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DEC 19 2007

IN REPLY
REFER TO

DLMSO

MEMORANDUM FOR SUPPLY PROCESS REVIEW COMMITTEE MEMBERS

SUBJECT: Approved Defense Logistics Management System (DLMS) Change (ADC) 256,
WebSDR/SDR Transaction Edits: Forwarding and Follow-up Timeframes (Staffed as
PDC 226) (Supply/SDR)

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 phased implementation by June 2008.

Addressees may direct questions to the Defense Logistics Management Standards Office points
of contact, Ms. Ellen Hilert, Chair, Supply Process Review Committee, at 703-767-0676;
DSN 427-0676; or, e-mail: Ellen.Hilert@dla.mil; or Ms. Ruth Ann Eyanson, at 703-767-2117;
DSN 427-2117; or, e-mail: ruth.eyanson@dla.mil. Others must contact their Component designated
representative.

DONALD C. PIPP
Director
Defense Logistics Management
Standards Office

Attachment

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



ADC 256

WebSDR/Transaction Edits: Forwarding and Follow-up Timeframes

1. ORIGINATOR:

- a. **Service/Agency:** Defense Logistics Management Standards Office (DLMSO)
- b. **Originator:** SDR System Administrator, Ellen Hilert, DLMSO, DLA J-6251; 703-767-0676; (DSN 427); Ellen.Hilert@dla.mil

2. FUNCTIONAL AREA: **Primary:** Supply SDR

3. REFERENCES:

- a. DLAI 4140.55/AR 735-11-2/SECNAVINST 4355.18a/AFJMAN 23-215, Reporting of Supply Discrepancies
- b. DOD 4000.25-M, Defense Logistics Management System (DLMS), Vol II, Chapter 17
- c. DLMSO memorandum dated December 13, 2005, subject: Approved DLMS Change (ADC) 187, Revise SDR Reply Procedures for Forwarding SDRs to New Action Activity, E-mail Addresses, and Source of Supply (SoS)
- d. DLMSO memorandum dated December 21, 2006, subject: Defense Logistics Management Systems (DLMS) Supply Discrepancy Report (SDR) Subcommittee Meeting, December 6-7, 2006

4. REQUESTED CHANGE:

a. **Description of Change:** This change approves two new edit processes for DOD WebSDR, that will improve data quality and enforce existing business rules under referenced guidance. A third, forwarding edit, originally proposed under PDC 226, is deferred for further study [this refers to the proposed edit to prohibit use of 504 forwarding actions (from material owner to the source of supply), related to discrepancy reports for Distribution Depot receipts of requisitioned material for the co-located (retail) site]. Changes from the PDC documentation are **highlighted**.

(1) Follow-up transactions will be edited to ensure that an appropriate time has elapsed before follow-ups may be submitted.

(2) SDR replies requesting forwarding of the SDR to a new action activity (reply code 504), may not be used to forward historical or other record types, which lack full data content necessary to establish a basic SDR report transaction. Forwarding for historical transactions will be authorized.

b. **Background:**

(1) **Follow-up Edit.** The WebSDR initial functional requirement included an edit on follow-up timeframes, but it was deferred for later refinement of the business rules, and due to higher priority programming requirements. Currently, customers do not understand/follow official guidance on timeframes for submission of follow-ups, and this causes unnecessary workload for processing the follow-up. The proposed change identified in this document was discussed and recommended during the SDR Committee meeting (reference 3.d.).

(2) Forwarding Edit – Unable to Forward. SDR replies requesting forwarding of the SDR to a new action activity (reply code 504), may not be used to forward some historical or other record types, which lack full data content necessary to establish a basic SDR report transaction.

c. Procedures:

(1) Follow-up Edit

(a) DOD WebSDR and other SDR applications must provide guidance, and ensure a level of enforcement for follow-up submission timeframes. Customers are not to submit follow-ups within:

- 55 days of report submission; or,
- 30 days, if FMS shipment and Discrepancy Code is S5; or,
- 30 days, if SDR is for a controlled inventory item or hazardous situation.

(b) The DAAS edit (on-line and transactions) will not fully enforce the above timeframes, since it is not cost-efficient at this time to check for a controlled inventory item code (CIIC), and identify exceptions, but the edit will provide business rules and limit premature submission. The WebSDR edit will be triggered when the customer selects to create a follow-up SDR. The current date will be compared to the date of the transmission of the SDR report to the action activity. If the SDR has been forwarded to a new action activity subsequent to the customer submission, DAAS will use the date forwarded to count the number of days elapsed. WebSDR will never allow a follow-up if the difference is less than 30 days. If less than 30 days, the submission will be blocked, and a pop-up box will be displayed for the user as stated below. For transactions, reject using Reply Code 933, SDR Follow-up submitted before action activity response time has elapsed.

Submission of Follow-up SDRs is prohibited until the action activity has had sufficient time to process your report. Allow 55 days for processing. Exceptions are permitted to allow follow-up after 30 days, when reporting discrepant receipt of a controlled inventory item or a hazardous/priority situation.

Forwarding of an SDR to a new action activity will restart the elapsed processing time.

(c) Do not permit multiple follow-ups for the same SDR. DAAS will look to see if there is already an SDR follow-up in history, prior to creation of a second follow-up. If there is already a follow-up in history, the submission will be blocked, and a pop-up box will be displayed for the user as stated below. For transactions, reject using Reply Code 701 with explanation: “SDR follow-up already submitted. If no response within 30 days of initial follow-up, contact DDC or SoS for assistance.”

