



Defense Health Agency

TECHNICAL MANUAL

NUMBER 6430.02, Volume 5
May 10, 2022

DAD-MEDLOG

SUBJECT: Defense Medical Logistics Standard Support (DMLSS) – Volume 5, Inventory and Quality Control

References: See Enclosure 1.

1. PURPOSE. This Defense Health Agency-Technical Manual (DHA-TM), based on the authority of References (a) and (b), and in accordance with the guidance of References (c) through (p), establishes the Defense Health Agency's (DHA) instructions for using the Defense Medical Logistics Standard Support (DMLSS) application. This DHA-TM provides Medical Logistics (MEDLOG) personnel and other DMLSS users with the technical guidance procedures necessary to use the application effectively and efficiently to carry out mission of medical logistics support. The technical guidance contained in this DHA-TM volumes 1 through 10 are intended for use of the automated information system in support of MEDLOG business including contingency materiel management in the DHA.

2. APPLICABILITY. This DHA-TM applies to the DHA, DHA Activities under the authority, direction, and control of DHA, and all personnel assigned; who have need to reference the enclosed technical guidance information for use of DMLSS automated information system.

3. POLICY IMPLEMENTATION. It is DHA's instruction, pursuant to References (e) through (p), that:

a. DHA will exercise management responsibilities of Military Health System (MHS) MEDLOG functions in the MHS including implementing procedures, administering budgets, and performing financial oversight at an enterprise level in order to ensure consistency, optimize performance, and meet strategic priorities across MHS MEDLOG activities consistent with guidance from the Assistant Secretary of Defense for Health Affairs.

b. DHA will develop consistent standards for materiel management necessary for programmatic oversight of the Defense Health Program (DHP).

c. DHA will establish the DMLSS system as the authoritative information system that serves as the feeder system to financially accountable systems for Direct Reporting Organizations (DRO) as outlined in Reference (d).

d. DRO must use the DMLSS system, as prescribed in Reference (d), for all MEDLOG business functions in the following modules, including, but not limited to: Customer Area Inventory Management (CAIM), Inventory Management (IM), Equipment Management (EM), Equipment Maintenance (MA), Assemblage Management (AM), Systems Services (SS), and Facility Management (FM). These DMLSS modules provide a processing environment where personnel can accomplish automated processing for: inventorying, ordering, receiving, and issuing of materiel associated with operations, research, and support prescribed by the DHA mission.

4. RESPONSIBILITIES. See Enclosure 2.

5. PROCEDURES. See Enclosure 3.

6. PROPONENT AND WAIVERS. The proponent of this publication is the Deputy, Assistant Director (DAD) MEDLOG. When Activities are unable to comply with this publication the activity may request a waiver that must include a justification, including an analysis of the risk associated with not granting the waiver. The activity director or senior leader will submit the waiver request through their supervisory chain to the DAD-MEDLOG to determine if the waiver may be granted by the Director, DHA or their designee.

7. RELEASABILITY. Cleared for public release. This DHA-TM is available on the Internet from the Health.mil site at: <https://health.mil/Reference-Center/Policies> and is also available to authorized users from the DHA SharePoint site at: <https://info.health.mil/cos/admin/pubs/SitePages/Home.aspx>.

8. EFFECTIVE DATE. This DHA-TM:

a. Is effective upon signature.

b. Will expire 10 years from the date of signature if it has not been reissued or cancelled before this date in accordance with Reference (c).

9. FORMS. Standard Form (SF) 368, Product Quality Deficiency Report is available at <https://www.gsa.gov/reference/forms>.

/S/
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Director

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ENCLOSURE 1

REFERENCES

- (a) DoD Directive 5136.01, “Assistant Secretary of Defense for Health Affairs (ASD(HA)),” September 30, 2013, as amended
- (b) DoD Directive 5136.13, “Defense Health Agency (DHA),” September 30, 2013, as amended
- (c) DHA-Procedural Instruction 5025.01, “Publication System,” August 24, 2018
- (d) DHA-Procedural Instruction 6430.04, “Use of the Defense Medical Logistics Standard Support (DMLSS) as the Authoritative Information System (IS) of Record for the Medical Logistics (MEDLOG) Enterprise Activity (EA),” December 20, 2019
- (e) 10 U.S.C. §1073c
- (f) DHA-Procedural Instruction 6430.02 “Defense Medical Logistics (MEDLOG) Enterprise Activity (EA) Procedures,” September 27, 2018
- (g) DoD Directive 6000.12E, “Health Services Support,” January 6, 2011, as amended
- (h) DoD Instruction 6430.02, “Defense Medical Logistics Program,” August 23, 2017
- (i) Defense Logistics Agency Regulation 4155.24, “Product Quality Deficiency Report Program,” July 20, 1993, as amended
- (j) United States Code, Title 10, Section 1102
- (k) DoD Instruction 8500.01, “Cybersecurity,” August 12, 2015
- (l) DoD Instruction 8510.01, “Risk Management Framework (RMF) for DoD Information Technology (IT),” March 12, 2014, as amended
- (m) United States Government Accountability Office Manual, “Federal Information System Controls Audit Manual (FISCAM),” February 2009
- (n) DHA-Procedural Instruction 8100.01, “Information Security Compliance for Defense Health Agency Financially Auditable Information Systems,” January 12, 2021
- (o) DHA Procedures Manual 6430.03, “Medical Logistics Materiel Quality Procedures,” January 13, 2021
- (p) Code of Federal Regulation, Title 21, Section 1300

ENCLOSURE 2

RESPONSIBILITIES

1. DIRECTOR, DHA. The Director, DHA, must assign all DHA Headquarters Staff elements and Chief, DHA MEDLOG, to implement this DHA-TM in accordance with References (b), (e), and (f).

2. DAD, DHA-MEDLOG. The DAD, DHA-MEDLOG or designee must perform oversight of the delivery of all MEDLOG business functions at Direct Reporting Markets (DRM) in accordance with References (e) and (g).

3. DIRECTORS, DHA COMPONENTS. The Directors, DHA Components must ensure:
 - a. DHA Components implement this DHA-TM.

 - b. Compliance with this DHA-TM.

 - c. Ensure the Chief, MEDLOG maintains and accounts for all accountable medical and dental property, and financial records on the stock record account in DMLSS.

 - d. Use the following DMLSS modules including, but not limited to: CAIM, IM, EM, MA, AM, SS, and Facility Management.

 - e. Appoint a DMLSS System Administrator (SA) in writing; may delegate by-direction signature authority to Chief, MEDLOG , as necessary.

 - f. Implement procedures, guidance, and instructions for this DMLSS-TM.

4. CHIEF, MEDLOG, DHA COMPONENT. The Chief, MEDLOG, DHA Component must:
 - a. Maintain and account for all accountable medical and dental materiel and equipment financial records as appropriate in DMLSS.

 - b. If designated by Director in paragraph 5.c. of this enclosure, appoint DMLSS SA in writing.

 - c. Designate a Logistics Team to review and disseminate Hazard Alerts and Recalls (HAR) messages.

5. DMLSS SA, DHA COMPONENT. The DMLSS SA, DHA Component will:

- a. Establish, manage, and maintain DMLSS user accounts, roles, and privileges. The least privilege principle must be followed when creating or modifying user accounts.
- b. Ensure system backups and maintenance tapes are installed at pre-defined periodic intervals and perform manual backup procedures as necessary, and as provided in future DHA-TM DMLSS Volume 2 on Systems Administration.
- c. Monitor the DMLSS Communications Management (DCM) functionality to identify and resolve transmission errors.
- d. Follow database-auditing procedures as defined in DMLSS SA guide.
- e. Coordinate with DRO, Information Systems to house DMLSS hardware, and install and update DMLSS system software as required.
- f. Create and manage DMLSS tutorial databases.
- g. Review DMLSS advisory notices and notify local users as required.

6. LOGISTICS TEAM, DHA COMPONENT. Chief, MEDLOG will designate a Logistics Team to support the dissemination of matched HAR messages, identify and segregate materiel, follow HAR notification instructions for materiel disposition, and report findings and actions taken to the DHA Component Chief, MEDLOG. The DHA Component Logistics Team must:

- a. Receive HAR notifications from approved sources to determine whether the DRO is affected by materiel that is subject to the HAR notice.
- b. Identify affected materiel, follow notification instructions, complete disposition actions as required and record actions taken in DMLSS.
- c. Complete required actions within the HAR Notification for product identifiers that match within the DRO, Catalog.
- d. Identify items where product identifiers do not match within catalog, and search for non-matched HAR messages.
- e. Coordinate with HAR Representatives to ensure Product Quality Deficiency Reports are completed and submitted to Defense Logistics Agency (DLA) in compliance with Reference (o).
- f. Ensure disposition actions for HAR Notifications and Medical Materiel Quality Control (MMQC) messages are documented and reported.
- g. Ensure appropriate materiel management and logistics personnel are registered with Emergency Care Research Institute (ECRI) as identified in Reference (o).

h. Ensure logistics actions described in Reference (o) are complete in the approved authoritative Information System (IS) as described in Reference (d); report all logistics actions to the DRO HAR Coordinator.

7. PERSONNEL, DHA COMPONENT

a. DHA Component personnel will utilize instructions provided in this technical manual as needed for DMLSS maintenance, access, and/or transactions.

b. MEDLOG personnel must follow the instruction (Customer Support Teams, Divisions, Training, etc.) as appropriate for each volume of this DHA-TM.

ENCLOSURE 3

PROCEDURES

1. INVENTORY CONTROL. Inventory impacts Working Capital Funds, DHP/Operations and Maintenance funds, and other financial balances. The objective is to provide logistical support with an economical investment in inventory. This chapter covers inventory control procedures associated with establishing warehouse levels and stock management of the operating inventory, and customer area stock management including set-up, inventory, and leveling procedures.

a. Establishing a Warehouse Stock Control Method. MEDLOG warehouse inventory control policies require sufficient stock on-hand to provide recurring use materiel upon demand.

(1) The Chief, MEDLOG establishes the inventory control policy. The two main methods of inventory control are Economic Order Quantity (EOQ) and Stockless. These are not mutually exclusive and election to adopt a completely stockless warehouse methodology requires significant analysis of item characteristics and reliability of the source of supply (SOS).

(2) The EOQ inventory control method uses a minimum-maximum system to control operating inventory. Unlike the stockless method, the EOQ method maintains warehouse inventories for regularly used items. EOQ is best suited for items with long (greater than one week) pipeline times. Two critical stock positions identified in this method are the Stock Control Level (SCL) and Safety Level.

(a) Under EOQ the planned maximum of an item (referred to as the SCL) will consist of the sum of the on-hand and on-order minus due-outs at any one time for operating purposes.

(b) The planned minimum stock position under EOQ is the safety level. The safety level is the least amount of supplies that will be on hand (planned minimum) to support projected needs. This reserve can be used if receipts are delayed or if there are unplanned increases in issues.

(c) The goal is to maintain stock between these two positions. While the on-hand quantity must not exceed the SCL, requisitioning will occur in time to ensure receipt before stock on hand reaches the safety level. This ensures seamless materiel availability. Using this method, inventory control is applied to assets centrally managed in the warehouse.

(3) The stockless inventory method eliminates warehouse inventory and the associated overhead costs of managing warehouse inventory. Conversely, it increases procurement, receiving, and customer workload due to repetitive processing of smaller, more frequent orders. Electing to use the stockless inventory method requires extremely reliable suppliers (90%+ fill rate) and short delivery timeframes (24-48 hours).

(a) Using this method, inventory control is applied to stock owned by and in the using activity. There is no stock level maintained and no materiel stored in the warehouse.

Instead, all stock is issued to, delivered to, and stored by the using activity. The stock is inventoried based upon predetermined schedules, and requirements are identified depending on the replenishment method used.

(b) There are risks since no safety stocks are available for demand fluctuations, bad weather, etc. Consequently, this can also lead to excessive customer ordering/hoarding. Prior to implementing any form of stockless inventory policy, the Chief MEDLOG must consider all reliability and availability requirements.

b. DMLSS Warehouse Level Computation Methods. Warehouse level computation methods and location within the DMLSS system are as follows:

(1) For operating warehouse inventory, DMLSS has three methods available for the stock level computation method:

- (a) Standard (STD) Leveling Algorithm.
- (b) Days of Stock.
- (c) Wilson EOQ.

