



DEFENSE LOGISTICS AGENCY
HEADQUARTERS
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IN REPLY
REFER TO

DLMSO

March 15, 2010

MEMORANDUM FOR SUPPLY PROCESS REVIEW COMMITTEE (PRC) MEMBERS

SUBJECT: Approved Defense Logistics Management System (DLMS) Change (ADC) 361,
Requirement for Exception Distribution of a Minimal Content Supply Discrepancy
Report (SDR) via Electronic Mail (E-mail) (Staffed as PDC 391)

The attached change to DOD 4000.25-M, Defense Logistics Management System (DLMS) and DLAI 4140.55, AR 735-11-2 SECNAVINST 4355.18A, AFJMAN 23-215, Reporting of Supply Discrepancies, is approved for implementation.

Addressees may direct questions to the DLMSO 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 representation,

A handwritten signature in black ink, appearing to read "Donald C. Pipp", written over a circular stamp or seal.

DONALD C. PIPP
Director
Defense Logistics Management
Standards Office

Attachment

cc:
SDR Committees (U.S. & SA)
DUSD(L&MR)SCI

ADC 361

Requirement for Exception Distribution of a Minimal Content SDR via E-mail

1. ORIGINATING SERVICE/AGENCY AND POC INFORMATION: Defense Logistics Management Standards Office (DLMSO), Ms. Ellen Hilert, Chair DoD SDR System Administrator, 703-767-0676; DSN 427-0676; or, E-Mail: Ellen.Hilert@dla.mil .

2. FUNCTIONAL AREA: Supply/DoD WebSDR

3. PROPOSED CHANGE:

a. Description of Change: This change documents the process for a new e-mail communication approach for low volume customers reporting supply discrepancies through a third party or otherwise lacking ability to receive encrypted SDR e-mail. This process will be available to users that report discrepancies via the DLA Customer Interaction Center (CIC), Army Non-Army Managed Item (NAMI) office, or other supporting activities, where the customer may not have an e-mail certificate registered at the Defense Automatic Addressing System Center. Beginning April 30, 2010, confirmation copies of SDRs and SDR replies sent via e-mail must be encrypted by DAASC to comply with Operation Security (OpSEC) requirements. In order to receive an encrypted e-mail, users must register their e-mail certificate associated with the e-mail address receiving the SDR. However, some customers report an SDR very infrequently and don't have access to WebSDR or a Service SDR System which interfaces with DoD WebSDR. Although the CIC or other authorized party may enter the SDR on the customer's behalf, the customer should still receive a confirmation copy and the SDR reply with resolution/disposition instructions via e-mail. Additionally, there may be other parties identified as distribution copy recipients on an SDR where the associated e-mail addresses were not previously registered. In these cases, it is not appropriate to withhold the SDR communication or delay processing pending registration. Instead, the SDR confirmation copies and replies will be sent unencrypted with minimal data content to eliminate the need for "For Official Use Only" designation. These unencrypted e-mails will include instructions for certificate registration and how to apply via a DoD WebSDR system authorization access request (SAAR) should the customer desire to have full access to the SDR data content.

b. Background:

(1) SDRs prepared by DoD WebSDR have been designated "For Official Use Only" (FOUO) since 2006 and the encryption of FOUO e-mail has been required by DLA beginning in 2008. The DLA Information Security Office reviewed WebSDR in March of 2009 and determined that SDRs meet OPSEC criteria for unclassified FOUO data and therefore require encryption.

(2) DLA imposed an April 30, 2010 implementation date for DoD WebSDR encryption of all SDR email communications. Beginning in January, all WebSDR email messages directed to an email address without an associated certificate on file at DAAS, have included a notification of the certificate registration requirement with instructions for registration.

c. Procedures:

(1) Subsequent to normal SDR processing and upon determination that an e-mail (vice transaction) is to be prepared for a specific SDR communication, DAASC will check to determine if the appropriate e-mail certificate has been registered. If not registered, a minimal content SDR report, confirmation, distribution copy, or reply, as applicable, will be prepared. The e-mail sent to the user will also provide information on how to get access to WebSDR and instructions on registering the e-mail certificate.

(2) The minimal content information to appear on the SDR is identified below. Sample SDR e-mail with limited content is shown at Enclosure 1 and the Reply is at Enclosure 2.

