

APPENDIX E-032 P

CUSTOMER REQUEST FOR CANCELLATION
(**DSCP** FACTORY)

1. PURPOSE

This procedure is applicable to chapters 4 and 43 and prescribes the method to be used to process customer requests for cancellation of requisitions for Special Measurement Clothing, Flags, Guidons, and Streamers being manufactured at the **DSCP** factory.

2. APPENDICES USED IN THIS PROCESS

- a. Appendix A-12, Advice and Status Codes.
- b. Appendix B-17, Cancellation **Document** (Customer Cancellation).
- c. Appendix F-114, Requisition Control/Status Printout.
- d. Appendix F-231A, Contract Interrogation (Direct Delivery Cancellation Request).

3. RESPONSIBLE ORGANIZATIONAL ELEMENT

Directorate of Manufacturing, **DSCP**.

4. GENERAL

a. Customer initiated cancellation requests will be received by the **DSCP** Factory in the form of off-line MILSTRIP abbreviated messages, narrative messages, mail, or telephone requests related to previously submitted requisitions. The cancellation requests will be identified by DICs in the AC_ series documents (appendix A-1).

b. Requisitions for factory produced materiel are established in the system as Direct Delivery Buys and are established in the Active Contract File (ACF) with the Factory identified as the supplier. Therefore, the total actions required to process the request for cancellation are limited to the Factory. This will include initial input of the DIC AC_ document, review of system generated reports, determination of production status, and input of documents which will finalize the cancellation request and furnish status to the customer, as well as update system files and records.

c. Factory requisitions related to DIC AC_ documents will be considered as candidates for cancellation regardless of the dollar value of the requisitioned materiel.

5. PROCEDURES/INSTRUCTIONS

a. Factory personnel will determine the current system status of the requisition prior to input of the DIC AC_ document into the system. Status is reflected in the Active Requisition Control Status File (ARCSF) (appendix F-114). Status condition is reflected by a two position code under legend TY ACTY in the ACTIVITY DATA SECTION of the report. These status codes are listed and defined in appendix A-12. The appendix F-114 is available by input of a DIC ZCW IAW appendix B-155. The ARCSF record, in abbreviated format, is also available on the SAMMSTEL CRT network.

b. The degree and type(s) of manual and/or system processing applied to the DIC AC_ document is contingent upon the system (internal) status condition. The system provides for the application of two status codes to each ARCSF record. One of the codes is the internal or system status and is recorded as outlined in the previous paragraph. The other code is the one that is furnished the customer and is reflected under legend MILS STAT of the ACTIVITY DATA SECTION.

c. The two codes applied may or may not be the same. Both codes are subject to change as the requisition is processed through the total SAMMS system. Therefore, when processing the DIC AC_ document, always apply processing actions based upon the Status Code reflected under legend TY ACTY.

d. The processing instructions which follow are keyed to the Status Codes which will normally appear in the ARCSF for Factory requisitions. ***In the event a Status Code not explained in this procedure is recorded, refer to appendices A-12 for guidance and resolution.*** If the condition is still unresolved, refer to the System Manager for guidance.

(1) Status Code DD - Enter the DIC AC_ document into the system. The customer will be notified of shipment status via DIC AU_.

(2) Status Codes BQ, BR, BS, B6, B8, B9, C, or D - These codes indicate that the DIC AC_ on hand is a possible duplicate of one previously processed or the original requisition was rejected to the customer. Enter DIC AC_ into the system. The system will determine if a duplicate (or the degree of duplication) and either continue processing or notify the customer of current status.

(3) Status Code BZ - This is an interim status condition applied to Factory requisitions which have been passed to the Contracting Subsystem for creation of an ACF record. The status of the ARCSF should change to BV within one or two subsequent processing cycles. DIC AC_ documents will, therefore, be held by the factory until the ARCSF reflects BV status. The DIC AC_ document will then be input IAW instructions for Status Code BV which follow in paragraph (6). Failure to withhold input until ARCSF Status Code is BV will result in an appendix F-230 report as "unmatched".

NOTE: The continued presence of Status Code ZC in the ARCSF indicates a suspension of the requisition (Recommended Buy) in the Contracting Subsystem. Investigation as to reason for suspension should first be directed to possible lack of commitment and/or obligation funds in the Financial area.

(4) Status Code BD - Requisition is in a suspended status. Code BD is normally applied to requisitions which contained invalid data elements and were returned to the Factory for review, correction, and reinput. Rejection is in the format of appendix F-122 (DIC ZLR). DIC AC_ documents for BD status records will be processed as follows:

(a) If the Factory decision is to accept the customer cancellation request, enter the DIC AC_ document into the system. The system will notify the customer that cancellation was accomplished (via DIC AE_, Code BQ), system files will be adjusted (ARCSF to BQ status), and the violation will be canceled. Notice violation cancellation will be output in the format of appendix F-11. The appendix F-11 notice will be processed IAW appendix E-351 P.

(b) If the Factory decision is to deny the customer cancellation request, then the requisition must be released from BD status prior to entry of the DIC AC_ document or entry of a transaction which will notify the customer that cancellation was not accomplished (Status Code B8). To release from BD status, locate the appendix F-122 (Controlled Violation Listing) or the appendix F-120 (Violation Followup) and determine the correction required. Correction and reentry will be IAW instructions contained in appendix E-066 P. Subsequent processing will cause the ARCSF to change to BV status, at which point the DIC AC_ document will be processed IAW instructions for Status Code BV which follow in paragraph (6).

