its current CLS DMC if one already exists¹⁸. Item attributes to be used in both cases are Cat of Store 08 and a unique PT Provision Section Code (PSC). Applications for DMCs are to be made through UKNCB in accordance with JSP 886 Volume 2 Part 4 NATO Codification in United Kingdom.
- f. **Obtain Inventory Management (IM) and Provision Role Support.** PTs must ensure the IM and Provision roles required by SS3 are fully covered. This may be done by the PT staff itself or through agreement to utilise [Defence Support Group \(DSG\) Land Supply Business Unit \(LSBU\) Donnington \(DSG LSBU\)](#)¹⁹ resources.
- g. **Confirm Contractors Details.** The following is required:
- (1) The PT must provide a unique contract number against a single contractor for each DMC / NSN.
 - (2) The contractor must have an NCAGE on SS3. The NCAGE must refer to the Contractors delivery address.
- h. **Confirm Item List.** A complete list of the NSNs involved in the CLS arrangement must be produced. Items for inclusion within the EBC process must be codified and covered by the CLS arrangement and must not include Common User Items (CUI).
- i. **Load Items onto SS3.** The following applies:
- (1) The codified items (NSNs) must be loaded onto SS3 into the new CLS DMC utilising UKNCB standard eSMD process or by a data upload via MIRAGE if being transferred to a CLS DMC.
 - (2) **Setting Special Item Attributes to facilitate EBC.** The following item attributes are to be allocated against each NSN to facilitate EBC:
 - (a) For Repairable items use Inventory Classification Code (ICC) 'S'. Others are to use normal ICCs.

¹⁸ Where a new CLS DMC is being created taking items from an existing SS3 DMC, all CUIs must be screened out and the PT must arrange appropriate supply support for these items.

¹⁹ To obtain DSG LSBU resources the PT must submit a [Contract Change Proposal Form \(the "Annex C" Form\)](#) to DSG LSBU.

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

- (b) Item Buy Type (IBT) to be set at '4'.
- (c) For Disposal Restriction Code (DRC): use 'S' if the contractor is to make the disposal decision; or 'K' if the item is a Repairable; or otherwise use most appropriate DRC.
- (d) Unique single contract number.
- (e) DECS Enabled Indicator (DEI) set to 'Y'.
- (f) Return Stores Address (RSA) set to 'Z'.

(3) **Other Item Attributes.** The additional normal SS3 attributes can be set and these may cause referrals to Provision (see Para 7 in the main Annex above).

- j. **Testing.** Confirm testing requirement with Log NEC as one of the actions of the EBC Project Working Group.
- k. **Training of Staff.** Initially training will involve mentoring, following the experience of others and internal training while formal course are put together.

Transition onto CLS Arrangement

4. For items currently on SS3 PT is to pass spreadsheet of items included in the CLS arrangement to IM staff at DSG. This list must contain:
 - a. DMC(s) details.
 - b. List of NSNs to be incorporated within each DMC and their data attributes.
 - c. Date of transfer to new arrangement.
5. Provision Staff amend item attributes as per sub-Paragraph 3f above and pass to SCM (Support Services) Land for inputting onto SS3 via MIRAGE on overnight batch cycle on an agreed date.
6. Confirm arrangements for the transfer of any stock from Log Svcs to Contractor.

New CLS Items

7. For new CLS arrangements with new to service NSNs skeletal record will be loaded by IM DSG onto SS3.
8. On request IM DSG may complete the item record with full CLS details otherwise the actions detailed in Paragraphs 4 and 5 above are to be carried out by the PT and Provision staffs.

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

APPENDIX 3 TO ANNEX D - IN SERVICE SUPPLY SUPPORT INSTRUCTION (SSI)

(Introduced at Paragraph 3)

Guide to Project Teams (PT) Producing a SSI

- Purpose.** This instruction is issued as a supplement to be read in conjunction with Appendix 1 to Annex C of this instruction - Supply Chain Contractor Logistic Support Procedures Using Stores System 3 Electronic Business Capability (SS3 EBC). The purpose of an SSI is to detail instructions relating to a specific CLS arrangement which has been set up to support an equipment and / or capability which utilises SS3 EBC processes. PT must use this instruction as a template for the construct of their SSI to meet their own project requirements.
- Notes for the Creation of the SSI.** Below is a specimen template for an SSI, which PTs must use to meet their project requirements. Where detail can be taken from the main body of Appendix 1 to Annex C this is indicated. Where reference is made to the specific project the following codes are to be used:
 - Project Team (Ppppp)
 - Contractor (Ccccc)
 - Equipment (Eeeee)
- Where the PT needs to insert its own policy, this is indicated in italics with guidance on the detail they should insert. Guidance Notes to PTs are also provided. All italics should be removed from the finished SSI.

SPECIMEN SSI

(Insert name of CLS Arrangement)

INTRODUCTION

- Use of this Instruction.** The supply support solution for Eeeee is operated under a Joint Support Chain (JSC) CLS model in accordance with JSP 886 Volume 3 Part 2 Section 2 Annex C Appendix 1. This In Service Supply Support Instruction (SSI) has been prepared by Ppppp Project Team (PT) based on the policy set out in that JSP. They are to be used by Ppppp PT staff, Log Svcs Operations Helpdesk, DE&S, the Contractor Ccccc, Front Line Commands (FLCs) and other affiliated agencies. All queries related to this document should be addressed to the Ppppp PT Designated officer (DesO). The Points of Contact are identified at Enclosure 1 (this is the minimum list of contacts and should be tailored to suit the arrangement).
- Aim.** The aim of this SSI is to detail the supply support arrangements for Eeeee managed equipments using the Electronic Business Capability (EBC) process. EBC makes use of existing Stores System 3 (SS3) processes, Supply Chain Enterprise Application Integrator (SC EAI) and Defence Electronic Commerce Service (DECS).

