



DEFENSE LOGISTICS AGENCY
HEADQUARTERS
8725 JOHN J. KINGMAN ROAD
FORT BELVOIR, VIRGINIA 22060-6221

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Customer Materiel Receipt Acknowledgment (MRA) Request

DLA continues to have a low return rate of MRA receipts for Customer Direct items. We are requesting your assistance to improve our MRA status and subsequently DLA's efforts to become audit ready.

DLA ships and receives thousands of items daily. Some customers receive their orders directly from a DLA depot (DLA Direct) and others receive their orders directly from a vendor (Customer Direct). Regardless of the shipping method, when the items are received, the customer is required to send a MRA to acknowledge receipt of the materiel IAW DODM 4140.1, Volume 5 and DLM 4000.25, Volume 2.

A lack of submitting MRAs negatively impacts the MIL Services accountability and auditability with unliquidated obligations and non-compliance with MRA guidance. Furthermore, non-Fast Pay DLA vendors are not paid IAW Prompt Payment Act and DLA can neither properly bill nor close sales orders in a timely manner. This results in increased cost due to incurred interest and impacts to cash and net operating costs.

To ensure 100 percent compliance with all MRA guidance, DLA request your immediate review of a list of Customer Direct orders in SS status (DLA supported requisition has been shipped) and submit MRAs as appropriate. This list will be sent on separate coordination by December 5th. If no MRA is received and posted in the Enterprise Business System (EBS) 120 days past the shipped date of the order and there is no open Product Quality Deficiency Report (PQDR) or Supply Discrepancy Report (SDR) for the same original document number and quantity, we will assume customer receipt, process the MRAs, and close the sales orders by 22 Dec 2014.

The following order types will be excluded from this cleanup process:

- a. Defense Medical Logistics Standard Support (DMLSS)
- b. Subsistence Total Order and Receipt Electronic System (STORES) and Fresh Fruits and Vegetables Order Receipt System (FFAVORS)
- c. Army Medical Material Agreement (AMMA)
- d. Disposal
- e. Energy

We will monitor progress of your MRA submissions during various joint DLA and MIL Services meetings. The Point of Contact for this action is your Service National Account Managers.



JEFFREY R. CURTIS, SES
Executive Director, Support
DLA Logistics Operations

DISTRIBUTION:

COMMANDING OFFICER, U.S. COAST GUARD SURFACE FORCE LOGISTICS CENTER
COMMANDING OFFICER, U. S. COAST GUARD AVIATION LOGISTICS CENTER
COMMANDER, NAVAL SUPPLY SYSTEMS COMMAND
DIRECTOR, LOGISTICS PROGRAMS AND BUSINESS OPERATIONS (OPNAV N41)
DIRECTOR OF LOGISTICS, DEPUTY CHIEF OF STAFF FOR LOGISTICS,
INSTALLATIONS AND MISSION SUPPORT (HAF/A4L)
HQMC I&L, ASSISTANT DEPUTY COMMANDANT FOR INSTALLATIONS AND
LOGISTICS (PLANS)
G44S, SUPPLY DIRECTORATE
COMMANDER, DLA AVIATION
COMMANDER, DLA LAND AND MARITIME
COMMANDER, DLA TROOP SUPPORT