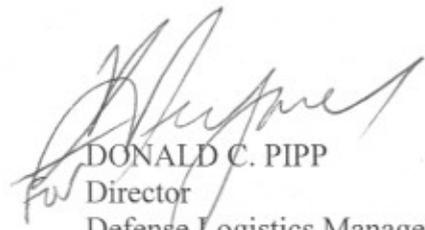IN REPLY
REFER TO   DLMSO

MEMORANDUM FOR SUPPLY PROCESS REVIEW COMMITTEE MEMBERS

SUBJECT: Approved Defense Logistics Management System (DLMS) Change
(ADC) 245, Notification for Distribution Depot (DD) Product Quality Deficiency
Report (PQDR) Exhibit Receipt (Supply/SDR) (Staffed as PDC 247)

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. The SDR transaction
routing rule change is targeted for implementation in October 2007 by the Defense Automatic
Addressing System Center (DAASC). Implementation of the SDR format update to include
cross-reference numbers is targeted for implementation mid-year 2008 by the Distribution
Standard System (DSS) and DAASC. In the interim, the USAF-required PQDR Accession
Number will be provided in the remarks field of the SDR transaction. The updated DLMS
Supplement will be posted to the DLMSO Web site http://www.dla.mil/j-
6/dlmso/elibrary/TransFormats/ formats.asp within **10** days from the above date for
implementation planning.

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

DONALD C. PIPP
Director
Defense Logistics Management
Standards Office

Attachment

cc:
DUSD (L&MR) SCI
SDR Subcommittee
DOD PQDR Committee

ADC 245
Notification for DD PQDR Exhibit Receipt

1. **ORIGINATOR:**

   a. **Service/Agency**: Defense Logistics Agency

   b. **Originator:** DLA/J-334, Phone: DSN 427-2630, Comm. 703-767-2630

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. DLMSO memorandum subject: Approved Defense Logistics Management System (DLMS) Change (ADC) 188, Quality-Related Discrepancies Identified During Distribution Depot (DD) Receipt and In-Storage Screening (Supply/SDR/SQCR) (Staffed as PDC 190), dated January 9, 2006

4. **REQUESTED CHANGE:**

   a. **Title:** Notification for DD PQDR Exhibit Receipt

   b. **Description of Change:** This change request defines new routing and processing changes for SDRs prepared by Distribution Depots (DDs) to notify Air Force managers of the arrival of Air Force-owned PQDR exhibits and is designed to support expansion for other Services.   The change requires new routing rules at DAAS. Two new data elements are added to the SDR transaction to support the Air Force requirement and pre-position cross-reference information to support exhibit tracking for other Services. This change is a variant of the business rules already implemented for DLA-managed material under ADC 188 (reference 3.b). These business rules may be applied to other Components by agreement with DLA. Updates resulting from proposal coordination are ==highlighted== (highlighting colors are significant only to those reviewing during update, with latest changes shown in ==green==).

   c. **WebSDR Revision:**

      (1) ==Initial implementation:== DAAS/WebSDR will route incoming SDR transaction to the USAF G021 system address (e-mail: drissdr@afdris.wpafb.af.mil) when

addressed to the Air Force source of supply (SoS) (FGZ, FGB, FHZ, FHB, FLZ, FLB) and the SDR Discrepancy Code is Q11.

(2) **Subsequent implementation:** WebSDR and transaction interfaces will be updated to maintain/display two new data elements to support this process: the USAF-unique PQDR Accession Number and the standard PQDR Report Control Number (RCN) (see enclosure).

d. Published Guidance: 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):

"C17.3.20. DAAS SDR Processing

C17.3.20.1**.** Under DLMS, SDRs shall be integrated with standard logistics transaction processing through DAAS. DAAS shall perform the following actions:

C17.3.20.1.1. Pass/route SDR transactions.

C17.3.20.1.1.1 Generate and route an information copy of SDRs reporting packaging discrepancies associated with United States Air Force (USAF)-directed shipments to the USAF packaging office.

C17.3.20.1.1.2 Route the action copy of SDRs reporting distribution depot receipt of PQDR exhibits (Discrepancy Code Q11) to the material owner by agreement with DLA. For USAF owners this process will use an electronic (email-based) interface with the USAF processing system for product quality.

e. Detailed Business Process:

(1) Current Process. Current reporting and resulting disposition processing for Air Force-owned PQDR exhibits received at DDs is a manual, labor intensive process for DLA and Air Force personnel. Both DLA and the Air Force agree that it is an inefficient and outdated process. Processing includes duplicative data entry in two separate systems and off-line e-mails. Current outdated process is described below:

Step 1. Customer contacts Air Force to report quality problem on Air Force-owned material. Air Force authorizes customer to send in quality deficient material as a PQDR and directs customer to send material to an Air Force/co-located DD. In G021 the PQDR will have an accession number assigned. Air Force directs the customer to put the PQDR accession number information on the material tag and shipment paperwork accompanying PQDR material to the storage site. Per DOD requirements, Air Force is required to create a due-in with document number, NSN, quantity and supply condition code information to ensure proper receipt of the PQDR exhibit material when it arrives at the depot.

