**DEFENSE LOGISTICS AGENCY**
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August 15, 2019

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

SUBJECT:     Approved Defense Logistics Management Standards (DLMS) Change (ADC)
              1312, WebSDR Processing Rules for Follow Up and Reconsideration Submission
              Response Timeframes (SDR)


        The attached change to DLM 4000.25, Defense Logistics Management Standards (DLMS), is
approved for implementation.

        Addressees may direct questions to EBSO.SDR@dla.mil. Others must contact their
designated SDR PRC available at https://www.dla.mil/HQ/InformationOperations/DLMS/allpoc/.




                        DREXEL K. ROSS
                        Acting Director
                        Enterprise Business Standards Office

Attachment
As stated


cc:
ODASD(Logistics)

# Attachment to PDC 1312,
# WebSDR Processing Rules for Follow Up and Reconsideration of Submission Response Timeframes (SDR)

**1. ORIGINATING SERVICE/AGENCY AND POC INFORMATION:** Technical POC: Ben Breen, Discrepancy/Deficiency Administrator, email: EBSO.SDR@DLA.MIL.

**2. FUNCTIONAL AREA LOGISTICS AND TRANSACTION CHANGES:**

    **a. <u>Primary Functional Area</u>:** Supply Discrepancy Reporting (SDR)

    **b. <u>Logistics and Transaction Changes (Check All That Apply)</u>:**

| ☑ | Category | ☑ | Category | ☑ | Category |
|---|----------|---|----------|---|----------|
|   | Billing | | Physical Inventory | | Contract Admin |
| X | Discrepancies / Deficiencies | | MILSTRAP | | DoDAAD |
|   | Serialization | | MILSTRIP | | MAPAD |
|   | Small Arms/Light Weapons | | MRA | | LMARS |
|   | pRFID | | Disposition | X | DLM Publications |
|   | GFP | | DOD BRAC | | |

**3. REFERENCE:** DLM 4000.25 Defense Logistics Management Standards (DLMS), Volume 2 Chapter 17, Supply Discrepancy Reporting

**4. REQUESTED CHANGE(S):**

    **a. <u>Brief Overview of Change</u>:** This approved change removes the programming logic in WebSDR, which internally resets the "creation date" of the SDR if a reconsideration (Transaction Set Purpose Code 15), or forwarding Disposition/Reply Code 504 (Transaction Set Purpose Code 11) is used. This change also clarifies time standards regarding when follow-ups (transaction set purpose code 45) can be submitted.

    **b. <u>Background</u>:** Currently DLM 4000.25 Volume 2 Chapter 17 (Reference 3) states the submitter of the SDR will generate follow-ups on day 56. After that, at 31 day intervals, the submitting activity may prepare two additional follow-ups. If the action activity has not provided an actionable reply after three follow-ups, DOD WebSDR will block transmission of a fourth follow-up and the submitter should contact the action activity directly. However, WebSDR has programming logic that will reset the "creation date" of the SDR if a reconsideration or forwarding Disposition/Reply Code 504 is generated. This logic was not documented and partner systems were questioning why their follow-ups were being rejected with Reply Code 933 (Transaction rejected. Discrepancy report follow-up submitted before action activity response time has elapsed.) when the SDR was submitted at least 55 days prior.

WebSDR also has other undocumented logic tied to when a follow up is allowed or rejected based on specific criteria as described below. This change will remove these specific criteria to standardize the follow up process.

c. **Requested Change in Detail:** Remove the programming logic in WebSDR that resets the "creation date" of the SDR if a reconsideration or forwarding Disposition/Reply Code 504 is generated. This will allow the SDR creation date to remain constant from the date WebSDR originally processed it. This change will also eliminate any additional programming, at the DOD Component level, to calculate the timeframe for when they can generate a follow up. In addition, this approved change also standardizes timeframes for submission of follow-ups as shown in Enclosure 1 regardless if the submitter is a security assistance customer. WebSDR will also remove specific logic regarding follow-ups as stated below.

(1) This change removes the WebSDR logic that allows follow-ups at any time if Discrepancy Code H is used.

(2) WebSDR currently allows follow-ups at any time if the Controlled Item Inventory Code (CIIC) is U (Unclassified) or P (Ammunition and Explosions). This change removes this logic.

(3) WebSDR currently allows follow-ups at any time if the Unique Item Tracking (UIT) Designator is AAA (Small Arms). This change removes this logic.

