



DEFENSE LOGISTICS AGENCY
HEADQUARTERS
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FORT BELVOIR, VIRGINIA 22060-6221

August 13, 2013

IN REPLY
REFER TO

MEMORANDUM FOR SUPPLY AND SUPPLY DISCREPANCY REPORT (SDR) PROCESS
REVIEW COMMITTEE (PRC) MEMBERS

SUBJECT: Proposed Defense Logistics Management Standards (DLMS) Change (PDC) 1066,
SDR Process Enhancements: Follow-up Time Standards, SDR Forwarding, Source
of Supply (SoS) Notification, Missing Quality Assurance Representative (QAR)
Signature, and use of Unique Item Tracking (UIT) Designator Code for Management
Report Selection Criteria (DLMS/SDR)

We are forwarding the attached proposed change to DLM 4000.25, Defense Logistics
Management System, for evaluation and submission of a single coordinated DOD Component
position. It is the responsibility of the Component Supply PRC representative to ensure full
coordination of the proposal within your Component.

Request you review the attached proposed change and provide your comments/concurrence
to DLA Logistics Management Standards Office not later than 30 days from the date of this
memorandum. If nonconcurrence is provided, please provide an alternate method to meet the
requirement being addressed.

Addressees may direct questions to Ms. Ellen Hilert, DOD SDR System Administrator,
703-767-0676 or DSN 427-0676, e-mail: ellen.hilert@dla.mil. Others must contact their
Component designated representative available at:
www.dla.mil/j-6/dlms/CertAccess/SvcPointsPOC/allpoc.asp.

DONALD C. PIPP
Director
DLA Logistics Management
Standards Office

Attachment
As stated

cc:
ODASD(SCI)
DCMA
JSA/LWCG

**Attachment to PDC 1066,
Supply Discrepancy Report (SDR) Process Enhancements:
Follow-up Time Standards, SDR Forwarding, Source of Supply (SoS)
Notification, Discrepancy Code D4 for Missing Quality Assurance
Representative (QAR) Signature, use of Unique Item Tracking (UIT)
Designator Code for Management Report Selection Criteria**

1. ORIGINATING SERVICE/AGENCY AND POC INFORMATION: DOD SDR System Administrator, DLA Logistics Management Standards Office, e-mail: ellen.hilert@dla.mil

2. FUNCTIONAL AREA: Supply (Supply Discrepancy Reporting)

3. REFERENCE:

a. [DLM 4000.25, DLMS, Volume 2, Supply, Chapter 17, Supply Discrepancy Reporting](#)

b. [DLM 4000.25, DLMS, Volume 2, Supply, Appendix 3, Supply Discrepancy Report Relevant Data Elements](#)

c. [Approved DLMS Change 452A](#), Additional Criteria for DOD WebSDR Automated Supply Discrepancy Report (SDR) Rejection Capability, dated October 9, 2012

d. [ADC 1030](#), Implementation of Item Unique Identification (IUID) in the DLMS Shipment Status Supporting DOD IUID Supply Procedures and Associated Supply Discrepancy Report (SDR) Procedures, dated February 21, 2013

e. [Approved DLMS Change 1044](#), Enhanced Interim Supply Discrepancy Report (SDR) Reply Capability, Status Update, and Completion Notification, dated January 22, 2014

f. [DLA Logistics Management Standards Office memorandum](#), subject: Joint Small Arms/Light Weapons Coordinating Group (JSA/LWCG) Meeting, July 19, 2012, dated August 06, 2012

4. REQUESTED CHANGE:

a. **Brief Overview:** This proposed change:

(1) clarifies procedures for submission of SDR follow-ups,

(2) establishes a timeframe for submission of late follow-ups,

(3) clarifies business rules for DLA Distribution Depots forwarding SDRs to the SoS and updates associated reply codes,

(4) designates a discrepancy code and associated procedures specifically for reporting of procurement source materiel suspended upon receipt due to lack of a QAR signature in Wide Area Workflow (WAWF),

(5) revises DOD WebSDR business rules to provide SDR corrections, rather than a second original SDR, to the SoS when an information copy is generated by WebSDR after forwarding an SDR to a new action activity subsequent to Reply Code 504,

(6) establishes a new requirement to notify the originally identified SoS (to which an information copy was provided systemically by WebSDR) that the SDR record for that SoS should be administratively closed because the SoS routing identifier code (RIC) was in error and has been updated by a later transaction,

(7) establishes an interface with the DLA DLIS Master Data Capability (MDC) to retrieve the unit item tracking (UIT) designator code for applicable discrepant item national stock numbers (NSNs) to improve management report selection criteria, and

(8) provides administrative updates to the DLMS transaction formats to remove obsolete data content and provide clarification where needed.

b. Background:

(1) Business rules associated with follow-up SDR transmissions have evolved with the wider implementation of SDR transaction exchange under DLMS. While paper copy follow-ups were rarely used, a considerable volume of follow-ups is processed under DLMS procedures. Participants on the SDR implementation team have identified a need for additional clarification to preclude unnecessary or premature follow-ups and to establish of an outside limit for submission of follow-ups. When an extensive delay is allowed between initial submission and follow-up, research becomes more difficult and the basic time standard for submission may have elapsed for those SDRs that were never recorded properly within the SoS or storage activity SDR application.

(2) It can be difficult for SDR submitters to understand when an SDR reply from a Distribution Depot is a recommendation and report of findings or a final response. This is due to overlapping use of discrepancy status or disposition (reply) codes (hereafter referred to as reply codes) for both purposes and different business rules established by each SoS. The text name associated with interim reply codes is not always clearly understood by SDR submitters.

