



DEPARTMENT OF DEFENSE
Defense Commissary Agency
Fort Lee, VA 23801-1800

HANDBOOK

DeCA INTERACTIVE BUSINESS SYSTEM OVERSEAS ORDERING AND RECEIVING SYSTEM (DIBS-DOORS)

DeCAH 40-3
May 22, 2013

Sales, Marketing and Policy Group
OPR: DeCA/MPOS

1. POLICY. This Handbook supplements DeCA Directive (DeCAD) 40-5, “Grocery Department Operations,” “May 11, 2012 (Reference (a)), rescinds DeCA Handbook (DeCAH) 40-3, “DeCA Interim Business System Overseas Ordering and Receiving System (DIBS-DOORS),” February 1, 1996 (Reference (b)); DoD Instruction 1330.17, “Armed Services Commissary Operations,” October 8, 2008 (Reference (c)); DoD Directive 5105.55, “Defense Commissary Agency (DeCA),” March 12, 2008 (Reference (d)); and is in compliance with references listed within this document.

2. PURPOSE. This directive updates the existing ordering and receiving procedures for overseas commissary operations.

3. APPLICABILITY. This Handbook applies to Defense Commissary Agency (DeCA) activities which are involved in DIBS-DOORS activities.

4. MANAGEMENT CONTROL SYSTEM. This handbook contains management control provisions that are subject to evaluation and testing, as required by DeCAD 70-2, “Internal Control Program,” December 17, 2007 (Reference (e)).

5. RELEASABILITY – UNLIMITED. This Handbook is approved for public release and is located on DeCA’s Internet Web site at www.commissaries.com.

6. EFFECTIVE DATE. This Handbook is effective immediately.

Teena P. Standard
Chief of the Executive Services Division

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- b. DeCAH 40-3, "DeCA Interim Business System Overseas Ordering and Receiving System (DIBS-DOORS)," February 1, 1996 (Rescinded)
- c. DoD Instruction 1330.17, "Armed Services Commissary Operations," October 8, 2008
- d. DoD Directive 5105.55, "Defense Commissary Agency (DeCA)," March 12, 2008
- e. DeCAD 70-2, "Internal Control Program," December 17, 2007

CHAPTER 1

OVERVIEW

1-1. OVERVIEW. The DeCA Overseas Ordering and Receiving System (DOORS) is an Efficient Consumer Response (ECR) application within the DeCA Interactive Business System (DIBS). The term DIBS-DOORS is used throughout this handbook to distinguish the system described here from an earlier tested similar concept that was referred to as DOORS. Reduced to its essentials, DIBS-DOORS is the mechanism that the Defense Commissary Agency (DeCA) uses to replenish inventory of semi-perishable and perishable items in commissaries located in overseas areas and in Guam and Puerto Rico.

a. Capability by Electronically Linking. DIBS-DOORS provides this capability by electronically linking DeCA overseas order points (OOP) to distributor source load suppliers and manufacturer source load suppliers located in the United States through DeCA order processing points (OPP) located in the United States. This electronic linkage of an OOP through an OPP to distributors and manufacturers who supply product to fill orders permits rapid stock replenishment in direct response to patron demand, coupled with maintenance of much lower inventory levels in overseas areas.

b. Processing Distributor Shipments. In DIBS-DOORS, except for manufacturer source loads, all distributor shipments that are processed through each OPP during a roll up billing period are consolidated by the OPP for bill paying. For example, a number of distributor source load supplier shipments to a number of overseas delivery points are processed through an OPP during each roll up billing period. At the end of each roll up billing period, DeCA initiates only one consolidated payment to each manufacturer that includes all shipments processed through the OPP during that roll up billing period. Further discussion of bill paying in DIBS-DOORS may be found in paragraph 4-12.

1-2. SUMMARY OF HANDBOOK CHAPTERS. This handbook is designed to provide readers with a broad general understanding of how DIBS-DOORS works and also with an appreciation of the role that each participant plays in the DIBS-DOORS process. The following is a summary of the contents of the handbook, with recommendations for various reading audiences.

a. CHAPTER 2 - The Language of DIBS-DOORS. Chapter 2 spells out and defines acronyms and other terms, knowledge of which is necessary to more readily understand DIBS-DOORS. Recommended reading for all.

b. CHAPTER 3 - The DIBS-DOORS Process. Chapter 3 gives a general description of the DIBS-DOORS process and of the key features and relationships of the system. Recommended reading for all.

c. CHAPTER 4 - DeCA's Partnership with Industry. Chapter 4 describes the crucial role industry plays in making DIBS-DOORS work and the responsibilities that participation in DIBS-DOORS makes essential for industry. Recommended reading for all industry representatives associated directly or indirectly with DIBS-DOORS, DeCA area offices, and the Infrastructure Support Group (LE).

d. CHAPTER 5 - Moving Merchandise Using DIBS-DOORS. Chapter 5 describes the careful coordination of the LE Distribution and Transportation Division (LELD) with the United States Transportation (USTRANSCOM) Surface Deployment and Distribution Command (SDDC) and with distributor and manufacturer source load suppliers, and how LELD initiates and maintains the sequence of events necessary to insure that product ordered is efficiently and properly loaded and documented for transport to OOP delivery locations. Recommended reading for all industry representatives associated directly or indirectly with DIBS-DOORS and also for DeCA personnel.

e. CHAPTER 6 - DIBS-DOORS to the Pacific Theater. Chapter 6 describes DIBS-DOORS as it applies to DeCA facilities located in the Pacific Theater and supported by an OPP located at the DeCA LELD office co-located with the area office in Sacramento, California. Recommended reading for all industry representatives associated directly or indirectly with DIBS-DOORS support to these areas, area offices, and LE.

f. CHAPTER 7 - DIBS-DOORS to the European Theater. Chapter 7 is a discussion of DIBS-DOORS as it applies to DeCA facilities located in the European Theater, i.e., DIBS-DOORS support to the overseas areas that are in the DeCA Europe Area, but that are supported by an OPP located within DeCA LELD. Recommended reading for all industry representatives associated directly or indirectly with DIBS-DOORS support to these areas, DeCA area offices, and LE.

g. CHAPTER 8 - DIBS-DOORS to the Caribbean and Cuba. Chapter 8 is a discussion of DIBS-DOORS as it applies to DeCA facilities located in Puerto Rico and Guantanamo Bay (GITMO), Cuba (a Navy Exchange Mart (NEXMART)). Also, DIBS-DOORS support to the overseas areas that are in the DeCA Eastern Area and are supported by an area-controlled OPP located within DeCA LELD. Recommended reading for all industry representatives associated directly or indirectly with DIBS-DOORS support to these areas, DeCA area offices, and LE.

h. APPENDIX A. Appendix A is a list of the points of contact for DIBS-DOORS. The reference contains telephone numbers of personnel who staff the OPPs and who can provide additional information about DIBS-DOORS or assist in solving problems associated with DIBS-DOORS support.

CHAPTER 2

THE LANGUAGE OF DIBS-DOORS

2-1. ADVANCE SHIP NOTICE (ASN). This is the ASC X12 856 Transaction Set that distributors and manufacturers who ship through DIBS-DOORS are required to transmit to an OPP no later than the demand receipt date (DRD). The date of receipt of the ASN at the OPP is the date of “constructive receipt” of the shipment described in the ASN. The ASN includes data about actual item quantities being shipped and other information. The OPP uses this information to initiate bill paying actions and forwards ASN information electronically to an OOP to update order file status and to produce Requisition Status Update Listings (RSUL) that are used as receiving documents at OOP delivery points. OPPs monitor the accuracy and completeness of information in ASNs and the timeliness with which ASNs are transmitted. The RSUL is sometimes referred to as “shipment file” or “shipping file.”

2-2. CALL NUMBER. A four character numeric or alpha-numeric designator that is electronically assigned to orders received at an OPP to identify the orders for bill paying purposes. Distributor source load call numbers are numeric,, e.g., 3001, and the same call number is assigned to all orders with DRDs that fall within the same semi-monthly roll up period. Payments for all shipments with a roll up call number are consolidated by OPP for the roll up period. Manufacturer source load call numbers are alpha-numeric, e.g., B001, and a different call number is assigned to each order, i.e., each call number generates a separate bill paying transaction. Not the same as “pull number,” defined below.

2-3. CATALOG MASTER FILE (CMF). The file containing data on about 60,000 line items is maintained by the Sales Directorate in the Sales, Marketing and Policy Group (MPS). The CMF is the single receipt point for prices submitted via ASC X12 879 Transaction Sets, and is also the single entry point for item adds, changes, and deletes. The CMF serves as the source file for authorized line items within DeCA. Item files at all levels – OPP, OOP, and commissary – are subsets of the CMF, and all must be maintained to agree in every instance with CMF information in order for DIBS-DOORS to operate efficiently and effectively.

2-4. CENTRAL DISTRIBUTION CENTER (CDC). A warehouse/distribution point at which semi-perishable and/or perishable product is stored pending receipt of orders from commissaries and other facilities. A number of OOP delivery points in DIBS-DOORS are CDCs that support varying numbers of commissaries. DeCA controls and manages the inventory in all CDCs.

2-5. CONTAINER. Standard size “box,” typically 20 feet or 40 feet long, into which orders are packed for transport over land and shipment overseas, often also referred to as “van.” Refrigerated containers are sometimes called “reefers” or “reefer vans.” DeCA’s objective is to

use 40-foot containers to the greatest extent possible to gain loading and shipping efficiencies, thereby minimizing cost, since both sizes generally cost the same.

2-6. CONTAINER UTILIZATION. Term used to describe the efficiency with which containers are used. Utilization is measured in terms of container cubic capacity filled and weight of container contents and is related to order frequency. The standard for container utilization applies to all distributors and manufacturers who ship product directly to OOP delivery points. During each regularly scheduled order cycle (whether weekly or bi-weekly), orders received by a distributor or manufacturer from an OOP must be sufficient to fill at least one 40-foot container to a minimum of either 75 percent of container cubic capacity or 40,000 pounds. This standard is defined in detail in paragraph 5-2 of the manufacturer Resale Ordering Agreements (ROA). OPPs monitor supplier performance using procedures described in paragraph 5-3.

2-7. CONTRACT, “F” TYPE. Roll up type contracts in which billing transactions are not initiated for each order filled and delivered, but in which a single billing transaction (roll up) is initiated for all orders filled and delivered during a pre-defined billing period. Roll up periods in DIBS-DOORS are semi-monthly, i.e., 1st to 15th and 16th to last day of month. If companies choose to do so, these types of contracts may be set up to indicate payment method as Delivery Ticket Invoice (DTI), in which case payment will be made for each roll up period, based solely on reconciled receipt documents, and without the need for companies to invoice DeCA for payment. In DIBS-DOORS, all contracts are “F” type (except for manufacturer source loads), the roll up feature is not activated, and each order/receipt is paid for individually.

2-8. CONTRACT NUMBER. In DIBS-DOORS, this refers to the ROA number, the unique 13-character number that identifies the contractual instrument through which DeCA does business with commercial companies. The ROA contract number is constructed as follows: positions 1-6 denote the issuing contracting office (e.g., DECA01); positions 7-8 denote the fiscal year (e.g., 95); position 9 denotes the type of contractual instrument (e.g., G for ROA); and positions 10-13 represent a 4-digit alpha and/or numeric character unique contract number (e.g., 0001).

2-9. DeCA INTERACTIVE BUSINESS SYSTEM (DIBS). The automated system in use at all DeCA commissaries and CDCs to handle a variety of data processing requirements. DIBS has the capability to perform functions in six general areas: cataloging, ordering, receiving, shelf stock replenishment, physical inventory, and control (accounting) operations. As the name implies, DIBS-DOORS is a system module within DIBS.

2-10. DELIVERY TICKET INVOICE (DTI). A method of payment for items received by DeCA in which payment is made based solely upon information shown on receipt documents with no requirement for companies to invoice DeCA separately for payment, i.e., the delivery

ticket serves as the invoice. In DIBS-DOORS, constructive receipt of items in a shipment occurs on the date of receipt of the Advanced Ship Notice (ASN) and this is the date on which payment authorization is automatically made for items shipped under DTI payment method contracts. The basis (constructive receipt document) for DTI payment for items in a shipment is the ASN. For distributor source loads, DTI payment is made for each roll up period, but based solely on reconciled receipt documents, and without the requirement for companies to invoice DeCA for payment. For manufacturer source loads, DTI payment action is initiated upon receipt at the OPP of an accurate and complete ASN for an order/shipment.

