Defense Health Agency

TECHNICAL MANUAL

SUBJECT: Defense Medical Logistics Standard Support (DMLSS) - Volume 6, Customer Applications

References: See Enclosure 1.

1. <u>PURPOSE</u>. 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 (o), 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 the 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. <u>APPLICABILITY</u>. This DHA-TM applies to the 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. <u>POLICY IMPLEMENTATION</u>. It is DHA's instruction, pursuant to References (c) through (o), 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 (ASD(HA)).

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

c. DHA established DMLSS as the authoritative information system that serves as the feeder system to financially accountable systems for DROs and accountable property officers as outlined in Reference (d).

d. DRO must use the DMLSS system, as prescribed in Reference (d), for all Medical Logistics business functions in the following modules, including, but not limited to: Customer Area Inventory Management (CAIM), Inventory Management, 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 Deputy Assistant Director (DAD) Medical Logistics (MEDLOG). When Activities are unable to comply with this publication the activity may request a waiver that must include a justification, to include an analysis of the risk associated with not granting the waiver. The requesting 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. <u>FORM</u>. Standard Form (SF) 368, Product Quality Deficiency Report is available at https://www.gsa.gov/forms-library/product-quality-deficiency-report.

/S/
RONALD J. PLACE
LTG, MC, USA
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) United States Code, Title 10, Section 1073c, "National Defense Authorization Act for Fiscal Year 2017," December 23, 2016
(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) DoD Instruction 8500.01, "Cybersecurity," August 12, 2015
(j) DoD Instruction 8510.01, "Risk Management Framework (RMF) for DoD Information Technology (IT)," March 12, 2014, as amended
(k) United States Government Accountability Office Manual, "Federal Information System Controls Audit Manual (FISCAM)," February 2009
(l) DHA-Procedural Instruction 8100.01, "Information Security Compliance for Defense Health Agency Financially Auditable Information Systems," January 12, 2021
(m) Code of Federal Regulation, Title 21, Section 1300
(n) Defense Logistics Agency Regulation 4155.24, "Product Quality Deficiency Report Program," September 19, 2018, as amended
(o) DHA-Procedures Manual 6430.03, "Medical Logistics Materiel Quality Procedures," January 13, 2021

ENCLOSURE 2

RESPONSIBILITIES

1. <u>DIRECTOR, DHA</u>. The Director, DHA will assign all DHA Headquarters staff elements and DAD, MEDLOG to implement this DHA-TM in accordance with References (b), (e), and (f).

2. <u>DRO DIRECTORS</u>. The DRO Directors must ensure:

   a. Military medical treatment facilities (MTF) and dental treatment facilities 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: Customer Area Inventory Management (CAIM), Inventory Management (IM), Equipment Management (EM), Equipment Maintenance Activity (MA), Assemblage Management (AM), Systems Services (SS), and Facility Management (FM).

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

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

3. <u>DAD, MEDLOG</u>. The DAD, MEDLOG or designee must perform oversight of the delivery of all MEDLOG business functions at DROs in accordance with References (e) through (h).

4. <u>DRO CHIEF, MEDLOG</u>. The DRO Chief, MEDLOG must:

   a. Maintain and account for all accountable medical and dental materiel and equipment and financial records as appropriate in DMLSS.

   b. If designated by Director in paragraph 5.c. if this enclosure, appoint DMLSS System Administrator (SA) in writing.

5. <u>DRO, DMLSS SA</u>. The DRO, DMLSS SA must:

    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 System Administration, Volume 2.

    c. Monitor the DMLSS Communications Manager (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. <u>DRO PERSONNEL</u>

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

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

ENCLOSURE 3

PROCEDURES

1. SCOPE. This chapter contains procedures for the two applications used by customers: Customer Support (CS) and CAIM. This enclosure also covers setting-up a customer forward logistics area and understanding customer transactions. Healthcare Technologies Management (HTM) Sustainment activities are considered CAIM Source of Supply (SOS) by all Military Services.

2. CS OVERVIEW. This module (Figure 1) encompasses supply, equipment, and facility management functions and places the customer request features into a single area.
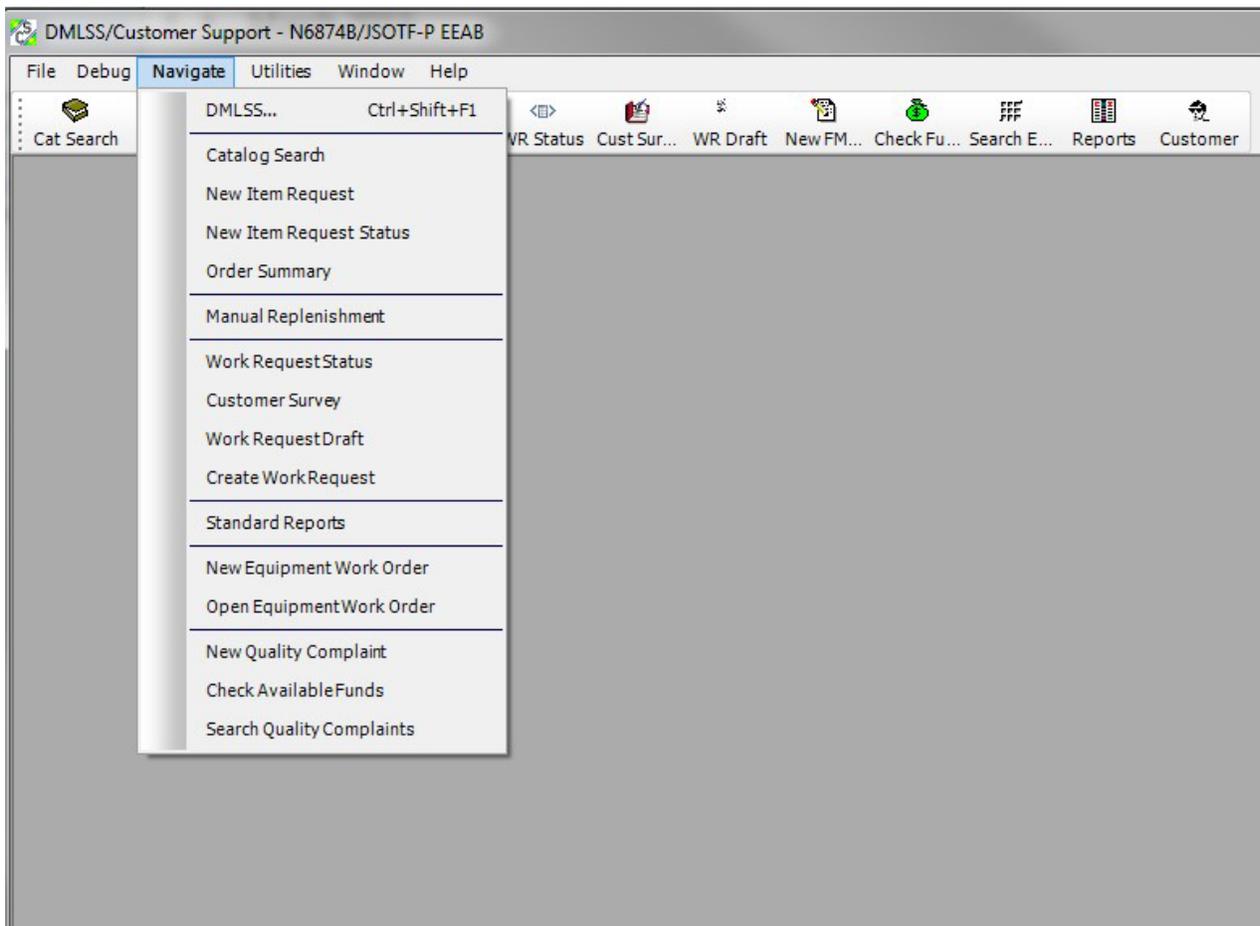
Figure 1. Customer Support, Navigate Menu

  a. Functionality within CS

    (1) Custodians can submit new item requests and monitor the status of existing requests.

(2) Equipment custodians can submit requests for new equipment and monitor the status of requested equipment. The LogiCole New Equipment Request Module is in development and will be deployed in the near future to eventually replace the Equipment Request capability in DMLSS.

(3) Custodians can also submit equipment work order requests to the HTM Sustainment Manager.

(4) Duty section managers can request new Facility Management work requests, request updated status, and monitor the status of existing facility work requests.

(5) Supply and equipment custodians can check the status of funds in the CS module as well as process standardized reports designed to assist them in managing their respective accounts.

b. Catalog Search. The Catalog Search function works the same in CS as it does in IM and is used to search for customer catalog records as well as searching for LOG, MTF, ECAT, and other contracted item catalog records. Refer to the future DHA-TM DMLSS Volume 3, Catalog Records for further information. Note: New catalog records are created in IM by a logistician.

c. New Item Request (NIR). The NIR is used to submit a request for a supply item that does not have an existing customer or logistics (LOG) catalog record, or the item has not previously been approved for purchase.

(1) Select "New Item Request" from the Navigate menu or select the NIR button located on the horizontal toolbar to open a NIR. The NIR contains required and optional data fields. Customers enter data into the required fields and should provide as much of the optional data as possible. All data provided is used during the research phase of the NIR process and is important when searching for existing catalog records.

(2) Catalog Research for Approved NIRs. Catalog research should be accomplished by MEDLOG personnel using the "IM New Item Request" pending action. This part of the NIR process is accomplished to determine whether or not a catalog record already exists. Appointed personnel must be assigned the CS NIR Catalog Research privilege in System Services to accomplish this task.

(3) The Hazardous Materiel (Hazmat) Review will be conducted by MEDLOG personnel using the "IM NIR" pending action. However, at least one person from the Bioenvironmental Engineering office will be privileged to conduct the Hazmat Review. If the item is found to be hazardous, follow local reporting and storage procedures. Also, the appropriate Hazardous Materiel Code, MTF restrictions, special requirements, and destruction methods will be loaded into the MTF catalog record at this time.

(4) LOG Authority. The LOG authority is usually assigned to the Chief of MEDLOG or their designated representative who is responsible for approval of the request. Personnel performing this task must be assigned the CS LOG Authority privilege.

