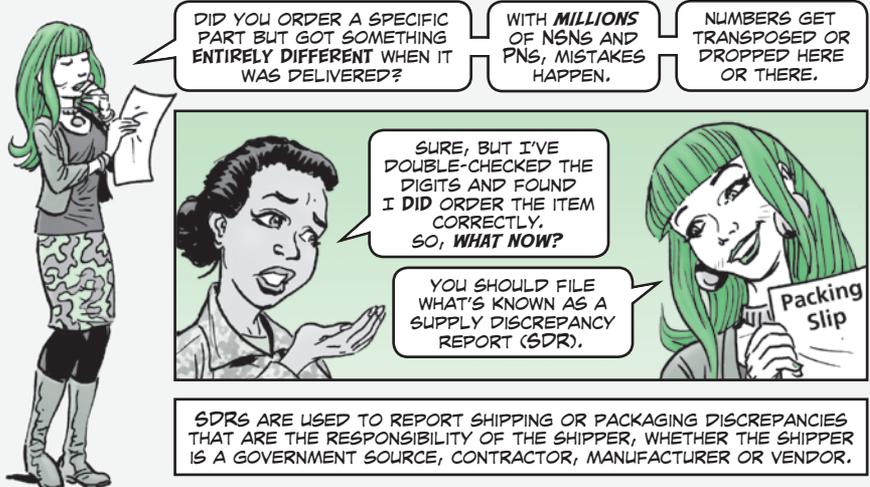


HOW TO FILE SUPPLY DISCREPANCY REPORTS



- SHIPPING DISCREPANCIES INCLUDE:**
- THE WRONG CONDITION OF AN ITEM, INCLUDING EXPIRED SHELF-LIFE.
 - SHORTAGE/OVERAGE/TOTAL NON-RECEIPT, IF NOT TRANSPORTATION-RELATED DISCREPANCY.
 - THE WRONG UNIQUE ITEM IDENTIFICATION.
 - IMPROPER DOCUMENTATION.
 - MISDIRECTED SHIPMENTS.

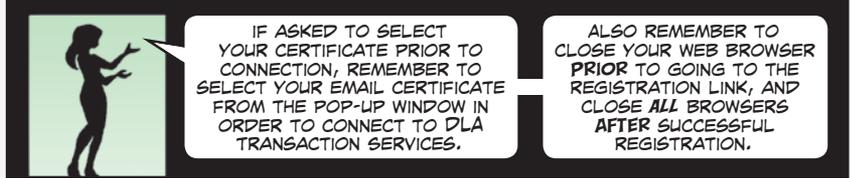
- PACKAGING DISCREPANCIES INCLUDE IMPROPER:**
- PACKING.
 - PRESERVATION.
 - MARKING.
 - UNITIZATION.



THE DEFENSE LOGISTICS AGENCY (DLA) MANAGES SDRs FOR DOD. GET ACCESS TO DOD WEBSDR BY COMPLETING AN ONLINE SYSTEM ACCESS REQUEST (SAR) AT THE DLA TRANSACTION SERVICES WEBSITE: <https://www.transactionservices.dla.mil>

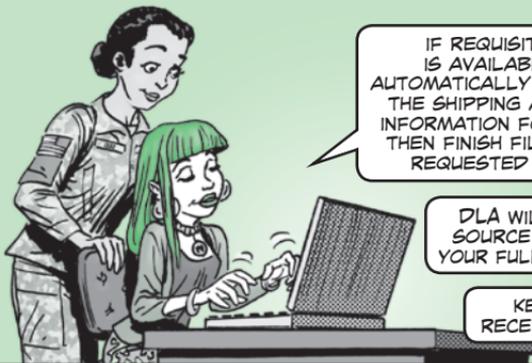


TO REGISTER YOUR EMAIL CERT IN ORDER TO READ ENCRYPTED SDR DATA OR NOTICES, VISIT: <https://www.transactionservices.dla.mil/common/smime/menu.asp>



ONCE YOU'RE REGISTERED AND RECEIVE YOUR USER ID AND PASSWORD, LOG IN AT: <https://www2.transactionservices.dla.mil/websdr/home.asp> CHOOSE "WEBSDR" AND FOLLOW THE MENU ITEMS FOR OPTIONS NEEDED.





IF REQUISITION HISTORY IS AVAILABLE, WEBSDR AUTOMATICALLY FILLS IN MUCH OF THE SHIPPING AND REQUISITION INFORMATION FOR YOU. YOU CAN THEN FINISH FILLING IN ALL THE REQUESTED INFORMATION.

YOU CAN ATTACH ADDITIONAL SUPPORT DOCUMENTATION OR PHOTOS TO SUPPORT YOUR CLAIM.

DLA WILL ROUTE YOUR SDR TO THE CORRECT SOURCE OF SUPPLY FOR RESOLUTION. INCLUDE YOUR FULL CONTACT INFO SO THEY CAN FOLLOW UP.

KEEP THE ITEM IN QUESTION UNTIL YOU RECEIVE OFFICIAL DISPOSITION INSTRUCTIONS.

FOR DETAILED SDR GUIDANCE AND RULES, SEE CHAPTER 17 (SUPPLY DISCREPANCY REPORTING), VOLUME 2 (SUPPLY STANDARDS AND PROCEDURES) OF THE DEFENSE LOGISTICS MANUAL (DLM) 4000.25; DEFENSE LOGISTICS MANAGEMENT STANDARDS (DLMS) MANUAL (DEC 13). YOU'LL FIND THE COMPLETE DLMS SERIES AT:

http://www2.dia.mil/j-6/dlms/elibrary/manuals/dlm/dlm_pubs.asp

CALL OR EMAIL THE DLA TRANSACTION SERVICES HELP DESK FOR ROUTING OR SYSTEM APPLICATION ISSUES AT DSN 986-3247, (937) 656-3247, OR EMAIL:

websdrhelp@dia.mil

I CAN LOG BACK INTO WEBSDR TO CHECK STATUS USING THE QUERY FUNCTION. IF THERE'S NO REPLY, THEN I SHOULD SUBMIT A FOLLOW-UP SDR?

RIGHT!

FUNCTIONAL QUESTIONS SHOULD BE DIRECTED TO YOUR SERVICE OR AGENCY POC, OR CONTACT THE DLA CUSTOMER INTERACTION CENTER AT DSN 661-7766, TOLL-FREE 1-(877)-352-2255, OR EMAIL: DLAContactCenter@dia.mil

