1st

Theater Sustainment Command

Army Direct Ordering (ADO) Program
Operational Sustainment (1st TSC)

11 September 2010
# Table of Contents

<table>
<thead>
<tr>
<th>PAGE:</th>
<th>CONTENTS:</th>
</tr>
</thead>
<tbody>
<tr>
<td>03</td>
<td>General Information</td>
</tr>
<tr>
<td>06</td>
<td>Enrollment Procedures</td>
</tr>
<tr>
<td>08</td>
<td>Perstat Verification Example Memo</td>
</tr>
<tr>
<td>09</td>
<td>DA 1687 Example</td>
</tr>
<tr>
<td>12</td>
<td>Logistics Information Warehouse Example</td>
</tr>
<tr>
<td>13</td>
<td>Unit POC Information</td>
</tr>
<tr>
<td>14</td>
<td>Unit Responsibilities</td>
</tr>
<tr>
<td>15</td>
<td>Funding</td>
</tr>
<tr>
<td>18</td>
<td>Close an Account “MFR” Example</td>
</tr>
<tr>
<td>19</td>
<td>Accountability</td>
</tr>
<tr>
<td>20</td>
<td>Order / Shipment discrepancies</td>
</tr>
<tr>
<td>21</td>
<td>Troubleshooting.</td>
</tr>
<tr>
<td>22</td>
<td>Password Issues</td>
</tr>
<tr>
<td>23</td>
<td>ADO Points of contact</td>
</tr>
<tr>
<td>25</td>
<td>USARCENT ADO Police Letter</td>
</tr>
</tbody>
</table>
GENERAL INFORMATION

1. What is ADO?

A: Army Direct Ordering (ADO) is a USARCENT program that was established to provide sustainment of clothing bag items (MPA: Military Personnel Appropriation) and Organization Clothing and Individual Equipment (OCIE) to deployed Soldiers. The Defense Supply Center Philadelphia’s (DLA TROOP SUPPORT) website was specifically developed to provide support to deployed Soldiers in the CFLCC AOR with direct shipping of OCIE and MPA items for sustainment as per the Army Chief of Staff’s request for an online ordering service for deployed Soldiers.

2. Who is authorized to use ADO?

A: The ADO program is only authorized for Soldiers within the USCENTCOM AOR that are deployed in support of operation Iraqi Freedom (OIF) and operation Enduring Freedom (OEF). Soldiers that are TCS to Iraq, Afghanistan, Kuwait and Qatar, will be authorized to enroll in or receive items through the ADO program. Soldiers that are PCS or TDY to Kuwait, Qatar, and Egypt are not authorized ADO because they are not deployed in support of the Global War on Terrorism (GWOT).

3. Are other branches of service authorized to use ADO?

A: Individual Air Force/Navy personnel (augmentees) assigned to or embedded within Army units that are performing tactical missions while deployed in support of OIF/OEF are authorized to use ADO for sustainment of army clothing/equipment through the army unit they are assigned to or embedded with. Air Force/Navy units are not authorized to enroll into the ADO program.

4. Are civilians authorized to use ADO?

A: Civilians are not authorized to enroll in the ADO program nor order items from the ADO program menu.

5. How does the ADO Program work?

A: It works as follows:

- Unit sets up account through Operational Sustainment (1st TSC).
- Once the unit is set-up, Soldier places order by size via AKO link thru DLA E-Commerce to Kentucky Logistics Operations Center (KYLOC) web site. The website is https://army.kyloc.com/
- Unit designee can order for Soldiers if internet access is limited. The orders must be placed in the Soldier’s name.
- The orders are held in the system until the Unit POC validates and approves the expenditure of funds. Unit POCs are usually supply sergeants or a representative appointed by the commander.
- Validated orders are pulled from DLA TROOP SUPPORT inventory at the KYLOC. DLA TROOP SUPPORT/KYLOC is not the same organization as Program Executive Office (PEO) Soldier. KYLOC will:
  - Package the complete order for the Soldier
  - Post shipment date to the KYLOC website
  - Estimated elapsed time: 3 days (order to shipment)
- Orders are sent parcel post to Unit’s TAC 1 address (APO mailing address). The shipping process consist of:
6. Can my unit use the ADO Program to receive FRACU initial issue or fill shortages from initial fielding?

A: ADO is not to be used for initial issue or to fill shortages. Initial issue and shortage fills will be handled by Program Manager Soldier Protection and Individual Equipment (PM SPIE). ADO can be used to supplement catastrophic losses when properly documented.

7. What types of items are found in the ADO Program?

A: Some of the items that can be found are as follows:

- OCIE
- US Army/Name tapes
- FRACU
- Gloves, Flyer
- Goggles/Eye protection
- Underwear
- Unit Patches/Rank

- MPA
- Riggers Belt
- Boots
- IPFU
- ACU Patrol Cap
- Socks AG
- Undershirt, Sand

NOTE: Items such as A2CU, Mechanics Coveralls, Green Undershirt and other MOS specific items are stocked at the CIFs and Unit Supply Sergeants can make the necessary arrangements with the nearest CIF for DX and Issue of those items.

