**C3. CHAPTER 3**

**CUSTOMER PROCEDURES**

C3.1. GENERAL. The Defense Automatic Addressing System (DAAS) processes are designed to effectively use the telecommunications services provided by the Defense Integrated System Network, (DISN) Defense Message System (DMS) and Commercial Value Added Networks (VANs). The Defense Data Network (DDN) format outlines the required file formatting to be used by DAAS customers when preparing transaction files for delivery to the DAAS. The systems use these services to receive and transmit logistics traffic, and to provide a variety of logistics-related services to its worldwide customer base. DAAS systems are designed to facilitate the integration of logistics and telecommunications processes thus providing a single interface to both private and commercial telecommunications networks. DAAS processing is a near ‘real-time’ transaction oriented system with direct interfaces to a variety of telecommunications networks. They are designed to receive, validate, process, and forward all logistics transactions, provided they are computer-readable and authorized for transmission off-station by the customer. DAAS operates co-processing facilities at two sites with fully redundant connectivity to the aforementioned telecommunications networks. Each site has the capability to handle the entire DAAS’ workload should a contingency situation occur.

C3.2. DAAS COMPLIANCE. The Department of Defense (DoD) Component/Participating Agency that has the capability to transmit computer-readable logistics transactions, via the above-mentioned tele-communications networks, will use the procedures prescribed herein. Any eligible activity not now participating in the DAAS is requested to do so by contacting the appropriate DAAS focal point (See section C1.8) for initial guidance and determination of its designated primary DAAS support site.

C3.3. MESSAGE PREPARATION AND TRANSMISSION

C3.3.1. Preparation. Customer logistics transactions in (legacy 80 record position transaction formats), Defense Logistics Management Standards (DLMS) Accredited Standards Committee (ASCX12 / eXtensible Markup Language (XML)), or User Defined File (UDF) formats will be assembled into messages/ files suitable for electronic transmission, in accordance with the appropriate established telecommunications procedures. Also, the computer-readable logistics transactions or service-type narrative messages will be sent to the DAAS for recovery, retransmission, or tracer actions. Messages of this type should be prepared as prescribed in the appropriate communication procedures. Customers should only send ‘unclassified’ messages/data files to the DAAS for processing. Classified message/data files must be sent directly to the intended recipient via secure Secret Internet Protocol Router Network (SIPRNET) connections. DAAS and its customers assemble various type transactions into appropriate message formats for electronic transmission. The messages are addressed to the DAASDLA Transaction Services facility designated to serve the customer, without regard to the individual addresses contained in the transactions within the message text.

| Table C3.T1. Authorized Transaction Formats | |
| --- | --- |
| FORMAT | RULE |
| Joint Army/Navy Procedures (JANAP) Data formatted as data pattern | Narrative JANAP 128 messages |
| DAAS Defense Data Network (DDN) | Data formatted in the DAAS DDN Format |
| DDN Segment Header | Data formatted in the DAAS DDN format without the file header |
| eBusiness | Data formatted in the DLSS, DLMS ASC X12, XML, or UDF formats |

C3.3.2. Transmission. The DAAS receives and sends computer-readable logistics transactions via multiple networks and connection methodologies. Unless specifically authorized, all exchanges of logistics transactions and related reports will be in machine-readable format and forwarded via the DAAS using electronic means. The DISN/Secure File Transfer Protocol (SFTP)/***AS2/HTTPS/SMTP/***IBM MQ provide long haul and area data communications and interconnectivity for DoD systems. Small volume customers can also connect to the DAAS using standard email and World Wide Web (WWW) (Internet) capabilities. Specific file naming conventions have been developed to ensure data integrity and to provide a method for identifying, tracking, and accounting for all transferred files and data. Customers are unencumbered from any transaction batching requirements, since different types of transactions destined for various activities can be combined into one message and transmitted to the DAAS. Upon receipt, the DAAS examines each transaction independently, determines its supply address, and prepares it for transmission to the appropriate destination in a timely or ‘near real-time’ mode.

C3.4. REJECTS

C3.4.1. Messages. The DAAS does a duplicate message check on all message headers received. On the first receipt of a message, specific header information, consisting of the Originating Station Routing Indicator (OSRI), Station Serial Number (SSN), and File Time (FT) are written to a header file. When a later message is received, a test for validation of the Originating Station Routing Indicator (OSRI), Station Serial Number (SSN), and File Time (FT) is made against the header file. If all three test responses come back as a ‘match’, the DAAS deletes the later message and generates a service message to the originating station. The duplicate service message states that the cited message has been deleted as a ‘duplicate’ and that the originating station should resubmit a new message with a new SSN if, in fact, the message is not an actual duplicate.

