

**MANAGEMENT INFORMATION SYSTEM (MIS)
USER MANUAL**

**DLAM 4745.40 VOL. VI
Revision Date: May 24, 2001**

CUSTOMER COMPLAINT DISCREPANCY CODE

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UM-C-5.DOC

CUSTOMER COMPLAINT DISCREPANCY CODE

Description. The Customer Complaint Discrepancy Code explains the Type of Customer Complaint Discrepancy reported to the Storage Depot.

Number of Characters: 2

Type of Code: ALPHA/NUMERIC

CODE	DEFINITION/EXPLANATION
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- | | |
|-----|--|
| A1. | Condition of stored materiel changed because of damage. |
| A2. | Condition of stored materiel changed because of deterioration. |
| A3. | Stored Materiel is misidentified. |
| A4. | Stored Materiel is incomplete. |
| A5. | Stored Materiel requires repair. |

Condition of Materiel

- | | |
|-----|---|
| C1. | In condition other than that indicated on release/receipt document. |
| C2. | Expired shelf-life. |

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- | | |
|-----|--|
| C3. | Damaged Parcel Post shipment. |
| C4. | Exceeded delivery age control. |
| C5. | Damaged freight shipment. |
| C6. | Damaged caused by pilferage, vandalism or theft. |

Documentation

- | | |
|-----|---|
| D1. | Supply documentation not received. |
| D2. | Supply documentation illegible or mutilated. |
| D3. | Supply documentation incomplete, improper or without authority. |

Wood Products

- | | |
|-----|---|
| L1. | Moisture exceeds allowable percentage. |
| L2. | Not treated in accordance with specification. |

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L3.	Product off grade.
L4.	Improper size.
L5.	Improper tally.
L6.	Improper or no grade mark on product.
L7.	Rotten product.
L8.	Splits, excessive wane, scant, or not end trimmed (one or all).

Misdirected

M1.	Material addressed to wrong activity.
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Overage

O1.	Quantity received more than quantity on receipt document.
O2.	Quantity received more than quantity requested plus variance, if applicable.

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O3.	Quantity received duplicates shipment.
O4.	Quantity received more than quantity on transportation document (SF361).

Packing Discrepancy

P0.	Improper Packaging.
P1.	Improper preservation.
P2.	Improper packing.
P3.	Improper marking.
P4.	Improper utilization.
P5.	Improper LOGMARS.
P6.	Improper shelf-life marking.

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P7.	Missing part number of container.
P8.	PPP&M contract deficiency which has been corrected/is being corrected by the depot. (SF364, Action Code 1H not allowed with P8.)

Product Quality Deficiencies

- Q1. Deficient Materiel (Grant Aid and FMS only).
- Q2. Quality deficiency, item requires change in design.
- Q3. Design deficiency, item requires change in design.
- Q4. Contracting deficiency, specification and/or technical data deficient.
- Q5. Item under investigation.
- Q6. Item failed under use.
- Q7. Safety hazard.

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S4. Materiel not received but billed.

S5. Quantity less than quantity on transportation document (SF361).

Shortage of Materiel

S1. Quantity less than quantity on the receipt document.

S2. Quantity less than quantity requested minus variance, if applicable

S3. Parcel Post not received.

Technical Data

T1. Missing.

T2. Illegible or mutilated.

T3. Precautionary operational markings missing.

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- | | |
|-----|--|
| T4. | Inspection data missing or incomplete. |
| T5. | Serviceability operating data missing or incomplete. |
| T6. | Warranty. |

Wrong Item

- | | |
|-----|-----------------------------------|
| W0. | Unidentifiable. |
| W1. | Incorrect item received. |
| W2. | Unacceptable substitute. |
| W3. | Unit of Issue incompatibility. |
| W4. | Incorrect part number. |
| W5. | Missing part number of BARS item. |

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W6. Mixed stock.

W7. Wrong item purchased.

W8. Wrong unit of issue shown on procurement instrument.

W9. Incomplete item.

Damage

X1 Received in damaged/unserviceable condition.
