IN REPLY
REFER TO   DLMSO

May 16, 2006

MEMORANDUM FOR SUPPLY PROCESS REVIEW COMMITTEE MEMBERS

SUBJECT: Approved Defense Logistics Management System (DLMS) Change (ADC) 196, Business Rules for Supply Discrepancy Reports (SDRs) Resulting from Lateral Redistribution Order (LRO) for DLA-Managed, Non-Army Managed Item (NAMI)-Owned Material (Staffed as PDC 210) (Supply/SDR)

The attached change to DOD 4000.25-M, Defense Logistics Management System (DLMS) and DLAI 4140.55, AR 735-11-2 SECNAVINST 4355.18A, AFJMAN 23-215, Reporting of Supply Discrepancies, is approved for phased implementation. The estimated implementation date for phase I is June 15, 2006.

Addressees may direct questions to the Defense Logistics Management Standards Office point of contact, Ms. Ellen Hilert, Chair, Supply Process Review Committee. Others must contact their Component designated representative.

DONALD C. PIPP
Director
Defense Logistics Management
Standards Office

Attachment

cc:
SDR Committees (U.S. & SA)
ADUSD(L)SCI

ADC 196
Business Rules for SDRs Resulting from LRO for
DLA-Managed/NAMI-Owned Material

1. ORIGINATOR:

a. **Service/Agency:** Defense Logistics Agency and U.S. Army DLA/J-3731, phone: DSN 427-2527 / Commercial (703) 767-2527

b. Non-Army Managed Items Product Support Integration Directorate (NAMI-PSID) DSN 793-5091 / Commercial (309) 782-5091

2. FUNCTIONAL AREA: Primary: Supply/SDR

3. REFERENCE: DLAI 4140.55/AR 735-11-2/SECNAVINST 4355.18a/AFJMAN 23-215, Reporting of Supply Discrepancies

4. REQUESTED CHANGE:

a. Title: Business Rules for SDRs Resulting from LRO for DLA-Managed/NAMI-Owned Material

b. Description of Change: This change request defines the proposed routing and processing of SDRS that result from DLA Inventory Control Point/Integrated Material Manager (ICP/IMM) directed Lateral Redistribution Order (LRO) shipments under the total asset visibility (TAV) program. This proposed routing and processing change is only applicable for DLA- directed LRO shipments under TAV where the material is managed by DLA but owned by the TACOM Rock Island, IL, Non-Army Managed Items Product Support Integration Directorate (NAMI-PSID) (RIC AJ2) and shipped from an Army site. All other SDRs for redistribution under TAV will be sent to the ICP/IMM as per current policy. This change updates the overarching regulatory guidance for distribution of SDRs and specific business rules when TAV LRO SDRs are involved.

c. Background: Normal WebSDR/DAAS routing policy requires SDRs to be sent to the managing IMM for action when the SDR is submitted against a TAV lateral redistribution shipment. However, due to an anomaly in the business rules for interpreting DAAS history, current WebSDR logic is routing SDRs to NAMI (AJ2) when the SDRs involve shipments for DLA IMM directed LROs under TAV, if the material is owned by AJ2 and shipped from an Army site. Both DLA and Army are in agreement that this practice should continue and have agreed to additional business rules to support this process.

d. Procedures:

(1) When a Supply Discrepancy Report is submitted for a DLA-directed LRO under the TAV process [identified as an A4_ with distribution code 2 (identifying consumable

items) in record position 54] where the material was managed by DLA, owned by NAMI (AJ2) and shipped from a CONUS Army site, the SDR will be sent to AJ2 as the action office. DOD WebSDR will also generate an information copy of the SDR to DLA via DLMS format when the managing IMM is SMS.   DLA will hold the information copy of the SDR pending receipt of the recommended disposition from AJ2, via the 307 response for not longer than 55 days. After 55 days has elapsed, the DLA ICP will follow up for recommended status to AJ2.