(2) Unless otherwise directed by higher headquarters, this option will be set to “Days of Stock”. The Chief MEDLOG or designee are responsible for monitoring information used for level computations so do not edit these settings without their approval or guidance.

(3) Level computation methods are located in the System Services application on the Computations tab of the Medical Materiel (MM) Service Detail screen (Figure 1).

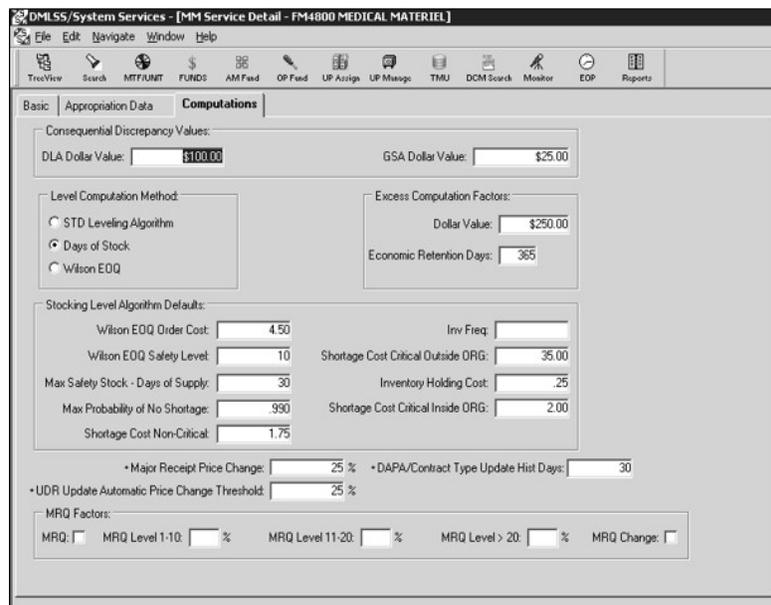


Figure 1. MM Service Detail–Computation Tab

c. Factors Used to Compute Days of Stock and SCL. The factors that are used to compute Days of Stock and SCL are as follows:

(1) DMLSS uses a multitude of data from each individual SOS record in order to compute SCL for each Item identification (ID) containing a level and assigned level type code of Core. Items coded for deletion are not calculated. DMLSS computes a stock level based on the following factors:

(a) Daily Demand Rate (DDR). All system computations related to the SCL rely on the DDR. This is the amount of stock consumed daily (Table 1). If there are 12 months of history recorded, the system computes the DDR by dividing the total quantity issued during the 12 months by 365. If there is less than 12 months of history, DMLSS multiplies the number of available months by 30, then divides the resulting figure into the total quantity issued (for example, if there were 480 issues in three months, divide 480 by 90 to find the DDR).

Table 1. Daily Demand Rate (DDR)

DAILY DEMAND RATE COMPUTATIONS (2):
- 12 or greater of consumption is recorded = Total issues during consumption period divided by 365. Example: 1280 issues in 12 months 1280/365 DDR = 3.50
- Less than 12 months of consumption is recorded = Total issues during consumption period divided by the number of months then multiplied by 30. Example: 480 issues in 3 months 480/90 DDR = 5.33

(b) Pipeline Time (PLT). PLT is the number of calendar days between the date a requisition is made and the date the materiel is received by MM personnel. DMLSS computes PLT based on the document number date minus the transaction date the item is processed in DMLSS as being received

1. Average Pipeline Time (aPLT) is the average number of days it takes for a specific item to be delivered. The aPLT for routine requisitions is computed and recorded as a result of processing receipts with a demand code of Recurring. DMLSS computes aPLT by totaling the pipeline days and dividing by the number of pipeline factors recorded (Table 2). If sufficient factors are not recorded, the system uses the default average pipeline time factors of 31 days for the continental United States, 70 days for overseas.

2. PLT can be distorted if sites fail to process receipts immediately or delay processing due-ins in DMLSS. Overseas accounts must be especially cautious to avoid using abnormal pipeline times from unusual methods of shipment.

Table 2. Average Pipeline Time (aPLT)

AVERAGE PIPELINE TIME (aPLT)
COMPUTATION Sum of pipeline times divided by the number of pipeline times.
EXAMPLE 1: If item annual sales is less than \$99.99 with pipeline times of 49 and 51 days. $49 + 51 = 100/2$ PLT = 50 days
EXAMPLE 2: If item annual sales is greater than \$2,500.00 with pipeline times of 17, 15, 12, 17, 11 and 18 days. $17 + 15 + 12 + 17 + 11 + 18 = 90/6$

(c) Operating (OPR) Level (Days). Identifies the desired days of stock that must be maintained for normal daily operations. When the OPR Level Days is multiplied by the daily demand rate, it produces the EOQ. EOQ is the amount of stock deemed economically prudent to requisition, based on consumption history and item cost. The EOQ does not include Safety Level Days. Default operating level days are based on annual sales and the number of months of issue history. The information used to compute levels for items from a specific SOS can be found in the SOS Environment tab (see paragraph 1.e.(2) of this enclosure and Figure 3, Environment Tab).

(d) Safety Level Days. Identifies the desired days of stock that must be maintained if OPR stock is exhausted. The safety level for an item is determined by multiplying the daily demand rate times the safety level factor. The Safety Level Quantity is the number of days of stock that the site wants to keep in operating inventory to allow for fluctuations in demand and pipeline time. Default safety level days are based on annual sales and the number of months of issue history.

(e) History Begin Date. The History Begin Date occurs when the first recurring issue of an item is recorded. Since other factors used to compute a SCL are based on the months of history accumulated, an accurate History Begin Date is important. DMLSS records up to 24 months of issue history.

(f) Dollar Value of Annual Sales (\$VS). Annual sales are used to compute the operating and safety level days See Table 3.

Table 3. Dollar Value of Annual Sales

DOLLAR VALUE OF ANNUAL SALES COMPUTATION:
- DDR X 365 days X unit price.
Example 1: An item has 480 issues in 3 months and the unit price is \$0.60. $(480/90) \times 365 \times \0.60 \$VS = \$1167.27 *Annual sales category \$1,000 - \$2,499.99.
Example 2: Same as the preceding example, except the unit price is \$0.06. $(480/90) \times 365 \times \0.06 \$VS = \$116.73 *Annual sales category \$100.00 - \$499.99.

(g) SCL. The following SCL computation (Table 4) is based on assignment of Days of Stock level computation method (see sample computations in Tables 2 and 3). These examples also use the system defaults as outlined in the Environment Table in Figure 2. Each SOS contains an Environment Tab; therefore, the OPR and Safety levels assigned are unique to each SOS.

Table 4. SCL

STOCK CONTROL LEVEL COMPUTATION:
- (operating level days + safety level days + PLT days) X DDR.
Example 1: An item with a DDR of 2 based on 12 months issue consumption, an average pipeline time of 28 days, and annual sales greater than \$2,500.00. $(14 + 10 + 28) \times 2$ SCL = 104
Example 2: Same as the preceding example, except 6 months issue consumption and a dollar value less than \$99.99. $(42 + 7 + 28) \times 2$ SCL = 154

(h) Reorder Point (ROP). While not part of the SCL, the system computes a ROP and uses it to determine when requisitioning action will occur. Generally, the ROP is the pipeline time and safety level total (Table 5).

1. ROP Percentage. A percentage point, based on the stock level, in which an item must be replenished to avoid stock exhaustion.

2. ROP Quantity. A quantity point, based on the stock level, in which an item must be replenished to avoid stock exhaustion.

Table 5. ROP Percentage and Reorder Point Quantity

REORDER POINT PERCENTAGE AND REORDER POINT QUANTITY COMPUTATION:
$ROP = \frac{(aPLT + \text{Safety level days})}{(aPLT + \text{Operating level days} + \text{Safety level days})} \times 100$
$ROQ = ROP \times \text{Stock Control Level}$
Example 1: An item has an average pipeline time of 32 days, 9 months issue consumption, and annual sales less than \$99.99. $(32 + 7) / (32 + 42 + 7) = (39 / 81) \times 100$ ROP = 48.14 % = 48% (rounded)
Example 2: The system uses the reorder point percentage and stock control level to compute the ROQ. Stock Control Level = 57; 48% of 57 = 27 ROQ (rounded)

d. DMLSS Automated EOQ Computation and Ordering. Reliable supply sources will allow the safety level and EOQ factors to be lowered from the initial defaults for a specific supply source. Modifying and reviewing the inventory control method used is an ongoing process. Regardless of inventory objectives and published goals, the Chief MEDLOG ensures the medical mission is not compromised by an overly aggressive inventory control policy. Variations in SCLs may be necessary for certain items and under the conditions.

e. DMLSS Level Computation Environment Factors. Users can establish and/or edit the default level computation environment factors from the following modules. Manipulation of these factors affects the SCL outcome.

(1) The Table Maintenance Utility (TMU) Environment Table (Figure 2) holds the (default) leveling values that are used to initially fill each SOS Environment Tab. Specifically, it displays seven requirement codes based on annual sales. Non-medical and repair parts are assigned their own category. The table also shows the operating (normal operating level or quantity on hand) and safety levels (minimum quantity of the item that will be kept on hand for necessities) for each different category by quantity issue history as follows:

Code	Description	Env Min	Env Max	Op Lvl <3 Months	Safety Lvl <3 Months	Op Lvl 9 Months	Safety Lvl 9 Months	Op Lvl >=10 Mths	Safety Lvl >=10 Mths
1	0-99.99		99.99	0	0	42	7	85	7
2	>100-499.99	100	499.99	0	0	28	7	57	7
3	>500-999.99	500	999.99	0	0	21	8	42	8
4	>1000-2499.99	1000	2499.99	0	0	10	10	21	10
5	>2500	2500	99999999.99	0	0	7	10	14	10
6	NON-MEDICAL		.00	7	7	7	7	7	7
7	REPAIR PARTS		.00	30	15	30	15	30	15

Figure 2. TMU Environmental Table

- (a) Less than 3 months—short history
- (b) Three to 9 months—intermediate history
- (c) Ten months or more—long history

(d) To access this table, go into the System Services application and select the TMU button on the horizontal toolbar or select TMU from the Navigate menu. Users can only view tables in TMU if they have user privileges assigned to their User ID.

(e) Changes to this table affect the default values that are loaded into a new SOS Environment tab. Continental United States and overseas accounts must carefully analyze these values based on their supply pipeline and whether or not they need to hold more stock.

(2) In the IM SOS Environment tab (see Figure 3), users can add and/or edit the environment factors that are used to compute levels for items from a specific SOS. For example, the site may want to establish specific operating and safety level days for the pharmaceutical or medical/surgical “Med/Surg” Prime Vendor.

Basic Submission Contract Addresses POC Environment						
SOS Code: PVM Name: OWENS & MINOR [PVM]						
Annual Sales	< 3 Months		3 - 9 Months		>= 10 Months	
	Operating Level (Days)	Safety Level (Days)	Operating Level (Days)	Safety Level (Days)	Operating Level (Days)	Safety Level (Days)
0-99.00	19	14	19	14	19	14
>100-499.99	19	14	19	14	19	14
>500-999.99	19	14	19	14	19	14
>1000-2499.99	19	14	19	14	19	14
>2500	19	14	19	14	19	14
NON-MEDICAL	19	14	19	14	19	14

Reset Default

Figure 3. IM SOS Environment Tab Example

(a) To access the SOS record, select Search SOS. In the SOS Type field, choose Select and choose the desired SOS. From the SOS Detail, select the Environment tab to view the default operating and safety level factors for the SOS. The table is similar to the Figure 2, TMU Environment Table, explained in paragraph 1 of this enclosure.

(b) Carefully analyze these values and determine the appropriate values based on the supply pipeline for each SOS. In each of these categories, users may enter different operating and safety levels. If adjustments need to be made, consult higher headquarters.