(3) When DLA Distribution Depots process receipts for new procurement materiel, the materiel can be suspended due to lack of a QAR signature in WAWF. The QAR signature is necessary to release the vendor's receiving report from WAWF, which is transmitted to the Distribution Depot as a DLMS 856 Advance Shipment Notice. The procedures adopted under the DLA-sponsored Continuous Process Improvement (CPI) event in 2011- 2012 to facilitate returning the suspended stock to serviceable condition more rapidly proved to be inefficient and have been discontinued. No new procedures have been implemented and the problems associated with a missing QAR signature are ongoing. The current discrepancy code

used for this situation is also used for other discrepancies related to the receiving report. It is necessary to have a way to isolate SDRs submitted for lack of a QAR signature so that appropriate attention and prioritization can be provided for the situation and the specific SDRs.

(4) DoD WebSDR prepares an information copy of SDRs for the selected SoS when a submitter's SDR is directed to the shipping depot and the SoS is identified in the transaction (by the submitter or WebSDR update).

(a) When an SDR is forwarded to a new action activity using Reply Code 504, WebSDR sends a copy of the reply to the submitter and generates a new original SDR transaction for the new action activity. When this occurs WebSDR simultaneously prepares an information copy for the SoS for the new SDR. Since the SoS received an information copy of the initial submission, the second SDR transaction may be rejected as a duplicate. If a second information copy is required after the Reply Code 504 forwarding action, it should be prepared as a correction so that the SoS records can be updated accordingly.

(b) When the SoS RIC is identified on the original submission and is subsequently updated by a later transaction, WebSDR no longer copies transactions related to this SDR to the original SoS. If the SoS did not recognize the erroneous entry on the information copy, the SDR may be retained indefinitely as an upon unresolved SDR. Normally, this occurs when the SDR is sent to the shipping depot for initial processing and Distribution Standard System (DSS) identifies a different SoS as responsible for directing the shipment. DSS will overlay the submitter's SoS RIC with the correct SoS RIC. This will update WebSDR records, but the corrected information is not provided to the original SoS (and would not be accepted even if transmitted). This leaves the initial record open indefinitely within the SoS SDR application. Periodic review of open aged SDRs requires manual research to determine the cause and take corrective action.

(5) The JSA/LWCG identified a requirement to review SDR management reports to monitor discrepancies related to small arms/light weapons (SM/LW). After analysis prior to the July 2012 meeting (Reference 3.f.), it was determined that the DOD WebSDR search criteria is currently inadequate to identify SA/LW. The SDR System Administrator originally provided reports based upon federal supply class, however, due to mixed use, it was confirmed that this would not be the most appropriate methodology, and the group requested capability to run reports by the applicable UIT designator code. With the recent integration of the UIT designator code within the MDC maintained by DLA Logistics Information Services, a future interface with DOD WebSDR was deemed to be the best course of action.

c. Requested change in detail:

(1) **Follow-Up SDRs.** Update DLMS guidance to explicitly state the time standards for routine submission of follow-ups and allow action activities to reject unreasonably late follow-ups. All follow-ups must match an existing valid SDR in the WebSDR database; those that do not will be rejected by WebSDR per ADC 452A (Reference 3.c.).

(a) Submitting Activity:

1. Routine SDR follow-ups (e.g. not applicable to controlled inventory items) must be submitted 55 days from the original submission date when no response has been provided.

2. Submitters must follow-up on interim replies if no further response is provided by the action activity after 55 days from the date of the interim reply.

(b) Action Activity (non-Foreign Military Sales (FMS) only):

1. Action activities are encouraged to be responsive to submitter follow-ups in a positive way whenever possible, reserving rejection for unduly late follow-ups where the elapsed time impedes proper research.

2. Action activities are authorized to reject late follow-ups where the action activity has no record of the initial submission. Late submission will be determined based upon the time standard for initial submission for overseas destinations (i.e. the longest authorized submission time standard for non-FMS discrepancies) plus expected processing time and a buffer period. Therefore, a late follow-up (where there is no prior record on file) may be rejected no sooner than 200 days from the date of shipment (120 days from date of shipment, plus 55 days for routine response time, plus 25 days).

3. Action activities are also authorized to reject late follow-ups where the action activity has an information copy of the original submission, but no record of subsequent reply from the storage activity, or the action activity received the original submission for action, but failed to respond with disposition and resolution within the required time standard, and 100 days have elapsed since the last transaction. Therefore, a late follow-up (where there is a prior record on file) may be rejected no sooner than 100 days from the date of the last transaction.

(c) Compliance with follow-up time standards for FMS will be monitored by the International Logistics Control Office (ILCO).

(2) Forwarding Reply Codes. Revise Distribution Depot procedures to include the applicable 300-series interim reply code to designate that the SDR has been forwarded to the SoS for disposition on all SDR replies that do not represent a final reply (rather than only those that cannot be worked by the depot).

(a) The depot may use the applicable 300-series reply code alone or in combination with other applicable reply codes (up to three reply codes may be used on customer related SDRs). When used in combination with a 300-series reply code, depot responses will be considered a recommendation based upon depot investigation and the SoS will provide a subsequent/final reply citing the applicable reply codes. The depot response may be overridden by the SoS.

(b) Component SDR Systems. Component SDR systems are responsible for recognizing when a forwarding action has occurred and directing SDR follow-ups, changes, cancellation, or requests for reconsideration to the current action activity.

(c) DOD WebSDR Updates. DOD WebSDR will perpetuate the Routing Identifier Code (RIC) of the SoS to which the SDR was forwarded in the reply provided to the submitter and recognize the forwarding to a new action activity for management reports and subsequent processing.