(2) AJ2 will research the discrepancy and forward their recommended disposition to the managing DLA IMM for final action. The SDR reply may contain up to three reply codes to address customer requested actions.   One of the SDR reply code's must be 307 (SDR forwarded to DLA).   The reply code 307 will trigger WebSDR/DAAS to properly route the SDR.

(3) The DLA ICP will review the Army's recommended disposition and make the final decision on the discrepant shipment (i.e. process credit/debit as applicable). The disposition may include a full range of discrepancy dispositions. DLA will act as the broker in the TAV process. Therefore DLA will be responsible for reversing credits previously paid to the Army, issuing debits to the requisitioner, and potentially deleting poor performers from the TAV process based upon agreement with NAMI RIC AJ2.

(4) In situations where an Army site shipped wrong material or an overage, AJ2 will be responsible to provide the customer with disposition and/or directions for returning the wrong Army-owned material or overage. If material is to be retained by the customer, AJ2 will also be responsible for financial actions as appropriate.   DLA will not reimburse the shipper for wrong item shipments and overage shipments of Army owned material as this fall outside of the DLA managed/directed shipment responsibilities of original shipment requirements.

(5) When the DLA ICP receives the SDR reply from AJ2 with a 307 disposition, DLA will route to the appropriate DLA Resolution Specialist (BSM) or Inventory Tech (S9_). DLA will authorize/process credit or debit for the customer on the original DLA-directed shipment as applicable. DLA will also determine reversal requirements of financial transactions sent to AJ2 to pay for material ordered, for packing/crating and handling, and transportation costs incurred to ship the material to the customer when applicable.

(6) DLA BSM/SAMMS systems will provide a reply transaction to WebSDR which will trigger a second reply to the customer.   In addition, WebSDR will send an information copy e-mail reply to AJ2. This second e-mail confirms DLA financial action and keeps AJ2 informed of status should the customer contact the AJ2. If NAMI funds are involved, AJ2 requires this notification of credits to monitor NAMI AWCF Budget Program.

(7) If a customer sends a hard copy SDR to DLA, DLA will enter the SDR into WebSDR and ensure that the action activity is identified as AJ2.   DLA will not contact the Army shipper. All interfaces will be between the DLA IMM and AJ2. AJ2 may contact the Army shipper or the requisitioner (customer) as needed.

e. Detailed Business Rules: Implementation will be enhanced over time in three phases:

(1) Phase I - Immediate Implementation

(a) SDRs will be entered into WebSDR. If SDR is entered by Army, Army (AJ2) will enter the SDR twice (in AEPS and in WebSDR). If a hard copy SDR is submitted to DLA IMMs/Depots, DLA will enter the SDR into WebSDR and always direct to Army (RIC-AJ2) for action. If SDR is misdirected electronically to DLA IMM, the DLA IMM will forward the SDR to AJ2 using the WebSDR forwarding function.

(b) WebSDR/DAAS will route an Action Copy of the SDR to AJ2 via an e-mail. WebSDR will route an information copy of the SDR report (00) to DLA IMM systems (BSM for SMS managed items via DLMS 842. No information copy will be provided for SAMMS for S9_ managed items.

(c) WebSDR will assign a document type code 7T to all SDRs which are the result of an LRO under TAV (DIC A4 with Distribution Code 2 (Also use the 7T when Distribution Code 3 for reparable items are identified – this is not applicable to the NAMI agreement, but is applicable for SDRs). The text for e-mail and reports as applicable will be 7T, SDR - Customer Originated, Lateral Shipment under TAV. WebSDR will pass only the first position to SAMMS and others identified systems if they cannot accept the two digit code.

