

ONE-TIME ACQUISITIONS (OTA) ESCALATION PROCESS

Step	OTA Action	Resolution
1	OTA buyer sends email to customer agency point of contact (POC) requesting needed documentation and/or approvals.	Maximum of 5 business days to provide the requested materials. If not resolved, proceed to step 2
2	OTA buyer sends follow-up email to POC and CCs the POC's manager and agency PAC, as well as the OTA Supervisor and Section Manager. Email specifies that the requisition is in danger of cancellation without a timely response.	Maximum of 3 business days to provide requested materials. If not resolved, proceed to step 3
3	Section Manager requests approval to cancel from Acquisitions Branch Chief.	Acquisitions Branch Chief provides approval/denial within 2 business days.
4	If approved, OTA Supervisor emails customer agency POC and PAC that the requisition is cancelled and a new complete requisition is required if the acquisition is to be executed.	OTA buyer will close the requisition in Fi\$Cal.