

**FISCAL OPERATION DIVISION
SUPPLY SECTION**

END-USER SUPPLY MANUAL

January 2011

Table of Contents

FREQUENTLY ASKED QUESTIONS.....	iv
CHAPTER 1 - LAPD Procurement Process.....	1
Fiscal Operations Division, Supply Section	1
Supply Order Form, LAPD Form 15.11 (15.11)	2
Funding Source	2
Confirming Orders	2
Flow Chart of Ordering Process	3
CHAPTER 2 - How to Complete a Supply Order Form (15.11).....	4
Blank 15.11	10
CHAPTER 3 - Requirements when Submitting LAPD Form 15.11	11
Non-Contract Item(s) Request under \$500	11
Non-Contract Item(s) Requests totaling more than \$500	11
Sole Source Justification.....	11
Request for Funds Not Allocated in Divisional Budget	11
Reserve Purchase Orders (PO).....	11
CHAPTER 4 - End-User Receipt of an Order	13
How to Receive an Order.....	13
CHAPTER 5 - Printing Services and General Services Department Supply Warehouse	14
Printing Services	14
Business Cards	14
Training Material, Pamphlets, Other Printing	14
Forms.....	14

Department of General Services Supply Warehouse (DCG).....	14
Print and DCG Orders Flowchart	15
CHAPTER 6 - Uniform Shop.....	16
One Time Issue Items	16
Vest Loaner Panels:	16
Vest Destruction: Body armor beyond its useful life (five years) is normally sent for destruction.	16
Vest Donations:.....	16
Replacement of Lost Equipment:.....	16
Optional equipment:.....	17
New police equipment:	17
Non-Standard Uniform items:.....	17
Motor Officer’s Uniform and Equipment Replacement:	17
Returning of Equipment:.....	17
Shoes	17
Handcuffs:.....	17
Key Issues:.....	17
Door Keys:.....	17
CHAPTER 7 - Wrong Door.....	18
CHAPTER 8 - Salvage	19
CHAPTER 9 - Walk Thru, Unusual Occurrence, and Emergency Circumstances	20
CHAPTER 10 - Segregation of Duties	21
Granting Order Placement Authorities to Other Entities	21

Scientific Investigation Division (SID).....	21
Information Technology Division (ITD).....	21
Motor Transport Division (MTD)	21
TEAMS II.....	21
Emergency Command Control Communications Systems (ECCCS).....	21
Supply Management System (SMS) User Access	22
Appendix I - Administrative and Technical Services Bureau Notice.....	24
Appendix II - Sample Proof of Receipts.....	25

FREQUENTLY ASKED QUESTIONS

Q: Where is Supply Section located?

A: Address: Piper Technical Center
555 Ramirez Street, Space 212,
Los Angeles, CA 90012
Stop Number: 422
Main Telephone Number: (213) 473-7801
Equipment Unit: (213) 473-7980
Uniform Shop Number: (213) 473-7990
Fax Number: (213) 473-7996
E-Mail Address: supply@lapd.lacity.org

Hours of Operation: Monday – Thursday 0730 – 1600 hours
Fridays: 0730 – 1200 hours
Closed Civilian Holidays

Q: How much money does my division have to spend on supplies?

A: Fiscal Operations Division, Budget Section prepares a “divisional budget” based on each division’s body count, function, and historical expenditures. The budget is allocated at the beginning of each Fiscal Year.

Q: What are the various Account numbers that I see in my Divisional budget?

A: Account 6010 – Office and Administrative Expenses – consumables office supplies such as paper, pens, post its, toner, file folders, discs, flash drives, etc.

Account 6020 – Operating Supplies and Expenses – Photographic, custodial and laboratory supplies, cleaning expenses, etc.

Account 3090 – Field Equipment Expenses – batteries, gloves, plastic cuffs, pry bars, narcotics drug test kits, field equipment, etc.

Q: How do I order supplies?

A: Complete a Supply Requisition Form 15.11 (15.11). Forms are available online through E-Forms. It is essential that the 15.11 is complete, including a divisional order number, items requested, justification, and commanding officer signature, in order to be processed.

Q: Can I sign the 15.11?

A: Only the commanding officer or his/her designee can sign the 15.11. A divisional order number is required to process a 15.11 request.

Q: What happens if I order outside the 15.11 process?

