



DEFENSE LOGISTICS AGENCY
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IN REPLY
REFER TO J627

July 21, 2011

MEMORANDUM FOR SUPPLY PROCESS REVIEW COMMITTEE MEMBERS

SUBJECT: Approved Addendum to Approved Defense Logistics Management System (DLMS) Change (ADC) 245C, Notification for Distribution Depot Product Quality Deficiency Report (PQDR) Exhibit Receipt - Product Data Reporting and Evaluation Program-Automated Information System (PDREP-AIS) Interface (Supply/SDR)

The attached change to DoD 4000.25-M, Defense Logistics Management System (DLMS), is approved for phased implementation beginning approximately September 1, 2011. Initial implementation on this date will allow for information copies of Exhibit Receipt Alerts to be copied to the PDREP-AIS. The inclusion of discrete data elements is scheduled for implementation April 2012. Pending implementation of discrete data elements, manual procedures are required to ensure required data content is included in the remarks.

Addressees may direct questions to Ms. Ellen Hilert, email: Ellen.Hilert@dla.mil. Others must contact their Component designated Supply Process Review Committee representative.

A handwritten signature in cursive script, appearing to read "D C Pipp", with the word "for" written in smaller letters to the left.

DONALD C. PIPP

Director

DLA Logistics Management Standards

Attachment
ADC 245C

cc:
ODASD(SCI)
SDR Subcommittee and Interested Parties
DoD PQDR Committee

**Approved Addendum to ADC 245C, Notification for Distribution Depot
PQDR Exhibit Receipt - PDREP-AIS Interface**

1. ORIGINATING SERVICE/AGENCY AND POC INFORMATION: US Navy, NAVSEA Logistics Center Detachment Portsmouth, (207) 438-6479

- a. **Technical POC:** NAVSEA Logistics Center Detachment Portsmouth, (207) 438-6479
- b. **Functional POC(S):** NAVSUP, (717) 605-1746 and DLA J-33, (703) 767-2630

2. FUNCTIONAL AREA:

- a. **Primary/Secondary Functional Area:** Supply and Quality Assurance
- b. **Primary/Secondary Functional Process:** Product Quality Deficiency Reporting (PQDR) Exhibit handling process and status reporting.

3. REFERENCES:

a. DLMSO memorandum dated January 9, 2006, subject: DLMS ADC 188, Quality Related Discrepancies Identified During Distribution Depot Receipt and In-Storage Screening (Supply/SDR/SQCR). ADC 188 established multiple quality-related discrepancy codes including Discrepancy Code Q11 for use by the Distribution Depots to notify the source of supply (SoS) electronically of receipt of a customer return of a PQDR exhibit item. This process pre-existed the DoD WebSDR program using the same legacy transaction used for internal DLA SDR exchange. When implemented in the DLMS exchange, it required transition to unique discrepancy codes so as not to conflict with Q-series discrepancy codes authorized for use on Security Assistance SDRs.

b. DLMSO memorandum dated June 8, 2007, subject: DLMS ADC 245, Notification for Distribution Depot Product Quality Deficiency Report Exhibit Receipt. This change was subsequently revised as ADC 245A, dated July 13, 2007. ADC 245/245A defined new routing and processing changes for SDR's prepared as receipt notifications by Distribution Depots to alert Air Force managers of the arrival of Air Force owned PQDR exhibits (Discrepancy Code Q11, Returned PQDR Exhibit Deficiency). The depot was instructed to provide the Air Force-assigned "PQDR Accession Number" from the tagged exhibit to link the exhibit received to the applicable PQDR recorded in the Air Force PQDR system.

c. DLMSO memorandum dated July 3, 2008, subject: DLMS ADC 245B, Notification for Distribution Depot Product Quality Deficiency Report Exhibit Receipt. This change republished ADC 245A with updates to remove the original requirement for identification of the Air Force-assigned "PQDR Accession Number" on the notification of PQDR exhibit receipt (Discrepancy Code Q11) and replace it with the DoD standard data element PQDR "Report Control Number (RCN)."

