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MEMORANDUM FOR THE DEPUTY UNDER SECRETARY OF THE AIR FORCE
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FOR DEFENSE EXPORTS AND COOPERATION
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DIRECTOR, NATIONAL GEOSPATIAL-
INTELLIGENCE AGENCY
DEPUTY DIRECTOR FOR INFORMATION
ASSURANCE, NATIONAL SECURITY AGENCY

SUBJECT: Time Standards for Reconsideration of Supply Discrepancy Reports (SDRs),
DSCA Policy Memo 10-44

The purpose of this memorandum is to clarify the processing timeframes used in the reconsideration of SDRs. The time standards used in the reconsideration of SDRs were reduced from 90 calendar days to 45 calendar days effective May 19, 2009. This was established by an Approved Defense Logistics Management System (DLMS) Change that resulted from an SDR Continuous Process Improvement Event conducted in July 2008. With the advances in information technology, it was determined there was no longer a need to add-in extra time for mailing an SDR. The revised time standards are governed by DoD 4000.25-M, Volume 2, Chapter 17.



As background, per the Security Assistance Management Manual, Chapter 6, paragraph C6.4.10., the USG makes every effort to provide the correct defense article or service in the quantity and quality shown in the LOA. In the event of a discrepancy, the purchaser submits an SDR to the applicable Implementing Agency's International Logistics Control Organization (ILCO). An SDR is used in submitting claims to the USG for overage, shortage, damage, duplicate billing, item deficiency, improper identification, improper documentation, or non-shipment of defense articles and non-performance of defense services. After receipt and validation of an SDR, the ILCO will electronically forward the SDR to the appropriate DoD Inventory Control Point (ICP)/Integrated Materiel Manager (IMM), shipping depot, or General Services Administration (GSA) action activity for research, disposition, and if necessary, corrective action. A recommendation to the SDR will be returned to the ILCO who will provide the purchaser with a decision, either electronically or in writing, as to whether the SDR is approved or disapproved.

If the purchaser does not agree with the initial response to an SDR, the purchaser has two opportunities to ask DoD to reconsider its decision. For the first request for reconsideration, the purchaser must submit a request with additional information or clarification to the ILCO, either electronically or in writing, within 45 calendar days from the date of the ILCO response. The ILCO has up to 20 days to review and validate the request before forwarding the reconsideration request to the appropriate DoD ICP/IMM, shipping depot, or GSA action activity which will review all data relating to the problem and provide a response to the ILCO within 45 calendar days from receipt of the ILCO request. When the shipping depot is unable to respond to the request, the depot will forward the request to the DoD source of supply (SoS) for a recommended response. The DoD SoS will provide a response to the ILCO within 45 calendar days of receipt of the request. The ILCO will monitor the status of the request and follow-up with the responsible activity if a response is not received within the required time standards.

If the purchaser still does not agree with the decision, the purchaser has a second opportunity to ask DoD to reconsider its decision. The purchaser must submit a request to the ILCO, either electronically or in writing, within 45 calendar days from the date of the ILCO response to the initial reconsideration decision. The purchaser must indicate why the ILCO's decision is not satisfactory and provide additional justification as to why the request should not be denied. The ILCO has up to 20 days to review and validate the request before forwarding to the appropriate DoD ICP/IMM, shipping depot, GSA action activity, or DoD SoS which will review all data relating to the problem and provide a response to the ILCO within 50 calendar days from receipt of the ILCO request. The ILCO will monitor the status of the second request and follow-up with the responsible activity if a response is not received within the required time standards.

If the ILCO disapproves the second request for reconsideration, the purchaser may raise the issue to DSCA for review.

If you have questions concerning this guidance, please contact Mr. Kent Bell, DSCA/STR/POL, kent.bell@dsc.mil, (703) 604-6612.



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Strategy