(3) Inventory Management (IM) MTF Catalog, Logistics Cat tab (Figure 4). Users can change the computation method for an individual item. In DMLSS, users can choose between three types of levels:

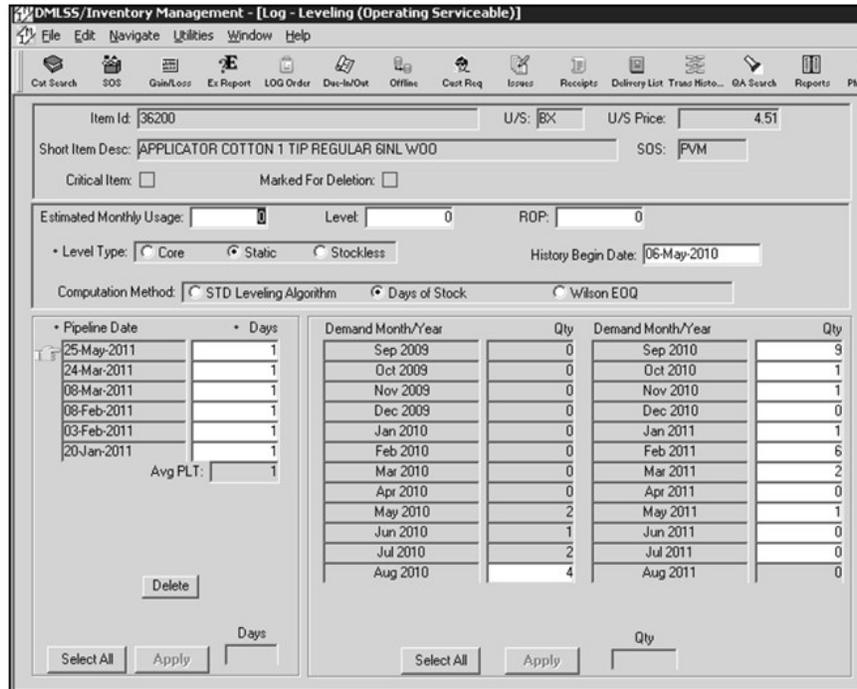


Figure 4. MTF Catalog, Logistics Catalog Tab

(a) Core–DMLSS system managed.

(b) Static–the user maintains the level. This option is set on new items. After 90 days of consumption, the system provides recommended level changes (see paragraph f). Also, managers may use this level type to compensate for seasonal or other operational fluctuations.

(c) Stockless–items that have no level and may be used on a one-time basis.

(d) To edit the computation method for an item, conduct a search for the catalog item to be edited. In the Navigate menu, select Catalog Search. In the Catalog Search window, select the MTF Catalog scope and conduct a Generic Search. DMLSS then displays the results of the search in the Search Summary Result tab. Select the catalog record and select Detail on the vertical toolbar. In the MTF Catalog–Supply window, select the Log Cat tab and then select Leveling at the lower right hand side of the screen. This displays the IM Log–Leveling window.

(e) In this window, select and/or edit the level computation factors such as estimated monthly usage, level type, computation method, pipeline days, and monthly demand quantities for the current fiscal year. There must be at least 3 months of data to calculate the level and ROP if the computation method is changed. Remember; do not adjust these factors without the approval of the Chief Logistics Officer or designee.

f. IM Recommended Level Changes. Level changes in IM are recommended as follows:

(1) DMLSS conducts automatic leveling during the end-of-month processing and makes recommendations for level changes based on consumption history. The recommendations are posted as an IM Recommended Level Changes pending action message in the Inbox. DMLSS groups and displays recommended level changes into the following three categories and sequence:

(a) Core items with a recommended level of zero. Validate demand and delete level if indicated.

(b) Non-stocked items with a recommended level. Validate 90 days of consistent demand, activity storage capacity, and number of users and create level if indicated.

(c) Static items with a recommended level change. Recommend monthly review of the items. Validate the items usage. If the consumption merits a change of the level type, establish a level and change to core.

(2) To access this report, double-click on the pending action in the Inbox or select Jump To at the bottom of the window. DMLSS then displays the IM Recommended Level Changes window. In this window, users can perform the following tasks:

(a) Accept a recommended level change: Select the desired recommended level change(s). Avoid choosing Select All followed by Accept. It most likely creates an erroneous management decision to accept all of the recommended level changes at the same time. The Select All option is non-reversible, immediately applies all suggested levels, and potentially produces a drastic effect on the number of LOG orders.

(b) Edit a recommended level change: Select the desired recommended level change(s) to edit and select Edit. In the Edit window, enter the new suggested ROP, Level, and/or Type and select OK.

(c) Include/exclude stockless item(s) in the list of recommended level changes: Select “Incl Stock” or “Excl Stock” from the vertical toolbar. Only one of these buttons is available at any time. For example, if the list already includes stockless items, the “Excl Stock” button is available. If a user selects to exclude stockless items, the button becomes the “Incl Stock” button.

(d) Reject a recommended level change: Select the desired recommended level change(s) to reject or choose Select All and select Delete. Select “Yes” in response to the confirmation message. Do not remove the message until all actions are complete. If a user deletes this pending action, it is deleted for all users.

g. Improving Inventory Control Effectiveness. Some guidance for improving inventory control effectiveness is as follows:

(1) Preliminary Work. Before any stock leveling takes place, managers must ensure daily pending actions and reports are worked. This helps prevent potential problems and sets up a sound foundation for managing stock. Specific pending actions are:

(a) IM Status Edits Report. Launch this pending action to correct errors, and identify transactions held for further processing and transactions that were processed in DMLSS.

(b) IM Troubled Due-In Report. Use this list to follow-up on potential problem requirements.

(2) Measure and Analyze Current Data. Use a variety of standard reports, adhoc Business Objects reporting, and historical data to evaluate and gauge stock variances. Two examples of IM standard reports are:

(a) Zero Balance Stocked Items. This report lists every stocked item that is currently at zero balance, grouped by supplier. Aggressive action must be taken to resolve these stock outages.

(b) Supplier Performance Report. This report identifies by supplier the estimated lead days, actual lead days, number of receipts, number of items cataloged, dollar value on hand, total value of sales, and turnover rate for the selected time period.

(c) DMLSS Standard and Business Objects Reports: Use a variety of standard and Business Objects reports to record and evaluate various inventory measurements such as: excess, dead stock, levels with no consumption, static levels, zero balances with a level, average customer wait time, inventory turns, etc.

(3) Set Goals and Develop a Plan. In addition to an overall goal of balancing customer needs with a judicious use of resources, managers can set specific goals such as reducing out-of-stocks, workload, or minimizing inventory costs. Before making changes to SOS environment settings, managers must understand how the SCL works and test planned changes using Business Objects and/or a tutorial database so the outcome is not a surprise. Example: If an SOS is changed on an item, the level may also be adjusted based on the environment settings of the new SOS.

(4) Make Incremental Changes. Use caution when editing the level computation environment factors. Drastic changes can bring unwanted surprises. Use the history from DMLSS as a gauge for setting operating level (EOQ) days and safety level/safety factor days. A higher average pipeline time dictates higher EOQ/Safety Factors numbers, and a larger gap between EOQ and Safety Factor results in fewer orders.

(5) Measure effectiveness. Validate the changes by continuing to record and evaluate the various inventory measurements mentioned in paragraph 2.c. of this enclosure. If the changes increase stock, review demand consistency, warehouse space and dated item management, and excess and dead stock.

h. Customer Inventory. Guidance for assistance with customer inventory is as follows:

(1) MEDLOG provides complete support to customers by developing a proactive logistics function responsive to each of the customer requirements. This support must include the management of inventory within the customer area. Managing the customer's inventory includes: set-up of their storage area, selecting the best replenishment method, managing customer levels, and of course processing stock replenishment, receiving, and delivering their supplies. This entire process allows for the rapid identification of requirement for assets stored in each using activity.

(2) Service/Customer Inventory Control guidance is provided for consideration below.

(a) Each medical using activity is authorized the minimum stocks of recurring demand consumable and durable supplies needed for continuity of operations until replacement items can be obtained. The actual stock level of each item is based upon its average usage and resupply frequency.

(b) Like warehouse operating stock, the computation method must always be set to Days of Stock for each customer. This method calculates customer levels based on the number of days of desired stock and the frequency of stocking. Both of these values are required in the Service/Customer Detail, Materiel tab when the days of stock option is selected. The days and inventory defaults are set to 7 and 3 days respectively; however, these numbers may be adjusted depending on the size, function of the DRO and delivery timeframes (e.g., day clinics, 24-hour clinics).

(3) The CAIM application provides the capability to manage customer area stock items by establishing stock levels.

i. New Item Inventory Control. New items can be added and managed within the DMLSS System as follows:

(1) Adding an Item to the Customer Catalog. CAIM customer catalogs are the foundation of the order life cycle; therefore, the accuracy of each record is crucial when it comes to order placement.

(a) Once the MTF catalog search is performed, select the desired item, and select Add Customer on the vertical toolbar. Make changes on the Customer Catalog Detail–(New) screen and select “Save” button.

(b) A location frame appears at the bottom of the detail window. The Add/ Edit buttons located at the bottom of the window are used to access the Item Location Detail window (Figure 5). This window is also used to update the Estimated Monthly Usage field, location, and the level type.

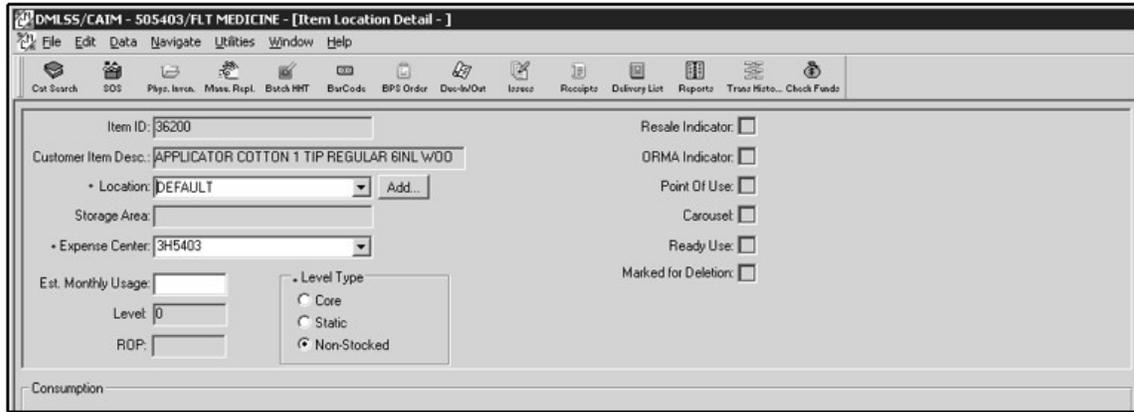


Figure 5. Item Location Detail Window

(2) Location Field. The location field is used to identify where the item is stored in the customer's section. This is necessary because the customer may stock the item in several locations.

(3) Estimated Monthly Usage. When the item is new, there is no consumption data available and that is when the estimated monthly usage is used. The estimated monthly usage field is used to set the level and ROP when there is less than 3 months of issue consumption. The customer's level and ROP does not affect the MEDLOG warehouse level and ROP for operating inventory. New item leveling is determined, as follows.

(a) The static level of new items must not normally exceed what is needed to cover pipeline time, plus 1 month's projected usage. The initial quantity backordered to the requesting activity must be no more than the projected customer catalog level. In the short term, closely control the initial issue of the new item to ensure accurate consumption history.

(b) Once a new item has consumption recorded in 2 separate months and 3 months have elapsed since the initial issue, DMLSS suggests that the static level in the SCL be removed. Prior to removing the static level code, view the recorded consumption history to determine if realistic issue history has been recorded. If an unrealistic issue history has been recorded, make appropriate adjustments and/or leave the static level code intact.

(4) Level Type. The Level Type is used to determine how the level is maintained Table 6 explains what each of the different level types are and how they are used.

