

## **GENERAL SUPPORT—FINANCIAL SERVICES**

### **Purchasing and Supply**

#### **Telephone Ordering Supply Service (TOSS) and Walk-Through Service**

This regulation supersedes Regulation 7450.3.

#### **I. PURPOSE**

Telephone Ordering Supply Service (TOSS) provides a means for ordering small quantities of urgently needed stocked items from the warehouse for delivery to schools and/or offices on the following day, via mail courier (pony).

Walk-through service provides a means for ordering and picking up materials from the warehouse that are required by schools and/or offices in an emergency.

#### **II. SUMMARY OF CHANGES SINCE LAST PUBLICATION**

- A. Section III. has changed the warehouse contact number.
- B. Sections III.A. and III.B.2. have changed “order clerk” to warehouse staff.

#### **III. DELIVERY AND RECEIPT**

Principals and other program managers may order stocked instructional supplies and textbooks (instructional services materials). The order first must be placed in the county and schools procurement system (CASPS) on an inventory request (IR) document. Once the order is entered and an IR number has been obtained, contact the warehouse at 703-658-3640 and request that the order be processed as either a TOSS order or a walk-through order. The approval of the IR shall be contingent upon availability of funds referenced.

##### **A. Information Required**

In placing orders, the following information must be supplied to the warehouse staff: name of school, center, or office; name of contact person; telephone number; IR document number; and whether the order is a TOSS order or a walk-through order.

**B. Application**

1. A TOSS order applies to a small order of instructional supplies and textbooks that are in stock in the warehouse. TOSS orders are limited in size (12"x18"x 2") and quantity so that they can be delivered by the courier. TOSS orders received by 1:30 p.m. typically are delivered the next business day.
2. A walk-through order is for materials required in an emergency; the items shall be picked up at the warehouse (Johnie Forte Support Center) by the requesting school, center, or office. The warehouse staff will pull and prepare the order and telephone the requesting location when the order is ready for pickup.

**C. Delivery Ticket**

A delivery ticket will be included with each order. Stocked items not on hand will not be backordered and should be reordered on a separate inventory request (IR).