Supply Fundamentals
Disaster Cycle Services

Participant Guide

April 2015

American Red Cross

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Supply Fundamentals

During times of disaster relief response, The American Red Cross utilizes Logistics Supply (referred to as Supply hereafter) to provide needed materials, equipment, and services to disaster relief responders, for servicing of those affected by disaster.

Supply works in coordination with the other disaster operation (DO) responders and under the operational authority of the operation's director. It is also responsible for providing tracking, insuring delivery and the accountability (Three-Way Match) for needed materials, equipment and services to the disaster operations staff.

Unit 1: Introduction to Supply

Purpose of this course is to

- Prepare you to support Supply operations by familiarizing you with the tasks you will perform as a Red Cross responder in Supply when assigned to a regional or larger disaster response.
- Give you an opportunity to build your knowledge through scenario based and hands on activities.
- Provide detailed training on the Disaster Requisition (Form 6409) procedures for requesting and obtaining supplies, tracking the requisition process, and completing the Three-Way Match. We will also review the process for closing down the Supply activity.

Learning Objectives

- Recall the responsibilities and workflow of Supply operations
- Accurately complete and review Disaster Requisitions (Form 6409s)
- Manage the Disaster Register tracking process
- Accurately complete the Three-Way Match process
- Understand the activities involved in the closing processes

Needs of a Client

During a disaster situation such as a fire, tornado, hurricane or other disaster, people have specific needs. The most basic needs include:

- Food
- Water
- Shelter

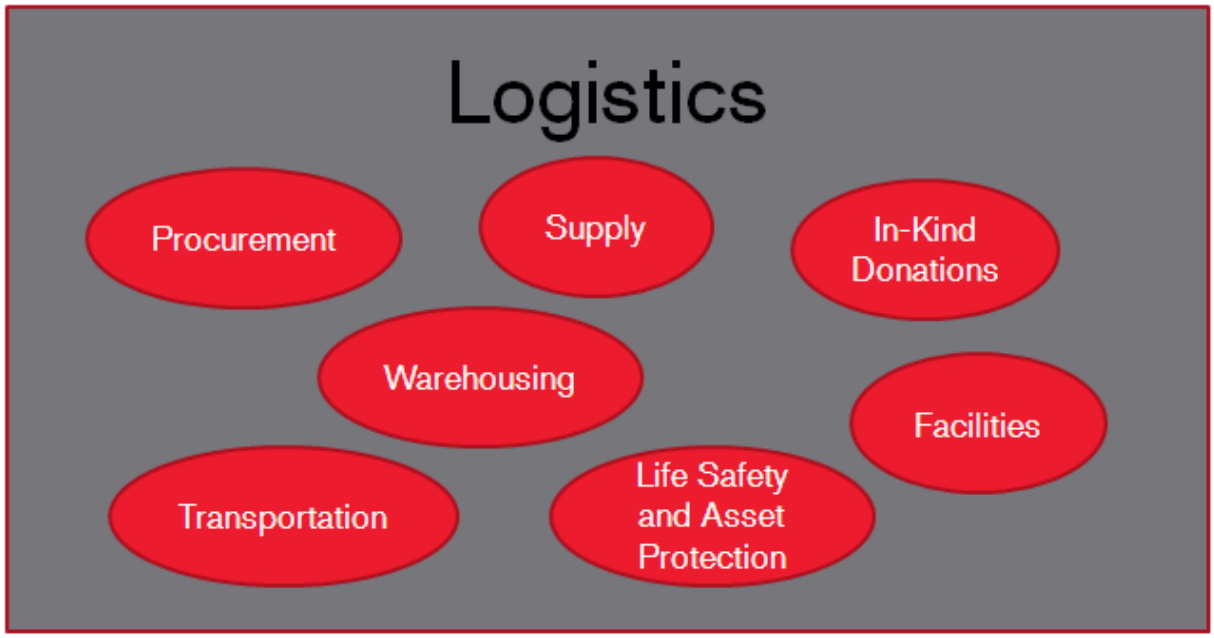
What other needs do people have in a disaster situation?

_____

_____

_____

Logistics



The key to having successful interactions with all the other activities is to remember we are all a team, communicate, understand each other's roles, and pay attention to details.

