



**DEFENSE LOGISTICS AGENCY
HEADQUARTERS
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IN REPLY
REFER TO

January 28, 2014

**MEMORANDUM FOR SUPPLY AND SUPPLY DISCREPANCY REPORT (SDR) PROCESS
REVIEW COMMITTEE (PRC) MEMBERS**

**SUBJECT: Approved Defense Logistics Management Standards (DLMS) Change (ADC)
1091, Supply Discrepancy Reports (SDRs) Requesting Replacement or Expedited
Shipment (Supply/SDR/PQDR/Finance)**

The attached change to DLM 4000.25, Defense Logistics Management System, and DLM 4000.25-1, Military Standard Requisitioning and Issue Procedures (MILSTRIP), is approved for staggered implementation beginning July 1, 2014. SDR PRC members are required to actively monitor for implementation of this ADC and provide implementation dates when they become available.

Addressees may direct questions to Ms. Ellen Hilert, DOD SDR System Administrator, 703-767-0676 or DSN 427-0676, e-mail: ellen.hilert@dla.mil; or Tad DeLaney, DoDAAD PRC Chair, at 703-767-6885, DSN 427-6885, or email: Thomas.Delaney@dla.mil. Others must contact their Component designated Supply PRC representative or SDR Subcommittee representative available at: www.dla.mil/j-6/dlms0/CertAccess/SvcPointsPOC/allpoc.asp.

DONALD C. PIPP
Director
Defense Logistics Management
Standards Office

Attachment
As stated

cc:
ODASD (SCI)
DOD PQDR Committee
Finance PRC

Attachment to ADC 1091 Supply Discrepancy Reports (SDRs) Requesting Replacement or Expedited Shipment

1. ORIGINATING SERVICE/AGENCY AND POC INFORMATION:

a. Technical/Functional POC for Security Assistance: AFLCMC/WFIUB, AFSAC SDR Office, DSN 986-1984, (937) 656-1984

b. Functional Sponsor: Ms. Ellen Hilert, DOD SDR System Administrator, 703-767-0676 or DSN 427-0676, e-mail: ellen.hilert@dla.mil

2. FUNCTIONAL AREA:

a. Primary/Secondary Functional Area: Security Assistance and DOD SDR; Security Assistance SDRs submitted for Product Quality Deficiency Report (PQDR) Processing

b. Primary/Secondary Functional Process: Free-issue shipment

3. REFERENCES:

a. [DLM 4000.25, DLMS, Volume 2, Supply](#)

b. [DLM 4000.25-1, MILSTRIP](#)

c. [AR 702-7/AFR 74-6/SECNAVINST 4855.5A/DLAR 4155.24, Product Quality Deficiency Report Program](#)

4. APPROVED CHANGE(S):

a. Overview of Change: This change updates MILSTRIP and SDR guidance for reshipment of materiel in association with an SDR. This change:

(1) authorizes Foreign Military Sales (FMS) customers to request a replacement shipment using SDR Action Code 1F on SDR submissions,

(2) updates the SDR guidance to clarify that customers requesting expedited transportation using SDR Action Code 1D (non-FMS customers only) are authorizing the use of premium transportation, and

(3) provides SDR and MILSTRIP guidance for processing SDRs and directing reshipment subsequent to a validated SDR.

b. Background:

(1) Currently, when FMS customers submit an SDR, they are not authorized to select Action Codes 1D (indicating materiel is still required and requesting expedited shipment) or 1F (requesting replacement shipment). If an FMS customer identifies a shortage, total non-receipt, a defective asset, or other type of discrepancy where credit applies, the source of supply (SoS) will issue a credit and the customer must re-requisition if there is still a requirement for the item. This means that the customer is placed back at the end of the queue and is once again a lead-time away from obtaining the desired asset. FMS customers requested DOD consider lifting this restriction, so they can request on the SDR submission that shortage/non-receipt assets be shipped to customers on the existing requisition; or in the case of a defective item, replacement assets be shipped, rather than issuing credit and forcing the customer to reorder.