NOTE: SOLDIERS SHOULD ONLY PLACE ORDERS FOR SUSTAINMENT AND DX PURPOSES ONLY. IF THE ITEM WAS NOT ISSUED AND NOT LISTED ON THE SOLDIER'S CLOTHING RECORD, THEN THE SOLDIER SHOULD NOT REQUEST THE ITEM AND THE VALIDATOR SHOULD NOT APPROVE THE ITEM FOR ORDER. ALL ORDERS MADE THROUGH THE ADO PROGRAM ARE SUBJECT TO AUDIT BY THE ARMY AUDITING AGENCY (AAA).

8. How does my unit receive initial issue of FRACUs?

A: Units receive their initial issue through PM SPIE. CFLCC Message dated 130800Z Dec 05, para. 2 states: PM SPIE is funded with Operations and Maintenance, Army (OMA) dollars to ensure Soldiers within the OIF/OEF AOR were fielded the FRACUs. FY05 deploying units were fielded according to HQs DA G3 fielding plan. All FY 06 deploying units, deploying after 1 OCT 05 are fielded FRACUs at home station, Power Projection Platforms (PPP), Power Support Platforms (PSP), Mobilization Sites, CONUS Replacement Centers (CRC) or upon arrival to the OIF/OEF theater. Contact PM SPIE, Mr. Ronald Campbell at ronald.campbell@kuwait.swa.army.mil or DSN: 318-430-2241.

9. How does my unit receive shortages from initial fielding?

A: Units will consolidate shortages and send them with their TAC 2 address (shipping/freight address) directly to PM SPIE, Mr. Ronald Campbell at ronald.campbell@kuwait.swa.army.mil. PM SPIE will ship the shortages directly to the TAC 2 address provided by the unit.

10. How soon can my unit enroll in the ADO Program?

A: Units may enroll into the program once they have reached the Theater of Operations. It is advisable to wait until they have ‘Boots on Ground’ in their AOR and are 100% certain of the unit’s mailing address so
that items are not shipped to the wrong address or lost during shipment. Units will not be activated (funded) to use the program until they have been in theater for 30 days for OCIE and 45 days MPA (see pages 13 and 14)

11. Where or from whom do I receive my unit’s Derivative (deployed) PBUSE DODAAC?

A: Units can receive their Derivative (deployed) PBUSE DODAAC from their Property Book Officer (PBO) or their installation’s DODAAC manager. Theater DODAAC managers may be contacted at: DoDAAC@kuwait.swa.army.mil or via phone at DSN: 318-430-6444.

12. Why use my unit’s Derivative (deployed) PBUSE DODAAC?

A: FRACU is considered OCIE. According to AR 710-2, para 2-14 f, dated 8 July 2005; the accountable record for OCIE is the property book. A basic property book record will be maintained for each OCIE line authorized and/or on hand. PBUSE DODAACs are used for “non-expendable” property regardless of the class of supply and will be the ONLY DODAAC used to order sustainment through the ADO Program.
ENROLLMENT PROCEDURES

13. How do I get my unit enrolled in the ADO Program?

A: Submit the following 4 required documents to your regional ADO Administrator via email to one of the below listed addresses:

   Afghanistan
   michael.j.kuebler2.mil@mail.mil

   aaron.l.collins8.mil@mail.mil

   Horn of Africa, Kuwait and Qatar
   jennifer.alcantara2.mil@mail.mil

   luis.a.martinezrodriguez.mil@mail.mil

Put in the SUBJECT line: “Add to ADO” and include the unit DODAAC. ADO will reject missing or improperly filled out paperwork; there will be no exceptions. If your paperwork is rejected because 1 document is incorrect or missing, you must re-send all 4 documents. ADO does not hold on to incomplete paperwork. Submitting all 4 documents in the same email speeds up processing and prevents paperwork from being misplaced.

NOTE: ALL UNITS MUST REGISTER THEIR DODAAC WITH LOGSA AND CTASC BEFORE SUBMITTING ENROLLMENT PAPERWORK TO ADO OR THEIR ACCOUNTS WILL NOT BE FUNDED. CONTACT THE RIC-GEOMANAGER FOR YOUR AREA OR THE SSA THAT SUPPORTS YOU. YOU CAN ALSO CONTACT THE THEATER DODAAC MANGERS AT DoDAAC@kuwait.swa.army.mil OR CALL 318-430-6444 FOR ASSISTANCE.

REQUIRED DOCUMENTS:

- PERSTAT Verification Memorandum – See example on page 8
  - Ensure that the Commander signs the memorandum
  - The PBUSE DODAAC must be listed; it usually begins with W81, W90 or W91.
  - DO NOT submit the actual PERSTAT OR ALPHA ROSTER with Soldiers names and SSNs.