1. Upon processing of an SDR reply citing a 300-series reply code, the new action activity will be perpetuated to the reply transaction copied to the submitter. In the transaction, it will be mapped to the “Transfer To” activity (N101 Code TT). SDR emails and web screens will identify the new action activity as “Forwarded To: _____”

2. The WebSDR metrics database used for preparation of management reports will be updated to allow for identification of the original action activity and the current action activity. For initial submission, both values will identify the same submission (the original action activity is the current action activity). Upon depot creation of a 300-series reply, the current action activity will be updated to identify the activity to which the SDR was forwarded. This process for identifying the current action activity will also be employed for SDRs forwarded to a new action activity using a Reply Code 504. Rarely, a second forwarding reply (504 or 300-series) is required if a mistake was made in the initial forwarding action. In this situation, all the records will be retained, but the metrics table will only reflect the actual original action activity and the latest current action activity.

3. WebSDR management reports will display the original and current action activity columns. Selection criteria will allow the user to select SDRs based upon either the original and/or current action activity.

4. Where multiple SDR replies are provided by different activities, management reports will display for each: the RIC of the responder, latest reply codes, and the corresponding latest reply date.

5. WebSDR will insure that follow-on transactions prepared via the Web identify the current action activity.

6. WebSDR will update and redirect the transactions that were misdirected by the submitting system to the original action activity after forwarding has occurred.

(d) DLA-Specific Forwarding Rules. SDR replies prepared by Distribution Depots will use Reply Code 307 in conjunction with other applicable reply codes for all DLA-directed shipments requiring financial action or return of discrepant materiel. Where Reply Code 307 is used in conjunction with a reply code directing debit/credit or return of materiel, the DSS will pre-populate SDR remarks with the following statement: “*Depot-*

provided resolution/disposition are dependent upon SoS confirmation; wait for final reply/guidance.”

(e) WebSDR Information Copy Generated after Forwarding SDR to New Action Activity using Reply Code 504. Upon generating an information copy subsequent to the use of Reply Code 504, WebSDR will determine if an information copy has already been forwarded to the SoS, and if so, the new information copy will be prepared as a correction (Transaction Set Purpose Code CO). The correction transaction will contain the additional data elements that are normally associated with the information copy (Transaction Set Purpose Code 22) prepared after 504 forwarding.

(f) WebSDR Notification to Original SoS. Upon processing a change to the SoS RIC, WebSDR will notify the original SoS to consider the SDR closed *for that SoS only* (the SDR itself is will remain open). The SoS RIC may be updated by a correction or reply transaction. The most common source of SoS corrections occur when the distribution depot processes the SDR and overlays an erroneous SoS entry provided by the submitter with the actual SoS known by the DSS to have directed the shipment. If a reply transaction is transmitted from a system associated with both the original and new SoS value, no further action is required. The notification to the original SoS will take the form of an SDR reply (Transaction Set Purpose Code 11) from the DLA Transaction Services RIC SGA citing new Reply Code 450, Administrative closure notification. SDR information copy sent to wrong source of supply. Remarks text will state: “The WebSDR information copy transmitted to the SoS resulted from an incorrect identification of the SoS. The SDR has been updated to identify the correct SoS. SDR records held by the originally identified SoS may be closed.”

(3) Discrepancy Code Revisions. The following procedures apply to improve the management of procurement source materiel with no QAR signature in WAWF. This process does not apply to alternative release procedures (ARP), certificate of conformance (COC) or fast pay shipments.

(a) The depot will submit an SDR to the materiel manager citing Discrepancy Code D4. This discrepancy code will be used exclusively for SDRs with a missing QAR signature in WAWF. Other issues associated with the receiving report will be identified under new Discrepancy Code D401.

(b) Because the D4 identifies a specific, easily remedied discrepancy, managers will be expected to prioritize notification to the QAR based upon the receipt of these SDRs and the respond to the depot by SDR reply when the materiel can be upgraded to fully serviceable (via inventory adjustment).

(4) UIT Designator Code. Develop an interface with the MDC for population of the UIT designator code for the corresponding NSN on the SDR metrics table. Revise management report search options to include a drop box for selection of the desired UIT designator code.

(a) The drop box will identify the codes listed below. Note: not all programs are active at this time.

Code Definition

AAA - DOD Small Arms/Light Weapons Serialization Program (DODSA/LWSP)

AAB - Security Risk Category 1 Non-Nuclear Missiles and Rockets

AAC - Radiation Testing and Tracking System (RATTS) Program

AAD - Navy Depot Level Repairables (NDLR) Program

AAE - Army Maintenance Management System (TAMMS) Equipment Data Base (TEDB)

AAF - Aviation Component Tracking Program

AAG - Tritium Unique Item Tracking Program

AAH - Controlled Cryptographic Items (CCI)

AAJ - Positive Inventory Control (PIC) Nuclear Weapon Related Materiel (NWRM)

(b) There are two potential approaches for this interface identified in this proposal. The first option is preferred since it will significantly reduce the number of MDC queries, but will not be possible until Federal Logistics Information System (FLIS) re-engineering is completed approximately 2017. Additional options may be explored.

1. DLA Logistics Information Services could add the item unique item identification (IUID) required indicator for the NSN to the FLIS-derived data feed provided to DLA Transaction Services. The data feed is used by WebSDR to identify the SoS, unit price, etc. When the UID required indicator is set to Y (yes), WebSDR will query the MDC for the UIT designator code. The UIT designator code will apply to a subset of the NSNs requiring IUID.