ITEM MAINTENANCE - GENERAL

- Repair Policy.** Eeeee maintenance policy is for repairs to be carried out ... (insert own policy based on Level 1, 2, 3 or 4 of Repair as applicable).

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4. **Guidance Notes for PTs.** The following are Guidance Notes for PTs:
- a. PTs should confirm how their items are to be repaired with the FLCs based on the characteristics of the item and Single Service requirements.
 - b. Equipment repair, which is to be undertaken at Level 4 is in general returned to the contractor via the MOD Reverse Supply Chain (RSC) process. PTs are to indicate whether the MOD RSC process is the prime route they are to use (see Appendix 1 to Annex C Paragraph 26 for detailed instructions).
 - c. SS3 EBC will allow RSC priority to be allocated to each repairable item, this is to be clearly indicated within the SSI. All materiel returning via the RSC will move under non-operational SPCs (05, 09 or 13/16), regardless of theatre of origin; this includes operational theatres.
 - d. FLCs are to be instructed what items are to be placed on the Theatre Priority Returns List (TPRL) in conjunction with the agreed RSC policy. The FLC are informed of the TPRL produced by DSCOM in conjunction with the PT.
 - e. PTs are to indicate to FLCs whether standard or an ad hoc process for return is to be adopted. This could include secondary return locations if applicable to contract.
 - f. Other subject such as Battery Management, Hazardous Materiel, etc can be detailed here as applicable.

RANGE MANAGEMENT

5. The Eeeee range consists of NSNs codified under DMC (insert DMCs). These NSNs have been populated onto Stores System 3 (SS3). The Provision Section that will support Ppppp DesO is: (insert Provision Section).
6. The following are Guidance Notes for PTs:
- a. Compliance with JSP 886 Volume 2 Part 1 (Single Ownership of Items of Supply in the Defence Inventory) thereby meeting a key requirement of KSA3 (Joint Support Chain) of the Support Solutions Envelope (SSE). Under EBC, it is the NCAGE that identifies the Contractor, not the UIN.
 - b. See Annex D Sub-paragraph 2d relating to Common User Items (CUI).
 - c. Standard UKNCB e-SMD (electronic request for codification) processes are recommended.

UPDATE OF SS3 RECORDS

7. **Guidance Notes for PTs.** Full details of MOD roles is set out at Appendix 1 to Annex C Paragraph 7. PTs may either engage Defence Support Group (DSG) Telford to act as their Inventory Maintenance (IM) and Provision agents or carry out the functions themselves.
8. **Item Records.** Ppppp PT DesO or DSG staff (delete as appropriate) will be responsible for ensuring that amendments to item of supply data are processed in accordance with Army Stores System Basic Procedures. See details at Appendix 1 to Annex C.

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

9. **Changes to Eeeee NSN Details.** Ccccc will notify the Ppppp PT DesO, in writing, giving full details in the event of the following:
- NSNs.** Creation of new NSNs in the range or changes to items already in the range, e.g. supersessions, replacement or deletion. Should Ccccc identify the NSN on a demand as invalid or not identifiable from stock chain details, they must contact the Ppppp PT DesO.
 - Maintain Price.** The Ppppp PT DesO (or DSG if engaged) will insert initial Basic Price onto SS3 and ensure it is maintained.
 - Supersessions.** The standard SS3 Supersession process will apply to EBC business. Take details from Appendix 1 to Annex C Para 7b(7) as appropriate.

PROVISION AND STOCKHOLDING

10. **General.** All demands and requests for disposal received from units by SS3 for Eeeee items will be electronically directed to Ccccc through EAI and DECS. A summary of the information required for Eeeee inventory attributes is identified at Appendix 1 to Annex C.
11. **Primary Stocks.** Ccccc are responsible for the provision, procurement and storage and issue of all eeeee stocks.
12. **Initial In-Scaling and In-Stocking of Units.** All Eeeee materiel is to be inventory managed on in-service unit Logistic Inventory Management Systems. An Initial Scaling, by way a of a Equipment Spares Scaling Pack (ESSP) or (Priming Equipment Pack) (PEP) (see JSP 886 Volume 3 Part 12 Deployable Stocks) will be issued to units (insert detail if this is applicable)
13. **Guidance Notes for PTs.** This could include 1st line Unit Repair Scales (URS), 2nd Line Logistic Support Regiments (LSRs) and ES Bn Stores Troop/section, Cdo Log Regt RM and Air establishment supply organisations during initial equipment roll out. HM Ships are scaled using contractor spares packs.

DEMAND PROCESS

14. **Demands.** EBC on SS3 has been configured such that demands are automatically processed and immediately sent to Ccccc on a 24x7 basis. [See Appendix 1 to Annex D of this Instruction](#) for details of the full process and message sets (referred to in this instruction as: 'EBC M msg'). Demands for replacement Eeeee equipments should be submitted in the normal manner in accordance with current Service regulations, as specified in JSP 886 Volume 3 Part 1 The Standard Priority System (SPS), through the JSC. The following procedure is to apply for demanding:
- Rejection of Demands.** Normal SS3 demand rejection procedures will apply, and any Rejected Demands, which DOCS or DSG cannot resolve, will be forwarded, by fax, to the Ppppp PT DesO or returned to the unit as appropriate.
 - Referral of Demands.** A number of reasons will result in SS3 Demand Referrals before entering the EBC process (Note to PTs: see Annex D Para 7b(6) for details of reasons for Referrals). They will route a Demand that has passed its standard SS3 validation to the Provisioner who unless otherwise stated must consult with PT DesO before being released to Ccccc.