- DA Form 1687 (Delegation of Authority) – See example on page 9
  - It must have your unit’s correct TAC 1 (mailing address-including zip code and FOB or Camp)
  - Use the correct Derivative (deployed) PBUSE non-expendable Class VII DODAAC. DO NOT submit any ULLS S4, S4 USE OR SAMS-E DODAACs or the paperwork will be rejected. See your PBO if you need assistance.
  - Only the personnel with order placement or order approval rights need to be listed
- Must include the number of Soldiers in the “REMARKS” box

- Commander’s Assumption of Command Orders
  - For the Commander listed on the DA form 1687

- LIW DODAAC Verification Page – See example on page 10
  - ADO needs this page to verify that the unit is using the correct PBUSE DODAAC
  - Go to https://weblog.logsa.army.mil by using your AKO User ID and password.
    - Double click ‘Queries and Reports’.
    - Do a UIC search by entering your UIC
    - Double click on your UIC when it comes up, all of your Unit DODAACs will show. Double click on your PBUSE or PBO DODAAC
    - The page with the TAC1, TAC2 and TAC3 addresses will appear; this is the page that ADO needs. Do not be alarmed if your TAC 2 address is different than the current address you are using. A lot of units are get re-located to other Camps or FOBS after the address is loaded. As long as the TAC 2 shows that you are forward deployed and the country in which you are located is correct.
    - It is best to send all 4 documents in the same email message. Examples of 3 of the documents are shown on the next three pages.
MEMORANDUM FOR RECORD

SUBJECT: Perstat Verification

1. This is to verify that the number of soldiers listed below is deployed with (Unit Name).
2. The total number of personnel is: 13
3. The DODAAC is: W91ADO
4. Point of contact for this action is the undersigned at adoc4@arcent.army.mil.

John Doe
CPT, QM
Commanding

MUST HAVE CDR'S SIGNATURE

EXAMPLE
1. Ensure that all signatures and initials are on the DA Form 1687.

2. Do not forget to put the email address and number of deployed soldiers in remarks block.

3. Expiration date must reflect redeployment date.

4. For order approval rights (Primary and Alternate Validators, be sure to place a Y in both the “REQ” and “REC” blocks. For order placement rights place a Y in the “REQ” block and a N in the “REC” block.

5. A new DA 1687 is required for the following situations listed below:
   a) Change of POC along with 1687 withdrawing authority from the individual being replaced (example B (2))
   b) If the unit has changed locations; address must be updated immediately
   c) If the unit has a change of command while still in Theater
# NOTICE OF DELEGATION OF AUTHORITY - RECEIPT FOR SUPPLIES

For use of this form, see DA PAM 710-2-1. The proponent agency is DCS, G-4.

<table>
<thead>
<tr>
<th>AUTHORIZED REPRESENTATIVE(S)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ORGANIZATION RECEIVING SUPPLIES</td>
</tr>
<tr>
<td>Unit name, BN, BDE, Division, TF</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LAST NAME-FIRST NAME-MIDDLE INITIAL</th>
<th>AUTHORITY</th>
<th>SIGNATURE AND INITIALS</th>
</tr>
</thead>
<tbody>
<tr>
<td>LAST NAME, FIRST NAME</td>
<td>Y</td>
<td>signature</td>
</tr>
<tr>
<td>LAST NAME, FIRST NAME</td>
<td>Y</td>
<td>signature</td>
</tr>
<tr>
<td>LAST NAME, FIRST NAME</td>
<td>Y</td>
<td>signature</td>
</tr>
</tbody>
</table>

**AUTHORIZED BY RESPONSIBLE SUPPLY OFFICER OR ACCOUNTABLE OFFICER**

The undersigned hereby delegates to the person(s) listed above, the authority to request and receive sustainment through the Army Direct Ordering (ADO) Program.

REMARKS

primary validator@us.army.mil

I assume full responsibility

UNIT IDENTIFICATION CODE

<table>
<thead>
<tr>
<th>UIC</th>
<th>DODAAC/ACCOUNT NUMBER</th>
<th>DODAAC</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LAST NAME-FIRST NAME-MIDDLE INITIAL</th>
<th>GRADE</th>
<th>TELEPHONE NUMBER</th>
<th>EXPIRATION DATE</th>
<th>SIGNATURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commander's Information</td>
<td>0-</td>
<td>xxxxxxxxxxxxxxx</td>
<td>Redeploy date</td>
<td>Commander's signature</td>
</tr>
</tbody>
</table>

DA FORM 1687, MAY 2009

PREVIOUS EDITIONS ARE OBSOLETE

EXAMPLE B (2) - DA Form 1687 (Withdraw Authority)
<table>
<thead>
<tr>
<th>Last Name, First Name</th>
<th>Authority</th>
<th>Signature and Initials</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N</td>
<td>no signature required</td>
</tr>
</tbody>
</table>

**Authorization by Responsible Supply Officer or Accountable Officer**

The undersigned hereby [ ] delegates to [ ] withdraws from [ ] the person(s) listed above, the authority to request and receive sustainment through the Army Direct Ordering (ADO) Program.

**Remarks**

primary.validator@us.army.mil

**I Assume Full Responsibility**

DODAAC

**Unit Identification Code**

UIC

**Last Name – First Name - Middle Initial**

Commander's information

**Telephone Number**

0-

**Expiration Date**

Redeploy date

**Commander's signature**

DA FORM 1687, MAY 2009
EXAMPLE B (3) - DA Form 1687 (BN/BDE Visibility)

1. The DA Form 1687 must be signed and accompanied by the assumption of command orders of the commander who originally opened the account.

2. Unit commanders must be informed and consent to BN / BDE visibility of their unit’s ADO account if the DA Form 1687 and assumption of command orders are signed by the BN / BDE commander.