Table 6. Level Types

Level Type	Description
Core	When using the core level type, the level is automatically adjusted monthly by CAIM using demand history (3+ months). Initially, managers can set their own levels with the core level type. An easy way to do this is to enter the estimated monthly usage. As a result, the level and ROP (reorder point) is calculated for you.
Static	The level is not adjusted automatically and is independent of demand history. The user must set the level with this option. (T-3)
Non-Stocked	The level is 0. The customer orders the item as needed. No estimated on-hand balance is maintained.

j. Replenishment Methods. Replenishment methods are as follows:

(1) The Replenishment Inventory module in the CAIM application (Figure 6) provides methods to reduce inventory time and increase inventory accuracy. Refer to the DHA TM volume regarding Customer Applications for further guidance. In addition, MEDLOG uses the following Personal Digital Assistant (PDA)/Hand Held Terminal (HHT) and CAIM replenishment procedures for use in a forward logistics location.

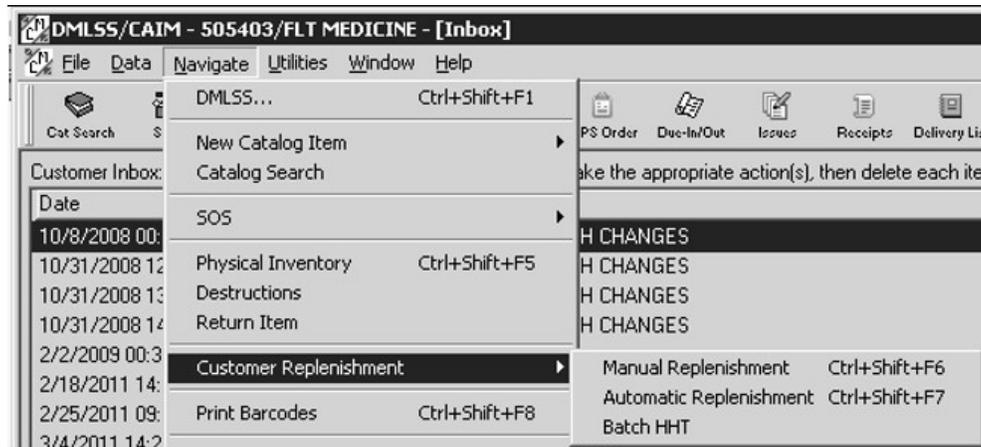


Figure 6. CAIM Replenishment Inventory Module

(2) PDA/HHT Replenishment. The PDA replenishment method may be conducted in Batch Mode, Radio Frequency (RF) mode, or Store & Forward Mode. In order to conduct PDA inventories and replenishments, the customer needs to have all the items they wish to stock on their shelves in their Customer Catalog. PDA replenishment methods rely on two types of labels, the Shelf Bar Code Label, and the Header Bar Code Label.

(a) PDA Batch Mode. Batch mode allows information to be transferred between the PDA and computer using a docking port. Users dock the PDA and transfer the scanned data via Window Mobile Device Center to the computer.

(b) PDA RF Mode. PDAs used in the RF mode, receive and transmit data in real time to the DMLSS CAIM application once replenishment is performed. A smart card reader is used to allow Public Key Infrastructure/Common Access Card interface with the PDA/HHT.

(c) Store and Forward Mode. This process uses a combination of batch and RF modes. It allows the user to scan multiple customer areas without having to place the HHT in a docking station and download each order individually. In Store and Forward mode, the user may scan shelf bar code labels in batch mode, and then send the file in RF mode.

(d) Inventory Methods. When a customer is established in DMLSS, an inventory method is also assigned. An inventory method tells DMLSS how to perform the inventory. There are three methods used to inventory the customer's shelves: Order Quantity, Empty Shelf, and Shelf count (see Table 7).

Table 7. CAIM Replenishment Inventory Method

Inventory Method	Description
Order quantity	When an order quantity customer performs replenishment, the customer enters the quantity that they want into the PDA/HHT. No calculations are performed; the system orders exactly what the customer has entered.
Empty shelf	Very few CAIM customers select the empty shelf method. When the customer performs empty shelf replenishment, they do not enter a quantity into the PDA. The system assumes zero balance in the location and orders up to the location level.
Shelf count	When the customer performs shelf count replenishment, they must count the items on the shelf, enter the quantity into the PDA, and the system orders the difference between the on-hand balance minus the authorized level minus the due-in and due-out quantities.

1. Order quantity is the default for all new customers that are created in DMLSS.

2. The inventory method used for each customer is identified on the header barcode label and is set in the System Services application using the Service Customer Detail Record-Materiel tab (Figure 7). Print header barcode labels and shelf barcode labels for each customer to place on their shelves. The header barcode label is placed close to the storage area where it can be identified and accessed easily. Each shelf barcode label is placed on the shelf, so the supply item being scanned is identified. Once the labels are in place, one of the various PDA replenishment methods can be used. Note: Failure to print and properly post barcode changes may result in user orders rejecting prior to being passed to MEDLOG.

(e) Once the upload is complete, the PDA clears the data and performs a validation process. A Replenishment Exception pending action is sent to the customer’s inbox to inform them of records that contained errors. Note: It is important to have the necessary user roles, resources, and pending actions assigned to manage the entire replenishment process.

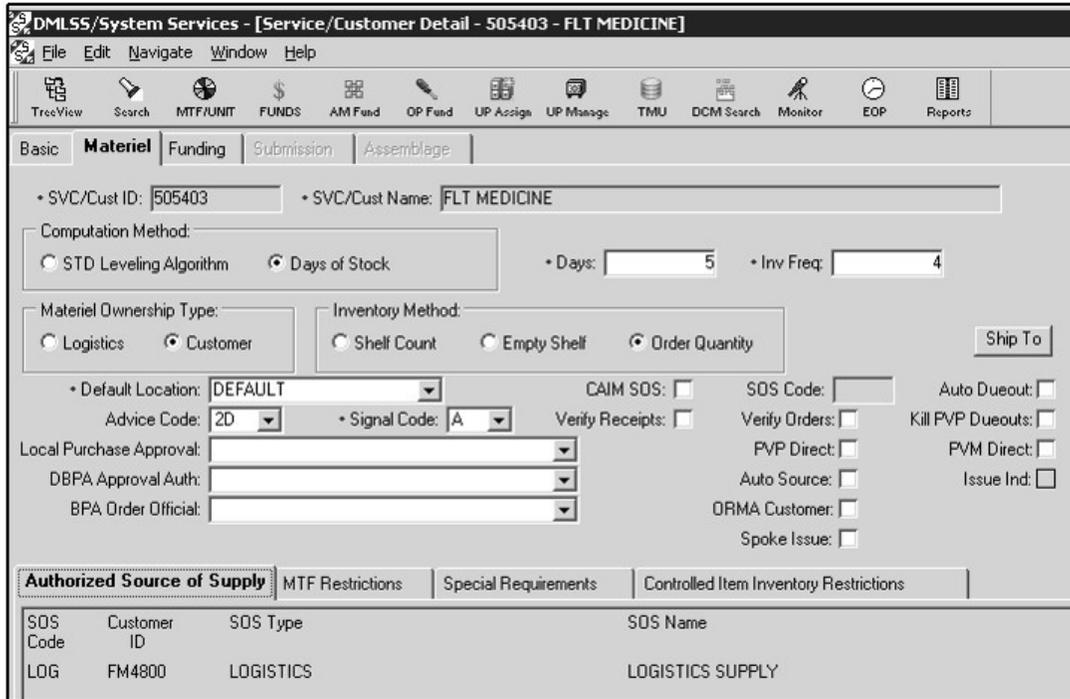


Figure 7. Service/Customer Detail, Materiel Tab Window

(2) Manual Replenishment Process. If the Batch or RF replenishment processes are unavailable, a manual replenishment is performed. Customers, who have access to the CAIM module, may enter their order into DMLSS directly for manual replenishments. Users can enter a single Item ID to replenish, or search by item description, location, item type, storage area, or barcode number for items to replenish. After entering the search information, select SEARCH on the vertical toolbar. Customers may want to print a Customer Catalog of active records prior to data entry into CAIM. Refer to the DHA-TM volume regarding Customer Applications for additional manual replenishment procedures.

(3) CAIM Recommended Level Changes Pending Action. DMLSS performs a re-leveling process for all customer areas during the monthly End of Period cycle. The system calculates a recommended level for non-stocked and static items. If the system determines that a core item’s level must change, the system automatically adjusts the level. Refer to the DHA TM volume regarding Customer Applications for further information.

(4) CAIM Utilities, Adjust Periodic Automatic Re-supply Levels. These levels represent the customer’s storeroom levels. DMLSS generates recommended level changes as a result of processing recurring orders. Access the Recommended Level Changes window by selecting Adjust Periodic Automatic Re-supply Levels from the Utilities menu. Customer records are also

posted to the CAIM Recommended Level Changes pending action after the item obtains 90 days of transaction history. Note: Users must have access to pending actions within CAIM in order to effectively manage these levels.

2. DOCUMENT CONTROL AND TRANSACTION HISTORY. Inventory impacts Working Capital Funds, DHP/Operations and Maintenance “O&M” funds, and other financial balances. This chapter discusses procedures for document control and transaction history.

a. Document Number Construction. Each document number consists of a 6-position Department of Defense Activity Address Code (DoDAAC)/Stock Record Account Number or customer account number, a 4-position Julian date, and a 4-position serial number.

(1) The DoDAAC/ Stock Record Account Number assigned to LOG transactions is the same DoDAAC entered in the LOG detail record within System Services. The customer account number assigned reflects the customer that generated the transaction.

(2) The Julian date assigned to a document number is based on the DMLSS processing date. For example, if an action requiring a document number is generated and the as of date in the system is 1 July 2016, the system assigns 16183 for the Julian date portion of the document number.

(3) The serial number is assigned from one of the major serial number blocks found in Figure 8. These serial number blocks relate to broad categories of transactions (due-ins, issues, gains, losses, etc.). Each major block is further divided based on specific types of transactions. This method uniquely identifies each transaction processed and allows for sequential filing of all supporting documents for a specific type of transaction in Serial Block Limitations. The number of transactions processed on a specific day cannot exceed the numeric limitation for a serial number block in DMLSS. When all document serial numbers for a specific document block have been used and additional document serial numbers are needed for the same Julian calendar date, the system then begins assigning numbers from the beginning of the document block using the next Julian date.

b. Computer Assigned Document Numbers. In most instances, DMLSS assigns document numbers to transactions as they process through the system. The first transaction processed each day is assigned the first serial number from the appropriate block and as more transactions of the same type are processed during the day, the serial number is incremented by one. For example, the first issue processed each day is assigned a serial number of 3000; the next issue is assigned 3001. Some transactions only use one serial number, even if multiple transactions are processed. They include:

(1) Catalog Start. Catalog revision type transactions are assigned serial number 8997.

(2) Internal Transfers. Assigned serial number is 8998.

(3) Inventory Adjustments. All “IAL/IAG” transactions begin with serial number 8999.

c. Manually Assigned Document Numbers. In some instances, users manually assign a document number before processing the transaction in DMLSS. For example, an item that is physically ordered before the transaction is processed in DMLSS is manually assigned a document number using the 7000-7499 serial block.

(1) Record manually assigned document numbers on an informal document register such as an electronic spreadsheet or a locally developed procedure. This action helps ensure document numbers are not duplicated.

(2) The informal register may be destroyed upon quality control of the Source Document Control Report.

(3) When manually assigning a document number to a requisition, the Julian date assigned needs to be the date the requisition was forwarded to the procurement source.

Transaction Type	Document Block
Receipt Start & End:	0001-2999
Issues Start & End:	3000-6999
Manual Order Start & End:	7000-7499
Excess Start & End:	7500-7999
Gains Losses Start & End:	8000-8499
Repair Part Transactions Start & End:	8500-9400 *NPF
Catalog Start:	8997
Internal Transfers Start:	8998
Inventory Adjustments Start:	8999
Allowance Changes Start & End:	9000-9099 *NPF
Equipment Changes Start & End:	9100-9199
Equipment Transfers Start & End:	9200-9499 *NPF
Equipment Gains Losses Start & End:	9500-9574
Equipment Loans Start & End:	9575-9599 *NPF
Repair Part Transactions Start & End:	8500-9400 *NPF
MM Complaint Start & End:	C001-C199 *NPF
Service Contract Start & End:	D001-D999 *NPF
Fund Start & End:	F001-F999 *NPF
* NPF – Data not passed to Finance	

Figure 8. DMLSS Document Number Blocks

d. Quality Control (QC). The following quality control resources are available within DMLSS.