(5) Ordering Authority. The Ordering Authority is the MEDLOG person(s) authorized to purchase the requested item. If not already completed, establish the catalog record so the item can be purchased. The CS Ordering Authority privilege must be assigned to personnel authorized to purchase new item requests.

d. <u>NIR Status</u>. The CS "NIR Status" function provides customers a method of monitoring their status.

e. <u>Order Summary</u>. Pending orders that appear in the "Order Summary" window are a result of a customer using the "Order Item" function. Items are displayed by line item if pending orders exist. A check in the Error box indicates an error or exception exists for the specified line item. The error must be resolved prior to executing the order. Select "Execute" on the vertical toolbar to generate a CAIM Estimated Ship Date (ESD) and IOU transaction, or "Delete" to remove the highlighted item from the pending order. Upon processing, the order is pushed to IM as a LOG Routine issue.

f. <u>Manual Replenishment</u>. Use the "Manual Replenishment" function to resupply stock levels for items listed in the customer's catalog. This function is also in CAIM.

g. <u>Work Request Status</u>. Customers should use the "Work Request Status" function to monitor the status of their submitted facility work requests.

h. <u>Customer Survey</u>. The "Customer Survey" feature provides customers an avenue to rate, score, and/or provide comments in response to a completed facility work request. Once the facility manager closes a work request, the "Survey" button located on the vertical toolbar becomes available in the work request status record.

i. <u>Work Request Draft</u>. Customers can use this function to search for draft copies of submitted Facility Management work requests. Draft copies are only saved and accessible using this function when the customer chooses to save the draft upon creating a new work request. This function should be used sparingly as it can clutter the database.

j. <u>Create Work Request</u>. Customers assigned the CS FM Work Request, a customized role, or CS Expert role in System Services, UP Assign/Manage can use the "Create Work Request" function to submit facility work requests to Facility Management.

k. <u>Standard Reports</u>. Several standardized reports are available to assist customers/ custodians in managing their supply and equipment accounts. Most of the available reports are directed toward helping customers focus on high use, high demand, and high dollar items within their account(s).

l. <u>Equipment Record</u>. The CS "Equipment Record" function allows equipment custodians visibility of Equipment Detail records assigned to their equipment account. Custodians must be assigned the CS Equipment Custodian role to gain access to this function. The custodian cannot modify the Equipment records.

m. <u>Equipment Request</u>. The CS Equipment Request function is used by equipment custodians to submit requests for new equipment and to monitor the status of existing equipment requests. This function essentially works the same in CS as it does in EM. (Equipment request procedures will be contained in the future DHA-TM DMLSS Volume 7, Equipment Maintenance Management). Adhere to the following guidelines when submitting an equipment request through CS:

(1) Only primary custodians have access to the equipment request module.

(2) Custodians must be assigned the CS Equipment Custodian role prior to gaining access to this function.

(3) At a minimum, custodians should complete the "Main," "Training," "Suggested Sources," "Supplies," and "Replacement Equipment Control Number (ECN)," if applicable, tabs prior to submitting the request to HTM.

(4) Custodians may save their work and receive an Equipment Request Number by selecting the "Save" button; however, they must select the "Submit" button to actually send the request to HTM. Furthermore, this office can open/view a custodian's saved request(s), but they do not receive a Customer Equipment Request Submitted advisory notice and are not able to edit the request until the custodian selects the "Submit" button.

(5) Once the equipment request is submitted, the custodian is limited to viewing the request and cannot add or edit information. To complete the request process, they should deliver any required documents (e.g., price quotes, product literature) to HTM.

n. <u>New Equipment Work Order</u>. Equipment custodians can use the "New Equipment Work Order" function to submit equipment work order requests to HTM Sustainment. This function provides an automated method to communicate needs rather than the custodian leaving the duty section to visit the maintenance shop. Once submitted, the equipment work order is immediately forwarded to the Equipment Maintenance Inbox and appears in the "Customer Work Order Pending" pending action.

n. <u>Open Equipment Work Order</u>. Custodians can use this function to monitor the work order status of their assigned equipment.

o. <u>Equipment Sub-custodian</u>. The Equipment Sub-custodian function provides equipment custodians a method to associate guardianship of specific equipment to an individual within their area of responsibility. Using the sub-custodian function does not constitute the transfer of responsibility. Using this function is a means to assist the equipment custodian in safeguarding the equipment within their area of responsibility.

p. <u>Search/New Quality Complaint Modules</u>. Both of these functions are the same as the "Search" and "New QA Complaint" processes in IM and CAIM.

q. <u>Check Available Funds</u>. The "Check Available Funds" function mimics the same function in CAIM and provides customers with direct visibility of their fund record.

r. <u>CS Utilities</u>. This functionality can be used as follows:

(1) Choose Customer. Choose Customer provides a capability, via a drop-down menu, to select a specific customer.

(2) Inbox. Customer Service Inbox messages or pending actions are generated as a result of customers initiating a NIR or work request (see Figure 2).
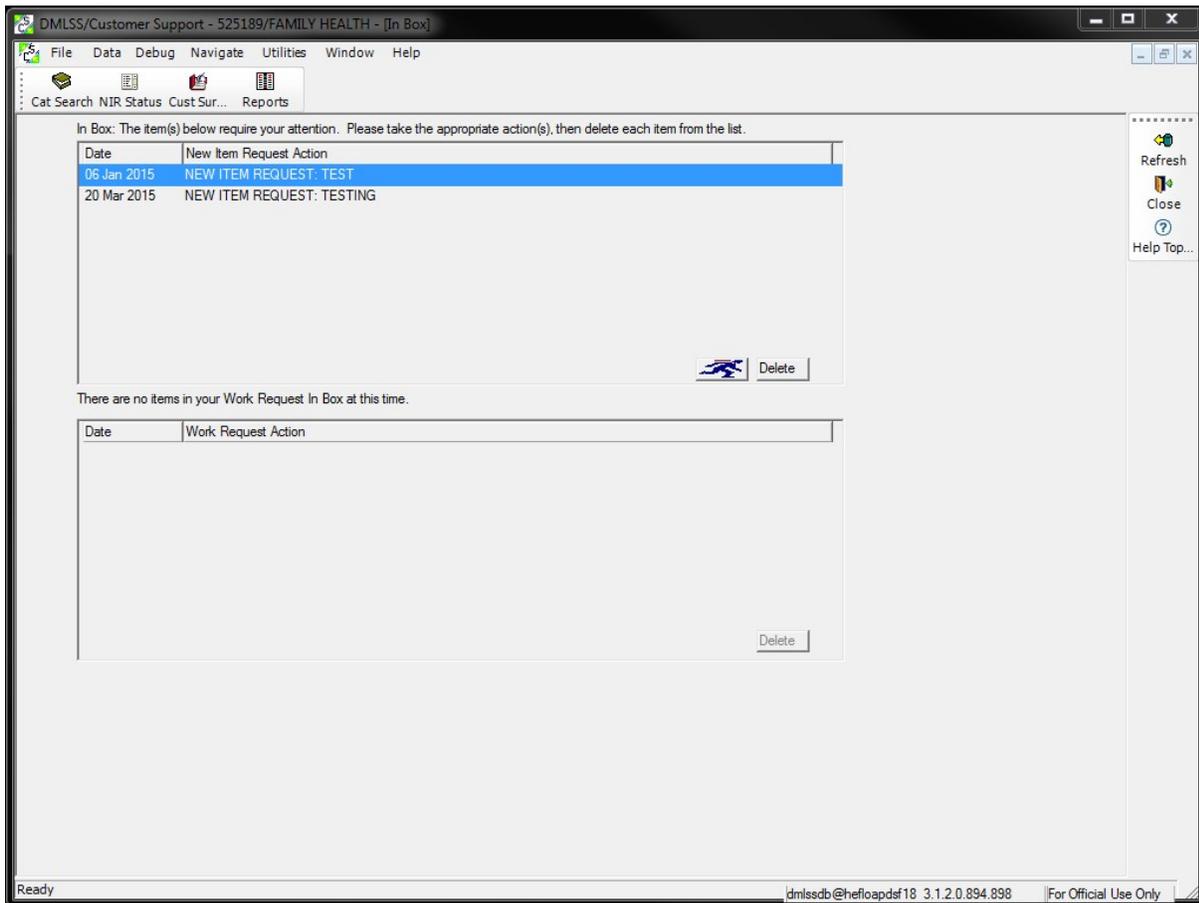
Figure 2. <u>Customer Support Inbox, New Item Request</u>

(3) CS Utilities – User Preference. Customers should use this feature to specify whether or not they want to receive a message in their inbox when a submitted work request has been opened by the facility manager.

3. <u>CAIM</u>. This module allows automated support for requesting materiel, physical inventory, ordering, storage, receipt, and tracking of patient care related materiel all the way up to its point

of use. As covered above in Section 2, the CS application allows for the request of supplies and equipment. The CAIM application deals with the management of these items. See Figure 3 for a screen view. CAIM provides the capability to place orders internally with stockrooms and other customer areas classified as a CAIM SOS, as well as placing orders using purchase cards directly with external sources. This module allows customers to store and order items by location. The item requests are submitted to LOG (Host MTF). LOG either fills customer requirements by issuing materiel from Operating (OPR) stock or a backorder is generated and LOG obtains the materiel from an external source and issues the materiel to the customer upon receipt.
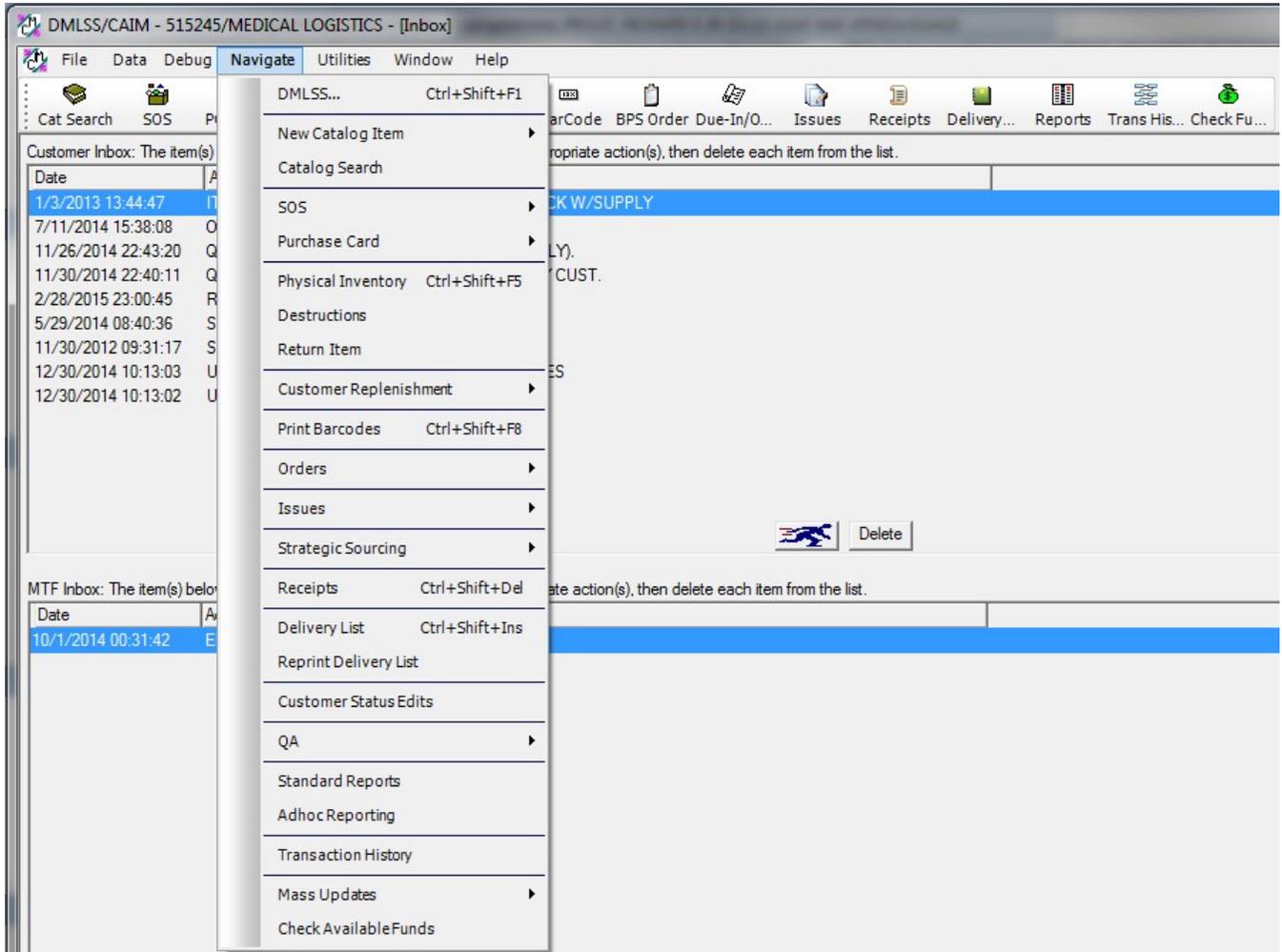
Figure 3. Customer Area Inventory Management, Navigate Menu

    a. Inbox. For privileged users, the CAIM inbox automatically opens upon accessing the application. It contains pending actions that are either advisory in nature or require user action. At a minimum, all pending actions should be reviewed and worked daily by the customer and/or MEDLOG personnel. Refer to Enclosure 4.

