

APPENDIX E-063 V

CUSTOMER RETURNS INQUIRY DOCUMENT VIOLATIONS

1. INPUT DOCUMENT

Appendix B-63, Customer Returns Inquiry Document, DIC ZDT/ZRC.

2. INPUT TO PROCEDURE DECISION CHART

Customer Excess Returns Program File Inquiry.

3. PURPOSE, CONTENTS, AND RESPONSIBILITIES

This appendix is applicable to chapter 40 and provides instructions for inquiry documents with invalid action codes or for data requested which is not available in the Customer Returns Control History File (CRCF, or in the Customer Returns File, or both). Commodity Branches (IM) within the DSO and the MSO are responsible for processing these violations.

<u>VIOLATION REASON CODE</u>	<u>DEFINITION</u>
AD	Requested RIC Invalid or Blank.
AI	Document Number Invalid.
AK	Requested Project Code Invalid or Blank.
AY	NSN Invalid.
BJ	Activity Address Code Invalid or Blank.
CF	Action Code Invalid or Blank.
DL	Unnecessary Inquiry by AAC.
EI	Invalid Service Code.
H0	Invalid DSC.
I4	Invalid ORC.
I6	Invalid FSC.
KV	No Matching Record.
K4	Invalid FLI Code.
OG	System Inquiry Verification Request.

<u>VIOLATION</u>	<u>DEFINITION</u>
<u>REASON CODE</u>	<u>DEFINITION</u>
TR	Invalid Supplementary Address.
UC	More than 15 ZRC Inquiries Received.
VX	Invalid Country Code.

4. PROCESSING/RESEARCH INSTRUCTIONS

a. VRC AD.

(1) REASON FOR VIOLATION/ERROR CONDITION

Indicates that a DIC ZDT/ZRC citing Action Code NP (Inquiry by Receiving Depot) has attempted to process with an invalid (other than alpha/numeric, blank) RIC in pos. 54-56.

(2) PROCESSING/RESEARCH REQUIRED

Obtain source document necessitating submission of the inquiry to validate RIC; assure entry in pos. 54-56.

b. VRC AI.

(1) REASON FOR VIOLATION/ERROR CONDITION

Indicates that a DIC ZDT inquiry citing Action Code NL has attempted to process with an invalid/incomplete Document Number, pos. 30-43.

(2) PROCESSING RESEARCH REQUIRED

Review the violation output to detect and correct possible format error. If correction cannot be accomplished, examine the source document to determine the correct Document Number.

c. VRC AK.

(1) REASON FOR VIOLATION/ERROR CONDITION

Indicates that a DIC ZDT/ZRC citing Action Code NO (alpha) has attempted to process with an invalid (other than alpha/numeric, blank) Project Code in pos. 57-59.

(2) PROCESSING/RESEARCH REQUIRED

Review source document to determine valid/correct Project Code to be cited in pos. 57-59.

d. VRC AY.

(1) REASON FOR VIOLATION/ERROR CONDITION

Indicates that a DIC ZDT document citing Action Code NK has attempted to process with an invalid (nonnumeric, blank, not in NIR) NSN, pos. 8-20.

(2) PROCESSING/RESEARCH REQUIRED

Review the output Violation Document to detect and correct any obvious format error. If correction cannot be made, refer to source document to determine correct NSN.

e. VRC BJ.

(1) REASON FOR VIOLATION/ERROR CONDITION

Indicates that a DIC ZDT/ZRC citing Action Code NM or NN has attempted to process with pos. 30-35 (AAC) or pos. 45-50 (Supplementary Address) invalid or blank.

(2) PROCESSING/RESEARCH REQUIRED

Review the output Violation Document to detect and correct formal errors, or refer to the source document to determine the correct Address Code.

f. VRC CF.

(1) REASON FOR VIOLATION/ERROR CONDITION

Indicates that a DIC ZDT or ZRC document that processed through Entry Edit to WDS 40 to be processed, has an invalid Action Code, pos. 79-80, or the action code field was blank.

(2) PROCESSING/RESEARCH REQUIRED

Check action code field for blanks or invalid action codes. Valid Action Codes are NJ for use with DIC ZRC for a F-35 report, and NJ, NK, NM, NN, NO, or NP with DIC ZDT for a F-36 report. (Action Code NL with DIC ZDT for a F-37 report is validated in Entry Edit before passing to Customer Excess Returns Program File Inquiries.)

g. VRC DL.

(1) REASON FOR VIOLATION/ERROR CONDITION

Indicates that a DIC ZDT/ZRC document citing Action Code NN (Mass inquiry - Supplementary Address) has been submitted for an Activity Address Code reflected in table 023.

(2) PROCESSING/RESEARCH REQUIRED

Research current Management Policy Table 023 (Area Returns) to determine if required AAC is entered in this table. In this case, required data is reflected in output F-157, Area Returns Listing.

h. VRC EI.

(1) REASON FOR VIOLATION/ERROR CONDITION

Indicates that a DIC ZDT/ZRC citing Action Code NQ or NR has attempted to process with an invalid pos. 30 Basic Service Code (appendix A-130).

(2) PROCESSING/RESEARCH REQUIRED

Review the output document for Data Entry/format error. If necessary, review original source document to determine valid Basic Service Code.

i. VRC HO.

