



# **UNITED STATES ARMY AFRICA**



*Army Service Component Command*



**Army Direct Ordering (ADO) Program**

**Operational Sustainment**

**01 MAY 2015**

## Table of Contents

<b>PAGE:</b>	<b>CONTENTS:</b>
<b>02-04</b>	<b>General Information</b>
<b>05</b>	<b>Enrollment Procedures</b>
<b>06</b>	<b>Perstat Verification Example Memo</b>
<b>07</b>	<b>DA 1687 Example</b>
<b>08</b>	<b>Example of Assumption of CMD Memo</b>
<b>9-10</b>	<b>Unit POC Information</b>
<b>11</b>	<b>Unit Responsibilities</b>
<b>12-14</b>	<b>Funding</b>
<b>15</b>	<b>Close an Account “MFR” Example</b>
<b>16</b>	<b>Accountability</b>
<b>17</b>	<b>Order / Shipment discrepancies</b>
<b>18</b>	<b>Troubleshooting</b>
<b>19</b>	<b>Password Issues</b>
<b>20-21</b>	<b>ADO/USARAF Points of contact</b>
<b>22-24</b>	<b>Annex - A</b>

## GENERAL INFORMATION

### 1. What is ADO?

A: Army Direct Ordering (ADO) is a **USARAF program that was established to provide sustainment of clothing bag items; Military Personnel Appropriation (MPA) 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 on the Continent of Africa minus Egypt 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 AFRICOM AOR that are deployed in support of Operation Enduring Freedom (OEF). Soldiers that PCS or are TDY to the AFRICOM AOR 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 and Marines (augmentees) assigned to or embedded within Army units that are performing tactical missions while deployed in support of 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 and Marine 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:

Units set up an account through their Army Service Component Command.

Once the unit is set-up, Soldier place orders by size via AKO link thru DLA E-Commerce to Kentucky Logistics Operations Center (KYLOC) website. The website is <https://www.kyloc.com/USARAF>

- 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 sergeant 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 address (APO mailing address). The shipping process consists of:

- Ground transportation to USPS mail sort Chicago IL
- Air transportation to APO NY Hub
- Flown to Bahrain APO Hub for distribution to designated APO
- Unit mail pick-up and delivery to Unit POC
- Estimated shipping time: **10-17 days to OEF units**

**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:

<u>OCIE</u>	<u>MPA</u>
US Army/Name tapes	Riggers Belt
FRACU	Boots Gloves,
Flyer	IPFU
Goggles/Eye protection	ACU Patrol Cap
Underwear	Socks AG
Unit Patches/Rank	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 their home station or Mobilization sites.

**9. 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 12 and 13).

**10. Where or from whom do I receive my unit's ADO DODAAC?**

A: Units can receive their ADO DODAAC from the USARAF G4 Property Management Branch by contacting Rafael A Morales [Rafael.A.Morales20.mil@mail.mil](mailto:Rafael.A.Morales20.mil@mail.mil) or Ringo J Wilson [Ringo.J.Wilson.civ@mail.mil](mailto:Ringo.J.Wilson.civ@mail.mil), via phone at DSN: 314-637-7050 or 314-637-7051.

**11. Why use a USARAF rotational ADO DODAAC?**

A: The rotational ADO DODAAC were created with DAG4 guidance in resolution to the GCSS-A conversion. The ADO DODAAC is the only DODAAC allowed to order ADO and will not be part of the GCSS-A conversion.

## ENROLLMENT PROCEDURES

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

A: Submit the **3 required documents** listed below via email to your regional ADO Administrator at [Rafael.A.Morales20.mil@mail.mil](mailto:Rafael.A.Morales20.mil@mail.mil) or [Ringo.J.Wilson.civ@mail.mil](mailto:Ringo.J.Wilson.civ@mail.mil).

