

APPENDIX E-039 V

CUSTOMER EXCESS REPORT VIOLATIONS

1. INPUT DOCUMENT

Appendix B-39, Customer Excess Report Document, DIC FTE.

2. INPUT TO PROCEDURE DECISION CHART

Reports of Customer Excess Materiel (Materiel Returns Program).

3. PURPOSE, CONTENTS, AND RESPONSIBILITIES

a. This appendix is applicable to chapters 32 and 40. The policies and quantitative level computations are contained in chapters 32 and 40 which apply to the processing of Customer Excess Reports, DIC FTE.

b. This appendix provides instructions for the processing of Customer Excess Reports (FTE) which have been rejected from computer processing. Reasons for rejection by Violation Reason Code (VRC) are listed below in alphabetical order. The applicable Inventory Management Divisions (Item Manager), MSO (Materiel Support Branch), or Stock Control Division (Requisition Processing Branch) personnel of the DSO are responsible for the correction of errors and reentry of the document as required.

<u>REVIEW REASON CODE</u>	<u>DEFINITION</u>	<u>PROCESSING RESPONSIBILITY</u>
AI	Document Number Invalid	MSO/DoDAAD MGR
AT	Fund Code Invalid or Blank	IM/RPB/DoDAAD MGR
BJ	Supplementary Address Invalid	IM/RPB/DoDAAD MGR
JF	Geographical Area Code Invalid or Missing	IM/RPB/DoDAAD MGR
OL	Customer Zone Code Invalid or Blank - Code Not in Record	DoDAAD MGR
TR	Address (pos. 30-35) Invalid	IM/RPB/DoDAAD MGR
W8	CRCF FTZ or Miscellaneous Section Filled	IM

4. PROCESSING/RESEARCH INSTRUCTIONS

a. VRC AI.

(1) REASON FOR VIOLATION/ERROR CONDITION

Indicates that a Customer Excess Report has attempted to process reflecting a blank or invalid Document Number, pos. 30-43.

(2) PROCESSING/RESEARCH REQUIRED

(a) Research DoD Activity Address Directory to determine if pos. 30-35 AAC is valid. If not, contact pos. 45-50 Supplementary Address or pos. 67-69 Routing Identifier Code, if available, by telephone, teletype, or letter, to determine correct submitting activity.

(b) Research pos. 36-43 to assure that Julian date field contains valid numeric entries, and that Serial Number does not contain blanks. When the correct Julian date/Serial Number cannot be determined, contact the pos. 30-35 AAC, and if necessary, pos. 45-50 Supplementary Address or pos. 67-69 RIC, if available, for required data.

(c) Annotate corrected pos. 30-43 data and reenter IAW paragraph 5 below.

b. VRC AT.

(1) REASON FOR VIOLATION/ERROR CONDITION

Indicates that a Customer Excess Report has attempted to process with Media and Status Code 9, but either the address designated by pos. 52 of the Fund Code (pos. 52-53) to which status is to be sent cannot be found in the DoD Activity Address Directory (DoDAAD) or pos. 52 is blank.

(2) PROCESSING/RESEARCH REQUIRED

(a) Review the violation output and attempt to correct locally based on general knowledge of the Military Services' method of coding materiel returns and reference to third party billing codes contained in Supplement 1 to DoD 4000.25-7-M, Military Standard Billing System (MILSBILLS). Coordination should be made with the DoDAAD Monitor for validation of the third party billing code and subsequent updating of the DoDAAD if necessary. If correction is made to either the DoDAAD or pos. 52 of the FTE, reenter the FTE IAW paragraph 5 below.

(b) If the correct Fund Code is still not available, contact either the Activity Address in pos. 30-35, the Supplementary Address in pos. 45-50, or the Routing Identifier Code, if available, in pos. 67-69 to determine either the correct Fund Code or the correct Media and Status Code if other than 9. Annotate either the correct Fund Code in pos. 52-53 or the correct Media and Status Code in pos. 7 and reenter IAW paragraph 5 below.

c. VRC BJ.