(1) REASON FOR VIOLATION/ERROR CONDITION

Indicates that a DIC ZDT/ZRC has been input citing an invalid pos. 4-6 Center Indicator. Valid Center Indicators include: S9C, I, E, M, or G.

(2) PROCESSING/RESEARCH REQUIRED

Select the proper Center Indicator for the processing DSC and enter in pos. 4-6.

j. VRC I4.

(1) REASON FOR VIOLATION/ERROR CONDITION

Indicates that:

(a) A DIC ZDT, Action Code NL has attempted to process with an invalid (other than alpha/numeric) ORC, or

(b) A DIC ZDT/ZRC, Action Code NJ, NK, NM, NN, NO, NP, NQ, or NR has attempted to process with an ORC other than 94.

(2) PROCESSING/RESEARCH REQUIRED

Review the output violation document to determine possible Key punch/format error.

(a) For documents citing Action Code NL, assure entry of valid ORC, appendix A-56.

(b) For all other Action Codes, assure entry of ORC 94 only. Remaining Action Codes produce mass file inquiries and are limited to ORC 94 use.

k. VRC I6.

(1) REASON FOR VIOLATION/ERROR CONDITION

Indicates that a DIC ZDT/ZRC citing Action Code NJ has attempted to process with an invalid (nonnumeric, not matched to NIR) FSC.

(2) PROCESSING/RESEARCH REQUIRED

Review output document to determine possible Data Entry/format errors. If necessary, review original source document to verify FSC.

1. VRC KV.

(1) REASON FOR VIOLATION/ERROR CONDITION

Indicates that a DIC ZDT, Action Code NL, has processed to the CRCF and has found no matching record to the input pos. 30-43 document number.

(2) PROCESSING/RESEARCH REQUIRED

Obtain the source document(s) necessitating the submission of the CRCF/CRHF inquiry for the correct document number. If no error is found in the input document number, the required record has either never been processed to the CRCF or has been purged from the CRCF (record has been closed over 365 days).

m. VRC K4.

(1) REASON FOR VIOLATION/ERROR CONDITION

Indicates that a DIC ZDT/ZRC has attempted to process citing an invalid FLI (File Level Indicator) Code. Valid FLI Codes are:

(a) CRCF Inquiry, Action Code NL - Leave blank.

(b) CRCF Inquiry, History File only - FLI 1.

(c) CRCF Inquiry, Active and History File - FLI 2.

(2) PROCESSING/RESEARCH REQUIRED

Review output violation document to determine possible Data Entry/format error. Resubmit using correct FLI code cited above.

n. VRC OG.

(1) REASON FOR VIOLATION/ERROR CONDITION

Indicates that either a DIC ZRC with Action Code NJ or a DIC ZDT with Action Code NJ, NK, NM, NN, NO, NP, NQ, or NR that has not been approved and will not process through Entry Edit.

(2) PROCESSING RESEARCH REQUIRED

The Chief, MSO, DSO, will see if there is an IOM for this DIC and Action Code.

(a) If there is an IOM, specific format and data elements will be checked and reentry act on will be accomplished for further processing by using Reentry Code ER.

(b) If there is no IOM, the applicable division will be queried to see if this is a valid requirement. If it is not valid, reentry will be accomplished for deletion by using Reentry Code D\_. If it is a valid requirement, the requesting division will furnish the Chief, MSO, all pertinent facts relating to this action by IOM and reentry action will be accomplished for further processing by using Reentry Code ER.

(c) DICs ZDT or ZRC documents identified in the entry edit that do not violate under Reason Code OG will process.

o. VRC TR.

(1) REASON FOR VIOLATION/ERROR CONDITION

Indicates that a DIC ZDT/ZRC, Action Code NN, has attempted to process citing an invalid Service Code (pos. 30). Valid Service codes are numeric 0-9, alpha Z-Z (less I, O, X, and Y).

(2) PROCESSING/RESEARCH REQUIRED

Review output Violation Document to determine possible Data Entry/format error. If necessary review original source document for correct service code.

p. VRC UC.

(1) REASON FOR VIOLATION/ERROR CONDITION

Indicates that more than 15 DIC ZRC inquiries have been received for one monthend processing cycle.

(2) PROCESSING/RESEARCH REQUIRED

Determine necessity of data requested on violated inquiry. If required, resubmit DIC ZRC for input to next monthend cycle.

q. VRC VX.

(1) REASON FOR VIOLATION/ERROR CONDITION

Indicates that a DIC ZDT/ZRC Action Code NR, has attempted to process citing an invalid (other than alpha/numeric) pos. 31-32 Country Code.

(2) PROCESSING/RESEARCH REQUIRED

Review output document to determine possible Data Entry/format error. If necessary, review original source document to obtain correct Country Code.

5. REENTRY INSTRUCTIONS

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

b. Reentry method for violations is contingent upon type of violation output document which is a local option and recorded in the Output Routing Code 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-12, or Violation Suspense Control Reentry Document, appendix E-66, enter corrected data and/or Violated Reentry code (appendix A-62) with colored pencil or ink and submit as prescribed in appendix E-066 P.
3	Uncontrolled Violation - Appendix F-117	Reentry, when required is accomplished as prescribed in appendix E-346 P.
6.	FLOWCHART	
	Flowchart not required.	