(d) Army (RIC AJ2) as the action activity will conduct research to determine validity of the discrepancy. For SDRs with a valid discrepancy, AJ2 enter the reply into the AEPS system using Code 101-Credit Authorized/Recommended. For SDRs with an invalid discrepancy, AJ2 will use code 102- credit not authorized/recommended. Other valid/invalid code replies may also be used as applicable. In addition, Army will enter the reply disposition information into WebSDR using the "respond to an SDR" screen. AJ2 will use reply code 307 to forward the SDR to the managing DLA IMM. AJ2 will also use the additional applicable disposition codes as entered in AEPS.

(e) WebSDR/DAAS will send an 842 DLMS transaction (reply 22) to DLA BSM for SMS managed items. WebSDR will send an S7A/S7W transaction to the appropriate DLA S9_ ICP for all S9_ managed items. This will require mapping of the reply/disposition code(s) and reply comments to the S7 format. Basic mapping is the same as currently used for report mapping to the S7 format; all specific deviations to be documented by DLA separately. Refer to Enclosure 1.

(f) DLA IMMS will provide the final reply information into SAMMS/BSM based upon recommendation and evaluation from AJ2 reply. [DLA IMMs need to recognize AJ2 reply as external reply requiring review.] DLA will transmit the final reply to WebSDR/DAAS. DAAS will generate an e-mail reply to the customer and an information copy to AJ2.

(2) Phase II – Near-Term Implementation Enhancement: WebSDR will route the action copy of the SDR via a UDF format directly to the Army AEPS system using "quick fix" option. Remaining procedures are as described under Phase I.

(3) Phase III – Long-Term Implementation Enhancement: If SDR is entered into AEPS initially, AEPS will forward an info copy via WebSDR to the DLA IMM. If SDR is entered into WebSDR, WebSDR will route the action copy of the SDR to the Army AEPS system and an info copy to the applicable managing DLA IMM system using DLMS formatted transaction. If SDR is misrouted by WebSDR to the DLA IMM, the receiving DLA system/DLA IMM will forward the SDR (using reply code 504) via WebSDR to AEPS. Army will respond in AEPS using the 307 and additional appropriate reply codes. AEPS will route the reply transaction to WebSDR/DAAS using DLMS formatted transaction. AEPS will not e-mail customer; DOD WebSDR will send interim reply e-mail to customer. [see alternative below] DLA final reply will be transmitted to AEPS via DLMS formatted transaction.   DOD WebSDR will send final reply e-mail to customer.   Remaining procedures are as described under Phase I.

5. REASON FOR CHANGE

This proposed change documents a new policy and process and identifies what is expected from each Component activity. It also identifies and documents requirements for WebSDR/DAAS routing and processing of SDRs, Army processing requirements, and BSM/SAMMS requirements to complete the process loop.

6. ALTERNATIVE: The interim reply provided to the customer under Phase III may be provided by AEPS rather than WebSDR.   A decision on which system's automatic e-mail to suppress or to provide interim e-mail form both systems has not be reached.

7. ADVANTAGES AND DISADVANTAGES

a. Advantages: This process change will improve processing of those SDRs that result from lateral redistribution orders of material which fall under Army ownership by NAMI-PSID (RIC AJ2), which were directed for shipment by a DLA IMM under the TAV process. This change will provide the DOD customer with quick response and disposition on his discrepant shipment. It will also allow the managing DLA IMM visibility of the complaint in order to measure the effectiveness of the TAV interface with Army. This change, if approved, will be reflected in DOD procedures.

b. Disadvantages: None identified

8. IMPACT

a. Future processing of Supply discrepancies between DAAS/WebSDR, Army's NAMI (AJ2) activity and DLA

b. DLMS business rules and Component implementing guidance

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                                      FIELD        POSITION
DATA ELEMENT                        DEFINITION    IN RECORD