(1) Source Document Control Report. This report is produced upon request from the IM Reports module and lists all transactions with a DMLSS assigned document number in the specified date range, with the exception of catalog change actions, Figure 9.

Source Document Control Report (Gains/ Losses)														
January 03, 2011 Through January 03, 2011											Current Date: 03-Jan-2011			
Document Number	Item ID	U/S CD	U/S Price	FY	Ref CD	Stratification	Txn State	Type	Qty	Rev	Rev Qty	Org ID	User ID	Transaction Date
DETPMI10038025	7510002815234	DZ	1.68	2011	N	WRM	SER	SHG	2	<input type="checkbox"/>	0	DETPMI	mitchr	1/3/2011 09:24:40
DETPMI10038025	7520003126124	DZ	7.39	2011	N	WRM	SER	SHG	2	<input type="checkbox"/>	0	DETPMI	mitchr	1/3/2011 09:24:40
DETPMI10038025	7520009357136	DZ	6.92	2011	N	WRM	SER	SHG	2	<input type="checkbox"/>	0	DETPMI	mitchr	1/3/2011 09:24:40

Figure 9. Source Document Control Report

(a) To access this list, select Source Document Control Report from the Reports option in the IM navigate dropdown menu or select Reports on the horizontal toolbar. Enter a date range and select a scope in the selection criteria window.

(b) This report is available in four parts: Receipts/Cancellations, Orders, Gains/Losses, and Funds. Use the Specify Report Selection Criteria window to print individual or all parts as needed (Figure 10). Transactions appear on the report in document number sequence within each section. Transaction totals are available on the last page of each section.

Figure 10. Specify Report Selection Criteria–Source Document Control Report

(2) EM Daily Document Transaction Register. This report is available under the Standard Report section of the EM Reports module, and it allows the Medical Equipment Branch, Division, or Office to verify the type and accuracy of transactions processed in the system.

(a) To access this list, select Daily Document Transaction Register from the Standard Reports option in EM Reports. Enter a report date and then click view on the vertical toolbar to open the report.

(b) The transaction register displays the document number, customer ID, Item ID, Equipment Control Number (ECN), nomenclature, transaction code, and reason, User ID, and reverse indicator and remarks.

(c) Both the Source Document Control Report and Daily Document Transaction Register must be requested immediately prior to or just after the EOD process, and once produced, these reports become the source documents used to perform QC.

e. Transaction History. DMLSS maintains 24 months of historical data within the Transaction History module. Transaction History serves as an audit trail and is accessible at any time. Corrective actions and transaction reversals are also accomplished within Transaction History. To conduct a search, enter search criteria in the Generic Search tab. The search scope defaults to ALL, but can be changed to IM, Assemblage Management (AM), CAIM, or IM/AM combined. Enter as much search criteria as possible to minimize search results and processing time. Broad searches take longer and result in maximum search results. DMLSS limits search criteria to 2000 records; however, users may reduce the number of search records as needed. A typical function of the Transaction History module includes conducting a daily review of transactions. All of the processed transactions are included in the Transaction History. The only reversible transactions are backorder release issues, destructions, shipping discrepancy gains and losses, turn-in adjustment gains and losses, inventory adjustment gains and losses, specific types of issues, and specific types of receipts.

(1) Periodically, transactions are processed using an incorrect price. When this happens, use the Price Correction option located on the vertical toolbar to correct the transaction price. The icon is not available and grayed out if the transaction price cannot be corrected.

(a) To perform a price correction, search for the transaction using the document number or other available data. The search results automatically display in the Search Summary Results tab. Select the transaction to correct from the bottom half of the Search Summary Results tab and select Correction.

(b) Enter the correct price in the Price Correction window and select OK. DMLSS automatically processes reversals for this transaction and all spawned transactions that were processed at the incorrect price; then processes the exact same transactions at the correct price using the same document numbers.

(c) If the price entered into the Price Correction window is different from the current MTF Catalog price, users receive the following message, "Price has been corrected for this transaction and all related transactions". The new price is different from the current catalog price. Do you want to change the catalog price? Yes/No. If Yes is selected, the DMLSS changes the MTF Catalog price and recalculates the serviceable inventory value to reflect this change. All price corrections are passed to Finance.

(2) Sometimes transactions are processed in error. When this happens, use the Reversal function located in Transaction History to process corrective actions. Reversible transactions include backorder release issues, destructions, shipping discrepancy gains and losses, turn-in adjustment gains and losses, inventory adjustment gains and losses, specific types of issues, and specific types of receipts.

(a) Enter search criteria into the Generic Search tab. The search results automatically display on the Search Summary Results tab. In the bottom half of the Search Summary Results tab, select the transaction to reverse. Select Reverse located on the vertical toolbar and the system displays the Transaction Reversal Quantity window. Enter the reversal quantity in this field. The reversal quantity must be equal to or less than the original quantity. If a previous reversal has been processed for a partial quantity, the total of both reversals must be equal to or less than the original transaction quantity. Select OK to process the reversal and return to the Transaction Reversal Quantity window. Verify the correct quantity was reversed.

(b) DMLSS identifies reversed transactions by placing a checkmark in the “Rev Txn” checkbox. For receipts and backorder releases, the reversed transactions and quantities repopulate the Due-in/Due-out file using the original document number.

(3) Use the Archive Management application to research historical transactions that are more than 24 months old. Users must have the ARC Transaction History role assigned to their User ID to gain access to this function. The search window in Archive Management is identical to IM Transaction History.

3. QUALITY ASSURANCE (QA). The QA program (also HAR program) consists of QA messages, i.e., quality alerts, manufacturer recalls, and medical materiel complaints. These notices are used by each account to establish effective control over the quality of medical supplies and equipment maintained within the facility. The medical materiel quality control procedures in this chapter and data in DMLSS are not protected under Reference (j).

a. DoD and Commercial Agency Notifications of Supply or Equipment Recalls and Alerts. These notifications are received electronically in the form of DoD MMQC Notices (as outlined in paragraph c).

(1) When recalls, complaints, suspensions, hazard alerts, and Safe Medical Devices Act requirements are received at ECRI or DLA Troop Support, research is conducted by the DHA HAR Program and, in turn, the information is furnished to the DRO.

(2) United States Army Medical Materiel Agency (USAMMA) configures the information into the DoD-MMQC message format, which contains all Service-specific requirements, point of contact information for return or disposition of product, and any other product-related information. The message is then transmitted to the Joint Medical Asset Repository. In many cases, these messages contain urgent data from various agencies and pharmaceutical, medical device, and medical equipment manufacturers regarding their products.

b. DMLSS QA/HAR Program Overview. The DMLSS QA/HAR Program manages recalls, suspensions, hazard alerts, and Safe Medical Devices Act requirements by processing input from the Food and Drug Administration, the Joint Readiness Clinical Advisory Board, ECRI Field Operating Agencies, and various manufacturers in a standardized electronic format.

(1) The QA module is used to identify items of supply or equipment as defective.

(2) In addition to generating the initial QA/HAR notifications, the DMLSS QA module is used to:

(a) Create Complaints: Users can submit a potential complaint whenever they believe a supply or equipment item may be harmful to a patient or healthcare provider.

(b) Update the DRO QA Database. DMLSS records and track all actions taken on internally generated complaints as well as those actions associated with incoming quality alerts and manufacturer recalls.

(c) Create Delinquent Notices. DMLSS tracks actions to ensure that customer accounts respond to pending actions or internal and external quality alerts.

c. Retrieving QA Notifications. During the EOD process, DMLSS retrieves all MMQC/HAR data since the previous EOD cycle. Each facility receives most of their QA notifications in this manner, but on occasion, an alert may be received from an offline source. Offline notifications and alerts need to be manually retrieved and added to the DMLSS QA module.

(1) When quality notices are received during the EOD process, DMLSS does the following:

(a) Gives each MMQC/HAR alert message and notification within the file a separate file name. DMLSS builds a separate MTF QA record to record and track each MMQC/HAR message.

(b) Determines whether it is a duplicate, same QA notice, from same SOS, for same item.

(c) Identifies all customers having consumption history and war readiness materiel (WRM) accounts having an on-hand balance for the affected items.

(2) QA notifications are all processed through DMLSS and posted to the inbox as pending actions to notify the user of required actions. These QA pending actions are the primary source of information to determine what actions will be taken for each message. Users need to have specific access rights in order for each pending action to display in their inbox.

(a) There are different variations of QA messages within each module.

1. IM–Notifies users of new QA messages, as well as all QA actions/problems.

2. CAIM–for any customer having the item in their catalog.

3. AM–if the QA message affects an assemblage.

4. Equipment Maintenance – if the QA message is for an equipment item.

(b) Pending actions must be worked the day they arrive to ensure prompt resolution.

(c) QA messages will be closed out in DMLSS when all associated actions are complete. See paragraphs 3.d.(8) and 3.h.(1)(i), of this enclosure.

(d) The following paragraphs detail each application's pending actions and their resolution. Explanation of the other features in the DMLSS QA Module begins at paragraph 3.h., of this enclosure.

d. IM/QA Pending Actions. The 10 different messages that may be posted to the IM Inbox are as follows:

(1) QA MMQC Info Bulletin. This pending action is produced when DMLSS is unable to detect any information such as national stock number (NSN), National Drug Code (NDC), or manufacturer catalog/part number data within the body of the QA message. Select the pending action and then the Jump To button to access the message window. From this window, users can view a list of messages or bulletins that have been received. Click the View MMQC or View ECRI icon to launch the web browser and go to the message website. After viewing the MMQC Info Bulletin, the DRO MEDLOG Director must contact all customers who could be potentially affected by this message and annotate the results in the QA Actions field prior to closing the message. If the information does not apply to the DRO stock or corrective action that has taken place, delete the Info Bulletin from the pending action by highlighting the record and selecting Delete button from the vertical toolbar.

(2) Missing MMQC Message. This message indicates a gap in the DoD Reference Numbers imported for QA messages. For example, USAMMA sends Theater Enterprise Wide Logistics System (TEWLS) message numbers MMQC-19-1101, MMQC-19-1102, and MMQC-19-1104 but neglects to send MMQC-19-1103.

(a) The QA Reference number is a 15-digit unique number used to identify to each item on a DoD MMQC message (e.g., 180031017012020). Some messages produced by USAMMA could contain multiple line items from the same manufacturer. Each is assigned a unique QA Reference Number to distinguish it from other items. The QA Reference Number consists of:

1. Calendar year: 2 digits, positions 1 and 2.
2. Julian date: 3 digits, positions 3–5.
3. Serial number: 4 digits, positions 6–9 (MMQC number).
4. Sequence number: 3 digits, positions 10–12.
5. Segment count: 3 digits, positions 13–15.

(b) To resolve this type of message, highlight the pending action and select the Jump To button to view a report of the missing MMQC message file names. Visit the message website to view the missing message(s). It may be necessary for the DRO MEDLOG Director to use the information on the message website to create a new QA record for the missing MMQC/HAR message. If so, contact all customers who could be potentially affected by this message and annotate the results in the QA Actions field prior to closing the message.

(c) DMLSS continues to search for any missing messages during EOD processing and attempts to download it; however, if the pending action still remains after 3 business days, the DRO MEDLOG SA will report the situation to the DHA Global Service Center at 1-800-600-9332 or dhagsc@mail.com. Delete this pending action once the missing message is either manually loaded or verified that it has been downloaded.

(3) QA FTP Import Failed. This message appears in the DRO/MTF/DT MEDLOG Director's inbox and indicates that DMLSS unsuccessfully attempted to connect to the TEWLS server during the EOD process. As a result, DMLSS fails to import the QA file.