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

- c. **Demand Transmission.** Demands will be sent to (EBC M1 msg) and processed by ccccc in accordance with JSP 886 Volume 3 Part 1 The Standard Priority System (SPS).
- d. **Processing of Demands on the Contractor.** No check of the accuracy of demands will be carried out. Demands can be tracked by demanding unit on OLIVER and/or Joint Demand Tracking System (JDTS) using the OLIVER LTB transactions. Dues are tracked using LPY and LDT transactions.
- e. **Contractor Issues.** All issues made by Ccccc are to be covered by the Supply Issue Voucher (SIV) at Enclosure 3.
- f. **Guidance Notes for PTs.** See special CLS SPS SCPT Table at Annex B to Section 2 of the CLS JSP and pass this to contractors.

15. **Supply Information.** If the demand cannot be satisfied within the Required Delivery Date (RDD) or immediately satisfied in full or if part issue is not acceptable, then:

- a. Ccccc must notify the MoD electronically (EBC M5 msg). SS3 will record the Ccccc response and notify the demanding unit using the Supply Response. Units are to contact Ppppp PT DesO.
- b. Ccccc must maintain 'Dues Out' information and update the Forecast Date of Availability (FDA) information on a daily basis. Details of all outstanding demands and their FDAs are to be sent to demanding units via the Ppppp PT DesO at monthly intervals with a Demand Verification at 3 monthly intervals. There is only a requirement to report the initial FDA and any subsequent variation.

16. **Part-Issues.** There are 2 options:

- a. The full and auditable EBC process for handling a part issue is for separate expected deliveries to be set up on SS3. The Ccccc response will be sent to the Demander who must then agree a part delivery with the PT DesO. PT DesO will instruct the Provisioner to set up the appropriate expected deliveries (using the SS3 LDE and LDB transactions). Ccccc must then quote a sequential delivery number on each Advanced Shipping Notice (EBC M3 msg).
- b. As an alternative to the full EBC process, SS3 will also handle multiple deliveries (ie M3 messages and delivered packages) against its single expected delivery, reducing the quantity outstanding until it reaches zero. The demander will be informed of each physical delivery on the Issue Transaction Summary (ITS) Report.

17. **Satisfaction of Demands by Cross-Servicing.** Surplus stock, offered by a unit using the Request For Disposal (LJA) transaction, will, if the NSN is so configured on SS3, be checked by SS3 and then Ccccc to see if it could be used to satisfy one or more outstanding Demands. If so, the unit will be instructed to send the stock to the demanding unit, and the outstanding Demand will be reduced or cancelled with Ccccc.

18. **Supply Response.** If Ccccc is unable to satisfy the demand, it must notify the Ppppp PT DesO. Ppppp PT DesO will take ownership of the problem, having been advised by the demanding unit, who will be notified on a SS3 Supply Response, that intervention is required. Ppppp PT DesO will also be the point of contact for enquiries from DSCOM, PJHQ and Front Line Commands (FLCs).

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

DEMAND HASTENING / PROGRESSION / CANCELLATION / AMENDMENT

19. **Dues Out.** The Ppppp PT DesO will monitor all demands held in Dues Out, liaise with ccccc about the satisfaction of these demands and provide information as necessary to units and other agencies on FDAs and related matters.
20. **Demand Progress Enquiries.** Units are to use SS3 or JDTS for all demand enquiries. DOCS are to refer all enquiries to Ppppp PT DesO.
21. **Cancellation/Amendment of Demands.** Cancellation of demands will continue to be as directed in JSP 886 Volume 3 Part 1 The Standard Priority System (SPS). If it is necessary to cancel or amend a demand, units should raise the appropriate transaction on their unit Logistic Management Inventory System, and then SS3 will forward to Ccccc (EBC M8 msg): SS3 will action on successful acknowledgement by Ccccc (EBC M5 msg). For priority demands, Units should use the Priority Demand Cancellation Signal format contained in the SPS JSP.
22. **Customer Focus.** The Ppppp PT DesO is responsible for dealing with all unit enquiries.

TASKED ISSUE / LOANS PROCEDURE

23. Issue Orders and Task Issues Orders will be used by Ppppp PT to push forward stock as required. (Note : See Annex D Paragraph 12 for details of Tasked Issues, PEPs and Loans).

DISTRIBUTION AND CONSIGNMENT TRACKING

24. **Supply Chain Pipeline Times.** Ccccc is to comply with the SPS CLS SCPTs as detailed in JSP 886 Volume 3 Part 1 The Standard Priority System (SPS). (PTs must make these SCPTs available to their contractors).
25. **Direct Supply via the Defence Distribution System.** Ccccc will provide a Direct Supply (DS) service to demanding units via the Defence Distribution Hub (Log Svcs Bicester). Contractors introducing materiel into the Joint Support Chain (JSC) are to be affiliated by contract to a Start and End Node as detailed in JSP 886 Volume 3 Part 3 – The Purple Gate will normally be Log Svcs Bicester.
26. **Advanced Shipping Notice (ASN).** Ccccc will provide an ASN (EBC M3 msg) to advise details of packages they will deliver to the Purple Gate.
27. **Delivery.** Ccccc will deliver the item to Log Svcs Bicester at the following address:
- Storage Business Stream
Building E1
DE&S Logistic Services Bicester
Graven Hill, BICESTER OX25 2LD
28. **Consignment Tracking.** All materiel routed through Log Svcs Bicester will be tracked using VITAL ensuring a full distribution audit trail is provided.
29. **Control.** All requests for distribution through the JSC are to be coordinated through the Onward Movement Cell at Log Svcs Bicester, contact details are shown at Annex D to this instruction.