3. Do not forget this is a link for visibility purposes only. DA Form 1687 does not give you authority to request, receive or to even delete any orders pertaining to the account(s) to which you have visibility. If you are wishing to be order approvers for those units then your names are listed on the original 1687 used to enroll the DODAAC (unit) into ADO.

4. Expiration date must reflect redeployment date.
Example C - LOGSA WEBLOG DODAAC Verification Page

DODAAC Main Menu

DODAAC ADDRESS

DODAAC: W91ABC  STATUS: VALID  LAST UPDATE: 2006-03-03
UIC: W12345  FSN: 09076  APOD: OR9  MACOM: FORSCOM  RAC: PR
DESC: PBUSE  SC: IQ  MPC:  POC: WITT, LILLIAN

TAC: 1 Mailing Address
1234 ADO COMPANY
OPERATION IRAQI FREEDOM
CFLCC
APO AE 09378
EFFECTIVE DATE: 2006-03-03

TAC: 2 Freight Address
1234 ADO COMPANY
OPERATION IRAQI FREEDOM
CAMP ARIFJAN
KUWAIT
EFFECTIVE DATE: 2006-03-03

TAC: 3 Billing Address
DFAS ROME 09076
124 CHAPPIE JAMES BLVD
ROME NY 134414511
EFFECTIVE DATE: 2005-09-01

Instructions

2. Log-in using your AKO userid/password.
3. Under “FORCE” link--click “DODAAC Information”.
4. Click “DODAAC Search” and input your DODAAC or UIC.
5. Once your DODAAC information comes up, click on the DODAAC link and you should get the DODAAC Address Verification Screen (see above).
6. Print this page and include it with your enrollment documentation.

**Note: The DESC will state PBUSE, PBO or CIF—any of these three are acceptable.

NOTE: UNITS LOCATED IN THE BELOW LISTED AREAS OR ASSIGNED TO THE MACOMS NEED TO ENSURE THAT THE FSN FOR THAT REGION OR MACOM IS CORRECT IN THE FSN PORTION OF THE LIW ADDRESS SHEET. IF IT IS NOT, CONTACT THE RIC-GEO MANAGER IN YOUR AREA IMMEDIATELY TO HAVE IT CORRECTED PRIOR TO SUBMITTING ENROLLMENT PAPERWORK FOR ADO.

HORN OF AFRICA UNITS: 91214
USACE UNITS IN IRAQ: 40042
USACE UNITS IN AFGHANISTAN: 91532
14. Who is the unit administrator (Unit POC)?

A: A unit administrator/validator is the individual(s) the unit commander delegates the authority (on the DA Form 1687) to validate/approve orders. In most cases, the BDE or BN CDR delegates this responsibility to the BDE or BN S4 OIC/NCOIC. Commanders can also delegate down to the lowest level (unit level).

- Prior to asking to be linked to a DODAAC, users must first complete “SET UP POC” instructions via the following link: https://army.kyloc.com/instruction/Settingaccount_files/frame.htm

15. If I am a BDE or BN S4, how do I get visibility of my units loaded into the ADO Program?

A: Provide the following to your regional ADO Administrator via email to one of the below listed addresses:

- Provide a DA Form 1687 listing the Deployed PBUSE DODAAC(s) of the unit(s) you wish to have visibility of in the DODAAC block. If DODAACs will not fit, then a separate sheet of paper listing all DODAACs can be submitted with “see attached” in the DODAAC block of 1687.

- Assumption of Command Orders (unit commander or see page 11 for more information and an example 1687)

- Put in the SUBJECT line: “Link User to DODAAC”

   **Afghanistan**  
   michael.j.kuebler2.mil@mail.mil  
   aaron.l.collins8.mil@mail.mil

   **Horn of Africa, Kuwait and Qatar**  
   jennifer.alcantara2.mil@mail.mil  
   luis.a.martinezrodriguez.mil@mail.mil

16. Once I submit my paperwork to my regional ADO Administrator, what’s next?

A: Here are the steps to complete the set-up process:

- Regional ADO Administrator loads your DODAAC into the ADO database.

- You will receive a “Welcome to ADO” email. You **must** follow the instructions carefully. This prevents delays in the set-up process.

- Once you complete the instructions on the “Welcome to ADO” email and send your link to DODAAC email to your regional ADO Administrator, you will be linked to your DODAAC and your account will be activated.
Your unit’s funds will be available the following billing cycle. The billing cycle begins the first of every month. For example, if you register on or before the 25th of August 06, your unit funds will be available on 1 September 06.

**UNIT RESPONSIBILITIES**

**17. Who is responsible for the unit’s ADO program and how it is to operate?**

**A:** Commanders are required to monitor and track records and communicate with those authorized to approve ADO purchases. This is to ensure compliance and to stay within the guidelines of the ADO program. Commanders must ensure that all Soldiers are aware of the MPA option as well as the OCIE option of ADO and are provided ample opportunity and capability to utilize the program. If Soldiers do not have the capability to utilize the ADO program due to mission requirements, commanders can allow the unit’s approving authorities to enter orders on behalf of those Soldiers.