A: This results in a Confirming Order. The Department is not responsible for these orders. The person who generated the purchase may be responsible for payment. A Form 15.2 is required from the commanding officer of the employee that made the purchase through their chain of command to FOD with justification as to why the proper procurement process was not followed. Confirming Orders could be subject to disciplinary action and reimbursement to the City. Refer to Administrative and Technical Services Bureau Notice, dated September 15, 2009, "Employee's Responsibility – Acquiring Goods and Services."

Q: How long does it take for Supply to process my request?

A: Contract Purchase Order: 3 – 6 weeks
Blanket Purchase Order: 4 - 8 weeks
One-Time Purchase Order: 30 – 90 days
LAPD Supply Warehouse or General Services Department Warehouse:
1 – 2 weeks
Printshop Orders: 2 – 4 weeks
Business Cards: 2 - 4 weeks after a verified template from the end-user

*Plan ahead and allow Supply sufficient time to process orders.

Q: How long does it take for Central Purchasing to complete an order?

A: If an order is not on contract and the total costs, including tax and shipping, is over \$1000, the request is processed through General Services, Central Purchasing. Central Purchasing has 28 days to process requests less than \$100,000 and 90 days to process requests that exceed \$100,000.

Q: Why didn't I get the supplies that I ordered?

A: There could be several reasons:

1. Items were out of stock.
2. Items were not a cost effective item. There is a budget criteria for many items based on Supply procurement guidelines.
3. Item is no longer available.
4. Wrong SKU number.

Q: Why did I get a double shipment?

- A: Most likely your 15.11 request was processed twice. It is requested that entities do one or the other: Mail, fax, or hand deliver their 15.11 request. Please do not mail and fax an order. This can create duplicate shipments and cause your budget to be billed twice.
- Q: Is their automatic paper delivery at the new police administration building (PAB)?
- A: No. There is no automatic paper delivery at the new PAB. Coffee/Copy Room "Czars" have been assigned to each room on each floor and is responsible for ordering paper, copy machine toners, and staples.
- Q: Who pays for paper and toner?
- A: Supply Section has a budget for paper and printer toner requests. Funding for the printer maintenance, fuser and drum kits are paid for by your divisional allocation.
- Q: What kind of supplies can I get from the LAPD Supply Warehouse?
- A: Gloves, sanitizing wipes, tri-folders, LAPD CDs and DVDs, chairs, and shredders can be ordered from LAPD Supply Warehouse. A completed 15.11 should be forwarded to Supply. Emergency walk-thru Orders are for emergency purposes only.
- Q: Who do I contact if I do not receive my order?
- A: LAPD Supply Section:
Questions regarding Status of an Order: (213) 473-7801
Questions regarding purchases and procurement: (213) 473-7980
Sworn Uniform and Equipment: (213) 473-7990
- Q: Why can't I purchase items from any company?
Why do I have to use the contract vendor, when another vendor is much cheaper?
- A: Procurement guidelines are established by the City of LA, Administrative Code. The procurement guidelines require a competitive bid process for all contracts and one-time purchase orders that are awarded. City vendors must meet specific compliance requirements before becoming an approved City vendor.
- Q: Why can't I get forms from the print shop?
- A: Many forms are available online at E-Forms. They can be printed at your location and duplicated as needed. The cost savings are substantial.
- Q: Who is eligible for business cards?

A: The Department will pay for business cards for Captain and above, Lieutenant, Sergeant OIC, Police Administrator, and Senior Management Analyst II.

Q: Where do I go to get duplicate keys?

A: The Department does not have a locksmith. Facilities Management Division is responsible for the repair of door locks and the duplication of door keys and can be reached at (213) 482-7320. 999 Keys are issued by Personnel Division and can be reached at (213) 486-4659.

Q: Why do I need to shred documents? Can't I use a Burn box?

A: Shredding is highly encouraged and is very cost effective. Burn boxes are still available. Burn boxes shall be securely taped and have the name and serial number of the person securing the burn box. (Do not put ammunition in a burn box). Burn boxes can be delivered to Supply during normal operating hours.

Q: How do I get toner for my copier machine?

A: If you are not located in the new PAB, you may contact Ricoh directly. Have the make and model number ready. New PAB employees contact Coffee/Copy Room Czar on your floor.

Q: How do I get staples for my copy machine?

A: To order staples for your copier machines, complete a 15.11 request and call Supply at (213) 473-7801 for a Reserve Purchase Order (PO) number. Supply will need your 15.11 Divisional Order Number to create a reserve PO. The Reserve PO number shall be written on your 15.11 request under the box entitled "PO Number". At that time, you can call Ricoh directly to order your staples. Be sure to give Ricoh your PO number. Once you receive your staples from the vendor, attach the packing slip to your 15.11 request and forward to Supply for payment processing.