MESSAGE HEADER                       18 AN        1-18
  MESSAGE LENGTH ('1487')            4 N          1-4) Require '1487'
  MESSAGE DSS SITE CODE              4 AN         (5-8) leave blank
  MESSAGE IDENTIFIER CODE            3 AN         (9-11)
    MESSAGE IDENTIFIER ('S7')        2 AN         (9-10) Required
    MESSAGE VERSION ('A')            1 AN         (11)    Required
MESSAGE ACTION CODE                  1 AN         (12)    Required
    'A' = ADD       Required
    'C' = CLOSE
    'D' = IDENTIFIED AS DUPLICATE COMPLAINT
    'R' = REOPEN
    'U' = UPDATE
  MESSAGE ROUTING IDENTIFIER CODE (RIC) TO  3 AN  (13-15) Required with
what ever copy of SAMMS WebSDR is sending to (i.e. S9E, S9I etc)
  MESSAGE RIC FROM                   3 AN         (16-18) Required (SGA)
DAAS RIC

MESSAGE DATA SECTION                 569 AN       (19-587
  CDCS CONTROL NUMBER                9 AN         (19-27) Blank
  ISDR/WEBSDR CONTROL NUMBER         11 AN        (28-38) Required-WebSDR
contrl#
  CUSTOMER CONTROL NUMBER            13 AN        (39-51) optional fill
from WebSDR
  CUSTOMER CONTROL NUMBER SUFFIX     1 AN         (52)    optional fill
from WebSDR
  DEPOT ACTION CODE                  1 AN         (53)    blank
    'A' = INFORMATION ONLY
    'E' = ASSIGNED FOR ACTION
    'V' = VALIDATION ERROR
  RETRANSMIT INDICATOR               1 AN         (54)    blank
    'Y'  = RETRANSMISSION OF SDR MESSAGE
    BLANK = INITIAL TRANSMISSION OF SDR
            MESSAGE
  PREPARATION/SUBMISSION DATE (CCYYDDD)   7 N     (55-61) Required from
WebSDR (no change from what DAAS does today)
  RECEIVED DATE (CCYYDDD)            7 N          (62-68) Required from
WebSDR (no change from what DAAS does today)
  SUSPENSE DATE (CCYYDDD)            7 N          (69-75) Blank
  COMPLETION DATE (CCYYDDD)          7 N          (76-82) Blank
  CLOSED DATE (CCYYDDD)              7 N          (83-89) Blank
  QUANTITY REPORTED                  9 N          (90-98) Required –must
to be greater than 0 (no change from what DAAS does today)
  QUANTITY RECEIVED                  9 N          (99-107) Required -Can
be 0 or greater (no change from what DAAS does today)
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6

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  UNIT PRICE (9(9)V99)                    11 N      (108-118) Required no
change than what DAAS does today
  DOLLAR VALUE REPORTED  (9(11)V99)       13 N      (119-131) Required
  NSN TYPE                                 1 AN      (132)     Required (no
change from what DAAS does today)
  NSN/PART NUMBER REPORTED                15 AN      (133-47) Required (no
change from what DAAS does today)
    NSN                                   13 AN      (133-145) Required if
an N is in 132 (no chg from what DAAS does today)
    (Blank Field)                          2 AN      (146-147)
  UNIT OF ISSUE                            2 AN      (148-149) Required (no
change from what DAAS does today)
  CAGE PRIME                               5 AN      (150-154)Optional
  CAGE SUBCONTRACTOR                       5 AN      (155-159)may be blank
  CAGE PACKAGING                           5 AN      (160-164)may be blank
  DOCUMENT NUMBER TYPE                     1 AN      (165)     Required (no
change from what DAAS does today)
  DOCUMENT NUMBER REPORTED                15 AN      (166-180)Required (same
as what DAAS does today)
    DOCUMENT NUMBER                       14 AN      (166-179)
    SUFFIX                                 1 AN      (180) suffix is optional
  DISCREPANCY CODES                       12 AN      (181-192)Required-need
at least 1 disc code
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7

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                                          FIELD        POSITION
DATA ELEMENT                            DEFINITION    IN RECORD