**18. What are my unit validator/administrator’s responsibilities?**

**A:** A unit validator/administrator’s responsibilities are as follows:

- Set-up the unit an ADO account as soon as the unit goes through RSOI.
- Do NOT load your unit POC into the system more than once—even if you have multiple DODAACs.
- Notify the unit mail clerk to deliver ADO shipments only to the supply sergeant.
- Notify your regional ADO Administrator at the below listed emails of any changes to address or POCs. Please include a new DA Form 1687 with “supersedes all others.”

**Afghanistan**

- michael.j.kuebler2.mil@mail.mil
- aaron.l.collins8.mil@mail.mil

**Horn of Africa, Kuwait and Qatar**

- jennifer.alcantara2.mil@mail.mil
- luis.a.martinezrodriguez.mil@mail.mil

- Update/purge Document Register once a week—this ensures that the program runs efficiently.
- Maintain proper accountability/clothing records on EVERY Soldier in the unit.
- Manage the monthly budget to prevent abuse and exercise “Command Supply Discipline”.
- Close ADO account 45 days prior to redeployment with your regional ADO Administrator by sending an email with the Closure Memo (see page 14) attached to one of the addresses listed above with “Close ADO Account” in the SUBJECT line.
19. Other than the Document Control Register on the ADO Administrator’s page, is there another way I can track information on back orders for my unit?

A: Yes, you can utilize the Smart Book Enhancements feature. You can access the Smart Book Enhancement by clicking on the ADO Instructions icon on the ADO Welcome page of the website. The Smart Book Enhancement gives you instructions on how the feature works and what type of information is available through the this feature such as information on estimated ship dates for back orders. It will also notify you of the potentiality of a back order being created on a new order in which the item is low in stock.

FUNDING

NOTE: KYLOC CONDUCTS END OF FISCAL YEAR CLOSE OUT THE 16TH OF SEPTEMBER. ALL ORDERS FOR THE MONTH OF SEPTEMBER MUST BE VALIDATED NO LATER THAN COB OF THE 15TH OF SEPTEMBER. ONCE CLOSE OUT PROCEDURES BEGIN ON THE 16TH ALL FUNDS REMAINING WILL BE ZEROED OUT AND NO ORDERS CAN BE PLACED ON THE WEBSITE DURING THAT TIME.

NOTE: ALL UNITS MUST REGISTER THEIR DODAAC WITH LOGSA AND CTASC AND HAVE BEEN ISSUED AN APC FOR ADO BEFORE SUBMITTING ENROLLMENT PAPERWORK TO ADO, OR THEIR ACCOUNTS WILL NOT BE FUNDED. CONTACTS FOR THIS ACTION CAN BE REACHED AT: DODAAC@kuwait.swa.army.mil

***IT IS THE UNITS RESPONSIBILITY TO ENSURE THEY ARE ISSUED APCs FOR ADO AND THAT THE CODES ARE LOADED IN FUNDS CONTROL AS WELL AS CTASC. THE DODAAC/RIC-GEO MANAGERS WILL ASSIST IN THIS PROCESS.

NOTE: Enrollment paperwork must be submitted to your regional ADO Administrator by the 25th of each month in order to receive funding the following month. For example, if correct paperwork is submitted to the regional ADO Administrator by 25 January, the account will be funded on 1 February. If the regional ADO Administrator receives the paperwork between 26 January and 25 February, the account will be funded on 1 March.

20. How is ADO funded?

A: KYLOC generates the obligations and DLA TROOP SUPPORT/DLA bills Defense Finance and Accounts System (DFAS). DFAS then bills USARCENT directly through Interfund billing. Bills are paid using GWOT monies. Units that receive their own GWOT monies are responsible for paying their own ADO Interfund bills. This allows unit fund control and Command Supply Discipline.

21. Does the unit need to spend all the allocated funding per month?

A: No. This program is for sustainment/DX only! **Unit should only be requesting items as needed. For every item ordered there should be an unserviceable item turned-in.** Funds **DO NOT** roll over from month to month nor can previous months funding be recouped.

22. How much is my unit allocated for OCIE?
A: Per guidance from the USARCENT G8, **beginning on 1 May 2009**, a unit’s **monthly** allocation will be calculated as follows: # of Soldiers (verified by the PERSTAT) multiplied by $85 for each month of deployment. OCIE funding will begin after 30 days in Theater and will end 30 days before leaving Theater. This does not mean that each Soldier is limited to $85 per month—this is just a figure used to calculate the monthly allotment based on the Basis of Issue (BOI). **REMINDER:** **Units should only be requesting items that are needed!!** There will be no funding the first or last month of the deployment period. It is up to the unit commander how these funds are used and managed so that all Soldiers are sustained properly. Funding is **ONLY** available after enrollment is complete at the start of the billing cycle.

**EXAMPLE OF FUNDING**

100 X $85 = $8,500 (total unit monthly allocation)

23. **What is MPA?**

A: MPA funded items are clothing bag items that are available through the ADO program and are paid for with military personnel appropriation funds.

24. **Who is authorized to order from the MPA menu?**

A: This program is for deployed Soldiers within the USCENTCOM AOR and only those Soldiers on TCS orders deployed in support of OIF/OEF are authorized to use this program. Soldiers who are TDY or PCS into the AOR and civilians are not authorized to use this program. Air Force/Navy personnel (augmentees) and units form those branches of service assigned in the AOR are not authorized to use the MPA funded program.

