

INTRADEPARTMENTAL CORRESPONDENCE

March 11, 2011  
14.1

BPC No. 11-0119

**TO:** The Honorable Board of Police Commissioners

**FROM:** Chief of Police

**SUBJECT:** MANAGEMENT'S RESPONSE RELATIVE TO THE SUPPLY  
PROCUREMENT AND DISBURSEMENT AUDIT, IAID #08-097

**RECOMMENDED ACTION**

1. That the Board RECEIVE and FILE the Department's report relative to the Supply Procurement and Disbursement Audit, IAID #08-097, dated November 9, 2009.

**DISCUSSION**

Recommendation No. 1: *It is recommended that the Department develop a supply procurement and disbursement manual. The manual should (minimally) address the following areas:*

- *Requisition, ordering, change order, receipt confirmation, vendor payment procedures;*
- *Approval requirements;*
- *Competitive bidding requirements, and,*
- *Segregation of duties.*

**This recommendation has been implemented.** Fiscal Operations Division (FOD), Supply Section has completed an End-User Supply Manual (Attachment A) which will assist Department employees in the procurement of goods and services, salvaging Department furniture and non-computer related equipment items, and issuance of uniforms, equipment, and accessories. The End-User Supply Manual is available online on the Department homepage (<http://infoweb>) under the Reference Library, Supply Manual 2011, and also on the FOD webpage.

Mr. Gerald L. Chaleff, Special Assistant for Constitutional Policing, is available at (213) 486-8730 to provide any detailed information that may be required.

Respectfully,



CHARLIE BECK  
Chief of Police

Attachment

**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](mailto: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**

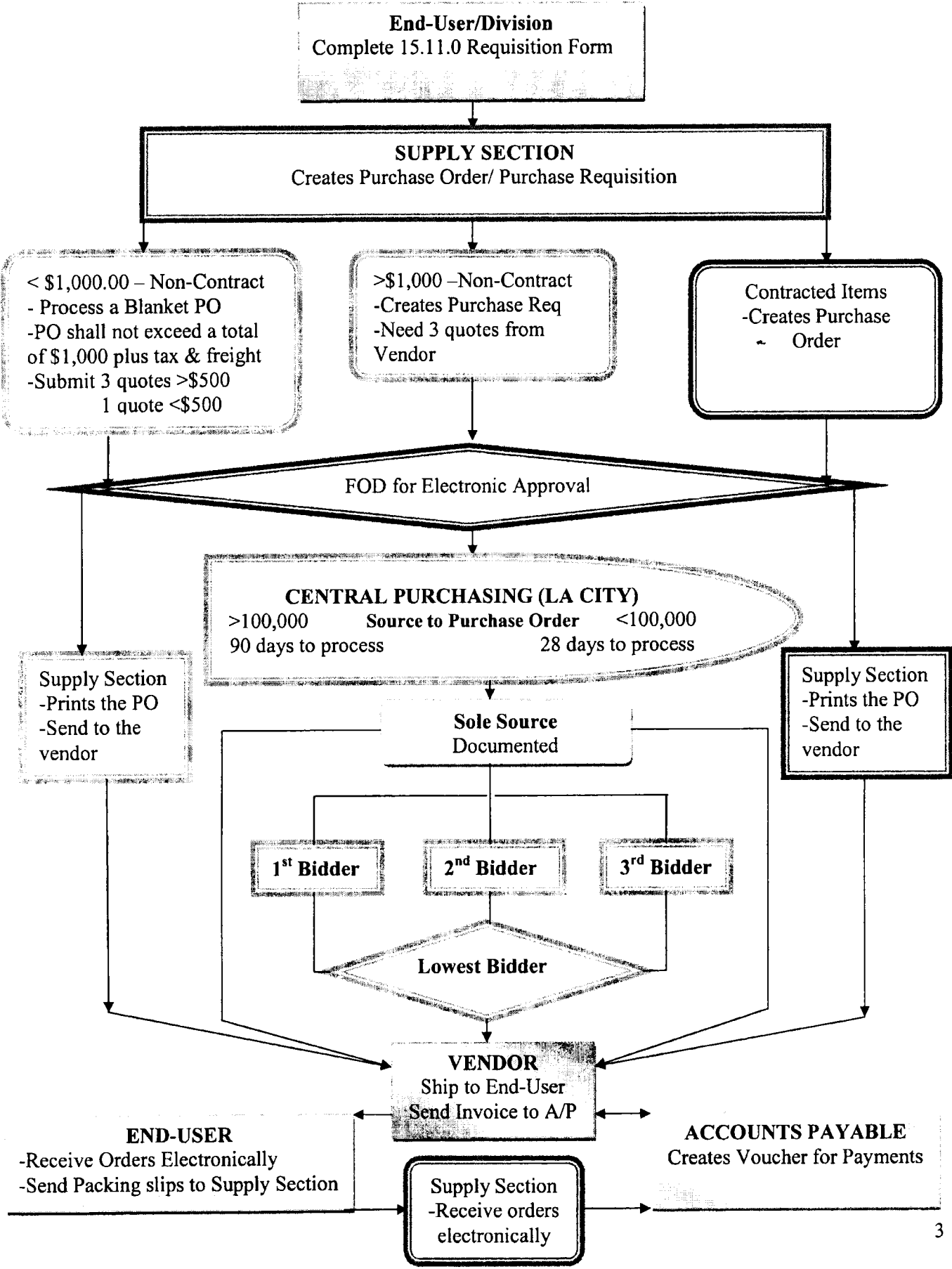
Employees shall **NOT** obligate the Department to pay for goods and services outside of the procurement process prescribed by the City Charter.