2-11. DEMAND RECEIPT DATE (DRD). The date which a distributor or manufacturer ships product directly to an OOP delivery point is expected to transmit an Advance Ship Notice (ASN) to an order processing point (OPP). The DRD is determined by, and calculated from, the date on which a distributor or manufacturer electronically acknowledges receipt of an order transmitted by an OPP. The DRD determines effective dates for pricing, i.e., prices of items in shipments are those prices in effect on the DRD that pertains to the shipment. The DRD establishes “constructive receipt” for bill paying purposes and is also a period of time, e.g., 17-day DRD and 24-day DRD. This refers to the number of days between acknowledgement of receipt of the order transmission from the OPP by a distributor or manufacturer, and the date (the DRD) on which a distributor or manufacturer must transmit an ASN to the OPP. For instance, for a 17-day DRD, an order acknowledged as received on June 1 establishes a DRD 17 days later, on June 18. The 24-day DRD is the standard DRD period for semi-perishable and perishable shipments to Europe OOPs. The Caribbean OOPs in Puerto Rico and Guantanamo Bay, Cuba, have a DRD of 21 days.

2-12. DEPARTMENT OF DEFENSE ACTIVITY ADDRESS CODE (DODAAC). A unique facility address that is used as a shipping and billing identifier. In DIBS-DOORS, each OOP and each OPP has a unique DODAAC. For example, HQCWHC identifies the OOP located at Yongsan, Korea, and HQCSK7 identifies an OPP that supports OOPs in Puerto Rico and Guantanamo Bay, Cuba. Although merchandise is shipped to OOP DODAACs, all billing in DIBS-DOORS is against OPP DODAACs.

2-13. DISTRIBUTION AND TRANSPORTATION DIVISION, INFRASTRUCTURE SUPPORT GROUP (LELD). LELD provides support for resale products overseas for overseas commissaries in terms of either direct or indirect support through DIBS-DOORS, including those in Guam and Puerto Rico, that are located outside the 50 United States. Certain other commissary-type overseas facilities, e.g., NEXMARTS, and certain Army and Air Force Exchange facilities, that are not operated by DeCA, but to which DeCA provides support based on agreements with the parent organizations or services of the facilities, receive either direct or indirect stock replenishment support through DIBS-DOORS. Since there are no frequent delivery system (FDS) delivery agents in Alaska, DeCA has determined that the most efficient and effective way to support those locations is to use DIBS-DOORS. While DeCA does not pay for the transportation of goods to Alaska, all of the other conditions set forth in this handbook for DIBS-DOORS apply.

2-14. DISTRIBUTOR. In DIBS-DOORS, a commercial company located in the United States that stores a variety of manufacturers' products and, in response to orders transmitted by order processing points (OPP), ships these products directly to overseas ordering points' (OOP) delivery points on behalf of manufacturers with whom DeCA has contracts. Orders are created by OOPs and transmitted to distributors electronically by OPPs located in the United States. Upon receipt of orders, distributors pick products and load into containers and send these shipments (distributor source loads) to OOP delivery points. Distributors must meet the criteria described in paragraph 5-2 to qualify for participation in DIBS-DOORS.

2-15. ELECTRONIC DATA INTERCHANGE (EDI). EDI is the computer to computer interchange of routine business information conveyed in standard format. Implementation and use of EDI gives DeCA the capability to eliminate paper purchase orders, receipts, invoices, and various other business documents, and to realize a variety of efficiencies in its business processes. The DeCA focal point for all matters pertaining to EDI is the EDI manager. The Sales Directorate (MPS) also fosters EDI relationships with industry partners. Information about working with DeCA in an EDI environment may be obtained upon request. The DIBS-DOORS program relies heavily upon EDI to provide the dependable and timely flow of information required to efficiently deliver stock replenishment support to commissaries located in overseas areas around the world. Key EDI transaction sets used in DIBS-DOORS are defined below.

a. Advance Ship Notice Transaction Set. ASC X12 856 (ADVANCE SHIP NOTICE) TRANSACTION SET - Generally used to list the contents of a shipment of product as well as additional information relating to the shipment, such as order information, product description, etc. It enables the sender to describe the contents and configuration of a shipment in various levels of detail. In DIBS-DOORS, this is the ASN transmitted to OPPs from distributors and manufacturers who ship product directly to OOP delivery points.

b. Grocery Purchase Order Transaction Set. ASC X12 875 (GROCERY PURCHASE ORDER) TRANSACTION SET - Generally referred to as a purchase order and used to request delivery of finished goods from a broker or supplier organization. In DIBS-DOORS, these are the orders transmitted from OPPs to distributors and manufacturers after orders have been created at OOPs and sent from there to OPPs.

c. Price Change Transaction Set. ASC X12 879 (PRICE CHANGE) TRANSACTION SET - Generally used to notify trading partners of any changes to product cost or price information. In DIBS-DOORS, and more generally in DeCA, these are the prices and price changes transmitted to MPS for entry into the CMF.

d. Functional Acknowledgement Transaction Set. ASC X12 997 (FUNCTIONAL ACKNOWLEDGEMENT) TRANSACTION SET - Generally referred to as functional acknowledgement. In DIBS-DOORS, this transaction set is transmitted from distributors and manufacturers to OPPs to acknowledge receipt of EDI 875 (purchase order); and from OPPs to distributors and manufacturers to acknowledge receipt of EDI 856 (Advance Ship Notice).

2-16. FILL RATE. The performance measure that applies to a distributor or a manufacturer who ships product directly to an OOP delivery point. The standard for fill rate is that distributors and manufacturers shall maintain a minimum fill rate of 95 percent, determined by comparison of cases actually shipped to cases validly ordered. This standard is defined in detail in manufacturer ROA. OPPs will monitor fill rates using procedures described in paragraph 5-3.

2-17. ITEMS/MERCHANDISE, PERISHABLE. Generally, those items that have to be held in some form of refrigeration (or controlled atmosphere) condition during shipment, storage, processing, and display to maintain quality and wholesomeness. When required to be held at temperatures of about 35° to 45°F, perishable items are described as “chill;” when required to be held at temperatures of about -10° to 0°F, perishable items are described as “frozen.” In very hot climates/conditions, certain items, e.g., chocolate candies and liquid salad dressings, that are normally handled as semi-perishable are treated as perishable items. In DIBS-DOORS “perishable” refers to all chill and frozen items, including both processed and unprocessed meat items, but does not include fresh fruits and vegetables (FF&V) because FF&V replenishment is not done through DIBS-DOORS. ROAs have specific provisions regarding handling of perishable items.

2-18. ITEMS/MERCHANDISE, SEMI-PERISHABLE. Generally, those items that do not have to be held in some form of refrigeration (or controlled atmosphere) condition during shipment, storage, processing, and display to maintain quality and wholesomeness. These items are considered to be “shelf stable” at normal room temperature and usually have longer storage/display life than perishable items. ROAs have specific provisions regarding handling of semi-perishable items.

2-19. MANUFACTURER. A commercial company that processes raw materials or food commodities into finished goods. Manufacturers are the ultimate sources of products supplied through DIBS-DOORS. Many manufacturers choose to have their products shipped to OOP delivery points exclusively through distributors located in the United States (distributor source loads). When sufficient order volume exists, manufacturers may elect to ship their products directly to OOP delivery points (manufacturer source loads), but may also use the services of distributors to ship to other OOP delivery points where order volume for the manufacturer’s products is not sufficient to support manufacturer source loads. The terms and conditions that govern handling of shipments to OOP delivery points are contained in DeCA ROAs with manufacturers. Although manufacturer items may be shipped to OOP delivery points through distributors, DeCA payments for these items are made directly to the manufacturers.

2-20. MULTI-STOP (CONTAINER/VAN). A container prepared for shipment that contains merchandise for more than one OOP delivery point. The routing and delivery sequence for multi-stop containers is provided to distributor and manufacturer source load suppliers by LELD

as part of the shipping information needed to properly load and document containers. Multi-stop containers are the exception rather than the norm in DIBS-DOORS. Most shipments are made in full 40-foot container loads to single OOP delivery points.

2-21. NATIONAL STOCK NUMBER (NSN). A 13 position alphanumeric designator that uniquely identifies an item. In DIBS-DOORS, the NSN is used as a means of assigning a DeCA-unique “item number” other than the Universal Product Code (UPC). Both the Global Trade Identification Numbers (GTIN) and the item UPC are used as item identifiers in DeCA stock list file maintenance.

2-22. NOTICE TO THE TRADE. The form of written communication that MPS uses to notify industry partners of items of significant interest which are likely to affect procedures for doing business with DeCA.

2-23. OFF SHORE ACQUIRED (OSA). Refers to commissary resale items that typically are not American brand name items, and that are purchased locally in overseas areas rather than shipped from the United States. The number and types of these items that may be carried in overseas commissaries are controlled by Congressional and DoD policy guidance.

2-24. ORDER CREATE. The DIBS function which, when triggered, finishes an order developed at an OOP and electronically transmits the order to the supporting OPP in the United States. Item order quantities may be developed in a cooperative effort between DeCA and industry personnel, and are held on file “pending” until all order quantities have been developed; following which “order create” is triggered in DIBS.

2-25. ORDER PROCESSING POINT (OPP). A location within the United States to which an OOP transmits orders, at which orders received from an OOP are electronically processed and routed to distributor and manufacturer source load suppliers, and from which an OOP receives shipment status and price information. Responsible for maintenance of contract and item files, for identifying and correcting differences between OPP and OOP files, and for coordinating actions with source load suppliers for Reports of Discrepancy (ROD) submitted by OOP delivery points. Responsible for maintaining and forwarding information required for bill paying. The Transportation Office (TO) associate with an OPP books containers, initiates the Transportation Control and Movement Document (TCMD) for shipments, coordinates with source load suppliers to insure efficient and timely shipment, and monitors source load supplier fill rate and container utilization performance.

2-26. OVERSEAS ORDERING POINT (OOP). Overseas locations at which orders are created and transmitted to an OPP located in the United States, to which an OPP transmits updated order and item price information, and to which items ordered are delivered. Some OOPs

have order and delivery points at the same physical location, but some have order and delivery points at different physical locations that are linked electronically. The OOP delivery points are responsible for proper physical receipt of shipments and for electronically initiating RODs that are forwarded to OPPs for additional processing and action. In those instances where OOP order and delivery points are not in the same physical location, OOP Office of the Store Director (SDO) functions, described above, are generally performed at OOP delivery points. The term “OOP delivery point” will be used throughout this handbook to refer to the physical location to which merchandise shipped through DIBS-DOORS is delivered, and at which these shipments are received. For example, all merchandise for DIBS-DOORS support to continental Europe (EU) is ordered by OOP personnel located at the EU Area office, but shipments of this product are actually delivered to and received at various OOP CDC locations, none of which are co-located with EU Area office. These CDCs are examples of OOP delivery points.

2-27. PORT OF EMBARKATION (POE)/PORT OF DEBARKATION (POD). In DIBS-DOORS, the POE is one of a number of ports in the continental United States from which source load suppliers ship orders to OOP delivery points, and the POD is one of a number of ports in the various overseas areas supported through DIBS-DOORS where these shipments arrive. Vessel sailing dates from POEs are a crucial factor in projecting OOP order days/dates, which in turn drive order preparation and shipment cycles.

2-28. PRICE ZONES. Geographic areas in which all DeCA CDCs and commissaries outside the continental United States (OCONUS) share the same price structure. Item prices quoted by industry representatives for a price zone will be applied at all CDCs and commissaries located in that price zone. In DIBS-DOORS, the pertinent price zones are:

- a. #20-OPP at Ft. Lee, Virginia - Covers all OOPs in DeCA/Europe Area office
- b. #21-OPP at Sacramento, California - Covers all OOPs in the Pacific Theater
- c. #17-OPP at NAS Jacksonville, Florida - Covers OOPs in Puerto Rico and Cuba
- d. #15 OPP at Sacramento, California- Covers all OOPs in Alaska

Additional details on price zones may be found in paragraph 4-5. Item prices quoted for price zones in DIBS-DOORS are linked to items on the DRD for the item shipment, but are put into effect only upon actual physical receipt (receipt pricing) of the items at OOP delivery points.

2-29. PULL NUMBER. An identification number that is automatically assigned to an order that has been transmitted from an OOP during initial order processing at the OPP. The pull number is unique to each order, is linked to the order from the time that it is assigned until the order has been received at the OOP delivery point, and serves as the principal means of tracking the status of the order throughout the DIBS-DOORS process; however, it is not the same as the “call number” defined above.