Q: What do I do when I get my order from the vendor?

A: In order for the vendor to get paid, sign the packing slip that was included with your order and put your name, serial number, date received, and the PO # or Divisional Order Number. Keep a copy of the packing slip for your records and send the signed original to Supply at Stop 422.

Q: What do I do with broken chairs and furniture?

A: If a piece of furniture is broken and/or unsafe, the items shall be salvaged at Supply Section. Complete a 15.11 with a detail list of the items to be salvaged. Deliver the salvage item(s) and the completed 15.11 to Supply Section.

*Note: Computer equipment to be salvaged shall be processed through ITD at (213) 473-8089.

Q: What do I need to replace my police uniform equipment?

A: A completed, signed Form 15.11 is required to replace any department issued police equipment. The 15.11 must include the Divisional Order Number and the items that need to be replaced. The items to be replaced must be surrendered at the time of replacement.

Lost equipment will require a copy of the lost report and a completed 15.11 before replacement.

Q: When do I need to replace my body armor?

A: All ballistic body armor panels have a warranty lifetime of five years. Employees are urged to check their body armor panels periodically to ensure it is not expired. If body armor has expired or is close to expiring, employee shall come to Supply or any Galls stores to get fitted for a new vest. The expired vest must be surrendered.

Q: Where do I return my police equipment when separating from the Department?

A: All department issued police equipment must be returned to Personnel Division and Supply Section upon separation from the Department.

CHAPTER 1 LAPD Procurement Process

Fiscal Operations Division, Supply Section

Fiscal Operations Division (FOD) Supply Section is the purchasing agent for the Los Angeles Police Department (LAPD).

*Exceptions: Motor Transport Division is responsible for the acquisition of vehicles. Information Technology Division is responsible for the acquisition of computer hardware and software.

Supply Section's contact information is as follows:

Address:	Piper Technical Center 555 Ramirez Street, Space 212, Los Angeles, CA 90012**
Stop Number:	422
Main Telephone Number:	(213) 473-7801
Equipment Unit	(213) 473-7980
Uniform Shop Number	(213) 473-7990
Fax Number:	(213) 473-7996
E-mail Address:	supply@lapd.lacity.org
Hours of Operation:	Monday – Thursday 0730-1600 hours Friday 0730-1200 hours Closed Civilian Holidays

**Please note: Supply Section is scheduled to move to the basement of the Piper Technical Center next to the Department of General Services (GSD) - Salvage in January 2011.

Supply Section (Supply) ensures that all necessary approvals and clearances are obtained on requisitions and then processes the order accordingly. Supply coordinates activities pertaining to the purchase of supplies and services, the printing of required material, the repair of office machines (non-computer related) and equipment, and the salvage of equipment with the GSD.

Supply is responsible for:

- a) procuring goods and services;
- b) acquiring uniforms and related equipment items authorized for sworn and civilian employees;
- c) coordinating and controlling the printing and duplicating services available to the LAPD for production of tactical, educational, and informational material;
- d) repairing private property damaged as a result of mistaken police action, and;
- e) maintaining records of LAPD purchases made by Supply Section.

Supply Order Form, LAPD Form 15.11 (15.11)

All employees shall use a 15.11 (available on the LAPD Forms Repository or e-forms) to begin any request for purchases, contracts, services, equipment, printing and duplicating requests, uniform replacement items, and any item a Department entity seeks to acquire using funding allocated to the Department, whether City General Fund or Special Funds such as SPA, CLEAR, MICLA, etc.

Funding Source

All 15.11 requests must have proper funding prior to a Purchase Order (PO) being created.

Fiscal Operations Division, Budget Section allocates funding to entities each fiscal year. The City of Los Angeles' fiscal year is from July 1 through June 30. Budget allocations are disseminated to commands at the beginning of each fiscal year.