Supporting the Needs of Our Clients

How do you think Logistics supports the needs of our clients and the work of the Red Cross?

- We anticipate needs in order to be ready to serve our clients and fulfill our mission.
- Logistics supports the mobilization of goods and services to support each part of our vision.
- We value the generosity of others and make the most use of the resources we are offered.
- We make sure that donations are spent wisely and only on necessary items.
- The scope of Logistics responsibilities makes working and cooperating with the other Red Cross groups crucial to our success.
- We need to remember we are all a team; we need to communicate and understand each other's roles and pay attention to the details.
- Timeliness of service delivery requires that we anticipate needs and that we supply requested materials by the "Date Needed."

Unit 2: Responsibilities of Supply

Supply is the _____.

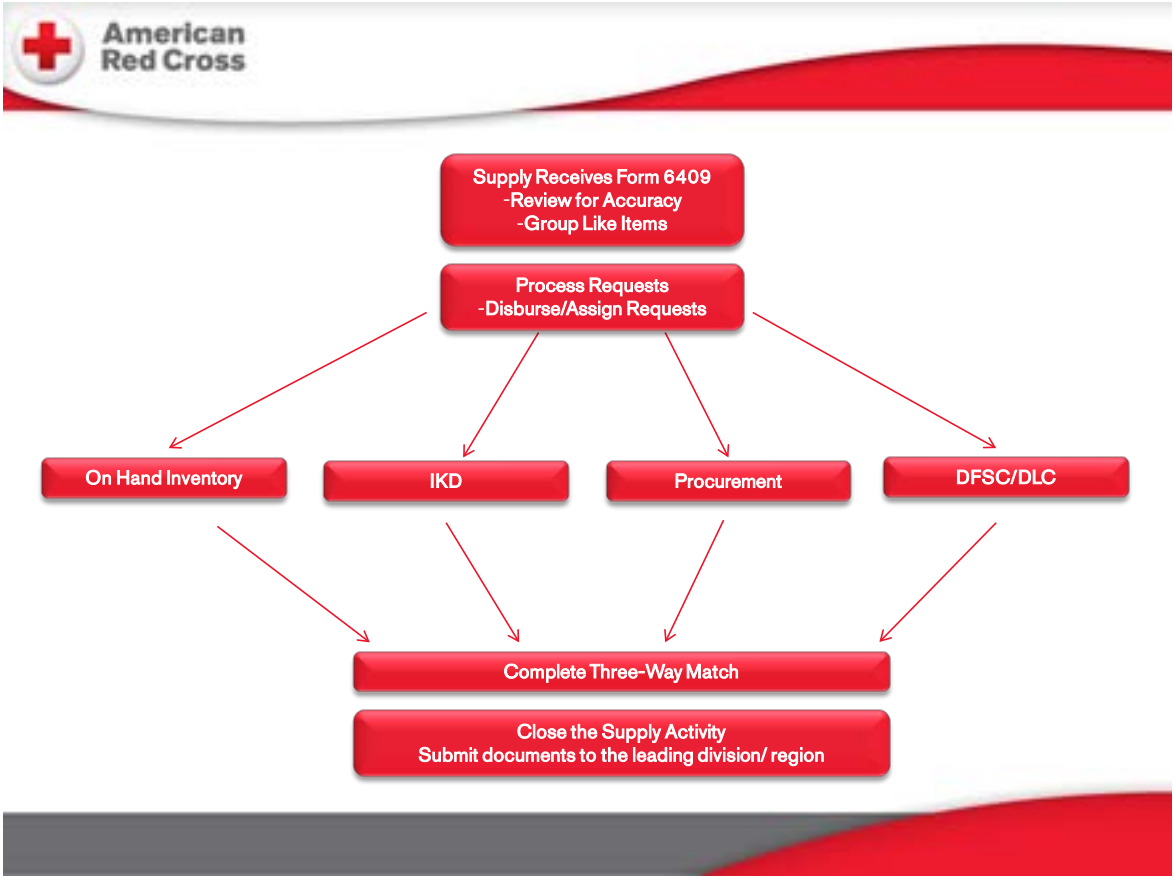
Supply:

1. Facilitates the requisition process (F6409) for expendable and non-expendable goods and services.

2. Validates authorization, clarity, and adherence to service delivery.

3. Determines the best way to obtain materials and services, makes decisions on sourcing of materials or services, and ensures the needs of the customer are met.

