

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

**DLAM 4745.40 VOL. VI  
Revision Date: Jan. 12, 2001**

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**CUSTOMER COMPLAINT TYPE DOCUMENT CODE**

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**CODES continued**

UM-C-6.DOC

**CUSTOMER COMPLAINT TYPE DOCUMENT CODE**

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**Description.** The Customer Complaint Type Document Code Identifies the type of document used by the customer to register a Customer Complaint with the ICP/DSC.

**Number of Characters:** 1

**Type of Code:** ALPHA/NUMERIC

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<b>CODE</b>	<b>DEFINITION/EXPLANATION</b>
0.	Category I Quality Deficiency Report (QDR)
1.	SF 368, Category II QDR
2.	Phone/message/letter (not a category I QDR)
3.	SF 361, Discrepancy in Shipment Report (DISREP)
4.	DLA quality audit generated
5.	DD Form 1225, Storage Quality Control Report
6.	SF 364, Report of Discrepancy (ROD), direct vendor delivery to customer
7.	SF 364, ROD, depot delivery to customer
8.	SF 364, ROD, depot customer return
9.	SF 364, ROD, depot contract receipt
A.	DD Form 1608, Unsatisfactory Materiel Report (Subsistence)
B.	SF380, Report and Processing Medical Material Components, Type I (DD Form 1899)

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<b>CODE</b>	<b>DEFINITION/EXPLANATION</b>
C.	SF 380, Report and Processing Medical Material Complaints, Type 11
D.	SF 380, Report and Processing Medical Material Complaints, Type III
E.	DD Form 1938, GIDEP Alert
F.	DD Form 1938, GIDEP Safe Alert

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