

**PROS**

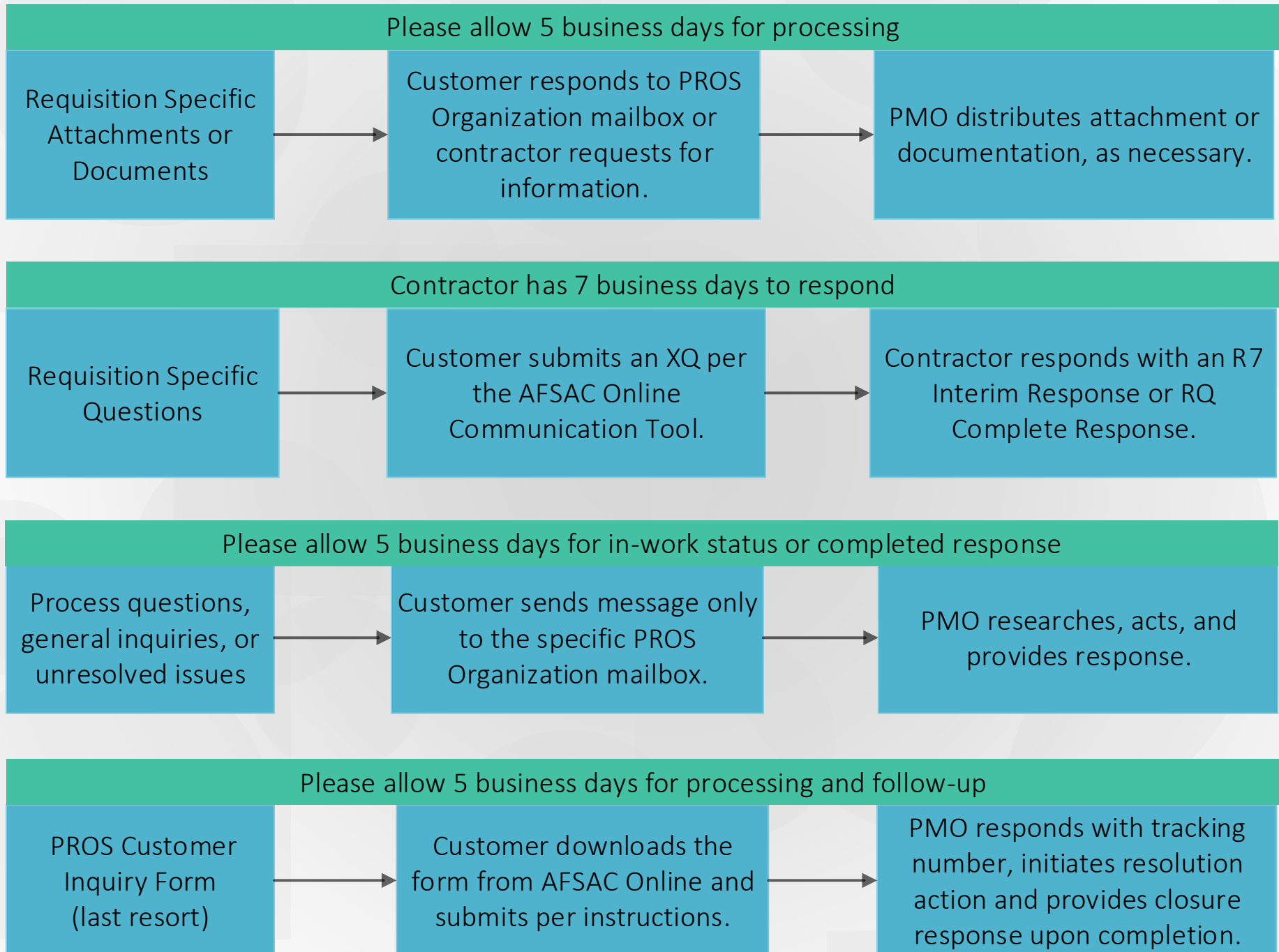
**PARTS AND REPAIR ORDERING SYSTEM**

**COMMUNICATION GUIDE**

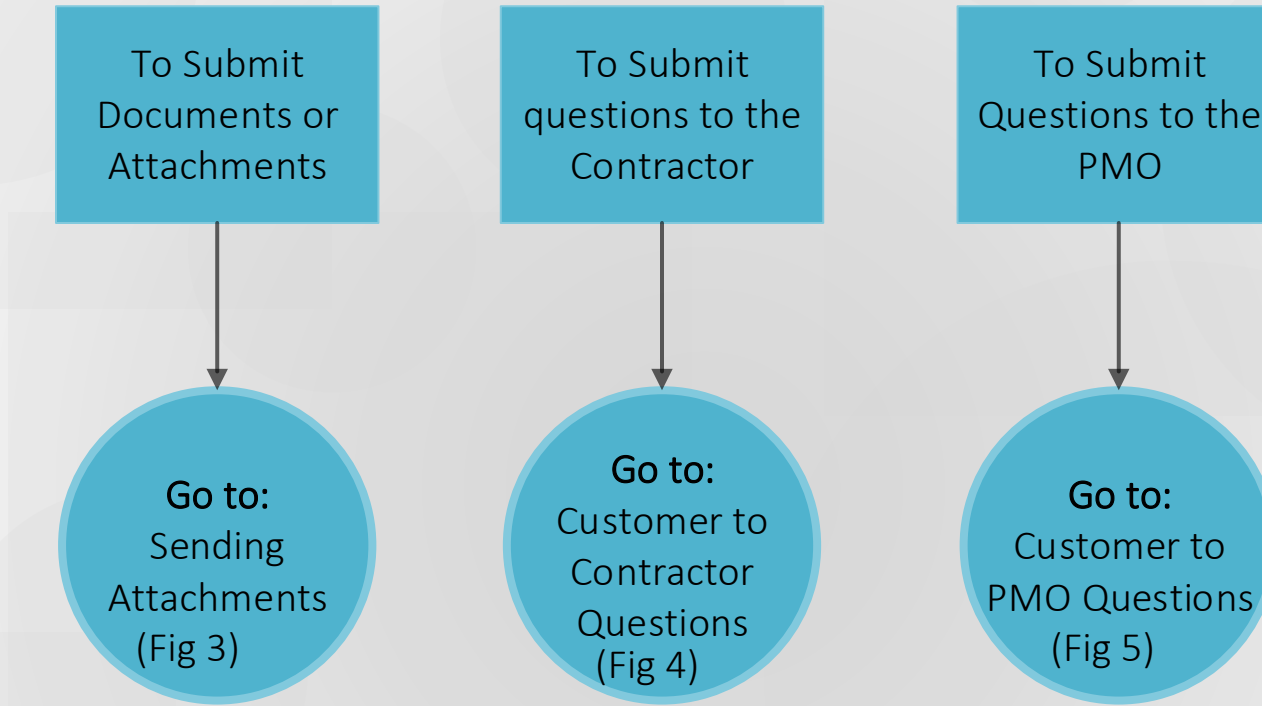
## PROS Customer Communication Guide

- 1) **Purpose/Description:** This guide supplements the PROS V Handbook, communication section, and further defines the customer communication options available. There are four lanes of communication (see figure 1) available for the customer to initiate communications in an effort to exchange documents, address concerns, ask questions and resolve issues. A Customer Key (figure 2), provided, can be used to quickly determine what path is most appropriate. Communications that occur outside of the methods prescribed in this guide cannot be monitored by the PROS Program Management Office (PMO) and is not a contractual requirement.
- 2) **Sending Attachments (figure 3):** Utilize to transmit requisition specific attachments/documentation to the contractor
  - a) SAMIS system limitations prohibit attachments inside Contractor Work Bench or the Comm Tool
  - b) Follow flowchart to determine appropriate resolution procedure
  - c) Utilize the [AFSAC PROS Supply](#) or [AFSAC PROS Repair](#) Organizational Mailbox to submit attachment
  - d) Allow up to 5 business days for processing and follow-up
- 3) **Customer to Contractor Questions (figure 4):** Utilize when there are requisition specific questions
  - a) Follow flowchart to determine appropriate resolution procedure
  - b) Submit an XQ to the contractor when they are the responsible information owner through the AFSAC Online Communication Tool
  - c) Contractor may respond with an R7 (Interim Response) status code, with narrative, while researching a complete response
  - d) Contractor may respond with an RQ (Complete Response) status code, with narrative, to close out the XQ