Confirming Orders

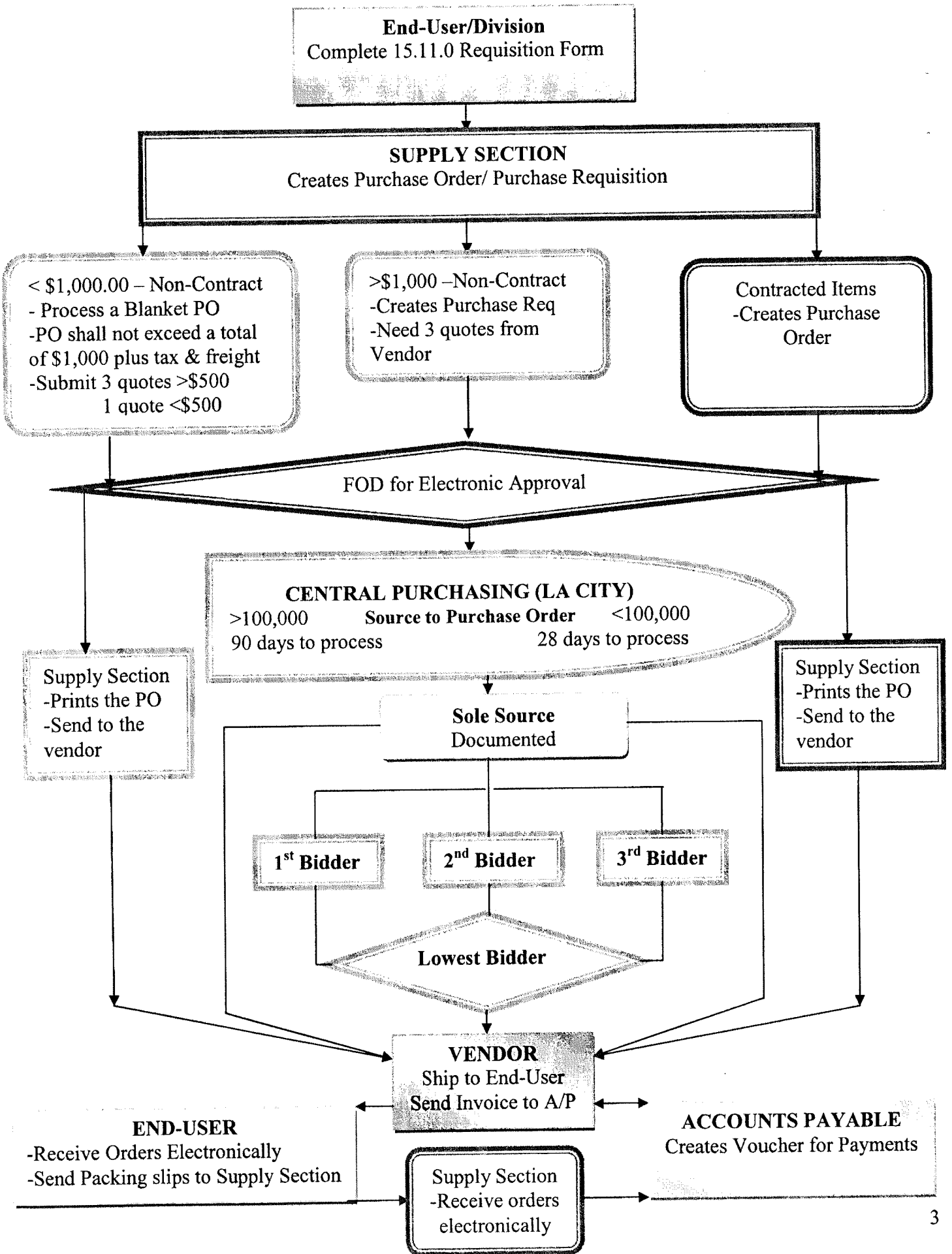
Employees shall **NOT** obligate the Department to pay for goods and services outside of the procurement process prescribed by the City Charter.

When a Department employee presents a vendor's invoice or other evidence that the employee acted independently and financially obligated the Department to pay for goods and services outside of the procurement process, this is known as a "confirming order." **CONFIRMING ORDERS SHOULD NOT OCCUR.** (Appendix I). Individual employees even with verbal or written approval from their commanding officer, do not have the legal authority to obligate the City to pay a vendor. All acquisition of goods and services that require departmental financial obligation shall be processed through FOD. If there is an unusual transaction or exigent circumstance, FOD shall be contacted prior to making any commitment to a vendor. The Budget Section and Supply Section of FOD will determine if funds are available on a case-by-case basis, and further instructions will be given at that time.

NOTE: Confirming orders shall not be used as a means of conducting routine business or to circumvent the City's procurement process. Any and all confirming orders shall require written explanation to the Commanding Officer, Fiscal Operations Division through the chain of command. Employees will be held personally liable and subject to discipline if they fail to adhere to Department policy by inappropriately committing to financial obligations with vendors. The continued abuse of confirming orders by Department personnel may lead to removal of the Department's ability to purchase goods and services.

The next page is a flow chart illustrating the steps involved in processing a 15.11.

