



DEFENSE LOGISTICS AGENCY

AMERICA'S COMBAT LOGISTICS SUPPORT AGENCY

DLA LAND AND MARITIME



**When
Resolution Specialists
Get Involved:**

Delays in Being Paid



OVERVIEW

- Why are Resolutions Specialists Involved?
- Top 10 Reasons for Payment Delay
- Suggestions
- Helpful Websites
- Points of Contact



WHY ARE RESOLUTION SPECIALISTS INVOLVED?

Normal Payment Timeline

Payment is made based on the latter date of the receipt of a valid invoice or Government acceptance (unless fast payment procedures are authorized).

Basic List													
Sh. Text	MVT	Material Document	Item	Posting Date	Quantity	OU	Amount in LC	L.cur	Reference	Qty in OPU	Order Price Unit	Amount	Crcy
GR	101	<u>5118077231</u>	1	10/09/2013	8.000	EA	14,864.00	USD		8.000	EA	14,864.00	USD
Tr./Ev. Goods receipt					8.000	EA	14,864.00	USD		8.000	EA	14,864.00	USD
IR-L		<u>5162404207</u>	1	10/09/2013	8.000	EA	14,864.00	USD		8.000	EA	14,864.00	USD
Tr./Ev. Invoice receipt					8.000	EA	14,864.00	USD		8.000	EA	14,864.00	USD



WHY ARE RESOLUTION SPECIALISTS INVOLVED?

“Why Don’t I Get Paid”

Acceptance is based on:

- Material
- Quantity
- Price
- Receipt Location
- Shipping, Packaging, Marking Requirements
- Receiving Documents
- Everything must match the contract

When there’s a problem, the Resolution Specialist Investigates!



TOP 10 REASONS FOR PAYMENT DELAY

#10 Non-conformance to heat treatment requirement for wood packing materials (since 2007, all wood packing materials require a stamp certifying heat treatment (DLAD clause 52.247-2012).

#9 Incorrect item received.

#8 Wrong CLIN number on shipping documents or invoice



TOP 10 REASONS FOR PAYMENT DELAY

- #7** Material not received in acceptable condition (i.e. damaged, other quality issues)
- #6** Quantities on shipping documents or the invoice do not match quantities in shipment.
- #5** Material shipped to the wrong depot.



TOP 10 REASONS FOR PAYMENT DELAY

- #4** No documentation received with shipment (MIL-Std-129R requires a copy of the receiving report be sent with the shipment unless otherwise noted in contract) or without Government inspection and acceptance for I&A Source contracts.

- #3** Electrostatic Device received in non-compliant ESD packaging (not meeting QPL 81705)

- #2** Incorrect Quantity Unit Pack or Unit of Issue



TOP 10 REASONS FOR PAYMENT DELAY

#1 Reason Why Payments Are Delayed:

Material received without/or incorrect MIL-STD129R labels (Missing Shelf Life, Unit of Issue, Contract Number and other required information)



SUGGESTIONS

- Contact your Contract Administrator
 - Email address is in Block 6 of your Award document. Vendors may create Post Award Request (PARs) on DIBBs @ <https://www.dibbs.bsm.dla.mil>
- Maintain up-to-date point of contact information in the System for Awards Management (SAM.gov)
- Retain and make available Proof of Delivery (Carrier Tracking) information



SUGGESTIONS cont'd

- Recommend placing shipment commercial tracking numbers in Wide Area Work Flow (WAWF) Receiving Report
- RFID tags- **DO NOT DUPLICATE!!!!** They will always be assigned to the first contract you put them in under
 - Duplication causes misidentification of material/losses in transit within depots.



HELPFUL WEBSITES

- <http://assist.daps.dla.mil/> - copies of Military Standards including MIL-STD-129R and MIL-STD-2073-1D, MIL-PRF 81705E and QPL-81705 for approved ESD requirements and materials
- www.dodrfid.org – information on DOD’s Radio Frequency Identification marking requirements
- www.wawftraining.com – online training for WAWF



DELIVER THE RIGHT SOLUTION ON TIME, EVERY TIME

CONCLUSION