(5) Status Code ZB - Requisition is in a suspended status. Code ZB, under normal processes, will never be assigned to Factory requisitions. However, some type(s) of entry error and/or a system malfunction could cause ZB status to be applied. The same processing logic as applied to Status Code BD is applicable. That is, if the customer cancellation request is to be accepted enter the DIC AC_ document into the system. The same subsequent actions as described for Status Code BD will occur. If the customer cancellation request is to be denied, the ZB status must also be released. However, the ZB status notification is output via DIC ZLL in EAM **document** media. To release from suspense, locate DIC ZLL output and reinput IAW appendices B-127 and E-127 P. Subsequent processing will change ARCSF status to BV, at which point the DIC AC_ document will be processed IAW instructions for Status Code BV which follow.

(6) Status Code BV - Requisitioned materiel has been placed on contract for delivery directly to the customer (in this instance, contract with the **DSCP** Factory). Whether the decision is to accept or deny the customer cancellation request, enter the DIC AC_ document into the system. The system will respond by providing a report in the format of appendix F-231A. This report will be used to prepare input IAW **sub**paragraph 6(b) or 6(c) which follows.

e. The DIC AC_ document or customer request, IAW format of appendix B-17, will be input for system processing. An abbreviated input, as follows, may be used in lieu of a complete document (when the requisition is recorded on the ARCSF):

- (1) DIC: AC_, pos. 1-3.
- (2) RIC: S9T, pos. 4-6.
- (3) UNIT OF ISSUE, pos. 23-24.
- (4) Quantity: pos. 25-29.
- (5) DOC NO and SUFFIX CODE, pos. 30-44.

6. PROCESSING THE APPENDIX F-231A REPORT

a. Upon receipt of the appendix F-231A (output by the system when a DIC AC_ input is processed and the requisition is recorded in BV status), prepare input, for processing by the Contracting Subsystem, which will either notify the customer that the requisition (and contract) has been canceled (Status Code BQ) or that the cancellation was not accomplished (denial) (Status Code B8). For convenience, the required input (DIC: YPE) is reflected on the F-231A under the MASTER AMENDMENT DOCUMENT section of the report. The major elements of data required are preprinted in the YPE line. The FIELD LEGEND(s) in the instructions which follow are the same as reflected on the F-231A, YPE line.

b. Preparation of Input for Cancellation Acceptance (Code BQ):

(1) Use either DLA Form 1128 or 1129 or any approved 80 position input form to record the required data elements.

<u>FIELD LEGEND</u>	<u>POS.</u>	<u>INSTRUCTIONS</u>
DIC	1-3	YPE.
Amend Code (A/C)	4	Enter G.
Proc Doc Nr	5-18	Enter CONTRACT NR as shown on F-231A.
Blank	19-29	Leave Blank.
MOD DT (Date)	30-34	Enter current Julian Date (e.g., 80026).
Blank	35-55	Leave Blank.
NGOC/DLVC	56-60	Enter 57376.

<u>FIELD LEGEND</u>	<u>POS.</u>	<u>INSTRUCTIONS</u>
Blank	61-71	Leave Blank
Canc Reason Code (CRC)	72-73	Enter BQ.
Blank	74-76	Leave Blank.
Amend Act Code (ACC)	77	Enter 1 (one).
Source Code (SRC)	78-80	Enter F5M.

(2) Forward the completed form to the Data Entry Facility.

c. Preparation of Input for Cancellation Denial (Code B8):

(1) Use either DLA Form 1128 or 1129 or any approved 80 position input form to record the required data elements.

<u>FIELD LEGEND</u>	<u>POS.</u>	<u>INSTRUCTIONS</u>
DIC	1-3	YPE.
Amend Code (A/C)	4	Enter G.
Proc Doc Nr	5-18	Enter CONTRACT NR as shown on F-231A.
Blank	19-23	Leave Blank.
Line Nr	24-29	Enter from legend LINE NR of F-231A.
MOD DT (Date)	30-34	Enter current Julian Date.
Blank	35-48	Leave Blank.
Quantity	49-55	Enter from legend CONTRACT QTY from F-231A. Apply leading zeros, e.g. 0000010.
NGOC/DLVC	56-60	Enter 57376.
Blank	61-71	Leave Blank.

<u>FIELD LEGEND</u>	<u>POS.</u>	<u>INSTRUCTIONS</u>
Canc Reason Code (CRC)	72-73	Enter B8
Blank	74-76	Leave Blank.
Amend Act Code (ACC)	77	Enter 2.
Source Code (SRC)	78-80	Enter F5M.

(2) Forward the completed form to the Data Entry Facility.

d. DIC YPE inputs which are violated from the Contracting Subsystem will be returned to Source Code F5M (**DSCP** Factory) in the format of appendix F-227 (Report No. PF-1, Validation Error List). Violations will be reviewed and corrected IAW this procedure. If required, additional detail related to Contracting Subsystem inputs are contained in appendix E-506 P of this volume.

6. FLOWCHART

Flowchart not required.