E-mail Content	Implementation Notes	Cross-Reference DLMS 842 A/W Supplement Location
DoD WebSDR Report Control Number		2/REF01/0700/NN, REF02, REF03=WEBSDR
Additional System SDR Control Numbers (includes system identification and value)	Include all applicable	2/REF01/0700/NN, REF 02, REF03=<system name
Customer-Assigned Control Number		2/REF01/0700/F8, REF02
Document Number/Suffix		2/REF01/0700/TN, REF02 2/REF04/0700/W8, REF04
Contract Number		2/0750/CS01
Transportation Control Number		2/REF01/0700/TG, REF02
Date of Preparation		2/DTM01/0600/947 or 177 or 328 or 868, or 881 or 909 (as applicable), DTM02
SDR Document Type Code	Code only, no text explanation	2/LQ01/1050/D, LQ02
DRMS SDR Type Code	Code only, no text explanation	2/LQ01/1050/ST, LQ02
Discrepancy Code(s)	Up to three codes - Code only, no text explanation	2/LQ01/3340/HA, LQ02
SDR Action Code	Code only, no text explanation	2/LQ01/1050/HB, LQ02
SDR Submitter (Activity From)	Code only, no text address	1/N101/1200/41 or ZS (as applicable), N103=<DoDAAC> or <RIC>, N106=FR
Action Activity (Activity To)	Code only, no text address	1/N101/1200/ZD /, N103=<DoDAAC> or <RIC>, N106=TO
SDR Point of Contact Name Commercial Phone or DSN Email		1/PER/1700 where 1/N101/1200/41 or ZS, 1/PER01/1700/PU or CB or PI or RQ or FC or SM or SE (as applicable), PER02 PER03/TE or AU, PER04 PER03/EM, PER04 (may be mapped at 2/PER01/3300/PU)

Attachment /Off-line Flag	Notice that attachment is available or off line information provided	2/PWK01/AE or R6
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(3) Data elements on SDR Reply are identified below:

E-mail Content	Implementation Notes	Cross-Reference DLMS 842 A/R Supplement Location
DoD WebSDR Report Control Number		2/REF01/0700/NN, REF02 REF03=WebSDR
Additional System SDR Control Numbers (includes system identification and value)	Include all applicable	2/REF01/0700/NN, REF02, REF03=<system name
Original Reference Number		2/REF01/0700/F8, REF02
Document Number/Suffix		2REF01/0700/TN, REF02 2REF04/0700/W8, REF04
Contract Number		2/0750/CS01
Transportation Control Number		2/REF01/077/TG, REF02
Reply Date		2/DTM01/0600/975, DTM02
SDR Document Type Code	Code only, no text explanation	2/LQ01/1050/D, LQ02
DRMS SDR Type Code	Code only, no text explanation	2/LQ01/1050/ST, LQ02
Reply Disposition Code (s)	Up to three codes, include text explanation	2/LQ01/4650/HD, LQ02
Action Activity (Activity From)	Code only, no text address	1/N101/1200/91 or ZS (as applicable), N103=<DoDAAC> or <RIC>, N106=FR
SDR Submitter (Activity To)	Code only, no text address	1N101/1200/ZD, N103=<DoDAAC> or <RIC>, N106=TO
Comments/Remarks		2/NTE01//3500/AES, NTE02
Reply POC Name Commercial Phone or DSN Email		1/PER/1700 where 1/N101=91 1/PER01/1700/RZ or SE (as applicable), PER02 PER03=TE or AU, PER04 PER03=EM, PER04
Attachment /Off-line Flag	Notice that attachment is available or off line information provided	2/PWK01/AE or R6

4. REASON FOR CHANGE: Prevents disruption of SDR business processing for customers lacking a registered email certificate. There are several scenarios where email certificates may not be on file. This exchange of minimal content SDRS supports DoD requirements to

disseminate SDRs. The change removes detailed shipment information from the SDR email such as clear text addresses for submitter/ship-to locations and applicable materiel identification and characteristics.

5. ADVANTAGES AND DISADVANTAGES:

a. Advantages: Allows for the compliance with OPSEC requirements while allowing SDR email communication to continue. Allows users who don't need access to the DoD WebSDR application to receive their distribution and reply copies with minimal data in order for them to work the SDR.

b. Disadvantages: Limited content may not be adequate for some purposes.

