DEFENSE LOGISTICS AGENCY
HEADQUARTERS
8725 JOHN J. KINGMAN ROAD
FORT BELVOIR, VIRGINIA 22060-6221

J6212   December 7, 2012

MEMORANDUM FOR SUPPLY PROCESS REVIEW COMMITTEE (PRC) MEMBERS

SUBJECT: Proposed Defense Logistics Management System (DLMS) Change (PDC) 1050, Supply
Status Cancellation Codes for DOD EMALL Credit Card Billing (Supply/Logistics)

We are forwarding the attached proposed change to DLM 4000.25 (DLMS), 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 15 days from the date of this memorandum.
An expedited response is requested due to programming timelines. If nonconcurrence is provided,
please provide an alternate method to meet the requirement being addressed. **DLA, DOD EMALL, and
DLA Transaction Services have immediate authorization to use these requirements by their
mutual agreement and at their own risk given that the requirements may change depending upon
staffing results.**

Addressees may direct questions to Ms. Ellen Hilert, DOD MILSTRIP Administrator, 703-767-
0676 or DSN 427-0676, e-mail: ellen.hilert@dla.mil, or Ms. Heidi Daverede, DOD MILSTRIP
Alternate, 703-767-5111; DSN 427-5111, e-mail: heidi.daverede@dla.mil. Others may direct questions
to their Service or Agency designated Supply PRC representative.

DONALD C. PIPP
Director
DLA Logistics Management
Standards Office

Attachment
As stated
cc:
ODASD(SCI)

Attachment to PDC 1050
Supply Status Cancellation Codes for DOD EMALL Credit Card Billing

1. ORIGINATING SERVICE/AGENCY AND POC INFORMATION: Defense Logistics Agency, J331 (Order Management), Comm (703-767-7725); DSN 427-7725

2. FUNCTIONAL AREA: Primary**:** Supply/Logistics, Requisition Processing

3. **REFERENCES:**

    a. DLM 4000.25, Defense Logistics Management System (DLMS), Volume 2

    b. DLM 4000.25-1, Military Standard Requisitioning and Issue Procedures (MILSTRIP)

4. REQUESTED CHANGE(S):

    a. Brief Overview: Four new requisition supply status codes need to be created for cancellation status for DOD EMALL credit card billing. These codes will be used to identify the specified reasons the credit card was rejected (causing the order to be cancelled) back to the customer. These cancellations codes are unique to the credit card purchases made through DOD EMALL for Federal and Non-Federal customers. The new status codes will be provided to EMALL and transmitted to customers transactionally via DLA Transaction Services (for customers capable of receiving supply status transactions (MILSTRIP/DLMS 870S/Document Identifier Code AE_).

    b. Background: DLA's Enterprise Billing System (EBS) will take over the billing and collection for DOD EMALL orders for which Federal and Non-Federal customers are paying via credit card. In order for EBS to assume this responsibility, DOD EMALL will establish a new interface to send encrypted credit card transaction data to EBS via DLA Transaction Services. This process described in this change uses "Pay.gov" which supports secure electronic payments to Federal Government Agencies by credit/debit card (for more information about Pay.gov refer to https://www.pay.gov/paygov/.

    c. Detailed Procedures:

        (1) Use of a cancellation supply status based on need for DOD EMALL credit card requisition cancellation purposes:

            (a) The credit card billing and collections process is initiated with the submission of a Federal or Non-Federal credit card order from EMALL. Prior to the submission to DLA's Enterprise Resource Planning (ERP) Central Component (ECC), a zero-dollar authorization and a single sale credit limit check will be performed by EMALL. If either of these up front edits fails, the customer will be notified that the order will likely fail when submitted to the ECC, and the customer will be able to make changes or submit anyway. After the order is successfully submitted to the ECC, charges will be processed through Pay.gov. If the daily credit card limit is exceeded by a single charge or a combination of charges against the same credit card, an unsuccessful response will

be returned to the ECC by Pay.gov and cancellation status code PC will apply. (Note: The single sale credit limit check and the daily credit card limit are both $49,999.99)

(b) When a Non-Federal EMALL credit card order is submitted, it is placed in a hold status for up to four business days until an advance payment is received. Pay.gov receives the charges and generates a response that is sent back to EBS. Advances must be charged to Non-Federal customers prior to the order fulfillment process moving onto sourcing and delivery. This requirement will provide the ability to receive the credit card charge response from Pay.gov, indicating a successful or failed credit card charge for each transaction, and update the order to continue processing for successes and cancel the order for failures. If the response is unsuccessful and the order hasn't been cancelled by the customer for any other reason while in hold status, a cancellation reason for rejection will be assigned along with its associated cancellation reason status code of PG.