Sample of a DAAS duplicate service message:

RCTUZYVW RUQAZZA9100 0051500 MTMS-UUUU--RUAAAAA

ZNR UUUUU

BT

UNCLAS SVC 9100

MSG RUAAAAA9001 0051300 RECD AT 0051303 AND 0051310

THE LATTER MESSAGE HAS BEEN DELETED AS A DUPLICATE

PLEASE RESEND WITH A NEW SSN IF NOT AN ACTUAL DUPE

BT

RCTUZYVW RUQAZZA9100 0051500 0009-UUUU--NNNN

Files are validated for naming convention, size, and message formats. Messages are validated by message type and transport protocol. If necessary, the DAAS sends a service message to the originating station advising of any actions taken.

C3.4.2. Transactions. The DAAS input transaction processing requires that only certain data fields be interrogated, edited, or verified as valid for acceptance, in accordance with specific business rules provided by the DoD Components/ Participating Agencies or the DLMS. DAAS also examines certain input transaction data elements to find the addressee and to ensure the Routing Identifier Code (RIC) of the activity to receive response transactions is valid. Invalid data will cause the DAAS to reject transactions to the originator, accompanied with a narrative description giving the reason for rejection. Transactions will be returned to the originator for a variety of reasons and only rejected transactions should be processed and resent by the originator. Returned transactions and related narratives or codes are based upon the first discrepancy detected in processing, and other errors may exist in the same transactions that the DAAS narrative may not reference.

C3.5. ARCHIVING. An archive of all transactions processed by the DAAS system is kept on Storage Area Network (SAN) or disk storage devices for rapid access purposes, In Accordance With DoD Instruction 5015.02. After 90 days the history files are transferred to long term storage. These history files give the source data to Logistics Information Data Services (LIDS) for creating its monthly, quarterly, and semiannual reports; and to Logistics Online Tracking System (LOTS) and Logistics Data Gateway (LDG) for parsing transactions into their online database repositories. These are automated processes, but accessing the archived and parsed transactions for reporting, resubmission, and retransmission purposes by internal and external users is an interactive process that allows for locally developed processes and system utilities to be called for execution. Tracking of a requisition’s life cycle is available through the Web Visual Logistics Information Processing System (WebVLIPS).

C3.6. MESSAGE RETRIEVAL AND RESUBMISSION REQUESTS. Messages sent to the DAAS are sometimes received in a garbled or incomplete condition. The DAAS does not edit the total content of transactions being processed, but it does check the data elements required for deciding the correct addressee, as well as the data elements that indicate the DoD Component/ Participating Agency. Garbled or incomplete conditions on data elements that are not subject to editing are processed undetected by the DAAS. DAAS will retransmit or resubmit designated messages when requested by the customer. Requests must comply with established communications procedures to specify the message number and date/time field. Requests must identify the error(s) in the transmission.

C3.7. MESSAGE TRACER ACTION REQUESTS. Customers desiring an audit or trace of named messages should send an e-mail message citing the specific action being requested to the DAAS Customer Service Support Desk at daascustomersupport@dla.mil.

Requests will contain message header data of the customer output message for the transaction(s) in question; the specific document number(s) will also be cited. DAAS will do an input/output history trace and give the customer the DAAS output message(s) that contained the transactions being traced. The customer will so state in the service message if they want DAAS to verify the time of receipt of the DAAS output message by the destination activity. If not, DAAS will furnish the customer the DAAS output message data.

C3.8. POINTS OF CONTACT. DAAS may be contacted requesting assistance with particular areas at the POCs in Table C3.T2 below.

| Table C3.T2. Points Of Contact | | | |
| --- | --- | --- | --- |
| ORGANIZATION | TELEPHONE | FAX | E-MAIL |
| General Customer Service Support Desk | (614) 692-6672 Option 2,  DSN: (312) 850-6672 Option 2 | (937) 656-3800,  DSN 986-3800 | [daascustomersupport@dla.mil](mailto:daascustomersupport@dla.mil) |
| Logistics Support | (614) 692-6672 Option 2,  DSN: (312) 850-6672 Option 2 | (937) 656-3800,  DSN 986-3800 | daascustomersupport@dla.mil |
| Electronic Commerce (EC)/EDI  Customer Service Support Desk | (614) 692-6672 Option 2,  DSN: (312) 850-6672 Option 2 | (937) 656-3800,  DSN 986-3800 | daascustomersupport@dla.mil |
| Main Office | (937) 343-8636  DSN (937) 392-8636 | (937) 656-3900,  DSN 986-3900 |  |