Supply Workflow



The Supply Process and what role the worker plays in each step:

- **Supply Receives Form 6409 –** As we just discussed, a request is initiated on the Disaster Requisition by any group that requires materials or services.
    - **Review for Accuracy –** The accuracy of the information on the Disaster Requisition is crucial when time is of the essence for getting the needed supplies. An incorrect form moving past your desk will only come back to you for correction and cause a delay.
    - **Group Like Items –** Items from the same source (vendor) should be put on the same requisition. Food items should not be listed with copiers.
- **Process requests** – On disasters, Disaster Requisitions are entered into the Requisition Register and assigned a tracking number.
- **Disburse/Assign requests** – Your manager will work with In-Kind Donations (IKD), Procurement, Disaster Logistics Center (DLC), Community Partner Services, Local Government, and other activities to determine the most expeditious and cost-effective means to source the items. As you gain experience, you may be able to make some of those decisions with your manager.
- **Complete Three-Way Match** - This is a vital step to ensure that the responders requesting supplies have received what was requested. You will be involved in completing the match and maintaining the files.
- **Close the Supply Activity** – At the end of a disaster operation, you may be asked to help with that process. There are many steps involved in the overall closing process. Your manager and other disaster operation leadership will determine how to manage replenishment and reimbursement of supplies and managing excess inventory and materials at the end of the job. Your manager may ask for your help with some closing procedures.
    - **Submit Documents -** All files will need to be sent to the division/region leading the operation.

Your Other Tasks

As a Logistics worker, you will be responsible for these other tasks:

- You may be required to monitor and replenish the supply table. At the start of the disaster operation, a supply table is set up with office supplies, such as pens and pads of paper, for individual use by all staff where they can pick up a few items without submitting a Disaster Requisition.
- You may have additional responsibilities such as making copies, taping receipts, taking messages.
- You will be responsible for supporting the Supply requisition process and making sure supplies are received and tracked.
- You will play a key role in making sure the requisition process moves smoothly and quickly. Specifically, you will:
    - Manage the Disaster Requisition inbox and monitoring Supply email for Disaster Requisitions
    - Review Disaster Requisitions for accuracy and proper approval
    - Work with customers to ensure the Disaster Requisitions are correct and provide guidance in completing the forms
    - Complete the Three-Way Match after fulfillment
    - Perform other tasks as directed by your supervisor or manager
- When you arrive in Supply, the first thing you should do is check in with your manager or supervisor who will show you where you will be working and what you will be doing. Be sure to complete a job induction.

Unit 3: Disaster Requisition

The Disaster Requisition is used by responders on a disaster operation that require materials or services. The Disaster Requisition states exactly what supply or service is requested, when it is needed and who is requesting it. This form will guide requesters and suppliers.

The Disaster Requisition is the *key to tracking all supply activity* so you need to understand how to correctly fill out the form and how to manage it throughout the requisition process.

In order for you to successfully review the Disaster Requisition and assist others in completing it correctly, it is important that you know how to accurately complete it yourself.

Disaster Requisition (Form 6409)

The Disaster Requisition guides the placing, tracking, receiving, distributing, and final disposition of goods and services on a relief operation.

- Each authorized responder will provide Disaster Requisitions to Supply to place orders.
- Maintaining complete and accurate records ensures accountability of products and materials that have been ordered and received; and to whom and in what quantities materials have been distributed. This is managed through the Three-Way Match process that we will discuss later in the course.
- Items to verify on Disaster Requisition
- Disaster Requisition is completed by an authorized approver only. The approver's name must be on the list of authorized signers. The approver cannot be the requestor.
- Your manager will provide you with a Signature Authorization Sheet. When you get a Disaster Requisition you will need to compare the signature to verify it is signed by an authorized signer.
- The signing authority sheet is not an official Red Cross from and can be created on the operation
- Accurate records will provide a method of tracking inventory of stock to ensure that sufficient material is available.