DAAS history shows there is already an SDR Follow-up for this record. If no response was received to your initial follow-up within 30 calendar days, request assistance from the Source of Supply/Inventory Control Point; or, for Distribution Depot shipments, contact the Defense Distribution Center at DDC.ISDR@dla.mil.

Implementation Note: If feasible, DAAS will identify the date of the previous Follow-up, and direct the user to contact the action office if 30 days from submission.

(d) WebSDR will display guidance for the user on the initial Follow-up screen, to clarify the

submission timeframe and alert users to look for replies with the query function:

Submit an SDR Follow-up when the action activity has not responded to your SDR within 55 days of report submission, or 30 days if your report concerns a controlled inventory item or a hazardous/priority situation.

Prior to preparing an SDR Follow-up, you should use the WebSDR query function to see if a reply is already available, or if your SDR has been forwarded to a new action activity. Forwarding of an SDR to a new action activity will restart the elapsed processing time.

(2) Forwarding Edit– Unable to Forward:

(a) Current Rules for Forwarding Misrouted SDRs. As discussed above, current rules for “504” forwarding require a complete record of the original SDR to be resident in DAAS history. There are several reasons why the original record may be missing or incomplete. Common reasons include, (1) the DSS historical format is not designed to be forwarded, and lacks the necessary coded designation of the action activity (since this was used where SAMMS was the source of supply, and has now been phased out, it is not worth the effort to modify either the DSS or the DAAS programs); (2) during start-up, there are often SDRs which were submitted outside WebSDR; therefore, only later transactions are available in history which may lack original information.

(b) Proposed Edit. DAAS will prohibit use of Reply Code 504 on SDRs which cannot be forwarded successfully due to missing original input. A pop-up box will be displayed for the web user as stated below. For transactions, reject using Reply Code 935, Forwarding action cannot be processed due to incomplete/complex SDR history. Contact originator to resubmit with updated action activity.

This SDR cannot be forwarded electronically.

Please contact SDR initiator (or the organization where this SDR was to input) to request resubmission using the corrected/revised action activity.

(c) Enhancement to 504 Forwarding Process: DAAS will adjust the 504 forwarding process to permit forwarding using other than the original report record where full information is available, and no basic report (original report or information copy), is available, or where there is a later transaction from the initiator. Establish an order of use so that if there is a customer-submitted transaction later than the original, the report information in the forwarded SDR should carry the data content from the later transaction.

[1] Use basic report (original or information copy, Transaction Set Purpose Code=00, or 22), or historical records (Transaction Set Purpose Code=49), which include the full data content of a basic (other than DSS historical). The action copy of the forwarded SDR will contain a beginning segment code 00, New SDR, regardless of whether 00, 22, or 49 was used in the original transaction.

[2] If a change was posted subsequent to the original record (Transaction Set Purpose Code=CO), use corrected data content, and forward using corrected information. The forwarded SDR will again contain segment code 00, New SDR.

[a] If the transaction was input electronically, this means that the corrected transaction data elements will reflect the updated values.

[b] If the transaction was input via direct web input, this means that the corrected

information will be contained in the remarks block. (Web corrections do not yet support full correction capability. Include the remarks from the corrected web transaction in the forwarded SDR.)

[3] Follow-up and request for reconsideration will work in the same way as corrections (depending upon method of input).

[4] If a cancellation was posted prior to forwarding request, electronic forwarding will not be allowed.

(3) Update DLMS manual, chapter 17, as revised by Change 4, and the joint instruction. Changes are identified in bold italics (paragraph numbering below is for the DLMS manual – only excerpts are shown below for context):

C17.3.20. DAAS SDR Processing

C17.3.20.2. DAAS shall edit SDR transactions prior to passing/routing, to ensure minimal standards of acceptability. Reject to the generating activity SDR and follow-on transactions that do not meet the following conditions:

C17.3.20.2.9. SDR follow-ups must comply with follow-up submission timeframes. Follow-ups submitted without allowing sufficient action activity response time will be rejected (a minimum of 30 days will apply). Reject with Disposition/Status (Reply) Code 933.

C17.3.20.2.10. Reply Code 504 forwarding action may not be used to forward SDRs where incomplete information is available, to construct the new forwarded SDR, or the SDR is otherwise not suitable for automated forwarding action. Reject with Disposition/Status (Reply) Code 935.

(4) Establish new Disposition/Status (Reply) Codes as shown below (Reply code 934 prohibits forwarding and is still pending approved procedures):

933, SDR Follow-up submitted before current action activity response time has elapsed.

935, Forwarding action cannot be processed as an automated action. Contact originator to resubmit with updated action activity.

d. Reason for Change: The above changes will improve communication with customers, processing efficiency, and reduce unnecessary workload, to respond to premature follow-ups, and resend SDRs which could not be forwarded.

5. ADVANTAGES AND DISADVANTAGES:

a. Advantages: Better communication with the user.

b. Disadvantages: None identified.

6. ALTERNATIVES: None identified.

7. IMPACT:

a. Data Content/Procedures: Primary impact is on DOD WebSDR. Component applications should be updated to accept new reject reply codes. Phased implementation at DAASC to implement the various elements of the change at different times is authorized.

b. Publication(s): DLMS manual and joint instruction.