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 unorderd, 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.

# LOS ANGELES POLICE DEPARTMENT SUPPLY ORDER FORM

PAGE \_\_\_\_\_ OF \_\_\_\_\_

DATE	<input type="checkbox"/> Operating Supplies <input type="checkbox"/> Divisional (Budget) Allocation <input type="checkbox"/> Departmental Allocation <input type="checkbox"/> Services		FAX NO.	E-MAIL NO (SERIAL#)	DIVISION ORDER NUMBER		
DIVISION MAKING REQUEST		CONTACT PERSON		TELEPHONE NO.			
MAIL STOP							
QUANTITY	UNIT	ITEM DESCRIPTION	ITEM NUMBER	ACCT	CACF	UNIT PRICE	TOTAL PRICE
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
JUSTIFICATION (FOR ADDITIONAL SPACE, ATTACH A CONTINUATION SHEET)							
			SUB-TOTAL				
			TAX (9.75%)				
			TOTAL				
VENDOR (ONLY ONE VENDOR PER SUPPLY ORDER NUMBER)							
DELIVER TO: (SPECIFY LOCATION, TIME, DATE, AND SPECIAL INSTRUCTIONS)							
APPROVED BY (COMMANDING OFFICER OR DESIGNEE)				SERIAL NUMBER		DELIVERY ADDRESS MAIL STOP	
TITLE OR RANK OF PERSON APPROVING				DATE			
<b>DO NOT WRITE BELOW THIS LINE</b>							
RECEIVED BY (SIGNATURE)				RECEIVED BY (PRINT)		DATE	
P-REQ #				PURCHASE ORDER #			

## **CHAPTER 3**

### **Requirements when Submitting LAPD Form 15.11**

#### **Non-Contract Item(s) Request under \$500**

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.

#### **Non-Contract Item(s) Requests totaling more than \$500**

When ordering Non-Contract item(s) totaling more than \$500, the end-user must attach three (3) quotes for the item(s) and 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.

#### **Sole Source Justification**

A 15.2 must accompany the 15.11 explaining why a vendor is the sole vendor. For example, Air Support Division pilots are required to have current Federal Aviation Administration (FAA) charts in their possession at all times when in flight. Only the FAA creates and sells the required charts. A 15.2 would need to accompany the 15.11 stating that the FAA is the only vendor that sells the required charts making the FAA a sole source.

#### **Request for Funds Not Allocated in Divisional Budget**

When items not allocated in the Divisional budget are requested, written justification is required. The justification can be included on a 15.11 or in the form of a 15.2 attached to the 15.11. Budget approval or disapproval is granted at the discretion of FOD, based on the availability of funding.

#### **Reserve Purchase Orders (PO)**

Reserve POs are generally used when requesting a repair of an item, securing service for the next invoice period, ordering staples for the Ricoh copy machines, etc. By obtaining a Reserve PO, the end-user avoids entering into a confirming order.

Reserve POs follow the same rules or criteria as a normal PO. If the vendor has a contract and the service or item needed is included in the contract, the end-user will not need a quote. In all

other cases, a quote or quotes will be necessary. Reserve POs may be issued for all contracted items and items not on contract under \$1000 with the proper documentation.

When an end-user needs a Reserve PO, he or she must prepare a 15.11 and obtain a Divisional Order Number. The end-user then contacts Supply Section and requests a Reserve PO. The Supply Section employee will verify that items or services requested qualifies for a Reserve PO. If a PO can be generated by Supply personnel, the PO number will be given to the end-user, and will be required to include the PO number on the 15.11 and fax a copy of the 15.11 to Supply Section for recordkeeping. The end-user may now contact the vendor, give the vendor the Reserve PO number, and proceed with ordering the goods or services. When the goods or services are received, the packing slip and/or invoice must be forwarded to Supply Section.