4. BACKGROUND:

a. Intent of the transaction: The intent of the transaction is to permit the Distribution Depot to use the Distribution Standard System (DSS) Automated Discrepancy Reporting System (ADRS) to provide notification of PQDR exhibit receipt via 842A/W transactions to the Product Data Reporting and Evaluation Program-Automated Information System (PDREP-AIS). Data exchange concerning status of PQDR exhibits between systems does not currently exist. The goal is to improve visibility of exhibit status to the PQDR user community that does not have access to DSS exhibit information by displaying additional exhibit data with the PQDR record in the PDREP-AIS. This is to ensure that all DLA processed PQDRs in the PDREP-AIS have the most current exhibit status and point of contact information available.

b. Scenario for which the transaction is used: A PQDR is submitted into the PDREP-AIS either manually or received by the PDREP-AIS from another automated information system. The PQDR is processed, as it currently is, from the originator, to screening point, and eventually to a DLA action point. The DLA action point may request the exhibit be sent from the originator to DLA. When this happens, the PDREP-AIS currently receives an exhibit request transaction from DLA's Enterprise Business System (EBS) that is placed in the PDREP-AIS PQDR history, and exhibit tracking data is updated. The originator sends the exhibit to DLA and is provided the option to report status of the shipment in PDREP-AIS. Material handling of the exhibit is recorded in the DSS. No data concerning the exhibit receipt currently takes place from this point on unless users in EBS report.

c. Procedures, transactions, data elements, processing details in use today: As a part of the normal exhibit handling processes by DLA personnel performing data entry into DSS, 842A/W transactions from DSS containing the latest status of the PQDR exhibit should be routed to the PDREP-AIS. DSS already sends exhibit updates data to Air Force via WebSDR 842A/W transactions (converted to email by WebSDR for transmission to the Joint Discrepancy Reporting System (JDRS) as described in Reference 3d).

5. PROPOSED CHANGE(S):

a. Requested change in detail: This change expands DoD WebSDR business rules associated with ADC 245 (refer to References). Under the updated procedures, WebSDR will route action or information copies of DLMS 842A/W SDR transactions containing a Discrepancy Code Q11 (Returned PQDR Exhibit Deficiency) from DSS to the PDREP-AIS to update the related PQDR's exhibit information.

b. Approved procedures:

(1) Update WebSDR to provide an information copy of exhibit receipt notifications (regardless of the owner/action activity) to PDREP-AIS. (Note: For the Marine Corps (Routing Identifier MPB) this may result in both the action copy and the information copy being provided to the same application. DoD WebSDR will suppress the information copy to preclude duplicate transmissions.)

(2) In addition to the already required PQDR RCN, update the DLMS 842A/W, SDR, to establish a data field for the Deficiency Report Unique Identifier (DRUI) for use in exhibit receipt

notifications identified by Discrepancy Code Q11. The DRUI should be populated when available for Air Force PQDR exhibit returns. This will be in addition to the PQDR RCN when both are available. DSS will implement both data elements using the appropriate data fields.

(3) Review Distribution Depot training to ensure that exhibit receipt notifications are prepared for all Components (citing the PQDR RCN and the DRUI when both are available). These data elements should be included in the remarks text pending implementation of the discrete data fields in DSS.

(4) Navy, Marine Corps, and Army must ensure that their automated applications and internal training procedures recognize Discrepancy Code Q11.

c. Alternatives:

(1) DSS could provide periodic exhibit data to the PDREP-AIS external to the 842A/W with a database link, web service, or SFTP to PDREP-AIS.

(2) DLA Logistics Management Standards also recommends consideration of using an information copy of the standard DLMS receipt transaction (527R) prepared by the receiving depot with Supply Condition Code Q as mechanism for PDREP exhibit tracking. See 7b. Disadvantages below.

6. REASON FOR CHANGE:

a. A DoD PQDR lean team has identified a lack of exhibit status visibility as a cause of incomplete PQDR investigation and lost material. PQDR processing points are unaware of the locations and statuses of PQDR exhibits.

b. The DoD lean team's out brief power point slides (Joint Service, Defense Logistics Agency (DLA) & Defense Contract Management Agency (DCMA), Product Quality Deficiency Report (PQDR) Black Belt Project, dated 10 November 2010) used to out brief the conclusion of the lean event indicated that \$160M of material for Air Force alone was awaiting disposition in DLA warehouses and ~55% of exhibits get stuck in the system slowing down or stopping PQDR investigations completely. One of the recommendations by the DoD lean team is to share exhibit data between systems to improve exhibit tracking and visibility.

c. Compliance with DLAR 4155.24, Section II, Paragraph F.1, which states:

“F. Action/originating/screening/Support Point Exhibit responsibilities. Action, originating, screening, and support points will each:

1. Establish information systems to monitor the status of exhibit disposition instructions for compliance with requirements of Figure 3. All exhibit management systems shall utilize the PQDR originators report control number.”

d. Figure 3 in Enclosure 2 of DLAR 4155.24, page 11 references that the originator ship exhibits to the action or support point when requested and notifies the screening point/action point. The functionality already exists within the PDREP-AIS to document shipment. The additional exhibit status

data received from DSS in conjunction with EBS transactions already received and manual data entry in PDREP-AIS, will significantly enhance the exhibit status of the PQDR record in PDREP.