2-30. RECEIPT PRICING. A method of pricing in which item prices at OOP delivery points are determined by the item prices of the most recent shipment received. Upon each receipt of items at an OOP (whether a CDC or a commissary), the prices of all stock on hand will change, as necessary, to match the prices at which the items in the current shipment were received. Item prices at facilities that pull stock from an OOP, i.e., a commissary pulling stock from a CDC or one commissary pulling stock from another commissary, will also be determined by receipt pricing, but this receipt pricing is based on receipts from the OOP. Upon each receipt of items from an OOP, the prices of all stock on hand at facilities supported by the OOP will change, as necessary, to match the prices at which the items were received from the OOP.

2-31. REGION STOCK LIST (RSL) or DIBS RSL. A subset of the Catalog Master File (CMF) that contains items authorized for stocking in commissaries located in a particular area. In DeCA/Northwest Pacific Area and DeCA/Southern Area, both of which oversee OPPs, the stock lists of items authorized for shipment to OOPs through DIBS-DOORS are subsets of the RSLs. In Europe, where all commissaries are located in overseas areas, the RSL serves as the DIBS-DOORS stock list. Item files at all levels, i.e., area, OPP, OOP, and commissary, are subsets of the CMF and must be maintained to match the CMF for DIBS-DOORS to operate efficiently and effectively. RSLs are sometimes also referred to as CMFs, e.g., area CMF. However, region files are more properly called RSL or DIBS RSL to differentiate these stock lists from the CMF maintained by MPS.

2-32. REPORT OF DISCREPANCY (ROD). Generally, a report that identifies overages and shortages in shipment for use in DeCA paying (overage) or getting credit (shortage) for inventory discrepancies found in shipments during receiving. In DIBS-DOORS, this is the ASC X12 EDI TRANSACTION 864 that is transmitted from OPPs to distributors and manufacturers after information has been electronically transmitted from OOP delivery points where shipments were physically received. The ROD advises suppliers of additional payments due from DeCA because of overages found during receipt of shipments or of credits due to DeCA because of damage or shortages found during receipt of shipments.

2-33. RESALE ORDERING AGREEMENT (ROA). The ROA is a contract instrument classified as a basic ordering agreement established with manufacturers/suppliers of brand name resale items. The ROA is a written instrument of understanding negotiated between a DeCA contracting officer and a contractor that contains terms and clauses applying to future contracts/orders between the parties; methods for pricing, issuing, and delivering future orders; and covers authorized brand name resale items contained in the DeCA CMF stocking lists. The ROA replaces several different contractual instruments previously in use. By changing to ROAs, DeCA has reduced the total number of contracts, eliminated duplicate contracts and other efforts, expanded the scope of contracts DeCA-wide, and greatly facilitated electronic cataloging and pricing.

2-34. ROLL UP. A method of payment for items received by DeCA in which a consolidated payment is made to a manufacturer for all shipments made through distributor or from source load suppliers during a predefined billing period. DIBS-DOORS roll up periods are semi-monthly, i.e., 1st through 15th, and 16th through the last day of each month. Roll ups (which do not apply to manufacturer source loads) include all shipments made during a roll up period to all OOP delivery points supported by an OPP. At the end of each roll up period, DeCA initiates one payment per manufacturer per OPP. Additional information on roll ups and on other bill paying procedures can be found in paragraph 4-12.

2-35. REQUISITION STATUS UPDATE LISTING (RSUL). A report produced automatically by DIBS at OOP delivery points. This report prints after DIBS files at OOP delivery points have been updated by transmission of ASN information from an OPP. This report prints by order/pull number and container number, and shows quantities of items actually shipped, as reported by distributor and manufacturer source load suppliers on ASNs. The RSULs are used as receiving documents at OOP delivery points.

2-36. SEAL NUMBER. The number on a device used to secure a container during shipment. The seal number is a piece of information that source load suppliers must provide on the shipping instruction that documents the movement of each container shipped to an OOP delivery point.

2-37. SHIPPING INSTRUCTION (SI). This document is prepared for each container destined for shipments to an OOP delivery point. Provides clearance officials, port authorities, and others advance notice of shipments and other information necessary to process shipments through the transportation system. Information on the SI is the basis for preparation of manifests and for compiling a variety of management reports. In DIBS-DOORS, the distributors and suppliers who ship containers directly to OOP delivery points are required to prepare certain portions of each SI. Additional discussion of source load supplier responsibilities regarding SI preparation is in paragraph 5-3.

2-38. SOURCE LOAD. In DIBS-DOORS, a container load (or a number of container loads) of product that contains a single order going to a single OOP delivery point. Those loads shipped directly by distributors to OOP delivery points are referred to as distributor loads, and those shipped directly by manufacturers to OOP delivery points are referred to as manufacturer source loads. All source load shipments are subject to the standards for container utilization described in paragraph 5-2.

2-39. SOURCE LOAD SUPPLIER. Term used to refer to a distributor or a manufacturer that meets the criteria described in paragraph 5-2, and thereby qualifies them to make shipments directly to an OOP delivery point in response to orders from that OOP that have been

electronically transmitted to the source load supplier by an OPP. OPPs monitor source load supplier adherence to these criteria to determine continuing eligibility for source load supplier status.

2-40. STANDARD AUTOMATED VOUCHER EXAMINATION SYSTEM (SAVES). The DeCA bill-paying system whereby data from receipts and other transactions is processed into DIBS and this information is electronically passed to SAVES to support bill-paying actions.

2-41. TRADING PARTNER AGREEMENT (TPA), These agreements prescribe the policies and procedures that DeCA trading partners will follow when using EDI for transmitting and receiving information. The purpose of these agreements is to insure that all obligations created via EDI are consistent with the contractual arrangement between DeCA and the commercial trading partner, and that these obligations are legally binding for both parties. By entering into TPAs, DeCA and its trading partners also agree that any electronic equivalent of invoice, price change, or functional acknowledgement information will be considered an acceptable business practice, and that no trading partner will challenge the admissibility of electronic information in evidence except in circumstances in which similar paper documents could be challenged. Establishing a TPA lays the foundation for the EDI relationship that is increasingly a necessary condition for a trading partnership with DeCA.

2-42. UNIVERSAL PRODUCT CODE (UPC), CASE. A 12-digit number that identifies a unique case pack for an Item UPC. DIBS can have only one case UPC, i.e., one case pack in the system for any item UPC.

2-43. UNIVERSAL PRODUCT CODE (UPC), ITEM. A 12-digit number that uniquely identifies an item. Both item UPCs and National Stock Numbers (NSN) are used as item identifiers in DeCA stock list file maintenance.

2-44. VENDOR CREDIT MEMORANDUM (VCM). DeCA Form 70-10, used by industry representatives as a “promise” to credit DeCA accounts in the amount shown on the document for product buybacks, product damage, and for voluntary price reductions (VPR).

2-45. VOLUNTARY PRICE REDUCTION (VPR). An offer made by industry representatives to reduce item prices. In DIBS-DOORS, VPRs may be accepted in several different ways.

a. Count and Pay. Typically at OOP level (by exception at MPS level) for specific item quantities, using a VCM.

b. Count and Recount. Typically at OOP level (by exception at MPS level) for all units sold during a predetermined period of time, using a VCM.

c. Off Invoice/Quoted. At the OPP and MPS, for a predetermined period of time, e.g., price to be in effect for 30, 45, or 60 days; obtained by electronic or manual price quotes submitted by industry representatives. This type VPR pricing for an item shipped through DIBS-DOORS is determined by the item price in effect on the DRD that applies to the shipment. Additional discussion of promotional pricing is in paragraph 4-6.

CHAPTER 3

THE DIBS-DOORS PROCESS

3-1. OBJECTIVE. This chapter presents a non-technical description of how DIBS-DOORS works. Succeeding chapters discuss certain critical aspects of the DIBS-DOORS process in more detail.

3-2. PARTICIPATING IN DIBS-DOORS AS A SOURCE LOAD SUPPLIER. Throughout this discussion of DIBS-DOORS, distributors and manufacturers who receive orders directly from OOPs via OPPs and make shipments directly to OOP delivery points are referred to collectively as source load suppliers. To qualify as and maintain the status of source load supplier, a distributor or manufacturer must meet the criteria described in paragraph 5-2. OPPs monitor source load supplier adherence to these criteria to determine continuing eligibility for source load supplier status. A manufacturer who ships merchandise through a distributor may use only one distributor per OPP for the manufacturer items shipped to OOPs supported by that OPP.

3-3. CREATING AND TRANSMITTING ORDERS. A typical DIBS-DOORS cycle begins when OOP staffs, working in conjunction with sales representatives, develop and create orders in DIBS for normal stock replenishment needs and for promotional, holiday, or other special requirements. The “created” order is transmitted electronically from the OOP to the supporting OPP in the United States where the following actions occur simultaneously.

a. Identification of Errors. An error list prints identifying any item ordered that does not match the item data in the OPP DIBS File. Orders for items on the error list are automatically cancelled and cancellations are posted to update OOP files to prepare for future order creation. The OPP staff is responsible for researching items on the error list and for coordinating correction of item file mismatches with the OOP before the next order cycle.

b. Determination of Container Requirements. Each vendor determines their container requirements and enters into the Electronic Shipper System (eSS). Based on vendors’ requirement(s), the traffic management specialist will determine best value in booking containers either utilizing direct booking system or the Surface Deployment and Distribution Command (SDDC) Integrated Booking System (IBS).

c. Assignment of the Demand Receipt Date (DRD). DIBS assigns a DRD to each order. For OOPs in Puerto Rico and Cuba, the semi-perishable and perishable DRD is 17 days. For Europe, the DRD for a semi-perishable and perishable order is 24 calendar days.

(1) Determines item pricing; i.e., prices of items in shipments, are the prices in effect for the pricing period in which the DRD for the shipment occurs. These item prices are used as the basis for bill paying and are the prices put into effect upon receipt of the items at OOP delivery

points. Unless a VPR applies to some or all inventory on hand at an OOP delivery point, the item price of the most recent receipt at that OOP delivery point is applied to all inventory on hand at the time of receipt.

(2) Provides a date by which a source load supplier must identify what was actually shipped in each container by electronically transmitting an ASC X12 856 Transaction Set, ASN to the OPP.

d. Assignment of Call Number and Pull Number to Order. DIBS automatically assigns a call number and a pull number to each order. The call number identifies each order for bill paying purposes. Call number format differs for distributor source load roll ups versus manufacturer source loads. A pull number is unique to each order, is linked to the order from the time assigned until receipt of the shipment at the OOP delivery point, and serves as the means of tracking the status of the order and of each container in multi-container orders throughout the DIBS-DOORS process.

e. Transmission of Orders to Source Load Suppliers. The OPP transmits orders for all valid items to appropriate source load suppliers via ASC X12 875 Transaction Set, Purchase Order. When source load suppliers receive purchase orders, they indicate receipt to the OPP via ASC X12 997 Transaction Set, Acknowledgement. Source load suppliers also fax information to the OPP regarding any items in the order that cannot be identified and need take no further action to fill orders for these items. The OPP cancels these items from the order, researches the items, and coordinates correction of item file mismatches with the OOP before the next order cycle.

3-4. FILLING ORDERS AND ORDER DOCUMENTATION. Upon receipt of a purchase order (EDI 875) from an OPP, source load suppliers fill the order to the maximum extent possible, provide the OPP TO with actual container booking requirements, and load the product into a container(s). No later than the DRD, source load suppliers transmit to the OPP via ASC X12 856 Transaction Set, ASN, which contains information about the containers and product being shipped. One ASN is transmitted for each container prepared for shipment. As the OPP receives ASNs, an acknowledgement (EDI 997) is automatically sent to source load suppliers for each ASN received. When the OPP has received the last ASN for each pull number, the pull is “closed” and the DIBS-DOORS program automatically updates the due-in files.

a. Update OPP Files. Updates OPP files, prices items in the shipment, and initiates bill paying action. “Closing” a pull for a distributor source load places the shipment, by contract number, into the appropriate roll up period to await consolidation at the end of the roll up period. “Closing” a pull for a manufacturer source load automatically sends receipt information for the shipment to SAVES to await further bill paying action.

b. Update OOP Files. Updates OOP files to reflect what is actually being shipped by the source load supplier. Based on these updates, DIBS produces a RSUL for each container at the OOP delivery point. This report prints by order/pull number and container number, and shows quantities of items actually shipped, as reported by source load suppliers on ASNs. The RSULs are held at OOP delivery points to be used as receiving documents.

3-5. SHIPPING ORDERS AND SHIPMENT DOCUMENTATION. Prior to the arrival of each van at the POE, source load suppliers place a copy of the completed SI in the container; and provide a copy of the completed SI to the driver delivering the container to the POE. The source load supplier also places a list of the actual contents of each container at the inside rear of the container. This part of the DIBS-DOORS process is described in greater detail in paragraph 5-4.