Disaster Requisition Form Parts

There are three parts to the Disaster Requisition (Form 6409). The first part is for the request and the other two parts are for tracking receipt and delivery of the materials and are used in the Three-Way Match. The three parts include:

1) **Disaster Requisition** - Original requisition
2) **Disaster Requisition Receipt (Form 6409-B)** - When the request is fulfilled a signature will be obtained from the receiver and returned to supply.
3) **Disaster Requisition Bill of Lading for Disaster Relief Operations (Form 6409-C)** - Completed by Disaster Field Supply Center, disaster operation, or Vendor/Donor and person receiving items

Activity

1. Complete a blank Disaster Requisition.
2. You will order 5 different office supplies that will be needed for the headquarters where they are working.
3. Complete the Disaster Requisitions with the following information:
   - *a)* You are at DR 123-xx, Virginia 12.13 Floods
   - *b)* You are the requestor who works in Logistics Supply.
   - *c)* Estimate how many supplies will be needed for 100 people.
   - *d)* Use the address of this training location as the disaster operations headquarters address.
   - *e)* You will have 5 minutes to complete the form.
4. Switch forms with the person next to you.
5. Review each section of your partner's form for accuracy. Be sure to check for "like" items.
6. If all information is correct, you can sign as the approver
7. Share errors with the group.

Unit 4: Sourcing Supplies

Expendable vs. Non-expendable

Expendable Items:

- Expendables items are used up on the operation, such as food, paper products, cleanup kits, comfort kits and office supplies.

Non-Expendable Items:

- Non-expendables are items that have a life after the operation such as cots and food storage containers, called Cambros. They are collected and returned at the close of the operation.

Acquiring Supplies

Once Disaster Requisitions are received and reviewed for accuracy, Supply will need to determine the best activity to fill the request. It is important to understand the various types of supplies that are requested and which sourcing activity is most appropriate for obtaining the requested supplies.

Activity

- In your group, make a list of 10 of the most immediate supplies and equipment you will likely need in the event of the disaster happening in your town.
- Determine where you can acquire each of the supplies and equipment. Use In-Kind, Procurement or the Disaster Field Supply Center. Be creative keeping in mind that we want the most inexpensive source that can get the item when needed.
- Choose a spokesperson to share your group's list of supplies and sources.

Types of Disaster Supply	**Source for Supply**

Unit 5: Tracking Disaster Requisitions

Requisition Register

The Requisition Register is a simple and effective way to keep track of Form 6409s. You will use this register to:

- Track all Disaster Requisitions
- Use it as a master list of all items requested
- Use it as a tool for reviewing requisitions throughout the day
    - Requisition Number can be as simple as 0001 0002. This tracking number will be recorded on the Requisition Register and at the top of the corresponding receipt, delivery documentation and invoice. No Requisition should be processed without a Requisition Number.
    - Before forwarding a copy of the Disaster Requisition for sourcing, you should write on the original requisition the source receiving the requisition and the date and time it was given to them.
- Be sure that any copy of the original Disaster Requisition has the word "copy" written or stamped on it.

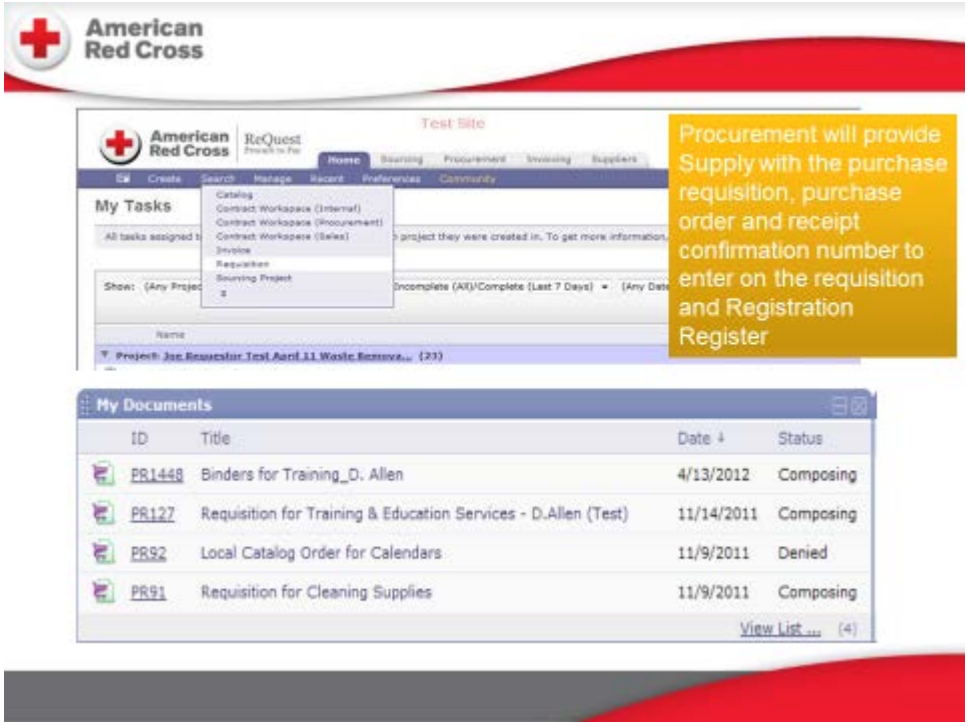
				REQUISITION REGISTER			
				DR NUMBER			
DATE RECEIVED	TRACKING NUMBER	REQUESTED BY	SOURCE	VENDOR NAME	NEED BY DATE	STATUS	COMMENTS