  - e) Contractor has 7 business days to provide an initial R7 or RQ response
- 4) **Customer to PMO Questions (figures 5-9):** Utilize for process/general inquiries or when there are unresolved contractor questions/issues
  - a) Follow flowchart to determine the appropriate Organizational Mailbox to contact and resolution procedure
  - b) Address inquiries to the Organizational Mailbox (reference Document Control Numbers, if applicable)
  - c) Do not "Cc:" individuals within the PROS PMO/Contractor employees unless guidance suggests
  - d) Do not add other individual email accounts in the "To:" line
  - e) Request delivery/read receipts, as desired
  - f) Please allow 5 business days for acknowledgment, status, or complete response
  - g) To address high priority (Aircraft on Ground) issues; mark message as "! High Importance" and add the [AFSAC PROS PMO](#) to the "To" line
- 5) **Customer Inquiry Form (figure 10):** Utilize to elevate issues that remain unresolved through other means, or when requested by the PMO
  - a) Follow flowchart to determine appropriate resolution procedure
  - b) Download the PROS Customer Inquiry Form from AFSAC Online
  - c) Complete the form and submit to the [AFSAC PROS PMO](#)
  - d) Do not "Cc:" individuals within the PROS PMO/Contractor employees unless guidance suggests
  - e) Do not add other individual email accounts in the "To:" line
  - f) Request delivery/read receipts, as desired
  - g) Customer Inquiry Forms will be assigned a control number, once received, and tracked through completion
  - h) Please allow 5 business days for acknowledgment; complete response
  - i) If a confirmation is not received within above time frame, forward message to the PROS Program Manager and Non-Standard Supply Section Chief
  - j) Inquiries submitted outside this process will not be worked and customers will be directed to this process