(c) When an EMALL customer submits an order through the EMALL application, the order information and the credit card information will be sent to DLA Transaction Services for translation to ECC. The credit card information will be split into an encrypted file that will remain encrypted throughout the processing from EMALL to ECC. The data received will contain an EMALL supplier order ID and original requisition document number(s), which will facilitate the reference with the associated orders. When both the order and credit card information have been matched in ECC, the processing will continue. The only user interaction will be on the front-end of the process when the EMALL customer submits the order.   Since the credit card data and the order are received in two separate intermediate documents (IDocs), there is a possibility that one of the documents is not successfully processed. If only the 511R is successfully processed, creating an order without its related credit card data, and a match is not found within four business days, a Federal order will be sent to manual billing and a Non-Federal order will be updated to a cancelled Status Code PH along with the reason for rejection.

(d) Cancellation Status Code PJ will be used as a "catch all" if any of the above cancellation status codes do not apply to the situation. This will be due to a system error as opposed to a customer input error. Use of this code should be very minimal but when the customer goes into DOD EMALL to see their status, they will know that it was not cancelled due to lack of their efforts; the customer should resubmit their order.

(2) DOD EMALL: EMALL Administrative end-users and customers will use a new web service from within DOD EMALL to request credit card transaction information available in the ERP. The web service will pull requested information differently for EMALL administrative end users and for the customer.

(a) The EMALL Administrative end user will have the ability to download the daily credit card transaction report (updated at 1 p.m.) or search for credit card transaction information by EMALL supplier order ID, original requisition document number, or a date range, of which only one search method may be selected. When the date range option is selected, further selection criteria will be available. By default, all three criteria will be selected to return the related credit card transactions, orders missing credit card data, and credit card data missing an order. To maximize performance, the Web Service will only be able to pull a date range of one month with the ability to go back as many months as needed by running multiple one month reports. Since EMALL will be handling the user security, set up of user-specific reporting criteria would need to be stored by EMALL, which would allow an EMALL Administrative user to create a canned report.

(b) The customer will have limited web service capability and only be allowed to search for credit card transaction information by EMALL supplier order ID or original requisition document number, which will allow the user to review transactions related to an entire order or by line item. This will return all transaction information for the order or line item that the customer is viewing within the EMALL user interface. The user security established by EMALL will ensure that the customer only has access to request credit card transaction information related to their orders.

(c) The web service layout and security will be handled by EMALL. EBS will provide the information requested from internal tables, which will be called by the web service and passed through EBS Process Integration (PI), the middleware component of the interface.

(3) Revisions to DLM 4000.25 Manuals: Revise DLM 4000.25-1, MILSTRIP, Appendix 2.16, Status Codes, to include new supply status codes.

Code	Explanation

PC   Rejected. Unable to process requisition because the credit card exceeded its limit. Review records for corrective action and resubmit under new document number. Contact DLA for assistance if required.

PG   Rejected. Unable to process Non-Federal requisition due to an unsuccessful credit card advance payment. Review records for corrective action and resubmit under new document number. Contact DLA for assistance if required.

PH   Rejected. Unable to process requisition due to unmatched credit card and order data. Resubmit under new document number.

PJ   Rejected. Unable to process requisition due to systemic error/rejection from Pay.gov. Resubmit under new document number.

d. **Alternatives:** None identified.

5. REASON FOR CHANGE: Provide the customer with additional information regarding the cancellation status of their credit card requisition.

6. ADVANTAGES AND DISADVANTAGES:

a. **Advantages:** Requisitioner will have more accurate information regarding the cancellation status of their credit card order.

b. **Disadvantages:** None identified.

7. ESTIMATED TIME LINE/IMPLEMENTATION TARGET: December 21, 2012

8. IMPACT:

a. **Automated Information Systems (AIS):**

(1) Component systems: AIS' must recognize/process the new cancellation supply status codes.

    (2) DOD EMALL: It must advise DOD credit card customer to return to DOD EMALL for status (via e-mail or on screen notice), pending implementation to recognize the new status codes within DOD systems.

    (3) DLA EBS and DOD EMALL: Implement the new web service for querying of credit card transaction information.

  b. DLMS Data Elements: No new DLMS data elements are being added by this change. New supply status codes and definitions are defined above.

  c. DLA Transaction Services: No process change associated with new status codes. New interface requirements between DOD EMALL and DLA Transaction Services were defined separately.

  d. Non-DLA Logistics Management Standards Publications: Internal Service/Agency guidance may need to be updated. DLA will need to update the Customer Assistance Handbook.