



**DEFENSE SECURITY COOPERATION AGENCY**

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**MAR 02 2016**

MEMORANDUM FOR DEPUTY ASSISTANT SECRETARY OF THE ARMY FOR  
DEFENSE EXPORTS AND COOPERATION  
DEPUTY ASSISTANT SECRETARY OF THE NAVY FOR  
INTERNATIONAL PROGRAMS  
DEPUTY UNDER SECRETARY OF THE AIR FORCE FOR  
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DIRECTOR, DEFENSE LOGISTICS AGENCY  
DIRECTOR, DEFENSE LOGISTICS INFORMATION SERVICE  
DIRECTOR, DEFENSE LOGISTICS AGENCY DISPOSITION  
DEPUTY DIRECTOR FOR INFORMATION ASSURANCE,  
NATIONAL SECURITY AGENCY

**SUBJECT:** Letter of Request Receipt and Case Initiation Timelines, DSCA Policy 16-11

**Reference:** DSCA Policy 15-14, "Revision to Letter of Offer and Acceptance (LOA) Document Processing Performance Metric," June 05, 2015

The referenced policy provided guidance to help measure, analyze, and improve timelines for developing LOA documents. In order to ensure success of initiatives designed to better measure and manage these timelines, it is imperative that Letter of Request (LOR) receipt data be entered into the Defense Security Assistance Management System (DSAMS) in a timely manner. The purpose of this memorandum is to re-emphasize the importance of entering LOR receipt data into DSAMS immediately upon LOR validation.

In accordance with existing policy, within five days of receiving an LOR, the Implementing Agency (IA) must validate the LOR using the criteria identified in paragraph C5.1.7 of the Security Assistance Management Manual (SAMM). Once an LOR has been validated, the IA should immediately enter the LOR data into DSAMS as a Customer Request. The SAMM also requires that IAs establish the case document in DSAMS within 10 days of LOR Receipt. Compliance with these standards is critical to allow consistent, accurate measurement of the time it takes from LOR Receipt to the offer of a document to an international partner.



An LOR does not have to be complete in order to be considered valid and entered into DSAMS. If an LOR is incomplete and needs additional work, the LOR should still be entered into DSAMS as a Customer Request within five days of receipt. The IA should take steps to clarify the partner's requirements and match its request to what the U.S. has to offer. If there are reasons the default Anticipated Offer Date (AOD) might not be met, the IA should enter one or more Case Development Extenuating Factors (CDEFs), as applicable, in DSAMS to indicate why the AOD will be impacted. CDEFs were established by the referenced policy and will assist in identifying common processes and issues that impact the ability to meet AOD timeline standards.

The LOR Request Date entered in DSAMS must be the date listed on the customer's LOR. For example, if a customer submits an official letter as the LOR, the LOR Request date must be the date of the official letter. If an e-mail is used as an LOR, the LOR Request date must be the date of the e-mail. If signed minutes are used as an LOR, the LOR Request date must be the date of the signed minutes.

The LOR Receipt Date is the date that the IA physically receives an LOR - whether it is a hardcopy of a letter, an e-mail or signed meeting minutes. If the LOR Receipt Date is not entered in DSAMS correctly, then the AOD metric will reflect an inaccurate picture of the LOA development timeline.

If you have any questions concerning this guidance, please contact Mr. Kent Bell, DSCA STR/SPI, eddie.k.bell.civ@mail.mil, (703) 604-6612.



J. W. Rixey  
Vice Admiral, USN  
Director

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