ReQuest

ReQuest is a web-based procurement system. Items ordered from a Disaster Field Supply Center (DFSC) and some other supplies and services are entered into ReQuest. ReQuest is only one of the procurement methods used on a disaster operation. **All Disaster Requisitions are entered into the Requisition Register without exception**.

- ReQuest is very similar to other online vendors so you should not have any problem learning this system. However, if you have any problems while on a disaster operation, call the ReQuest Help Desk for assistance.
- ReQuest is used when ordering product from the DFSCs or obtaining a food Purchase Order for Feeding. ReQuest can also be used to obtain any other type of good/service by using the "Non-Catalog Item" function.
- Procurement will include the requisition's tracking number as part of the ReQuest requisition title. This allows the ReQuest order be linked to the Disaster Requisition Form 6409.
- After Procurement has processed the requisition in ReQuest they will provide Supply with ReQuest purchase requisition, purchase order and receipt confirmation number as they become available. Supply will enter these numbers on the original requisition and on the Requisition Register.

You will receive further training on ReQuest through your region.



File System

Once Disaster Requisitions are received, the paper form must be kept in a file and tracked. Below is a list of the files you should have on a disaster operation.

Supply Files

- Disaster Requisition Files
  - One File Per disaster operation group, for example, Disaster Mental Health and Response Technology and where necessary by group and activity such as Feeding and Sheltering, Facilities
  - Keep files in numerical order with the highest number toward the front
- P-Card Users – one for each P-Card holder
- P-Card Copy file
- Sam's Club (national or region)– original to be placed on a Direct Charge Log and submitted to the DLC weekly with a copy held in the file.
- Vendor Files - one per vendor, for example:
  - DFSC
  - Fed-Ex Office
  - Sunbelt
  - Sysco
  - Grainger
- Purchase Orders
- Authorized Signers
- Requisitions forwarded to IKD
- Transfer of Donated Goods
- Salvage
- Replenishment
- Non-expendable file – for information about equipment and furniture that will remain at the end of the disaster operation and be returned to its source.

Three-Way Match

Once a Form 6409 has been filled, Supply is ultimately responsible for the paperwork that assures that the supplies that were ordered were delivered to the requester. That process is called the Three-Way Match.

- Documents include in the Three-Way Match
    1) Original Disaster Requisition
    2) Receipt such as a store receipt, Invoice, or rental agreement
    3) Disaster Requisition Receipt (Form 6409 – B) signed by the person who received the order and/or Disaster Requisition Bill of Lading (Form 6409 - C) or equivalent Bill of Lading signed by those people responsible for transporting and receiving the supplies.
- Once the documents are received from the sourcing activity they are matched with the original Disaster Requisition, copied and distributed and filed.
- If a P-Card (Red Cross Purchasing Card) is used, the original receipt(s) and a copy of the Disaster Requisition are filed in the P-card holder's file. Copies are filed and later sent to DLC at the end of the disaster operation.