b. <u>New Catalog Item</u>. New catalog records are created in IM module by MEDLOG. MEDLOG should encourage customers to leverage the use of the NIR module within the CS application to a maximum extent rather than using this module.

c. <u>Catalog Search</u>. The Catalog Search function works the same as the IM Catalog Search function and is used to search for customer catalog records as well as for LOG, MTF, ECAT, and other contracted item catalog records. Refer to the future DHA-TM DMLSS Volume 3, Catalog Records for further information. The "Generic Search" window automatically defaults the search scope to "Customer Catalog" and to the Cust ID assigned to the customer conducting the search.

d. <u>SOS/Purchase Card Modules</u>. These modules should not be used. Privileges to CAIM's SOS and Purchase Card are not afforded to customers. Both of these modules mimic the IM functionality and should be managed by logistics personnel using the IM application.

e. <u>Physical Inventory</u>. The Physical Inventory function is used to validate actual on-hand (O/H) quantities with the DMLSS EOH quantity and to adjust inventory balances.

(1) Unofficial Physical Inventory. The unofficial inventory provides a method to informally adjust inventory balances. Unofficial inventories do not require Certifying Official and Approving Authority signature. An ISU transaction is generated for each Item ID identified with an inventory shortage. An IAG transaction is generated for each Item ID identified with an overage condition. (Refer to the future DHA-TM DMLSS Volume 1, General and Administrative for a listing of DMLSS Transaction code abbreviations). Neither transaction affects customer funds

(2) Official Physical Inventory. Although the option exists for an Official Physical Inventory within this module, it should not be used.

f. <u>Destructions/Return Item Modules</u>. Destructions and Item Returns are processed by logistics personnel using the IM application. Customers should never process these transactions.

g. <u>Customer Replenishment</u>. There are a variety of ways a customer may replenish supplies including: (1) Order Item (CS); (2) Manual Replenishment (CS/CAIM); (3) Automatic Replenishment (CAIM); (4) Hand Held Terminal (HHT) in batch mode or Radio Frequency mode (CAIM), and (5) Offline Submit. Use the "Customer Replenishment" module within CAIM to submit these requests to LOG and replenish the customer's inventory.

(1) Manual Replenishment. From the CAIM Navigate menu, select "Customer Replenishment" and then "Manual Replenishment" to access the "Manual Replenishment Inventory Entry" window. Use one or more of the search criteria to retrieve customer catalog records for potential replenishment. Enter a quantity in the Quantity field based on one of the available inventory methods. Select "Replenish" located on the vertical toolbar once all quantities are annotated. DMLSS responds with a message confirming the number of items being replenished. A message is displayed if there are replenishment exceptions. Exception items are not ordered until the exception is resolved. DMLSS then prompts the user to also print

a Replenishment Exception Report. All other items are transferred to the Build/Process/Submit function within Orders and are considered pending until submitted to LOG from this window.

(2) Automatic Replenishment. This option should not be used. Automatic Replenishment allows DMLSS to automatically calculate customer replenishment quantities using the following calculation: Level – (on-hand + due-ins – due-outs) = Replenishment Quantity.

(a) If Auto Replenishment is selected and used ensure valid customer levels are established. Items with a level of zero will be ordered using one of the other replenishment methods.

(b) Attempting to run "Auto Replenish" for a customer who has an unexecuted order or unsent executed orders, a pending action generates a message informing the customer that pending actions related to orders exist. These pending actions must be deleted or submitted to LOG before automatic replenishment can be processed.

(3) Replenishment Using Batch HHT. This option allows the user to perform a replenishment inventory with an HHT/Personal Digital Assistant in batch mode. Scan the item's barcode label to enter the inventory. The information is stored in the HHT until the inventory process is complete. The unit is then placed in the docking station and all the inventory data is uploaded to DMLSS.

(4) Service Customer Detail Record – Inventory Methods. Enter a quantity in the Quantity field based on one of the available inventory methods. The inventory method is linked to the customer's Inventory Method indicator located in each SVC/CUST Detail record in System Services. See Enclosure 4, Forward Logistics Management, for additional details regarding this field.

(5) Service Customer Detail Record – Verify Orders Option. If Verify Orders is enabled in System Services for the SVC/CUST, the customer must access the Orders Build/Process/Submit (BPS) function explained in paragraph 3.i. "Orders" of this enclosure to process the order. Customer funds are not obligated and committed until this function is used to submit customer orders to LOG.

h. Print Barcodes. Use the CAIM "Print Barcode" function to print barcode labels for new items or replacement labels for existing items. This function is primarily used in conjunction with Replenishment Inventory, Physical Inventory, and Issues processes utilizing the HHT.

(1) Shelf Barcode Labels may be printed in the Barcode Printing window.

(2) Barcode labels can also be printed from the "Unprinted Barcode Labels with Changes" and "Unprinted Critical Barcode Labels" pending actions.

i. Orders. The following information applies to Orders.

(1) Build/Process/Submit Orders. Use this function to submit and/or cancel pending customer orders to LOG or external agencies. The "Build/Process/Submit (BPS)" function is also used to resubmit orders that appear in the CAIM Unexecuted Orders pending action. From the "Navigate" menu, select "Orders" and then "Build/Process/Submit Orders" or select the "BPS Order" button located on the horizontal toolbar to access this function.

(a) The upper half of the window contains details of the customer's order, and the lower half displays the customer's fund record detail.

(b) The following flag (Flg) indicators are used throughout the order process: P – process, H – Hold, and D – Delete. These indicators are used to determine whether or not an individual record or an entire order is processed upon clicking the "Execute" button.

(c) Select "Execute" to process the order. Upon executing, the system generates IOU and ESD transactions. Both are written to Transaction History.

(d) Select "Detail" to access the "Build Orders/Order Detail" window. Features available in the order detail window include the ability to add Notes, print a detailed report, and view SOS information. The "Due-In" and "Due-Out" details are listed in separate tabs.

<u>1</u>. Due-In Tab. The Due-In quantity and advice code can be modified in the Due-In tab. The customer can also code the due-in as "Hold". To do so, highlight the record to be held and select the "Hold" button located at the bottom of the window. The Flg indicator changes from "P" to "H". Records with an Flg indicator of "H" are not processed as part of the order upon executing.

<u>2</u>. Due-Out Tab. In the Due-Out tab, only the quantity can be modified. Like the Due-In, the Due-Out can also be coded as "Hold". In addition, the Due-Out can be coded for deletion by highlighting the desired record and selecting "Delete" located at the bottom of the window. In this case, the Flg indicator changes to "D" and the record is removed from the order.

(e) Hold. Select "Hold" to flag an entire order to be held. Orders that are held reappear in the "Build Orders/Order Summary" window with an Flg indicator of "P" upon re-accessing the Build/Process/Submit (BPS) function.

(f) Exceptions. If an X appears in the exceptions column, select "Detail" to access the specific line item in question. The exception must be resolved before that item can be processed. Highlight the order containing exceptions and select "Exception" to access the Exception Detail window. Take one of the following actions to rectify the exception:

<u>1</u>. Alter potential Due-In or Due-Out quantities. Edit the Due-In or Due-Out order information, select "Save", and then select "Close".

<u>2</u>. Adjust fund targets. Refer to Military Service or DHA polices for guidance.

3. Adjust the maximum/minimum order amounts. Edit the Due-In order quantity to lower or raise the order dollar amount, select "Save", and then select "Close."

(g) The customer's fund record details are displayed in the lower half of the window. The project center fund code and associated EOR is visible along with the dollar value of new commitments and surcharges, which are based on the order totals listed in the upper half of the window. Additionally, the current available balance is listed. The new available balance shows the customer what the available balance is going to be when all items are ordered.

(2) Offline Submit / Offline Non-Submit Modules. These modules allow the user to process and order outside the normal replenishment process. This is a manual order process.

(3) Due-In/Due-Out Search. Use the Due-In/Due-Out Search module to retrieve and review customer's active and inactive Due-In/Due-Out records. The search functions work the same as described for the IM Due-In/Due-Out search functions. A few exceptions for cancellations and revisions apply to customer Due-Ins and Due-Outs.

(a) The CAIM due-in quantity cannot be revised if a corresponding (linked) LOG Due-Out exists. The customer will have to request logistics personnel revise the LOG Due-Out first and then the CAIM Due-In can be revised.

(b) A CAIM Due-Out can only be revised (increased) if the Due-Out is from the current fiscal year and the cumulative Due-Out quantity is less than (<) the cumulative CAIM Due-In quantity. The results lead to an Auto Receipt Failure situation when the LOG RRD and BRS transaction codes are processed. Refer to the future DHA-TM DMLSS Volume 1, General and Administrative for a listing of DMLSS Transaction code abbreviations. MEDLOG should work alongside of the customer to resolve these auto receipt failure situations.

(c) Since the CAIM Due-In and Due-Out are not linked, both have to be revised and/or cancelled. If the CAIM Due-Out is not modified, it continues to appear in the Build/Process/Submit function as a customer requirement.

(4) Reprint Contract/Call Documentation, Resubmit Orders/Follow-up Requests/Cancellations. For procedures regarding the use of this function, refer to Military Service or DHA policy.

j. Issues. CAIM and CAIM SOS customers do not have the authority or ability to issue/sell medical materiel to external customers. Only authorized CAIM SOS activities that are granted the appropriate privileges are allowed to process CAIM issues.

k. Strategic Sourcing. Strategic Sourcing is designed to consistently identify and obtain the best item(s), at the best available price, using the best procurement alternative available to a site.

l. Receipts. Customers can use the CAIM "Receipts" function to search for and view materiel receipts associated to their account if the verify receipts indicator is checked. If the "Verify Receipts" indicator is unchecked, receipts will run automatically.