(a) To initiate corrective action, highlight the pending action and select the Jump To button. DMLSS displays a message prompting the user to attempt importing the file manually. If YES is selected and the import was successful, DMLSS returns the user to the IM inbox and the pending action is deleted (for that message). If the import fails, the following message appears FTP process to download MMQC data from TEWLS FTP server failed. If NO is to the manual download, no files are imported and the pending action remains in the inbox.

(b) DMLSS continues on its own to import the files, and automatically sends a message to the DHA Global Service Center. The pending action is removed when DMLSS has successfully made a connection to TEWLS and has imported the missing data.

(4) IM QA Import Failed. This particular Pending Action appears when DMLSS attempts to import the quality alert file from TEWLS and there are invalid record counts within the body of the message. The MMQC/HAR message remains flawed until it is correctly rebuilt and input into the TEWLS database.

(a) Highlight the pending action and select the Jump To button. Obtain the MMQC number and other pertinent information. Contact the DHA Global Service Center at 1-800-600-9332 or dhagsc@mail.com to report the issue. The helpdesk will correct the QA message.

(b) When TEWLS sends a corrected file and it is imported correctly, this pending action will be deleted from the inbox.

(5) QA Alert Missing or No MTF Item ID Match. This Pending Action appears in the Inbox and notifies the DRO MEDLOG Director of new QA messages that rejected because there was no corresponding item in the DRO catalog record (non-matching records). These messages require a manual review and decision by the user to: associate the QA message to an existing

MTF catalog record, or build a new MTF record to associate the QA record with, or take no action and complete the record.

(a) **Step 1:** Highlight the pending action and select the Jump To button. The QA Record Search window opens up to the QA Rejected Records tab, see Figure 11. From this tab, the list of the rejected messages can be viewed.

Comm	Type	QA Ref No	DOD Ref No	Complete Date	QA Action Text	Lot No.
SUPPLY		160281029001004	DOD-MMQC-16-1029			6A404012V
SUPPLY		160281029002004	DOD-MMQC-16-1029			
SUPPLY		160281029003004	DOD-MMQC-16-1029			
SUPPLY		160281029004004	DOD-MMQC-16-1029			
SUPPLY		160281030001002	DOD-MMQC-16-1030			
SUPPLY		160281030002002	DOD-MMQC-16-1030			
SUPPLY		160281031001002	DOD-MMQC-16-1031			
SUPPLY		160281031002002	DOD-MMQC-16-1031			
SUPPLY		160321034001001	DOD-MMQC-16-1034			
SUPPLY		160321035001001	DOD-MMQC-16-1035			
SUPPLY		160321036001002	DOD-MMQC-16-1036			
SUPPLY		160321036002002	DOD-MMQC-16-1036			
SUPPLY		160321038001001	DOD-MMQC-16-1038			
SUPPLY		160291032001002	DOD-MMQC-16-1032			
SUPPLY		160291032002002	DOD-MMQC-16-1032			
SUPPLY		160291033002002	DOD-MMQC-16-1033			
SUPPLY		160291033001002	DOD-MMQC-16-1033			

Figure 11. QA Search Window, QA Rejected Records Tab

(b) **Step 2:** Visit the message website to view the actual QA message. To do this, highlight an item from the list of QA rejected records and select the View MMQC link on the vertical toolbar. On the main page of the website, select the tab labeled MMQC/MMI Messages, and then select the link titled DoD-MMQC & MMI Message Search, 2005 to Present. Using the QA Reference number, (see paragraph 3.d.(2)(a) of this enclosure) access the desired QA message. Alternatively, use the ECRI ascension number to view the message on the ECRI Website.

(c) **Step 3:** Search the MTF Catalog using the information found in the message to locate the same item within the MTF catalog.

1. To quickly open up the MTF Catalog Search screen, select the Jump To icon next to the Item ID field on the QA Rejected Records screen.

2. If a matching record is found, highlight the rejected detail record; enter the Item ID, and select Save. This associates the Item ID entered against this specific message. DMLSS checks it against the catalog and process as any other message, (i.e., if there are

service/customers associated with the item). DMLSS then posts a QA alert message within their inbox.

(d) Step 4: When there is no matching record, the user can either build a new MTF Catalog Record or take no action and complete the record.

(e) Building a New MTF Catalog Record to Associate with the QA Message

1. If a matching record (e.g., a customer receives free samples from a vendor) is not found, build a new MTF Catalog record. A message will appear warning the user that a rejected QA record is on file for this item. Return to the pending action, highlight the rejected detail record, enter the Item ID, and select Save. This completes the process, and the record is removed from the screen.

2. Notice the Add Customer and Add Item buttons on the vertical toolbar. If these buttons are active, add a customer by selecting the Add button on the vertical toolbar to associate the QA message to a Svc/Customer ID. The Add Item button allows a search for and association with another MTF Catalog record to the existing QA/HAR message.

(f) Take No Action and Close the Record. Close the message by entering a narrative in the QA Action field (e.g., contacted all customers and item is not used), entering the completed date, selecting Apply Date, and then selecting Save. This completes the processing for that QA Reference Number, and it is removed from the QA Rejected Records screen.

(6) Pending Actions. The following IM QA pending actions require that the item be inventoried and the on-hand quantity entered in DMLSS. These pending actions cannot be deleted until a quantity has been recorded in the QA customer record. If either the user or the customers do not record a quantity within a set time period, DMLSS posts a delinquency notice.

(7) QA Alert Item Quantity Required Log (Supply). This pending action lists new messages that require the user to verify and enter the on-hand quantity. This message is sent to the DRO MEDLOG Director at the same time the QA Alert. Item Quantity Required Customer (Supply) message is sent to all customers with a catalog record for the affected Item ID.

(a) When there is a LOG catalog record, it is assumed LOG may have an on-hand balance. All MEDLOG storage areas must be inspected for affected materiel including WRM and Medical Counter-Chemical, Biological, Radiological and Nuclear assemblages. Use the same procedure as a customer to enter the on-hand quantities for the items listed in the pending action. Scan the shelves and/or storage locations to determine if the item is stocked. Closely scrutinize the lot number, expiration date, serial number, and manufactured date. Enter the quantity found on the shelves, or zero, if none found.

(b) The QA Details tab provides the ability to track which customers have received the pending action. Use the scrollbar to view all the columns. An entry in the Notify Quantity column indicates that customer has responded. The DRO MEDLOG Director responsibilities include following-up with those customers who have not yet responded.

(c) DMLSS does not close a message until the ALL quantities in the message are updated. Update the quantity for each customer ID in the QA Detail tab and select Save. After saving the quantities, the QA Action, and Completed Date on the QA Record tab become editable. Update both of these fields and select "Save". The message is now closed and removed from the pending action list.

(8) QA Alert. Item Quantity On-Hand. This pending action appears in the IM inbox to notify the DRO MEDLOG Director that a customer has entered a quantity for a particular Item ID in the QA Alert Quantity Required Customer (Supply) pending action.

(a) When items of medical materiel are suspected of being unserviceable, immediate action is required to ensure these items are removed from all using activities and serviceable inventories.

(b) Ensure all suspended materiel located in the using activities is promptly turned into MEDLOG. Immediately mark and segregate the suspended items to prevent accidental re-issue. Use the Inventory Management/Return Item screen to complete turn-ins from using activities. Choose Stratification (strat) state Suspended. The turn-ins will be for no credit only.

(c) Likewise, any items in Log's stock must be transferred out of the Serviceable strat state using the Internal Transfer button, eliminating the threat of re-issue to another customer. If the item is a defective equipment item, the maintenance/sustainment activity needs to establish a work order to inspect, repair, or remove the item from serviceable status. The QA message will provide disposition instructions in the Problem Description field. Depending on the disposition instructions, materiel may need to be consolidated.

(d) Close out the QA message in DMLSS after completing all necessary inventory and suspension actions. Clearly indicate in the QA action field what actions were taken by MEDLOG and the using activities to include customer turn-ins, re-strat of inventory to suspended including quantities and document numbers, and the date the action was completed.

(9) QA Delinquency Notice, Item Quantity. This pending action is sent to customers who have not responded to a QA Alert. Item Quantity Required Customer (Supply) pending action in a timely manner as established in the QA Delinquency Notification Maintenance Table, Figure 12.

Class	Delinquency Notice (Days)	Delinquency Notice(LOG) (Days)	Description
I	1		1 REASONABLE PROBABILITY THAT THE USE OF, OR EXPOSURE TO, A VIOLATIVE PRODUCT WILL CAUSE SERIOUS ADVERSE HEALTH CONSEQUENCES OR DEATH
II	3		3 EXPOSURE TO A VIOLATIVE PRODUCT MAY CAUSE TEMPORARY OR MEDICALLY REVERSIBLE ADVERSE HEALTH CONSEQUENCES OR WHERE THE PROBABILITY OF SERIOUS ADVERSE HEALTH CONSEQUENCES IS REMOTE
III	5		5 THE USE OF, OR EXPOSURE TO, A VIOLATIVE PRODUCT IS NOT LIKELY TO CAUSE ADVERSE HEALTH CONSEQUENCES

Figure 12. DMLSS QA Delinquency Notification Maintenance Window

(a) QA notices are assigned to one of three notification classes based on the level of the product.

(b) The Delinquency Notice (Days) column displays the number of days that a customer has to respond prior to the system issuing the QA Delinquency Notice. Supply Item Quantity Customer pending action to the customer’s inbox.

(c) The Delinquency Notice LOG (Days) column displays the number of days a customer has to respond to the pending action before DMLSS notifies the DRO MEDLOG Director.

(d) Delinquencies are determined during the DMLSS end-of-day process. The resulting delinquency pending action posts to the same inbox in the same application, (i.e., IM, CAIM, AM, and MA) as the original QA notice. It cannot be deleted until quantities have been entered for all the items listed.

(10) QA Delinquency Notice, Immediate Recall. This pending action appears in the DRO MEDLOG Director’s inbox when a customer has not responded to their two earlier Item Quantity Required pending actions. The DRO MEDLOG Director must contact the customer, as this pending action will not be deleted until quantities have been entered for all items on the pending action.

(11) IM QA Complaint Alert, Complaint Exists For Items. This pending action notifies users of a new complaint. Highlight the pending action and select the Jump To button to view the record. LOG will review CAIM balances, validate the complaint, and enter the complaint on the Defense Medical Materiel Online website. The complaint cannot be closed until an MMQC/HAR message is received from DLA. At that time, the DRO MEDLOG Director will link the MMQC/HAR message to the initial complaint. To do this, select the Link QA button, select the QA record that applies to the MMQC/HAR message, select OK and then select Save.

e. CAIM/QA Pending Actions. Use the CAIM QA process in conjunction with the IM QA process to initiate, review, and respond to QA messages and/or complaints. Keep in mind that the DRO MEDLOG Team cannot complete the QA process until required customer actions are completed. The following four pending actions are unique to CAIM and require customer response to complete the QA process.

(1) QA Alert, Customer Equipment. DMLSS identifies equipment custodians and WRM assemblages that have a record of equipment items subject to a QA alert, MTF complaint, or manufacturer's recall.

(a) The CAIM user must scan their area(s) of responsibility/patient care area(s) to determine if they maintain the subject Item ID/ECN.

(b) To complete the pending action message, the user must enter the appropriate quantity found in their area, based upon the ECN, and/or manufacturer model number and serial number, if applicable. If no quantities are maintained, the user must enter a "0" and select the Save button on the vertical toolbar. This, in turn, removes the pending action message and updates the record detail maintained in IM.

(2) QA Alert, Item Quantity Required Customer, Supply. This pending action is sent to a customer requesting they check their stock and complete the number of on-hand items.

(a) The customer must scan their shelves/storage locations to determine if they maintain the subject Item ID. Scrutiny must be given to lot number, expiration date, serial number, manufacturer date, etc.

(b) To complete the pending action message, the user enters the appropriate quantity found on their shelves, if applicable. If no quantities are maintained, the user enters "0" and clicks the save button on the vertical toolbar. This, in turn, removes the pending action message and updates the record detail maintained in IM.