7. ADVANTAGES AND DISADVANTAGES:

a. Advantages (tangible/intangible)

(1) Pending implementation of a more appropriate interface or procedures, this ADC is an interim measure, with minimal impact, that will allow enhanced visibility of PQDR exhibit receipts.

(2) When exhibit status is accessible by all PQDR processing points (originator, screening, action, and support points) personnel can effectively manage the exhibit process. The perception that material is lost is corrected and the material can be forwarded to the correct agency for continued material and PQDR processing. When PQDR exhibits status is known, PQDR investigations can proceed as they are meant to. Material handlers will be able to communicate with the PQDR process via the 842A/W transaction. Once the upgrade is completed, testing and training can begin.

(3) Millions of dollars worth of PQDRs go without getting reconsideration for originators or correcting stock system issues concerning the defective material. Stock system issues do not get adequate investigations to prevent recurring issues. Additionally, SDR action points could potentially provide disposition without recognizing the material is tied to an active PQDR (but with proper training could be a non-issue).

b. Disadvantages: Further integrates the use of the 842A/R, SDR, citing Discrepancy Code Q11 for use in exhibit receipt notification rather than the more appropriate use of the 527R, Receipt, citing Supply Condition Code (SCC) Q. SCC Q is defined as:

Q ¹	SUSPENDED (PRODUCT QUALITY DEFICIENCY)	Potential and confirmed product quality deficiency related materiel which is prohibited for use within DoD and prohibited for reutilization screening. Includes product quality deficiency exhibits returned by customers/users as directed by the IMM due to technical deficiencies reported by Product Quality Deficiency Report. Exhibits require technical or engineering analysis to determine cause of failure to perform in accordance with specifications. Includes product quality deficient materiel identified by SF 368, Product Quality Deficiency Report; DD Form 1225, Storage Quality Control Report; SF 364, Supply Discrepancy Report (Security Assistance only); or authorized electronic equivalent.
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¹ Last reported that Navy implementation of SCC Q was deferred to their Enterprise Resource Planning system modernization effort.

8. ASSUMPTIONS USED OR WILL BE USED IN THE CHANGE OR NEW DEVELOPMENT:

a. In order for this process to work properly, the 842A/W transaction prepared by the depot for PQDR exhibit alert must include the PQDR RCN and DRUI mapped to the appropriate data field.

b. Although originally planned for implementation in 2008, DSS has not yet implemented the PQDR RCN data field. The previously identified requirement for the Air Force Accession Number has now been replaced by the requirement for the DRUI. DLA has updated the systems change request accordingly for implementation in the release planned for FY12.2.

c. All Services identify additional training requirements for the exhibit reporting process for SDR action points on proper handling of SDRs that are associated with a PDQR exhibit receipt.

9. ADDITIONAL COMMENTS TO CONSIDER: DSS already sends exhibit status 842A/W transactions via WebSDR to other systems.

10. NOTE ANY REGULATIONS OR GUIDANCE: DLAR 4155.24 Product Quality Deficiency Reporting Program

11. ESTIMATED TIME LINE/IMPLEMENTATION TARGET: Beginning April 2012.

12. ESTIMATED SAVINGS/COST AVOIDANCE ASSOCIATED WITH IMPLEMENTATION OF THIS CHANGE: Not available; refer to paragraph 6.b.

