



# DOD Supply Discrepancy Reporting (WebSDR)



## What is DOD WebSDR?

WebSDR is a web-based support tool that integrates business events to report supply discrepancy reports known as SDRs, and route them for action and/or trend analysis. It provides appropriate SDR responses and resolution, standardizes the SDR transactional interfaces, and captures data and provides a life-cycle events audit trail. WebSDR has the ability to produce management reports and queries online and send the reports to a user's email address for detailed analysis.

The WebSDR application automates the Standard Form (SF) 364 SDR paper form facilitating the DOD required transactional exchange standard in accordance with Defense Logistics Management Standards (DLMS). The WebSDR is used to report shipping and packaging discrepancies attributed to the responsibility of the shipper. It facilitates communication and interoperability between DOD, Federal Agencies and the FMS Program. It supports information exchange between the customer, the Inventory Control Point (ICP)/Integrated Material Manager (IMM), the shipper, and other interested parties.

The SDR Program is designed to promote evaluation, correction and improvement of logistics operations; Assist DOD Components in their SDR quality programs.

## WebSDR Submittal Qualifications

- **Shipping Discrepancies**
  - Discrepant condition of item, including expired shelf-life
  - Overage/shortage/total non-receipt
  - Discrepant Unique Item Identification
  - Misdirect Shipment
- **Packaging Discrepancies**
  - Improper packing
  - Improper preservation
  - Improper marking
  - Improper unitization

## WebSDR (Direct Input) Benefits

- Facilitated Web-based entry method for SDRs to support those customers without an automated tool
- Auto-fill feature uses DAAS requisition/historical data related to the discrepant shipment to populate various SDR fields
- Capability to upload documentation, pictures, etc., to support the discrepancy claim
- Web-based input of SDR resolution responses
- Detailed discrepancy codes are available to support better understanding of the discrepant condition and follow-up analysis
- Captures and provides a life-cycle event audit trail
- Contractors may use for discrepancies related to Government- furnished materiel

Report data retrieved from the WebSDR application are labeled as “Controlled Unclassified Information (CUI)”.

Recipients of the WebSDR email who have not registered their email certificate with DAAS will not be able to receive encrypted SDRs.

The DOD requirement is that paper submission of SDRs and non-DLMS compliant SDR applications will be phased out. By exception, until electronic reporting under DLMS is universally available, SDRs and associated responses may be reported via hard-copy SF 364, e-mail through the DLA Customer Interaction Center, [dlacontactcenter@dla.mil](mailto:dlacontactcenter@dla.mil).

***All manners of SDR reporting must meet the criteria described in DLM 4000.25, V-2, Chapter 17. [DOD Supply Discrepancy Reporting](#).***