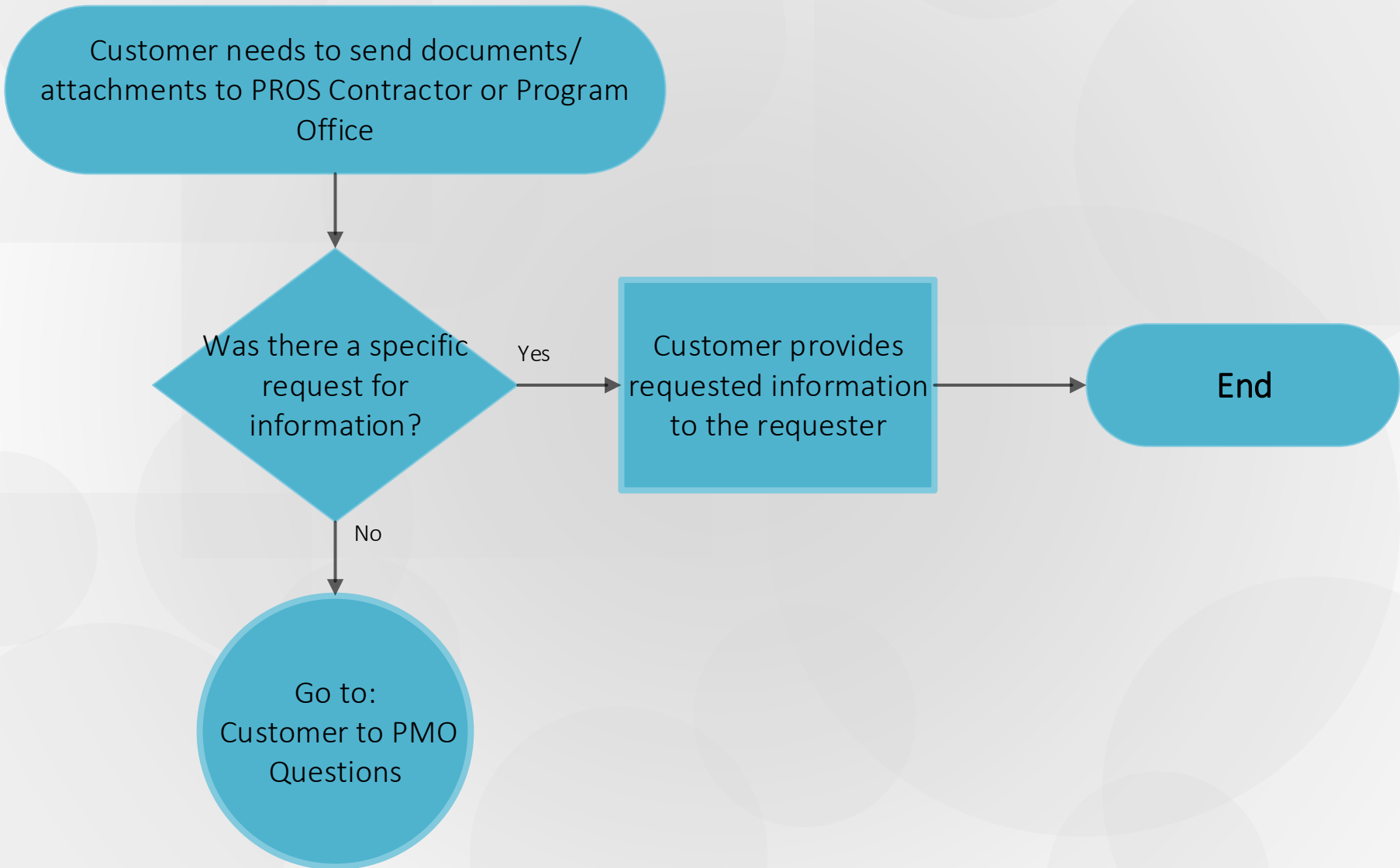
# PROS Communication Plan: Communication Stalls (Figure 1)



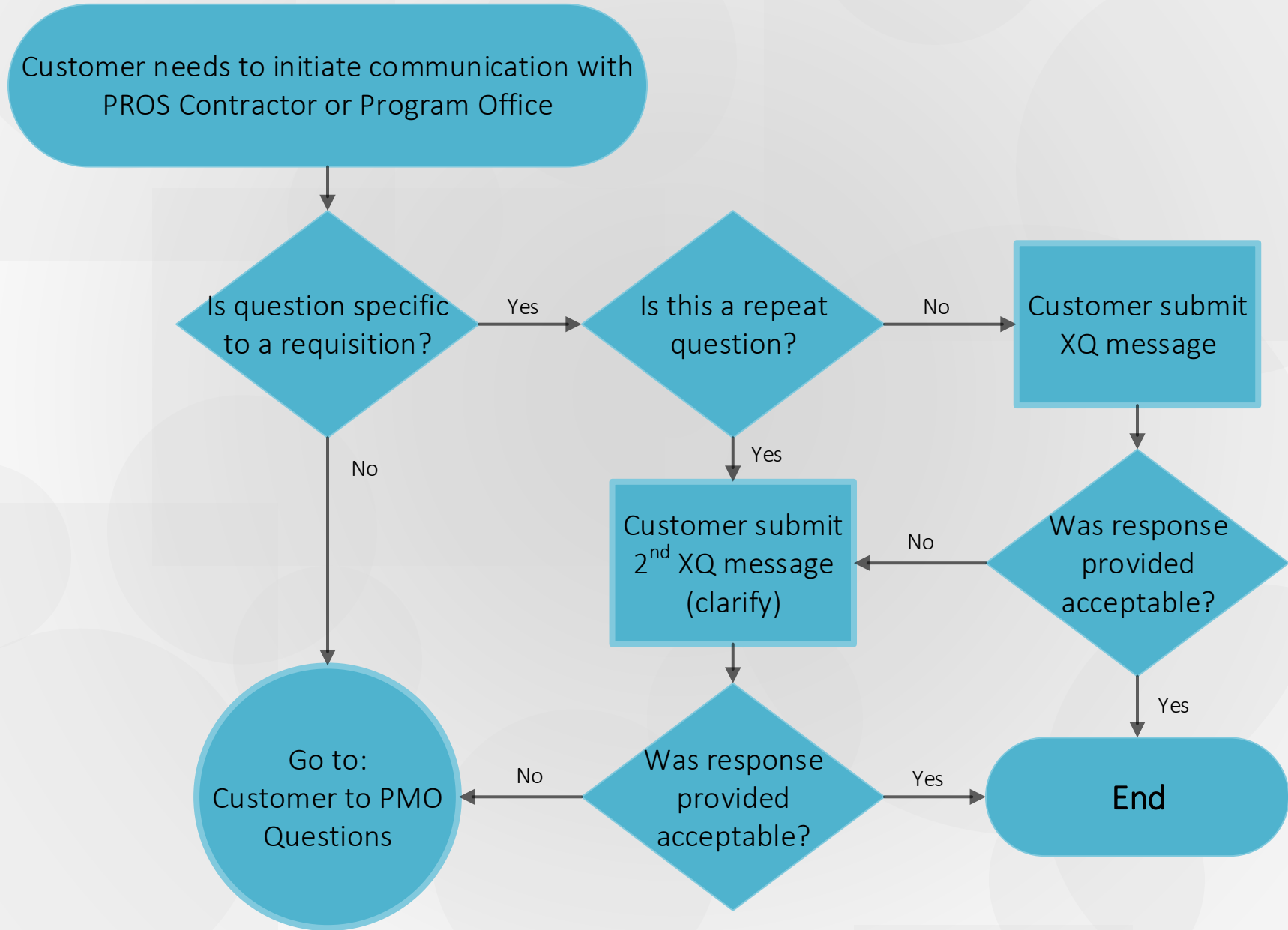
## PROS Communication Plan: Customer Key (Figure 2)