(4) WebSDR currently allows follow-ups at any time if the SDR Document Type Code is W. This change will only allow a follow-up at any time if the Action Code is 3A (Transshipper (aerial/water port or CCP) requests expedited response; shipment frustrated).

d. **Revisions to DLM 4000.25 Manuals:** Revise DLMS Volume 2, Chapter 17 as shown in Enclosure 1.

e. **Approved Transaction Flow:** Standard SDR transaction flow applies.

f. **Alternatives:** None noted

5. **REASON FOR CHANGE:** Clarifies the WebSDR processing rules and timeframes regarding follow-ups when a reconsideration or forwarding Reply Code 504 is generated.

6. **ADVANTAGES AND DISADVANTAGES:**

a. **Advantages:** Allows the creation date of the SDR to remain constant and removes unnecessary programing logic from WebSDR.

b. **Disadvantages:** None identified.

7. **ASSUMPTIONS USED OR WILL BE USED IN THE CHANGE OR NEW DEVELOPMENT:** None identified.

8. **ADDITIONAL COMMENTS TO CONSIDER:** None identified.

**9. ADDITIONAL FUNCTIONAL REQUIREMENTS:** None identified.

**10. ESTIMATED TIME LINE/IMPLEMENTATION TARGET:** DAAS will provide a timeline for implementation.

**11. ESTIMATED SAVINGS/COST AVOIDANCE ASSOCIATED WITH IMPLEMENTATION OF THIS CHANGE:** None identified.

**12. IMPACT:**

    **a. <u>New DLMS Data Elements</u>:** None identified.

    **b. <u>Changes to DLMS Data Elements</u>:** None identified.

    **c. <u>Automated Information Systems (AIS)</u>:** Component may need to update systems to calculate the correct SDR creation date.

    **d. <u>Defense Automatic Addressing System (DAAS)</u>:** As stated above in 4.c.

    **e. <u>Non-DLM 4000.25 Series Publications</u>:** Components may need to update their internal procedures.

**13. PROPOSED DLMS CHANGE (PDC) 1312 RESPONSE/COMMENT RESOLUTION:**

| | Component | Response/Comment | Disposition |
|---|---|---|---|
| 1. | ODASD(Logistics) | Concur with Comment.<br>1. Spell out the acronym "ILCO" at the first instance.<br>2. In C17.3.11.1.8. remove reference to LOGSA or update with correct name LDAC (Logistics Data Analysis Center). | Updates applied as noted. ILCO already spelled out in previous section of the complete DLMS 4000.25 Volume 2, Chapter 17 so no update based on comment 1. |
| 2. | DLA | Concur without Comment | As noted. |
| 3. | Navy | Concur without Comment | As noted. |
| 4. | Air Force | Concur without Comment | As noted. |
| 5. | US Army | Concur without Comment | As noted. |
| 6. | USMC | None | As noted. |
| 7. | DAAS | Concur without Comment | As noted. |
| 8. | USTRANSCOM | Abstain | As noted. |
| 9. | AFSAC | None | As noted. |
| 10. | DCMA | None | As noted. |

**Enclosure**, Update DLMS Volume 2, Chapter 17 as shown below:

Changes are identified in *red bold italics*.  All existing Tables and referential text related to the existing tables will be updated when the change to Chapter 17 is made but are not specifically marked in this change.

C17.3.11.  Follow-Up on Original SDR

*C17.3.11.1.  Table C17.T1 identifies the SDR Follow-up Time Standards.  The time standards are displayed in days unless specified.*

| Table C17.T1 SDR Follow-up Time Standards | | | | |
|---|---|---|---|---|
| Document Type Code of SDR | Day when initial follow-up allowed to be submitted | Number of Days to respond to follow-up or provide interim response. | Interval when subsequent follow-up generated | Maximum Number of follow-ups |
| 6,8,9,R, A, N, P, V | 56 | 30 | 31 | 3 |
| 7 | 31 | 30 | 31 | 3 |
| Turn-in activities (Disposition Services partial weapons SDRs) | Exception, none generated | N/A | N/A | N/A |
| W (Action Code 3A) | No timeframe for follow up due to urgency of request. | N/A | N/A | unlimited |
| CMUPS Material | 56 | 30 | 365 after Interim Response Code 520 is received | unlimited |
| Suspected PQDR Material | 120 days after Interim Response code 521 is received | 30 | 60 | 3 |

