

**DSCA 01-06**  
**New Metric to Measure LOA Processing Time Line Performance**  
**15 February 2001**

In reply refer to:  
I-01/001494-ERASA

MEMORANDUM FOR: DEPUTY UNDER SECRETARY OF THE ARMY  
(INTERNATIONAL AFFAIRS)  
ATTN: SAUS-IA-DSZ  
DEPARTMENT OF THE ARMY  
COMMANDER, UNITED STATES ARMY SECURITY  
ASSISTANCE COMMAND  
DIRECTOR, NAVY INTERNATIONAL PROGRAMS OFFICE  
DEPARTMENT OF THE NAVY  
DEPUTY UNDER SECRETARY OF THE AIR FORCE  
(INTERNATIONAL AFFAIRS)  
DEPARTMENT OF THE AIR FORCE  
DIRECTOR, DEFENSE LOGISTICS AGENCY  
DIRECTOR, NATIONAL IMAGERY AND MAPPING  
AGENCY  
DIRECTOR, DEFENSE THREAT REDUCTION AGENCY  
DIRECTOR, DEFENSE REUTILIZATION AND MARKETING  
SERVICE  
DIRECTOR, DEFENSE INFORMATION SYSTEMS AGENCY  
DIRECTOR, DEFENSE LOGISTICS INFORMATION  
SERVICE  
DEPUTY DIRECTOR FOR SECURITY ASSISTANCE,  
DEFENSE FINANCE AND ACCOUNTING SERVICE --  
DENVER CENTER

SUBJECT: New Metric to Measure LOA Processing Time Line Performance (DSCA 01-06)

Effective 1 Mar 01, the existing LOA Processing time line standard (“The maximum IA processing time between the LOR and release of the LOA or Amendment should normally be no more than 60 days.”) will be replaced. The new standard calls for 80% of initial LOAs and Amendments to be transmitted within 120 days after implementing agency (IA) receipt of the LOR. The new measure represents a fundamental change in the way we view LOA processing. Unlike the old measure, this one analyzes a much broader scope including IA, customer, DSCA, and SAO processing times.

To implement this change, SAMM paragraph 70103.B. is deleted in its entirety and is replaced as follows:

**“70103.B. Timeframes.** The IA must formally acknowledge receipt of LORs within 5 days. Transactions for valid LORs must be submitted to the 1200 System within 10 calendar days of receipt of the request (see Chapter 15). LOAs must be listed in the 1200 System prior to requesting DoS approval; i.e., prior to countersignature or, if applicable forwarding directly to the requestor. The maximum processing time between IA receipt of the LOR and release of the LOA or Amendment should normally be no more than 120 days, with no adjustments for hold times or any other consideration. Because unforeseen delays may occur while processing some LOAs, IAs should process at least 80% of their total number of LOAs within 120 days.

The Defense Security Assistance Management System (DSAMS) will be used to gather reporting information. To aid in this effort, a new milestone was recently created in DSAMS. The new milestone, “DOCMNTSENT,” is a mandatory entry and reflects the date the LOA is initially transmitted to the customer (or SAO). With the new measure, data integrity is critical. In addition to the “DOCMNTSENT” milestone, there are several other DSAMS milestones and fields on the “Customer Request” window which must be entered in a timely/consistent manner by all IAs. A table is attached which lists these milestones and fields, their definition, and a timeframe for entry. Effective 1 Mar 01, entry of these data elements within the timeframes described is mandatory.

Each of the military departments participated in our efforts to identify this new measure. We appreciate their support and hope our joint efforts will continue to improve LOA processing. Once we have gathered and analyzed data using this new measure, we will look to see if different measures may be appropriate for different types of cases and adjust the policy accordingly. Changes to paragraph 70103.B. will be included in the electronic version of the SAMM on the Defense Acquisition Deskbook as E-Change 21. If you need additional information or have questions concerning this policy please contact Beth Baker, DSCA/PSD-PMD, (703) 604-6612 or Deanna DeSante, DSCA/ERASA-ER, (703) 604-6717.

/Signed/  
TOME H. WALTERS, JR.  
LIEUTENANT GENERAL, USAF  
DIRECTOR

Attachment  
As stated  
cc: AMSAC-OL-MP

## Attachment

### Mandatory Customer Field Window and Milestone Entries

| Customer Request Field | Milestone | Description  | When it must be entered   |
|------------------------|-----------|--|---|
| Request Date           |           | Actual date on the purchaser's LOR.  | Entered within 5 working days of receipt of the LOR   |
| Receipt Date           |           | Date that the Military Department received the LOR. Note -- the LOR may or may not be complete when received. This date is not changed once entered, regardless of customer clarifications, revisions or requests for restatement. | Entered within 5 working days of receipt of the LOR   |
| Status Date            |           | Date that LOR status last changed (i.e., customer clarification received, revised LOR received, or request for restatement received).  | Entered within 5 working days of receipt of the status change   |
|                        | MILSGN    | Date that the Military Department signs the document.  | No later than 2 working days after the document is signed.  |
|                        | DAPREQ    | Date that the document was sent to DSCA for approval/countersignature  | No later than 2 working days after the document was sent.   |
|                        | DCSGN     | Date that DSCA countersigns the document   | No later than 2 working days after the MILDEP receives the countersigned document   |
|                        | OFFERED   | Date that the document was officially offered. For cases requiring countersignature, this date is the same as DCSGN. For documents that do not require countersignature, this date is the same as MILSGN.                          | No later than 2 working days after the MILDEP receives the countersigned document or signs the document (for those documents that do not require countersignature). |
|                        | DOCMNTSNT | Date that the MILDEP transmitted the document to the purchaser (i.e., mailing, hand-carry, fax, etc.)  | No later than 2 working days after the MILDEP sends the document to the purchaser.  |
|                        | OFFERACC  | Date the customer signs and dates the document   | No later than 2 working days after the MILDEP receives the signed document  |