B. Put in the SUBJECT line: **“Add to ADO” and include the ADO 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 3 documents. ADO does not hold on to incomplete paperwork. Submitting all 3 documents in the same email speeds up processing and prevents paperwork from being misplaced.

### REQUIRED DOCUMENTS:

- **PERSTAT Verification Memorandum – See example 1 on page 6**
  - Ensure that the Commander signs the memorandum.
  - The ADO DODAAC must be listed; it usually begins with W58.
  - DO NOT submit the actual PERSTAT or ALPHA ROSTER with Soldiers names and SSNs.**
  
- **DA Form 1687 (Delegation of Authority) – See example 2 on page 7**

It must have your unit’s correct (mailing address-including zip code and FOB or Camp) use the correct ADO DODAAC. **DO NOT submit any S4 USE, PBUSE or SAMS-E DODAACs** or the paperwork will be rejected. In addition, include the PAX count in the “REMARKS” section. Contact your regional POC if you require assistance.
  
- **Commander’s Assumption of Command Orders – See example 3 on page 8**

For the Commander listed on the DA form 1687



DEPARTMENT OF THE ARMY  
THIRD ARMY  
UNITED STATES ARMY CENTRAL  
COALITION FORCES LAND COMPONENT COMMAND  
1881 HARDEE AVE SW  
FORT MCPHERSON, GA 30330-1064

REPLY TO  
ATTENTION OF:

Unit Office Symbol

Today's Date

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](mailto:adoc4@arcent.army.mil)

*John Doe*  
John Doe  
CPT, QM  
Commanding

MUST HAVE CDR'S SIGNATURE

EXAMPLE

**EXAMPLE 1 - PERSTAT VERIFICATION MEMORANDUM**



DA FORM 1687, MAY 2009





**U.S. ARMY**  
Forms Content Management

SAVE SAVE AS PRINT EMAIL

**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.*

DATE Today's Date

**AUTHORIZED REPRESENTATIVE(S)**


ORGANIZATION RECEIVING SUPPLIES Unit name, BN, BDE, Divison, TF		LOCATION OIF OR OEF, NAME OF CAMP OR FOB, COUNTRY, ZIPCODE	
LAST NAME-FIRST NAME-MIDDLE INITIAL		SIGNATURE AND INITIALS	
LAST NAME, FIRST NAME		Y	Y
		signature 	
LAST NAME, FIRST NAME		Y	Y
		signature 	
LAST NAME, FIRST NAME		Y	N
		signature 	
		signature 	

**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 number of Soldiers

**I ASSUME FULL RESPONSIBILITY**

UNIT IDENTIFICATION CODE UIC		DODAAC/ACCOUNT NUMBER DODAAC	
LAST NAME-FIRST NAME-MIDDLE INITIAL	GRADE	TELEPHONE NUMBER	EXPIRATION DATE
Commander's information	0-	XXX-XXX-XXXX	Redeploy date
		SIGNATURE 	
		Commander's signature	

DA FORM 1687, MAY 2009 PREVIOUS EDITIONS ARE OBSOLETE APD PE v1.00ES

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 Valuator's, 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.
  - 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.

**EXAMPLE 2 - DA Form 1687 (ADO Enrollment)**





**DEPARTMENT OF THE ARMY**  
HEADQUARTERS SUPPORT COMPANY  
UNITED STATES ARMY AFRICA  
UNIT 31401, BOX 56  
APO AE 09630

TTMK-GP

01 MAY 2015

MEMORANDUM FOR RECORD

SUBJECT: Assumption of Command

By authority of AR 600-20, paragraph 2-5 (c), the undersigned assumes command of Headquarters Support Company, United States Army Africa effective 05 MAY 2015 until officially relieved from duties.