(1) The CAIM Receipts module is where customers or LOG can increase or create a new customer Due-Out to satisfy Auto Receipt Failure situations (paragraph 3.i.(3)(b) of this enclosure).

(2) Receipt failures can be attributed to one of the following:

(a) Item(s) Locked for Inventory. The inventory must be completed or cancelled before the receipt can process.

(b) Due-In/Due-Out Out of Balance. Receipt fails if the Due-Out is less than the due-in quantity. Increase the Due-Out quantity to allow the receipt to process.

m. Delivery List/Reprint Delivery List Functions. These functions are only available to CAIM SOS customers.

n. Customer Status Edits. Customers can use the "Customer Status Edits" function to review status received from either LOG or external vendors.

o. Quality Assurance (QA). The CAIM "New QA Complaint" process is the same as the IM "New QA Complaint" process. To maintain an effective and efficient QA program, customers should discuss new complaints and product quality deficiency reporting instructions with the QA Manager prior to submitting a New QA complaint. Refer to the future DHA-TM DMLSS Volume 5, Inventory and Quality Control for complete procedures.

p. Standard Reports. The Standard Reports module provides customers and logisticians numerous standardized reports to use while managing the customer's account activity. Refer to the future DHA-TM DMLSS Volume 10, Reports for a complete list/description of CAIM reports.

q. Ad hoc Reporting. The "Ad hoc Reporting" tool uses Business Objects to produce customized reports.

r. Transaction History. Use the "Transaction History" function to access up to 24 months of historical data for a specified customer. This historical data can be reviewed for reporting purposes or to correct errors.

s. Mass Updates. Mass Updates provides the capability to copy or alter large amounts of data with a simplistic approach. This module should be used with proper training.

(1) View Unchanged Expense Centers. This function provides a method for customers and logisticians to view and update the record(s), if any, that did not change expense centers due to the catalog record being locked at the time the Change Expense Center was processed. If this condition exists, the affected records are also displayed in the CAIM Unchanged Expense Center due to Mass Update pending action.

(2) Copy Items. Use the "Mass Update Copy Items" function to copy one or more catalog records from one customer's catalog to another customer's catalog. This function is useful when creating or updating customer catalogs for new customers.

(3) Change SOS. This option allows the CAIM customer (when privileged) to point a specific catalog (catalog record(s)) to a new default supplier. Refer to Military Service or DHA policy.

t. Check Available Funds. The "Check Available Funds" function is available to customers so they have direct visibility of their fund record. The fund record cannot be modified from CAIM. Customers must be assigned the System Services MTF Funding resource to access their detailed fund record.

u. CAIM Utilities. This function can be used as follows.

(1) Choose Customer. The "Choose Customer" function allows users to specify the customer account (where privileged) in which they are working without having to exit the CAIM module.

(2) Inbox. The inbox opens automatically (when privileged) upon accessing the CAIM module; however, customers may also access the inbox from the Utilities dropdown menu.

(3) Adjust Periodic Automatic Resupply (PAR) Levels. PAR levels represent the customer's storeroom levels. Customer's levels and Re-order Points (ROP) are established upon creating a new customer catalog record. DMLSS generates recommended level changes as a result of processing recurring orders. Users can access the "Recommended Level Changes" window by selecting this option. In addition, customer records are posted to the Recommended Level Changes pending action after the item has 90 days of use history.

(4) Batch Issues Update\Batch Inventory Update. These utility functions are not used.

(5) Maintain Location. Use the "Maintain Location" function to manage a customer's locations and storage areas. Customers can establish new, update existing, and/or delete existing locations and storage areas.

(6) Maintain Pending Action Reports. In the "Maintain Pending Action Reports" window, customers can select action notices to post in the inbox when an action is pending. CAIM customers will review all pending actions daily.

(7) Maintain Address/Maintain POC Functions. MEDLOG service personnel with privileged user role will maintain both these functions. The customer's address data resides in the "Basic" tab of the System Services SVC/CUST Detail record, and a customer's point of contact information can be updated in the "IM Utility" function.

(8) Override Process. When a record or module is opened by a single user, the record may become locked to all other users and processes. If that person cannot be located and asked

to exit or complete their update, a privileged user can use the "Override Process" function to gain control of a locked record or process.

(9) HHT Model Type. The HHT Model Type function identifies the type of HHT being used by the LOG account. The standard HHT model type is the PDA.

(10) Prime Vendor Web Sites. This function provides a link to vendors' websites. Despite its title, this function is not restricted to Prime Vendor sources. Select Prime Vendor Web Sites from the Utilities menu to access PVP, PVM, ECAT, EMALL, QA, and RIC websites.

(11) Sync Assist. This module mimics the IM functionality and should be managed by logistics personnel using IM.

4. <u>FORWARD LOGISTICS MANAGEMENT</u>. This section covers the set-up of a forward logistics account. In addition to the set-up procedures, 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.

a. <u>Step 1</u>: <u>Properly Configure the Service/Customer Record</u>. Several fields in the Materiel tab of the Service/Customer Detail Record within System Services, Figure 4, should be verified/reset at the time a new forward logistics area is established including "computation method" and "inventory method".
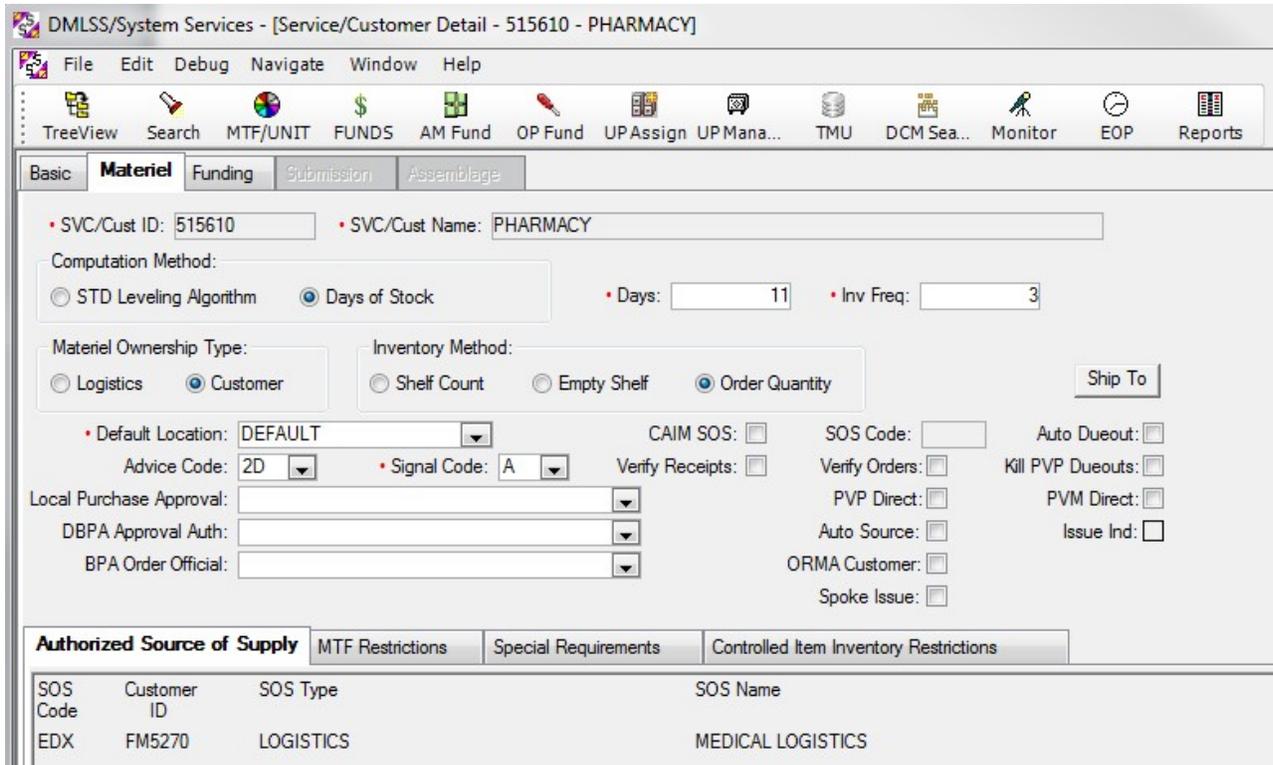
Figure 4. Service/Customer Detail Screen

(1) Computation Method, Days of Stock. Like warehouse operating stock, the "computation method" field should 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 detail record when the days of stock option is selected. The days and inventory defaults are set to 7 and 3 days respectively; however, these numbers should be adjusted depending on the size/function of a MTF and delivery timeframes (e.g., day clinics, 24-hr clinics). Refer to the future DHA-TM DMLSS Volume 4, Inventory Management for further information.

(2) Inventory Method. When a customer is established in DMLSS, an inventory method is also assigned. The method chosen tells DMLSS how to manage orders. There are three different Inventory Methods available (Table 1) Order Quantity is the default for all new customers that are created in DMLSS.

Table 1. Service Customer Inventory Methods

Inventory Method	Description
Order quantity	When the order quantity method is used, the customer enters the quantity that he or she wants to order. No calculations are performed; the system orders exactly what the customer has entered.
Empty shelf	Very few customers select the empty shelf method. When the customer performs empty shelf replenishment, he or she does not enter a quantity. The system assumes zero balance in the location and orders up to the location level.
Shelf count	When the customer performs shelf count replenishment, he or she must count the items on the shelf, and enter the quantity counted. DMLSS orders the difference between the on-hand balance minus the authorized level minus the Due-In and Due-Out quantities. All CAIM SOSs must use this method.

(3) Verify Receipts. When this checkbox is not selected, DMLSS automatically updates balance records with the quantities shown on the internal source's receipt. When LOG processes receipts and generates the delivery list, DMLSS automatically processes receipts for CAIM customers, changes the status of those receipts from active to inactive, and updates the customer's estimated on-hand balance.

(4) Verify Orders. When selected, this checkbox indicates that the customer must manually verify individual orders within the Build/Process/Submit module before submitting them to LOG. This option is not recommended because it impedes a customer's normal ordering procedures.

b. Step 2: Assign User Privileges and Pending Actions. Assign the appropriate user privileges and pending actions for forward logistics personnel and supply/equipment custodians. Refer to the future DHA-TM DMLSS Volume 2, System Administration for the principles of user management, standardized user privileges and pending actions. These recommended user privileges limit system access to the least amount required to perform their job.

c. Step 3: Perform Service/Customer Cataloging Actions. Customer catalogs are the foundation of the order life cycle; therefore, the accuracy of each record is crucial when it comes to order placement.

(1) Establish customer catalog records. Some service customers may require new items or a new catalog. These are accomplished via the "MTF Catalog Search" or "CAIM Mass Update".