(2) Non-FMS customer requests for a replacement or expedited shipment (e.g., associated with SDRs reporting shortage, wrong item, or total non-receipt) are often disregarded by the SoS due to the lack of pre-defined business rules for accomplishing the reshipment or the complexity of the required steps. This deficiency in the supply system impacts DOD customers with great frequency and has similar negative consequences as described for FMS customers.

c. Approved Change in Detail:

(1) SDR submission edits must be modified to allow users to select Action Code 1F for requesting a replacement shipment in all SDR applications supporting input of FMS SDRs.

(2) SDRs routed to the shipping activity must be validated and forwarded by the shipping activity to the SoS for decision on replacement. Only the SoS can authorize a replacement shipment. The shipping activity will validate supply discrepancies and transfer the SDR to the SoS using the applicable 300-series reply code. The SoS will retain the option to refuse replacement shipment, for example, if replacement materiel is not available. If the customer's request is refused, this will be communicated using SDR Reply Code 126 (Stock not available or will not be reshipped in response to SDR). Up to two additional reply codes may be included in the response to the customer, as applicable (e.g., Reply Code 101 would be used to indicate that credit will be provided instead of the requested replacement).

(3) FMS SDRs identifying quality deficiencies (Q-series discrepancy codes) are processed using PQDR procedures. Reference 3.c. currently supports the ability to process PQDRs for replacement of defective/deficient materiel. No changes are required except to lift the prohibition on providing a reshipment for FMS customers using the SDR for identification of the quality deficiency.

(4) This ADC introduces specific business rules to ensure appropriate procedures are followed. Upon validation of the SDR, all applicable credit must be provided on the original document number/suffix. This includes credit for materiel and credit for packaging, crating, handling, and transportation (PCH&T), where applicable for directed returns. Alternative methods may be used for transportation of directed returns, such as providing a pre-paid shipping label. For FMS, transportation credit may include in-country transportation from the freight forwarder to the customer destination, where applicable.

Staffing Note: GSA does not currently support DOD policy for processing PCH&T or in-country transportation credit from the freight forwarder.

(a) Prior to initiating a reshipment, the SoS must ensure that the requested materiel is available for reshipment to the requiring customer.

(b) Reshipment procedures require suffixing of the original document number to separately track and bill the reshipment. Use of the suffix/next higher suffix code will avoid assignment of a duplicate transportation control number (TCN).

(c) It is possible that the elapsed time will result in billing for the reshipment at a higher unit price than was applicable to the original shipment. The SoS will provide supply status under the document number/suffix for the reshipment citing the current unit price and estimated shipment date. This will allow a small window during which the customer may submit a requisition cancellation if a change in price is not acceptable to the customer. The SoS or shipping activity, as applicable, will provide shipment status for the reshipment.

(d) In response to expedited shipment requests from non-FMS customers, the SoS will take the steps outlined above for reshipment. However, if the original requisition special requirements code (legacy required delivery date (RDD) field) is blank or all numeric (other than 444, 555, or 777) or the RDD from the requisition is less than 8 days from the current date, the SoS will apply Expedited Transportation Signal 777 to the materiel release order or vendor's delivery order. Inclusion of Expedited Transportation Signal 777 will cause the shipment to be identified as Transportation Priority 2 (TP-2). TP-2 shipments will normally move by premium (air) transportation. Shipments identifying Expedited Transportation Signal 777 are subject to air clearance processing whereby the air clearance authority may consult with the requisitioner to determine if the additional expense associated with air transportation is justified and potentially direct shipment movement by a surface mode.

d. Revisions to DLM 4000.25 Manuals:

(1) Revise DLM 4000.25, DLMS, Volume 2, Supply, Chapters 4, 5, and 17 as shown in Enclosure 1.

(2) Revise DLM 4000.25-1, MILSTRIP, Chapters 3 and 4 as shown in Enclosure 1.