2. Until the IUID required indicator is available, WebSDR will need to query each NSN against the MDC for the UIT designator code.

(5) Administrative Updates. Revise the SDR transaction formats to remove data element mapping that is unnecessary under current requirements and to provide clarifying notes. Reinstate the mapping for the missing component part number that was inadvertently deleted under ADC 1030 (Reference 3.e.). Minor administrative updates to the manual language are incorporated in this change.

d. Revisions to DLM 4000.25 Manuals:

(1) Revise DLM 4000.25 Volume 2, Chapter 17, Supply Discrepancy Reporting, to incorporate new procedures as shown at Enclosure 1.

(2) Revise DLM 4000.25 Volume 2, Appendix 3, Supply Discrepancy Report Relevant Data Elements, as follows:

(a) Revise discrepancy codes as follows to isolate missing QAR signature discrepancies for other types of discrepancies involving the procurement source receiving report:

~~“D4 **Missing Quality Assurance Representative (QAR) Signature in Wide Area Workflow (WAWF) Receiving Report/Material Inspection and Receiving Report/Receiving Report (DD 250 or equivalent)** omitted~~

D401 Receiving Report/Material Inspection and Receiving Report/Receiving Report (DD 250 or equivalent) incomplete, incorrect, or hard copy missing”

(b) Revise reply codes as follows to more clearly identify that these codes represent an interim reply, expand use of Reply Code 715 to rejection of late follow-ups, and add new Reply Code 450:

“The 300-series codes indicate Distribution Depot status on SDRs forwarded to the owner/manager for action:

301 ***Interim reply;*** SDR forwarded ***to USA*** for disposition ***instructions or final resolution*** ~~by USA as indicated.~~

302 ***Interim reply;*** SDR forwarded ***to USAF*** for disposition ***instructions or final resolution*** ~~by USAF as indicated.~~

303 ***Interim reply;*** SDR forwarded ***to USMC*** for disposition ***instructions or final resolution*** ~~by USMC as indicated.~~

304 ***Interim reply;*** SDR forwarded ***to USCG*** for disposition ***instructions or final resolution*** ~~by USCG as indicated.~~

305 ***Interim reply;*** SDR forwarded ***to USN*** for disposition ***instructions or final resolution*** ~~by USN as indicated.~~

306 ***Interim reply;*** SDR forwarded ***to GSA*** for disposition ***instructions or final resolution*** ~~by GSA as indicated.~~

307 ***Interim reply;*** SDR forwarded ***to DLA*** for disposition ***instructions or final resolution*** ~~by DLA as indicated.~~

The 400-series codes indicate the SDR has been closed for the reason provided:

450 Administrative closure notification. SDR information copy sent to wrong source of supply.

The 700-series codes indicate SDR rejection:

715 SDR rejected. Discrepancy *report/follow-up* not ~~reported~~ *submitted* within required timeframe.

(3) Revise DLMS transaction format 842A/R SDR Reply to update usage of the “Transfer-To” as shown in Enclosure 2. Enclosure 2 also identifies administrative updates to the transaction 842A/W SDR.

e. Transaction Flow: There is no change to the existing transaction flow:

(1) Customer SDR submitted to the DOD shipping activity. WebSDR provides an information copy to the SoS when identified by the submitter or obtained from Defense Automatic Addressing System (DAAS) history.

(2) Shipping activity provides SDR reply to customer when SDR reply is final (no 300-series reply code). The SDR transaction is structured to identify the submitter as the DoDAAC-To. WebSDR provides a copy to the SoS as identified in the transaction and any designated copy recipients.

or

(3) Shipping activity forwards SDR to the SoS when the depot cannot provide a response to the SDR or the shipping activity response is an interim response (300-series reply code with or without additional reply code values). The SDR transaction is structured to identify the SoS as the RIC-To. WebSDR provides a copy to the submitter and any designated copy recipients.

(4) The submitter prepares a follow-up if no response is received within the response time standard.

(5) The submitter or WebSDR will direct the follow-up to the current action activity.

(6) The SoS provides a final reply when the shipping activity uses an interim response (300-series reply code).

f. Alternatives: None identified.

5. REASON FOR CHANGE:

a. This change establishes business rules that will reduce confusion among SDR submitters and provide more effective and efficient guidance among trading partners.

b. This change improves SDR procedures through the use of specific discrepancy codes better defined codes reply codes.

c. The SoS closure notification will allow DLA Enterprise Business System (EBS) and any other participating SoS SDR application to systemically close open SDR records based

upon invalid information that might otherwise stay open indefinitely and require manual effort to research the cause.

d. The SA/LWCG requires capability to monitor SDRs applicable to SA/LW.

6. ADVANTAGES AND DISADVANTAGES:

a. Advantages:

(1) This change leverages existing business rules for improvement to the overall SDR process with minimal impact to transaction processing and Component SDR systems.

(2) Implementing this change will enable SoS and the Defense Contract Management Agency (DCMA) the ability to track, monitor, and perform trend analysis on materiel that is received at DLA Distribution depots without a QAR signature in WAWF.

(3) Use of an inventory adjustment (vice receipt reversal and resubmission) subsequent to posting of the QAR signature accurately retains record history for events as they occurred.

(4) Transmission of a correction, rather than a second information copy, after a Reply Code 504 forwarding action will prevent transaction failure and reduce the time for researching the cause of the failure.

(5) Transmission of a SoS closure notification will eliminate the need for manual research and support better management of SDR records.

(6) Removal of unnecessary data elements from the transaction format avoids confusion during new SDR implementation projects.

(7) Expanded management report functionality will support research and oversight for all UIT programs.

b. Disadvantages: None identified.