## **CHAPTER 4**

### **End-User Receipt of an Order**

#### **How to Receive an Order**

It is the end-user's responsibility to notify Supply Section within 72 hours after the goods/services are physically received. This can be done by forwarding the packing slip or invoice via gray mail, hand carrying, faxing or by e-mailing the scanned proof of receipt to Supply Section. The written notification must include the Divisional Order No. and/or the PO Number, as well as the exact count and exact items received, date it was received, and the name and serial number of the person who received it. (Appendix II - Sample proof of receipt)

Vendors cannot get paid until the PO is received in the Supply Management System (SMS). Supply Section personnel cannot enter the receipt of items in SMS without written notification from the end-user. Late payments may cause vendors to stop providing goods and services to the City or cause the City to lose discounts for timely payment.

## **CHAPTER 5**

### **Printing Services and General Services Department Supply Warehouse**

#### **Printing Services**

##### Business Cards

The Department will print business cards for:

- Captains and above
- Lieutenants
- Sergeants – Officer in Charge
- Police Administrators, and
- Senior Management Analyst IIs

##### Training Material, Pamphlets, Other Printing

Request for duplication of training materials, pamphlets, and other printing services must be in direct support of the Department's operations. A completed 15.11 request and the original items to be duplicated must be submitted to Supply Section.

##### Forms

Many forms are available online at e-forms. They can be printed at your location and duplicated as needed. All other forms that are only available at the GSD Printing Services can be ordered by submitting a completed 15.11 request to Supply Section. General Services Department Printing Services will deliver items directly to your location.

Reminder: Forms walk-thru orders are for emergency purposes only.

#### **Department of General Services Supply Warehouse (DCG)**

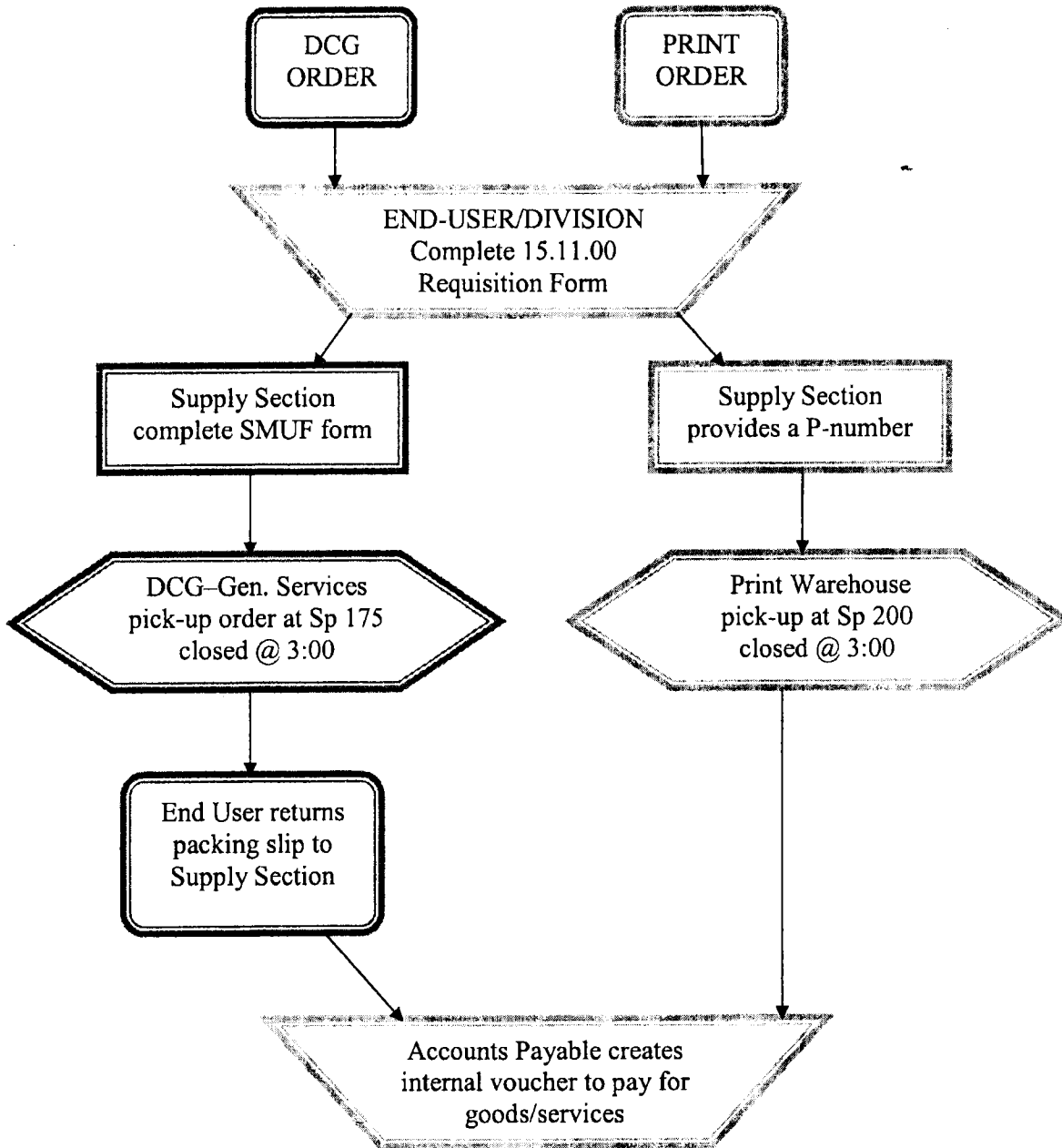
The supplies kept at the GSD Supply Warehouse (DCG) are to support field operations and Jail and Property Divisions' operations. Some of the items available include flares, spit socks, gloves, wipes, plastic handcuffs, hobble restraints, barricade tape, first aid supplies, storage boxes, batteries, paper towels, hand cleaners, evidence tape, and property bags. A complete list of items that are available at the DCG can be viewed online through the GSD home page. To order items from DCG, a completed 15.11 must be submitted to FOD Supply Section. Completed forms may be faxed, gray mailed, e-mailed or hand carried to Supply Section. Please allow at least 72 hours for your DCG order to be processed. Department of General Services Supply Warehouse will deliver items directly to your location.