(3) Revise DLM 4000.25, Volume 2, Appendix 3, to revise SDR action codes:

SDR ACTION CODES

“1D Materiel still required; expedite shipment *using premium transportation*. Not applicable to Security Assistance *(Use Action Code 1F if materiel is still required, but premium transportation is not justified.)*”

1F Replacement shipment requested ~~(not applicable to Security Assistance)~~”

e. Transaction flow: Standard SDR and MILSTRIP transaction flows apply.

f. Alternatives: Retain existing exclusion for FMS customers.

g. Proposed DLMS Change (PDC) 1091 Staffing Response/Comment Resolution: See Enclosure 2.

5. REASON FOR CHANGE:

a. Currently, when an FMS customer's requisition is not filled correctly by DOD, the customer is issued credit by the SoS and must re-requisition if they still have a requirement for the item. This means the customer is placed back at the end of the queue and is once again a 'lead time' away from obtaining the desired asset. This processing delay can result in grounded customer equipment and provides mediocre customer service to our FMS partners.

b. SoS disregard of non-FMS customer requests for expedited/replacement shipments forces re-requisitioning with potential for negative impact on readiness. When this scenario crosses fiscal years the customer may lose the original funding, heightening the negative impact.

c. This change removes impediments to providing replacement shipment support to Security Assistance trading partners as is available to other customers requisitioning from the DOD.

d. The revised wording associated with Action Code 1D will clarify for the customer how expedited shipment will be accomplished. The intent is to ensure that the customer is aware that use of the action code may result in additional cost for premium transportation and should not be used unless justified.

6. ADVANTAGES AND DISADVANTAGES:

a. Advantages (tangible/intangible): Provides proactive customer service and reduces the time it takes for customer's to receive items they have requisitioned.

b. Disadvantages: Requires programing and training.

7. TIME LINE/IMPLEMENTATION TARGET: Staggered implementation is authorized beginning July 1, 2014. Action code definition revisions are effective July 1, 2014.

8. ESTIMATED SAVINGS/COST AVOIDANCE ASSOCIATED WITH IMPLEMENTATION OF THIS CHANGE: Not available.

9. IMPACT:

a. New DLMS Data Elements: N/A

b. Changes to DLMS Data Elements: Revise narrative associated with SDR requested action codes as described (transmitted via DLMS 842A/W SDR, Qualifier HB).

c. Automated Information Systems (AIS): Requires update to SDR-A (Air Force FMS SDR application) and Security Cooperation Enterprise System (SCES) (currently under

development). May require update within Component SDR applications to accept Security Assistance submission of Action Code 1F. May require update to SoS systems for processing of replacement shipments as described above.

d. DLA Transaction Services: Requires revision to DOD WebSDR to update code lists for SDR action code definitions displayed for SDR input and management report selection. Requires removal of the WebSDR edit blocking use of Action Code 1F in support of FMS SDRs.

e. Non-DLA Logistics Management Standards Publications: May require update to internal Component guidance for processing of SDRs and customer shipments, as well as PQDR program guidance (Reference 3.c.).

Enclosure 1, Defense Logistics Manual (DLM) Revisions

The following DLM revisions apply. Changes are identified by ***bold red italics***.

1. Revise DLM 4000.25, Volume 2, Chapter 4, Requisitioning, as shown.

C4.7.14. Preparing MROs

(Intervening text not shown.)

C4.7.14.5. Expedited/Replacement Shipment Subsequent to Validated Supply Discrepancy Report. MROs directing release of materiel in response to customer requests for expedited or replacement shipment due to shortage, non-receipt, wrong item, or comparable discrepancy/deficiency will be processed using the original document number and the next available suffix code to ensure separate billing and unique TCN assignment. When requested by the customer via Supply Discrepancy Report, an Expedited Transportation Signal 777 may be assigned for the reshipment when the original special requirements code (legacy required delivery date (RDD) field is blank or all numeric (other than 444, 555, 777) or the RDD from the original requisition is less than 8 days from the current date. Inclusion of the Expedited Transportation Signal 777 will normally cause the shipment to move by premium (air) transportation. Shipments identifying Expedited Transportation Signal 777 are subject to air clearance processing whereby the air clearance authority may consult with the requisitioner to determine if the additional expense associated with air transportation is justified and potentially direct shipment movement by a surface mode.¹