6. Impact:

a. DLMS Transactions/Data Content: No changes to DLMS transactions or data elements are associated with this change.

b. DAASC Changes: DAASC will need to make changes to the program that produces the e-mail SDR and SDR Reply.

c. Implementation: This change must be implemented April 30, 2010 to coincide with full implementation of the encryption requirement.

7. Comment Resolution:

a. DLMSO comments: Only approximately 23% of SDRs can be encrypted currently because of the lack of certificate registration by the recipient. All email SDRs currently sent without encryption include a note informing the recipient of certificate registration requirements/instructions, however most of the major group/generic accounts have not yet registered. DLMSO anticipates a level of dissatisfaction with this modified SDR process following the April 30, 2010 cut-off date for encryption. Encrypted email can be difficult to work with. Capability to forward multiple encrypted attachments on a single message does not exist. Registration of group/generic email accounts requires some effort and help desk support. Our initial experience has shown that individual Component systems may not always handle the exchange of encrypted messages well.

b. Component responses to staffing:

	Component	Comment/Concurrence	DLMSO Response
1	USAF	Concur	
2	DLA	Concur	
3	DLA DES-S	Concur	6
4	USTRANSCOM	Abstains	
5	Non-Army Managed	Email Content Enclosure 1: (1) What is	In principal, DLMSO agrees that

	<p>Items (NAMI) Product Support Integration Directorate (PSID) U.S. Army TACOM</p>	<p>DRMS SDR Type Code? (2) There is no comments/remarks content on Enclosure 1 as there is on Enclosure 2 (Reply SDR). If a Discrepancy Code Z1 and/or Action Code Z1 is used by the customer, the minimal content SDR without comments/remarks will be of no use to the recipient(s). With no explanation of the discrepancies, the customers will be unable to work the SDRs.</p>	<p>submitter comments are essential to ensuring correct understanding of the reported discrepancy. However, DLMSO cannot at this time include submitter remarks in an unencrypted email due to the common practice of reiterating the NSN and other types of information that might be lead to an operational security risk. Therefore, comments will only be available in the full content, encrypted SDR, transactional exchanges, and by query from the DoD WebSDR. DLMSO recommends that DoD Action Activities register their email certificates prior to the cut-off date for SDR encryption.</p>
6	<p>DMLSS Program, JMFLDC</p>	<p>Concur</p>	

Enclosure 1 – Minimal Content SDR Email Message Sample¹

IMPORTANT NOTICE!!!!!!

ATTENTION: If you are reading this message you received a clear text minimal content SDR. Certain data elements have been removed so that the SDR is no longer considered "For Official Use Only" (FOUO) and does not require encryption. DLA procedures require SDR e-mail, with full content to be sent encrypted per DLA CERT Tasking 2008-T146 Digital Signature and Encryption Implementation/CTO 07-15. This applies to all Military Services/Agencies and others receiving e-mail from DoD WebSDR. If you would like to receive full content SDRs you must register the e-mail certificate associated with the e-mail address receiving this SDR.

To register your Email CERT, visit: <https://www.daas.dla.mil/commonsmime/menu.asp> (if requested to select your certificate prior to connection, remember to select your e-mail certificate from the pop-up window in order to connect to DAAS) Remember to close all web browsers prior to going to registration link and also close all browsers after successful registration.

If you do not have an approved SAR and require access to DoD WebSDR, e.g. for direct input of SDR, visit: <https://www.daas.dla.mil>, Request Login ID and Password, Click Accept twice, Click WebSDR, complete and submit form. You will have full visibility of SDR content once your DoD WebSDR access is authorized.

Customers may contact the DAASC Help Desk for assistance with access to our web sites at telephone 937-656-3247. Typically the DAASC Help Desk will contact the system administrators for certificate issues they can't resolve.