25. **How much is my unit allocated and when does the funding start for MPA?**

A: A unit’s monthly allocation will be calculated as follows: # of Soldiers (verified by the PERSTAT) multiplied by $38.23 for each month of deployment. MPA funding will begin after 45 days in Theater and will end 45 days before leaving Theater.

**EXAMPLE OF FUNDING**

100 X $38.23 = $3,823 (total unit monthly allocation)

26. **Is there a basis of issue for MPA?**

A: Soldiers are required to deploy into the AOR with all of their specified clothing bag items and will be authorized to sustain these items up to their basic of issue (BOI). Once the BOI has been met, these items are no longer authorized for the Soldier thru ADO. Except under extreme circumstances, i.e. catastrophic loss; an exception to policy can be submitted by the commander and forwarded to USARCENT G4 for review. The “Basis of Issue” for MPA is as follows:

<table>
<thead>
<tr>
<th>Item</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>IPFU Jacket</td>
<td>1 ea.</td>
</tr>
<tr>
<td>IPFU Pants</td>
<td>1 pr.</td>
</tr>
<tr>
<td>IPFU Short Sleeve Shirt</td>
<td>2 ea.</td>
</tr>
<tr>
<td>IPFU Long Sleeve Shirt</td>
<td>2 ea.</td>
</tr>
<tr>
<td>IPFU Shorts</td>
<td>2 pr.</td>
</tr>
<tr>
<td>Socks, Army crew</td>
<td>6 pr.</td>
</tr>
<tr>
<td>Moisture wicking T-shirt</td>
<td>3 ea.</td>
</tr>
<tr>
<td>Boots</td>
<td>2 ea.</td>
</tr>
<tr>
<td>Belt Rigger</td>
<td>1 ea.</td>
</tr>
<tr>
<td>Boots HW</td>
<td>1 pr.</td>
</tr>
<tr>
<td>Boots CW</td>
<td>1 pr.</td>
</tr>
</tbody>
</table>
Cap, Micro Fleece 1 ea.
Cap, Patrol 1 ea.

NOTE: Any unit that is found submitting an inflated PERSTAT or ordering more than allotted funds for each month will have their ADO account suspended and reported to the unit’s higher command. The account can only be reactivated by approval of the USARCENT G4 ADO representative.

27. Can my unit recoup funding for previous months?

A: No. There is no retroactive funding. There is **NO** exception to this guidance.

**ATTN:** The Commander may authorize more than the “maximum” quantity per Soldier during a deployment period on a case by case basis if necessary (i.e. fuel spills, accidents, combat, etc.). No additional funds will be given to the Unit under these circumstances, since new funds are allocated each month.

28. What if my unit has a change in the number of Soldiers assigned/attached?

A: Provide a Memorandum for Record signed by the company commander verifying the change in the PERSTAT. Email to your regional ADO Administrator listed below with “PERSTAT Change” in the SUBJECT line of memorandum and email. Once USARCENT G8 (Funding Manager) receives it, changes to the accounting will be made and the new allocation of funds will be available the following billing cycle. Decreases in the number of soldiers will be applied immediately.

**Afghanistan**

[michael.j.kuebler2.mil@mail.mil](mailto:michael.j.kuebler2.mil@mail.mil)

[aaron.l.collins8.mil@mail.mil](mailto:aaron.l.collins8.mil@mail.mil)

**Horn of Africa, Kuwait and Qatar**

[jennifer.alicantara2.mil@mail.mil](mailto:jennifer.alicantara2.mil@mail.mil)

[luis.a.martinezrodriguez.mil@mail.mil](mailto:luis.a.martinezrodriguez.mil@mail.mil)

29. What happens when my unit redeploys?

A: Units must submit a “Close Account MFR” 45 days prior to redeployment with an effective date which is 30 days prior to the redeployment date – see example on page 18. The unit(s) account(s) will be deactivated according to the effective date on the memorandum; if there is no effective date it will be closed immediately. It is the unit’s responsibility to notify their regional ADO Administrator of changes to their redeployment window. The memorandum should also list all personnel with access to the account so that the user id’s can be closed out properly to avoid confusion on future deployments.

30. What happens when my account is closed?
A: All backorders and orders not shipped from KyLOC at the time of closure will be cancelled and any monies still in the account will be zeroed out. KyLOC is not authorized to ship items to stateside or home station addresses to include OCUNUS APO address.

EXAMPLE D - ACCOUNT CLOSURE MEMORANDUM

DEPARTMENT OF THE ARMY
123rd QUARTERMASTER COMPANY
CAMP ARIFJAN
APO AE 09366

Unit Office Symbol

MEMORANDUM FOR RECORD

SUBJECT: Close ADO Account

1. Request to close the Army Direct Order (ADO) Program’s account for the following DODAAC(s):

   **List all the pertinent DODAACs to be closed**

2. Effective: Day Month Year **This date is to be 30 days prior to the unit’s redeployment date**

3. Below listed personnel have access to account for (DODAAC): (**Include BN and BDE personnel with visibility access**)  

   Doe, John
3. Point of Contact for this action is the undersigned at commander@us.army.mil.

