

DEPARTMENT OF DEFENSE (DoD) TIME STANDARDS FOR ORDER PROCESSING AND DELIVERY

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Overview

What are the Time Standards?

The aggregate time-definite delivery (TDD) standards presented herein represents the targeted time, within a specified level of confidence (85 percent), that requisitioned materiel should be delivered to customer. That time starts when the requisition is established and ends when the customer acknowledges the receipt of requisitioned materiel.

Standards Correspond to Distinct Customer-Designated Priorities

The DoD Components and [direct delivery vendors](#) are to use these standards to design procedures and systems and allocate resources to respond to the priorities and service levels requested by customers. Customers located within the Continental United States (CONUS) or outside of CONUS (OCONUS) request those levels via standard DoD issue priority designators and required delivery dates (RDDs). The ability of TDD standards to yield the desired results is predicated upon the need to respond to priority designators and RDDs.

The following three distinct categories of TDD standards correspond to the three order processing responses that customers may request from the wholesale supply system as annotated in the originating requisitions for material.

TDD Category 1 applies to requisitions with priority designators 01 through 03 without regard to RDDs. Priority designators 01 through 03 constitute issue priority group one (IPG 1) while priority designators 04 through 08 constitute IPG 2 and designators 09 through 15 constitute IPG 3.

TDD Category 2 applies to IPG 2 and IPG 3 requisitions with the following RDDs:

- An RDD equal to "444" indicates handling service for customers collocated with the storage activity or for locally negotiated arrangements.
- An RDD equal to "555" indicates an exception to mass requisition cancellation and expedited handling required.
- An RDD equal to "777" indicates that the customer is requesting expedited transportation for reasons other than indicated for 444 or 555.
- An RDD equal to "999" indicates that a OCONUS customer (or a CONUS customer alerted for OCONUS deployment within 30 days) is requesting expedited handling due to a not mission capable supply (NMCS) requirement.
- An RDD equal to "N--" (where "-" is any alphanumeric character, including blank) indicates that a CONUS customer is requesting expedited handling due to a NMCS requirement.
- An RDD equal to "E--" (where "-" is any alphanumeric character, including blank) indicates that a CONUS customer is requesting expedited handling due to an anticipated NMCS requirement.
- An RDD containing a Julian date that calls for delivery in 8 days or less for CONUS customers or within 21 days for OCONUS customers indicates the requirement for expedited handling to meet that date of delivery.

TDD Category 3 applies to IPG 2 and IPG 3 requisitions with the following RDDs indicating routine handling:

- Expected delivery in greater than 8 days for CONUS customers. The number of days in which the customer is requesting delivery is determined by subtracting the Julian date in the requisition document number from the Julian date in the RDD or shipment document being processed. The standards associated with TDD Category 3 also apply if the RDD is blank.

- Expected delivery in greater than 21 days for OCONUS customers. The number of days in which the customer is requesting delivery is determined by subtracting the Julian date in the requisition document number from the Julian date in the RDD or shipment document being processed. The standards associated with TDD Category 3 also apply if the RDD is blank.

How the Standards are Developed and How They Apply

The development of the aggregate standards in this document starts with development of the TDD standards used by the U.S. Transportation Command (USTRANSCOM) to measure the effectiveness of the DoD distribution enterprise with a TDD compliance metric. USTRANSCOM uses historical data to prepare a set of potential standards by transportation mode to customer locations. USTRANSCOM then negotiates with distribution stakeholders (i.e., OSD, military services and DLA) and customers (i.e., Joint Staff and Combatant Commands) on what the standards should be.

Once the negotiated TDD standards are approved by the Distribution Steering Group, the OSD Office for Supply Chain Integration converts them to the aggregate TDD standards called for in DoDM 4140.01-V9, *DoD Supply Chain Materiel Management Procedures: Materiel Data Management and Exchange*. Those standards are addressed in the section entitled Uniform Materiel Movement and Issue Priority System (UMMIPS). UMMIPS provides for customer force activity designators and a priority and RDD system that together with the customer's DoD activity address code (DoDAAC) enables a customer to specify in a requisition one of the three desired speeds of delivery.

The three speeds correspond to the three TDD categories previously discussed. The first, which corresponds to TDD category 1, is for the most urgently needed materiel (i.e., IPG 1 requisitions) and calls for the fastest speed available. The second, which corresponds to TDD category 3, is for routine replenishment of materiel and can be delivery using the slowest transportation mode. The third, which corresponds to TDD category 2, is for orders that require urgent delivery as indicated by their RDD but don't require the fastest mode but require a mode faster than the slowest mode.