(3) QA Delinquency Notice, Supply Item Quantity Customer. This follow-up pending action is sent to a customer due to non-response to the previously sent QA Alert, Item Quantity Required Customer, Supply, pending action. This pending action cannot be deleted until quantities have been entered for all the items listed. See paragraphs 3.d.(9), and 3.e.(2) of this enclosure.

(4) CAIM QA Complaint Alert. Complaint exists for item. DMLSS generates this pending action when a QA complaint message is created and the LOG on-hand balance quantity is greater than zero.

(a) Within the pending action, DMLSS identifies the Item ID, date created, Organization ID, and Organization Name involved. The View button allows the user to view the entire complaint, as well as the SF 368, Product Quality Deficiency Report, and LOG owned/CAIM balances linked to the Item ID.

(b) Each account's equipment or supply representative will take action so that all suspect items meeting the criteria within the complaint are immediately segregated, and prevent the stock from being used or issued to a customer. They must contact the DRO MEDLOG Director so action can be taken to return the stock to MEDLOG and transfer the materiel from operating/serviceable to another strat state.

f. AM/QA Pending Actions. Use the AM QA process in conjunction with the IM QA process to review QA messages and drug recalls associated to WRM assets. WRM assets identified as suspect must be transferred to strat state of Suspended, Unserviceable, or as directed in accordance with the QA message so the items are not issued or deployed as serviceable materiel. There are four pending actions that post to the AM inbox throughout the life cycle of a QA message.

(1) QA Alert. WRM Supply Item Quantity Required. When a message is processed in IM for an item with an allowance standard, DMLSS forwards this pending action to the AM inbox. Only users assigned this pending action, as well as the applicable assemblages, see these messages. Select the report from the inbox and select the Jump To button at the bottom of the window. The QA Record Search window opens and defaults to the QA Details tab (Figure 13). The tab consists of the QA Record data from the message and a list of all assemblages that maintain an allowance standard for the item.

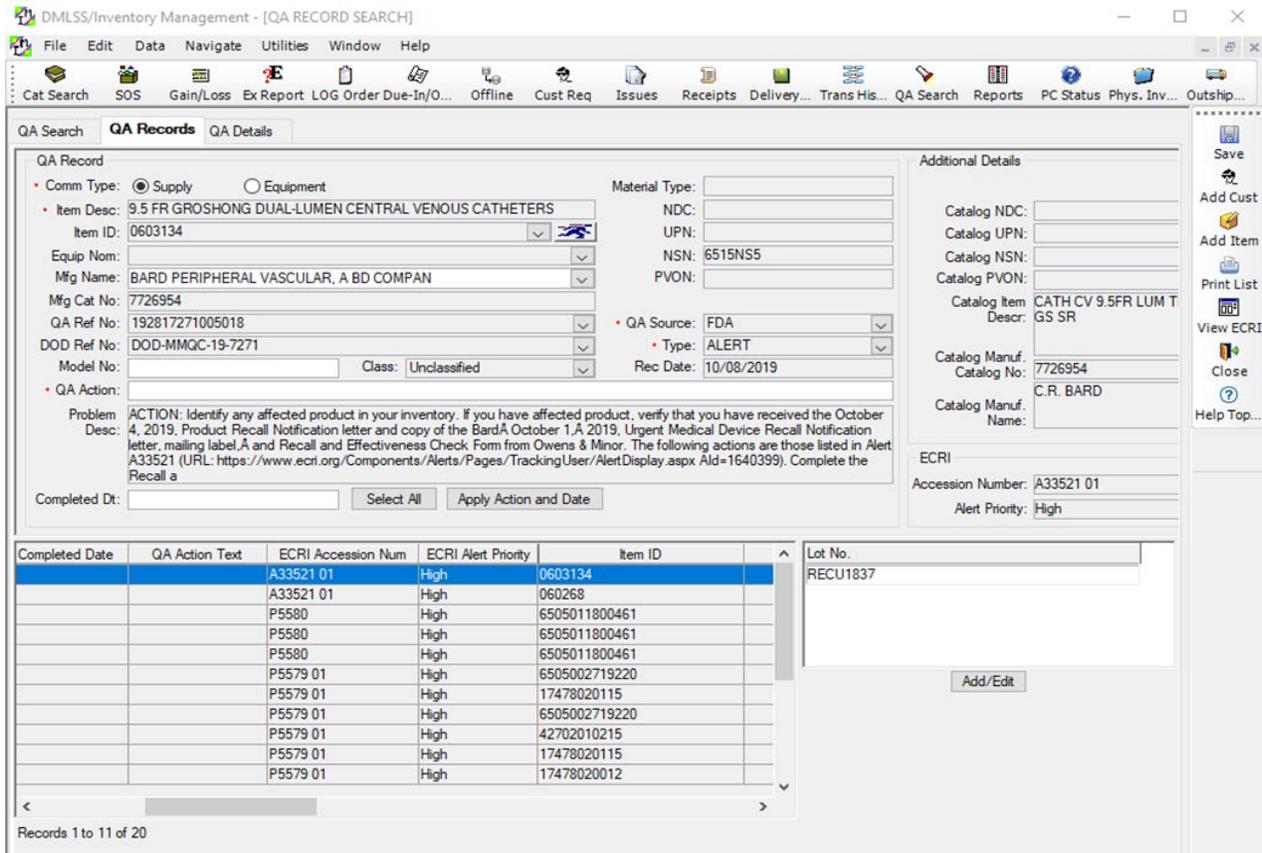


Figure 13. DMLSS QA Record Search, QA Details Screen

(a) Check all assemblages listed in the QA Record Search window to validate stock against the QA alert message. Select the Lot Number button to view a list of lot numbers from the QA alert message against lot numbers maintained in the assemblage data records. The assemblage lot numbers change as the different assemblages are viewed.

(b) In the Notify Quantity Column, enter the total number of items matching the QA message data. If no quantity was found, enter a “0” in the field to record the action was accomplished. The pending action notification remains in the inbox until all findings are processed.

(c) Use the Transfer button to process internal transfers of assets between assemblages, strat types, and states.

(2) QA Delinquency Notice, Supply Item Quantity WRM. This follow-up pending action is sent to a customer due to non-response to the previously sent QA Alert WRM Supply Item, Quantity Required pending action. This pending action cannot be deleted until quantities have been entered for all the items listed. See paragraph 3.d.(9), 3.f.(1)a., and 3.f.(1)(b) of this enclosure.

(3) QA Review Only, No Action Required, WRM. This pending action is produced for all QA Detail equipment records pending closure. This list does not require action. The pending action serves as a reminder/quick link to the QA Details record.

(4) AM QA Complaint Alert, Complaint Exists For Item. DMLSS generates this pending action when a QA complaint message is created and the LOG on-hand balance quantity is greater than zero. See paragraph 3.e.(4) of this enclosure.

g. Maintenance/QA Pending Actions. Use the MA QA process in conjunction with the IM QA process to initiate, review, and respond to QA messages and/or complaints. Keep in mind that the DRO MEDLOG Director cannot complete the QA process until required customer actions are completed. The following four pending actions are unique to the MA module and require a response to complete the QA process.

(1) Maintenance, QA Alert, Equipment Quantity Required. DMLSS forwards this pending action to the inbox when a QA Alert has potentially matched an equipment item within the DRO, i.e., matching local records using the equipment commodity type. Select the report from the inbox and select the Jump To button at the bottom of the window. The QA Record Search window opens and defaults to the QA Equipment Details tab. Enter a quantity in the QA detail window. This pending action cannot be deleted until quantities have been entered for all the items listed.

(2) QA Alert, Item Quantity Required Customer, Supply. This pending action is sent to the Maintenance inbox when a QA Alert has potentially matched a supply item within the DRO. It is the same pending action sent to CAIM customers. See paragraph 3.e.(2) of this enclosure.

(3) QA Delinquency Notice, Equipment Quantity. This follow-up pending action is sent to the Maintenance inbox due to non-response to the previously sent Maintenance, QA Alert, Equipment Quantity Required pending action. This pending action cannot be deleted until quantities have been entered for all the items listed.

(4) QA Delinquency Notice, Supply Item Quantity Customer. This follow-up pending action is sent to the Maintenance inbox due to non-response to the previously sent QA Alert; Item Quantity Required Customer, Supply, pending action. This pending action cannot be deleted until quantities have been entered for all the items listed. See paragraphs 3.d.(9), 3.f.(1)(a), and 3.f.(1)(b) of this enclosure.

h. DMLSS QA Module. QA is primarily managed in the IM module (Figure 14) and divided into five functions. Users of the CAIM, AM, and MA applications are only able to access two of these functions.

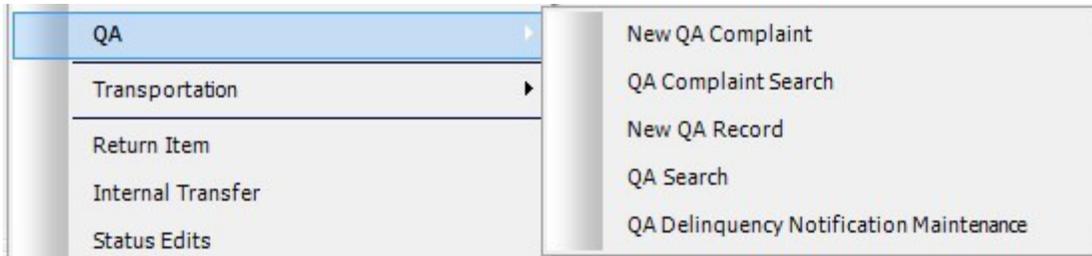


Figure 14. DMLSS QA Module (IM Application)

(1) New QA Complaint (appears in IM, CAIM, and AM). This process is used by DMLSS customers to build new complaint detail(s) and submit Product Quality Deficiency Reports (PQDRs) when there is a quality deficiency with a medical product. It is also the vehicle for submitting Safe Medical Device incidents.

(a) Examples of discrepancies, that must be reported on the PQDRs include:

1. Wrong or deficient labeling.
2. Foreign or particulate matter in liquids and solids.
3. Imperfectly manufactured items that are off-color, off-taste, and off-odor.
4. Suspected sub-potency or super-potency.
5. Defective devices.
6. Pinholes in tubing.
7. Faulty calibrations.
8. Systemic equipment failures.
9. Poor quality products.

(b) PQDRs are submitted as either category I or II. The Food and Drug Administration defines these categories.

(c) In the IM Navigate menu, select QA and then New QA Complaint to access the Create New Complaint window, see Figure 15. Select the appropriate Complaint Type (I or II). If type I is selected, a message appears instructing the user to contact DLA Troop Support immediately. In addition, the Type I Complaint Detail tab is activated and requires additional de-identified patient reaction data. Note: Do not use Type III complaint type in the New QA Complaint process. This category is not used in the Product Quality Deficiency Reports process.

Figure 15. Create New Complaint

(d) Enter applicable data into the remaining mandatory data fields. If possible, the optional data fields can also be completed. When the Item ID is entered, the item description and manufacturer's data automatically populates, if the information is stored in DMLSS.

(e) To identify potential DoD Requisition Numbers, select the Search button next to the data field. Requisition data corresponding to the specified Item ID is displayed in the Select DoD Requisition Number window. Highlight the applicable requisition, and select OK to populate the DoD Requisition Number field.

(f) It is very important to identify on hand quantities at this time. Serviceable Log inventory quantities will be suspended to prevent issue. Affected materiel stored in customer areas must be retrieved. Utilize the Navigate\Return Item module to process a Turn-In Gain for no credit to "Strat State OPR/SUS" for each customer possessing the affected materiel. Enter the total quantity on-hand and total quantity suspended. These quantities do not necessarily match because on-hand quantities that do not meet the complaint criteria, i.e., a different lot number, may exist.

(g) Click Save after entering the applicable data. Upon saving, the message, please submit the complaint on-line by selecting the Quality Assurance Complaint Link button is displayed. The Quality Assurance Complaint Link button on the vertical toolbar connects the user with the Defense Medical Materiel Online web page for online reporting instructions and submittal of the electronic SF 368.