ORDERING PROCESS



CHAPTER 2

How to Complete a Supply Order Form (15.11)

All Supply Order Forms must be approved by the Division's Commanding Officer or designee. Completed forms may be faxed to Police Supply Section (213-473-7996), gray mailed to Police Supply Section (Mail Stop 422), e-mailed or hand carried (Piper Technical Center, Space 212) to Police Supply Section. (Form 15.11 can be found on Page 10).

***NOTE:** Items with an asterisk (*) are required fields that must be filled out by the end-user (requesting Division). Any documents with missing information will be returned.*

***DATE**

The date the Supply Order Form is completed.

***TYPE OF ORDER (please mark off one box)**

Operating Supplies

General items used on a daily basis purchased from the Distribution Center of General Services, Office Depot, etc. Materials purchased under Operating Supplies will be charged to the division.

Divisional (Budget) Allocation

Certain divisions will have specific budgeted items that need to be acquired throughout the year. Examples are prisoner supplies for Jail Division, mugshot imaging supplies for R & I Division, and recruit uniforms for Training Division. It is important for Divisions to know what is allocated to them and to indicate the proper account, serial number and CACF number on the order form. Materials purchased under Divisional (Budget) Allocation will be charged to the designated account and will NOT come out of the Division's allocation. HOWEVER, each Division is still responsible for staying within their budget.

Departmental Allocation

Paper, toner, and forms are charged to the "Department allocation." These are items for Department-wide use that Divisions are requesting the Department to purchase. A justification is required when requesting the use of Department funds. Budget approval shall be granted at the discretion of Fiscal Operations Division.

Services

Request for service and/or items from Supply Section. An example would be a request for items made by the LAPD wood shop.

***PAGE NUMBER**

Number pages based on the Division Order Number. For example, if a total of 6 pages is being submitted at one time - 3 pages of Office Depot orders, 2 pages GSD orders, and 1 page for Spicers Paper – then the page number shall reflect “Page 1, 2, and 3 of 3” for Office Depot, “Page 1 and 2 of 2” for General Services, and “Page 1 of 1” for Spicers. Each order is a separate order and requires a separate and unique Divisional Order Number. Therefore, the example above reflects 3 separate orders.
Remember one Form 15.11 request per vendor.

***DIVISION ORDER NUMBER**

THIS IS A REQUIRED FIELD FOR ALL ORDERS.

The Division Supply Order number (DSO#) is generated by the end-users (Division requesting). The **REQUIRED** format for the DSO# is as follows:

NOTE: DO NOT combine various vendors/sources on the same order number, however **DO use the same Order Number for a Vendor with multiple pages.** For example, use the same Order Number for an Office Depot order that is 6 pages long. This will reduce Supply’s workload and ensure that end-users will receive items all at once.

- **Division Acronym** - up to four characters. This should not change from order to order. Examples: OCOP, RED, OSB, WVAL, DEV, JUV.
- **Fiscal Year** - two digits. A fiscal year is from July 1 through June 30 of every year. For example, fiscal year 09-10 is FY 10.
- **Sequence Number** - four digits and must be unique.

Example of DSO# Sequence:

FODS-10-0100
FODS-10-0101
FODS-10-0102
FODS-10-0103

***DIVISION MAKING REQUEST**

Divisional acronym is acceptable. **NOTE:** In this field please provide the acronym of the division to which the money is to be charged, when ordering Operating Supplies.

***MAIL STOP**

Mail Stop number for the division. The mere use of a Mail Stop number will **NOT** ensure delivery to the desired location. The specific delivery location should be clarified in the “Deliver To:” field.

***CONTACT PERSON / *E-MAIL (SERIAL#)**

The full name of the person to contact for clarification on the order. The contact person shall include their serial number for e-mail contact.

The contact person will also be responsible for returning the signed packing slip to Supply Section once the item(s) has been received. If the packing slip is not received in a timely manner, the contact person will be called in an effort to obtain the packing slip.

***TELEPHONE NUMBER**

Telephone number of the contact person for order inquiries.

***FAX NUMBER**

Fax number of the contact person. The fax number will be used to send confirmation of orders completed. Confirmation orders will state Supply Section approval, items unordered, items ordered, and CPO number.

***QUANTITY**

Indicate quantity being ordered. Please note, quantity is defined by the unit of issue.