¹***Refer to ADC 1091, SDRs Requesting Expedited or Replacement Shipment.***

2. The above guidance will also be published in DLM 4000.25-1, MILSTRIP, Chapter 3, at paragraph C3.15.4.

3. Revise DLM 4000.25, Volume 2, Chapter 5, Status Reporting, as shown.

C5.1.6.12.11. Expedited/Replacement Shipment Subsequent to Validated Supply Discrepancy Report. When reshipment is required (e.g. due to shortage, non-receipt, wrong item, or comparable discrepancy/deficiency), the reshipment will be processed using the original document number and the next available suffix code. At a minimum, the SoS will provide supply status indicating the estimated shipment date for the reshipment.¹

¹***Refer to ADC 1091, SDRs Requesting Expedited or Replacement Shipment.***

4. The above guidance will also be published in DLM 4000.25-1, MILSTRIP, Chapter 4, at paragraph C4.8.10.

5. Revise DLM 4000.25, Volume 2, Chapter 17, Supply Discrepancy Reporting, as shown.

C17.3.12. Responsible Action Activity Response to an SDR

C17.3.12.1. Procedures

(Intervening text not shown.)

C17.3.12.1.2. Replies. Responsible activities shall reply to SDRs by submission of a DLMS 842A/R to WebSDR or via direct WebSDR input. Pending implementation of DLMS, other previously authorized SDR response formats may be used. SDR replies **will** indicate the appropriate disposition, e.g., acknowledgment of the report, disposition of the materiel, validation of the report with authorization of financial adjustment, and/or instructions for repackaging, repair or other types of corrective action. SDR replies must contain the appropriate discrepancy code consistent with all information provided by the customer. This may require updating of the discrepancy codes used by the customer to assign the appropriate discrepancy code for the scenario described in the SDR remarks. The action activity shall identify the disposition/status using the appropriate Reply Code (Appendix 3). Action activities **will** ensure that inappropriate reply codes are blocked from use when responding to transshipper SDRs (Document Type Code W). Shipment information applicable to direct vendor deliveries, new procurement, etc., must be completed by the action activity where incomplete or inaccurate on the original report. This includes identification of the shipping activity or vendor (by CAGE), contract number, and identifying shipment numbers. DLMS compliant applications must also ensure that direct vendor delivery shipments are identified by Document Type Code 6 on the SDR reply, regardless of what the customer originally designated. Historical replies (transactions citing Transaction Set Purpose Code 49) **may** be used to fulfill these requirements where the submitter indicated that an SDR reply was not required.

C17.3.12.1.2.1. Interim Replies. Interim replies may be used to inform the submitter that an SDR has been forwarded to another organization for investigation or resolution. Responsible activities must provide an interim reply where a final reply cannot be provided within the established timeframes. Failure to meet the established timeframes must be caused by reasons outside the control of the ICP/IMM or GSA. Such interim replies **will** indicate when additional status will be provided. Identify the interim disposition/status using the appropriate **reply code** (Appendix 3). If no coding exists to specifically identify the reasons for the delay, select Code 137 and provide a clear-text explanation.

C17.3.12.1.2.2. Denials. SDRs not meeting the reporting criteria or timeframes specified in this chapter or not including sufficient justification, **may** be considered for information only, or denied, as appropriate. DoD ICP/IMM action activities are encouraged to accept late submissions lacking justification for trend analysis/corrective action; with associated financial credit provided at the discretion of the action activity. The responsible activity **will** use the SDR response and cite the appropriate disposition/status (reply) code.