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

30. **Packaging and Despatch.** Ccccc will be responsible for the packaging and despatch as follows:

- a. Packaging consignments to the MOD standard as advised by the Ppppp PT.
- b. Raising a Freight Movement Note (FMN) or Dangerous Goods Freight Movement Note, and where required, the associated Safety Data Sheet (SDS) must accompany consignments.
- c. Ensuring the documentation and the package is clearly marked for “**FOR ONWARD MOVEMENT BY AIR OR SURFACE**” to the unit as per the address details given on the Supply Issue Voucher (SIV) (see Enclosure 3).
- d. To allow the appropriate handling by Traffic Branch, Standard Priority Code Label (MOD Form 1800 Series see Enclosure 4) will be attached to the package in accordance with the priority of the demand..

31. **Package Labelling.** To facilitate MOD consignment tracking requirements on VITAL, Ccccc is to use the standard Package Label DEF FORM 129J.

32. **Special Labels.** Should the Demander require delivery either on a specific day or for their collection, they will insert special phrases in the Special Instructions part of the Demand. For a specific day delivery the phrase ‘**RDD Essential**’ will appear, and the required date placed in the RDD field. For a unit collection, usually from Log Svcs Bicester, the words ‘**Unit Collect**’ will appear. For both requirements Ccccc is to attach an additional orange label to the package with the special phrase. See JSP 886 SPS instructions for more detail.

33. **Distribution to Operational Theatres.** All consignments to units deployed on operations are to be channelled through the ‘Purple Gate’ at Log Svcs Bicester in accordance with JSP 886 Volume 3 Part 3 – The Purple Gate and JSP 886 Volume 3 Part 7 – Consignment Tracking.

34. **Demand Exceptions.** The following is to apply to:

- a. Discrepancy Procedures.
- b. Packaging Defect Reports.
- c. Supply Chain Pipeline Time (SCPT) Failures.

35. **Guidance Notes for PTs.** Take relevant detail from Annex D Paragraphs 19, 20, 21 and 22.

REVERSE SUPPLY CHAIN

36. **Declaration of Unit Surpluses.** Units holding surplus items are to request disposal instructions in the normal way, by AF G8621 / GLOBAL / UNICOM / other service IS generated transaction submitted to SS3. Requests will be forwarded to Ccccc (EBC M9 msg) who will decide the disposal or back loading route. Units will be informed of the disposal / back loading instructions (EBC M11 msg) and sent the appropriate instruction. (Note: See Annex D Paragraph 24).

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

37. **Returning and / or Disposal of stock less Repairable Items.** All materiel back-loading is to be via the JSC. Stores not required are to be disposed of through the appropriate Disposal Services Agency (DSA) Marketing Agreement in accordance with JSP 886 and/or relevant single service instructions. (Note: See Annex D Paragraph 25). Cccccc is to advise MOD (EBC M12 message) on receipt of returned items.

RETURN OF REPAIRABLE ITEMS

38. **Recall and Return System.** EBC uses the standard SS3 Planned Repair Loop process for the return of repairable items.

39. **Management of Repairables.** It is imperative that all repairable items are returned to Cccccc without delay through the Reverse Supply Chain (RSC). For support to Operational Theatres the DesO is to liaise with DSCOM Log Ops/PJHQ to request that repairables are added to the Theatre Returns Priority List (TRPL) thus ensuring movement through the RSC at SPC 05 or 09.

40. **Recall Notification.** On receipt of a replacement demand for a repairable assembly SS3 will automatically issue an AF G8883 to the demanding unit and inform Cccccc that items have been recalled from the unit (EBC M10 msg).

41. **Back Loading.** The unit standard action covering the return of repairable items are to be carried out, these are:

- a. Carcass are to be receipted onto to the appropriate service Inventory Management System (IMS) e.g. MJDI, OASIS, CRISP or GLOBAL/manual account as Matcon E0 and then issued off account to Cccccc.
- b. Prepare the LRU/Sub Assembly for back loading to Cccccc through the JSC using the priority authorised by the PT.
- c. Land environment users of FEMIS should ensure that for all serial numbered assemblies the serial number is entered onto AF G1043 (FEMIS).
- d. The blue copy of the IR (MOD Form 683) is to accompany the unserviceable item (where applicable).
- e. To avoid unnecessary damage, it is essential that the unserviceable equipment is properly packed in accordance with current regulations and in the appropriate Special to Contents Container (STC) if available. The return of unserviceable items should not be delayed until the replacement is received. If there are special requirements, the PT has for the use STC, they can be added here.
- f. Where direct access to VITAL is not available, prepare 3 copies of MOD Form 1142 Freight Movement Note (FMN) or MOD Form 1143 Dangerous Goods Freight Movement Note, and where required Safety Data Sheets (SDS), to accompany the item in transit.
- g. Consign the item through the Joint Support Chain distribution system via Log Svcs Bicester ensuring the consignment is clearly marked for movement to Cccccc as per the address details given on the AF G8883, and attach the appropriate Standard Priority Code MOD Form 1800 Series.

42. **Direct Exchange.** (Note: See Annex D Paragraph 26a(2) for details).

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

43. **Classified Consignments.** Care must be taken to follow any security instructions covered by JSP 440 Defence Manual of Security when moving equipment of a classified nature.
44. **Action by Ccccc.** On receipt of a repairable Ccccc is to carry out the following actions:
- a. Send MoD acknowledgement of receipt (EBC M12 msg).
 - b. Provide the PT DesO with a list of Outstanding Repairables Dues In on a monthly basis.
45. **Discrepancies.** Report any discrepancies to the PT DesO for investigation as necessary.
46. **Hastening Overdue Return of Repairables.** SS3 will automatically hasten units in line with the agreed standard hastening process. The PT DesO is to be informed of all overdue repairables and staff the matter through the appropriate FLC
47. **Chain of Command.** This is done through MIR 226. If an expected return is not sent in full (e.g. Qty 3 expected but only Qty 2 returned), Ccccc is to contact the PT DesO for formal confirmation that the shortfall will not be returned. Ccccc is then to acquit their Dues-in. PT DesO will ensure that their Provisioner adjusts SS3 Dues.