Unit 6: Closing Supply Operations

Steps involved in the closing process for Supply

- Once the disaster operation comes to a close there may be excess supplies that will need to be returned or disposed of appropriately. The way *i*n which a supply is dealt with after the disaster operation depends upon how it was acquired.
- Supply follows the Closing Checklist to complete closing activities.
- Unused Red Cross forms, materials and office supplies flow back in as other activities and locations shut down.
- Supply must anticipate the departure of other activities and review the file of loaned non-expendable property to make sure that all equipment is recovered.
- The Disaster Logistics Center at National Headquarters may authorize the return of unbroken packs of Red Cross forms. The Disaster Logistics Center may direct that some materials or equipment be shipped to another relief operation.
- Returns can be made to a Disaster Field Supply Center as directed by the Disaster Logistics Center.
- Supply must work closely with Staging Areas to ensure the documentation of returns of Disaster Field Supply Center items, such as tables, comfort kits and clean-up kits.

Replenishing Affected Regions

As part of the closing process it is important to first understand Replenishment.

- Regions in the affected area may have used their own supplies in the early days of the disaster. For the regions to be prepared to respond to future disasters, they must have the needed supplies in stock at all times. Regions may ask to have their supplies replenished from the disaster operation.
- When a region has used its own supplies for the disaster operation, the region will submit a request on a Disaster Requisition for those supplies to be replenished. The region must provide documentation proving ownership and use of the supplies for the disaster operation. If the request is approved by the division/region, Supply will fill that request from current disaster operation staging area inventory, when possible. If the items are not available from the disaster operation staging area, they will be ordered from the Disaster Field Supply Center or purchased.

Transfers of Surplus Equipment or Materials

Equipment and material transfers can take place with approval of National Headquarters for future disaster use at a region or between disaster relief operations.

Newly acquired relief materials or equipment and stock being transferred from one disaster operation to another are the property of National Headquarters.

Equipment and material transfers to other Red Cross units are checked as “transfer” on the Form 6409 in the Procurement section.

Donations of Surplus Equipment or Materials

Surplus equipment or materials may be given to other organizations at the discretion of, and with written approval from the DLC.

The Logistics Chief and the Job Director of the disaster relief operation may recommend donations of surplus materials.

All donations must be documented in accordance with In-Kind Donations processes and procedures. The Disaster Relief Operation Salvage Report is used to document the donation of Red Cross purchased equipment or material.

Supply Closing Checklist

Supply as the gatekeeper of the requisition will deal with most of the paperwork that makes up the operation box. Supply workers must anticipate the departure of other groups and activities and review the file of loaned non-expendable property to make sure that all equipment is recovered. Disaster Logistics Center may direct that some materials or equipment be shipped to another relief operation. Supply will be responsible for the paperwork required for those transfers. It is imperative that Supply work hand in hand with the warehouse and retrieve receiving and shipping documents from the staging area daily.

The following checklist should be reviewed well ahead of closing so that proper planning and guidance can be sought. We must ensure the following:

- ✓ All equipment and relief materials have been disposed of in accordance with current procedures and with the approval of relief operation director, the Chief/GEN/MN and in coordination with the Disaster Logistics Center.

- ✓ Borrowed and rented equipment or materials have been inspected, cleaned and/or serviced.

- ✓ Loaned materials received from Red Cross regions, donors, non-profit agencies or government agencies have been returned in the same condition in which they we received.

- ✓ A signed receipt indicating the return of the equipment or material has been obtained from the owner.

- ✓ All non-expendable property, such as fans, calculators and portable copiers, loaned to relief operation employees and volunteers has been recovered.

- ✓ Equipment or material owned by national headquarters has been returned as directed by the Disaster Logistics Center at national headquarters.

- ✓ Surplus equipment or materials given to other organizations have been documented with proof of 501(c) (3) status and written approval from the Disaster Logistics Center at national headquarters. A signed receipt from the receiving organization is obtained and included with distribution files.

- ✓ Sale of Red Cross equipment and material has been documented with the prior written approval of Operations Management in the Disaster Operations Center, a

signed receipt from the recipient and a copy of the certified bank cashier's check or money order.

- ✓ Supply workers have received exit interviews and evaluations.
- ✓ Staging areas and Supply activity records have been merged and Supply files are current.