7. ASSUMPTIONS USED OR WILL BE USED IN THE CHANGE OR NEW DEVELOPMENT: None identified.

8. ADDITIONAL COMMENTS TO CONSIDER: This change supports audit readiness by ensuring that discrepancy reports that impact inventory and financial accounting are properly recorded and resolved with transparency of pertinent actions for all parties involved.

9. ESTIMATED TIME LINE/IMPLEMENTATION TARGET: To be provided in response to PDC staffing. Phased and staggered implementation is planned with near term implementation of time standard updates and code definitions. Systemic forwarding, metrics table, and management report updates may be staggered based upon available resources.

10. ESTIMATED SAVINGS/COST AVOIDANCE ASSOCIATED WITH IMPLEMENTATION OF THIS CHANGE: Not available.

11. IMPACT:

a. New DLMS Data Elements: None.

b. Changes to DLMS Data Elements: Existing SDR reply code definitions are updated and one new reply code is added as shown above. Discrepancy codes are updated to add one new code and modify the definition of an existing code. See paragraph 4.d.

c. Automated Information Systems (AIS):

(1) SDR applications supporting SDR submitters should be updated to capture the “Transfer-To” party in association with a 300-series reply code. This is different from the current use of this field for Reply Code 504, which essentially replaces the original action activity when an SDR was submitted to an incorrect location. When the 300-series reply code is used, the original location was correct, but was unable to fully resolve the SDR and has transferred action to the SoS.

(2) SDR systems supporting a SoS must be capable of assuming action activity responsibility for an SDR upon receipt of a 300-series reply code.

(3) SDR systems must recognize when a submitted SDR has been forwarded to a new action activity (Reply Code 504 or 300-series) so that any follow-ups or subsequent transactions may be directed to the correct activity.

(4) SDR systems must recognize and close open information copy records based upon the SoS closure notification (Reply Code 450).

d. DLA Transaction Services: DOD WebSDR processing will be modified as follows:

(1) Update metrics database to identify the original and current action activity.

(2) Identify the Transfer-To party in the copy of the reply transaction provided to the submitter and update email and web screens to appropriately label the activity to which the SDR is forwarded.

(3) Modify WebSDR management reports to display the original and current activity and delineate multiple replies by various responding activities. Search criteria must be expanded accordingly.

(4) Forward misdirected follow-up, correction, requests for reconsideration, and cancellation transactions to the current action activity after a Reply Code 504 or 300-series reply code has been transmitted.

(5) Prepare SoS information copies after 504 forwarding action using the SDR correction format if the SoS was previously provided an information copy of the original SDR.

(6) Prepare SoS closure notifications to the originally identified SoS after the SoS is updated by a later transaction.

(7) Establish interface with MDC to capture UIT designator codes for discrepant items. Enhance management reports for selection of data by UIT designator code.

e. Non-DLA Logistics Management Standards Publications: Update internal guidance as applicable.

Enclosure 1, DLMS Manual Revisions

Update DLM 4000.25 Volume 2, Chapter 17, Supply Discrepancy Reporting, to incorporate new and revised procedures.

1. Revise procedures associated with new procurement receipt documentation as follows:

“C17.3.2.5. Documentation. Report when ~~supply~~ documentation is missing, incomplete, or improperly prepared regardless of dollar value.

“C17.3.2.5.1 Receiving activities must report documentation discrepancies that impact timely receipt processing. Typically, this includes missing, incomplete, or improperly prepared supply documents such as the Issue Release/Receipt Document (DD Form 1348-1A). For shipments from a procurement source, documentation discrepancies apply to the Receiving Report/Material Inspection and Receiving Report (MIRR) (DD 250 or equivalent). Shipments to DLA Disposition Services may be reported for a missing, incomplete, or improperly prepared Hazardous Waste Profile Sheet or Hazardous Waste Manifest. Transshippers may report other types of missing or improper shipment documentation to include Special Handling Data/Certification (DD Form 1387-2), Transportation Control and Movement Document (TCMD)(DD Form 1384), and the Shipper's Declaration for Dangerous Goods.

C17.3.2.5.2 Sources of supply will prioritize resolution of SDRs submitted by DLA Distribution Depots citing Discrepancy Code D4. The objective is to preclude delays in reclassifying materiel suspended due to lack of a Quality Assurance Representative (QAR) signature in Wide Area Workflow (WAWF). When no other discrepancies have been identified, the SoS will direct the depot to prepare an inventory adjustment to bring the materiel into fully serviceable condition upon posting of the QAR signature.¹

¹ *Refer to PDC 1066.”*

2. Revise follow-up procedures as follows. Previously approved updates under ADC 1044 (Reference 3.d.) are reflected in this section.

“C17.3.11. Follow-Up on Original SDR

C17.3.11.1. **Submitter Responsibility.** When the action activity does not respond to an SDR within the prescribed timeframe specified in this chapter, the submitting activity **must** provide an SDR follow-up. ~~In the absence of guidance directing a shorter timeframe, routine follow-ups may be submitted as soon as 51 days from the original submission. Prior to submitting a follow-up, the reporting activity should first attempt to ascertain the status of the SDR using the DoD WebSDR query function. If there is no record of an action activity reply, a follow-up should be submitted.~~ Follow-ups must be directed to the last identified action activity when the original SDR was forwarded by the original recipient. Cite the SDR report number of the original report. For transactional exchange, include the WebSDR-assigned control number

when known. Follow-up transactions should include all data that was in the previous SDR submission. POC information for the follow-up and the follow-up date are required. A narrative entry is required to provide clarification for the follow-up. **The submitter or DoD WebSDR must** forward the follow-up to the new action activity when SDR history indicates a new action activity has been identified (based upon prior Reply Code 504 **or a 300-series reply code**).