(h) Customer on-hand balances are available by clicking CAIM Balance. The message, No Balance Exists for Item ID xxx is displayed when no customer balances exist.

(i) All new QA complaints immediately appear in the IM QA Complaint Alert. Complaint Exists for Items pending action. If not already accomplished, report the complaint at this time. When the materiel complaint has been rectified, notify the DRO MEDLOG Director and enter a close reason and close date in the Complaint Detail tab. Select Save, then Close, and the complaint is removed from the pending action.

(2) QA Complaint Search appears in IM, CAIM, and AM. Use the QA Complaint Search function to search and retrieve existing complaint data. Select Search to process an all-inclusive search or enter search criteria to limit the search results. QA complaints matching the search criteria appear in the Search Results window. A record's detailed data can be viewed by either double-clicking on the record or by highlighting the record and selecting Detail on the vertical toolbar. Once the QA Complaint details are displayed, the close date and close reason can be modified as well as the name of the person initiating the complaint.

(3) New QA Record appears in IM and MA. In some cases, QA data may need to be loaded manually. Instances might occur when a QA message is initiated in the facility or when items are not updated in DMLSS from the automatic transfer. In these cases, use the New QA Record function to add/load the new record into DMLSS for processing.

(a) From the Navigate menu, point to QA and select New QA Record. The QA Record (New) window appears with Supply as the default type of search. Select an Item ID from the dropdown list. When selected, the Item Description field is automatically populated.

(b) Complete all required fields (i.e., fields with red dots) or select data from the dropdown list. Add or edit lot numbers, as desired. After all information is added, select "Save".

(c) The new QA record has been created, and the reference information appears in the lower half of the window. Double-click on the new QA record reference information, and DMLSS opens the QA Record Search window to the QA Details tab. Enter the customer's quantities in the Notify Quantity field, select Save, and DMLSS will return to the QA Record window. At this point, select the Add Customer and/or Add Item buttons on the vertical toolbar to add customers who will receive a pending action in their inbox.

(4) QA Search appears in IM and MA. QA Search allows users to search for all QA records in the DMLSS database. When a supply or equipment item is identified as defective, the QA Record Search window displays all of the QA message information. For supply items, DMLSS identifies all internal or external customer accounts having consumption history and WRM accounts that have an on-hand balance or due-in for the item. It also allows logistics personnel to select any additional customer accounts or WRM accounts that will receive pending action notifications for the item. For equipment items, DMLSS identifies all equipment accounts and WRM accounts that have the item and allows maintenance/sustainment personnel to select any additional equipment accounts or WRM accounts that will receive pending action

notifications for the item. DMLSS associates all system identified and selected customer accounts, WRM accounts, and equipment accounts with the QA Notice in the QA Customer record so that subsequent actions may be tracked and recorded.

(a) From the Navigate menu, point to QA and then select QA Search to access this module. Select the commodity type of supply or equipment, or leave blank to search both types. Select search criteria from one of the available dropdown lists or enter the data manually. At least one field must be populated to conduct a search.

(b) If the Reject Indicator is “Yes”, the search only returns DoD MMQC/HAR records that do not match catalog records. If the Reject Indicator is “No”, the search returns MMQC/HAR records that do match catalog records.

(c) The QA Record Search window, Figure 16, displays the search results in the QA Record tab. Additional information from the original QA message, along with associated customers and assemblages, is available in the QA Details tab.

Figure 16. QA Record Search Window

1. QA Search–Use this tab to search for records created for defective supply or equipment items.
2. QA Records–Use this tab to edit information associated with a record and add a customer, item, lot number, or ECN to the record.
3. QA Details–This tab is used to review detailed record information and transfer items internally.

4. Equipment Details – This tab is used to review detailed equipment record information for the selected item. This tab is only available when searching for records using the Equipment commodity type.

5. QA Rejected Records – This tab is only available by clicking the QA Alert. Missing or no MTF Item ID Match pending action message when it appears on a daily basis in the inbox. A list of QA messages that were rejected because there was no corresponding item in the MTF Catalog can be viewed.

(d) Steps for adding a Customer to a QA Record are performed as follows:

1. As stated earlier, when DMLSS downloads the QA message, it compares the Item ID, NDC, manufacturer catalog number, national stock number, etc. from the QA message to those in the MTF and Customer Catalog records. Pending action notification is sent to all customers with prior usage recorded. In some instances, the QA notification may need to be forwarded to additional customers that were not identified during the electronic review. Users can add additional customers to the message notification by clicking the Add Customer icon located on the vertical toolbar and then entering the required information.

2. Open the applicable message. The Add Customer icon is located in the QA Record Search module, QA Record tab. A pop-up window displays a list of all customers loaded in DMLSS. Select customer ID(s) that are being added to the notification list.

3. Upon saving, the selected customer ID(s) are added to the QA Details tab. DMLSS forwards a pending action notification to each customer selected.

(e) Steps for Adding/Deleting a Serial/Lot Number (Ser/Lot No) to a QA Record are performed as follows.

1. Within the QA Search window, locate the applicable MMQC/HAR message. Select Add/Edit under the Ser/Lot No. field box to view the Lot Number window and then select Add. Multiple lot numbers may be added by clicking Add after each entry. Click Save after entering valid lot numbers.

2. Lot Numbers (Ser/Lot No) can be removed from the MMQC message by selecting a number and clicking Delete. Save data upon completion.

3. When complete select Close. The MMQC message reappears with the updated list of lot number(s).

(f) To adding an Item to a QA Record, in the QA Search window, locate the applicable MMQC message. In the QA message window, click Add Item on the vertical toolbar and select the Item ID being added to the MMQC message. After the new Item ID is added, edit the Lot Number field to include the affected lot numbers. Add additional customers, if necessary.

(g) The user can transfer quantities between Strat Types, such as WRM to Operating, and between Strat States, such as Serviceable to Suspended using Internal Transfers from QA Search.

1. Items matching the MMQC message criteria for suspension can be transferred from the QA Record Search window, QA Details tab. Click Transfer to process an Internal Transfer.

2. From the Navigate menu, point to QA and select QA Search. Select search criteria from the dropdown list. At least one field must be populated. Click Search to view the QA Records Search window.

3. Select the QA Details tab and select QA Record from the table to transfer. Select Transfer to view the Internal Transfer window.

4. Using the dropdown list, select the transfer information for each required field. Save upon completion.

5. Click “Yes” to print a Pick/Delivery list for the transferred item and then click Close to return to the QA Record Search window. Use the Pick/Delivery list to relocate the affected assets.

(5) QA Delinquency Notification Maintenance appears in IM only. Editing the QA Notification Class window enables users to change the number of days before issuing a delinquency notice, or the number of days before a delinquency notice is posted to Log. Figure 12 is an excerpt of the QA Notification Class window and shows the fields that can be modified. See paragraph 3.d.(9) of this enclosure.

i. Finalizing QA Records in DMLSS. Messages must be closed out when all associated actions are complete, see paragraph 3.e.(8) of this enclosure. Coordinate these actions with the DRO HAR Coordinator.

(1) Within QA Search, locate the applicable MMQC/HAR message. Clearly indicate in the QA action field what actions were taken. MEDLOG will document negative replies.

(2) Users document work order numbers in the QA field, if applicable.

(3) Select Apply Date located next to the Completed Date Field. The Completed Date Field is populated with the current date. Select Save to apply the date to the MMQC/HAR message and finalize the process.

(4) DRO MEDLOG Director must use available reports (e.g., the QA Log Business Objects report) to identify completed messages, as well as, incomplete QA record entries such as the QA Action, Complete Dates, and Completed By fields.

j. QA Receipts and Inventory Gains. During processing of receipts or gain transactions, DMLSS compares the Item ID to the QA Record file and places a checkmark in the QA field in the Receipts window to identify that a QA record exists for that item. This form of notification ensures the quality of the asset being received or gained. If the user selects the Process indicator prior to viewing the QA record and checking the QA indicator, the user will receive a warning that a matching QA record exists.

(1) Receipts Transactions. Select the Jump To icon to view the QA record. After viewing the QA record and examining the materiel, check the QA box.

(2) Inventory Gain Transactions. DMLSS compares the Item ID to items in the QA database. If there is a match, the system notifies the user and allows them to view the QA record before processing the gain. After the user reviews the QA record and closes it, the system returns to the gain transaction and the user can continue processing.

GLOSSARY

PART I. ABBREVIATIONS AND ACRONYMS

AM	Assemblage Management
aPLT	Average Pipeline Time
CAIM	Customer Area Inventory Management
DDR	Daily Demand Rate
DHA	Defense Health Agency
DHA-TM	Defense health Agency-Technical Manual
DHP	Defense Health Program
DLA	Defense Logistics Agency
DMLSS	Defense Medical Logistics Standard Support
DoDAAC	Department of Defense Activity Address Code
DRM	Direct Reporting Markets
DRO	Direct Reporting Organizations
DTF	Dental Treatment Facilities
ECRI	Emergency Care Research Institute
ECN	Equipment Control Number
EM	Equipment Management
EOQ	Economic Order Quantity
FM	Facility Management
HAR	Hazard Alerts and Recalls
HHT	Hand Held Terminal
ID	Identification
IM	Inventory Management
MEDLOG	Medical Logistics
MHS	Military Health Service
MM	Materiel Management
MMQC	Medical Materiel Quality Control
MTF	Medical Treatment Facility
NDC	National Drug Code
NSN	national stock number
OPR	Operating
PAR	Periodic Automatic Re-supply

PDA	Personal Digital Assistant
PLT	Pipeline Time
PQDR	Product Quality Deficiency Report
QA	quality assurance
QC	quality control
RF	radio frequency
ROP	Reorder Point
SA	Systems Administration/Systems Administrator
SCL	stock control level
Ser/Lot No	serial/lot number
SF	Standard Form
SOS	source of supply
SS	systems services
STD	standard
strat	stratification
TEWLS	Theater Enterprise Wide Logistics System
TMU	Table Maintenance Utility
USAMMA	United States Army Medical Materiel Agency
WRM	war readiness materiel {insert}

PART II. DEFINITIONS

These terms and their definitions are for the purposes of this DHA-TM.

Category I. A DLA-Troop Support reference to a PQDR complaint that can only be submitted with approval of an authorizing medical or dental officer. A Category I complaint is the most serious, and is described as an item of materiel that predictably could cause or has resulted in serious injury, illness, or loss of life, including events occurring as a result of: Failure; Malfunction; Improper or inadequate design; manufacture; labeling; and user error.

Category II. A DLA-Troop Support reference to a PQDR complaint that refers to all other complaints that do not meet the severity level for a Category I will be processed as a Category II complaint including: Systemic equipment failures; Defective devices; Incorrect or deficient labeling; Foreign or particulate matter in liquids or solids; Imperfectly manufactured items which are off-color, off-taste, or off-odor; Suspected sub-potency or super-potency of drugs and biologics; Pinholes in tubing; Faulty calibrations; and Poor quality products.

DDR. Amount of stock consumed daily.

DHA Activities. Activities under the authority, direction, and control of DHA: DRMs, SSO, DHARs, Small Markets, and MTFs/DTFs/VTFs.

DRM. Markets, Small-Market and Stand-Alone Military Treatment Facility Organization, and Defense Health Agency Regions, Military Treatment Facilities, and Dental Treatment Facilities.

DRO. Markets that report directly to the DHA (this term does not include Markets that report to SSO).

EOQ. A method of inventory control that utilizes a minimum-maximum system to control operating inventory. This method maintains warehouse inventories for regularly used items.

HAR/MMQC message. A message that details methods to handle or remove potentially unsafe 1053 materiel due to deficiency in quality, efficacy or safety, or are otherwise in violation of laws 1054 administered by the Food and Drug Administration (FDA).

MTF. A facility established for the purpose of furnishing medical and/or dental care to eligible individuals.

PLT. The number of calendar days between the date a requisition is made and the date the materiel is received by medical materiel personnel.

SCL. The planned maximum of any item.

Stockless. A method of inventory control that eliminates warehouse inventory.