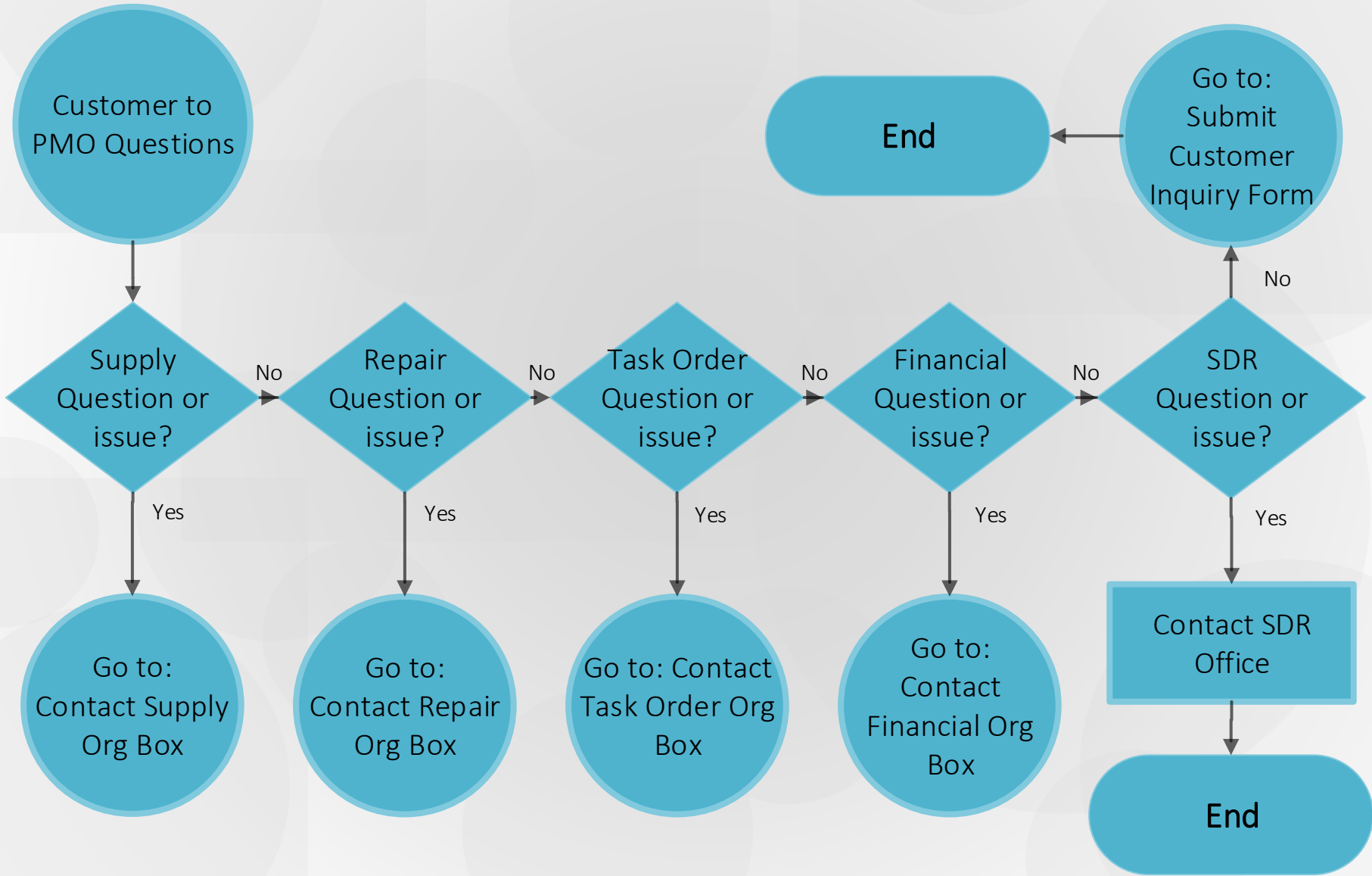
# PROS Communication Plan: Sending Attachments (Figure 3)