3-6. RECEIVING SHIPMENTS AND REPORTING SHIPMENT DISCREPANCIES. When a container arrives at an OOP delivery point, OOP receivers compare items/quantities physically present in the container against items/quantities shown on the RSUL for that container. As necessary, OOP receivers note item/quantity discrepancies and product damage on the RSUL, and then forward the annotated and signed RSUL to the OOP office for processing into DIBS. Any data entry of discrepancies between item/quantity shipped, as shown on an RSUL, and item/quantity actually received, triggers automatic transmission of an ROD to the OPP. The OPP reviews each ROD and, unless discrepancies are assessed as transportation related, transmits an EDI ASC X12 864 Transaction Set, Text Message, to the appropriate source load supplier. If the EDI 864 reports a shortage in shipment, the source load supplier has 10 calendar days from the date of receipt of the EDI 864 to review the ROD and resolve the matter by agreeing to credit DeCA, or to settle the matter otherwise with the OPP. Failure of the source load supplier to respond before the end of the 10-day period implies agreement with the terms of the ROD. If a contested ROD is not resolved within the initial 10-day period, the OPP will then make every effort to resolve the matter prior to elevating it to the contracting officer level. If this additional effort fails to resolve the issue, the source load supplier may submit a claim in accordance with the Disputes Clause of the contract. This part of the DIBS-DOORS process is described in more detail in paragraph 4-11.

3-7. PREPARATION FOR SUCCEEDING ORDER CYCLES. Many of the actions that take place during each DIBS-DOORS order/receipt cycle described above lay the foundations for order cycles to follow. Timely file updates throughout the process, including those associated with RODs, provide up-to-date-balance on hand and due-in information which is critical in forecasting accurate order requirements and which is also of vital importance in maintaining an accurate accounting of DeCA investment in inventory on hand and in transit. Additionally, the collaboration of DeCA personnel and industry representatives throughout the DIBS-DOORS process, and especially during order development and creation, is crucial in maintaining the balance and control so important to overseas stock replenishment support.

3-8. BILL PAYING. Although source load suppliers in DIBS-DOORS ship product directly to various OOP delivery points, OPPs are the “constructive delivery points” for bill paying purposes. In DIBS-DOORS, constructive receipt of items in a shipment occurs on the date that an OPP receives an ASN that “closes” a pull. Thus, a CONUS OPP receipt of an ASN that “closes” a pull, and not physical receipt of a shipment at an OOP delivery point, triggers bill paying action. Receipt of an ASN that “closes” a pull for a distributor source load places the

receipt information, by contract number, into the appropriate roll up period to await consolidation at the end of the roll up period. Although a number of distributor source load shipments to a number of OOP delivery points supported by an OPP might be made during each roll up billing period, at the end of each roll up billing period, DeCA initiates only one consolidated payment to each manufacturer for all manufacturer product shipped in distributor source load shipments processed through the OPP during that roll up billing period. Receipt of an ASN that “closes” a pull for a manufacturer source load automatically sends receipt information for the shipment to SAVES to await further bill paying action.

a. Reduce Paperwork Increase Cash Flow. To reduce paperwork and to enhance cash flow, DeCA encourages companies to participate in the DeCA DTI program. Companies that agree to do so permit DeCA to automatically initiate payment authorization upon OPP receipt of all ASNs necessary to document constructive receipt of shipments, thus speeding the payment process and eliminating the need for companies to invoice DeCA for payment. For product shipped in distributor source loads, DTI payment is made for each roll up period, but based solely on reconciled ASNs for all shipments made through an OPP during that billing period, and without the need for companies to invoice DeCA for payment. For manufacturer source loads, DTI payment authorization is initiated upon OPP receipt of an accurate and complete ASN that “closes” an order/pull, and companies do not have to submit an invoice requesting payment.

b. The Defense Finance Accounting Service. The Defense Finance Accounting Service (DFAS) makes payments to source load suppliers and provides a hard copy remittance advice with payments. However, the remittance advice sent with the payment shows only the DODAAC of the OPP and not the DODAACs of the various OOPs to which shipments were sent. It is extremely important, therefore, that each manufacturer arrange for their distributor to report to them the actual items and quantities shipped to each OOP. If this is not done, manufacturers who ship product through distributors will lose visibility of normal, promotional, holiday, and special sales demand at OOP level. More detailed discussion of bill paying may be found in paragraph 4-12.

CHAPTER 4

DeCA'S PARTNERSHIP WITH INDUSTRY

4-1. OBJECTIVE. This chapter presents a discussion of the partnership between DeCA and industry partners that is necessary to make DIBS-DOORS work effectively and of DeCA and industry responsibilities relating to participation in DIBS-DOORS.

4-2. ELECTRONIC DATA INTERCHANGE (EDI). Electronic Data Interchange (EDI) is the computer-to-computer interchange of routine business information conveyed in standard format. Implementation and use of EDI gives DeCA the capability to eliminate paper purchase orders, receipts, invoices, and various other business documents, and to realize a variety of efficiencies in its basic business processes. The DeCA focal point for all matters pertaining to EDI is the EDI manager. The Sales Directorate (MPS) also fosters EDI relationships with industry partners. Information regarding working with DeCA in an EDI environment may be obtained upon request.

DIBS-DOORS Reliance on EDI. The DIBS-DOORS program relies heavily upon EDI to provide the dependable and timely flow of information that is required to efficiently deliver stock replenishment support to commissaries located in overseas areas around the world. In order to participate in DIBS-DOORS, distributors and manufacturers must have EDI capability that permits them to accept EDI ASC X12 875 Transaction Set (purchase order) and EDI ASC X12 864 Transaction Set (the DIBS-DOORS Report of Discrepancy) from DeCA; to transmit EDI ASC X12 856 Transaction Set (Advance Ship Notice) to DeCA; and to both receive and transmit ASC X12 997 Transaction Set (Acknowledgement). As indicated in Chapter 3, these EDI transactions are the foundation on which the DIBS-DOORS process is built. In addition to this EDI capability that is specifically associated with DIBS-DOORS, DeCA expects that its industry partners will keep pace with DeCA's broader EDI initiatives. When distributors and manufacturers are prepared to communicate with DeCA through EDI, they must establish a Trading Partner Agreement (TPA) that defines the nature of the EDI relationship.

4-3. ESTABLISHING THE PARTNERSHIP: THE TPA AND THE ROA

a. Trading Partner Agreements. Trading Partner Agreements (TPA) prescribe the policies and procedures that DeCA trading partners will follow when using EDI for transmitting and receiving information. The purpose of these agreements is to insure that all obligations created via EDI are consistent with the contractual agreement between DeCA and the commercial trading partner and that these obligations are legally binding on both parties. By entering into a TPA, DeCA and its trading partner also agree that any electronic equivalent of invoice, price change, or functional acknowledgement information will be considered an acceptable business practice and that the trading partner will not challenge the admissibility of electronic information in evidence except in circumstances in which similar paper documents could be challenged.

Establishing a TPA lays the foundation for the EDI relationship that is increasingly a necessary condition for doing business with DeCA.

b. Establishing a TPA. Establishing a TPA is also a necessary preliminary to issuance of a ROA. The ROA is a written instrument of understanding negotiated between a DeCA contracting officer and a contractor that contains terms and clauses applying to future contracts/orders between the parties; methods for pricing, issuing, and delivering future orders; and covers authorized brand name resale items contained in the DeCA CMF and the RSL. The ROA replaces several different contractual instruments previously in use, e.g., DPSC Brand Name Supply Bulletins, DeCA Blanket Delivery Orders issued against Supply Bulletins, and DeCA Blanket Purchase Agreements for brand name resale items. By changing to ROAs, DeCA has reduced the total number of contracts, has eliminated duplicate contracts and other efforts, has expanded the scope of contracts DeCA-wide, and has greatly facilitated electronic cataloging and pricing. The ROA allows electronic ordering, but also accommodates telephonic and written delivery orders.

c. Creating an ROA. ROAs are created in SAVES, the DeCA bill paying system, approximately 30-40 days prior to the effective date of the contract, and then passed to DIBS. ROAs are identified by a 13-character alpha-numeric contract number constructed as follows: positions 1-6 denote the issuing contracting office (e.g., DECA01); positions 7-8 denote the fiscal year (e.g., 95); position 9 denotes the type of contractual instrument (e.g., G for ROA); and positions 10-13 represent a 4-digit alpha and/or numeric character unique contract number (e.g., 0001).

4-4. CATALOG AND FILE MAINTENANCE.

a. The Catalog Master File. The Catalog Master File (CMF) contains data on about 60,000 line items and is maintained by MPS. The CMF is the single receipt point for prices submitted via ASC X12 879 Transaction Set, and is also the single entry point for item adds, changes, and deletes. The CMF serves as the source file against which areas verify RSL information and from which areas obtain information on new items to add to RSLs. Item files at all levels – LELD, area, OOP, and commissary – are subsets of the CMF, and all must be maintained to agree in every particular in order for DIBS-DOORS to operate efficiently and effectively. MPS provides RSLs for review twice a month (5th & 20th) via the American Logistics Association (ALA) Electronic Bulletin Board. All file maintenance for items that are attached to ROAs is done within MPS. Area industry representatives should be aware that any area level file maintenance that is not also done at CMF level will create item file mismatches between a RSL and the CMF, with the probability that these mismatches will emerge as “problems” in DIBS-DOORS. Therefore, industry representatives should regularly compare RSLs to the CMF and report any discrepancies noted or changes required to the OPP points of contact identified in Appendix A. Industry representatives should also make certain to keep their distributors and brokers advised of CMF changes.

b. Additions and Deletions to the CMF. MPS inputs changes, additions, and deletions to the CMF. As companies come on line with electronic pricing through the establishment of ROAs,

these companies may continue to provide CMF line item update(s) by furnishing a hard copy of the information shown in paragraph 4-4e to MPS.

c. Adding New Items. MPS must add new items for companies on electronic pricing to the CMF before industry representatives present these items for acceptance at area level. This is to ensure that pricing and file maintenance are done at a single control/entry point. DeCA accepts new line item additions to the CMF on DeCA Form 40-15, Item Presentation Form. This form may be mailed, sent by fax, or hand-carried to MPS for processing. Normally, if all information required on the DeCAF 40-33 is accurate and complete, MPS confirms item additions to industry representatives by FAX within 24-48 hours after the request is received at MPS. Upon receipt of this confirmation, industry representatives may present newly approved items to areas.

d. Presenting New Items. When industry representatives present a new item to an area office, they must provide a valid price as part of the presentation. However, after an item is added to the RSL, pricing for items under ROAs can no longer be done at area level. All subsequent pricing for ROA items must be conveyed electronically to MPS via EDI ASC X12 Transaction 879. Areas retain responsibility to allocate new items to their commissaries.

e. Industry Representatives. Industry representatives must submit complete and accurate information for 12 fields in CMF records, and must insure that this information is correct and consistent in OOP, OPP, RSL, and CMF files. These fields are:

(1) National Stock Number (NSN)/Local Stock Number (LSN): A 13-position alphanumeric indicator. Based on the former DPSC item classification, the NSN/LSN is used as a DeCA-unique “item number.”

(2) Item Universal Product Code (UPC): A 12-position number that is unique for an item. Position 1 is the UPC number set; positions 2-6 show a 5-digit manufacturer number; positions 7-11 show a 5-digit item number. Item UPCs contain 12 digits, but DIBS requires that the ending check digit is recorded as zero (0).

(3) Case UPC: A 12-position number that has a unique case pack of an item UPC. DIBS can have only one case UPC, i.e., one case pack, in the system for any item UPC. Case UPCs contain 12 digits, but DIBS adds a leading zero (0) and drops the ending check digit.

(4) Global Trade Item Number (GTIN): A 14-position number that will identify an item uniquely, thus ensuring that it is always identified correctly anywhere in the world. Each trade item that is different from another is allocated a separate, unique GTIN. The GTIN itself has no meaning and this allows the item to be looked-up in a database and its associated information retrieved at any point or location. Using the first digit indicator, the GTIN is used to identify every level of an item hierarchy, i.e., retail item, case, pallet, and shipper. DIBS requires a unit and case GTIN for every item.