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

(b) CAIM Mass Update. Use the "Mass Update/Copy Items" function in CAIM to copy one or more catalog records from one customer's catalog to another customer's catalog. This function is useful when creating or updating customer catalogs for new customers.

(2) Print the Customer Catalog and review each item with the custodian.

(a) Select and print the Customer Catalog report from the CAIM Reports module.

(b) Work with the account's supply custodian to verify/update levels and level type, add new items, remove items, or update locations.

(3) Adjust customer catalog records. After completing this review with the supply custodian, process the updates/changes that need to be made to the customer catalog. Accomplish these changes using the customer's catalog.

(a) Customer Catalog Detail window. Use this screen to add or update customer item description, add notes to the customer catalog item, and delete an item from the catalog record.

(b) Location Detail. The "Add/ Edit" buttons located at the bottom of the Customer Catalog Detail 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.
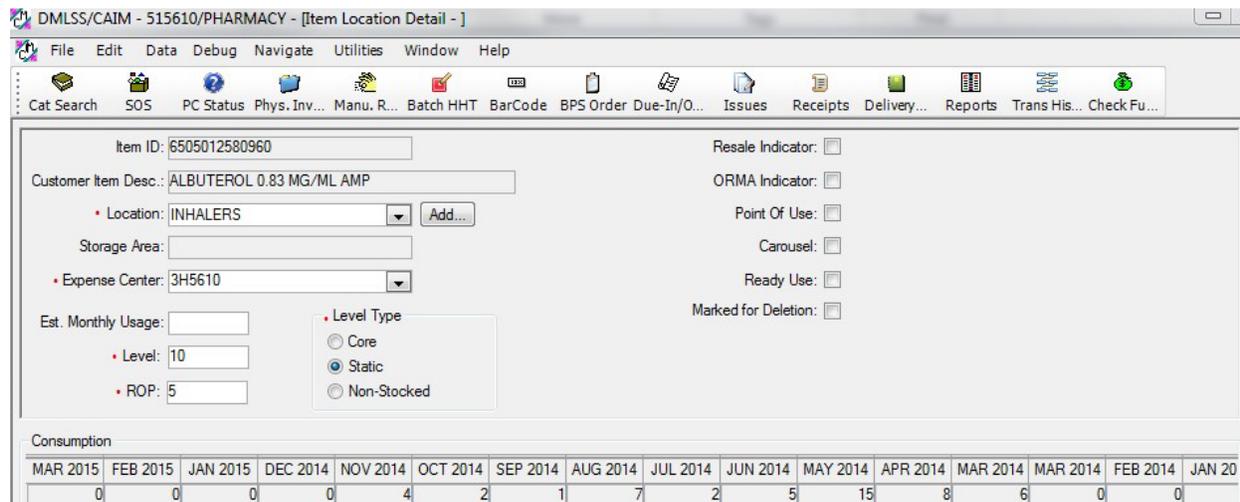
Figure 5. Item Location Detail Window

2. The estimated monthly usage field is used to set the level and ROP when there is less than 3 month of issue consumption. This is not a mandatory field; however, the estimated monthly usage should be loaded if known.

3. Determine the proper level. Proper leveling is the most difficult tasking during the process of setting-up a forward logistics account. Common factors used to determine the customer's desired level include storage space, order frequency (number of days their shelves are scanned), and usage. The level field is mandatory field when the Level Type is either Core or Static. Note: It is possible for a Core or Static item to contain a level of zero.

4. Level Type. The Level Type is used to determine how the level is maintained. Table 2 explains what each of the different level types are and how they are used.

Table 2. Service/Customer Catalog Item Detail – Level Types

Level Type	Description
Core	DMLSS automatically adjusts the level quantity monthly by factoring customer demand history (3+ months). Initially, customers will need to set their own levels with the core level type. An easy way to do this is to enter estimated monthly usage. As a result, the suggested level and ROP is calculated.
Static	The level is established by the customer and remains untouched by the system. DMLSS recommends level adjustments based upon consumption history. Consequently, customers should continue to manage levels by utilizing the CAIM Recommended Level Changes pending action which posts at the beginning of each month.
Non-Stocked	The level is "0". The customer orders the item as needed. No on-hand balance is maintained. Note: EOH balances are reduced to zero after item is issued by LOG.

5. ROP. The reorder point determines when the item should be replenished to avoid stock exhaustion. This is a mandatory field when the Level Type is either Core or Static.

(c) See paragraph 4.f. for additional information on setting and adjusting customer levels.

(d) New and revised catalog information spawns the need for new barcode labels.

d. Step 4: Set-up the forward customer area. Once the catalog adjustments have been updated and saved, it is time to begin implementing Forward Logistics for the customer.

(1) Organize stock. Use the principles of accessibility, protection, logical layout, and space utilization to organize the storage area and improve productivity.

(2) Print/Affix Labels. Once the storage locations are established at the line item level, use the barcode printer to print Header and Shelf Barcode Labels and affix them to locations in the custodians supply area.

(a) Header Barcode Label (HBL). This label (Figure 6) is used to identify the customer being inventoried. It also identifies who is charged for the supplies and the inventory method used to replenish the customer.
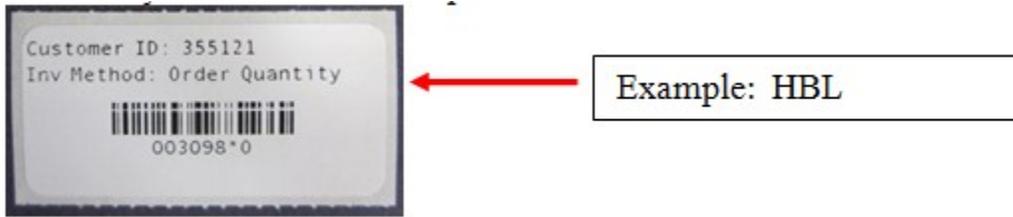
Figure 6. Header Barcode Label

1. Use the CAIM Print Barcode function to produce the HBL.

2. The HBL should be placed close to the storage area where it can be identified and easily accessed.

(b) Shelf Barcode Labels. The Shelf Barcode Labels (Figure 7) specifically identifies the item being replenished. Each label displays the Item ID, customer description, shelf level, unit of sale, price, item location, bar code, and barcode number.
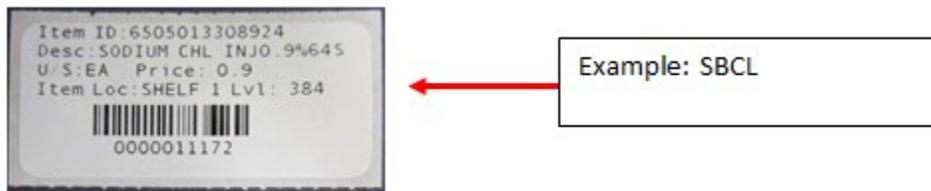
Figure 7. Shelf Barcode Label

1. Use the CAIM Print Barcode function to print barcode labels for new items or replacement labels for existing items. Users can select one or multiple barcodes to print (Figure 8).

2. The shelf barcode label should be placed on the shelf where the item is located.
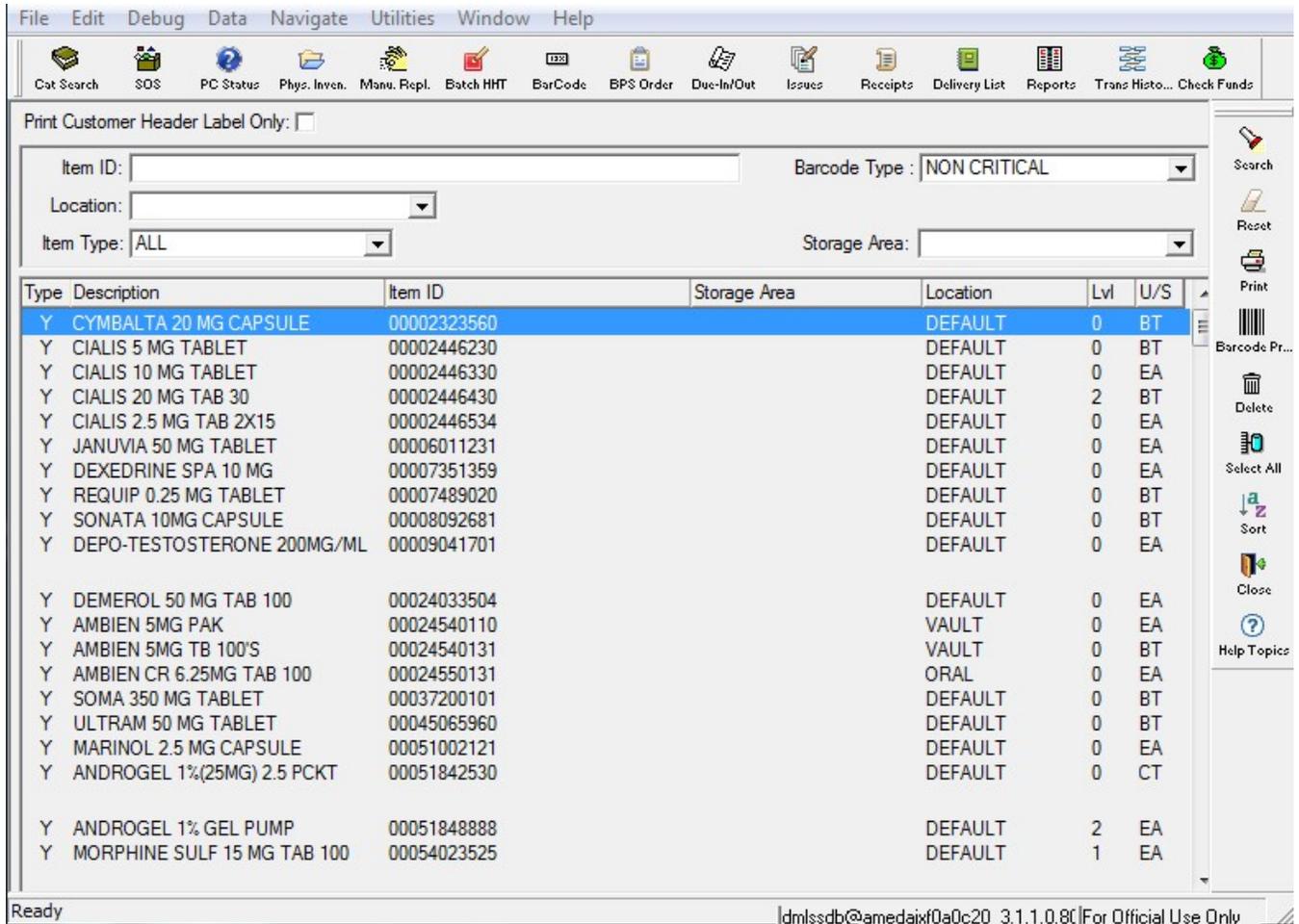
Figure 8. Customer Area Inventory Management Print Barcode Window

3. When users create a new customer catalog record, DMLSS produces the Unprinted Barcode Labels with Changes pending action.