***** UNCLASSIFIED *****

- THIS IS A MINIMAL CONTENT SUPPLY DISCREPANCY REPORT (SDR) -

*** DO NOT SEND RETURN EMAIL TO THE DODSDR MAILBOX ***

ALL COMMUNICATIONS REGARDING SDRS SHOULD BE DIRECTED TO THE PARTIES IDENTIFIED BELOW

TRAINING ON THE DOD WEBSDR IS AVAILABLE AT:

<http://www.dla.mil/j-6/dlms0/eapplications/training/training.asp> (SELECT SDR TRAINING)

DOD WEB SDR NUMBER: 20100280177

OTHER CONTROL NUMBER(S)

DLA – EBS: 200858944

CUSTOMER DEFINED: 12345678901234

DOCUMENT NUMBER: WK4F8Q93210030

TRANSPORTATION CONTROL NUMBER: WK4F8Q93210030XXX

DATE OF PREPARATION: JAN 28 2010

----- DISCREPANCY CODE(S) -----
DISCREPANCY CODE #1: W2

-----ACTION CODE: 2A

¹ Actual verbiage for the information notice above the SDR content will differ slightly when finalized.

----- SDR ACTION ACTIVITY INFORMATION -----
RIC: AEJ

----- SDR INITIATOR ACTIVITY INFORMATION -----
DODAAC: WK4F8Q

----- INITIATOR POINT OF CONTACT INFORMATION -----
NAME: JOHN DOE
EMAIL ADDRESS: John.Doe@USArmy.MIL
PHONE NUMBER: 613-424-8725
DSN NUMBER: 484-8725

Enclosure 2 – Minimal Content SDR Reply Email Message Sample²

IMPORTANT NOTICE!!!!!!

ATTENTION: If you are reading this message you received a clear text limited content SDR Reply. Certain data elements have been removed so that the SDR is no longer considered "For Official Use Only" (FOUO) and does not require encryption. DLA procedures require SDR e-mail, with full content to be sent encrypted per DLA CERT Tasking 2008-T146 Digital Signature and Encryption Implementation/CTO 07-15. This applies to all Military Services/Agencies and others receiving e-mail from DoD WebSDR. If you would like to receive full content SDRs you must register the e-mail certificate associated with the e-mail address receiving this SDR.

To register your Email CERT, visit: <https://www.daas.dla.mil/common/smime/menu.asp> (if requested to select your certificate prior to connection, remember to select your e-mail certificate from the pop-up window in order to connect to DAAS) Remember to close all web browsers prior to going to registration link and also close all browsers after successful registration.

If you do not have an approved SAR and require access to DoD WebSDR, e.g. for direct input of SDR, visit: <https://www.daas.dla.mil>, Request Login ID and Password, Click Accept twice, Click WebSDR, complete and submit form. You will have full visibility of SDR content once your DoD WebSDR access is authorized.

Customers may contact the DAASC Help Desk for assistance with access to our web sites at telephone 937-656-3247. Typically the DAASC Help Desk will contact the system administrators for certificate issues they can't resolve.

***** UNCLASSIFIED *****

- THIS IS A MINIMAL CONTENT SUPPLY DISCREPANCY REPORT (SDR) -

*** DO NOT SEND RETURN EMAIL TO THE DODSDR MAILBOX ***

ALL COMMUNICATIONS REGARDING SDRS SHOULD BE DIRECTED TO
THE PARTIES IDENTIFIED BELOW.

TRAINING ON THE DOD WEBSDR IS AVAILABLE AT:

<http://www.dla.mil/j-6/dlms/eapplications/training/training.asp> (SELECT SDR TRAINING)

DOD WEB SDR NUMBER: 20100280177

OTHER CONTROL NUMBER(S)

DLA – EBS: 200858944

CUSTOMER DEFINED: 12345678901234

DOCUMENT NUMBER: WK4F8Q93210030

TRANSPORTATION CONTROL NUMBER: WK4F8Q93210030XXX

RESPONSE DATE: JAN 27 2010

----- DISPOSITION STATUS CODE: 101 - CREDIT AUTHORIZED

----- REPLYING ACTIVITY INFORMATION -----

RIC: SMS (VIA DLA EBS)

² Actual verbiage for the information notice above the SDR Reply content will differ slightly when finalized.

-----SDR INITIATOR ACTIVITY INFORMATION-----
RIC: SEE

----- SDR REPLY REMARKS/COMMENTS -----
CREDIT IS AUTHORIZED. RETURN WRONG ITEM TO DDJC

----- REPLY POINT OF CONTACT INFORMATION -----
NAME: JOHN DOE
EMAIL ADDRESS: JOHN.DOE@DLA.MIL
PHONE NUMBER: 542-323-8976