
Procure-to-Pay Capability Summary

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SUBJECT: Warranty Tracking Information (WTI) and Source of Repair Instructions (SORI)

BACKGROUND: Department of Defense (DoD) Components are required to collect specific warranty information. At minimum, the collection and storage of the following is required for each contract line item for which a warranty is specified: the warranty type, warranty duration, manufacturer and approved warranty source for repair to include the shipping address for returning warranty items, or include instructions for accessing a web site to obtain prepaid shipping labels for returning warranty items to the designated source of warranty repair.

When a warranty for a serialized item is included in a contract, the Contractor and the Government must work together to complete and submit the Warranty Tracking Information (WTI) and Source of Repair Instruction (SORI) attachments included in the contract. The attachments are submitted by use of either a completed SMART form in the Surveillance and Performance Monitoring (SPM) or an XML embedded PDF form in the Electronic Data Access (EDA). Upon completion the attachments are transferred to the Warranty Module housed within the Product Data Reporting and Evaluation Program (PDREP).

POLICY: Subpart 246.7 of the Defense Federal Acquisition Regulation Supplement (DFARS) and the Procedures, Guidance and Information (PGI) provides policies, procedures and attachments to be used when warranties are being provided. It requires the contracting officer to request and obtain warranty tracking and source of repair data with warranties. When DFARS clause 252.211-7003 (Item Unique Identification And Valuation) and any of the warranty clauses; 52.246-17, 52.246-18, 52.246-19 or 52.212-4 are included in a contract, then DFARS clause 252.246-7006 Warranty Tracking of Serialized Items and the WTI and SORI forms are required. The DoD Warranty Guide 2.0 provides additional guidances on warranties.

DATA STANDARDS: The Warranty Module collects data from sources housed within the Procurement Integrated Enterprise Environment (PIEE). They include Wide Area WorkFlow (WAWF), EDA and the SPM Module.

INFORMATION TECHNOLOGY INFRASTRUCTURE: The Warranty Module is housed in the PDREP application centrally hosted at the Defense Information Systems Agency (DISA), leveraging a virtual operating environment.

IMPACT: Warranties are relied upon heavily by the services to support mission critical needs. Specific benefits include but are not limited to decreased cost, increased level of insurance for purchased goods and recognized performance against government specified warranties. The Warranty Module provides the DoD with an enterprise capability that enables visibility and accountability of warranty data associated with acquired goods.

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