REPORTING

48. **Equipment Failure Reporting (EFR).** Where applicable, the normal EFR procedure, as detailed in JSP 886 Volume 5 Part 202 is to be used.
49. **Reliability.** All faults on all equipment are subject to 100% Incident Reporting and are to be reported on an Incident Report Form MOD Form 683 (if applicable).
50. **Statistics.** All business is subject to standard SS3 reporting and item history processes. PTs are to seek guidance from Performance Measurement staff on current requirements applicable.

MISCELLANEOUS

51. **Business Continuity.** Should connectivity from unit to Ccccc be broken, it may be necessary to invoke stand-by arrangements. These are expected to be fax between Ccccc and Log Svcs. Ccccc is always to avoid duplicate Demands by checking the unique Demand Reference.
52. **Special Tools and Test Equipment (STTE).** (If required) Units are to maintain STTE at scaled levels by demand.
53. **Complete Equipment Schedule (CES).** (If required) Equipment will be issued with a CES as required. Demands for replacement of CES items are to be raised in accordance with JSP 886 Volume 3 Part 1.
54. **Technical Publications.** (If required) Related document / publications are issued to user units via the Log Svcs Forms/Publications bin system. These are currently updated at six monthly intervals.

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

55. **Configuration Management.** The Post Design Services (PDS) Authority is the PT. No modifications are to be carried out to this equipment without the prior approval of the Equipment Sentencing and Review Board chaired jointly by PT and Ccccc.

56. **Customer Observation Procedure.** Units are encouraged to make observations whether good or bad to enable the PT to improve support. Units wishing to make observations, complaints or requests for Change should use a copy of the Customer Observation Form at Enclosure 5. Sections 1 and 2 should be filled in and the completed form sent, via the FLC Chain of Command, to PT DesO for action.

AUDIT INSPECTION

57. These SSI make no changes to Unit Audit Trail and Registry procedures. Staff Logistic Support Inspections (LSI) will continue to be conducted in the normal manner by FLC Formation Logistic Staff. .

Enclosures:²⁰

1. Points of Contact Details.
2. Contractor Dues Out.
3. Supply Issue Voucher Template.
4. SPS & MOD Form 1800 Series.
5. Customer Observation Form.

²⁰ Note to PTs: The format of the enclosures can be modified to suit the CLS arrangement, except of the SIV at Enclosure 3.

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ENCLOSURE 1 TO SSI

POINT OF CONTACT (POC) DETAILS

Business Unit:	PT Support Team	Log Svcs Ops	Purple Gate Log Svcs Distribution	Log Svcs Distribution	Contractor
POC NAME:	Ppppp PT Designated officer (DesO)	SNCO Customer Services	Onward Movement Team (Operational Consignments) ¹	Booking office Bldg E1 (Delivery of Operational & Non-Operational Consignments)	Supply Support office
TEL NO:	Tel Mil Civil Mobile	Mil: (9)4240 2052 Civ: 01869 256052 24 Hour Customer Support Bicester Mil (9)4240 2052 or Civil 01869 256052	E1 Bicester Mil Ops Cell: (9)4240 3211 / 8432 (Mon-Fri) 0730-1700 Civil: 01869 257211 / 258432 24 Hour Transport Shift office: Mil (9)4240 3954 or Civil 01869 275954	Bicester Mil: (9)4240 3039 (Not 24 hrs) Civil: 01869 257039	24 Hr Cover Via Ppppp PT DesO
SMA:	Ppppp PT DesO	DOCS BICESTER	Log Svcs OPS BICESTER	N/A	N/A
FAX NO:	Mil Civil	Bicester Mil (9)4240 2269 Civil 01869 256269	Bicester Mil (Shift Office) (9)4240 3999 Civil 01869 257999	N/A	
POSTAL ADDRESS:	Ppppp PT Address Postcode	Log Svcs Helpdesk Bldg C16 DE&S Bicester C Site Oxon OX25 1LP	Log Svcs Bicester Traffic Building E1 E Site Graven Hill Bicester OXON OX25 2LD	Log Svcs Storage Business Stream Building E1 E Site Graven Hill Bicester OXON OX25 2LD	Ccccc Address Postcode
UIN:	N/A	N/A	N/A	Land/Fleet Units use: Strike Units use:	

Default contact for all enquiries whether operational or non-operational should be directed through the Log Svcs Help Desk who will investigate and determine whether enquiry is forwarded to E1 Mil Ops cell or other departments of Log Svcs. Exceptions would be where previous correspondence has been issued to E1 Mil Ops or where operational units have VITAL visibility confirming equipment still held in Bicester and operational tempo dictates direct contact to be made with E1 Mil Ops Cell.