Disposition of Supply Records

The following records are prepared and given to the Logistics Chief or designee as part of the activity records submitted to the Disaster Logistics Center at national headquarters at the end of the relief operation.

- ✓ A list of the items that were entered on the DLC Tracker used on the relief operation.
- ✓ A file for the packing lists for all of the *Disbursing Orders* (F140C or N) received by the relief operation. Information about the reconciliation of shipping discrepancies must be matched with the packing lists.
- ✓ A file for the *Disbursing Order Charge Out* (F5740) documenting the issuance of *Disbursing Orders* (F140C or N) to Financial and Statistical Information Management and documenting the return of unopened packages to Supply and to General Services Division.
- ✓ A file of replenishment requests initiated by regions, including information about the actions taken to fill the requests, which requests are still pending and the steps necessary to complete the replenishment.
- ✓ Completed files of all F6409 for each group three-way matched (F6409, F6409B or F6409C and the invoice or receipt) and verified that there are none missing.
- ✓ You should have a file set up for Sam's Club and in that file it should have copies of the F6409 three-way matched with a copy of the Direct Charge Log that was FedEx'ed to the Disaster Logistics Center.
- ✓ You will need a copy of Home depot with the F6409's three-way matched
- ✓ Any other Direct Charge accounts should be set up individually the same as the Sam's Club

- ✓ The P-Card files with copies of the originals (originals should be given to the P-Card holders.)
- ✓ Your non-expendable folder should have complete documentation.
- ✓ You should have a folder for Transfer of Donated Goods as well as one with your salvage reports.
- ✓ List of items used on operation as part of ESF#6 if the Federal Response plan was activated and a sub-tasking issued to the Red Cross
- ✓ Any files with unresolved issues should be given to the Chief/GEN/MN separately for inclusion in envelope with open issues.

Unit 7: Making Supply Successful

Directions for the "Bringing it All Together" Activity

- The scenario is broken into three parts.
- You will review each scenario part in your group.
- Your task is to work with your group to answer the questions listed below each scenario part.
- You have 10 minutes to work on each part of the scenario.

Hurricane John

Scenario Part 1
You are called out to respond to the hurricane which has affected over 40,000 people. You arrive at the headquarters which is located 30 miles from the affected area. When you arrive you find the headquarters is empty; Facilities and Response Technology are onsite preparing to set up. You are handed several Disaster Requisitions from facilities.

- The first one is for 100 tables and 200 chairs
- The second is for a 30 yard dumpster
- The third one is for a hand-truck, twenty five 30 gallon trash cans, 200 boxes of trash bags, twenty four small waste baskets, a set of screwdrivers and 10 rolls of caution tape.

Answer the following questions:

1. Review the Disaster Requisitions for accuracy. Mark errors on the forms and note how to get the errors corrected.

2. Determine where to obtain the items on the forms. (Procurement; In-Kind Donations; staging area; in house)

3. Determine what to do to track the forms. What did you do?

Scenario Part II
Procurement has not arrived but is expected to arrive some time during the day. Incoming staff will be arriving over the next few days. There are not enough hotels to house the incoming staff and you are told we will be opening three staff shelters. You receive Disaster Requisitions from Staff Services requesting supplies to set up these shelters. The first Disaster Requisition is requesting cots, blankets, pillows, snacks and water.

Answer the following questions:

1. Review the Disaster Requisitions for accuracy. Mark errors on the forms and note how to get the errors corrected.

2. Did you notice that the items that are listed on the Disaster Requisition are mixed with Disaster Field Supply Center product and procurement items? How will you separate them?

Scenario Part III
Facilities has located and secured a staging area 20 miles from disaster operations headquarters. The staging area is set to begin operating as soon as staff arrives. Facilities has given you Disaster Requisitions for forklifts, propane tanks and service, pallet jacks and two 30 yard dumpsters. Procurement is short staffed so you will need to get the sourcing process moving.

Answer the following questions:

1. What do you do with the requests?

2. The Staging area Staff are scheduled to arrive tomorrow and you are informed the Disaster Logistics Center has pushed several Disaster Field Supply Center products. What do you do?