# PROS Communication Plan: Customer to Contractor Questions (Figure 4)

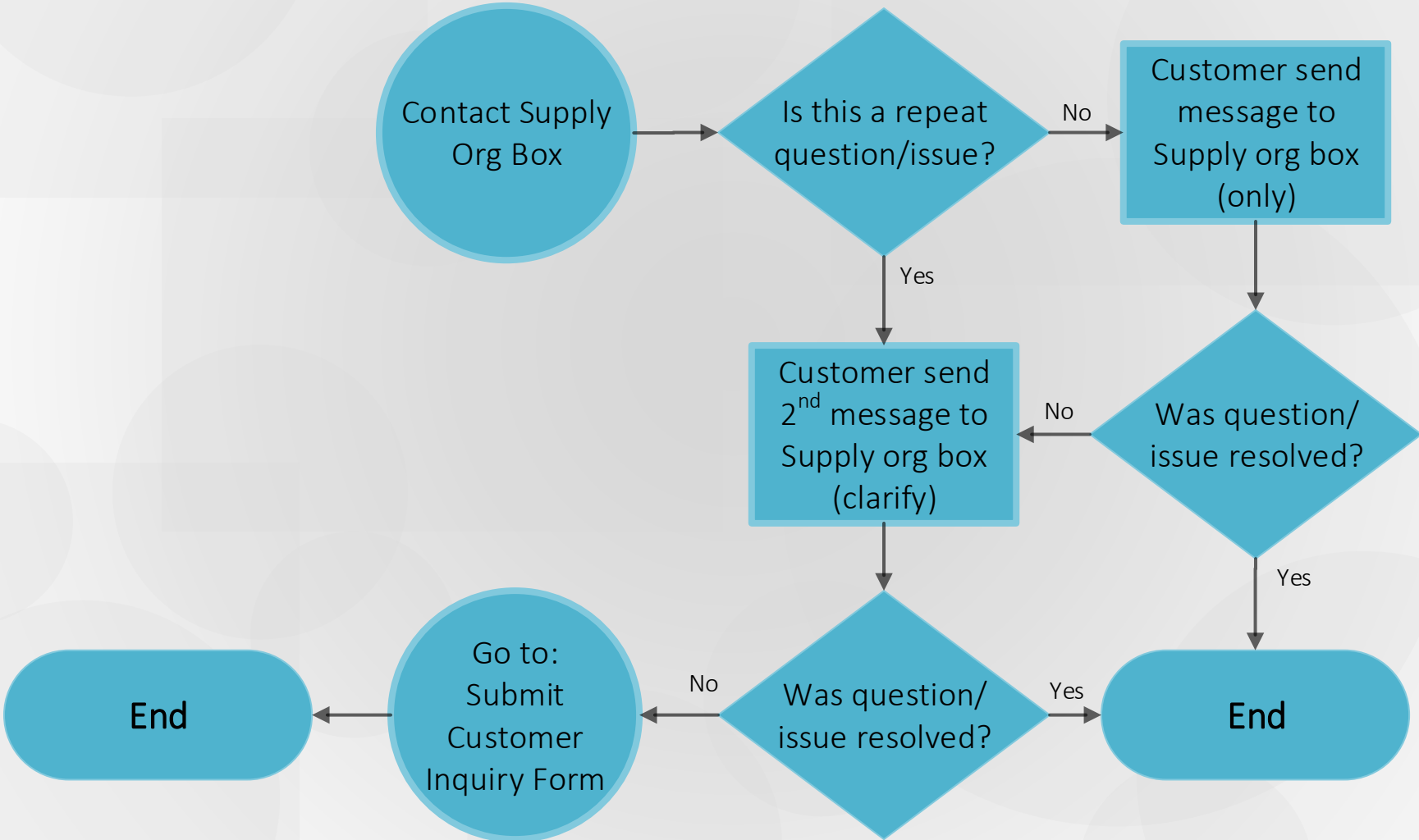


# PROS Communication Plan: Customer to PMO Questions (Figure 5)



# PROS Communication Plan: Contact Supply Org