A requisitioning activity or customer can be located within CONUS or in an OCONUS (or overseas) location under a combatant command. Separate standards exist for CONUS and for each of these OCONUS commands:

- Africa Command (AFRICOM)
- Central Command (CENTCOM)
- Northern Command (NORTHCOM)
- European Command (EUCOM)

- Pacific Command (PACOM)
- Southern Command (SOUTHCOM)

Also, commands may further divide into different regional standards with each region representing one or more countries within the command. Different standards can apply to different regions within a combatant command.

For Navy vessels afloat, the total TTD standard is increased with an afloat additive.

Finally, the standards are adjusted for DLA direct delivery vendors. Use this hyperlink to access adjustments in the application of standards for DLA [direct delivery vendors](#).

Strategic Pipeline Segments

For purposes of evaluating order processing and delivery performance, four strategic pipeline segments – Source, Supplier, Transporter, and Theater – consolidate the 12 detailed pipeline segments that make up the DoD supply chain. (The 12 detailed segments are discussed below.) The processing times for the four strategic pipeline segments comprise the total order-to-receipt time or logistics response time (LRT) for a delivery. Those four segments are as follows:

- Source: This segment time extends from when the customer generates a requisition to when the responsible materiel manager receives the requisition.
- Supplier:
 - For CONUS orders, this segment measures the time from when the materiel manager receives the requisition and subsequently passes a release order to the storage activity, through the time that the storage activity takes to pick, pack, and release the ordered materiel to the activity's transportation office, until the time that the materiel is shipped out of the storage site.
 - For OCONUS orders, this segment measures the same time as CONUS orders if the shipment does not go through a designated CONUS container consolidation point (CCP) prior to being shipped to an aerial or sea port. If the shipment does go through a CCP, the segment includes the time to deliver the shipment to the CCP and the CCP processing time. (A CCP either consolidates shipments on an air pallet or containerizes shipments in a shipping container (SEAVAN) for transportation to overseas areas.)
- Transporter:
 - For CONUS orders, this segment measures the time from when the shipment is released by the storage activity until the shipment is receipted (i.e. received) by a CONUS consignee.

- For OCONUS orders, this segment measures the time from when the shipment is released by the CCP or shipping depot (if no CCP is involved) through the port of embarkation (POE) until when the shipment is released by the port of debarkation (POD).
- Theater:
 - For CONUS orders, this segment measures the time from when the CONUS consignee receives the materiel until when the customer posts and acknowledges receipt of the ordered materiel.
 - For OCONUS orders, this segment measures the time from when the POD releases the materiel for internal theater distribution until when the OCONUS customer acknowledges receipt.

For supply chain stakeholders, the standards are target times, in days, for each of the above segment times as well as for the total order-to-receipt time or LRT. With 85% reliability, order processing and delivery should occur within the target times.

The Navy afloat additive time standard recognizes the increased difficulties of order processing and delivery for Navy customers on the high seas. Because those difficulties could impact any or all of the above segment times, the additive standard augments the total order-to-receipt time or LRT.

CONUS Aggregate Standards in Days

For customers that are not Navy afloat customers considered within CONUS, the TDD standards below apply. For Navy afloat customers considered within CONUS, the 15 day standard shown for Category 3 applies to all categories.

PIPELINE SEGMENT	Standards by TDD Category (in Days)		
	Category 1	Category 2	Category 3
Sourcing Time	1	1	2
Supplier Segment Time	2	3	4
Transportation Segment Time	2	4	7
Receipt Take-Up Time	1	2	2
Total Order-to-Receipt Time	6	10	15

OCONUS Aggregate Standards in Days

Standards for TDD Category 1

TDD standards for this category are based on movement by worldwide express (WWX) and by truck from an OCONUS depot where applicable. Those modes correspond to the fastest speed of delivery for IPG 1 requisitions.