Once items are received from DCG, it is the end-users' responsibility to forward the signed packing slip via gray mail, hand carry, fax or e-mailing scanned proof of receipt to Supply Section.

Reminder: Department of General Services Supply Warehouse walk-thru orders are for emergency purposes only.



**PRINTING SERVICES AND  
GENERAL SERVICES DEPARTMENT SUPPLY WAREHOUSE (DCG)  
ORDER PROCESS**



## CHAPTER 6 Uniform Shop

The Supply Section Uniform Shop supplies new officers with their initial uniform, equipment, and accessories. The Uniform Shop also oversees the replacement of department issued uniform equipment for officers. **The issuance of supplies or accessories from the Uniform Shop requires a completed 15.11, except in the case of body armor.**

**One Time Issue Items:** Class A uniforms, hats, flashlights, and rain gear are issued once to sworn officers. Thereafter officers are required to purchase these items on their own.

### **Vest Exchange**

**Five Years:** All ballistic body armor panels have a warranty/lifetime of five years. The Uniform Shop arranges for a minimum of two fitting dates on a quarterly basis to have the body armor vendor measure officers for replacement vests. It normally takes eight to twelve weeks from the date ordered for the vest manufacturer to deliver a completed order to Supply Section. Upon arrival of new body armor panels, officers are notified by e-mail and the old vest is exchanged for the new one.

**Other:** If an officer's vest does not fit properly due to a change in weight, a Form 15.7 employee's report and a 15.2 must be generated by the officer. A ballistic panel may be sent out for alteration if the officer has lost weight. Second Chance Body Armor will directly replace any body armor damaged by gunfire, free of charge. Supply Section will order a replacement vest for any torn, frayed, or otherwise damaged vest accompanied by a Form 15.7 employee's report and a 15.2.

**Vest Loaner Panels:** Supply Section maintains an inventory of used ballistic panels that can be issued out as loaner vests while the new panels are manufactured. Panels over five years old shall be removed from the loaner vest inventory.

**Vest Destruction:** Body armor beyond its useful life (five years) is normally sent for destruction.

**Vest Donations:** On occasion, an entity from outside the Department requests a donation of used body armor vest panels to other police agencies in foreign countries. When this occurs, the requestor should be directed to submit correspondence to the Office of the Chief of Police. The request will also need to be approved by both the Police Commission and the City Council. The cost of shipment is borne by the requestor.

**Replacement of Lost Equipment:** Lost Uniform equipment will require a copy of the lost report and a signed and complete 15.11 before replacement.

**Optional equipment:** Optional equipment may be purchased at personal cost unless specified in writing by the Uniform Committee or Traffic Coordination Unit, and approval by the Office of Chief of Police (OCOP). In addition, all optional equipment must be approved by the Uniform Committee prior to being worn or used.

**New police equipment:** New police equipment will be evaluated by Planning and Research Division, Training Division, Uniform Committee and/or Traffic Coordination Unit, depending on specificity before being added as standard equipment, subject to the approval by the OCOP.