Box (Figure 6)

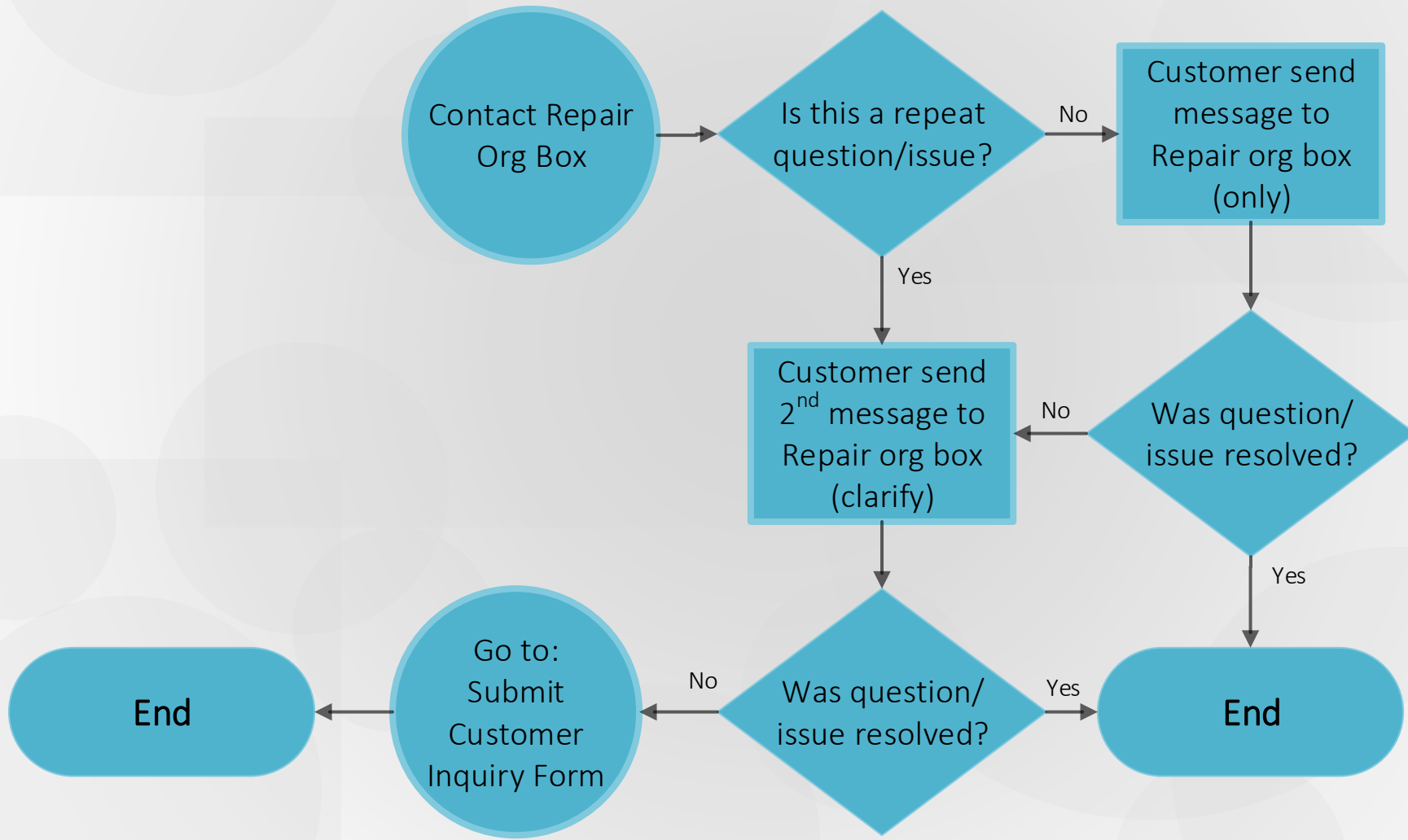
[afsac.pros.supply@us.af.mil](mailto:afsac.pros.supply@us.af.mil)





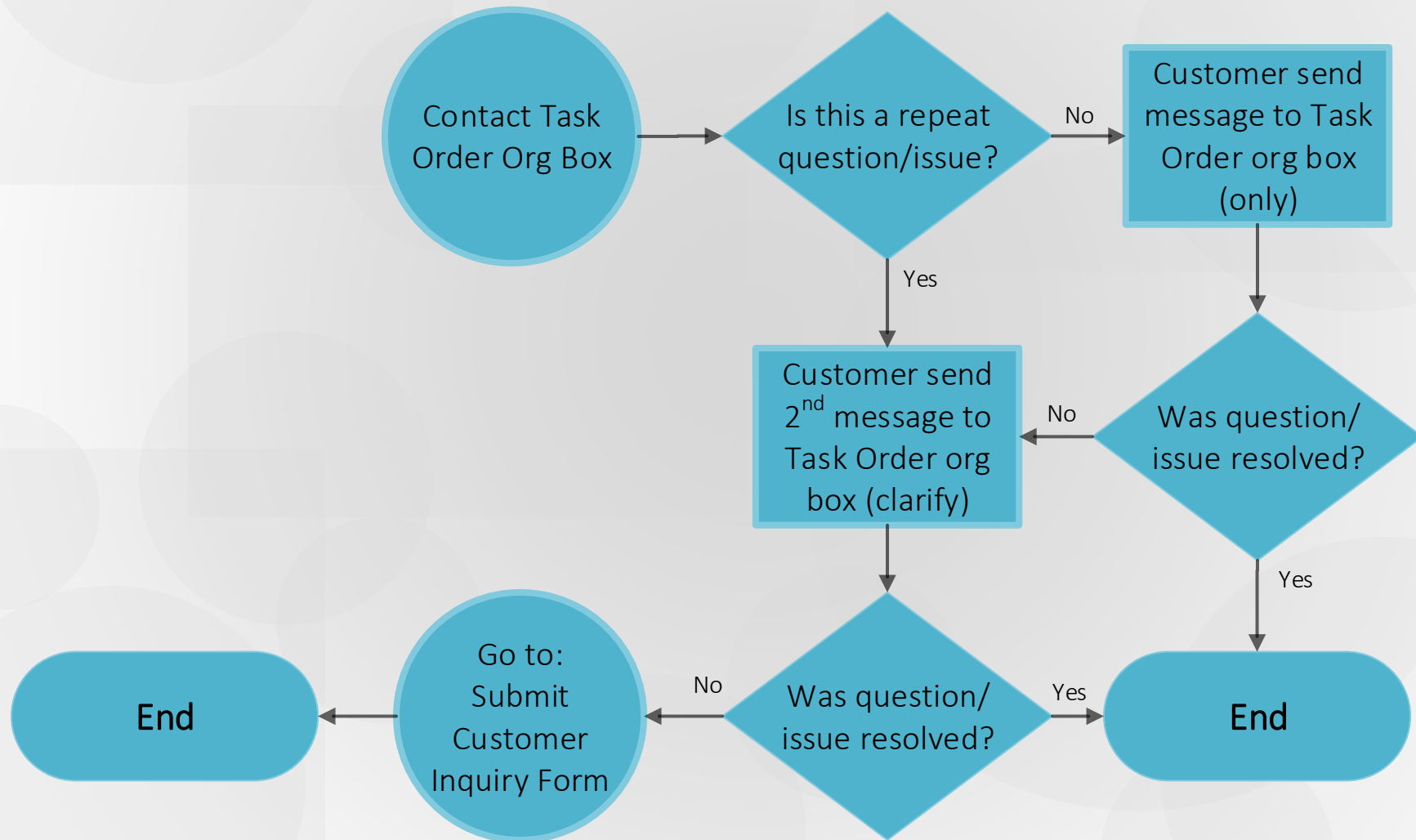
# PROS Communication Plan: Contact Repair Org Box (Figure 7)