4. Additionally, DMLSS notifies the custodian with an Unprinted Critical Barcode Labels pending action when there are changes (Item identification, level, unit of sale, etc.) to a catalog item.

5. Failure to print and affix barcode changes may result in user orders rejecting prior to being passed to MEDLOG.

(c) Once the labels are in place, one of the various PDA replenishment methods can be used.

e. Step 5: Replenish the Forward Customer Location. Table 3 lists a typical sequence of steps used for replenishing a forward customer location.

Table 3. Typical Sequence for Replenishing a Forward Customer Location

	Sequence of Events when Replenishing a Forward Customer Location
1.	Work any pending actions which pertain to the forward customer(s).
2.	Check to see if any backordered items were received during the previous day and restock customer shelf.
3.	Re-label (if applicable).
4.	Scan the forward area with the HHT.
5.	Download the replenishment files from the hand-held terminal to DMLSS (if scanning in Batch mode).
6.	Work pending actions again (if applicable).
7.	Process Log Issues.
8.	Acquisitions section orders materiel.
9.	Pull Supplies.
10.	Deliver and re-stock customer locations.

f. Step 6: Manage Customer Inventory. Use the following DMLSS resources to manage the forward area's inventory.

(1) CAIM Pending Actions. At a minimum, all pending actions should be reviewed and worked daily by the customer and/or Forward Logistics' personnel.

(a) All Barcode label alert messages. Monitor the Unprinted Barcode Labels with Changes and Unprinted Critical Barcode Labels pending actions and produce new labels as necessary.

(b) CAIM Invalid Inventory (pending action). Review this exception and take appropriate action to resolve it. If the customer ID is invalid, reprint the barcode and header label. If the item location delete indicator is checked, search for the inactive catalog record by customer ID and undelete it.

(c) CAIM Replenishment Exception (pending action). DMLSS generates this exception report and posts it to the customer's inbox as a result of processing a replenishment inventory. The system provides a message in the remarks field indicating why an Item ID failed during the replenishment process. For example:

1. NOT REPLENISHED (RQMTS SATISFIED) - indicates that the quantity being replenished exceeds the current estimated on-hand + Due-In – Due-Out for the leveled area. EXAMPLE: Level = 6, Estimated on-hand = 0, Due-In = 6 and Due-Out = 6. If a user attempted ordering an additional quantity of 6, DMLSS would reject the replenishment as there are already 6 Due-In/Out to the location.

2. Customers and forward logisticians have the ability in this pending action to review the current Due-In/Out status for the Item ID. In addition, users can leverage the CAIM Offline submit module in order to place an order for the item if the current Estimated on-hand + Due-in – Due-Out balance does not satisfy the customer's demand.

3. CAIM Auto Receipt Failure (pending action). An Auto Receipt failure is the result of two possible problems (1) The customer has the Item ID(s) and customer location frozen for a CAIM physical inventory or (2) the quantity of the LOG Due-Out/Customer Due-In is greater than the cumulative total of the customer Due-Out.

4. CAIM Customer Restrictions (pending action). This pending action is created if a customer attempts to order an item that currently exists in a customer catalog but they are not authorized to order it.

5. CAIM Items Marked for Deletion check w/supply (pending action). DMLSS produces this pending action notification when an item has been marked for deletion at the MTF/LOG catalog level, but the item is also carried within the customer's catalog records.

(2) Managing Customer Inventory Levels. During the set-up for each customer area, the computation method is set to Days of Stock. This method calculates customer levels based on days and inventory defaults are set to 7 and 3 days; however, these numbers should be adjusted depending on the size/function of a MTF/DRO and delivery timeframes such as day clinics or 24-hr clinics. There are several resources in DMLSS that can be leveraged to help determine the proper customer levels.

(a) Review the item history contained in the in the Customer Catalog Detail/Item Location Detail. Note: The auto level located on the vertical toolbar initiates a system calculation to compute the level and reorder point. At least 3 months of consumption data must be available prior to using this feature.

(b) Consumption History Report. This report displays the detailed consumption history for an Item ID and is produced during monthly end-of-period processing. Users can access the report at any time within the CAIM/Reports module. The report reflects current fiscal and previous 24 months of consumption.

(c) CAIM Recommended Level Changes Pending Action. DMLSS performs a releveling process for all customer areas during the monthly end-of-period cycle. The system calculates a recommended level for non-stocked and static items (after the item obtains 90 days of transaction history). If the system determines that a core item's level should change, the system automatically adjusts the level.

(d) CAIM Utilities, Adjust PAR Levels. PAR levels in CAIM 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 PAR Levels from the Utilities menu. Users may accept or reject any suggested level changes.

5. <u>CAIM TRANSACTIONS</u>. The CAIM Transaction History maintains historical data for a specified customer. Transaction History serves as an audit trail and contains all processed transactions. Select Transaction History from the CAIM Navigate menu or select Trans History

located on the horizontal toolbar to access this function. The Transaction Search window is divided into two tabs: Generic Search and Search Summary Results.

a. Purpose. The purpose of Transaction History is for research and corrective action when required. The reversible transactions are backorder release issues, destructions, shipping discrepancy gains and losses, turn-in adjustment gains and losses, unofficial inventory adjustment gains and losses, specific types of issues, and specific types of receipts. Corrective actions and transaction reversals are accomplished within Transaction History.

b. Customer Replenishment Transactions. This functionality is used as follows.

(1) If Verify Orders is enabled in System Services for the service/customer, the customer must access the Orders Build/Process/Submit (BPS) function to process an order. Customer funds are not obligated and committed until this function is used to submit customer orders to LOG.

(2) Initiating replenishment actions, regardless of method used, generates a customer Due-Out (CAIM IOU transaction) and Due-in (CAIM ESD transaction). Both are written to Transaction History. When customers submit their order to LOG, DMLSS checks LOG inventory balances to fill the order. As a result, the following LOG transaction(s) are generated once the customer order is submitted to LOG and the IM Issues are processed:

(a) If sufficient stock is on-hand, a LOG issue (ISS transaction) processes issuing the material to the customer and the transaction is complete (see Figure 9).

(b) If stock is not on-hand, a LOG Due-Out (IOU transaction) is generated. This indicates the item was ordered, but LOG could not fill the order internally. Item requests not fulfilled by LOG appear in LOG orders indicating the item must be purchased from the designated source. Once purchased, a LOG ESD (Due-In) is written to Transaction History (see Figure 10).

(c) If a partial quantity is O/H, both an ISS and IOU could process.
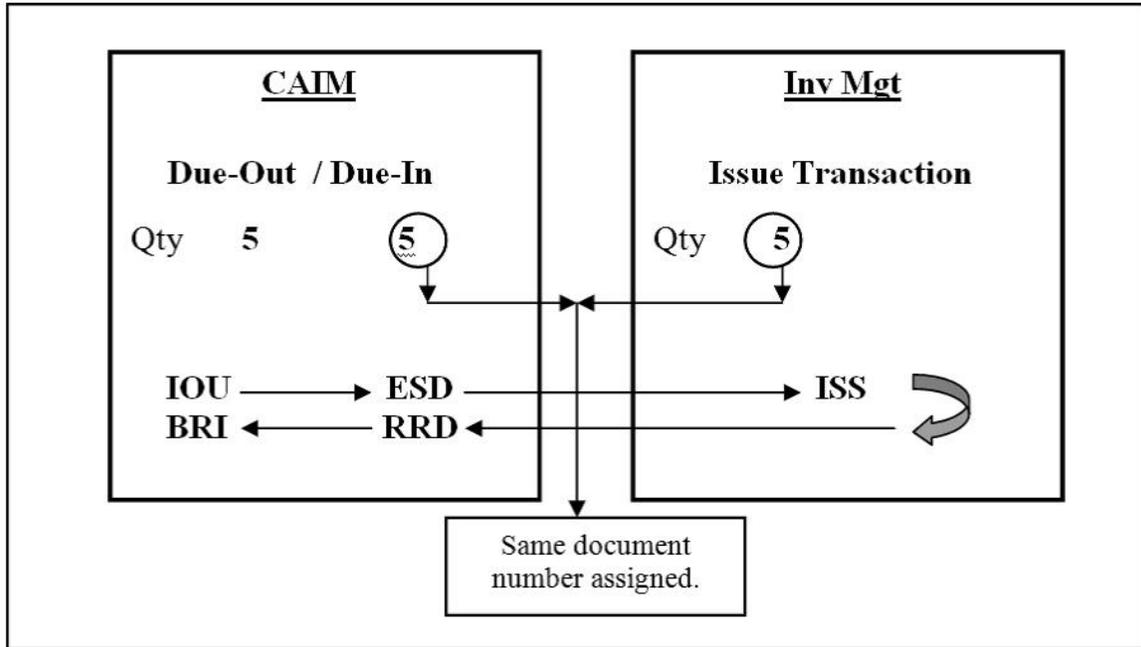
Figure 9. Logistics Fulfilled Customer Requirement (Issue Generated)
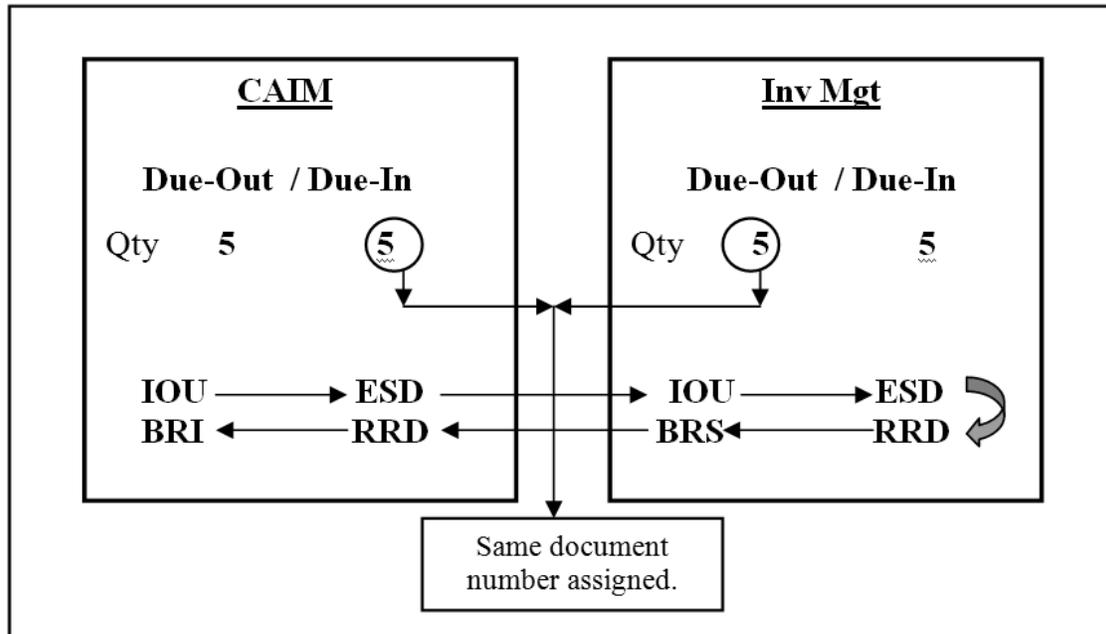
Figure 10. Logistics unfulfilled Customer Requirement (Backorder generated)

ENCLOSURE 4

CUSTOMER AREA INVENTORY MANAGEMENT PENDING ACTIONS

1. INTRODUCTION. When CAIM is first opened, a message or a list of messages may appear in the In-Box describing actions that were not completed or need to be completed. These are called Pending Action Messages. Table 4 represents the current pending actions but is subject to change. Use the DMLSS help menu for the most current messages. The following chart lists each message, describes the meaning of the message, and suggests the action or actions to best remedy the problem.