  
TMT DUNCAN  
MAJ, AR  
Commanding

**EXAMPLE 3 – Assumption of Command Orders**

## Unit POC Information

### **13. 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).

### **14. If I am a BDE or BN S4, how do I get visibility of my units loaded into the ADO Program? See example 4 on page 10.**

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 ADO 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. Example 4, see page 10.
- Assumption of Command Orders (unit commander or see page 10 for more information and an example 1687). See example 3, page 8.
- Put in the SUBJECT line: **“Link User to DODAAC”** and email completed form to [Rafael.A.Morales20.mil@mail.mil](mailto:Rafael.A.Morales20.mil@mail.mil) or [Ringo.J.Wilson.civ@mail.mil](mailto:Ringo.J.Wilson.civ@mail.mil).

### **15. 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 setup 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 25<sup>th</sup> of May 2015, your unit funds will be available on 1 June 2015.

DA FORM 1687, MAY 2009

**U.S. ARMY**  
Forms Content Management

SAVE SAVE AS PRINT EMAIL

NOTICE OF DELEGATION OF AUTHORITY - RECEIPT FOR SUPPLIES					DATE
For use of this form, see DA PAM 710-2-1. The proponent agency is DCS, G-4.					DATE
AUTHORIZED REPRESENTATIVE(S)					
ORGANIZATION RECEIVING SUPPLIES UNIT, BN, BDE, DIV, TF NAME			LOCATION OIF OR OEF, NAME OF CAMP/FOB, ZIP CODE		
LAST NAME-FIRST NAME-MIDDLE INITIAL		AUTHORITY REQ REC		SIGNATURE AND INITIALS	
NAME OF INDIVIDUAL		Y	Y	SIGNATURE	
NAME OF INDIVIDUAL		Y	Y	SIGNATURE	
AUTHORIZATION BY RESPONSIBLE SUPPLY OFFICER OR ACCOUNTABLE OFFICER					
THE UNDERSIGNED HEREBY <input checked="" type="checkbox"/> DELEGATES TO <input type="checkbox"/> WITHDRAWS FROM THE PERSON(S) LISTED ABOVE, THE AUTHORITY TO: have BN/BDE visibility link of ADO account(s) for accountability purposes only					
REMARKS EMAIL OF FIRST INDIVIDUAL LISTED ON 1687					
I ASSUME FULL RESPONSIBILITY					
UNIT IDENTIFICATION CODE DERIVATIVE (DEPLOYED) UIC			DODAAC/ACCOUNT NUMBER DEPLOYED DODAAC(s)		
LAST NAME-FIRST NAME-MIDDLE INITIAL	GRADE	TELEPHONE NUMBER	EXPIRATION DATE	SIGNATURE	
UNIT COMMANDER	O-	XXX-XXXX	Redeploy date	SIGNATURE	

DA FORM 1687, MAY 2009 PREVIOUS EDITIONS ARE OBSOLETE APO PE v1.00ES

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 deployed end date.

**EXAMPLE 4 - DA Form 1687 (BN/BDE Visibility)**

## UNIT RESPONSIBILITIES

### 16. 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.

### 17. What are my unit validator/administrator's responsibilities?

A. Unit validator/administrator's responsibilities are as follows:

1. Setup the unit ADO account as soon as the unit goes through RSOI.
2. Do not load your unit POC into the system more than once. The same rule applies for units with multiple DODAACs.
3. Notify the unit mail clerk to deliver ADO shipments only to the supply sergeant.
4. Notify your regional ADO Administrator at the below listed emails of any changes to address or POCs.
5. Please include a new DA Form 1687 with "supersedes all others" and email to [Rafael.A.Morales20.mil@mail.mil](mailto:Rafael.A.Morales20.mil@mail.mil) or [Ringo.J.Wilson.civ@mail.mil](mailto:Ringo.J.Wilson.civ@mail.mil)
6. 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.
7. Manage the monthly budget to prevent abuse and exercise "Command Supply Discipline".
8. **Close ADO account 45 days prior to redeployment with your regional ADO Administrator by sending an email with the Closure Memo (see page 15) attached to one of the addresses listed above with "Close ADO Account" in the SUBJECT line.**

### 18. 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, click on the "HELP" tab from the ADO webpage then click on "GET WELL DATES LISTINGS". You will then receive a download of items on backorder and dates expected to be available.