[afsac.pros.repair@us.af.mil](mailto:afsac.pros.repair@us.af.mil)



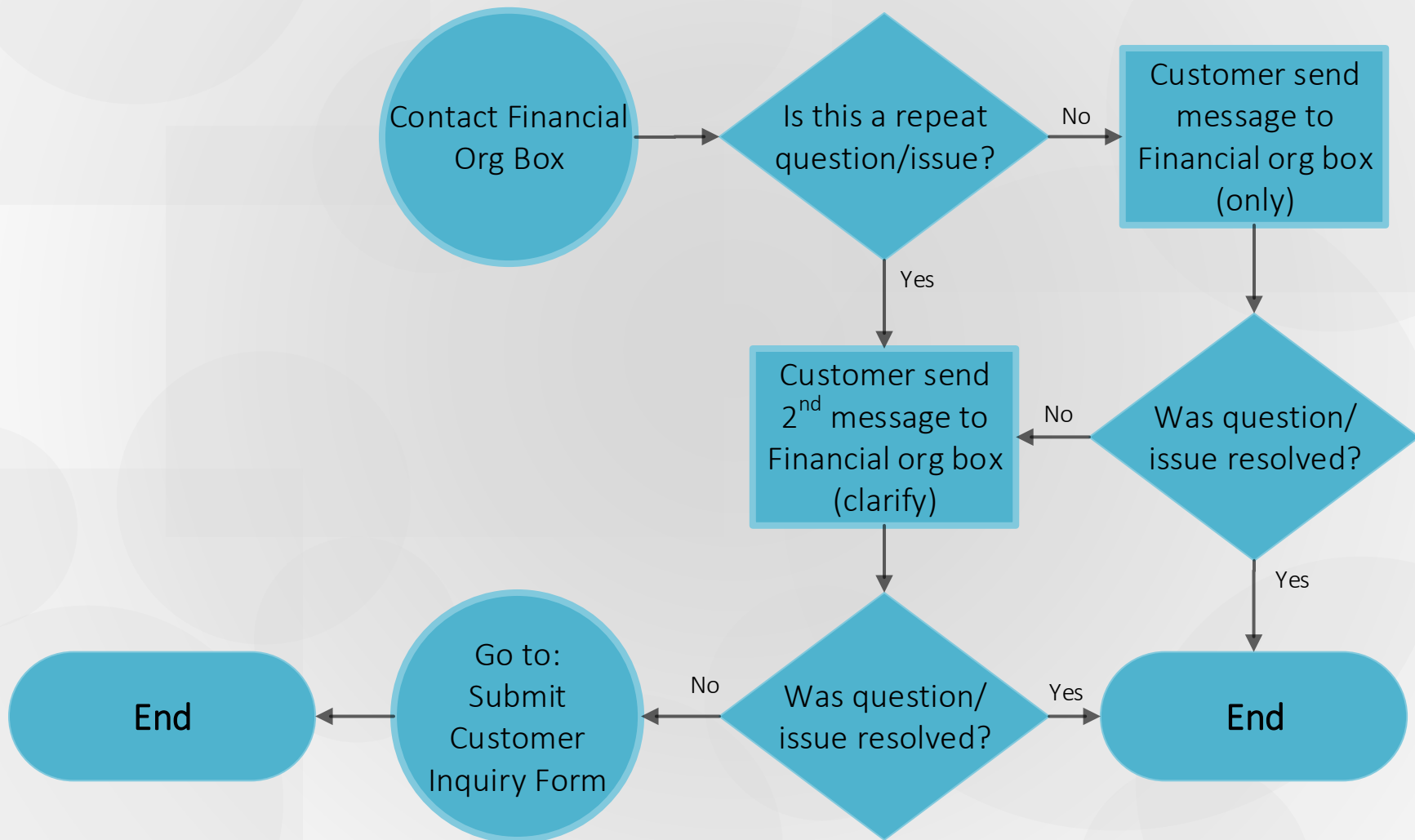
# PROS Communication Plan: Contact Task Order Org Box (Figure 8)

[aflcmc.pros.taskorders@us.af.mil](mailto:aflcmc.pros.taskorders@us.af.mil)