(1) REASON FOR VIOLATION/ERROR CONDITION

Indicates that a Customer Excess Report has attempted to process reflecting an invalid Supplementary Address, pos. 45-50, required for shipping, billing, or notification purposes which does not match an address in the DoD Activity Address Directory (DoDAAD). The following validations may cause the output of the BJ violation:

(a) The Media and Status Code in pos. 7 is a 4 or 5 and pos. 45-50 and 30-35 are both invalid, i.e., neither address matches an address in the DoDAAD.

(b) The Signal Code in pos. 51 is a B, J, K, or L, and pos. 45-50 is invalid.

(2) PROCESSING/RESEARCH REQUIRED

(a) In the event the address can be determined, contact the activity by telephone, teletype, or letter to verify that the FTE is applicable to that activity. If so, update the DoDAAD File and reenter IAW paragraph 5 below.

(b) If the AAC cannot be identified retain one copy of the Violation Output for future reference, as required.

d. VRC JF.

(1) REASON FOR VIOLATION/ERROR CONDITION

Indicates that the Geographical Area Code is missing from the DoDAAD record for the Activity Address Code of organization holding/shipping materiel on a Customer Excess Report. A computer product will not accompany VRC JF.

(2) PROCESSING/RESEARCH REQUIRED

Advise the DSC DoDAAD Manager to establish the proper management data into the DoDAAD record for the AAC IAW appendix E-136 P. After notification that the DoDAAD record has been updated, release the violation IAW paragraph 5 below.

e. VRC OL.

(1) REASON FOR VIOLATION/ERROR CONDITION

Indicates that a Customer Excess Report has attempted to process for an Activity Address Code (pos. 30-35) which does not contain a Customer Zone Code (CZC) in the DoDAAD File.

(2) PROCESSING/RESEARCH REQUIRED

(a) DSC DoDAAD Manager will take action to establish a Zone Code for the AAC.

(b) When the above action is completed, the violation will be reentered IAW paragraph 5 below.

f. VRC TR.

(1) REASON FOR VIOLATION/ERROR CONDITION

Indicates that a Customer Excess Report has attempted to process reflecting an invalid AAC in pos. 30-35 of the FTE which does not match an address in the DoDAAD. The following validations may cause the output of the TR violation:

(a) The Media and Status Code in pos. 7 is a 2 or 3 and pos. 30-35 and 45-50 are both invalid, i.e., neither address matches an address in the DoDAAD.

(b) The Signal Code in pos. 51 is an A, B, C, or J and pos. 30-35 is invalid.

(2) PROCESSING/RESEARCH REQUIRED

(a) In the event the address can be determined, contact the activity by telephone, teletype, or letter to verify that the FTE is applicable to that activity. If so, update the DoDAAD File and reenter IAW paragraph 5.

(b) If the AAC cannot be identified, retain one copy of the Violation Output for future reference, as required.

g. VRC W8.

(1) REASON FOR VIOLATION/ERROR CONDITION

Indicates that CRCF FTZ Actions Section or the Miscellaneous Actions Section for this transaction is already filled.

(2) PROCESSING/RESEARCH REQUIRED

Maintain F-117 in Item Jacket folder for information purposes. No further action is required.

5. REENTRY INSTRUCTIONS

a. Review remaining data elements contained in the violation output documents to detect any other invalid data and correct as necessary.

b. Reentry method for each violation is contingent upon the type of violation output document which is an option recorded in the Output Routing Table (appendix F-20). The following codes are the various options with reentry instructions:

<u>CODE</u>	<u>OUTPUT</u>	<u>REENTRY</u>
1	ZLR - Controlled Violation Listing, appendix F-122	Using either Violation Listing, appendix F-122 or Violation/Suspense Control Reentry Document, appendix B-66, enter corrected data and/or Violation Reentry Code (appendix A-62) with colored pencil or ink and submit as prescribed in appendix E-006 P.
3	Uncontrolled Violation, appendix F-117	Reentry, when required, is accomplished as prescribed in appendix E-346 P.

c. Care should be taken to ensure that Reentry Codes for DIC FTE documents are always R_ unless otherwise specified with this appendix.

6. FLOWCHART

Flowchart not required.