C17.3.11.1.1 SDR submitters may follow-up on SDRs sent to DLA Distribution Depots after 31 days from the submission date have elapsed. This will not ensure full resolution of the SDR, but will help identify a communication problem before the entire SDR response period has elapsed (i.e. depot and SoS processing time).

C17.3.11.1.2. Routine SDR follow-ups (e.g. not applicable to controlled inventory items) must be submitted no sooner than 55 days from the original submission date when no response has been provided.

C17.3.11.1.3. Submitters must follow up to the current action activity after receipt of an interim reply but no further response within 55 days of the initial reply.

C17.3.11.1.4. Prior to submitting a second follow-up, the submitting activity should first attempt to ascertain the status of the SDR using the DoD WebSDR query function. If there is no record of an action activity reply, a second follow-up may be submitted or the submitting activity may contact the action activity off-line. If no response is received to the follow-up within 30 calendar days, The originator should consider **may** contacting DLA Distribution for distribution depot shipments (direct email to: DDC.ISDR@dla.mil) or the SoS for all other shipments to request assistance. Off line communication with the action activity is recommended because electronic processing errors may have impeded timely response to the SDR and later follow-up could encounter similar issues. ~~Upon receipt of the follow-up, the action activity will ensure that a response with disposition or interim status is provided within 30 calendar days.~~

C17.3.11.1.5. At 31 day intervals, the submitting activity may prepare two additional follow-ups. If the action activity has not provided a functionally significant reply after three follow-ups, DoD WebSDR will block transmission of a fourth follow-up and request that the submitter contact the action activity directly.

C17.3.11.1.6. In response to interim Reply Code 520 indicating suspected Counterfeit Materiel/Unauthorized Product Substitution (CM/UPS) materiel may be suspended for an extended period, the storage activity will limit systemic follow-up requests to once every 12 months. There will be no limit on the follow-ups allowed.

C17.3.11.1.7. In response to interim Reply Code 521 indicating suspected product quality deficient materiel may be suspended for an extended period of time, the storage activity will not follow-up for response until 120 days have elapsed, and then subsequent follow-ups should be sent every 60 days. No more than three response/follow-up transactions per SDR will be allowed.

C17.3.11.2. Action Activity Procedures.² Action activities must respond to submitter follow-ups in a timely manner. Action activities are encouraged to be responsive to submitter follow-ups in a positive way whenever possible, reserving rejection for unduly late follow-ups where the elapsed time impedes proper research. Follow-ups on open SDRs submitted prior to completion of the authorized response time or after a significant delay may be rejected using the assigned reject reply code. The preferable response to follow-ups submitted after the SDR has been closed is retransmission of original response.

C17.3.11.2. 1. Upon receipt of the follow-up, the action activity will ensure that a response with disposition or interim status is provided within 30 calendar days.

C17.3.11.2.2. Action activities may reject premature follow-ups using SDR Reply Code 933.

C17.3.11.2.3. Action activities may reject late submission of follow-ups on unresolved non-FMS SDRs using SDR Reply Code 715 no sooner than 200 days have elapsed since the date of shipment if the action activity has no prior record of the SDR, or no sooner than 100 days from the date of the last transaction recorded by the action activity (e.g. an information copy of the SDR or an interim reply).

C17.3.11.2.4. The applicable ILCO is responsible for rejecting FMS SDR follow-ups considered outside acceptable time standards.

² Refer to PDC 1066.”

3. Revise WebSDR internal procedures to document process revisions as follows.

“C17.3.20.4. DAAS **will** provide the support to SDR transaction exchange to facilitate DLMS processes.

C17.3.20.4.1. WebSDR **will** facilitate appropriate distribution when the action party receiving the initial distribution employs the Distribution/Status (Reply) Code 504 indicating the SDR must be forwarded to a new action activity. ~~When the new action activity is a distribution depot, the original SDR will be retransmitted to the designated depot.~~ **WebSDR will prepare the forwarded SDR in an original SDR format (Transaction Set Purpose Code 00) retaining all the information provided in the initial transmission plus the unique data fields applicable to the forwarding action per the DLMS 842A/W.** The ~~customer~~ submitter will receive **the reply transaction as** notification of interim status. **If an information copy of the initial SDR was provided to the SoS based upon Component rules, WebSDR will prepare an information copy of the forwarded transaction using the correction format (Transaction Set Purpose Code CO). WebSDR will update the SDR database to reflect the current action activity after this type of forwarding action and ensure that subsequent transactions are properly transmitted to the new action activity (rather than the original action activity). If an SDR SoS is updated after an information copy was provided to the SoS, an SDR closure**

*notification (Reply Code 450) will be generated by WebSDR to the originally identified SoS so that the open record can be administratively closed.*³

C17.3.20.4.2. WebSDR *will* facilitate appropriate distribution when the action party receiving the initial distribution employs distribution status codes in the 300 series indicating that the SDR must be sent to the SoS for disposition. The SDR reply *will* be sent to the designated SoS *by the responding activity* and *WebSDR will prepare a reply* to the SDR initiator for notification of interim status. *WebSDR will update the SDR database to reflect the current action activity after this type of forwarding action and ensure that subsequent transactions are properly transmitted to the new action activity (rather than the original action activity).*

³ *Refer to PDC 1066. Delayed implementation authorized for rerouting of follow-on transactions.*

⁴ *Ibid.”*

4. Revise management evaluation procedures to address use of SDRs in monitoring vendor performance and DCMA responsibilities as follows.