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ENCLOSURE 2 TO Eeeee SSI

UNIT BACK ORDER (DUES OUT) PRINT COMPILED FROM CONTRACTOR'S RETURN

Customer	NSN	Description	Dmd Qty	MOD Demand Reference	MOD Remarks	Forecast date of Availability (FDA)
Inf BG1 OP HERRICK	6140-99- 7464480	HF SEC BATTERY	10	A8313A 100706 880801	URGENT REQUIREMENT FOR OPS	
TPS Bastion	6140-99- 3470198	HF SEC BATTERY	1	A8315A 100706 203101	**28	
Inf BG 2	7021-01- 5120197	PUDT ASSEMBLY	4	A9106B 171105 049001	1043306/05/309/05 UET20AIRFREIGHTREQ **21	
Inf BG 2	7025-99- 3514126	HDD - BLIS BMT 3.5.0	1	A9106B 290106 181501	IR 622321 **21 SOET 20	
Inf BG 3	5985-14- 5327608	HF 2.4 M WHIP AE	49	A9106C 160606 197801	OET COMD KH	

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ENCLOSURE 3 TO Eeeee SSI

EXAMPLE AF G8614 SUPPLY ISSUE VOUCHER (SIV)

SIV No 70810		Supply Issue Voucher AF G 8614 CLS			Issue Reference 88839 210907		Supply PRI: 9		
		Date of Despatch 14:23 220907			Required Delivery Date: 310907				
Consignor CC001H Contractor X Support Centr90 e Bldg X XYZ Town XY1 3ZZ United Kingdom		Consignee A0135B 1st Bn Blankshire Regt QM Tech Allenby Barracks Tidworth Hants SP15 3TT			Address For Stores If Different				
XX									
SPECIAL INSTRUCTIONS: Required for Pre Ops Training									
XX									
Customers Own Reference				Vehicle Registration 01HG88 HQ COMPANY					
Customer Demand Reference				A0135B 180907 234501					
DMC	NATO Stock Number (NSN)	Item Name	Wareh use	Bin Location	DofQ	Qty	Mat Con	PPQ	Haz Code
SISTA	6140 99 1237896	WIDGET RUBBER	B2	5RT23ES	EA	5	A1		
Partial Issue	Basic Price	Accounting Class	Supported Depot Code			Theatre Code			
NO	2.98	C	AB			A			
Dimensions		Length	Width	Height		Weight			
		102.8mm	45.8mm	25.9mm		6kg			

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ENCLOSURE 4 TO Eeeee SSI

MOVEMENT PRIORITY - STANDARD PRIORITY CODES AND MOD FORM 1800 SERIES

OPERATIONAL STANDARD PRIORITY CODES (SPC)		
Operational SPCs will be used on operations and directed tasks, as follows:		
Immediate SPC 1	2 x RED STARS	MOD Form 1811
Priority SPC 2	2 x BLUE STARS	MOD Form 1812
Routine SPC 3/4	2 x YELLOW STARS	MOD Form 1813
NON-OPERATIONAL SPCS		
Immediate SPC 5	1 x RED STAR	MOD Form 1807
Priority SPC 9	1 x BLUE STAR	MOD Form 1808
Routine SPC 13/16	1 x YELLOW STAR.	MOD Form 1809

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ENCLOSURE 5 TO ... SSI

CUSTOMER OBSERVATION FORM

Ser No: Dated:	[Serial number is for PT use only]
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Part 1

To: Ppppp PT DesO Ppppp PT Address Post Code	From:
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Part 2: [Complete in BLOCK CAPITALS and forwarded through the FLC ES Chain of Command to PT for action]

This Unit has the following observation [include demand details and UIN if appropriate].

Name: Rank: Signature Tel. No.

Part 3: The Observation above was received by the Eeeee Team on _____.
It has been forwarded to the contractor for further action/actioned by the Ppppp PT DesO and the findings are shown below*

Name: Rank: Signature Tel. No.

Part 4: [to be completed by the Contractor]

This Form was received on _____. We have the following comments:

Name: Signature: Tel. No.

Part 5: [to be completed by Ppppp PT DesO]

The summarized findings and decision on the observation are:

Name: Rank/Grade: Signature Tel. No.
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ANNEX E - CLS - AIR REQUIREMENTS

(Introduced at [Paragraph 23](#))

Aim

1. The aim of this Annex is to provide additional policy specific to DE&S PTs within the CoM (Air) domain and Rotary Wing Cluster, and other holders of stock on RAF Supply Centre Computer System (SCCS), where either platform support or supply of spares and equipment is provided or is being considered through CLS contract. The policy applies equally to both mature in-service equipment/platforms managed by DE&S PTs and new equipment/platforms introduced by DE&S PTs.

Additional Requirements for CLS in the Air Environment

2. Although CLS arrangements are rarely the same, there is a need to consider certain basic principles in developing a CLS proposal to ensure that it is not introduced in a fragmented and inconsistent manner that could prejudice the operational effectiveness of the Joint Support Chain (JSC). Therefore the following additional principles must be considered.

- a. **Common Aircraft General and Avionic Spares.** Aircraft General Spares and Avionic spares and equipment that are common to a number of platforms should be procured through the Aircraft Support (AS) PT and Avionics and Electronic Warfare PT respectively.
- b. **Deployed Supply Group (DSG).** The CLS arrangement must be compatible with the DSG concept of operations and be sufficiently robust to enable the provision of complete Deployable Spares Packs (DSP) at the required Readiness State.
- c. **Crisis Manpower Requirement (CMR).** The CMR identifies the number of service personnel required to sustain operations as defined by RAF Planning Assumptions. Any CLS arrangement must consider the impact on RAF service manning levels.
- d. **Infrastructure.** Infrastructure including office and storage space must be considered. Advice should be sought from the senior logistics officer at the unit involved.
- e. **Fuels Lubricants and Gases.** Fuels, Lubricants and Gases (as listed in Def Stan 01-5) are to be procured through the DF&FS.

Stock Accounting and Stock Management

3. MJDI Deployed/MJDI is the current air supply information systems used at front line level. Support solutions must interface with these in order to produce a unified logistics position with no increase in unit workload. Several options have been developed to meet the requirements of current CLS contracts that satisfy the criteria to provide accurate stock accounting data without significant manual intervention. All these options can be used by emerging CLS arrangements; however, an PT wishing to consider alternative arrangements must consult the SCM (Inventory Management) at RAF Wyton in order to ensure that system changes can be incorporated.

