

SLES FEEDBACK Q & A

Q. What is a Feedback?

A. Feedback is submitted by SLES users when a **TYPE II** NSN is queried and the MQCSS data is missing extension data that is necessary to determine whether the shelf-life of an item of supply may be extended for use or if the materiel should be disposed of.

Example scenario: An end user has an item of supply on hand and the expiration date is approaching. When the user queries the TYPE II NSN in the SLES MQCSS, they notice that the 'Inspection Type Code' and the 'Inspection Limit' is not present in the data set. In this case, the user should submit a Feedback to notify the product specialist or item manager of the missing data so that it may be updated.

Feedback Form
Required field = *

Name: *

E-Mail: *

Service Agency: ▼ *

DSN / Comm Phone:

Subject: Feedback regarding NSN: 1010013915127

Comments: *

Q. What information is required on the SLES Feedback Form?

A. The image displayed to the right shows the fields that are required for submitting a Feedback. In the 'Comments' section:

Your submission should include a short message stating that the data is missing.
(for example: MQCSS extension data is missing for this item of supply.)

Q. Do you have a TYPE II item of supply that requires Visual & then Lab testing AND your specific lot/batch is not listed in the QSL?

A. **In this case, you should not submit a feedback.** If your lot/batch is not listed in the QSL for an item that requires a lab test to determine extendibility, this indicates no one has sent the materiel to a DoD approved laboratory for shelf-life extension testing. For most materiel, the owner is responsible for having their materiel tested and extended. Typically the owner will factor in how much stock of that specific lot they have on hand,

testing costs, availability of resupply, item criticality, etc. when determining if they should send their materiel in for shelf-life extension testing.

If you are the owner, recommend checking the 'Test Labs' page on the DoD SLES website for labs capable of shelf-life testing.

If you are the storage activity, contact the owner for disposition instructions via DD Form 1225, the Storage Quality Control Report. **Please keep in mind that shelf-life extension testing only extends shelf-life materiel that is unopened.** Once materiel is opened, installed into its intended application, or introduced to mission requirements, shelf-life ends, service life begins, and the shelf-life markings no longer apply.

Also, before any materiel is sent for laboratory testing, it must first pass visual inspection.

Q. When can you expect a response from the Feedback Manager?

A. Your Feedback Manager will usually update the data set for the requested NSN within 5 days. At the time the update is made in MQCSS, the Feedback Manager will respond to your SLES feedback submission with a reply stating that the data has been updated and you will be notified via e-mail notification.

Q. Has it been more than 5 business days without a response to your Feedback?

A. If you have not received an e-mail notification within 5 days of your feedback submission and need further assistance, you may contact SLES.DOD@dla.mil to find out the status of the request.

Q. The Feedback Manager updated the MQCSS extension data, however, I still have questions about the feedback that I submitted. How can I contact the Feedback Manager with a follow up question?

A. Once you have submitted a feedback and the feedback manager responds, you may use the 'Feedback Tracking Link' and feedback tracking ticket number located in the e-mail notification for each NSN to correspond with the feedback manager with follow up questions or concerns about the data.