“C17.4. MANAGEMENT EVALUATION

C17.4.1 Purpose. The supply discrepancy reporting program is designed to promote evaluation, correction, and improvement of logistics operations. To accomplish this objective, discrepancies as specified in this publication must be reported and investigated in accordance with established policies and procedures. DoD Components *must* institute SDR quality programs that will include periodic reviews to assess the accuracy and quality of work processes applicable to supply discrepancy processing. In addition, DoD Components *must* require, as a minimum, semi-annual summary reporting to an appropriate headquarters for review and analysis. The DoD Components unable to support the full scope of the required data collection under legacy systems *must* incorporate this reporting requirement under business system modernization efforts. The DoD WebSDR management reports and canned queries may be used to supplement internally prepared reports. DoD Components and USTRANSCOM *must* monitor SDR program performance applicable to transshipper SDRs. *DCMA must monitor reported discrepancies applicable to procurement source shipments.* Data collected must be sufficient to enable monitoring activities to:

- C17.4.1.1. Identify trends.
- C17.4.1.2. Establish volume and dollar values of SDRs.
- C17.4.1.3. Bring management attention to problems with shipping activities as necessary.
- C17.4.1.4. Prevent recurrence of discrepancies.
- C17.4.1.5. Measure quality and responsiveness of action activities.

C17.4.1.6. Assess vendor performance to ensure compliance with contract requirements, identify and correct recurring issues, and incorporate SDR metrics during consideration of future contract awards.

C17.4.1.7. Promote timely QAR performance to prevent delays in processing of procurement source receipts.

Enclosure 2, DLMS Implementation Convention Revisions

1. Revise the SDR Reply to expand the usage of the “Transfer To” identification.

#	Location	Change Table for 842A/R Standard SDR Reply	Reason
1.	DLMS Introductory Note	<p><u>Add PDC 1066 to DLMS Introductory notes:</u></p> <p>- PDC 1066, SDR Process Enhancements: Follow-up Time Standards, SDR Forwarding, Missing Quality Assurance Representative (QAR) Signature, use of Unique Item Tracking (UIT) Designator Code for Management Report Selection Criteria</p>	To identify DLMS changes included in the implementation convention.
2.	2/N101/4100	<p><u>Revise DLMS Note for existing Qualifier TT:</u></p> <p>TT Transfer To DLMS Note: 1. The responding activity uses to designate the Routing Identifier Code (RIC) of the new action activity to which the original SDR is to be forwarded (use with Reply Code 504 (2/LQ01/4650/HD)). 2. DoD WebSDR uses in the reply transaction forwarded by WebSDR to the submitter to identify the RIC of the new action activity to which the SDR has been forwarded by the shipping activity for disposition and/or financial resolution (used with 300-series reply codes (2/LQ01/4650/HD)). The new action activity will provide a subsequent reply.</p>	Expanded guidance for additional use of this data field.

2. **Administrative Updates.** Revise SDR formats to remove obsolete data, reinstate the missing component part number/description, and add clarifying information as needed.

#	Location	Change Table for DLMS 842A/R SDR Reply	Reason
1.	DLMS Introductory Notes	<p><u>Add PDC 1066 to DLMS Introductory notes:</u></p> <p>- PDC 1066, SDR Process Enhancements: Follow-up Time Standards, SDR Forwarding, Missing Quality Assurance Representative (QAR) Signature, use of Unique Item Tracking (UIT) Designator Code for Management Report Selection Criteria</p>	To identify DLMS changes included in the implementation convention.
2.	2/LQ01/1050	<p><u>Delete qualifier 99:</u></p> <p>99 Purpose Code</p>	There is no current requirement for the purpose code on SDRs. Staffing Note: If Components wish to retain this code, provide reason for use on SDR.

#	Location	Change Table for DLMS 842A/R SDR Reply	Reason
3.	2/NCA03/3400	Close NCA03: NCA03 352 Description	This field was inadvertently opened during a previous update. It is not used in the SDR Reply.
4.	2/NTE02/3500	<u>Revise DLMS note for existing description:</u> Description DLMS Note: 1. Use multiple repetitions of NTE, with up to 80 positions for each line. <i>For AES, WebSDR maximum field length for note = 500 750; other</i> <i>For TPO, WebSDR field length = 500.</i> 2. General reply remarks (Qualifier AES) will be expanded to 750 positions in a future release. The expanded length is reserved for future implementation planned for June 2011. 3. Special characters are not allowed except as identified. Valid characters are: @ # \$ () - = + , / & ; and .	Expanded field length has been implemented for action activity reply remarks.
5.	2/DTM01/3600	<u>Revise DLMS Note for existing Qualifier 198:</u> 198 Completion DLMS Note: Use for SDR Completion Date. <i>Use only on completion notice (BNR01=CN). Reserved for future use. Not available at this time.</i>	Clarification.
6.	2/DTM03/3600	<u>Close DTM03, Time.</u>	This field was inadvertently opened; it is not applicable.
7.	2/N101/4100	<u>Revise DLMS Note for existing Qualifier LW and SUS:</u> LW Customer DLMS Note: 1. Use to identify the SDR report initiator by DODAAC/ MAPAC and/or clear text address (if not identified by 1/N101/1200/ZD). 2. For LW: WebSDR field length =13 SUS Supply Source DLMS Note: <i>For customer SDRs, use to identify the supply source by Routing Identifier; this is the party that directed the shipment. For storage activity-generated SDRs for new procurement, returns, and redistributions this will be the owner.</i>	Removes obsolete data mapping. Clarification
8.	2/N103/4100	<u>Delete qualifier A2 and associated DLMS note:</u> A2 Military Assistance Program Address Code (MAPAC) DLMS Note: Use to identify the structured MAPAC.	Removes obsolete data mapping.