C17.3.12.1.3. DoD ICP/IMM, Shipping Depot, or GSA Actions. The ICP/IMM, shipping depot, or GSA **will**:

C17.3.12.1.3.1. Review all SDRs received for processing and determine proper course of action based on available supply records and the results of investigation. This includes SDRs which the customer has reported as requiring no action (Action Code 1H or 3B).

C17.3.12.1.3.2. Provide the SDR response to include disposition instructions as needed to the customer or the ILCO for Security Assistance SDRs. The responsible activity shall provide point of contact information for each SDR response.

C17.3.12.1.3.3. Based upon validated SDRs, request that DFAS or integrated financial process authorize adjustment/credit in accordance with MILSBILLS procedures in DLM 4000.25, Volume 4, Finance.

C17.3.12.1.3.4. ***Fulfill customer requests for expedited or replacement shipment (e.g., due to shortage, non-receipt, wrong item, or comparable discrepancy) when feasible and assets are available.***¹

C17.3.12.1.3.4.1. SoS procedures must ensure replacement shipments do not incur double billing. Therefore, credit will be provided for the original shipment when applicable. Security Assistance customers will not be explicitly excluded from receiving a replacement shipment. The SoS will reprocess the customers' requirements using the original document number suffixed to ensure separate billing and unique TCN assignment. SoS processing must trigger relevant supply and shipment status. Expedited Transportation Handling Signal 777 in response to a non-Security Assistance customer request for expedited shipment may be assigned when the original special requirements code (legacy required delivery date (RDD) field is blank or all numeric (other than 444, 555, or 777) or the RDD from the original requisition is less than 8 days from the current date. Inclusion of the Expedited Transportation Signal 777 will normally cause the shipment to move by premium (air) transportation. Shipments identifying Expedited Transportation Signal 777 are subject to air clearance processing whereby the air clearance authority may consult with the requisitioner to determine if the additional expense associated with air transportation is justified and potentially direct shipment movement by a surface mode.

C17.3.12.1.3.4.2. If reshipment cannot be accomplished, respond with Reply Code 126 (Stock not available or will not be reshipped in response to SDR) and up to two additional reply codes, as applicable. Customers will be required to re-requisition materiel that is still required.

C17.3.12.1.3.5. Provide signed evidence of shipment to the ILCO for Security Assistance SDR for non-receipt of materiel. If this documentation cannot be provided, appropriate credit is required.

C17.3.12.1.3.6. Provide documentation to the ILCO that is matched to the quantity shipped for Security Assistance SDRs for concealed shortages. Examples of such documentation are those containing size, total weight, and cube accepted by the carrier. Credit is denied if the documentation, in conjunction with the unit weight, supports shipment of the total quantity billed. Otherwise, appropriate credit for the differences is required.

¹ Refer to ADC 1091, SDRs Requesting Expedited or Replacement Shipment.

Enclosure 2, Proposed DLMS Change (PDC) 1091 Staffing Response/Comment Resolution