Company Q. Commander
COMPANY Q. COMMANDER
CPT, QM
Commanding

EXAMPLE

ACCOUNTABILITY

31. How does my unit handle accountability of ADO items?

A: ADO items are OCIE/Clothing Bag and will be handled IAW the following supply publications:

- AR 710-2, Unit Supply Below the Wholesale Level
- AR 700-84, Issue and Sale of Personal Clothing
- AR 735-5, Policies And Procedures For Property Accountability
- CTA 50-900, Clothing And Individual Equipment

According to AR 710-2, para 2-14 f, dated 8 July 2005, the accountable record for OCIE is the property book. A basic property book record will be maintained for each OCIE line authorized and/or on hand. However, since there is no on-hand balance at the unit level because the items are directly issued to the Soldier and he/she possess all the items—no record is required on the property book.

32. How does my unit DX (turn-in) uniforms?

A: CFLCC Message dated 132345Z FEB 06, para. 3. A.1.B: Unit supply sergeants will collect damaged and/or FWT FRACUs and turn-in to the SSA or DRMO on a DD Form 1348-1a. All loss, damage, or destruction due to FWT and/or tactical operations is considered acceptable. Turn-in documentation must be filed in the Soldier’s clothing record for accountability. In extreme circumstances where turn in of damaged uniforms may place Soldiers in harm’s way, uniforms will be processed to be abandoned.

323 Will Soldiers have to turn in the FRACU uniforms and items ordered through ADO upon return after deployment?
A: CFLCC Message dated 132345Z FEB 06, para 4.F: Uniforms are non-recoverable items for Soldiers after six months in a combat environment. Uniforms in the possession of redeploying Soldiers for six months or longer will be considered uneconomical to retrieve. Abandonment will be the method to dispose of the above mentioned uniforms. This does not mean that units are relieved from the requirement of maintaining Individual Clothing Records with all the ADO receipts and DA Form 3645 for AAA audits.

34. How does my unit PBO or Accountable Officer process abandonment?

A: CFLCC Message dated 132345Z FEB 06, para. 4.G.1 states: Accountable Officer will prepare a DD Form 1348-1a (issue release/receipt document) to drop the items from the property book. In block 27, “additional data,” enter the following statement: “the Department of the Army has granted the authorization for the approving authority to abandon the above summarized listed uniforms.” The designated approving authority (i.e. battalion commander or GS-15 and above), will verify the uniform inventory quantities listed on DD Form 1348-1a and sign as the ratification official for the abandoned uniforms. The DD Form 1348-1a is assigned a document number and becomes the accounting document to adjust the property records. The Accountable Officer will adjust the clothing records for all Soldiers to reflect all items that have been abandoned as cleared. A “Memorandum for Record” must be placed in the Soldier’s Individual Clothing Record.

35. How does my unit dispose of the uniforms?

A: Per CFLCC Message dated 132345Z FEB 06, para. 4.G.1.D: After a uniform is classified as abandoned, the uniforms may be destroyed at the supply sergeant level. Destruction can be accomplished by controlled burn with command guidance, or cutting and/or tearing the uniform to shreds. The uniform must be destroyed beyond repair before being disposed of.

ORDER/SHIPMENT DISCREPANCIES

36. What does my unit do if we have a discrepancy in the order (wrong items, wrong size, etc) due to KYLOC error?

A: Please contact Ms. Susan Thompson at susan@ngmmc.com. In the email, provide the order document number of the discrepancy and the correct item needed. DLA TROOP SUPPORT/KYLOC will send a pre-paid postage “Return Label” for the unit to return the incorrect item. When KYLOC receives the incorrect item, the correct item will then be shipped out to the unit.

37. What does my unit do if we place and receive the wrong order due to unit error?

A: Place a new order. Send the incorrect order back to DLA TROOP SUPPORT/KYLOC. Unit will incur shipping/postage costs. DLA TROOP SUPPORT/KYLOC will credit the unit’s account once the discrepant shipment is received. The address is as follows:

KYLOC
5751 Briar Hill Rd. BLDG # 6
Lexington, KY 40516-9721
ATTN: Connie Spicer

38. What happens when a Soldier receives a pair of boots that does not fit due to a different brand since the Army purchased a commercial boot for RFI and DLA TROOP SUPPORT/KyLOC is providing the Army Specification Boot thru ADO?
A: Please contact Ms. Susan Thompson at susan@ngmmc.com. In the email, provide the order document number of the discrepancy and the correct size needed for the return. The DLA TROOP SUPPORT/KYLOC will send a pre-paid postage “Return Label” for the unit to return the incorrect shipment and DLA TROOP SUPPORT/KYLOC will ship the correct item immediately upon receipt. DLA TROOP SUPPORT/KYLOC recommends ordering a ½ size up for the Army Specification Boots. (Example: 9 R should order 9.5 R). Soldiers/Units will NOT pay for any shipping back for boot issues/exchanges.

39. What does my unit do if we have not received an order in 14 days or more?

A: Your unit must do the following:

- Verify that your TAC 1 address is correct. If you need to make changes, send an email with “Address Change” in the SUBJECT line to your country/region administrator at one of the addresses listed on page 5.
- Contact Ms. Susan Thompson at susan@ngmmc.com. In your email, please provide the document number and the date of the order.
- After 30 days KYLOC cannot research orders so this must be done as soon as possible.