COMMAND Region	Sourcing Time	Supplier Segment Time	Transportation Segment Time	Theater Segment Time	Total Time	Navy Afloat Additive
AFRICOM						
Djibouti, Ethiopia, Senegal, Seychelles, Niger	2	2	7	8	19	49
CENTCOM						
Kuwait	2	2	9		13	16
Iraq	1	2	9	2	14	16
Afghanistan	2	2	10		14	16
Bahrain, Oman, Qatar, UAE, Saudi Arabia, Egypt, Jordan and all other CENTCOM countries	2	2	9		13	16
EUCOM						
Germany	1	2	6	3	12	19
Northern Italy and Balkans	1	2	5	3	11	19
United Kingdom	1	3	5	2	11	19
Southern Italy and Spain	2	3	6	6	12	19
Atlantic, Azores, Belgium, France, Greece, Greenland, Israel, Romania, and all other EUCOM countries	2	3	6	6	12	19
NORTHCOM						
Puerto Rico, Bahamas, Virgin Islands	2	2	5	3	12	
PACOM						
Alaska	2	2	4	3	11	31
Hawaii	2	2	4	3	11	31
Korea	1	3	6	2	12	31
Guam, Japan, Okinawa	2	2	5	3	12	31
Singapore, Diego Garcia, Hong Kong, Australia, Marshall Islands, Pacific, Philippines, Thailand, and all other PACOM countries	1	2	6	7	16	31
SOUTHCOM						
Honduras	2	2	7	4	15	
Cuba	1	2	6	3	12	
Columbia, Ecuador and all other SOUTHCOM countries	1	2	6	3	12	

Standards for TDD Category 2

TDD standards for this category are based on movement by Military Air and CONUS Commercial Air (CAT A). These modes correspond to the second fastest speed of delivery for IPG 2 and IPG 3 requisitions with an RDD requesting fast delivery.

COMMAND Region	Sourcing Time	Supplier Segment Time	Transportation Segment Time	Theater Segment Time	Total Time	Navy Afloat Additive
AFRICOM						
Djibouti, Ethiopia, Senegal, Seychelles, Niger	2	10	12	5	29	49
CENTCOM						
Kuwait	1	3	11	3	18	16
Iraq	2	6	12	3	23	16
Afghanistan	2	4	13	4	23	16
Bahrain, Oman, Qatar, UAE, Saudi Arabia, Egypt, Jordan and all other CENTCOM countries	2	7	20	9	38	16
EUCOM						
Germany	2	4	12	5	23	19
Northern Italy and Balkans	2	4	12	5	23	19
United Kingdom	2	4	12	5	23	19
Southern Italy and Spain	2	10	17	5	34	19
Atlantic, Azores, Belgium, France, Greece, Greenland, Israel, Romania, and all other EUCOM countries	2	10	17	5	34	19
NORTHCOM						
Puerto Rico, Bahamas, Virgin Islands	2	5	10	3	20	
PACOM						
Alaska	2	10	13	4	29	31
Hawaii	2	10	13	4	29	31
Korea	1	6	11	7	25	31
Guam, Japan, Okinawa	1	6	11	7	25	31
Singapore, Diego Garcia, Hong Kong, Australia, Marshall Islands, Pacific, Philippines, Thailand, and all other PACOM countries	1	5	16	7	29	31
SOUTHCOM						
Honduras	11	2	10	4	27	
Cuba	2	5	12	5	24	
Columbia, Ecuador and all other SOUTHCOM countries	2	5	12	5	24	

Standards for TDD Category 3

TDD standards for this category are based on ocean movement from a CONUS storage activity. This mode is the slowest speed of delivery reserved for IPG 2 and IPG 3 requisitions that do not have an RDD requesting fast delivery.

COMMAND Region	Sourcing Time	Supplier Segment Time	Transportation Segment Time	Theater Segment Time	Total Time	Navy Afloat Additive
AFRICOM						
Djibouti, Ethiopia, Senegal, Seychelles, Niger	9	28	40	10	87	49
CENTCOM						
Kuwait	6	21	37	7	71	16
Iraq	2	25	47	11	85	16
Afghanistan	2	19	72	4	97	16
Bahrain, Oman, Qatar, UAE, Saudi Arabia, Egypt, Jordan and all other CENTCOM countries	2	25	47	11	85	16
EUCOM						
Germany	2	21	30	5	58	19
Northern Italy and Balkans	2	21	30	5	58	19
United Kingdom	1	21	30	6	58	19
Southern Italy and Spain	3	35	32	12	82	19
Atlantic, Azores, Belgium, France, Greece, Greenland, Israel, Romania, and all other EUCOM countries	3	24	32	15	74	19
NORTHCOM						
Puerto Rico, Bahamas, Virgin Islands	2	24	19	3	48	
PACOM						
Alaska	2	21	14	6	43	31
Hawaii	2	21	14	6	43	31
Korea	1	21	28	7	57	31
Guam, Japan, Okinawa	1	21	28	7	57	31
Singapore, Diego Garcia, Hong Kong, Australia, Marshall Islands, Pacific, Philippines, Thailand, and all other PACOM countries	2	24	37	7	70	31
SOUTHCOM						
Honduras	3	24	20	4	51	
Cuba	6	45	14	4	69	
Columbia, Ecuador and all other SOUTHCOM countries	2	19	25	4	50	

Standards for Direct Delivery Vendors Managing Stock for DLA

For the supplier segment time, direct delivery vendors for the Defense Logistics Agency (DLA) are responsible for that portion of time involving domestic shipment and have the following standards:

For CONUS shipments, the above CONUS standards for supplier segment time apply.