**Non-Standard Uniform items:** These items may be replaced every two years or more depending on the expiration of the item and/or City budget permitting. Examples of non-standard uniform items would be the specialized flightsuits for Air Support Division, the boots and helmets for motor officers and SWAT officers' uniforms.

**Motor Officer's Uniform and Equipment Replacement:** Must have prior written approval from Traffic Coordination Section.

**Returning of Equipment:** All Department issued police equipment must be returned to Personnel Division and Supply Section upon termination from the Department. Guns and ammunition are to be returned to the Training Division Armory.

Supply Section shall ensure proper disposal of unserviceable uniform/equipment in a manner consistent with City policy.

**Shoes:** The Uniform Shop does not supply shoes. Traffic Coordination Section has authorized Supply Section to purchase motor boots. Air Support Division receives specialized fire resistant boots.

**Handcuffs:** Available at the Training Division Armory (213-485-3554), 1880 N. Academy Dr., LA 90012.

**Key Issues:** The Department does not have a locksmith.

**Door Keys:** Facilities Management Division (213-482-7320) is responsible for the repair of door locks and the duplication of door keys.

## CHAPTER 7

### Wrong Door

**Background:** When the Los Angeles Police Department receives a call for service or a search warrant, the officer is given an address to respond to. On occasion the officer will break down the door to the wrong location.

Note: If the officer breaks open the door to the correct location he/she was sent to, this is not a “wrong door” call regardless of the circumstances (eg. suspect no longer lives there; person officers were doing a well-check on is O.K.; address listed on warrant is where the door was broken).

Wrong Door Reporting The initial report of a wrong door call is to come only from a sworn supervisor from the Division of occurrence. Homeowners should be referred to the geographical division that responded to the call. A Wrong Door Report is to be completed by Supply Section personnel simultaneously as the officer reports the wrong door call. The following information shall be included in the report: name of officer, division, and call back number; date of occurrence, description of incident, and type of damage; name, address, and phone number of homeowner. The supervisor is to be reminded to submit a 15.2 to Fiscal Operations Division.

If possible, the job order assignment will be given to Supply Section, Wood Shop for repair of wrong door damage. (The homeowner may wish to have the door repaired privately and then submit a claim for damage to the City. Refer the homeowner to the Risk Management Group Claims Unit at (213) 978-0189 to obtain further direction for processing claims.)

Board ups If an officer wishes to have a location boarded up due to safety concerns, refer the officer to the Police Commission. The Police Commission will contact a vendor. The Police Commission has authorized watch commanders to contact a City approved vendor to board up locations during off hours.

## **CHAPTER 8**

### **Salvage**

Supply Section oversees the salvaging of Department furniture and equipment items (non-computer related equipment). These items include but may not be limited to desks, chairs, file cabinets, typewriters, etc. Supply Section does not salvage computer related items. Computer related items shall be salvaged through Information Technology Division.

To initiate a salvage request, an end-user completes a 15.11. The 15.11 must provide a detailed list of the items to be salvaged. The end-user must bring the salvage item(s) and the completed 15.11 to Supply Section.

General Services Department's Moving Services is available upon request to handle small incidental moves within or between departments. Services are limited due to budget and staffing constraints so proper advance notice and an accurate description of services required are necessary to efficiently process all requests.

To initiate a request for moving services contact GSD Moving Services at (213) 978-7694 or by e-mail at [gsd.movingsvs@lacity.org](mailto:gsd.movingsvs@lacity.org) .

**CHAPTER 9**  
**Walk Thru, Unusual Occurrence, and Emergency Circumstances**

It is important that end-users plan ahead and allow adequate time for supply orders to be processed. In the event that it becomes an emergency to procure goods or services, contact Supply Section for additional instructions on how to proceed. Do not create a confirming PO or obligate the City to pay for goods or services.

Supply Section attempts to keep in stock any items that are required to keep the Department operational on a 24 hour basis. This includes stocking paper and toner, etc. When a division is in need of emergency supplies to continue operating, complete a 15.11, fax it to Supply Section and call Supply Section to ensure the fax was received. Supply Section will then instruct the caller if and when the goods will be available for pick-up.

## CHAPTER 10 Segregation of Duties

### **Granting Order Placement Authorities to Other Entities**

In the early 1990s, LAPD Supply Section staffing was cut substantially due to the centralization of the warehouse function to General Services Department. As a consequence, the generation of the Contract and Blanket POs, etc. were delayed to a point that operational divisions such as SID, ITD, ECCCS and MTD could not operate. At that time, one Bureau had jurisdiction of all the entities SID, MTD, ECCCS and ITD. The decision was made to decentralize the procurement and receiving process so that operations were not hindered. The decentralization only applies to the divisional specific unique needs but not items that Supply purchases for the entire Department.

