IN REPLY
REFER TO

DLMSO   February 27, 2006

MEMORANDUM FOR SUPPLY PROCESS REVIEW COMMITTEE MEMBERS

SUBJECT: Withdrawal of Proposed DLMS Change (PDC) 183, New Supply
             Discrepancy Report (SDR) Discrepancy Code (W7) to Identify Shipping
             Discrepancies due to Customer Requisitioning Error (Supply/SDR)

        This announces the formal withdrawal of PDC 183, dated July 5, 2005, by
the Defense Logistics Agency, Material Accountability & Distribution Policy (DLA- J-
3751). Withdrawal is due in part to financial considerations for the potential impact of this
change and also to the negative response that this PDC received from other Components.
As a result, DLA plans to change internal policy to not treat customer requisitioning errors
as supply discrepancies. This will bring DLA in conformance with current DOD policy
and procedures for handling customer requisitioning errors. DLA policy will be to direct
customers to use the material return program to resolve customer requisitioning errors.

        No further response to the original PDC staffing is needed. Addressees may direct
questions to the Defense Logistics Management Standards Office point of contact, Ms.
Ellen Hilert, Chair, Supply Process Review Committee, 703-767-0676, DSN 427-0676,
or e-mail: Ellen.Hilert@dla.mil Others must contact their Component designated
representative.

                            DONALD C. PIPP
                            Director
                            Defense Logistics Management
                            Standards Office

Attachment (PDC 183 as staffed)

cc:
SDR Committee U.S./Security Assistance
ADUSD(L)SCI

1. Originator: Defense Logistics Agency DLA/J-3731

2. Functional Area:

   Primary: Supply SDR

3. Requested Change:

   a. Title: New Supply Discrepancy Report (SDR) Discrepancy Code (W7) to Identify Shipping Discrepancies due to Customer Requisitioning Error

   b. Description of Change: There are numerous situations where customers use the SDR process to report receipt of a wrong item which is due to a "customer requisitioning error." Although technically a complaint of this type may not be considered a true supply discrepancy by some organizations, DLA in an effort to improve customer support, does receive customer complaints of this type and, in applicable situations, authorizes materiel return, credit, debit, etc. Currently, DLAI 4140.55 has no applicable discrepancy code for a customer or the Source of Supply (SOS) to properly identify an SDR submitted by a customers that was caused by a requisitioning error.

Request a new Discrepancy Code be added to DLAI 4140.55 and applicable DLMS documents to accommodate situations where the shipping discrepancy was caused by a customer requisitioning error.

New Discrepancy Code:	Definition:
W7	**Customer Requisitioning Error**

   c. Procedures: Add Discrepancy Code W7 to DLAI 4140.55 and applicable DLMS documentation to allow the customer, the shipper, and SOS to properly identify the discrepancy on SDRs as a "customer requisitioning error" when research shows the discrepancy to be a customer error. This will help eliminate current issues where customers use incorrect discrepancy codes to identify this type discrepancy.   When the W7 discrepancy code is used the SDR would always be automatically routed by WebSDR/DAAS to the appropriate SOS. The SOS would always be the "Action Activity" for the W7 as they are for T8, all Q_ Series, and all U_ series Discrepancy Codes.   WebSDR routing for DLA will be: to BSM via DLMS 842 Transaction and to CDCS/SAMMS via S7 transaction. Routing for Component SOS will follow existing business rules. Currently supply discrepancies for customer errors are incorrectly coded

and often incorrectly routed to the shipper activity that does not have the authority to make decisions on customer errors.

4. Reason for Change: With a specific code to correctly identify Supply Discrepancies due to "Customer Error", the customer will have an applicable code to use instead of using various inappropriate discrepancy codes such as W1, W2, W6, etc. When customers use inappropriate codes, they either identify the actual discrepancy in the "Remarks" block of the SF 364 or they don't identify the error at all. Often the requisitioning error is discovered by the SDR office (Action Activity) assigned to work the SDR. If W7 is added as a valid discrepancy code, those Action Activities could use a discrepancy code that would correctly identify the situation when they respond to the SDR or forward to the SOS. Inappropriate use of other discrepancy codes to identify "Customer Error" causes a problem for Services or Agencies if they accept the complaint and give credit, debit, or allow material return. Problem: Use of inappropriate discrepancy Codes to describe "Customer Error" causes the error to be counted against the SOS or the "shipper" neither of which are actually at fault (i.e. reported on SDR management reports).

5. Advantages and Disadvantages:

   a. Advantages: By adding the new code (W7) the customer can enter a shipping discrepancy that will accurately identify the true error. This will eliminate improper use of W1, W2 and W6 by the customer to describe his error. This will allow proper reporting of this type discrepancy and keep errors of this sort from being counted against the shipper / SOS. It will also provide a code which can be used by all services/agencies to identify who is making requisitioning errors and quantify the number of shipping errors due to "Customer Error".

Adding a new Discrepancy Code to identify a "Customer Error" shipping discrepancy to properly identify the error will not have any affect on the disposition. SOS will still retain authority to determine if credit, debit or return is appropriate or feasible on a case by case basis as is done today.

   b. Disadvantages: None identified

6. IMPACT:

   a. Data Content/Procedures: This change will impact future processing of Supply discrepancies between DAAS/WEBSDR and ISDR/DSS – Shipping depots/activities will no longer receive "Customer Requisitioning Error" complaints. This change will affect SDR routing between DAAS/WebSDR and SOS systems (to include; BSM and CDCS/SAMMS). WebSDR/DAAS will route all discrepancies with the W7 code to the SOS for action/disposition.

   b. Publication(s): This change will impact DLAI 4140.55 and DOD 4000.25-M, DLMS.