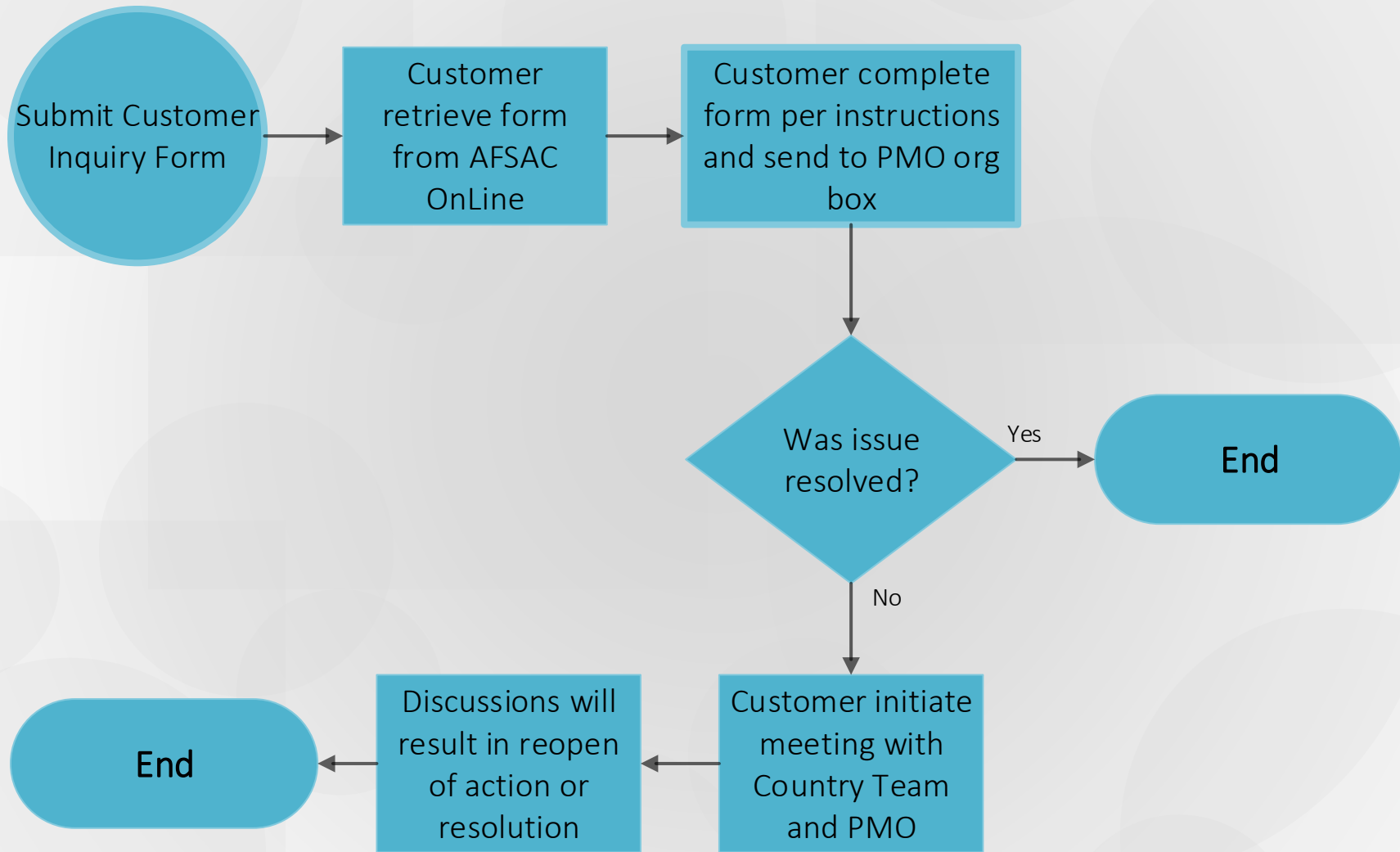
# PROS Communication Plan: Contact Financial Org Box (Figure 9)

[afsac.pros.financial@us.af.mil](mailto:afsac.pros.financial@us.af.mil)



# PROS Communication Plan: Customer Inquiry Form (Figure 10)

[aflcmc.wfalc.pros\\_pmo@us.af.mil](mailto:aflcmc.wfalc.pros_pmo@us.af.mil)



## **PROS Customer Inquiry Form Instructions**

### **Customer**

1. Select “Date Submitted” Field to enter submittal date.
2. Select “Name/Organization” Field to enter your name and organization.
3. Select “Email Address/Phone” Field to enter your email and phone number.
4. Select “DCN/Reference Number” Field to enter the subject DCN or other reference number.
5. Select “Country Code” Field to enter your Country Code.
6. Select “Detailed Inquiry Narrative” Field to enter all details specific to this inquiry.
7. Copy and Paste the email address at the top of the form into a new email window, use “PROS CUSTOMER INQUIRY FORM” in the subject line, and attach the Inquiry Form for AFSAC PROS Program Management Office (PMO) action.

### **PMO**

1. PMO will assign a Control Number.
2. PMO will assign a Point of Contact (PoC) for each inquiry.
3. PMO will record inquiry in an action item tracker.
4. PMO PoC will confirm receipt of the inquiry with originating customer.
5. PMO PoC will provide In-Work Status or Inquiry Resolution within 5 business days.
  - a. In-Work status: PMO PoC will provide current in-work status to originating customer.
  - b. Inquiry Resolution: PMO PoC will document all responses/findings in appropriate fields on the form and submit the resolved disposition to the originating customer.

<b>PROS CUSTOMER INQUIRY FORM</b> SUBMIT TO: <a href="mailto:AFLCMC.WFALC.PROS_PMO@us.af.mil">AFLCMC.WFALC.PROS_PMO@us.af.mil</a>		COUNTRY CODE:	DATE SUBMITTED:
NAME/ORGANIZATION:	EMAIL ADDRESS/PHONE:	DCN:	REQUISITION TYPE: Choose an item.  Other
<b>DETAILED INQUIRY NARRATIVE:</b> Click or tap here to enter text.			
<b>CUSTOMER STOP</b>			
<b>RECEIVED/VALIDATED BY:</b> Click or tap here to enter text.			<b>DATE RECEIVED:</b>
<b>PMO DISPOSITION:</b> Click or tap here to enter text.			
<b>CONTRACTOR DISPOSITION:</b> Click or tap here to enter text.			

<p><b>INQUIRY RESOLUTION:</b> Click or tap here to enter text.</p>	<p><b>DATE RESOLVED:</b></p>
<p><b>Additional Information</b></p>	
<p><b>CUSTOMER:</b> Click or tap here to enter text.</p>	
<p><b>PMO:</b> Click or tap here to enter text.</p>	
<p><b>CONTRACTOR:</b> Click or tap here to enter text.</p>	