   DISCREPANCY CODE 1                      4 AN        (181-184)
   DISCREPANCY CODE 2                      4 AN        (185-188)
   DISCREPANCY CODE 3                      4 AN        (189-192)
 DISCREPANCY COMMENTS (SEE NOTE 1)        60 AN        (193-252)Only mandatory
if for a wrong item. (same as DAAS does today)
 'RECEIVED NSN/PN '                       16 AN         (193-208)Only
mandatory if  wrong item identified (same as DAAS does today)
   NSN/PART NUMBER RECEIVED               15 AN        (209-223) Only
mandatory if  wrong item identified (same as DAAS does today

   ' QTY '                                 5 AN        (224-228) Only
mandatory if  wrong item identified (same as DAAS does today)
 QUANTITY RECEIVED                         9 N         (229-237) Only
mandatory if  wrong item identified (same as DAAS does today)

   ' MGR '                                 5 AN        (238-242) Only
mandatory if  wrong item identified (same as DAAS does today)

   MANAGER RIC                             3 AN        (243-245) Only
mandatory if  wrong item identified (same as DAAS does today)

   (Blank Field)                           7 AN        (246-252)
 CAUSE CODE                                2 AN        (253-254) Blank
 CAUSE COMMENTS                           60 AN        (255-314) Blank
 CORRECTION CODES                          6 AN        (315-320) Blank
   CORRECTION CODE 1                       2 AN        (315-316) Blank
   CORRECTION CODE 2                       2 AN        (317-318)
   CORRECTION CODE 3                       2 AN        (319-320)
 CORRECTION COMMENTS                      60 AN        (321-380) Blank
 DISPOSITION CODES                         9 AN        (381-389)Optional for
an ADD- to SAMMS but DLA ICP would need a disposition code from WEBSDR/NAMI to
process the NAMI SDR- need at least 1 disposition code

   DISPOSITION CODE 1                      3 AN        (381-383)
   DISPOSITION CODE 2                      3 AN        (384-386)
   DISPOSITION CODE 3                      3 AN        (387-389)
 DISPOSITION COMMENTS (SEE NOTE 2)        60 AN        (390-449)Not required-
note 2 but would be nice to have for ICP information
   'RETURN MATERIEL TO RIC '             23 AN        (390-412)Required if ..
note 2
   RETURN RIC                              3 AN        (413-415)Required if..
note 2
   (Blank Field)                          34 AN        (416-449)
 ORIGINATOR DODAAC CODE                    6 AN        (450-455)Optional (same
as DAAS does today)
 CONDITION CODE REPORTED                   1 AN        (456)       Optional (same
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8

Field	Length	Position	Note
SHIPPING ACTIVITY	3 AN	(457-459)	Optional (same as DAAS does today)
LOCAL USE 1	5 AN	(460-464)	Blank
LOCAL USE 2	5 AN	(465-469)	Blank
NOMENCLATURE	20 AN	(470-89)	optional (same as DAAS does today)
CREDIT AUTHORIZED INDICATOR	1 AN	(490)	blank
DEBIT AUTHORIZED INDICATOR	1 AN	(491)	blank
PIIN TYPE	1 AN	(492)	optional field unless a "C" is entered. Then all fields need to be filled (493-509)(same as DAAS does today)
PIIN	17 AN	(493-509)	
PIIN ADDRESS	6 AN	(493-498	
PIIN BASIC	7 AN	(499-505)	
PIIN CALL	4 AN	(506-509)	
CLIN	6 AN	(510-515)	optional
SDR ACTION CODE	2 AN	(516-517)	optional
ACTION OFFICE	3 AN	(518-520)	optional (this is where DSS/ISDR Assigns to DFAS but SAMMS does its own assigning if SDR comes from WebSDR
ACTION OFFICE ASSIGNMENT DATE (CCYYDDD)	7 N	(521-527)	optional
EMAIL ADDRESS	60 AN	(528-587)	optional (same as DAAS does today)