(5) Item Nomenclature: 30 positions

(6) Brand Name: 15 positions

- (7) Net Container Weight: 7 positions (5 before, 2 after decimal)
- (8) Unit of Measure: 2 positions
- (9) Unit of Issue: 2 positions
- (10) Case Weight: 5 positions (3 before, 2 after decimal)
- (11) Case Cube: 5 positions (3 before, 2 after decimal)
- (12) Pallet Tie: 4 positions
- (13) Pallet Tier: 3 positions

f. Delays or Rejections. Because orders in DIBS-DOORS take into consideration information from all of the fields shown above, it is vitally important that all of this information be correct and consistent across OOP, OPP, RSL, and CMF files. If this information is not correct and consistent, the order development and creation process itself may be delayed; order quantities could be rejected upon transmission to OPP; or item mismatches might occur after orders are transmitted to source load suppliers, which would result in item order cancellation by the OPP.

4-5. PRICING.

a. Pricing Methods. There are two methods of pricing under DIBS-DOORS.

(1) The first, and preferred, method that must be used for all items on ROAs is for industry representatives to provide prices electronically to MPS via ASC X12 879 Transaction Set. Pricing periods are the 1st – 15th, and the 16th until the end of each month.

(2) The second method, that may be used until all existing contracts are converted to ROAs, is to provide a manual price quote to the appropriate OPP for manual entry into DIBS. Prices must be submitted to an OPP by the 10th day of the month prior to the month that prices will take effect, e.g., prices to OPP by January 10th for prices that will be effective in February, etc. Industry representatives may review future prices for their items any time after the 25th day of the month in which prices were submitted.

b. Overseas Price Zones. Price zones for overseas areas in DIBS-DOORS are:

(1) Zone 20: OPP is located at DeCA Headquarters, Fort Lee, Virginia. This OPP will process all orders for OOPs in the Azores and Europe. Zone 20 includes all CDCs and commissaries located in the DeCA/Europe region.

(2) Zone 21: OPP is located at Sacramento, California. This OPP will process all orders for OOPs in the Pacific Theater. Zone 21 includes all CDCs and commissaries located in Guam, Okinawa, Japan, and Korea.

(3) Zone 3: OPP is located at DeCA Headquarters, Fort Lee, Virginia. This OPP will process orders for Puerto Rico and Cuba.

(4) Zone 15: OPP is located at Sacramento, California. This OPP will process orders for OOPs located in Alaska.

c. Demand Receipt Date. Prices for items shipped through DIBS-DOORS are determined by item prices in effect on the DRD that applies to the shipment, not by date of order or ship date. For example, if a purchase order was transmitted from an OPP to a source load supplier on March 7, with a DRD of March 21, the item prices in effect on March 21 are the prices applied to items in the shipment.

d. Pricing at OOP Delivery Points. Item prices at OOP delivery points are determined by item prices for the most recent receipt (receipt pricing). Upon each physical receipt of items at an OOP delivery point, the item prices of all stock on hand at that OOP delivery point (except items that are on VPR/price protected) will change to match the prices at which the items are received.

e. Pricing for Facilities Supported by an OOP. Item prices at facilities supported by an OOP, i.e., a commissary supported by a CDC or one commissary supported by another commissary, are also determined by receipt pricing, but this receipt pricing is based on receipts from the supporting OOP. Upon each physical receipt of items from a supporting OOP, the item prices of all stock on hand (except that which is on VPR/price protected) at a facility supported by the OOP will change to match the prices at which the items are received from the OOP.

4-6. VPR PRICING IN DIBS-DOORS.

a. VPR Pricing. Initially, VPR pricing for overseas facilities will not change under DIBS-DOORS. All procedures listed below may be used but are listed in descending order of preference:

(1) Count and Pay: Typically at OOP level (by exception at MPS level) for specific item quantities; via VCM. This is the preferred method.

(2) Count and Recount: Typically at OOP level (by exception at MPS level) for all units sold during a predetermined period of time, e.g., between 1-15 January; via VCM.

All VPR pricing is covered by VCMs.

OPP	Supported by OPP	Price Zone	Price Effective Date	Cutoff Date to DeCA LELD* or Area**
EAST COAST	Germersheim, Kaiserslautern, Lajes, Cairo	20	April 1	March 10
WEST COAST	Guam, Okinawa, Kanto Plain CDC, Yokosuka, Yokota, Sagamihara, Misawa, Iwakuni, Yongsan, Daegu, Pusan, Osan, Alaska	21	April 1	March 10
EAST COAST - CARIBBEAN	Fort Buchanan, GITMO	3	April 15	March 25

*All price quotes submitted electronically using ASC X12 879 Transaction Set go to MPS.
 **Manual (all non-879) price quotes must be submitted to the appropriate area/OPP.

4-7. ORDERING.

a. Developing and Creating Orders. OOP personnel generally develop and create orders weekly, and in some areas, once every 2 weeks. As explained in Chapter 3, the system provides timely updates for due-ins and other information that, in turn, maintain accurate and timely data in DIBS from which order requirements are forecast. The entire system is designed to insure the right amounts of products are on overseas commissary shelves to be sold to patrons when patrons wish to purchase these items. The system is a sophisticated tool that provides accurate and timely information, but it cannot make the ultimate decisions regarding item order quantities required to satisfy patron demand and promotional commitments. These decisions have to be made through careful analysis and consideration of the information available from the system, coupled with application of knowledge of the marketplace. To draw on as much of this knowledge as possible, DeCA personnel will work in full partnership with industry representatives in developing normal, holiday, promotional, and special order requirements. Industry input is particularly important in ensuring sufficient quantities are ordered for display and promotional commitments and that those promotional quantities on order are considered when calculating future “normal” order quantities. Industry representatives must also understand that DeCA’s primary objective is to provide value to patrons on a cost effective basis. Orders will be based on patron demand and on DeCA-sanctioned promotional activity. OOP personnel will not inflate orders to help companies overcome shortfalls in container utilization rates or for any other reason not directly associated with patron demand and promotional commitments.

b. Reviewing Suggested Orders. In each order cycle, DeCA affords industry representatives the opportunity to review suggested orders in coordination with OOP personnel. During these on-line reviews, industry personnel should not only review suggested order quantities for sufficiency, but should also check the accuracy and completeness of item data, e.g., item and

case UPCs, pallet/tier pattern, case pack and weight, etc. If an industry representative does not review an order prior to the scheduled order creation date, OOP personnel will review the order, note that the vendor did not review the order, and create/transmit the order to the OPP to meet the established order schedule. DeCA generally encourages industry representatives to review orders at OOPs no less frequently than every other order cycle. In more remote OOP locations, DeCA encourages a review frequency of at least once every fourth order cycle.

4-8. SHIPPING FIXED WEIGHT AND RANDOM WEIGHT MEATS.

a. Resale Ordering Agreement. Under the DeCA ROA concept, a single ROA may be implemented as an “F” type contract and may contain both fixed and random weight meat items on the same contract.

b. Random Weight Items. Orders for random weight items are transmitted via 875 in pounds. The shipper will send back the 856 in pounds.

4-9. PRE-PRICED ITEMS. Pre-priced items are repriced to match current selling price.

4-10. MERCHANDISING AND PROMOTIONAL SCHEDULING.

a. The Sales Directorate. The Sales Directorate’s (MPS) mission is to provide efficient and responsive support to customers, both internal and external to DeCA, so that products and services are available at the best value to the commissary patron. MPS, which is responsible for fostering use of EDI, for preparing and administering ROAs, merchandising and promotional activity, and for maintenance of the CMF, is the principal point of contact within DeCA for forging and maintaining the bonds of DeCA’s partnership with industry.

b. Promotional Goals. DeCA’s promotional goals are to deliver an increasingly valuable commissary benefit, as measured by greater frequency of patron visits, increased sales, and increased patron savings. DeCA expects to achieve these goals through greatly enhanced merchandising presentation in all commissary departments, by accepting and offering more powerful promotions to patrons, by more comprehensive commitment to promotions accepted, and by more effectively communicating promotional benefits to patrons. Full and continuing support from industry partners is critical to realization of these goals and to the accomplishment of the MPS and DeCA mission. Industry members are a vital link in the promotional process and are encouraged to participate at MPS, area, or store level whenever possible. DIBS-DOORS commissaries overseas must receive the same levels of promotional activity and support as those in the U.S.

c. Promotional Program. MPS, in cooperation with DeCA area offices, oversees the DeCA promotional program and develops both general and specific promotional plans. Industry representatives make presentations to MPS of the items that are incorporated into these promotional plans. To maintain a consistently excellent promotional program, DeCA needs continual industry commitment, input, and support. Thus, industry representatives need to know

how the promotional program works, so that they can contribute most effectively to the program. The following are the principal MPS responsibilities:

(1) Develop the worldwide and national buy program for each month except July; July is the month during which DeCA's annual "Community Appreciation Sale" and "Customer Appreciation Sale," both locally/regionally oriented promotions, are held.

(2) Approve promotions in all categories centrally managed by MPS. For July promotions, MPS will select the items for categories managed by MPS.

(3) Develop the annual promotional calendar and themes, which include 26 2-week long display periods for FDS national brand promotions and 52 1-week long display periods for DSD national brand promotions. Overseas, DSD items are considered to be chips, snacks, soft drinks, and some meat products.

(4) Review promotional presentations, unrestricted by category, that may include any item in worldwide or national distribution, regardless of where the item category is being managed. Items presented should be high volume products offered at excellent price points.

d. Review and Approval. Area offices review and approve items in area-managed categories that an area may wish to mandate or to offer as "optional" items to supplement the monthly promotional plans developed by MPS, and to link promotional programs more closely to regional patron preferences. Generally, the presence of area-approved items is greatest in the promotional plan for July "Community Appreciation" and "Customer Appreciation" sales.

e. Inclusion in Promotional Plans. As MPS or areas select items for inclusion in promotional plans, MPS or the area will notify industry and other DeCA elements that need this information to translate the promotional plan into operational reality. The following is a recap of promotional priorities, timelines, and responsibilities:

(1) National/worldwide promotions mandated by MPS have top priority at all commissaries. Industry representatives present items proposed for national/worldwide promotions to MPS 120 days (EU-150 days) prior to the first day of the month the promotion is to take place. MPS personnel select the items to be promoted and, at least 90 days (EU-120 days) prior to the start of the promotion period, MPS sends lists of these items, electronically and by mail, to all areas, to ALA headquarters, and to suppliers.

(2) Area mandatory promotions are second in priority to national/worldwide mandates. At least 80 days (EU-90 days) prior to the start date of the promotion, areas provide a list of the items approved for mandatory promotion to all OOPs and overseas commissaries, to Zone Managers, to ALA headquarters, and to the area electronic bulletin board. This list includes the area mandates combined with MPS national/worldwide items.

(3) Optional promotions are lowest priority. These promotional offers may be made at either area or store level and are selected by store management based on display space availability, local demand, supplier support, promotional promise, and coupon activity. Local

promotions in the form of VPRs may also be accepted to move close dated product and to sell off excess inventory or deleted items. Areas notify DeCA elements and industry of optional items at the same time and in the same way as notification of area mandatories.

(4) Once advised of MPS-/area-sanctioned promotional items, OOP personnel review industry recommendations of promotional item quantities and document OOP quantity and display date commitments, by DRD, on DeCA Form 40-15, Item Display Presentation. Normally, OOPs make these commitments at least 60 days (EU-75 days) prior to the start date of the promotion, but the specific dates by which OOPs must make quantity/display commitments vary by location, and are determined by the combination of order ship time and lead time necessary for source load suppliers to obtain sufficient inventory to support promotional requirements. Industry representatives must make certain that source load suppliers are advised of promotional items, of quantities required, and of DRD dates to be met. Source load suppliers must plan to have quantities sufficient to meet promotional requirements on hand to meet the DRDs for these promotional requirements.

f. Cooperative Merchandising Agreements. MPS and areas share responsibility for managing Cooperative Merchandising Agreements (CMA). This division of responsibility parallels the division of responsibility for category management, e.g., if a company has national brands and categories that are managed by MPS, the CMA for that company is also managed by MPS. Depending upon this division of responsibility, use of CMA accruals is at MPS or area discretion. Any CMA-based price reductions require prior MPS or area approval, regardless of whether the price reductions are proposed for items in U.S. or overseas commissaries. Industry representatives who expend CMA funds without approval may be held accountable for the CMA fund. Industry representatives must provide quarterly CMA earnings/expenditure balance sheets to MPS or to areas, whichever manages the CMA for that company.

