



DEFENSE LOGISTICS AGENCY  
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MEMORANDUM FOR: SEE DISTRIBUTION

SUBJECT: Directive-Type Memorandum (DTM) 15-005 – Management Review/Monitoring of Actionable Financial Sales Documents (AFSD) (Previously referred to as Unfilled Customer Orders (UFCO))

References: (a) DoD Instruction 7000.14, "Department of Defense Financial Management Policy and Procedures," September 17, 2008  
(b) DoD FMR Vol 11B Chapter 11 Paragraph 110103 Reimbursable Order  
(c) DLA Memo "Rules for Accepting Customer Orders in a Working Capital Fund," March 25th, 2014  
(d) DLA Memo "Revised Addendum to Rules for Accepting Customer Orders in a Working Capital Fund," February 21, 2014

Purpose. The purpose of this DTM is to provide interim guidance for conducting management reviews on the processing and monitoring of the AFSD that are not in a "Completed or Not Relevant" status. This DTM is effective immediately and must be converted to a new DLA Instruction within 12 months from the date of DTM issuance.

Applicability. This DTM applies to all DLA Primary Level Field Activity (PLFA) Business Process Analysts (BPAs) in Order Fulfillment, Planning, Procurement and Finance. It also applies to DLA HQ J3, J7, J8 and DLA Energy counterparts.

Definitions.

a. Actionable Financial Sales Document. Any open EBS sales document in which the associated actions have been completed but the financial transactions have not generated or the SD is incomplete preventing the financial transactions from generating.

b. Business Process Analyst (BPA). An analyst for a Business Process (i.e. Planning, Order Fulfillment, Finance, Procurement), analyzing policy, procedure, and recommending system enhancements.

c. Normal Business. EBS SD(s) which remains in a status of "Open" or "In Process" because additional actions need to be completed before generation of the EBS financial transactions.

d. Sales Document (SD). An EBS file created to record a financial transaction within the EBS system. This includes customer orders, credit and debit memos, reimbursable orders, returns, disposals, etc.

e. Burn Down. The activities, actions, and/or plan aimed at reducing open and incomplete SD(s).

Policy. This DTM establishes policy that includes uniform guidance and procedures for conducting management reviews on the processing and monitoring of AFSDs that are not in a “Completed or Not Relevant” status. It also identifies the responsibilities of Business Process Analyst for getting AFSD resolved.

Responsibilities.

1. The Directors/Commanders of Primary Level Field Activities must:

a. Ensure Procurement, Planning, Finance and Order Fulfillment BPAs and BPA Supervisors monitor AFSD reports for proper functionality and correct data feeds.

b. Ensure Procurement, Planning, Finance and Order Fulfillment BPAs and BPA Supervisors submit any Request For Change (RFC) or Remedy Ticket (RT) to correct AFSD identified problems

2. The Directors, HQ DLA J3, J7 and J8 must:

a. Monitor overall AFSDs by reviewing the monthly report.

b. As required by J3 and/or J8, report progress/status of AFSD related metrics to senior leadership.

3. HQ DLA Process Owners must: Authorize the mass closure of AFSDs for their Process Areas and gain Enterprise Business Cycle Owner (EBCO) approval before execution.

Procedures. As part of the AFSD process for auditability purposes, applicable organizations will:

a. Monitor the AFSD report for applicable Sales Documents meeting the definition and work to correct the issue keeping the AFSD from being placed in the appropriate completed status.

b. Initiate burn down action plans for each Sales Document Type with AFSDs exceeding 100 records or totaling more than \$100K.

(1) The Process BPA will initiate the burn down action plan and be responsible for retrieving their designated AFSDs from the AFSD report for corrective action.

(2) Job Aids will be developed to assist in corrective actions to resolve AFSDs. This process will continue until the counts reach acceptable levels at which time a determination can be made for the briefings to be performed as needed in lieu of monthly.

c. As part of management controls for auditability purposes, supervisors of the individuals responsible for the wellness of the AFSDs (Order Fulfillment – Order Management, Planning, Procurement or Financial BPAs) will validate that AFSDs are being processed IAW this policy. A CAC-enabled signature will be placed on the site-generated AFSD report, to indicate supervisors review. A “get well” plan should be established for those delinquent AFSDs (as defined in the DLA J3 SOP 7045.XX-01). These reports or supporting documentation should be stored in a DACS RM , along with the confirmation that the AFSDs were cleared (i.e., summation screen shots), and retained for evidential matter for approximately seven years.

HQ DLA (J34) will be responsible for monitoring the process to determine if the AFSDs are being worked in a timely manner as well as identifying any additional actions necessary to resolve the AFSD issues. J34 will develop Enterprise-level reporting on AFSDs to include metrics on age of failed AFSDs per Sales Document Type, Item Category Codes and status as applicable.

AFSD management will be an area of review during Enterprise compliance inspections such as the Process Area Reviews (PARs).

Information Requirements. None

Internal Controls. This DTM fulfills the management review internal control requirements set forth in the Sales Order Processing PCM.

Releasability. UNLIMITED. This DTM is approved for public release and is available on the DLA Issuances Internet Website at <https://hqc.dla.mil/issuances/Pages/default.aspx>.

My POC for this DTM is George J. Smith, Order Management, J347. You may reach him by phone (703) 767-3505, or by email [George.Smith@dla.mil](mailto:George.Smith@dla.mil):



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