**C1. CHAPTER 1.**

INTRODUCTION

C1.1. GENERAL

C1.1.1. Purpose. This volume provides Department of Defense standard procedures for special processing and interoperability support. The volume covers processes that go beyond the functional processes covered in the previous Defense Logistics Management System (DLMS) Volumes. Not all DLMS processing is transactional based. This volume focuses on the special processing for the Department of Defense Activity Address Directory (DoDAAD) (Chapter 2), Military Assistance Program Address Directory (MAPAD) (Chapter 3), and Logistics Metrics Analysis Reporting System (LMARS) (Chapter 4).

C1.1.2. Defense Logistics Management System Volume Access. Use of this volume requires simultaneous access to the DLMS Manual Volume 1 administrative items such as the lists of, acronyms and abbreviations, terms and definitions, and references; instructions for acquiring access to the DLMS standards data base; specific guidance that applies to all DLMS Supplements; and both functional and technical information that is relatively stable and applies to the DLMS as a whole.

C1.2. POLICY. The policy governing the procedures in this volume are:

C1.2.1. [DoD Instruction 4140.01](http://www.dla.mil/j-6/dlmso/elibrary/manuals/instructions.asp), “DoD Supply Chain Materiel Management Policy," December 14, 2011.

C1.2.2. [DoD 4140.1-R](http://www.dla.mil/j-6/dlmso/eLibrary/Manuals/regulations.asp), "DoD Supply Chain Materiel Management Regulation," May 23, 2003.

C1.3. APPLICABILITY. This volume applies to the Office of the Secretary of Defense, the Military Departments, the Joint Staff, the Combatant Commands, and Defense Agencies. The manual applies, by agreement, to external organizations conducting logistics business operations with DoD including (a) non-Government organizations, both commercial and nonprofit; (b) Federal agencies of the U.S. Government other than DoD; (c) foreign national governments; and (d) international government organizations.

C1.4. DoD ACTIVITY ADDRESS DIRECTORY PROCESS REVIEW COMMITTEE.   
The DoDAAD Process Review Committee (PRC) is the forum through which the DoD Components and other participating organizations may participate in the development, expansion, improvement, maintenance, and administration of DoDAAD requirements for the DLMS. Refer to Chapter 2 in this volume for a discussion of DoDAAD PRC functions and responsibilities. The DoDAAD PRC chair, in coordination with the DoDAAD PRC Central Service Points (CSP), is responsible for the contents of Chapter 2. CSPs to the DoDAAD PRC are located at   
<https://www2.dla.mil/j-6/dlmso/CertAccess/SvcPointsPOC/ServicePoints/DoDAAC_DOD_Monitors.pdf>

C1.5. MAPAD PROCESS REVIEW COMMITTEE. The MAPAD PRC is the governance body through which the DoD Components and other participating organizations may participate to develop, expand, improve, maintain, and administer the MAPAD. The MAPAD PRC functions are defined in Chapter 3 in this volume. The MAPAD PRC chair, in coordination with the MAPAD PRC CSPs, is responsible for the contents of Chapter 3. CSPs to the MAPAD PRC are located at  
<https://www2.dla.mil/j-6/dlmso/CertAccess/SvcPointsPOC/ServicePoints/members_mapad_FocalPoints.docx>

C1.6. PIPELINE MEASUREMENT PROCESS REVIEW COMMITTEE. The Pipeline Measurement (PM) PRC is the governance body through which the DoD Components and other participating organizations participate in the development, maintenance and configuration management of LMARS. The PM PRC functions are defined in Chapter 4 in this volume. The PM PRC chair, in coordination with the PM PRC members is responsible for the contents of Chapter 4. The list of PM PRC membership list is located at  
<https://www2.dla.mil/j-6/dlmso/CertAccess/SvcPointsPOC/PRCMembers/members_PMPRC.docx>.

C1.7. NONCOMPLIANCE. If reasonable attempts to obtain compliance with prescribed procedures or resolution of DLMS related problems are unsatisfactory, the activity having the problem shall request assistance from their respective DLMS DoDAAD, MAPAD or PM PRC Representative, depending on the nature of the problem. The request will include information and copies of all correspondence pertinent to the problem; including the transaction set number, the transaction number, and the date of the transaction involved. The representative will take the necessary actions to resolve the issue or problem. The actions may include requesting assistance from the respective PRC Chair.