	Originator	Response/Comment	Disposition
1.	DLA	<p>Concur</p> <p>Our comments include:</p> <ol style="list-style-type: none"> 1. Clarification of discrepancy codes that apply to reshipment action codes requested 2. Will require DSS logic to have SDR forwarded to ICPs when reshipment or expedite is requested 3. If DLA approves reshipment to FMS customers an SCR will be required to change sales order logic. Early test showed that code embedded in sales order (SO) logic prevents any no cost shipment to FMS customers. 4. Request clarification of " Qualifier HB" 5. Other comments on the document call out internal process changes that may be required. 	<p>Noted.</p> <p>Clarification incorporated in the ADC.</p> <ol style="list-style-type: none"> 1. Specific discrepancy codes are not identified, but ADC reworded for clarification. 2. Agree. 3. Understood. 4. Reworded for clarification. 5. Noted.
2.	Air Force	Concur	Noted.
3.	Army	Concur	Noted.
4.	USASAC SDR	<p>Subsequent to initial response, USASAC indicated they still have concerns, but realize that this is "progress" and will work through it. Anticipate SCES implementation will address this change.</p> <p>Initial response: Non-concur with the following comments.</p> <ol style="list-style-type: none"> 1. The supply source may not have excess stock from which to provide the replacement, and stocks required to support US units should not be shipped as replacements. If stocks are low, the customer will then have to wait a lead time beyond the date the SDR is resolved to receive the replacement, causing SDRs to remain open longer. We feel it is in the customer's best interest to reorder an item as soon as a discrepancy is discovered. Another consideration would be that the price of the replacement stock might have increased significantly over the customer's billed price (from up to a year ago), and that might result in the DWCF sustaining a loss by collecting less than the value of the item shipped. USASAC doubts the FMS customer's willingness to pay a higher amount for the replacement item. 	<p>Noted.</p> <p>Under this change, the FMS customer can request a replacement shipment but that doesn't obligate the supplier to provide a replacement--this just gives them the flexibility to do so. If the supplier does not have sufficient stock or a replacement is lead time away, then they have the option to provide disposition of defective asset and credit and tell the customer that a replacement shipment is not available and that they must reorder just as they do today.</p> <p>As far as the price increase, it is written into the procedures that if the FMS customer requests a replacement shipment it will</p>

	Originator	Response/Comment	Disposition
		<p>2. We feel our policy should be to give credit only, and tell customers to reorder as soon as they detect a problem, but continue to allow the supply sources some flexibility to offer replacements on an exception basis.</p> <p>3. Would the replacement requirement be fulfilled immediately or would the replacement be susceptible to long lead times. What timeframe would be used for the customer be notified that credit would be issued ILO replacement.</p> <p>4. The process takes a significant amount of time under the best circumstances, and tracking replacement shipments would only add to the total processing time, would the SDR be closed in anticipation of replacement or would the SDR be kept open until the replacement is shipped?</p> <p>5. Wrong item SDRs, a possible scenario is the supply source could potentially repeat the initial error and cause an additional SDR.</p> <p>6. Will the FMS customer be credited for the original requisition, prior to the replacement shipment, in order to avoid duplicate billing?</p> <p>7. The DLA may be able to support the replacement option, however the Army's LCMCs may have difficulty due to the diversity, cost and transportation involved with major assets. The FMS customer could be confused as to why the replacement option may not be supported by the LCMCs.</p> <p>8. If there are good business reasons for allowing a supply source to propose a replacement shipment in lieu of credit, then we need to evaluate how this could be done efficiently for our FMS customer, until we can answer these and other questions, the USASAC will non-concur with the proposed change at this time.</p>	<p>ship and bill at the current price--not the original price.</p> <p>This is not an all or nothing situation. This is expanding the capability to provide this only as an option, not as a requirement for every situation. Today, the FMS customer cannot use the action code to request the shipment, and most systems cannot ship a replacement to customer because the their system won't allow it (this includes DLA). Further, there are no coordinated/ standard procedures on how a replacement shipment should be provided when this course of action is acceptable to the source of supply. The goal is for all systems to eventually have the capability to perform the reshipment action based upon the situation, not to mandate that this as the appropriate response to all requests for reshipment.</p>
5.	Navy	Concur	Noted.
6.	Navy ILCO SDR	Will the FMS customer be given the option to accept the replacement shipment if the current price is too high (3	This change is intended to follow standard procedures.