Table 4. Customer Area Inventory Management Pending Actions

Message	Description	Action(s)
Auto Receipts Failed	DMLSS generates an Auto Receipt Failed Pending Action when auto (automatic) receipt fails. An auto receipt failure message occurs when the CAIM customer has either the Item ID and or location locked for an inventory. Investigation should be performed to determine if an active customer inventory is in place which is preventing inventory balance from being updated. If the cumulative customer due out is less than the cumulative customer due in. User must address the failed receipt in order to successfully close this transaction.	After launching the auto receipts failure pending action, the user is able to view the Item ID(s), document number(s) and quantities which require receipt. Depending on the description of the issue, either complete or cancel the inventory, or increase the current due-out amount if current FY or establish a new due out if previous FY. During the next end-of-period (EOP) cycle, the system attempts to automatically process all receipts which previously failed. If the inventory locks were removed prior to the start of the EOP cycle, the system can process the receipts and updates the service/customer EOH balances.

Message	Description	Action(s)
Zero/Negative Funds Summary Report	This Pending Action notification is posted in the CAIM customer Inbox as a result of an EOD processing cycle. To access the report, the user would select the Jump To button. The report is produced in Service/Customer ID sequence and provides funding details for each customer at the Project Center level. Current available funding balances are given at each EOR within the Project Center along with year-to-date commitments, obligations, credits, sales, surcharges, and expenses.	This report was designed as a management tool for the Service/Customer. It automatically posts to the Service/Customer Inbox if a zero or negative funding condition exists. Users should review the report and take action to adjust their existing fund targets within the Project Center.
Delinquent Backorder From PV	This pending action is created during the EOD process on the 9th day after an item has been backordered to the prime vendor and has not yet been received.	Coordinate with prime vendor to confirm the ESD. If ESD is not acceptable, coordinate with the prime vendor to cancel a backordered item. A request for cancellation can be sent through the DMLSS due in screen.
Potential Orders To PV Backup.	This pending action is created when the primary prime vendor sends back one of the following statuses: IQ, AA, AE, R1, or R6. Note: The site has to have selected the Back Up Prime Vendor option and have chosen a Secondary Prime Vendor for this pending action to appear in their inbox.	The user has three choices: resend the order to the primary prime vendor, create order to back up prime vendor, or delete the line item from the pending action.
Unprocessed MTF Catalog Changes Report	During EOD processing the system attempts to make changes to the local MTF catalog record based on the associated changes to the local MTF catalog record.	The inventory manager must review these suggested changes and either accept or reject them. The user can set a "reject until".

Message	Description	Action(s)
Invalid Inventory	This pending action is produced when a customer inventory exception is encountered. The exception report can be printed after the HHT download or the exceptions can be worked from the Invalid Inventory pending action.	Review the exception and take appropriate action to resolve the identified catalog exception. If the customer ID is invalid, reprint the barcode and header label. If the item location delete indicator is checked, search for the inactive catalog record by customer ID and undelete the catalog record. If issues persist, ensure the user ID remains valid.
Unprinted Critical Barcode Labels	DMLSS posts an Unprinted Critical Barcode Labels message to the CAIM Service/Customer Inbox when critical changes occur to the catalog record. Critical changes include changes to customer id, inventory method, Item ID, level, or location. The message indicating that labels for critical changes need to be printed is displayed on the report until the user prints the changed bar code labels and/or deletes the message from pending actions.	If the user changes Item ID, level, or location for an item and the user chooses not to print changed bar code labels at that time, the system displays a message on the Pending Action Report indicating that labels for critical changes need to be printed. Recommend printing the Critical Barcode labels.
Customer Restrictions	This pending action is created if a customer attempts to order an item that currently exists in a customer catalog, but they are not authorized to order.	Users cannot order an item they are not authorized to obtain. Contact MEDLOG to address the restriction.

ENCLOSURE 4

Message	Description	Action(s)
Expired Contracts Report	The Contract Termination Report shows SOS records with a contract number that expired without having been replaced and/or those that will expire within 90 days. The report displays the contract expiration date, contract number, SOS code, and SOS name.	This report is produced for information purposes only. CAIM/LOG users may be required to take the following action(s) based upon information contained within this report (1) attempt to renew contract with current vendor (2) attempt to seek alternative SOS (3) attempt to procure new item under existing SOS.
DAPA Number/Contract Type Code Changes	This pending action displays catalog items when a DAPA number or contract type code change has occurred.	Where DAPA number/contract type code changes have occurred, validate catalog usage items.
DFAS Failure	This pending action appears in CAIM for use by CAIM SOS customers.	The IM DFAS Failure pending action should be reviewed and worked by appropriately privileged personnel.
Unprocessed Delivery List	This pending action appears in CAIM for use by CAIM SOS customers.	Customers require appropriate privileges to this pending action. Once the issue has been picked, complete the delivery list and have it accompany the item to the gaining customer.
Document Register	DMLSS generates and posts a Document Register pending action message to the user's Inbox when the Service/Customer has performed specific actions which result in transactions since the previous EOP cycle.	The Document Register is designed as a management tool for the customer. Transactions identified within the report are grouped according to EOP cycle which they were processed in, and data can be retrieved up to the previous 24 months. The criteria option allows the user to sort, view, and print selected information. The Document Register reflects the following actions such as: receipts, establishing due - ins, and issues.

Message	Description	Action(s)
Did Not Receive Status For All Items In The Call	This pending action appears in CAIM for orders which are executed to external prime vendor suppliers.	Customers require privileges to this pending action. Customers should review and take appropriate action on any outstanding requisitions. This product should be worked in conjunction with the CAIM status edit report.
End-Of-Year Funds(EOFY)	DMLSS produces the EOFY Funds Report as a result of processing the EOFY cycle. The report displays both Project Center and Expense Center EOR closing balances. Project center EOR balances on the EOFY Funds Report reflect target amount, available balance, commits, obligations, credits, reimbursable sales, non- reimbursable sales, surcharges, and expenses. Expense center EOR balances on the EOFY Funds Report reflect target amount, available balance, commits, obligations, credits, reimbursable sales, non- reimbursable sales, surcharges, and expenses.	This report is produced for information purposes only. It captures and portrays a myriad of financial information for the Service/Customer area.
Failed Orders	This pending action appears in CAIM for use by customers.	Customers will require privileges to view/work this pending action. Customers should contact the DMLSS SA to investigate the cause for the failed order. Users should decide if they want to resubmit the order electronically, or cancel to start the ordering process again.

Message	Description	Action(s)
Item Has Been Marked For Deletion Check W/Supply	DMLSS produces this pending action notification when an item has been marked for deletion at the MTF/LOG catalog level, and the item is also carried within customer catalog records.	This pending action message identifies the Item ID and description for the item being deleted as well as the application where the deletion originated from. Users should use this information to research and seek an alternate item, if applicable, to replace the item being deleted.
Catalog Items With Invalid SOS	DMLSS generates a Catalog Item with Invalid SOS pending action message when the following condition have been met: CAIM users have a customer catalog record for the item, and the SOS has been marked as deleted.	This is an information only type of message. The purpose of the listing is to alert the user that a SOS has been coded for deletion. If the item is still required to support patient care needs, investigate whether there is an equivalent or substitute item within the existing SOS. Alternatively, the user needs to seek an alternate SOS and adjust their catalog record(s) accordingly.

Message	Description	Action(s)
Recommended Level Changes	DMLSS automatically performs a releveling process for all customer areas during the monthly EOP cycle, but allows the user to initiate the process for a particular item and a location within a customer area at any time. The system calculates a recommended level for Non-Stocked and Static items. If the level is greater than zero, the system refers the recommended level to a user for action. CAIM recommends levels or level changes for only those items with a history begin date older than 3 months. If the system determines that a Static item should be a Core item, it is referred to a user for review/action. If the system determines that a Core item's level should change, the system automatically adjusts the level. If the system determines that a critical Core item should have a level of zero, the system refers the item to a user for review/action.	During the leveling process, whether user initiated or system initiated, the system groups and displays recommended changes into three categories and in the following sequence: (1) Critical Core items with a recommended level of zero, (2) Non-Stocked items with a recommended level, and (3) static items with a recommended level change greater than zero. CAIM allows the user to accept, edit, or delete the recommended level changes. Once the user views/works recommended changes generated during the releveling process, the system allows the user to hold the file in order to work/complete at a later time or edit/accept/delete changes and then purge the file. During the monthly process, the system automatically replaces any unprocessed files with the new file of recommended changes generated. When user accepts the recommended level changes, the user will need to print the revised barcode labels (print Critical barcode labels).
Unchanged Expense Center Due To Mass Updates	The system generates and posts this pending action in the CAIM/Customer Inbox when the following conditions are met: (1) Service/Customer is marked as internal (2) Service/Customer has catalog records assigned (3) The default expense center value for the Service/ Customer has been changed in System Services using the Mass Updates - Change Expense Center Option.	This pending action displays the Item ID, item description, location, old fund, and new fund for each customer catalog record being affected by the expense center change. User can either delete the change to keep the existing expense center or can accept the change.

Message	Description	Action(s)
Obsolete Barcode Labels To Print	The system creates a report with an image of each obsolete barcode label (the customer catalog record or location is marked for deletion).	Print the report as a reference when removing obsolete labels from their area(s).
Receipt Price Differs From Original Price	This pending action is produced as a result of processing a receipt in CAIM from an external supply source with a significant price variance. The price variance table (Major Receipt Price Change) is maintained within System Services in the MM Service detail.	The system identifies items received that had a receipt price variance less than/greater than the amount established in the MM Service Detail. The modal window identifies the Item ID(s), original price, receipt price, and percentage of difference in price. Users should use this information to potentially seek out alternate sources of supply that may furnish the item(s) at a better price.
Unprocessed Picklists	This pending action appears in CAIM for use by CAIM SOS customers.	CAIM unprocessed picklists and unprocessed delivery lists should be reviewed and worked by appropriately privileged personnel.
Pending Orders	DMLSS posts this pending action to the CAIM SOS Service/Customer as a result of the EOD cycle.	This message is designed to alert the CAIM customer that an unprocessed issues situation exists. Supported CAIM customers have completed the Build/Process/ Submit (BPS) process which generated orders to the CAIM SOS.
POU Replenishment Exception Report	Point of Use cabinets are used at several military treatment facilities. DMLSS has established an interface to communicate with the POU cabinets. DMLSS produces a POU replenishment exception report for items that are not replenished during the POU automatic replenishment process. This report includes the Item ID, location, item location serial number (Barcode number) and quantity requested.	The report is for information purposes only. The user should evaluate the remarks field on the report and take the appropriate action, if applicable. In some circumstances, the system does not replenish because of an existing due-in/out that covers the Point of Use shortfall.