Step 2. When material arrives at the depot, the receiver scans the receipt documentation. If there is a due-in, DSS automatically pre-fills the receipt screens with all the

due-in information provided by the Air Force. DLA completes the receipt of the material into the Air Force account by document number, NSN, quantity, Supply Condition Code Q, etc. The Q condition code notifies depot receiving personnel that the Air Force material requires a segregated storage location. The DSS system sends the accountable receipt information to D035 (to include: receipt document number, NSN, quantity, Supply Condition Code Q).

       Step 3. Depot personnel duplicate most of the receiving process by going off-line into Air Force system G021 and once again reporting the same receipt information to G021 (receipt document number, NSN, quantity, Supply Condition Code Q).   In addition, the depot personnel also provides the Deficiency Report (DR) Number/Accession Number which was assigned to the PQDR by the Air Force quality office and was known when the due-in was created for the material.

       Step 4. Once the receipt of the PQDR exhibit is reported to the Air Force in G021, Air Force does their research.   The Air Force then manually provides disposition instructions via e-mail to an individual at the depot. There is no management capability for tracking of the off-line e-mail. There is no DSS system workload created by the e-mailed Air Force disposition requirements. The reclassification process when it does occur is accomplished off-line (i.e. no systemic COSIS workload is created in DSS). E-mail may get lost, warehouse personnel may be off or ignore the e-mail for any length of time, and there is no one to check on progress at the DD because there is no systemic process in place.

       Step 5. After reclassification process occurs, an individual at the depot again enters the off-line G021 system and updates with reclassification information. Depot performance in this G021 update process is questionable at best. It is again duplicative work as D035 receives the updated reclassification information directly from DSS. Air Force has verified that depots are not performing the manual off-line updates in a timely, accurate manner.

       (2) Approved Process. Following is a description of the new process using D035 and WebSDR to report receipt of the Air Force-owned PQDR exhibit. WebSDR would be used to provide receipt notification of PQDR exhibit arrival, and give the Air Force PQDR material managers an electronic avenue to provide disposition instructions to DDs. The SDR process would also provide management ability to track completion of disposition instructions received from the PQDR material managers.

       Step 1. Same as above.

       Step 2. When material arrives at the depot, receiver scans the receipt documentation. If there is a due-in, DSS automatically pre-fills the receipt screens with all the due-in information provided by the Air Force. DLA completes the receipt of the material into the Air Force account by receipt document number, NSN, quantity, Supply Condition Code Q. The receiver will enter a receiving discrepancy code on the receipt screen. This code allows DSS to automatically call up the SDR programs in DSS. The SDR screen automatically prefills most of the receipt/material information and receiver completes the SDR by adding a Discrepancy Code Q11 (Returned PQDR Exhibit Deficiency). Receiver would enter an Action Code 1A (Disposition Instructions Requested). When receiver hits enter, DSS automatically

sends the receipt information to the D035 system and the DSS SDR programs send an SDR to WebSDR. WebSDR would then automatically route the SDR for the PQDR exhibit return to the new USAF PQDR e-mail address (e-mail: drissdr@afdris.wpafb.af.mil) which is the G021 system for all Air Force PQDRs. The Q condition code notifies DD receiving personnel that this Air Force material requires segregated storage.

        Step 3. WebSDR distribution via e-mail to the G021 e-mail address will allow the Air Force application to extract information electronically (i.e. the application will read the e-mail text). The following data elements which appear in the SDR e-mail will be read into GO21:
- DOCUMENT NUMBER:
- NSN:
- UNIT OF ISSUE:
- QUANTITY SHIPPED:
- QUANTITY RECEIVED:
- CONDITION CODE:
- TOTAL COST (DISCR. MAT.):
- DOD WEB SDR NUMBER: (this will be the WebSDR-assigned control number)

The following two data elements will also be perpetuated to the e-mail format.   The implementation of this portion of the ADC will occur at a later date due to the required change to the receiving process and Distribution Standard System (DSS) to capture these data elements from the PQDR exhibit and perpetuate to the SDR transaction.   The DLMS SDR format will be updated to support these additional data elements to provide cross-reference between the exhibit and the PQDR to which it relates:
- PQDR REPORT CONTROL NUMBER:
- PQDR ACCESSION NUMBER:

Until the updated format is available, DSS personnel preparing the SDR exhibit receipt notification will annotate the PQDR Accession Number as the first entry in the remarks field of the SDR, e.g. ACCESSION 123456.

        Step 4. When Air Force has finished their research and made applicable updates to their G021 system, the Air Force responder would log into WebSDR using the WebSDR control number from the SDR and enter disposition instructions. Total time required to log in and provide disposition would be less than 1 minute.