4. In order for an PT to exploit one or more of the options shown below, Range

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

Managers are required to set against each SCCS item record impacted by the proposed arrangements a CLS type identification. The pick list for an existing field on SCCS called the 'Production Branch' has been expanded to include codes for CLS arrangements. Four options have been developed to date, these are:

- a. **CLS01 - PT Retain Ownership of Stock.** Accounting treatment unchanged but the use of the code will allow the tracking of items within the Management Information.
- b. **CLS02 - Contractor Owned Stock.** CLS items being wholly contractor owned but still shown on SCCS/MJDI. Use of this code will result in the items being ignored by the Stock Accounting Interface (SAI) and therefore excluded from the accounts in terms of both balances and transactions. If the CLS indicator is removed the stock will be written up and accounted for as PT stock. This solution should only be applied to an NSN when MOD stock reaches zero balance prior to contractor owned stock being brought on charge. If CLS02 code is applied to an NSN prior to this, the SAI will write down the value of that NSN in the month of the change.
- c. **CLS03 - Contractor Owned Initially but Ownership Transfers to PT.** CLS items being associated with a particular MJDI UIN. This MJDI UIN will be used exclusively for bringing on charge stock that remains the property of a contractor and is to be excluded from the accounts in terms of the original receipt and current balance. When the stock is 'First Issued' to another location away from the particular UIN then ownership of the stock will transfer to the PT and the transaction will be a 'New Buy' receipt to the owning PT and the balance included in the accounts. Past the point of 'First Issue' all stock will be accounted for as normal and remain the property of the owning PT until consumed or disposed. No stock can be returned to the contractor's MJDI UIN.
- d. **CLS04 - Stock is PT-Owned and PT-Consumed.** The PT retains ownership; therefore the accounting treatment is unchanged. However all consumption at Forward or Depth is charged to the owning PT as identified by the item record Stock Management Branch Indicator (SMBI).

5. **Maintenance of Data.** PTs must ensure that there is clarity as to the maintenance of the Data held on SCCS and the aspects which will be required to be maintained by industry should be clearly identified within the contract. The contractor must be clear on the aspects to be maintained by the MOD. Appendix 1 to this Annex is a list of the minimum Data requirements to help in this process.

Additional Points of Contact

6. In addition to SCM (Pol) Support Solutions staff the full engagement of HQ Air Command, A4 Support and, where appropriate, FLEET and Joint Helicopter Command staff must be sought at the early stages of any development or review of support strategies by CoM (Air), CoM (Land), Rotary Wing Cluster and DE&S Aircraft Cluster PTs.

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

APPENDIX 1 TO ANNEX E - LIST OF SCCS FIELDS CONSIDERED AS IMPORTANT FOR MAINTENANCE UNDER CLS/LOS

(Introduced at [Paragraph 5](#))

Ser	Data Element	Description	Characteristics	Implications if not present/or maintained	Relevance	Main Dependant System	Importance
ESSENTIAL DATA ELEMENTS THAT CAN NOT BE COMPROMISED							
1.1	NSN	Mandatory on SCCS	DMC, NC, NSC, IIN	SCCS/MJDI/WTMS can not operate without the correct NSN/DMC detail	1, 2 & 3	MJDI, WTMS, SAI	1
1.2	D of Q	Denomination of Quantity	Basic issue quantity	The accurate recording of issue and receipt activity as well as the calculation of stockholdings is not possible	1, 2 & 3	MJDI, WTMS, SAI	1
1.3	Price	Unit price of item excluding VAT	Relates to the D of Q	Links to D of Q in the calculation of the cost of issue and receipt activity as well as the value of stockholdings.	2	SAI	1
1.4	Part Number	The manufacturer's part number	There may be several part numbers to an NSN but they must conform to ISIS requirements	Inappropriate items may be fitted to aircraft with the subsequent risk to Flight Safety	3 & 4	MJDI	1
1.5	Cttrs Code	Contractors Code	The Contractors Code is entered by the Range Manager at the time of item creation and links to the main manufacturer of that item.	This links to Part Number and could see inappropriate items from an unapproved manufacturer being fitted to aircraft with the subsequent risk to Flight Safety.	3, 4	MJDI	1
1.6	ASSET CODE	Needed to identify asset type	Asset type used in SAI processing: Raw Materials and Consumables (N), Capital Spares (R), Fixed Asset (F)	The cost of inventory activity or holdings will be attributed to the wrong resource type and adversely affect the accounts. This will result in the Qualification of Annual Accounts.	2	SAI	1
1.7	CLASS CODE	P, L, C - Determines asset type	Used in SAI processing	As above but also needed for the correct physical control of assets on the stock systems	2	SAI	1
1.8	PAF CODE	Provision actioning figure	Used to calculate RMC Provisions	The calculation of RMC Provision will not be completed with sufficient accuracy and will result in the Qualification of the Annual Accounts.	2	SAI	1
1.9	POOL CODE	Provides asset life data	Used to Calculate Capital Spare Depreciation	The calculation of depreciation will not be completed with sufficient accuracy and will result in the Qualification of the Annual Accounts.	2	SAI	1