Message	Description	Action(s)
QA Delinquency Notice, Supply Item Qty Cust	This pending action is produced as a result of a non-response to a QA Alert. Item QTY Required Cust (Supply) pending action message. This pending action is based upon time parameters established in the IM Quality Assurance Class Maintenance Table.	The CAIM user should scan their shelves/storage locations to determine if they maintain the subject Item ID. Close scrutiny should be given to Lot number, expiration date, serial number, manufacturer date, etc. To complete the pending action message, the user enters the appropriate quantity found on their shelves, if applicable. If no quantities are maintained, user enters a zero (0) and hits the save button on the vertical toolbar. This in turn removes the pending action message and updates the record detail maintained in IM.
QA Alert Cust Equipment	DMLSS identifies all Equipment Custodians and WRM Accounts that have a record for any equipment item that is the subject of a quality alert, MTF Complaint, or manufacturer's recall. The system allows logistics maintenance personnel to select additional customers that should receive a pending action notification on quality alerts, manufacturer recalls, and complaints for equipment items. An MTF QA customer record will then be built and associated with the quality alert for the selected customers. The system then notifies all system identified and selected Equipment Custodians and medical maintenance personnel via a pending action to their DMLSS Inbox (for WRM equipment also). The system deletes pending actions when the QA Customer record is closed.	The CAIM user should scan their immediate section/patient care areas to determine if they maintain the subject Item ID and ECN. To complete the pending action message, the user must enter the appropriate quantity found in their area, based upon ECN, and/or MFG model number and serial number, if applicable. If no quantities are maintained, the user must enter a zero (0) and hit the save button on the vertical toolbar. This, in turn, will remove the pending action message and update the record detail maintained in IM.

Message	Description	Action(s)
CAIM QA Complaint Alert. Complaint Exists for Item	DMLSS generates the CAIM QA Alert. Complaint Exists For Item when a QA complaint message is created and the LOG O/H balance qty is > 0. Launching the pending action, DMLSS identifies the Item ID date created, Org ID, and Org Name involved. The view button allows the user to view the entire complaint, and may allow the user to view the Standard Form 368 and LOG owned CAIM balances linked to the Item ID.	It is the QA Manager's responsibility to take action so that all suspect items meeting the criteria within the complaint are segregated. The QA manager should also take action to laterally transfer the materiel from Operating/serviceable to another stratification state which would prohibit the stock from being issued to a customer. This helps minimize risk of injury to the patients.
QA Alert. Item Qty Required Cust (Supply)	This pending action is produced as a result of receiving an MMQC QA file during the EOP cycle. The Pending action posts to the CAIM user Inbox under the following conditions (1) Item ID is loaded in the Svc/Cust catalog (2) Item ID is loaded in the Svc/Cust catalog and marked as deleted, and there has been issue consumption within the past 24 months (3) Item ID is not loaded in the Svc/Cust catalog; however, the QA manager has determined that CAIM Service/Customer should be alerted of the recall/complaint on the record.	The CAIM user should scan their shelves/storage locations to determine if they maintain the subject Item ID. Close scrutiny should be given to lot number, expiration date, serial number, MFG date, etc. 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 a zero (0) and hits the save button on the vertical toolbar. This in turn removes the pending action message and updates the record detail maintained in IM.

Message	Description	Action(s)
Replenishment Exception	DMLSS generates this exception report and posts it to the CAIM user's inbox as a result of processing a replenishment inventory.	This message is for information purposes only. The system provides a message in the remarks field indicating why an Item ID failed during the replenishment process. Often, the problem relates back to an invalid barcode label being scanned. For example, a user enters a replenishment quantity in the barcode label field by mistake instead of the actual barcode number. The system reflects the incorrect label number on the pending action and indicates an invalid Item ID situation. Another cause could be from outdated labels. For example, the customer fails to print out a label due to a critical barcode change.
RF HHT Inventory Exception Report	DMLSS generates this exception report and posts it to the CAIM user inbox as a result of processing a replenishment inventory in the RF HHT mode.	Upon launching the pending action, the system opens up the Replenishment Inventory Exception Report from the CAIM Reports module. The report reflects the Item ID, item description, U/P, EOH, Inv Qty, Level, Potential Due-out, Storage Area, Location ID, Reason for the exception, and Date. An example of an exception would be as follows: CAIM Service/Customer uses Shelf Count inventory logic. The user scans an item for replenishment and enters a quantity greater than the existing EOH value. The Replenishment Inventory Exception Report would identify the reason as INVENTORY QTY > EOH QTY. This pending action can be deleted when no longer useful, or exception actions are completed.
Ready Use Location Replenishment	This pending action only applies to Svc/Customers who issue materiel from a Carousel location to a Ready Use location in CAIM.	By completing this pending action, the system decrements the Carousel EOH balance for the Item ID(s) and satisfies the Ready Use location requirement.

Message	Description	Action(s)
Sales Conversion Ratio Changed	This Pending Action notification is posted in the CAIM customer Inbox as a result of a change to MTF/LOG catalog record unit of purchase quantity. The U/P purchase quantity can be located on the Basic tab of the MTF catalog detail.	This message is produced during the DMLSS EOP cycle and is for information purposes only. Changing the U/P quantity is a result of either acceptance to a Universal Data Repository revision or an IM user change as a result of vendor repackaging. The message posts to the CAIM Service/Customer, if (1) The user has the Pending Action message associated to the User ID, and (2) A Svc/Customer catalog record is present for the Item IDs affected. Customers should be cognizant of the U/P quantity adjustments since it impacts storage space, inventory replenishment, and potential cost of the item.
Status Edit Report - Customer	DMLSS produces a Customer Status Edit report during an on-line session based upon receipt of incoming status files from the Prime Vendor, Defense Logistics Agency or General Services Administration agencies, or other sources. This report is subdivided into three parts; Part 1 (errors), Part 2 (Awaiting Review), and Part 3 (Processed).	Customers should take every opportunity to review and work the CAIM Customer Status Edit report when applicable to their Svc/Customer area. Images appearing on Part 1 of the report did not update any due-in details because of an error in file format. These details should be reviewed and then deleted when no longer pertinent. Part 2 of the report reflects status images that require user action. The images in Part 2 can either be accepted or deleted. Accepting changes result in immediate adjustments to the applicable Due-in detail. Part 3 lists all status images that were correctly formatted and processed.

Message	Description	Action(s)
Troubled Due-In Report	DMLSS creates and posts a Troubled Due-in Report to the CAIM Service/Customer Inbox when the following conditions are met: (1) due-ins that have not received an acknowledgment after the second and subsequent request for acknowledgment, (2) due-ins that have not received a reply on second and subsequent follow-up for improved status, (3) due-ins with ship status recorded and average pipeline time has passed. If no pipeline times are recorded in the customer catalog record, the system uses the estimated lead days in the SOS table to determine if the average pipeline time has passed, and (4) due-ins with an estimated release date that exceeds the average pipeline time for the item. DMLSS continues follow- up action on a due-in until the maximum number of consecutive follow-ups, defined in the MTF	This pending action was designed to alert the user that there is a potential problem with their requisitions. The user may need to take alternative measures for procuring the items. In addition, the user may need to contact the SOS directly in order to (1) ascertain the existing status of the order, (2) cancel the order if not obtainable in specific timeframes, or (3) elevate the priority level on the order.
Unsent Executed Orders	This pending action is produced as a result of the EOP process. During the EOD cycle, DMLSS attempts to retransmit any orders which previously failed to reach their intended destination. This pending action identifies the SOS, Call number, and method of transmission.	This pending action message allows the user to select an alternate submission method for the order and, if required, an alternate submission using SF 386, Product Quality Deficiency Report or the user may hold the order for submission at a later time. The pending action message also allows a user to retransmit the order again using the original transmission method. The user should take note of any disturbing trends. For example, if orders consistently fail to reach the intended SOS, there may be a local firewall in place blocking a transmission port. This could also be a firewall problem on the receiving end. Any delay in transmitting orders has a negative impact on stock availability and could impair the customer area mission.

Message	Description	Action(s)
Unprocessed Issue Exceptions	DMLSS generates this pending action message during an on-line session when a CAIM SOS processes issues, an exception situation occurs during completion of the picklist (quantity picked < qty requested), and the CAIM SOS declines to complete issue exceptions.	Upon launching the Pending Action, the user has the option to complete the issue exception by entering an inventory quantity or closing out and completing the action at a later time.
Unexecuted Orders	DMLSS generates an Unexecuted Orders pending action message during the EOD processing cycle when a CAIM customer performs a replenishment action but does not complete the BPS process.	Upon launching the Pending Action, the user can complete the BPS process and/or correct the exception situation which caused the order to fail in execution. To clear the exception, the user may have to make adjustments in the MTF catalog detail, SOS module, Expense Center funds detail, or other appropriate modules.
Unprinted Bar Code Labels With Changes	DMLSS generates this pending action message as a result of creating a new Service/Customer catalog record. If the user changes item information (excluding Item ID), and chooses not to print changed bar code labels at that time, the system displays a message on the Pending Action Report indicating that labels for changes need to be printed.	Upon launching the Pending Action, the user has the option to choose which barcode labels they wish to reprint.

GLOSSARY

PART I. ABBREVIATIONS AND ACRONYMS

CAIM	Customer Area Inventory Management
CS	Customer Support
DHA	Defense Health Agency
DMLSS	Defense Medical Logistics Standard Support
DRO	Direct Reporting Organization
ECN	Equipment Control Number
EOP	End of Period
ESD	Estimated Ship Date
EOD	End of Day
EOFY	End of Fiscal Year
FM	Facility Management
HHT	Hand Held Terminal
HTM	Healthcare Technologies Management
IM	Inventory Management
LOG	logistics
MEDLOG	Medical Logistics
MHS	Military Health System
MTF	military medical treatment facility
NIR	New Item Request
O/H	On Hand
OPR	Operating
PAR	Periodic Automatic Re-supply
QA	Quality Assurance
ROP	Reorder Point
SA	Systems Administrator
SF	Standard Form
SOS	Source of Supply

TM   Technical Manual

PART II. DEFINITIONS

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

Direct reporting organization. An activity that is outside the bounds of the standard DHA headquarters management hierarchy that provides broad general support to the DHA and its customers not available elsewhere, and that reports to either the Director, DHA or to an Assistant Director.

Medical Information Systems. The information technology support function or department within the DRO.

MTF. Any fixed facility of the DoD that is outside of a deployed environment and used primarily for health care; and any other location used for purposes of providing health care services as designated by the U.S. Secretary of Defense.