4-11. AUTOMATED REPORT OF DISCREPANCY (ROD) PROCEDURES.

a. Information Pertaining to RODs. Information pertaining to RODs is contained in ASC X12 EDI TRANSACTION 864s that are transmitted from OPP to source load suppliers after information has been received from an OOP delivery point where a shipment was physically received. Based on information provided by the OOP delivery point, the ROD advises source load suppliers of additional payments due from DeCA because of overages found during receipt of shipments, or of credits due to DeCA because of damage or shortages found during receipt of shipments.

b. When to Create a ROD. When an OOP has received all containers in a shipment and has processed into DIBS a receipt for all containers in a shipment, that order/pull number is closed and a ROD file is created on which each line item overage or shortage is identified. The OOP inventory book value is adjusted to take the ROD into account, and the ROD file is electronically picked up by the OPP.

c. Open ROD File. These ROD transactions update the "Open ROD File" maintained on the OPP DIBS-DOORS system. OPP personnel regularly review the Open ROD File and, unless a

discrepancy is assessed as transportation related, a DIBS-DOORS CREATE FUNCTION is selected causing an ASC X12 864 Transaction Set, Text Message (ROD) to pass to the source load supplier and a report to print at the OPP for use in research and/or reconciliation with the source load supplier. The initial EDI 864 Text Message reports the discrepancy by OOP, pull number, case UPC, quantity ordered, quantity received, van, and seal number for each item that has a discrepancy. DIBS-DOORS assigns a suspense date of 10 calendar days to each ROD, during which time source load suppliers review the ROD and request additional information, if necessary, from the OPP to support the discrepancies. If an overage is reported on the initial EDI 864 and the source load supplier concurs, the source load supplier will have to bill DeCA for the additional product, unless DTI, in which case DeCA automatically initiates payment. Discrepancies in shipment assessed as transportation related are discussed in more detail in paragraph 5-4.

d. Discrepancies. When a source load supplier notifies an OPP that additional information is needed to document a discrepancy, the OPP changes the suspense date in DIBS-DOORS to 30 calendar days. If, after the initial 10 calendar days or after the extension to 30 calendar days, either no notice has been received from a source load supplier or the source load supplier indicates acceptance of the discrepancies, DIBS-DOORS causes the following to occur:

(1) An OSA/DVD Report or VCM is printed and a receipt (DIC 31A) or a VCM (DIC 52T) transaction is created for the net overage or shortage indicated in the ROD for a pull number.

(2) An ASC X12 864 Text Message (REC or VCM) transaction set is created for the source load supplier. This transaction set includes the system generated VCM number of the DIC 52T (if ROD was shortage/credit) or the Procurement Instrument Identification Number (PIIN)/call number of the system generated Receipt DIC 31A (if ROD was overage/payment) and a clerk code that identifies the individual initiating this process.

4-12. BILL PAYING.

a. Consolidated Payment. Each manufacturer that ships through a distributor must recognize that all shipments in DIBS-DOORS that are part of distributor source loads are consolidated for payment by OPP. Although a number of distributor source load shipments to a number of OOP delivery points supported by an OPP might be made during each roll up billing period, at the end of each roll up billing period, DeCA initiates only one consolidated payment to each manufacturer for all distributor source load shipments processed through the OPP during that roll up billing period. Each manufacturer should make certain that their source load distributor takes one of the following actions:

(1) Provide the actual items/quantities shipped to each OOP, which the manufacturer combines electronically into one consolidated listing to match against the payment. This is the approach that DeCA recommends because it gives manufacturer detailed information on items/quantities shipped to each OOP.

(2) Provide the actual items/quantities shipped to each OOP rolled up by the distributor into one consolidated listing that the manufacturer matches against the payment. DeCA believes this to be a less desirable approach because the manufacturer loses all visibility of item/quantity shipments to the various OOPs.

b. Who Makes the Payment. Payment is made by the Defense Finance Accounting Service (DFAS), and a hard copy remittance advice is included with the payment. This remittance advice shows the 6-digit OPP DODAAC, a 14-digit document number (made up of the last 3 digits of the OPP DODAAC, procurement instrument identification number (PIIN), call number), due date, amount, and invoice number.

c. DTI Invoice Number. In DIBS-DOORS, DTI invoice numbers are constructed differently than those used for DTI payments in U.S. commissaries. Because all four OPPs use the same PIINs and call numbers, DeCA and industry mutually agreed that DIBS-DOORS will build DTI invoice numbers as follows:

(1) For distributor source load roll ups: Last three positions of the OPP DODAAC, call number, and last day of the roll up period (expressed as MMDDYY).

(2) For manufacturer source load shipments: Last three positions of the OPP DODAAC, call number, and DRD (expressed as MMDDYY).

CHAPTER 5

MOVING MERCHANDISE USING DIBS-DOORS

5-1. OBJECTIVE. The objective of the DIBS-DOORS program is to have sufficient quantities of the right products in the right overseas locations at the right times, delivered as cost effectively as possible. This chapter discusses the criteria for achieving and retaining the status of DIBS-DOORS source load suppliers, DeCA monitoring of compliance with these criteria, and requirements for documenting shipments through DIBS-DOORS.

5-2. QUALIFYING AS A DISTRIBUTOR OR A MANUFACTURER SOURCE LOAD SUPPLIER.

a. Participation. Participation as a DIBS-DOORS source load supplier requires agreement among LELD, an OPP, an OOP, and a distributor or manufacturer. To qualify as a source load supplier, a distributor or a manufacturer must:

(1) Be able to accept an ASC X12 875 Transaction Set, Purchase Order, from an OPP, and transmit ASC X12 997 Transaction Set, Acknowledgement, to the OPP within 12 hours after receipt of purchase order.

(2) Be able to process the purchase order and to transmit an accurate and complete ASC X12 856 Transaction Set, Advance Shipping Notice (ASN), to an OPP by the DRD established. ASNs must be provided for each container, must include the transportation control number (TCN) for the container, and must include zero fills on items validly ordered but not shipped. Lists of data elements for these transaction sets are available from MPS or the ALA Bulletin Board.

(3) Be able to access the Electronic Shipper System (eSS), to include individual passwords and appropriate training which can be obtained by accessing <https://ess.eta.sddc.army.mil>. Suppliers will enter their shipping ocean container requirements for each order into eSS. DeCA TOs will read the requirements and arrange bookings, as requested. The confirmed booking information is electronically passed to eSS, updating the database. The supplier can view the booking information in eSS. Distributors and suppliers are responsible for updating the eSS database with all required information as soon as the containers are loaded at their facility. This information includes, but may not be limited to: container number (to include owner abbreviation code), seal number, cargo description, total weight (including pallets and dunnage), pieces, and cube (including pallets and dunnage). Shipping instructions (SI) will be printed when information is completed in eSS and a copy put in the container and a copy provided to the driver delivering the container to the port.

(4) Be able to include inside each container shipped a list of items and quantities shipped in the container and a copy of the completed SI that documents the container.

(5) Be able to achieve container utilization requirements per regularly scheduled cycle of orders sufficient to fill at least one 40-foot container to a minimum of either 75 percent of container cubic capacity or 40,000 pounds. The cube and weight of the product being shipped, pallets, slip sheets, crating, and other packing material required to stabilize loads (except the cube of inflated air bags) will be included in total weight and cube calculations. The following shows container utilization standard by cube and weight:

CONTAINER SIZE & TYPE	VAN UTILIZATION (<i>not less than</i>)
20-foot semi-perishable container*	700 cube or 20,000 pounds*
40-foot semi-perishable container	1450 cube or 40,000 pounds
40-foot high cube semi-perishable container	1700 cube or 40,000 pounds
40-foot perishable container	1100 cube or 40,000 pounds
40-foot high cube perishable container	1250 cube or 40,000 pounds

*A 20foot container standard is included here, but the preferred container size is 40 feet, and the vast majority of containers shipped will be 40-foot containers

(6) Be able to load and ship products on 4-way entry 48-inch x 40-inch commercial pallets that can be off-loaded and moved by a pallet jack or forklift. No products will be stacked directly onto container floors. To the extent possible, cases of like items should be loaded on the same pallet(s) or in the same tier(s). Pallet loads will be made up of one item only; when single items do not equal a full pallet load, they may be mixed. Failure to comply with unitization requirements may result in rejection of the shipment. Pallets must meet requirements of the country of destination. All pallets need to comply with the heat treated requirements below.

(7) All OCONUS shipments will be made on non-manufactured wood packing material that has been heat treated (HT) and marked in accordance with the International Standard for Phytosanitary Measures regulations – this includes all pallets; Commonwealth Handling Equipment Pool (CHEP) pallets do not meet this requirement. This process is being implemented to prevent the introduction of the pinewood nematode into their country. The nematode is a microscopic eelworm that causes extensive mortality in pines. This restriction will affect all shipments originating from the U.S.

(8) The American Lumber Standards Committee (ALSC) administers the U.S. certification program for heat treatment. More detailed information can be found by contacting ALSC, 301-972-1700, or Timber Products Inspection, 770-922-8000.

(9) Be able to process an ASC X12 864 Text Message sent by an OPP to advise of discrepancies in shipment reported by an OOP, and to accept subsequent ASC X12 864 Text Messages sent by an OPP to claim credit for mutually agreed upon shortages in shipments.

(10) Be able to ensure that data on the CMF and the DIBS RSLs are accurate, with special emphasis placed on item and case UPC, product description, size, brand, unit of measure, case pack, case weight, case cube, pallet tie and tier, and department code.

b. Distributor Source Load Supplier. Distributor source load suppliers in DIBS-DOORS will comply with the terms and conditions in the manufacturer's ROA they are representing. These ROA provisions describe standards for container utilization and fill rates, identification of errors, procedures for resolving disputes, shelf life provisions, handling reports of discrepancy, assessments for missed shipping dates, and a number of other issues.

c. Manufacturers Who Participate in DIBS-DOORS. Manufacturers who participate in DIBS-DOORS and who choose to have their products shipped to OOP delivery points through distributors who are qualified source load suppliers must have ROAs as the contractual instrument to do business with DeCA. If manufacturers need to change status from that of a source load supplier to working through a distributor source load supplier, or if a manufacturer needs to change from one distributor source load supplier to another, the manufacturer must notify the OPP(s) affected by the change at least 30 days prior to the change.

d. Manufacturer Source Load Supplier. Manufacturers who qualify as source load suppliers in DIBS-DOORS will comply with the terms and conditions in their ROAs and are applicable only to manufacturers and processors who act as source load suppliers. These ROA provisions describe standards for container utilization and fill rates, identification of errors, procedures for resolving disputes, shelf life provisions, handling reports of discrepancy, assessments for missed shipping dates, and a number of other issues.

5-3. MAINTAINING AND MONITORING SOURCE LOAD SUPPLIER STATUS.

a. Tracking the Load Source Supplier. Each OPP tracks both distributor source load supplier and manufacturer source load supplier performance with regard to the accuracy, completeness, and timeliness of ASN submissions, and issues letters of noncompliance to those source load suppliers that do not meet program standards. The OPP notifies any source load supplier that sends inaccurate or incomplete information in ASNs, and also notifies any source load supplier that transmits ASNs late during any month. A source load supplier is considered to have transmitted an ASN late if the pull with which the ASN is associated is shown as open after the DRD. For example, if a DRD is established as December 27, the source load supplier is declared late if the OPP report shows the pull with which the ASN is associated as open as of close of OPP business December 27/start of OPP business December 28. Also, a source load supplier is declared late if that source load supplier has not transmitted all ASNs (one ASN per container) by the DRD to close a multi-container pull. For example, if a DRD is established as December 27 for a multi-container order/shipment consisting of five containers, the source load supplier is declared late if the OPP report shows the pull for the multi-container shipment as open as of OPP close of business December 27/start of OPP business December 28. In this example, the source load supplier would be declared late even if four of the five ASNs had met the DRD, because no part of a shipment can be further processed in DIBS-DOORS until the OPP receives all ASNs associated with the shipment to close the pull. Thus, the effect of one late ASN for a multi-container shipment is to delay further OPP processing of the entire shipment. An OPP assesses a source load supplier as late for any month in which 5 percent or more of the source load supplier pulls for that month are shown as open on OPP reports reviewed after the DRD, as described in the examples above. Before declaring an ASN or pull late, OPP personnel, in coordination with

other DeCA personnel involved in DIBS-DOORS, inquire to make certain that the late ASN/pull is directly attributable to the actions of a source load supplier, and that DeCA communications difficulties are not the cause for the late ASN/pull.

b. Terminate Participation. A distributor or manufacturer source load supplier may, at any time, voluntarily terminate participation in the source load program by providing a minimum 30-day advance notice to the appropriate OPP of the LELD.

c. Nonconformity. If any OOP order volume to a distributor source load supplier or to a manufacturer source load supplier declines to the point that the source load supplier can no longer meet container utilization criteria, DeCA will notify the source load supplier of the nonconformity with the terms and conditions of the source load program and advise that the source load supplier take immediate corrective action or be terminated as a source load supplier for that OOP.