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

Ser	Data Element	Description	Characteristics	Implications if not present/or maintained	Relevance	Main Dependant System	Importance
1.10	PROD BRANCH	Production Branch Reference	Used as a CLS indicator to enable correct SAI processing	Use of this as a CLS indicator allows a significant, if not 100%, workaround to not putting New Buy (Purchase) Contract information onto SCCS. Without it the correct identification of new buy activity will be almost impossible. As a result the cost of inventory activity or holdings will be attributed to the wrong resource type and adversely affect the accounts. This will result in the Qualification of Annual Accounts.	2	SAI	1
1.11	SMBI	Stock Management Branch Indicator	Stock Owner - linked to PT Integral part of accounts / processing	The ownership of an item could not be established with the result loss of control and accountability financially	2 & 3	MJDI, WTMS, SAI	1
1.12	TMA	Type Mark Applicability	Used to calculate RMC Provisions	Without TMA information usage of items will be problematic. Additionally, the calculation of RMC Provision will not be completed with sufficient accuracy and will result in the Qualification of the Annual Accounts.	2 & 3	MJDI, WTMS, SAI	1
1.13	ALT ITEM	Alternative Item	Identifies unconditional and conditional alternatives. Requires Engineering Authority approval due to Flight Safety implications	Inappropriate items may be fitted to aircraft with the subsequent risk to Flight Safety	3 & 4	MJDI, WTMS	1
1.14	HAZ ITEM CODE	Hazard Indicator	Indicates that there is a hazard associated with the item but not what the hazard is	Items could be issued/transported, stored or disposed of without the appropriate SHEF requirements having been fulfilled.	3 & 4	MJDI, WTMS	1
1.15	VAT Ind	VAT Indicator	Defines whether item is VAT inclusive or VAT exclusive	The cost of inventory activity or holdings will not have the appropriate VAT rating applied and consequently adversely affect the accounts. This will result in the Qualification of Annual Accounts.	2	SAI	2

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

Ser	Data Element	Description	Characteristics	Implications if not present/or maintained	Relevance	Main Dependant System	Importance
1.16a	Repair PSC & Contract Number	Procurement Status Code and Contract Number	PSC details the type of contract, eg new buy, repair, etc	Receipting of items will be problematic at units. Loss of visibility of repairs will cause accounting difficulties.	2, 3 & 4	MJDI, WTMS, SAI	1
1.16b	New Buy PSC & Contract Number	Procurement Status Code and Contract Number	PSC details the type of contract, eg new buy, repair, etc	Receipting of items will be problematic at units. Loss of visibility of new buys will cause accounting difficulties. A significant but not 100% solution will be the use of the Production Branch field to identify CLS new buy items.	2, 3 & 4	MJDI, WTMS, SAI	2
DATA ELEMENTS WHERE WORKAROUNDS MAY BE POSSIBLE							
Ser	Data Element	Description	Characteristics	Implications if not present/or maintained	Relevance	Main Dependant System	Importance
2.2	IP DATE	Initial Provisioning Date	Lifing data	The calculation of depreciation will not be completed with sufficient accuracy and will result in the Qualification of the Annual Accounts.	2	SAI	2
2.2	EVF	Establishment Variation Factor	C Type EVF's hard wire max and min stockholdings by UIN. These can only be amended at PT level and are auditable transactions	Units max and min holding requirements will not be met	3 & 4	MJDI, WTMS	2
2.3	PACK	Packaging code	Dictates the level of packaging applicable	Items may be delivered (possibly directly to the Purple Gate?) in an inappropriate packaging state that could result in damage to the items prior to its use.	3 & 4	MJDI, WTMS	2
2.4	SHELF	Shelf Life Indicator	Indicates that these items have a finite life	Out of life items could be issued that are not fit for purpose	3 & 4	MJDI, WTMS	2
2.5	ME IND	Mission Essential Indicator	Used to indicate a 'no-go' operational item. Used by some PT's to identify Flight Safety Critical items rather than Mission Essential ones	Operations/Flight Safety could be impinged if not accurately maintained	3 & 4	MJDI, WTMS	1

INTERNET VERSION – MASTER IS ON THE DEFENCE INTRANET

Ser	Data Element	Description	Characteristics	Implications if not present/or maintained	Relevance	Main Dependant System	Importance
DATA ELEMENTS THAT COULD BE IGNORED BUT WITH SOME DEGREE OF RISK							
3.1	Description	Description of item	Should allow the identification of the item, often using standard abbreviations.	While the description is useful it is not the main way of identifying an item.	4	MJDI	3
3.2	RD ARISING	Defines where an asset is sent for repair	Part of contract procedures	Units may be unclear where an asset is to be sent for repair.	3 & 4	MJDI, WTMS, SAI	3
3.3	DEG CON CODE	Degree of Control	Prevents the issue of items without the approval of the Range/Asset Manager. Degree of Control 1 currently used to drive existing Direct Supply arrangements	Scarce assets may be issued to inappropriate users with the subsequent adverse effect on availability. If not used the CLS arrangements would need their own trigger for replenishment action	3	MJDI, WTMS	3
3.4	ERC	Engineering Record Card	Records details of the history of the items as well as any appropriate engineering information such as Mod State, etc	While LITS offers this type of functionality not all items are recorded as STItems and so this functionality is important in the management of non-STItems	3 & 4	MJDI, WTMS	3
3.5	PEP Ind	PEP Indicator	Identifies items that are contained in PEP's	Loss of visibility of PEP capability being required even on low apparent activity which may result in insufficient assets being available when required	3 & 4	MJDI, WTMS	3
3.6	STC	Special Contents Container Indicator	Provides a prompt that an STC is linked to the main assembly for safe storage and transportation	Without the STC an items could be damaged in storage or transportation	4	MJDI, WTMS	3

Relevance

1. Essential to operation of base system – no workaround
2. Essential to the formulation of unqualified accounting information
3. Essential for integrity of item usage data which may include airworthiness and SHEF
4. Important for the FLC use of the items concerned

Importance – In Terms of Flexibility around the Elements Use or Maintenance

1. Can not be compromised (Keep).
2. Possible workarounds (Inner Bailey).
3. Could be surrendered but with some degree of risk (Outer Bailey)