13. IMPACT:

a. PDREP: While PDREP is already programmed to receive 842A/W and update associated PQDRs exhibit data, additional programming may be required to further integrate this process into the exhibit tracking module within PDREP-AIS.

b. WebSDR: WebSDR routing rules will require update as described above. SDR records and email must accommodate specified data content.

c. DSS ADRS: DLA Distribution will update DSS to support identification of the the PQDR RCN and the DRUI as distinct data elements in the 842A/W citing Discrepancy Code Q11.

d. JDRS: When implemented the SDR will carry the distinct data fields for PQDR RCN and DRUI rather than the current text field. Pending a more appropriate interface, personnel will use this information to update JDRS.

e. New DLMS Data Elements: DRUI is established as a new data element. This is a unique number assigned by the Air Force to track specific product quality deficiency exhibit returns. This identifier may apply in addition to the PQDR report control number also assigned for exhibit tracking. Currently constructed as a 6 position number, but expanded under DLMS to 7 positions to support potential need to expand the field length. (Any previous identification of the AF Accession Number should be removed.)

f. **Changes to DLMS Data Elements:** None.

g. **DLMS Manual Update:** The following changes identified in ***bold italics***.

“C17.3.21. DAAS SDR Processing

C17.3.21.1. Under DLMS, SDRs shall be integrated with standard logistics transaction processing through DAAS. DAAS shall perform the following actions:

C17.3.21.1.1. Pass/route SDR transactions

(intervening text not shown)

C17.3.21.1.1.2. Route the action copy of SDRs reporting distribution depot receipt of PQDR exhibits (Discrepancy Code Q11) to the materiel owner ~~by agreement with DLA. For USAF owners this process will use an electronic (email-based) interface with the USAF processing system for product quality~~ ***and an information copy to Product Data Reporting and Evaluation Program-Automated Information System (PDREP-AIS). For USAF owners, an information copy will also be sent via to the Joint Discrepancy Reporting System (JDRS) email account.***”

Enclosure 1, DLMS Supplement Revisions

Item #	Location	Revision to 4030 842A/W	Reason
1.	DLMS Introductory Notes	<p><u>Added Approved Addendum to ADC 245C to DLMS Introductory note 5:</u></p> <p><i>- Approved Addendum to ADC 245C, Notification for Distribution Depot Product Quality Deficiency Report (PQDR) Exhibit Receipt - Product Data Reporting and Evaluation Program-Automated Information System (PDREP-AIS) Interface</i></p>	To identify DLMS changes included in supplement
2.	2/REF01/0700	<p><u>Add qualifier "GO" and DLMS note:</u></p> <p>GO Exhibit Identifier DLMS Note:</p> <p><i>1. Use to identify the Deficiency Report Unique Identifier (DRUI) assigned to the PQDR exhibit for USAF in conjunction with discrepancy code Q11. Refer to ADC 245C.</i></p> <p><i>2. For GO: WebSDR field Length = min 6; max 7</i></p>	Reinstates the data field previously intended for the PQDR Accession Number. The DRUI will appear as distinct data field. Required by the USAF to associate the exhibit receipt with the applicable PQDR.
3.	2/REF01/0700	<p><u>Revise DLMS notes for qualifier "QR" as follows:</u></p> <p>QR Quality Report Number</p> <p>DLMS Note:</p> <p><i>1. Use to identify the PQDR Report Control Number (RCN) for cross reference to the PQDR exhibit when the discrepancy code is Q11. Refer to ADC 245C.</i></p> <p><i>2. Pending full implementation of ADC 245, the PQDR Report Control Number will be carried as the first line of the SDR remarks text, e.g. PQDR REPORT CONTROL NUMBR: FB1111080111.</i></p> <p><i>3. Implementation pending under ADC 245.</i></p> <p><i>2. For QR: WebSDR field length =15</i></p>	Removes instructions for text entry during pending implementation.

Enclosure 2, Concurrence and Comments

	Originator	Concurrence/Comment	Response
1.	Army	HQDA DCS G-44(S) Concurs with ADC 245C as written.	Noted.
2.	DLA	<p>DLA concurs.</p> <p>1. Comment from TQ:</p> <p>Where the "Accession number" is mentioned should be replaced with "Discrepancy Report Unique Identifier (DRUI)".</p> <p>2. Comment from Distribution-Receiving:</p> <p>I looked over the enclosed SCR and it appears it does address the issue of PQDR exhibit visibility. SCR is ranked #2 for FY12.2 DSS release with IOC beginning 16 Apr 12 and FOC ending 1 Jun 12.</p> <p>SCR (#139134) does address the visibility of the RCN and DRUI numbers as being captured at time of receipt and pre-populated to the QD223 screen in data fields, becoming part of the data as it is transmitted through WEB SDR.</p> <p>3. As for the staffing note, the question is: Should the use of the DLMS transaction 842A/W be considered a cost reimbursable service? I would say yes since it's a specific service required by the services however, this is not a normal part of any receipt but conducted behind scenes.</p> <p>The above statement still requires review by Distribution's J7.</p> <p>4. I will resubmit requesting 2 separate and unique fields - one to accommodate the RCN as a 15 character field which can be either alpha or numeric (no special characters allowed) and the other Accession number which is a 6 character field which will only be numeric.</p>	<p>Noted.</p> <p>1. Updated as Deficiency Report Unique Identifier (DRUI)</p> <p>2. Implementation date updated to coincide with DSS release.</p> <p>3. Noted.</p> <p>4. Noted.</p> <p>5. All Q11 transactions will be sent to PDREP-AIS, so no specific rules are needed for BRAC sites.</p>