## FUNDING

NOTE: KYLOC Conducts end of fiscal year closeout the 16th of September. All orders for the month of September must be validated no later than the close of business on the 1st of September. Once closeout procedures begin on the 1st all remaining unobligated funds will be zeroed out and no orders can be placed on the website during that time.

**NOTE: Enrollment paperwork must be submitted to your regional ADO Administrator by the 25<sup>th</sup> 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.**

### 19. How is Army Direct Ordering (ADO) funded?

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

### 20. 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.

### 21. How much is my unit allocated for Organization Clothing and Individual Equipment (OCIE)?

A: Per guidance from the U S A R A F G8, **beginning on 1 May 2015**, 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

$$100 \times \$85 = \$8,500 \text{ (total unit monthly allocation)}$$

### 22. What is Military Pay Account (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.

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

A: This program is for deployed Soldiers within the AFRICOM AOR and only those Soldiers on TCS orders deployed in support of 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 from those branches of service assigned in the AOR are not authorized to use the MPA funded program.

**24. 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)

**25. 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 basis 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 USARAF G4 for review. The “Basis of Issue” for MPA is as follows:

IPFU Jacket	1 ea.
IPFU Pants	1 pr.
IPFU Short Sleeve Shirt	2 ea.
IPFU Long Sleeve Shirt	2 ea.
IPFU Shorts	2 pr.
Socks, Army crew	6 pr.
Moisture wicking T-shirt	3 ea.
Boots	2 ea.
Belt Rigger	1 ea.
Boots HW	1 pr.
Boots CW	1 pr.
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 USARAF G4 ADO representative.**

**26. 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.

**27. 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 USARAF G4 (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. Email updates to [Rafael.A.Morales20@mail.mil](mailto:Rafael.A.Morales20@mail.mil) or [Ringo.J.Wilson.civ@mail.mil](mailto:Ringo.J.Wilson.civ@mail.mil)

**28. 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 units responsibility to notify their regional ADO Administrator of changes to their redeployment window. The memorandum should also list all personal with access to the account so that the user id’s can be closed out properly to avoid confusion on future deployments.

**29. 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

DEPARTMENT OF THE ARMY  
123<sup>RD</sup> QUARTERMASTER COMPANY  
CAMP ARIFJAN  
APO AE 09366

Unit Office Symbol

Today's Date

**(Which is 45 days prior to redeployment date)**

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  
Seemore, Byron

3. Point of Contact for this action is the undersigned at [commander@us.army.mil](mailto:commander@us.army.mil).

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

**MUST HAVE CDR'S SIGNATURE**

**EXAMPLE D - ACCOUNT CLOSURE MEMORANDUM**

## ACCOUNTABILITY

### **30. 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.

### **31. How does my unit DX (turn-in) uniforms?**

A: **CFLCC Message dated 131829Z MAY 09, para. 3. A.** 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. See Annex A.

### **32. Will Soldiers have to turn in the FRACU uniforms and items ordered through ADO upon return after deployment?**

A: 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.**

### **33. 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.

### **34. 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

### **35. 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](mailto: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.

### **36. 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: Susan Thompson

### **37. What does my unit do if we have not received an order in 17 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](mailto: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

### **38. 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.

### **39. 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. Email request for information (RFI) to [Rafael.A.Morales20.mil@mail.mil](mailto:Rafael.A.Morales20.mil@mail.mil) or [Ringo.J.Wilson.civ@mail.mil](mailto:Ringo.J.Wilson.civ@mail.mil).

### **40. 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 addressed 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.