#	Location	Change Table for DLMS 842A/R SDR Reply	Reason
9.	2/LQ01/4650	<p>Revise DLMS Note for existing Qualifier GY: GY Cause of Loss Code DLMS Note: 1. Use to identify the Cause Code. <i>This is a DLA unique data element and is not applicable to other Components.</i> 2. A data maintenance action was approved in version 5030. The approved code/name is "DCC - Cause Code".</p>	Clarification.

#	Location	Change Table for 842A/W Standard SDR	Reason
1.	DLMS Introductory Note	<p><u>Add PDC 1066 to DLMS Introductory notes:</u> <i>- PDC 1066, SDR Process Enhancements: Follow-up Time Standards, SDR Forwarding, Missing Quality Assurance Representative (QAR) Signature, use of Unique Item Tracking (UIT) Designator Code for Management Report Selection Criteria</i></p>	To identify DLMS changes included in the implementation convention.
2.	1/N101/1200	<p><u>Delete qualifier GP and associated DLMS note:</u> GP— Gateway Provider DLMS Note: 1. Use on DoD WebSDR transaction to identify the DAASC as the originator. 2. For SDRs generated outside the DoD WebSDR, may be used to identify DAAS as the receiver, when the action activity is not known and distribution under SDR business rules is required.</p>	There is no current requirement to identify DLA Transaction Services as the originator intended recipient of this SDR transaction.
3.	2/LQ01/1050	<p><u>Delete qualifier 99:</u> 99 Purpose Code</p>	There is no current requirement for the purpose code on SDRs. Staffing Note: If Components wish to retain this code, provide reason for use on SDR reply.

#	Location	Change Table for 842A/W Standard SDR	Reason
4.	2/REF01/2600	<p><u>Add qualifier PM and associated notes:</u></p> <p>PM Part Number DLMS Note: <i>Use to identify the missing component by part number or description.</i></p> <p>9R Job Order Number DLMS Note: 1. Use to identify Job Order (JO) Number. 2. Authorized DLMS enhancement for industrial activity support. Refer to ADC 371. 3. For 9R: WebSDR field length = 10</p>	<p>Reinstated. The original use of this data element was dual purpose and when the second portion was identified for deletion, the entire data element was inadvertently deleted (ADC 1030)</p> <p>The field length is identified for clarification.</p>
5.	2/N101/2800	<p><u>Revise DLMS Note for existing Qualifier LW:</u></p> <p>LW Customer DLMS Note: 1. Use to identify the SDR report initiator by DoDAAC/ MAPAC and/or clear text address (if not identified by 1/N101/1200/41). 2. For LW: WebSDR field length = 35 if clear text is used.</p> <p>SUS Supply Source DLMS Note: <i>For customer SDRs, use to identify the supply source by Routing Identifier; this is the party that directed the shipment. For storage activity-generated SDRs for new procurement, returns, and redistributions this will be the owner.</i></p>	<p>There is no current requirement for identification of any value other than DoDAAC to identify the SDR report initiator.</p> <p>Clarification.</p>
6.	2/N103/2800	<p><u>Delete the following qualifiers and associated DLMS Notes:</u></p> <p>1—D U N S Number, Dun & Bradstreet DLMS Note: Corresponds to IAC 'UN'.</p> <p>8—UCC/EAN Global Product Identification Prefix DLMS Note: Corresponds to IAC '0-9'.</p> <p>41—Telecommunications Carrier Identification Code DLMS Note: Corresponds to IAC 'LB' (ANSI T1.220, Commercial Telecommunications Standards).</p> <p>A2—Military Assistance Program Address Code (MAPAC) DLMS Note: Use to identify the structured MAPAC.</p> <p>M6—Division Office Code DLMS Note: Use with N101 code 91.</p>	<p>The deleted values 1, 8, and 41 are associated with the Enterprise Identifier used when creating an item unique identifier (UII). There is no requirement for the breakdown of the UII to be transmitted on the SDR.</p> <p>MAPACs are not passed as discrete data elements on the SDR.</p> <p>Removes obsolete data mapping.</p>

#	Location	Change Table for 842A/W Standard SDR	Reason
7.	2/N103/2800	<p><u>Delete DLMS Notes for existing qualifiers (qualifiers are not deleted):</u></p> <p>10 Department of Defense Activity Address Code (DODAAC) DLMS Note: 1. Use with N101 code 91. 2. Corresponds to IAC 'LD'.</p> <p>33 Commercial and Government Entity (CAGE) DLMS Note: Corresponds to IAC 'D'.</p>	<p>The deleted notes are associated with the enterprise identifier used when creating a unique item identifier (UII). There is no requirement for the breakdown of the UII to be transmitted on the SDR.</p>
8.	2/LQ01/3340	<p><u>Revise DLMS Note for existing qualifier GY:</u></p> <p>GY Cause of Loss Code DLMS Note: 1. Use to identify the Cause Code. <i>This is a DLA unique data element and is not applicable to other Components.</i> 2. A data maintenance action was approved in version 5030. The approved code/name is "DCC - Cause Code".</p> <p><u>Delete qualifier HD and associated DLMS note:</u></p> <p>HD Discrepancy Status or Disposition Code DLMS Note: Use to identify the Receiver's Reply Code.</p>	<p>Clarification.</p> <p>Removes obsolete requirement. Receiver's reply code is not a valid usage in the report transaction.</p>