		<p>-245C PQDR Exhibit Receipt to PDREP: WebSDR will route action/information copies of SDRs with Discrepancy Code Q11 (Returned PQDR Exhibit Deficiency) from depots to the PDREP-AIS to update the related PQDR's exhibit information. DSS will add the Discrepancy Unique Identifier (DRUI) (formerly called Accession Number) and the PDQR Report Control Number as distinct and separate data fields scheduled to be programmed in the next release.”</p> <p>5. How to handle the Q11 code for BRAC sites on SDRs transactions, PDREP, does the Marine Corp want Q11 transaction to come on the line. In PDREP, it exhibit status will come in as an SDR application, then the exhibit status will be updated on the PQDR side. They need a decision regarding how DLA wants the Q11 transaction handled.</p>	
3.	USTRANSCOM	Abstains	Noted.
4.	Marine Corps	<p>Concur. Marine Corps users of PDREP and SDR functions were unaware of the stated Q11 discrepancy code.</p> <p>Current instructions used by personnel have no reference of the code itself and how it is applied.</p>	Noted.
5.	Navy	<p>1. NAVICP-OF concurs with the subject proposed addendum to ADC 245C as written.</p> <p>2. PQDR Process Owner comments:</p> <p>a. How will the DLA Distribution Depots know the difference between material returned to the Depots for Investigations (Exhibits) and material returned to the Depots after the PQDR investigation is complete (Final Disposition)? Will they be handled the same? Does it matter? Copies of the PQDR are shipped with both the Exhibits AND upon Final disposition (for litigation, for return to contractor, for disposal...) This would allow for a neat "closed loop" in PDREP. Just wondering how Depots would know when to submit the "842A/W" transaction? ...per NAVICP-M854 PQDR Screening Point</p> <p>b. Can this interface transaction be expanded for use as necessary with other PQDR IT systems, such as</p>	<p>1. Noted.</p> <p>2.a. The exhibit receipt alert already goes to JDERS via email as a distribution copy of the SDR. That is what was requested rather than the DLMS transaction. The original plan was for systemic processing of the email facilitated by consistent input by DSS. This implementation never occurred, and the SDRs are read and records manually updated.</p> <p>2.b. The exhibit alert notification is the same regardless of whether it is the initial receipt of the exhibit or</p>

		NAVAIR's JDRS used by the aviation community once appropriate system requirements are complete? Would a separate PDC be required? ...per Joint Service/Agency PQDR Black Belt Project	its subsequent return (e.g. from testing). The AF has complained about this in the past, but, as of now, DLA has not concurred with other approaches that the AF proposed (such as direct input to JDRS by DLA depot personnel).
6.	Air Force	<p>1. The USAF has both a PQDR RCN and a "accession number" (now called a DRUI-Deficiency Report Unique Identifier) for each and every DR submitted. Since one Deficiency Report (DR) could have multiple exhibits, the case also exists where the same PQDR RCN+DRUI pair would be shared by each of the exhibits for that particular DR. We sometimes get WebSDR notifications for each of many exhibits on a single DR.</p> <p>I reviewed the PDC245C just yesterday and the references to "accession number" we interpret as our DRUI. It might be confusing to exhibit receivers because the exhibit tag would likely have "DRUI" rather than "Accession Number" on it. I applaud DSS splitting those data elements (PQDR RCN & DRUI) into distinct fields.</p> <p>2. DRUI length: Currently a 6 digit numeric positive integer. After enough reports, would grow to seven digits but that is years (at least 7) away.</p>	<p>Documentation updated to reflect correct terminology.</p> <p>2. DoD systems should be updated to accommodate a 6 or 7 position value to preclude future database updates.</p>
7.	DPAP (contractor support)	We do not have any comments at this time.	Noted.