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                                      FIELD         POSITION
DATA ELEMENT                          DEFINITION    IN RECORD

COMMENT DATA SECTION                  900 AN     (588-1487)Required need
something from WebSDR in 588-827 (same as DAAS does today)
  FROM ADDRESS LINE #1                 60 AN       (588-647)
  FROM ADDRESS LINE #2                 60 AN       (648-707)
  FROM ADDRESS LINE #3                 60 AN       (708-767)
  FROM ADDRESS LINE #4                 60 AN       (768-827)

  CUSTOMER COMMENT LINE #1             60 AN       (828-887)optional
(828-1127). The customers narrative—would be very good to have (828-1127)
(same as what DAAS does today)
  CUSTOMER COMMENT LINE #2             60 AN       (888-947)
  CUSTOMER COMMENT LINE #3             60 AN       (948-1007)
  CUSTOMER COMMENT LINE #4             60 AN       (1008-1067)
  CUSTOMER COMMENT LINE #5             60 AN       (1068-1127)

DISPOSITION COMMENT LINE #1 (SEE NOTE 2) Blank (1128-1427)
                                       60 AN       (1128-1187)
    'RETURN TO TRANSPORTATION OFFICER: ' 34 AN     (1128-1161)
    DISPOSITION COMMENT LINE #1 NARRATIVE 26 AN    (1162-1187)
  DISPOSITION COMMENT LINE #2          60 AN       (1188-1247)
  DISPOSITION COMMENT LINE #3          60 AN       (1248-1307)
  DISPOSITION COMMENT LINE #4          60 AN       (1308-1367)
  DISPOSITION COMMENT LINE #5 (SEE NOTE 2) 60 AN   (1368-1427)
    'MARK FOR MANAGER RIC '            21 AN       (1368-1388)
    MANAGER RIC                         3 AN       (1389-1391
', SDR RETURN.'                        36 AN       (1392-1427)

POC/PHONE                              60 AN     (1428-1487) Optional for
SAMMS  but would like in order to have information on Army Person who worked
SDR
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NOTE 1: Contains formatted data when the complaint is assigned a Wrong Item Discrepancy Code (W__) (first occurrence only).

NOTE 2: Contains formatted data when the complaint is assigned to DFAS (C__ or D__) or closed, and the Discrepancy Code is O__, Q__, C__, W_ or M__, and the Disposition Code is 105, 107, 108, 117, 127 & 134 (first occurrence only).

MANDATORY TO OPEN:
    ACTION OFFICE
    any input on:
        COMMENT DATA - FROM ADDRESS LINE #1,
        COMMENT DATA - FROM ADDRESS LINE #2,
        COMMENT DATA - FROM ADDRESS LINE #3 or
        COMMENT DATA - FROM ADDRESS LINE #4
    DISCREPANCY CODE 1
    DOCUMENT TYPE
    DOCUMENT NUMBER TYPE
    DOCUMENT NUMBER REPORTED
    QUANTITY REPORTED
    RECEIVED DATE
    NSN TYPE
    NSN/PART NUMBER REPORTED
    SDR ACTION CODE

MANDATORY TO CLOSE or MANDATORY WHEN ASSIGNED TO DFAS:
    COMMENT DATA - POC/PHONE
    CAUSE CODE
    CORRECTION CODE 1
    DISPOSITION CODE 1
    SHIPPING ACTIVITY

MANDATORY WHEN MATERIEL RETURN (When complaint assigned to DFAS or
Closed, and the Discrepancy Code is C_, M_, O_, Q_ or W_ and the
Disposition Code is 105, 107, 108, 117, 127 & 134):
    DISPOSITION COMMENTS
    COMMENT DATA - DISPOSITION COMMENT LINE #1
    COMMENT DATA - DISPOSITION COMMENT LINE #5

MANDATORY FOR WRONG ITEM (When complaint's Discrepancy Code is W_):
    DISCREPANCY COMMENTS