**Scientific Investigation Division (SID)** Responsible for procurement of all SID related materials, services and equipment that are unique to the division. Polygraph Unit (polygraph related equipment and materials), Electronics Unit (audio video police surveillance systems), Latent Prints Unit (fingerprint related materials), Photo Lab - Technical Laboratory (procurement of all supporting material for routine operations including maintenance equipment contract), Criminal Laboratory (any items related for the exclusive use of the crime lab).

**Information Technology Division (ITD)** Responsible for procurement of all computer hardware and software purchases.

**Motor Transport Division (MTD)** Responsible for procurement of all vehicles, motorcycles, moving trailers, and related parts and accessories.

**TEAMS II** Responsible for the procurement of all equipment and accessories for the LAPD Training and Evaluation Management System II. (Fund 47C only).

**Emergency Command Control Communications Systems (ECCCS)** Responsible for the procurement of hand held radios and accessories. As of June 2010, this Section falls under ITD.

All entities with order placement authority abide by the procurement rules and regulations set forth by the Controller Office as stated in the 2002 User Department Manual, Section 1.4 - *Expenditures*. A copy of the Controller's Office "User Department Manual 2002" can be found at InsideLA → Controller Office → Guides to Departments → Various Guides or by typing in the html link below:

<http://ctr.ci.la.ca.us/guides%20to%20v%20guides.htm>

## **Supply Management System (SMS) User Access**

When an employee's role of responsibility requires access to the Supply Management System an "SMS Access Request" Form needs to be completed and forwarded to Fiscal Operations Division for approval.

The SMS Access Request delineates an individual user's role(s).

- a) Requestor – creates purchase requisition for City Purchasing authority.
- b) Chief Accounting Employee (CAE) – Ability to verify funding availability and approve purchase orders for dispatch. Note: Authority is only given to FOD, Appropriations employees. (\*ITD OIC has been granted CAE authority for two special fund accounts only.)
- c) Receiver – Allows Purchase Orders to be received electronically in SMS.
- d) SpeedChart Coordinator – Allows the ability to set up speedchart accounting information in SMS. Authority is only given to FOD, Budget employees.
- e) Department Purchasing Expert (DPE) – Ability to create purchase orders. (Buyer in SMS).
- f) Query – Ability to create queries in SMS.
- g) Read Access Only – ability to only review documents in SMS.

A user should not have both Department Purchasing Expert (DPE)/Purchaser and Receiver roles. This is to ensure that an individual, who has access to place orders, is not the same individual that will be allowed to go on SMS to sign off on the receiver. Exemptions to this rule must be approved by the Commanding Officer, Fiscal Operations Division and the Special Assistant for Constitutional Policing.

Note: Supply Section employees and the ITD, OIC have been exempt from this rule and have both roles of DPE and receiver.

Additionally, if a user role(s) changes or a user is no longer with the LAPD, the Division employee's supervisor must immediately complete the SMS Access Request form to change or delete the user account. The completed form is then forwarded to Fiscal Operations Division for approval.

Fiscal Operations Division will be responsible for forwarding all new, change or deleted access request forms to the Department of General Services, SMS Security Administration.



**Supply Management Systems (SMS)**

**ACCESS REQUEST**

TO: Department of General Services  
 SMS Security Administration  
 555 Ramirez St., Space 317 M/S 712

Phone: (213) 473-8595  
 Fax Number: (213) 473-7691

FROM: Department: \_\_\_\_\_ Date: 08/14/2007  
 Contact Name: \_\_\_\_\_ Telephone: \_\_\_\_\_

**AUTHORIZED SIGNATURES (Required)**

Info Systems Coord. (ISC) \_\_\_\_\_  
Print Name Signature

Dept. Authorized Personnel \_\_\_\_\_  
Print Name Signature

**USER IDENTIFICATION**

Employee Name: \_\_\_\_\_  
Last First

Title: \_\_\_\_\_ Department Code: \_\_\_\_\_ Division No: \_\_\_\_\_  
 Telephone: \_\_\_\_\_ E-mail Address: \_\_\_\_\_  
 Mail Stop: \_\_\_\_\_ Location: \_\_\_\_\_

Enterprise Server ID or SMS User ID: \_\_\_\_\_ Previous SMS ID (if any): \_\_\_\_\_  
(Required)

