

## LOR-A Tool Frequently Asked Questions (FAQs) and ANSWERS

### 1. Does the LOR-A Tool connect directly to DSAMS?

ANSWER #1: YES; however, see Question #2 below for more information on this topic. The LOR-A tool auto-populates the “Customer Request” screens in DSAMS, including Transportation, Funding and LOR Identification when [after] the CCM clicks the “APPROVE” button on the LOR in the LOR-A tool. DSAMS then returns the Customer Reference ID to the Command Country Managers (CCMs)

### 2. What steps are needed for sending LORs to DSAMS?

ANSWER #2: The “CCM approval” step in the LOR-A Tool is what causes the LOR to automatically forward to DSAMS. This is the step that is taken AFTER the 5-day review period which begins once the LOR is **entered** and **submitted** into the LOR-A system. The CCM must log-in to the LOR-A tool after the 5-day period and select “**Approve**” to make this happen.

### 3. What advantages are there for Foreign Partners using the tool versus not using the tool?

ANSWER #3: Among the many advantages and capabilities, the LOR-A Tool: a. Serves as a repository for all LORs; b. Provides transparency of LOR status; c. Expedites coordination; d. Guides completion of the Request, e. Automatically distributes the LOR to selected USG offices.

### 4. If my Foreign Partner does not want to use the tool, will it be beneficial for me to input the LOR into the tool?

ANSWER #4: YES; same advantages as above; once the LOR is entered into the automated system, it: a. Serves as a repository for all LORs; b. Provides transparency of LOR status; c. Expedites coordination through automated distribution to all offices involved; d. Guides completion of the Request; e. Automatically distributes the LOR to selected USG offices.

### 5. How do I get my Foreign Partner(s) to use the tool? Is there anyone to HELP ME learn it? How do I give them instructions?

ANSWER #5: A step-by-step training DVD will soon be available (coming December 2012); a User’s Guide and a tutorial are available from the AFSAC-Online Web Page (<https://afsac.wpafb.af.mil/>). For the **User’s Guide**, scroll down the left column under “Application Links”; open Letter of Request (LOR) Submission and choose “LOR Automation Tool Guide”. For the **Tutorial**, scroll down the left column under “Application Links” to the very last entry, which is “Tutorials”; open that link and see “LOR Automation Tool”. You can also e-mail Ms Reva Howard, [reva.howard@us.af.mil](mailto:reva.howard@us.af.mil) with specific questions. She will respond as soon as possible upon receipt of your message; oftentimes the same day.

### 6. How is the LOR distributed?

ANSWER #6: With the automated system, LORs are distributed electronically to: a. Dept of State, b. DSCA Country Directors; c. SAF Desk Officers; d. Command Country Manager assigned; e. FMS Transportation Office; f. Additional distribution is accomplished based upon the case category selected (i.e., “Publications” requests go to Tinker; “Aircraft Sales” requests go to all AFLCMC Locations. In addition, Price and Availability (P&A) LORs are sent to the P&A office.

#### **7. Where can I find a “User’s Guide”?**

ANSWER #7: The User’s Guide is located on the web at AFSAC OnLine, outside of the password requirement; no account is needed. Web link: <https://afsac.wpafb.af.mil/> ; scroll down the left column under “Application Links”; open Letter of Request (LOR) Submission and choose “LOR Automation Tool Guide”.

#### **8. How can I obtain \*HELP\* when using the system?**

ANSWER #8: A step-by-step training DVD will soon be available (coming December 2012); a User’s Guide and tutorial are available from the AFSAC Online Web Page (<https://afsac.wpafb.af.mil/>); scroll down the left column under “Application Links”; open Letter of Request (LOR) Submission and choose “LOR Automation Tool Guide”. You can also e-mail Ms Reva Howard, [reva.howard@us.af.mil](mailto:reva.howard@us.af.mil) with specific questions. She will respond to your message as soon as possible; oftentimes the same day.

#### **9. Can the tool be used to update milestones in DSAMS?**

ANSWER #9: Currently, there is no plan to interface with the milestone section of DSAMS.

#### **10. How does the P&A number get assigned in DSAMS?**

ANSWER #10: The LOR-A tool submits the LOR to the P&A Office where the P&A Designator is assigned.