***UNIT**

Use unit indicated by the source/vendor. Examples of units of issue:

BK	--	Book	LB	--	Pound
BT	--	Bottle	PD	--	Pad (Forms)
BX	--	Box	PK	--	Pack
CN	--	Can	PR	--	Pair
CS	--	Case	PT	--	Pint
CT	--	Carton	QT	--	Quart
DZ	--	Dozen	RL	--	Roll
EA	--	Each	RM	--	Ream
FT	--	Foot	SK	--	Sack
GL	--	Gallon	ST	--	Set

***ITEM DESCRIPTION**

A detailed description of the item. To ensure correct delivery when ordering special items, please have a detailed description of the item. DO NOT type item number or catalog number in item description field. NOTE: Special print jobs must have original exemplars attached to the order.

***ITEM NUMBER**

Field for Item or Catalog Number. NOTE: Items without a number will not be ordered.

ACCT/CACF NUMBERS

Account and CACF numbers to which the item is to be charged. Please leave this field blank unless the item is to come out of a special account.

***UNIT PRICE / *TOTAL PRICE / *TOTAL**

Prices are required for all orders. Price information will assist divisions in staying within budget.

JUSTIFICATION

Field is required when using Departmental Allocation and Divisional (Budget) Allocation. The continuation sheets should be used as necessary. Office equipment items such as desks, lockers, computer workstations, printer stands, copiers, etc., must be accompanied by an Interdepartmental Correspondence, Form 15.2, signed by the Commanding Officer, that provides compelling justification for the items on the order form.

***VENDOR**

PLEASE have only ONE vendor per division order number. DO NOT combine various vendors or sources on the same division order number (i.e. Office Depot, Spicers Paper, General Services Warehouse Supplies or Print Shop Forms).

***DELIVER TO**

Field used to clarify delivery address, room number, persons to be contacted upon delivery, and instruction on delivery time.

***DELIVERY ADDRESS MAIL STOP**

Enter the mail stop number associated with the address the order is being delivered to.

***APPROVED BY/SERIAL NUMBER**

A Commanding Officer (C/O) or his/her designee must sign every order and write in his or her serial number. Supply Section will not validate signatures. It is incumbent on each C/O to designate and control who may sign the 15.11.

***TITLE OR RANK OF PERSON APPROVING/DATE**

The Commanding Officer (C/O) or his/her designee who approved the 15.11 by signing in the box above must write in his or her title or rank and enter the date it is being approved.

PURCHASE ORDER NUMBER

Orders processed in the Supply Management System (SMS) will be assigned a Purchase Order Number. All orders with a 10 digit Purchase Order Number are required to be received in SMS.

IMPORTANT THINGS FOR END-USERS TO REMEMBER...

- Make sure the Order Form is complete and LEGIBLE.
- Please create a Division Order Number for all orders submitted to Supply Section.
- One 15.11 for each vendor. Do not combine various vendors or sources on the same 15.11 with the same Divisional Order number (i.e. Office Depot, Spicers Paper, General Service Warehouse Supply)
- When ordering Non-Contract item(s) totaling more than \$500, the end-user must attach three quotes for the item(s). Please indicate the preferred vendor. If the preferred vendor is not the lowest in price, three quotes cannot be obtained or there is only one vendor that provides the desired good or service, a 15.2 must accompany the 15.11 articulating why that vendor should be selected or is the sole vendor.
- When ordering Non-Contract item(s), less than \$500 (including sales tax and freight/shipping) the end-user must attach a quote for the item(s) from the preferred vendor.
- DO NOT duplicate orders - either fax OR mail. Duplicate orders shall be placed ON HOLD until orders have been verified. This creates unnecessary paperwork and verification slows the ordering process.
- Supply will not order heaters or fans. Please contact Facilities Management Division (FMD) at (213) 482-7327 if the temperature in your office needs adjustment.

- Office furniture and equipment, such as chairs, desks, cabinets, shredders, fax machines, etc... are considered standard city office equipment. To request these, a Form 15.2, providing a compelling justification as to why the items are necessary must be provided along with the 15.11. Approval for each order is considered on a case by case basis, based on the justification, other competing or pending requests from other divisions, and financial constraints. **NOTE:** *Due to account integrity, Divisions are not allowed to purchase such items with the Division's allocation.*
- Please contact Ricoh for toner and copier repairs at 1-800-432-9787. **NOTE:** *Copy machine staples are to be requested by calling Supply (Equipment Unit @ 213-473-7980) and obtaining a Reserve PO# and then by calling Ricoh and providing the PO#, model, and serial number. Please provide Supply with a 15.11 for reference.*
- Plan ahead and allow Supply Section sufficient time to process orders.