**REQUEST TYPE**

- New Account
- Account Change
- Delete Account

**USER ROLES**

	Add	Delete		Add	Delete	
<b>All</b>	<input type="checkbox"/>	<input type="checkbox"/>	Requester	<input type="checkbox"/>	<input type="checkbox"/>	Department Purchasing Expert (DPE)
<b>Departments:</b>	<input type="checkbox"/>	<input type="checkbox"/>	Chief Accounting Employee (CAE)	<input type="checkbox"/>	<input type="checkbox"/>	(Buyer) SMS
	<input type="checkbox"/>	<input type="checkbox"/>	Receiver	<input type="checkbox"/>	<input type="checkbox"/>	Query (Create)
	<input type="checkbox"/>	<input type="checkbox"/>	SpeedChart Coordinator	<input type="checkbox"/>	<input type="checkbox"/>	Read Only Access
<b>GSD Users</b>			Central Purchasing Measurement Analyst	<input type="checkbox"/>	<input type="checkbox"/>	Vendor Maintenance
<b>Only:</b>	<input type="checkbox"/>	<input type="checkbox"/>	Payment Support Staff	<input type="checkbox"/>	<input type="checkbox"/>	Payment Specialist
	<input type="checkbox"/>	<input type="checkbox"/>	Accounts Payable Supervisor	<input type="checkbox"/>	<input type="checkbox"/>	Payments Director
	<input type="checkbox"/>	<input type="checkbox"/>	Warehouse Worker	<input type="checkbox"/>	<input type="checkbox"/>	Stockkeeper
	<input type="checkbox"/>	<input type="checkbox"/>	Inventory Management Officer (IMO)	<input type="checkbox"/>	<input type="checkbox"/>	Material Coder
	<input type="checkbox"/>	<input type="checkbox"/>	Special Receiver			
<b>Controller</b>	<input type="checkbox"/>	<input type="checkbox"/>	Controller Approval	<input type="checkbox"/>	<input type="checkbox"/>	Controller Special Process
<b>Users Only:</b>	<input type="checkbox"/>	<input type="checkbox"/>	Controller Paymaster	<input type="checkbox"/>	<input type="checkbox"/>	Vendor Maintenance

<b>GSD USE ONLY</b>			
Date Received:	_____	Date:	_____
Completed by:	_____	Date:	_____
Contracted by:	_____	Date:	_____
	Phone: _____	E-mail:	_____

Form & Instructions are available on the SMS Internet Homepage (<http://sms.dfa.ca.us/>)

## **Appendix I**

### **Administrative and Technical Services Bureau Notice Employees Responsibility – Acquiring Goods and Services**

ADMINISTRATIVE AND TECHNICAL SERVICES BUREAU

NOTICE

September 15, 2009

10.2

---

TO: All Department Personnel

FROM: Commanding Officer, Administrative and Technical Services Bureau

SUBJECT: EMPLOYEE'S RESPONSIBILITY – ACQUIRING GOODS AND SERVICES

All employees procuring goods and services for the Department or work-related use, with the intent of using Department funds to pay for the purchase, shall initiate this process by using a Supply Order Form, Form 15.11.00, currently available on the LAPD Forms Repository. 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 or services outside of the procurement process, this is known as a "confirming order." Confirming orders should not occur. Individual employees, even with verbal or written approval from their commanding officers, do not have the legal authority to obligate the City to pay a vendor.

All acquisition of goods or services that require Departmental financial obligations shall be processed through Fiscal Operations Division (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, FOD, will determine if funds are available on a case-by-case basis, and further instructions will be given at that time.

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 a written explanation to the City Controller 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.

Additionally, it will be the responsibility of the commanding officer or his/her designee to ensure that documentation of receipts, such as packing slips or delivery receipts, are received by Supply Section Personnel.

The receipt shall include the signature and serial number of the person receiving the item(s), the date the item(s) was received, the Divisional Order Number and/or the Purchase Order Number. In circumstances where a receipt is not available, the commanding officer will ensure that Supply Section is notified via electronic mail (e-mail) at [SUPPLY@LAPD.LACITY.ORG](mailto:SUPPLY@LAPD.LACITY.ORG). The

All Department Personnel

10.2

Page 2

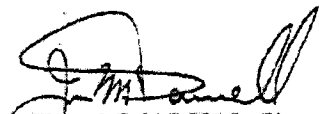
The receipt shall include the signature and serial number of the person receiving the item(s), the date the item(s) was received, the Divisional Order Number and/or the Purchase Order Number.

In circumstances where a receipt is not available, the commanding officer will ensure that Supply Section is notified via electronic mail (e-mail) at [SUPPLY@LAPD.LACITY.ORG](mailto:SUPPLY@LAPD.LACITY.ORG). The e-mail shall include the name and serial number of the person that received the item(s), the date the item(s) was received, the Divisional Order Number and/or the Purchase Order Number.