C17.3.11.1.*2*.  Submitter Responsibility *(including Security Assistance customers)*  When the action activity does not respond to an SDR within the prescribed timeframe specified in this chapter, the submitting activity must provide an SDR follow-up.  Follow-ups must be directed to the last identified action activity when the original SDR was forwarded by the original recipient.  Cite the SDR report number of the original report.  For transactional exchange, include the WebSDR-assigned control number

when known.  Follow-up transactions should include all data that was in the previous SDR submission.  POC information for the follow-up and the follow-up date are required.  A narrative entry is required to provide clarification for the follow-up.  The submitter or DoD WebSDR must forward the follow-up to the current action activity when SDR history indicates a or updated action activity has been identified (such as based upon prior Reply Code 504, ~~526, 527~~ or a 300-series reply code).

C17.3.11.1.~~1~~*.3*.  SDR submitters may follow-up on *Document Type Code 7* SDRs sent to ~~DLA Distribution Centers~~ *storage activities* after 31 days have elapsed from the *time of the* submission date *regardless of any interim response provided by the storage activity.*  This will not ensure full resolution of the SDR, but it will help identify a communication problem before the entire SDR response period has elapsed (i.e. depot and source of supply processing time).

C17.3.11.1.~~2~~*.4*.  *SDR submitters may follow-up on all other Document Type Code SDRs (Except Type W, Action Code 3A, and Disposition Service SDRs) on day 56* ~~Routine SDR follow-ups (e.g. not applicable to controlled inventory items) must be submitted no sooner than 55 days~~ from the original submission date when no response has been provided.

C17.3.11.1.~~3~~*4.1.  If the action activity provides an interim response, the submitter can still generate the initial follow up on day 56 and a maximum of two additional follow-ups every 31 days thereafter.* ~~Submitters must follow up to the current action activity after receipt of an interim reply but no further response within 55 days of the initial reply.~~

*C17.3.11.1.4.2.  After three follow-ups, DoD WebSDR will block transmission of a fourth follow-up and request that the submitter will contact the action activity directly.*

~~C17.3.11.1.4.  Prior to submitting a second follow-up, the submitting activity should first attempt to ascertain the status of the SDR using the DoD WebSDR query function.  If there is no record of an action activity reply, a second follow-up may be submitted or the submitting activity may contact the action activity off-line.  The originator may contact DLA Distribution for distribution center shipments (direct e-mail to: DDC.ISDR@dla.mil) or the source of supply for all other shipments to request assistance.  Off line communication with the action activity is recommended because electronic processing errors may have impeded timely response to the SDR and later follow-up could encounter similar issues.~~

~~C17.3.11.1.5.  At 31 day intervals, the submitting activity may prepare two additional follow-ups.  If the action activity has not provided a functionally significant reply after three follow-ups, DoD WebSDR will block transmission of a fourth follow-up and request that the submitter contact the action activity directly.~~

C17.3.11.1.6.  In response to interim Reply Code 520 indicating suspected Counterfeit Materiel/Unauthorized Product Substitution (CM/UPS) materiel

may be suspended for an extended period, the storage activity will limit systemic follow-up requests to once every 12 months.  There will be no limit on the follow-ups allowed.

C17.3.11.1.7.  In response to interim Reply Code 521 indicating suspected product quality deficient materiel may be suspended for an extended period of time, the storage activity will not follow-up for response until 120 days have elapsed, and then subsequent follow-ups should be sent every 60 days.  No more than three response/follow-up transactions per SDR will be allowed.

C17.3.11.1.8.  By exception, DLA Disposition Services will not generate SDR follow-ups for turn-in of partial weapons lacking the required list of missing parts or a signed statement certifying that the weapons have missing parts.  Turn-in activities are required to respond to the SDR within 25 days.  Additionally, DLA Disposition Services will attempt to contact the turn-in activity off-line, and if it has not resolved the issue within 25 days, DLA Disposition Services will return the serialized weapons/weapon parts or contact the DoD Registry (~~Logistics Support Activity~~ *Logistics Data Analysis Center (LDAC*~~LOGSA~~)) for resolution/disposition instructions or referral to the owning Service.  ~~LOGSA~~ *LDAC* may contact others to include item managers as deemed necessary to provide resolution.