Course Review

When you arrive on the disaster operation

- ❑ Check in with Logistics leadership to establish where you will be working and with whom
- ❑ Receive a job induction from your supervisor
- ❑ Identify contacts for procurement, In-Kind Donations, transportation, and staging area with the help of your supervisor
- ❑ Secure the list of authorized signers

During the disaster operation

- ❑ Receive, review and track Disaster Requisition progress on a continuous basis.
- ❑ Complete the Three-Way Match
- ❑ Close Disaster Requisitions
- ❑ File documents

After the disaster operation

- ❑ Complete closing checklist
- ❑ Receive a performance evaluation from your supervisor
- ❑ Be out processed through Staff Services
- ❑ Travel safely back home!

Keys to Success

What will make you successful in the Supply activity?

- **Be Prepared** – Understanding the various disaster operation activities and the requests that Supply receives and knowing the role of Supply in selecting the appropriate sourcing activity will help you to be prepared when you arrive on disaster operation.
- **Be Organized** – Setting up file systems and process for tracking requests through fulfillment in advance of receiving requests will set you up for success.
- **Communicate effectively** – Working with activity leads to make sure requests forms are completed correctly will help avoid delays in order processing.
- **Follow-up** – Accurate tracking throughout the process will help to avoid issues and will set the stage for a smooth close down after the disaster operation.
- **Provide great customer service**– Knowing who the customers of Supply are will help foster positive communications and support.

Appendix

New Supplier Information Form

This form is used to gather information needed for adding a supplier/vendor to the American Red Cross "ReQuest" system.

1. PLEASE FILL OUT THE BELOW INFORMATION IN CAPS.
2. In ReQuest place a "non-catalog" item requisition.
3. Make sure this information is entered in "description section" of the non-catalog requisition.

New Supplier	Information
Supplier Name	
Taxpayer ID	
Pay Terms	
Supplier Type	
Web Page	
Purchasing Contact Name	
Purchasing Contact Email	
Pay Contact Name	
Pay Contact Email	
Organization Type	
DUNS Number	
Minority-Owned Supplier Y or N	
Small Business Y or N –	
Woman Owned Y or N -	
Address	
Phone	
Fax	
Email	

Requisition Register

				REQUISITION REGISTER			
				DR NUMBER _____			
DATE RECEIVED	TRACKING NUMBER	REQUESTED BY	SOURCE	VENDOR NAME	NEED BY DATE	STATUS	COMMENTS

REQUISTION REGISTER INSTRUCTIONS

DATE RECEIVED - DATE THE 6409 IS RECEIVED BY THE SUPPLY ACTIVITY

TRACKING # - SEQUENTIAL NUMBER ASSIGNED TO EAC 6409 FOR TRACKING PURPOSES

REQUESTED BY - GROUP & ACTIVITY REQUESTING PRODUCT

VENDOR - WHO WILL SUPPLY THE PRODUCT

NEED BY DATE - WHEN IS THE PRODUCT NEEDED BY

STATUS - HAS THE REQUISITION BEEN FILLED, CANCELLED, ORDERED, ETC.

SOURCE - WHICH ACTIVITY.RESOURCE WILL FILL THE REQUEST

COMMENTS - INFORMATION THAT IDENTIFIES PROBLEMS OR UNUSUAL ACTIVITY

SAMPLE REGISTER

DATE RECEIVED	TRACKING NUMBER	REQUESTED BY	SOURCE	VENDOR NAME	NEED BY DATE	STATUS	COMMENTS
3/24/2009	00001	CLS/SDS #1	IKD	KRAFT	3/25/2009	FILLED	
3/25/2009	00002	MC/BD	TRANSPORT	BUDGET TRUCK	3/28/2009	RESERVED	WILL PICK UP 3/28
3/26/2009	00003	IMS/DA	PROC	SAM'S CLUB	3/27/2009	FILLED	SAMS ACCT
3/26/2006	00004	MC/FF	WAREHOUSE	DLC	3/28/2009	FILLED 3/27	EMAILED 3/26
3/27/2009	00005	MC/FF	WAREHOUSE	SYSCO	3/28/2009	FILLED	
3/28/2009	00006	OM	PROC	JOHN KAPPERT PCARD	3/30/2009	FILLED	JOHNS PCARD