(1) **Manufacturers:** Manufacturer source load supplier container utilization will be measured for each order. If a manufacturer is identified as not meeting container utilization requirements to any OOP, the TO will notify the manufacturer in writing, and will allow the manufacturer a four order cycle probationary period (30-day period for weekly orders or 60-day period for every 2-week orders) to bring container utilization up to standard. The TO supporting the OOP will measure container utilization during this probationary period by determining the average container utilization for the four orders created during the period. If the manufacturer fails to meet the minimum van utilization requirements during the probationary period, LELD will issue a second notice advising that the manufacturer no longer qualifies as a source load supplier, and will request that the manufacturer, within 30 days, identify a qualified distributor source load supplier through which to ship product to OOP delivery points.

(2) **Distributors:** Distributor source load supplier container utilization will be measured for each order. If a distributor is identified as not meeting container utilization requirements to any OOP, the TO will notify the distributor and all manufacturers who ship through the distributor, in writing, and will allow the distributor a four order cycle probationary period (30-day period for weekly orders or 60-day period for every 2-week orders) to bring container utilization up to standard. The TO supporting the OOP will measure van utilization during this probationary period by determining the average van utilization for the four orders created during the period. If the distributor fails to meet the minimum van utilization requirements during the probationary period, the TO will issue a second notice advising both the distributor and supported manufacturers that the distributor no longer qualifies as a source load supplier, and will request that the manufacturers, within 30 days, identify other qualified distributor source load suppliers through which to ship product to OOP delivery points.

d. Appeal of Termination. Appeals of termination of source load supplier status are handled on a case-by-case basis by the TO. The basic consideration in deciding these cases is the probability that the source load supplier will/will not be able to significantly increase container utilization through signing on additional companies (distributor source load supplier) or by significantly increasing sales (manufacturer source load supplier).

e. Fill Rates. The standard for fill rates in DIBS-DOORS is 95 percent, measured as number of cases shipped compared with number of cases validly ordered. The OPP determines a fill rate for each order/shipment and sends a Letter of Noncompliance to notify any distributor source load supplier or manufacturer source load supplier that falls below the 95 percent fill rate standard. The OPP computes fill rates by comparing the number of cases that were validly ordered with the number of cases shipped as reported by source load suppliers on ASNs. Validly ordered cases are those cases that remain on order after cases cancelled because of item mismatches at OPP or source load supplier level have been deducted from the original total of cases ordered by the OOP. For example: If an OOP creates an order for 2,000 cases and 100 cases are cancelled because of item mismatches, the number of validly ordered cases is 1,900. If the source load supplier ships 1,800 cases, as reported on ASNs, the fill rate is $1,800/1,900=94.74$ percent. Unless there is a substantial difference in number of cases actually received at an OOP delivery point versus the number of cases reported as shipped on an ASN, the number of cases shipped reported by source load suppliers on ASN(s) will be used to determine the fill rate. If there is a substantial difference between the number of cases reported on the ASN(s) and the number of cases actually received at the OOP delivery point, the actual number of cases received will be used to compute the fill rate for that shipment.

5-4. PREPARING AND DOCUMENTING SHIPMENTS. Both distributor and manufacturer source load suppliers must participate in preparing and documenting shipments as follows.

a. The Transportation Office. The TO in each OPP is responsible for all transportation issues concerning container booking and movement of containers to OOP delivery points. As orders are transmitted to the OPP from the various OOPs, the DeCA van planning program estimates the number and types of containers required for each order. After supplier/vendor enters container requirements into the eSS system, the traffic management specialist will book cargo using best value practices. Bookings are adjusted to match actual container requirements after source load suppliers have reviewed orders and have provided more refined container requirements.

b. Process Purchase Orders. Source load suppliers process purchase orders (EDI 875) received from OPPs and determine the number, sizes, and types of containers that will actually be required for shipments. Source load suppliers then contact the TO and provide the actual number, sizes, and types of containers needed; the temperature settings required for refrigerated containers; and any information about hazardous cargo.

c. The Vendor Gains Access. Once the basic/skeletal information is in the eSS system, the vendor can then gain access to the information and complete the required data.

d. Container Inspection. Prior to loading a container, source load suppliers must thoroughly check the container for holes, contamination, protruding objects, odors, non-operating refrigeration units, or other conditions that might warrant rejection of the container. The source load supplier must notify the TO immediately, by email or phone, if the source load supplier has

to reject a container, has difficulty obtaining containers, or encounters other conditions that might result in late delivery of a shipment to the POE.

e. Shipment Discrepancies. Any discrepancies in shipment identified as transportation discrepancies are not reported via the ROD process described in paragraph 4-11. Any such discrepancies in shipments sent through the Defense Transportation System (DTS) and shipments within CONUS moving by commercial carrier are reported by the receiving activity (the OOP in DIBS-DOORS) on a Standard Form (SF) 361, Transportation Discrepancy Report (TDR). Reporting procedures are described in the Defense Transportation Regulation, Part II, Cargo Movement, Chapter 210, Transportation Discrepancy Report (TDR). Ultimate responsibility for preparation of the SF 361 rests with the consignee. The consignee submits a TDR for each transportation discrepancy detected, together with supporting documentation, and investigates the circumstances relating to each discrepancy to support the Government claim against a carrier. Before forwarding a TDR to an area for review, the consignee should include a statement in block 30 (Remarks) of the TDR that all action responses are to be sent directly to the consignee identified in block 3. LELD staff reviews and forwards TDRs to the Military Surface Deployment and Distribution Command (SDDC), Scott Air Force Base, Illinois. SDDC area commander recommendations and findings are forwarded to United States Transportation Command (USTRANSCOM), which initiates claim action against the responsible carrier. The Office of the Store Director (SDO) processes claims against the ocean carrier, receives reimbursement for overseas claims, and USTRANSCOM forwards any funds recovered for such claims to DeCA Headquarters, Resource Management Directorate.

CHAPTER 6

DIBS-DOORS TO THE PACIFIC AND THE FAR EAST

6-1. DIBS-DOORS SUPPORT. DIBS-DOORS is used to provide replenishment support to commissaries in Guam, Okinawa, Japan, Korea, and Alaska. Operational control of the CDCs is under LELD, and store operations are under the Store Operations Group (SO). The area DIBS RSL contains over 32,000 items, of which 8,000 semi-perishable and 1,500 perishable items are available to order for OOPs and commissaries in Guam, Alaska, Okinawa, Japan, and Korea. Responsibility for regular and promotional item selection is divided between the area and MPS.

6-2. OPP FOR OOPs IN THE PACIFIC THEATER. The OPP for all OOPs in the Pacific Theater is located at the LELD Sacramento, California, office. The DODAAC for the Pacific OPP is HQCWH6 and the DRD for both perishable and semi-perishable products is 17 days. The DODAAC for the Alaska OPP is HQCWJ5 and the DRD for both perishable and semi-perishable products is 5 days.

6-3. ORDER FREQUENCY. This discussion includes mention of “typical” order frequencies and of estimated average order ship times (OST) to the various OOPs in this area. However, all OPP and OOP personnel and broker/manufacturer representatives who assist in preparing orders must be sensitive to the fact that both United States Federal holidays and foreign national holidays (e.g., Lunar New Year in Japan and Korea, Chou Seck holiday in Korea, etc.) may require adjustments in order quantities or schedules to compensate for holiday disruption of “typical” supply channels. Additionally, all DeCA and industry personnel involved in order development must focus on actual patron demand and DeCA-sanctioned promotional requirements as the primary criteria for determining order quantities, and afford all other considerations lower priority.

6-4. ITEM FILE INFORMATION. It is vitally important that all item file information be correct and consistent across OOP, OPP, district, area, and CMF stock lists. If any of this information is incorrect or inconsistent, the order development and creation process itself may be delayed, the order could be rejected upon transmission to OPP, or item mismatches might not be recognized by source load suppliers as valid item orders. Item file information in all orders from each OOP in the Pacific Theater and Alaska must precisely match item file information in the OPP file to be recognized as valid orders. The OPP file is available on the Western Area ALA Bulletin Board. The ALA Western Area Bulletin Board is updated at the beginning of each semi-monthly roll up period. DeCA’s trading partners should regularly compare all files with the CMF and report any discrepancies noted or changes required to points of contact identified in Appendix A.

6-5. COMMISSARIES THAT SUPPORT OTHER COMMISSARIES. Some of the OOPs in the Pacific Theater are CDCs; some are commissaries that support other commissaries; and one, Misawa Commissary, is self supporting. The following narrative describes key OOP features and support relationships.

a. The Guam CDC. There are three OOPs in Guam. The Guam CDC (both order and delivery point), the Anderson store, and the Orote store. Most products are delivered to the Guam CDC, but certain commodities are ordered directly by these locations. The OOP orders semi-perishable and perishable items weekly, based on minimum 40-foot container loads, for delivery at the CDC location. Order Ship Time OST is 28 days for semi-perishable and 35 days for perishable. The two commissaries on Guam order semi-perishable and perishable shelf replenishment stocks from the CDC at prescheduled frequencies.

b. The Okinawa CDC. There is one OOP on Okinawa. The Okinawa CDC is located at Camp Kinser, Okinawa, and is the OOP (both order and delivery point) for Okinawa. This OOP orders semi-perishable and perishable items weekly, based on minimum 40-foot container loads, for delivery at the CDC location. OST is 40 days for semi-perishable and 47 days for perishable. The four commissaries on Okinawa order semi-perishable and perishable shelf replenishment stocks from the CDC at prescheduled frequencies.

c. OOPs in Japan. There are nine OOPs in Japan.

(1) The Kanto Plain CDC is located at Sagami Depot for semi-perishable product and at North Dock for perishable product. Kanto Plain CDC supports Yokosuka, Yokota, Sagamihara, and Atsugi. However, certain items are ordered directly to the OPP by these four locations. The OOP orders semi-perishable items weekly based on minimum 40-foot container loads, for delivery at the CDC location. OST is 28 days. This OOP is also responsible for transmitting chill and freeze orders weekly for Yokosuka, Sagamihara, and Yokota commissaries for delivery directly to these commissaries. OST to these delivery locations is 35 days. Commissaries supported by the Kanto Plain CDC order semi-perishable shelf replenishment stocks from the CDC at prescheduled frequencies.

(2) The Iwakuni Commissary OOP (order and delivery point) is located in the southern part of Honshu and supports Iwakuni, Hario, and Sasebo commissaries. The Iwakuni and Hario commissaries order certain items directly to the OPP. Semi-perishable and perishable items are ordered every 2 weeks, based on minimum 40-foot container loads, for delivery at the Iwakuni Commissary location. OST is 28 days for semi-perishable and 35 days for perishable. Commissaries supported by the Iwakuni Commissary order semi-perishable and perishable shelf replenishment stocks from the Iwakuni Commissary at prescheduled frequencies.

(3) The Misawa Commissary OOP is located in the northern part of Honshu, and is a self-supporting order and delivery point. Semi-perishable and perishable items are ordered weekly, based on minimum 40-foot container loads (with exceptions to compensate for limited perishable storage capacity), for delivery at the Misawa Commissary location. OST is 28 days for semi-perishable and 35 days for perishable. The commissary replenishes semi-perishable and perishable shelf stocks daily from its own storage facilities.

d. OOPs in Korea. There are six OOPs in Korea. To accommodate weekly ordering, some multi-stop routes have been set up for Korea. Details are available from the OPP points of contact listed in Appendix A.

(1) The Daegu Commissary OOP (order and delivery point) is located in south central Korea and supports commissaries in Daegu, Chinhae, and Camp Carroll. Semi-perishable items are ordered weekly, based on minimum 40-foot container loads, for delivery at the Daegu Commissary location. OST is 30 days for semi-perishable. The Daegu CDC maintains semi-perishable items and orders shelf replenishment stocks from the Daegu Commissary at a prescheduled frequency.

(2) The Osan Commissary OOP (order and delivery point) is located in northeastern Korea, which supports itself and several other commissaries. Semi-perishable and perishable items are ordered weekly, based on minimum 40-foot container loads, for delivery at the Osan Commissary location. OST is 30 days for semi-perishable and 37 days for perishable. Commissaries supported by the Osan Commissary order semi-perishable and perishable shelf replenishment stocks from the Osan Commissary at prescheduled frequencies.

(3) The commissaries at Yongsan, Osan, and Daegu order certain perishable items that cannot be adequately stored and distributed by the Osan Perishable CDC.

(4) The Yongsan CDC maintains semi-perishable items and supports the commissaries located in Yongsan, Camp Casey, Camp Red Cloud, Camp Stanley, Hannam Village, Osan, Kunsan, Camp Humphreys, and K-16.

e. How to Order. Commissaries supported by CDCs or by other commissaries order merchandise via radio frequency hand held terminals (RF-HHT) from support facilities at prescheduled frequencies, based on sales demand, and merchandise is delivered 24-48 hours after order. Self-supporting stores replenish shelf stock from their own storage facilities.