### **41. What do I do if my DODAAC has not been funded on the 1<sup>st</sup> 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 1<sup>st</sup> 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

### **42. 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. Email request to [Rafael.A.Morales20.mil@mail.mil](mailto:Rafael.A.Morales20.mil@mail.mil) or [Ringo.J.Wilson.civ@mail.mil](mailto:Ringo.J.Wilson.civ@mail.mil).

### **43. 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.

### **44. 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

#### **USARAF** (Not to include Egypt)

SFC Rafael Morales

[Rafael.A.Morales20.mil@mail.mil](mailto:Rafael.A.Morales20.mil@mail.mil)

Comm: 390444617050

DSN 314-637-7050

Mr. Ringo Wilson

[Ringo.J.Wilson.civ@mail.mil](mailto:Ringo.J.Wilson.civ@mail.mil)

Comm: 390444617053

DSN 314-637-7053

USARAF Funding Manager

[heidi.d.lattuca.civ@mail.mil](mailto:heidi.d.lattuca.civ@mail.mil)

Comm: 390444715027

DSN: 314- 634-5027

USARAF Funds Control Module

[mariarosa.ballarin2.ln@mail.mil](mailto:mariarosa.ballarin2.ln@mail.mil)

Comm: 390444717421

DSN: 314-634-7421

### DLA TROOP SUPPORT/KyLOC POCs

Mr. Chris Ripy

KYLOC Director

[cripy@ngmmc.com](mailto:cripy@ngmmc.com)

Comm: 859-293-3475

Ms. Susan Thompson

KYLOC Customer Service

"Order Discrepancies"

[susan@ngmmc.com](mailto:susan@ngmmc.com)

Comm: 859-293-3988

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

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

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

ADO/KYLOC Clothing Program Manager  
ADO/KYLOC Customer Service  
[edward.kelly@dla.mil](mailto:edward.kelly@dla.mil) Comm:  
215-737-4886



**ANNEX - A**

131829Z MAY 09  
FM USARCENT ARIFJAN KUWAIT KU//G3//G4  
TO HQ DA//G3//G4/G8  
CDR MNC-I CAMP VICTORY IZ G3//G4//  
MNC-KU CAMP BUEHRING KUWAIT KU  
CJTF-101CMD GRP//G3//G4//  
CDR MNF-I CAMP VICTORY IZ//G4//  
1TSC  
USCENTCOM FWD/G3//G4//  
ASG KUWAIT (COMUSARCENT KU)//G3//G4//  
ASG-QA  
INFO/AMC//G3//G4  
USCENTCOM MCDILL AFB FL CCJ3//  
FORSCOM FT MCPHERSON GA  
USARCENT HQS FT MCPHERSON GA//G4//G8//WATCH//  
BT  
UNCLASS  
OPER/ IRAQI FREEDOM/ENDURING FREEDOM//  
MSGID/GENADMIN/USARCENT/CAMP ARIFJAN KUWAIT//G4//  
**SUBJ/USARCENT MESSAGE M09-321 FORMAL ARMY DIRECT ORDERING  
/(ADO) POLICY FOR DEPLOYED SOLDIERS (U)//**  
REF/A/ (U) DA MESSAGE/130222ZJAN07// NARR/RER SUBJ: ARMY  
COMBAT UNIFORM (ACU) FIELDING.//  
REF/B/ (U) DA MEMORANDUM/28APRIL06// NARR/RER SUBJ:  
AUTHORIZATION TO ISSUE ARMY COMBAT UNIFORMS (ACUS) TO AIR  
FORCE/NAVY PERSONNEL ASSIGNED TO THE ARMY.//  
REF/C/ (U) CFLCC MESSAGE/041827MAY06// NARR/RER SUBJ: ARMY  
DIRECT ORDERING PROGRAM INFORMATION (U)//  
SUBJ/ ADO POLICY

1. (U) ADO is a USARCENT program that was established to provide sustainment of clothing bag items and organizational clothing and individual equipment (OCIE) to deployed Soldiers.
2. (U) POLICY.
  - 2.A. (U) 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 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). Soldiers that are TCS to Iraq, Afghanistan, Kuwait and Qatar, will be authorized to enroll in or receive items through the ADO program.
  - 2.B. (U) 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 the ADO program 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.