	Originator	Response/Comment	Disposition
		times what they originally paid).	That means that supply status will provide the current price, giving the customer a small window for cancellation of the requisition.
7.	Marine Corps	<p>Concur.</p> <p>It is understood that prices and shipping costs of the reshipped item may differ from the original shipment. However, that risk will be offset by reduction of fiscal year funds reversions. If cost increases prove to be problematic, we will need to re-address the issue.</p>	Noted.
8.	GSA	<p>The following comments are provided:</p> <p>1. RE: Attachment, Page 2: “(4) This PDC introduces specific business rules to ensure appropriate procedures are followed. Upon validation of the SDR, all applicable credit must be provided on the original document number/suffix. This includes credit for materiel and credit for packaging, crating, handling, and transportation (PCH&T), where applicable for directed returns. Alternative methods may be used for transportation of directed returns, such as providing a pre-paid shipping label. For FMS, transportation credit may include in-country transportation from the freight forwarder to the customer destination, where applicable.”</p> <p>GSA: Request that this paragraph clarify as to be DLA specific since GSA is unable to provide credit for in-country transportation from the freight forwarder to the customer destination. Also unable to provide credit for PCH&T.</p> <p>2. RE: Enclosure 1, page 1: <i>“C4.7.14.5. ... When requested by the customer via Supply Discrepancy Report, an Expedited Transportation Signal 777 may be assigned for the reshipment when the original special requirements code (legacy required delivery date (RDD) field) is blank or all numeric (other than 444, 555, 777) or the RDD from the original requisition is less than 8 days from the current date.”</i></p> <p>GSA: Request that this text clarify as to be DLA specific</p>	<p>The following resolution applies to GSA comments:</p> <p>1. This change is referring to the approved procedures for DOD sources of supply (it is not DLA specific). The DLMS manual is not the authoritative source for the policy associated with the credit requirements: - DODM 4140.01 (draft) DOD Supply Chain Materiel Management Procedures, Volume 6, states: “The wholesale materiel manager is responsible for packing, crating, handling, and transportation costs associated with all directed returns of requisitioned materiel.” - In-country transportation credit was established as a requirement under DSCA Policy Memo DSCA 03-15, available at http://www.samm.dsca.mil/policy-memoranda/dsca-03-15).</p> <p>After reviewing both of the</p>

	Originator	Response/Comment	Disposition
		<p>as GSA is only able to replicate the shipment with an added suffix. There is no capability to edit fields such as RDD or Priority. Also, in some instances additional charges may occur in expediting a requisition. GSA routinely advises customers of these charges when expedites are requested.</p> <p>3. RE: Attachment, Page 2: “4.c.(2) The SoS will retain the option to refuse replacement shipment. If refused, this will be communicated using SDR Reply Code 126 (Stock not available or will not be reshipped in response to SDR).”</p> <p>and Enclosure 1, page3: <i>C17.3.12.1.3.4. (The ICP/IMM, shipping depot, or GSA will:)</i> <i>Honor customer requests for expedited or replacement shipment due to shortage, non-receipt, wrong item, or comparable discrepancy when assets are available.</i></p> <p>GSA: Paragraph 4.c.(2) states the SOS will retain the option to refuse replacements, but C17.3.12.1.3.4 states the SOS will honor requests. Request clarification under C17.3.12.1.3.4 that the SOS has the option to refuse replacements.</p>	<p>authoritative sources, it appears that neither was specifically inclusive of GSA. Therefore, the ADC procedures are updated to indicate that the credit requirement is not applicable to GSA at this time. No change to the DLMS manual is identified.</p> <p>2. When supply status is provided for the replacement shipment it must include the new (advanced) suffix, current price of the materiel, and new estimated shipment date. If the shipment will be expedited, the Expedited Transportation Signal must be reflected so that DOD transportation nodes will properly process the shipment (since this requirement is perpetuated to the Military Shipping Label (MSL). Even though GSA may be shipping direct to the customer via commercial transportation, it is still appropriate for the Expedited Transportation Signal to be reflected in status transactions. It is understood that this will require a system change for GSA.</p> <p>3. Wording has been updated for clarification. The intent of the guidance is to ask all sources of supply to process under the new procedures rather than routinely disregard customer</p>

	Originator	Response/Comment	Disposition
			requests for reshipment or expedited transportation. Revised paragraph now reads: <i>“Fulfill customer requests for expedited or replacement shipment (e.g., due to shortage, non-receipt, wrong item, or comparable discrepancy) when feasible and assets are available.”</i>
9.	USTRANS COM	Abstain.	Noted.