CHAPTER 7

DIBS-DOORS TO THE ATLANTIC, EUROPE, AND THE NEAR EAST

7-1. DIBS-DOORS SUPPORT. DIBS-DOORS support, as it applies in the Atlantic, Europe, and the Near East, is divided between LELD and the Europe (EU) area, located at Kapaun Air Station in Germany, and commissaries located in the Azores, the United Kingdom, Spain, Belgium, the Netherlands, Germany, Italy, Turkey, Egypt, and Saudi Arabia. Inventory managers on the LELD staff prepare orders for all CDCs that support commissaries in Europe, the United Kingdom, and the Near East. These orders are prepared at the CDC Kaiserslautern, but are coded for delivery to the CDCs. The other OOP in Europe, Lajes Field Commissary, Azores, has order and delivery point at the same physical location. The DIBS RSL contains about 9,000 semi-perishable items and about 2,700 perishable items, all of which are available to be ordered by OOPs and commissaries throughout Europe. Responsibility for regular and promotional item selection is divided between the area and MPS.

7-2. OPP FOR OOPs IN THE ATLANTIC, EUROPE, AND THE NEAR EAST. The OPP for all OOPs in the Atlantic, Europe, and the Near East is located within LELD, Fort Lee, Virginia, and is part of the LELD staff. The DODAAC for this OPP is HQCAAB. For all OOPs in Europe, the DRD for semi-perishable and perishable items is 24 days.

7-3. ORDER FREQUENCY. This discussion includes mention of “typical” order frequencies and of average estimated OSTs to the OOPs in this area. However, all OPP and OOP personnel and broker or manufacturer representatives who assist in preparing orders must be sensitive to the fact that both United States Federal holidays and foreign national holidays or celebrations (e.g., second Christmas, Easter Monday, Fasching, etc.) may require adjustments in order quantities or schedules to compensate for holiday disruption of “typical” supply channels. Additionally, all DeCA and industry personnel involved in order development must focus on actual patron demand and DeCA-sanctioned promotional requirements as the primary criteria for determining order quantities, and afford all other considerations lower priority.

7-4. ITEM FILE INFORMATION. It is vitally important that all item file information be correct and consistent across OOP, OPP, area, and CMF stock lists. If any of this information is not correct and consistent, the order development and creation process itself may be delayed; the order could be rejected upon transmission to OPP; or item mismatches might not be recognized by source load suppliers as valid item orders. MPS provides the RSL twice a month (5th and 20th) via the ALA Electronic Bulletin Board. DeCA’s trading partners should regularly compare all files with the CMF and report any discrepancies noted or changes required to points of contact identified in Appendix A.

7-5. COMMISSARIES THAT SUPPORT OTHER COMMISSARIES. The following narrative describes key OOP features and support relationships.

a. OOP in the Azores. There is one OOP in the Azores. The Lajes Field Commissary OOP is located in the Azores, an island group in the Atlantic Ocean about 1,000 miles west of Portugal, and is a self-supporting order and delivery point. Because only one seaborne carrier serves Lajes, this OOP keys orders to a 25 day cycle that matches the shipping cycle. Semi-perishable and perishable items are ordered, based on minimum 40-foot container loads, for delivery at the Lajes Field Commissary location. Lajes replenishes semi-perishable and perishable shelf stocks from its own storage facilities.

b. OOPs in Germany. There are two OOPs in Germany.

(1) The Germersheim CDC, located in Germany, is the OOP (delivery point only) for semi-perishable merchandise that is used to support all Europe commissaries and Navy Exchange Marts (NEXMARTS), to include Great Britain. Europe inventory managers place orders for semi-perishable product weekly based on minimum 40-foot container loads, for delivery at the Germersheim CDC location. OST is 45 days. Supported commissaries and NEXMARTS order semi-perishable shelf replenishment stocks from the CDC at prescheduled frequencies.

(2) The Kaiserslautern Cold Storage (KCS) CDC, located in Germany, is the OOP (order and delivery point) for perishable merchandise used to support all Europe commissaries and NEXMARTS, to include Great Britain. Inventory managers place orders for perishable product weekly, based on minimum 40-foot container loads, for delivery at the KCS CDC location. The OST is 45 days. Supported commissaries and NEXMARTS order perishable shelf replenishment stocks from the CDC at prescheduled frequencies.

c. Shelf Replenishment Order Requirements. Generally, commissaries and NEXMARTS located in Great Britain, Spain, Belgium, the Netherlands, Germany, Italy, and Turkey develop and transmit orders to CDCs to replenish store level shelf stocks of semi-perishable and perishable merchandise with radio frequency hand held terminals (RF-HHT). Holiday, promotional, or other special order requirements are entered into RF-HHTs, as needed. When completed, orders are transmitted electronically to CDCs, which acknowledge receipt of orders; provide various reports and documentation; select and pack orders; and, using contracted trucking, transport merchandise overland to commissary and NEXMART locations. Depending on sales volume, operating schedule, and facility location, order frequencies range from 2-5 times per week, and lag times between order and receipt range from about 16 hours to about 48 hours.

d. Order Ship Time. The Riyadh and Dhahran, Saudi Arabia, and Cairo, Egypt, commissaries transmit their RF-HHT orders directly to Germersheim CDC files for semi-perishable support. RF-HHT transmissions are done by direct dial in. Product is pulled from the Germersheim CDC and containers are booked for surface shipment. Order ship time is estimated to be 60 days to each location, contingent upon time required for customs clearance. Perishable orders for freeze and chill products are transmitted via RF-HHT into KCS. Frozen products are

shipped surface to Saudi stores, and Cairo orders are airlifted. Chill products are airlifted to each location along with FF&V, dairy, and other highly perishable products. Semi-perishable and frozen products are ordered monthly. Chill and other sensitive shelf life products are airlifted to each location weekly. Because of longer OST to these locations, product arriving via surface is warehoused and daily shelf stock replenishment requirements are pulled from warehouse stock.

CHAPTER 8

DIBS-DOORS TO THE CARIBBEAN

8-1. DIBS-DOORS SUPPORT. DIBS-DOORS support, as it applies in the Caribbean, is provided by LELD at DeCA Headquarters, Fort Lee, Virginia. DIBS-DOORS is used to provide replenishment support to the commissary in Puerto Rico and a NEXMART located at Guantanamo Bay, Cuba. The DIBS RSL contains about 36,000 items, of which 11,000 semi-perishable and 3,500 perishable items are available to be ordered by OOPs, commissaries, and the NEXMART located in the Caribbean. MPS is responsible for regular and promotional item selection.

8-2. OPP FOR OOPs IN THE CARIBBEAN. There is one OPP for the OOPs located in the Caribbean. Personnel who staff the OPP are part of LELD. The OPP is physically located in LELD, Fort Lee, Virginia, but the OPP has its own DODAAC. The OPP that provides support to OOPs in Puerto Rico and at Guantanamo Bay is identified as DODAAC HQCSK7. For all areas in the Caribbean, the DRD for semi-perishable and perishable items is 21 days.

8-3. ORDER FREQUENCY. This discussion includes mention of “typical” order frequencies and average estimated OSTs to the various OOPs in this area. However, all OPP and OOP personnel and broker or manufacturer representatives who assist in preparing orders must be sensitive to the fact that both United States Federal holidays and foreign national holidays or celebrations (e.g., the Christmas season, Carnival, etc.) may require adjustments in order quantities or schedules to compensate for disruption of “typical” supply channels. Additionally, all DeCA and industry personnel involved in order development must focus on actual patron demand and established promotional requirements as the primary criteria for determining order quantities, and afford all other considerations lower priority.

8-4. ITEM FILE INFORMATION. It is vitally important that all item file information be correct and consistent across OOP, OPP, area, and CMF stock lists. If any of this information is incorrect or inconsistent, the order development and creation process itself may be delayed; the order could be rejected upon transmission to OPP; or item mismatches might not be recognized by source load suppliers as valid item orders. MPS provides area DIBS RSLs twice a month (5th and 20th) via the ALA Electronic Bulletin Board. DeCA’s trading partners should regularly compare all files with the CMF and report any discrepancies noted or changes required to points of contact identified in Appendix A.

8-5. COMMISSARIES THAT SUPPORT OTHER COMMISSARIES. One OOP in this area is a self-supporting commissary, Fort Buchanan, Puerto Rico, and one is a NEXMART in Guantanamo Bay (GITMO), Cuba. The following narrative describes key OOP features and support relationships.

a. Guantanamo Bay OOP. The GITMO OOP is a self-supporting order and delivery point, and orders semi-perishable and perishable items every 2 weeks, based on minimum 40-foot container loads (with exceptions to compensate for limited perishable storage capacity), for delivery at the GITMO location. OST is 27 days for semi-perishable and 25 days for perishable. GITMO replenishes semi-perishable and perishable shelf stocks from its own storage facilities.

b. Puerto Rico OOP. The Fort Buchanan Commissary OOP is a self-supporting order and delivery point. Semi-perishable and perishable items are ordered every 2 weeks, based on minimum 40-foot container loads, for delivery at the Fort Buchanan Commissary location. OST is 25 days for semi-perishable and 25 days for perishable. The commissary replenishes semi-perishable and perishable shelf stocks from its own storage facilities.

APPENDIX A

POINTS OF CONTACT FOR DIBS-DOORS

A-1. Order processing point (OPP) personnel serve as first-line points of contact for general inquiries about DIBS-DOORS and for reporting day-to-day concerns and difficulties associated with DIBS-DOORS operations. As necessary, OPP personnel refer DIBS-DOORS matters to other offices.

ORDER PROCESSING POINT	PHONE NUMBER
East Coast OPP (Atlantic/Europe/Caribbean)	(804) 734-8000, DSN 687-8000 Extensions 48154/48164/48202/48186 FAX (804) 734-8009
West Coast OPP (Pacific/Far East)	(206) 967-4378/4572, DSN 357-4378/4572 FAX (206) 964-4855

GLOSSARY

ACRONYMS

ALA	American Logistics Association
ALSC	American Lumber Standards Committee
ASN	Advance Ship Notice
CDC	Central Distribution Center
CHEP	Commonwealth Handling Equipment Pool
CMA	Cooperative Merchandising Agreements
CMF	Catalog Master File
CONUS	Continental United States
DeCA	Defense Commissary Agency
DeCAD	DeCA Directive
DeCAH	DeCA Handbook
DFAS	Defense Finance Accounting Service
DIBS	DeCA Interactive Business System
DODAAC	Department of Defense Activity Address Code
DOORS	DeCA Overseas and Ordering and Receiving System
DRD	Demand Receipt Date
DSD	Direct Store Delivery
DTI	Delivery Ticket Invoice
DTS	Defense Transportation System
ECR	Efficient Consumer Response
EDI	Electronic Data Interchange
eSS	Electronic Shipper System
EU	Europe
FDS	Frequent Delivery System
FF&V	Fresh Fruits and Vegetables
GITMO	Guantanamo Bay
GTIN	Global Trade Item Number
HT	Heat Treated
IBS	Integrated Booking System
KCS	Kaiserslautern Cold Storage

LE	Infrastructure Support Group
LELD	Distribution and Transportation Division, Infrastructure Support Group
LSN	Local Stock Number
MMDDYY	Mouth Day Year
MPOS	Operations and Program Standardization Division
MPS	Sales Directorate, Sales, Marketing and Policy Group
NEXMART	Navy Exchange Mart
NSN	National Stock Number
OCONUS	Outside Continental United States
OOP	Overseas Ordering Point
OPP	Order Processing Point
OSA	Off Shore Acquired
OST	Order Ship Time
PIIN	Procurement Instrument Identification Number
POE	Port of Embarkation
POD	Port of Debarkation
RF-HHT	Radio Frequency Hand Held Terminals
ROA	Resale Ordering Agreement
ROD	Report of Discrepancy
RSL	Region Stock List
RSUL	Requisition Status Update Listing
SAVES	Standard Automated Voucher Examination System
SDDC	Surface Deployment and Distribution Command
SDO	Office of the Store Director
SF	Standard Form
SO	Store Operations Group
SI	Shipping Instruction
TCMD	Transportation Control and Movement Document
TCN	Transportation Control Number
TDR	Transportation Discrepancy Report
TO	Transportation Office
TPA	Trading Partner Agreement
UPC	Universal Product Code
USTRANSCOM	United States Transportation Command
VCM	Vendor Credit Memorandum
VPR	Voluntary Price Reduction