2.C. (U) Civilians are not authorized to enroll in the ADO program nor order items from the ADO program menu.

2.D. (U) ADO is not to be used for initial issue or to fill shortages. Initial issue and shortage fills will be handled by PEO Soldier. ADO can be used to supplement catastrophic losses when properly documented.

3. (U) USARCENT G4 will conduct an annual ADO menu review with 1TSC, MNC-I, MNF-I, and USFOR-A, the purpose of this annual review is to recommend additions and deletions of clothing bag items and OCIE to the ADO menu. USARCENT will coordinate with DSCP and KYLOC to remove or add recommended items.

3.A. (U) Unit commanders are reminded that this program is a direct exchange program and must ensure that Soldiers turn in damaged or unserviceable, items upon receiving their requested orders

3.A.1. (U) GWOT funding is used to support the ADO program in the USCENTCOM AOR. Under current guidance, USARCENT G8 is not authorized to fund ADO for PCS Soldiers without additional GWOT funding.

3.A.1.A. (U) Guidance for funding ADO is that each unit must submit a correct and current PERSTAT to USARCENT G8 to ensure the correct amount of money is placed in that unit's account. Funding allocations are on a current monthly basis and are not accumulative nor retro active.

3.A.1.B. (U) Every unit enrolled in the ADO program will be authorized \$85.00 per deployed Soldier per month. Each Soldier will be afforded the opportunity to order up to 4 sets of FRACUS or A2CUS during the unit's deployment, if needed. Additional orders of uniforms on ADO must be requested by an exception to policy letter signed by the unit's battalion commander and submitted to the USARCENT G4 ADO representative for approval.

3.A.2. (U) MPA funded items are clothing bag items that are available through the ADO program and are paid for with military personnel appropriation (MPA) funds. 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 and civilians who are TDY or PCS into the AOR are not authorized to use this program. Air Force/Navy personnel (augmentees) and units assigned in the AOR are not authorized to use the MPA funded program.

3.A.3. (U) 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 that 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.

3.A.4. (U) Soldiers can utilize this program 45 days after deployment into the AOR and are not authorized to use the program 45 days prior to redeployment. The monthly allotment for MPA items is \$38.23 per Soldier, per month. Commanders must ensure that all Soldiers are aware of this option 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 units approving authorities to enter orders on behalf of those Soldiers.

3.A.5. (U) Commanders are required to monitor track records and communicate with those authorized to approve ADO purchases. This is to ensure compliance and stay within the guidelines of the ADO program.

3.A.6. (U) Any unit that is found submitting an inflated PERSTAT or ordering more than the 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.

4. (U) ADMIN AND LOGISTICS. None

5. (U) POINT OF CONTACT. USARCENT G4 ADO Representative,  
USARCENT G4, Supply and Services, LTC Demetrius R. Price, DSN 312-367-0659, EMAIL [demetrius.price@arcent.army.smil.mil](mailto:demetrius.price@arcent.army.smil.mil) or [demetrius.price@arcent.army.mil](mailto:demetrius.price@arcent.army.mil)  
MSG Derrick J. Smith 312-367-3723 [derrick.smith2@arcent.army.smil](mailto:derrick.smith2@arcent.army.smil) or [derrick.smith2@arcent.army.mil](mailto:derrick.smith2@arcent.army.mil)  
SFC Beverly L. Dyer, DSN 312-367-4405, [beverly.dyer@arcent.army.smil.mil](mailto:beverly.dyer@arcent.army.smil.mil) or [beverly.dyer@arcent.army.mil](mailto:beverly.dyer@arcent.army.mil)