For OCONUS NORTHCOM and TC1 shipments, the above OCONUS standards for supplier segment time apply.

For OCONUS TC2 and TC3 shipments, the vendor supplier standard of 4 days applies to the sum of storage activity processing time and the transportation time to the CCP.

The Application of Standards

TDD standards are guidelines for monitoring delivery effectiveness against the DoD customers' expectations with 85 percent reliability. After order placement, customers should expect to receive materiel within these delivery standards based on the applicable customer-specific or aggregate time standard whenever stock is available for issue.

The evaluation of actual performance against the standards can be done one of two ways:

1. The evaluation can be done from the viewpoint of the customer in which case the total times for all deliveries are considered.

2. The evaluation can be from the viewpoint of those supply chain stakeholders responsible for physical distribution. The following apply:

- The standards are directly applicable to requisitions for items that are in stock and items that are processed as part of planned direct-vendor deliveries.
- For other requisitions, such as those that are backordered or are processed as unplanned direct-vendor deliveries, the standards are applicable only to times associated with physical distribution of materiel. The times that are not associated with physical distribution are excluded. For instance, when a requisition is backordered, the time that the requisition is backorder is not counted in total pipeline time or total order-to-receipt time since that time is not associated with the physical delivery of the materiel. For unplanned direct-vendor deliveries, the time to award a contract and the time for the contractor to manufacture the ordered materiel are times that are not associated with delivery. Therefore, the times to perform those activities are also excluded.

Selection and Measurement of Standards

Standards are Starting Points for Negotiation with Customers

The Department updates these standards annually based on negotiations between supply chain managers, distribution process owners and customers (represented by the combatant commands). The standards will remain in force until subsequent re-negotiations. After government entities have locked in standards with customers, future performance-based agreements are to apply those same standards, based on the clarifications above, and shall continue to be used in the absence of specifically renegotiated TDD agreements with customers.

Measuring Segment Times

The TDD standards are set for the major segments of the total pipeline; but the tracking of logistics response times shall continue to consider the more detailed segments in the Logistics Metrics Analysis Reporting System (LMARS).

LMARS was established within DLA Transaction Services to track and report on logistics response times for all requisitions as they move through the pipeline. LMARS measures counts and times through all pipeline segments. Those segments include processing at a CCP, a port of embarkation (POE), and POD for OCONUS shipments. This more comprehensive measuring system enables 1) process owners to assess their contribution to the overall timeliness of the DoD supply chain and 2) supply chain stakeholders to identify where standards are not being met.

Although the Department routinely evaluates performance against the TDD standards for strategic pipeline segments, the success of the DoD supply chain depends on the process owners for the detailed pipeline segments, as measured by LMARS, working together to achieve the targeted times. The LMARS pipeline segments are defined in Chapter 4 of Volume 6 of the Defense Logistics Manual (DLM) 4000.25 Defense Logistics Management System (DLMS).

The relationships between the strategic pipeline segments and LMARS segments follow.

STRATEGIC PIPELINE SEGMENT	DETAILED (LMARS) PIPELINE SEGMENT	CONUS	OCONUS
A. Sourcing Segment Time	1. Requisition Submission	X	X
	2. Internal Service Processing	X	X
B. Supplier Segment Time	3. ICP Processing	X	X
	4. Storage Activity Processing	X	X
	5. Storage Activity to CCP		X
	6. CCP Processing		X
C. Transportation Segment Time	7. CONUS In-Transit Time	X	X
	8. POE Processing		X

	9. POE to POD In-Transit Time		X
	10. POD Processing Time		X
D. Theater Segment Time	11. In-Theater In-Transit Time		X
	12. Receipt Take-Up Time	X	X
Total Order-to-Receipt Time	Total Pipeline Time	X	X

The detailed segment titled CONUS In-Transit Time is one of the following:

For a CONUS shipment, the time from release of the shipment by the storage site (or military base) to the carrier until receipt by a CONUS consignee.

For an OCONUS shipment that is processed by one of the two designated CONUS CCPs, the elapsed time from release by the CCP to receipt by the POE.

For an OCONUS shipment that is not processed by one of the two designated CONUS CCPs, the elapsed time from release by the storage activity to receipt by the POE.

The detailed segment for POE Processing Time includes port hold time to account for time that cargo awaits for overseas transportation lift.