C17.3.11.2.  Action Activity Procedures.  Action activities must respond to submitter follow-ups in a timely manner *as shown in Table C17.T1*.  Action activities are encouraged to be responsive to submitter follow-ups in a positive way whenever possible.  Rejection should be reserved for unduly late follow-ups where the elapsed time impedes proper research.  Follow-ups on open SDRs submitted prior to completion of the authorized response time or after a significant delay may be rejected using the assigned reject reply code.  The preferable response to follow-ups submitted after the SDR has been closed is retransmission of the original response.

C17.3.11.2.1.  Upon receipt of the follow-up, the action activity will ensure that a response with disposition or interim status is provided within 30 calendar days.

C17.3.11.2.2.  Action activities may reject premature follow-ups using SDR Reply Code 933.

~~C17.3.11.2.3.  Action activities may reject late submission of follow-ups on unresolved non-FMS SDRs using SDR Reply Code 715 no sooner than 200 days have elapsed since the date of shipment if the action activity has no prior record of the SDR, or no sooner than 100 days from the date of the last transaction recorded by the action activity (e.g. an information copy of the SDR or an interim reply).~~

C17.3.11.2.*3*.  The applicable ILCO is responsible for rejecting FMS SDR follow-ups considered outside acceptable time standards.

*Intervening text not shown.*

C17.3.14. *Reconsiderations (Transaction Set Purpose Code 15)* ~~Contested Decisions~~ for Non-Security Assistance Related Discrepancies. When the SDR originator does not concur with a reply/disposition received in response to an SDR, they will forward the SDR indicating a ~~contested~~ *Reconsiderations (Transaction Set Purpose Code 15)* decision. Requests for reconsideration pertaining to ~~distribution center~~ *storage activity* shipments will be forwarded to the shipping depot *(exception is the Army, see C17.3.10.2.1.1);* all others will be forwarded to the source of supply. Requests for reconsideration must be submitted within 45 calendar days from date of action activity response. Cite the SDR report number of the original report. For transactional exchange, SDR applications will include the WebSDR-assigned control number when known. Requests for reconsideration transactions require all data that was in the previous SDR submission.

C17.3.14.1. In addition, a narrative entry is required to provide justification for reconsideration. POC information for the new submission and submission date is required. An SDR must be in a closed status before a request for reconsideration can be submitted (this means the action activity reply to the SDR must be recorded within the applicable Component application).

C17.3.14.1.2. *The action activity has 45 calendar days to respond to the request for reconsideration.* The designated recipient of the request for reconsideration will review all data relating to the problem and provide a response to the reporting activity with information to all concerned parties within 45 calendar days. When the shipping depot is unable to respond to the *reconsidered* ~~contested~~ SDR, the depot will forward the SDR to the source of supply for resolution ~~(when the SDR is forwarded, the 45 calendar days for processing and evaluation will begin when the SDR is received by the source of supply)~~. The resulting decision will be final.

*Intervening text not shown.*

~~C17.3.12.1.2.1.4. Source of Supply Returning SDR Disposition Instructions to Storage Activity/Initial Action Activity after Storage Activity Response.~~[1]

~~C17.3.12.1.2.1.4.1. Following initial action activity reply/forwarding and closure of the SDR by the initial activity system, the source of supply for the shipment may need to return the SDR to the storage activity/initial action activity to reopen the SDR and perform directed disposition instructions. To accomplish this, the SDR reply must identify the storage activity/initial action activity as the Transfer-To party and the appropriate interim reply code: Reply Code 526 (Credit authorized; storage activity issue reversal requested) or Reply Code 527 (SDR returned to storage activity/initial action activity for additional action (see remarks)). WebSDR will recognize this construct and make distribution to the SDR submitter and the~~

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[1] Refer to ADC 1217.

~~identified action activity (or reject inappropriately forwarded SDRs with Reply Code 945).~~

~~C17.3.12.1.2.1.4.2. The storage activity/initial action activity system must reopen the SDR upon receipt of the incoming reply. Storage activity/initial action activity personnel will review the requested disposition and respond as appropriate within 25 days. If the storage activity/initial action activity is able to complete the requested action, that activity will provide a new reply to the customer citing applicable reply codes including Reply Code 151 (Replacement/revised disposition/status; prior response is superseded). WebSDR will distribute the reply to the SDR submitter and to the source of supply based upon inclusion of the source of supply in the owner/manager/source of supply field.2 If the storage activity/initial action activity is unable to complete the requested deposition for issue reversal, it may forward the SDR to the source of supply for action using Reply Code 530 (Storage activity unable to perform requested issue reversal) and the appropriate 300-series forwarding reply code. If the storage activity/initial action activity is otherwise unable to complete the requested disposition, the 300-series forwarding reply applies. The source of supply should contact DLA Distribution if it does not receive a response to the returned SDR within 30 days.~~