**TROUBLESHOOTING**

40. Where do I find “Basic Instructions” on the ADO processes?

A: You can find basic step-by-step instructions in the KYLOC Website. Click on the “ADO Instructions” tab on the Welcome Page.

41. What if I submitted my unit(s) documentation and I have not received my “Welcome to ADO” email after three (3) working days?

A: Please email your regional ADO Administrator at one of the addresses listed below. Put “Verification of ADO Account” in the SUBJECT line. Please include your DODAAC and the date you submitted all of the unit(s) documentation to help facilitate the research.

**Afghanistan**
michael.j.kuebler2.mil@mail.mil

aaron.l.collins8.mil@mail.mil

Horn of Africa, Kuwait and Qatar
42. What do I do if after my DODAAC has been loaded, I cannot access “administrator” processes?

A: In most cases, this happens when a user is not linked to their DODAAC. Please email your regional ADO Administrator at one of the addresses listed above. Put “Link to DODAAC” in the SUBJECT line. Please ensure that you have completed the POC Setup process and include your DODAAC in all your email traffic.

43. What do I do if my DODAAC has not been funded on the 1st of the month or if the DODAAC funds are incorrect (too much, not enough) according to our Perstat?

A: If your DODAAC has not been funded on the 1st of the month they are authorized funding, submit an email to your regional ADO Administrator (see below). The email needs the following information to help facilitate research: DODAAC, number of personnel listed on Perstat and the day and month the DODAAC was enrolled in ADO. “DODAAC not Funded” needs to be in the subject line of the email. If you believe that your funds are incorrect, either too much or not enough, then submit the same information as listed above with “DODAAC funds incorrect” in the subject line of the email. Allow 72 business hours for a proper response as the Funding manager does not work on weekends.

PASSWORD ISSUES

44. What happens if I forget my user id/password?

A: Please email your regional ADO Administrator at one of the addresses listed below. Put “Reset User id/password” in the SUBJECT line. Your user id/password will be reset within 24 hours of receiving the requests. NOTE: You can use your AKO user id and password to eliminate having a different log-in to access ADO.

Afghanistan
michael.j.kuebler2.mil@mail.mil
aaron.l.collins8.mil@mail.mil
45. What if I receive the message “The unit of order you are trying to submit does not have enough money to perform this transaction. Please see your clothing administrator”, what do I do?

A: This means your unit has not been funded or your unit has exceeded their monthly budget. Please email your regional ADO Administrator at one of the addresses listed above. Put “ADO Funding Issues” in the SUBJECT line and give a detailed description of the funding issue you are experiencing. Do not forget to include your DODAAC in the email.

46. What if I get the message “Orders are unable to be processed. The accounting section is being updated Please try again in 5 to 10 minutes”?

A: This means that one of the KYLOC Super Users are updating the accounting parameters. Please try the system later. You do not have to send an email to correct this problem. It resolves itself once the accounting parameters are updated. If the message above remains on the site for more than 2 hours, email your regional ADO Administrator at one of the addresses listed in question 44. Put “Accounting is Locked” in the SUBJECT line.

Points of Contacts

REGIONAL ADO ADMINISTRATORS

Afghanistan
LT Michael J. Kuebler
michael.j.kuebler2.mil@mail.mil
318-481-5193

SFC Aaron L. Collins
aaron.l.collins8.mil@mail.mil
318-481-4333

Horn of Africa, Kuwait, Qatar
SGT Jennifer Alcantara
Jennifer.alcantara2.mil@mail.mil
DSN: 318-480-5753

SFC Luis Martinez
luis.a.martinezrodriguez.mil@mail.mil
DSN: 318-430-9714

Syria, Iraq and Jordan
SFC Eduardo Moreno
Eduardo.morenovargars.mil@mail.mil
SPC Nicholas Holeyfield  

nicholas.a.holeyfield.mil@mail.mil  

DSN: 318-480-0255

SPC Hassan Almasrey  

hassan.a.almasrey.mil@mail.mil  

DSN: 318-480-0255

DLA TROOP SUPPORT/KyLOC POCs

Mr. Kenneth Gunn  
ADO Clothing Program Manager  
DLA TROOP SUPPORT  
kenneth.gunn@dla.mil  
Comm: 215-737-9161

Mr. Chris Ripy  
KYLOC Director  
cisory@ngmmcm.com  
Comm: 859-293-3475

KYLOC Customer Service  
“Order Discrepancies”  
custservice@kyloc.com  
Comm: 859-293-3988

Mr. Bryan Bradshaw  
ADO/KYLOC Customer Service  
bryan.bradshaw@dla.mil  
Comm: 215-737-5655

Mr. Paul Diak  
ADO/KYLOC Customer Service  
paul.diak@dla.mil  
Comm: 215-737-0875

Ms. Elaine Mellet  
ADO/KYLOC Customer Service  
elaine.mellet@dla.mil  
Comm: 215-737-8274

Mr. Ted Kelly  
ADO/KYLOC Customer Service  
edward.kelly@dla.mil  
Comm: 215-737-4886

DODAAC Managers  
1st TSC  
DoDAAC@kuwait.swa.army.mil