Questions concerning this matter may be referred to Departmental Chief Accountant Betty Jai, at (213) 978-6688, or Senior Management Analyst Elena Nihoa-Asucan, at (213) 473-7838.

APPROVED:

  
RHONDA L. SIMS-LEWIS, Police Administrator  
Commanding Officer  
Administrative and Technical Services Bureau

  
JIM McDONNELL, First Assistant Chief  
Chief of Staff

DISTRIBUTION "D"

## **Appendix II**

### **Sample Proof of Receipts**

AMERICAN BUSINESS MACHINES, INC.  
 325 E. ARROW HWY, UNIT 506  
 SAN DIMAS, CA 91773  
 (909) 599-6853  
 FAX (909) 599-6863

*Jennie Davis*  
 CCO N4189  
 6/14/2010

NO 81705

BILL TO:

SHIP TO:

NAME:		NAME:	
NAME:		NAME:	
ADDRESS:		ADDRESS:	
CITY:		CITY:	
STATE:	ZIP:	STATE:	ZIP:
TYPE:		MAKE:	MODEL:
PERSON TO CONTACT:		FLOOR:	DEPT./AREA:
DATE OF CALL:	DATE PICK UP:	DATE DELIVER:	SHIP VIA:

*Callie Mora*

NAME: *CAPI*  
 ADDRESS: *100 W. First St.*  
 CITY: *LA*  
 STATE: *CA* ZIP: *90012* TEL # *213-486-8774* EXT *213-486-8430*  
 TYPE: *Shredder* MAKE: *Fellowes* MODEL: *C420C* SERIAL NO.: *1720113260076337*  
 PERSON TO CONTACT: *Jennie Davis* FLOOR: *PM 530* DEPT./AREA: *511* COPY COUNT START: COPY COUNT FINISH:  
 DATE OF CALL: *5/27/10* DATE PICK UP: *5-28-10* DATE DELIVER: *5-8-10* SHIP VIA: *TRUCK* P.O. NUMBER: *1001120417* TERMS:

QUANTITY ORDERED	QUANTITY BACKORDER	QUANTITY SHIPPED	DESCRIPTION	UNIT PRICE	EXTENSION
			<i>Replaced on-off switch paper sensor assy cleaned and PM. Tested</i>		
				SUB-TOTAL	

<input type="checkbox"/> SALE	PROBLEM REPORTED: <i>Sometime works, sometimes doesn't</i>	TAX
<input checked="" type="checkbox"/> SERVICE		SHIPPING / MILEAGE
<input type="checkbox"/> RENTAL		TOTAL CREDITS
<input type="checkbox"/> CONTRACT		TOTAL INVOICE
<input type="checkbox"/> DEMO		SALESMAN:
<input type="checkbox"/> LEASE		TECHNICIAN: <i>MARIO</i>
<input type="checkbox"/> LOANER	MAKE/MODEL:	SERIAL NO.:
<i>Callie Mora</i>	<i>6/8/10</i>	<i>Jennie Davis</i>
Customer Signature	Date	Received By

**TECH DEPT**  
AT THE TECH DEPT COMPANY

06100223  
P.O. 060100123  
CAM 8/31/35

BECAUSE TECH DEPT SHIPS FROM  
MULTIPLE WAREHOUSES ACROSS THE  
UNITED STATES, MULTIPLE-ITEM ORDERS  
MAY NOT ARRIVE TO YOU AT THE SAME  
TIME.

# MASTER PACKING SLIP

**TECH DEPT**

TECH DEPT  
6 CAMBRIDGE DRIVE  
TRUMBULL, CT 06611



**SHIP TO**

LAPD COMM CRIMES DIV  
100 E 1ST ST RM 533  
LOS ANGELES CA 90012-4102

**SHIP FROM**

SHIP VIA

03/09/2010

UPS GROUND

702492554-1

702492554-1

Line Nbr	PO Line Order	QTY Ship	SKU #	Description
----------	---------------	----------	-------	-------------

002	1	1	1	S2134397
-----	---	---	---	----------

BLUE GEL CRYSTAL WRISTREST  
CPU PROBST  
CARTON No. 00001  
UPC: 00751511378  
MFG PART: 91137

AGCS  
ALT SKU: 95455

FOR QUESTIONS REGARDING RETURNS  
PLEASE CALL US AT 800-721-8344.  
TECH DEPT CUSTOMER CARE:  
1-800-625-9808

Trk Nbrs: 12103700364719947

*N4189*  
*Jimmie Davis*  
*7/7/2010*  
*CCD10-155*

CARTON NUMBERS  
Total Quantity Shipped: 1  
Total Cartons Shipped: 1

Page: 1 of 1

Dest: ISTASPMASH01

SN: 60235730211

Pg: 1