*Intervening text not shown.*

~~C17.5.7. SDR Follow-Up. When the action activity does not respond to an SDR within the prescribed time standard specified in this chapter, the ILCO, acting on behalf of the Security Assistance customer, will submit an SDR follow-up. Prior to submitting a follow-up, the ILCO must first attempt to ascertain the status of the SDR using the DoD WebSDR query function. If there is no record of an action activity reply, a follow-up should be submitted. Follow-ups must be directed to the last identified action activity when the original SDR was forwarded by the original recipient. Cite the SDR report number of the original report. For transactional exchange, include the WebSDR assigned control number when known.~~

~~C17.5.7.1. Follow-up transactions should include all data that was in the previous SDR submission. POC information for the follow-up and the follow-up date are required. A narrative entry is required to provide clarification for the follow-up.~~

~~C17.5.7.2. If no response is received to the follow-up within 30 calendar days, the ILCO may contact DLA Distribution for distribution center shipments or the source of supply to request assistance. Off-line communication with the action activity is recommended because electronic processing errors may have impeded timely response to the SDR and subsequent follow-up. DLA Distribution or the source of supply will ensure that a response with disposition or interim status is provided within 30 calendar days.~~

*Intervening text not shown.*

### C17.5.9.1.  Requests for Reconsideration

C17.5.9.1.1.  The Security Assistance purchaser may ask the U.S. Government to reconsider the disposition for a reported supply discrepancy. Purchasers must send a Request for Reconsideration *(Transaction Set Purpose Code 15)* to the ILCO within 45 calendar days from the date of the ILCO final reply to the customer concerning disposition, except when materiel/exhibit return to the customer is required subsequent to US Government-directed evaluation/testing/repair.  This exception is applicable only when the materiel/exhibit must be re-inspected by the customer to confirm that the reported discrepancy/deficiency has been resolved and, therefore, additional transportation time is necessary for the return shipment.  Under this scenario only, the SA purchaser is authorized up to 90 days from the date of the final ILCO reply to submit the Request for Reconsideration to the ILCO.  The ILCO will be responsible for monitoring that requests for reconsideration are submitted within the allowable time standards.

C17.5.9.1.2.  The request for reconsideration will use the nonconformance number associated with the original report.  When the customers ask for reconsideration, the ILCO will add a Suffix Code R to the SDR number.  The ILCO will convert the request for reconsideration to electronic transmission and forward to the appropriate DoD ICP/IMM or GSA action activity for reconsideration within 20 calendar days of receiving the request for reconsideration from the customer.  If relevant information is not accessible by the responsible activity, the ILCO may forward supporting documentation.  The designated recipient of the request for reconsideration will review all data relating to the problem and provide a response to the reporting activity with information to all concerned parties within 45 calendar days (90 days for security assistance shipments where materiel was returned to country when previous SDR resubmission was closed).  When the shipping depot is unable to respond to the contested SDR, the depot will forward the SDR to the source of supply for resolution ~~(when the SDR is forwarded, the 45 calendar days for processing and evaluation will begin when the SDR is received by the source of supply)~~.

C17.5.9.2.  Second Request for Reconsideration *(Contested Transaction Set Purpose Code 50*~~Reconsideration Response~~).  Security Assistance customers may further contest the ICP/IMM or GSA decision given after the request for reconsideration. To do so, the customer must send a written request to the ILCO within 45 calendar days from the date of the ILCO reply to the request for reconsideration.  The customer must indicate why the ICP/IMM or GSA decision is not satisfactory.  Cite the nonconformance number on the original SDR.  The ILCO will add a Suffix Code C to the report number, which will be used in all references to the SDR.  The ILCO will convert the request to electronic transmission and forward the SDR, with an appropriate advice code, within 20 calendar days to the appropriate focal point who will review all the information and send the ILCO the final decision within 50 calendar days from the date of receipt of the ILCO information.  A contested reconsideration may only be submitted transactionally to DoD WebSDR and will be forwarded to the original action activity(ies).  Additional distribution may be accomplished manually.  ~~Pending full DLMS implementation, contested reconsideration requests may be forwarded manually.~~  If relevant information is not

accessible by the focal point, the ILCO may forward supporting documentation. The ILCO will ensure all interested parties receive the SDR resolution.