        Step 5. WebSDR will automatically route the Air Force disposition instructions electronically to the appropriate DSS depot using WebSDR routing rules. The Air Force disposition information would pass systemically to DSS and appear on an ADRS/DSS SDR Disposition Report which is pushed out to the depots daily. That report notifies the depots that disposition has been provided on the SDR. This electronic disposition process would allow disposition for PQDR material to be worked and completed as well as allow management tracking of depot work completion through the DSS system. DLA depot managers and DDC oversight managers would have visibility of the reclassification, re-warehousing actions, and any other processes required/accomplished as a result of the Air Force disposition instructions.

5. Reason for change:

    a. This change is for Air Force to use a proven successful process currently used by Distribution Depots and DLA ICPs to process DLA-managed material which has quality issues identified during the receipt process. DLA has successfully used the SDR process for many years to report quality deficient or potentially deficient material to DLA ICPs. This process has been very effective in helping DLA ICPs to track and identify quality deficient and potentially quality deficient material when it is received/stored at DDs and ultimately to ensure that defective or potentially defective material receives proper disposition instructions from the ICP and does not get accidentally shipped to a customer. The advantage of using the SDR process and Discrepancy Code Q11 for receipt of Air Force PQDR exhibits will improve Air Force customer support and give Air Force PQDR managers the all important visibility of deficient and potentially deficient material as it is received at DDs. It will also provide the Air Force PQDR material managers with an electronic avenue to provide disposition instructions for their PQDR material when research has been completed and the Air Force wants to reclassify or dispose of the material.

    b. The PQDR Record Control Number (RCN) and the Accession Number are added to the receipt notification SDR for cross-reference so that the exhibit received by the depot can be tied to the original PQDR which was the basis for the return. The Air Force G021 uses a unique Accession Number which it assigns for this purpose and will be identified on the exhibit tag. Other Services would use the PQDR RCN. Since this process may be employed by other Military Services the PQDR RCN is also added at this time. In addition, the presence of the PQDR RCN will support expansion of this capability to provide exhibit tracking data to the Product Data Reporting and Evaluation Program (PDREP) application via the Q-series receipt alert SDRs.

6. Advantages and Disadvantages:

    a. Advantages: This process will improve visibility and tracking of Air Force-owned PQDR exhibits as they are returned to Distribution Depots by ensuring that Air Force PQDR material managers are notified of receipt of their PQDR material. It will also ensure that the Air Force has an avenue to provide electronic disposition instructions directly to the DDs via WebSDR to the ADRS/DSS system. This electronic process will allow for management track ability of Air Force PQDR disposition instructions to the DLA Distribution Depots.

    b. Disadvantages: None specifically identified.

7. IMPACT:

    a. This change will impact future processing of supply discrepancies between DAAS/WebSDR, ADRS/DSS, and the Air Force PQDR material managers (using the G021system). Once the USAF begins receiving the SDR email distribution in a test mode, they will verify the exact content and format and commence development of the automated process to update GO21. This change will be used in the processing of receiving SDRs (document type 8, customer returns).

b. This process change would also include requirement of Air Force PQDR material management personnel to acquire responder level access for WebSDR in order to use WebSDR to provide disposition instructions directly into WebSDR as applicable for the Air Force-owned PQDR exhibit material.

c. The DLMS Supplement 842A/W, SDR will be updated as identified in the enclosure.

Enclosure, DLMS Supplement Revisions

Item #	Location	Revision to 4030 842A/W	Reason
1.	DLMS Introductory Notes	Added ADC 245 to DLMS Introductory note 5: *- ADC 245, Supply Discrepancy Report (SDR) Notification to United States Air Force (USAF) for Distribution Depot (DD) Product Quality Deficiency Report (PQDR) Exhibit Receipt*	To identify DLMS changes included in supplement
2.	2/REF01/0700	Added qualifier "GO" and DLMS note: GO Exhibit Identifier DLMS Note: *1. Use to identify the PQDR Accession Number assigned to the PQDR exhibit for USAF in conjunction with discrepancy code Q11.* *2. Pending full implementation of ADC 245, the PQDR Accession Number will be carried as the first two words of the SDR remarks text, e.g. ACCESSION 123456.* 3. For GO: WebSDR field Length = 6	Required by the USAF to associate the exhibit receipt with the applicable PQDR.
3.	2/REF01/0700	Added qualifier "QR" and DLMS note: QR Quality Report Number DLMS Note: *1. Use to identify the PQDR report control number for cross reference to the PQDR exhibit when the discrepancy code is Q11.* *2. Implementation pending under ADC 245.* *3. For QR: WebSDR field length =15*	May be used to associate the exhibit receipt with the applicable PQDR through PDREP or where other Services coordinate with DLA to receive exhibit receipt alerts via the SDR process.