



AUSTRALIAN GOVERNMENT

AUSTRALIAN DEFENCE STANDARD

# DEF(AUST) 1000C Part 8 / Issue 7 / Type S

Dated 2 Nov 2015

**SUPERSEDING**

DEF(AUST) 1000C Part 8 /

Issue 6 /

Dated 19 Jun 2012

## ADF PACKAGING STANDARD

### PART 8 : DEFECTIVE PACKAGING REPORTING SYSTEM

PUBLISHED UNDER AUTHORITY  
OF DEPARTMENT OF DEFENCE

**USAGE:** Maritime, Land, Air

**NSC:** PACK

UNCONTROLLED COPY WHEN PRINTED

Page 1 of 12

UNCONTROLLED WHEN PRINTED

**DEF(AUST) 1000C Part 8 / Issue 7 / Type S Dated 2 Nov 15**

**DOCUMENT MANAGEMENT INFORMATION**

Ownership and responsibility for approval and acceptance of this Standard is detailed below.

Sponsoring Defence Group:	Vice Chief of Defence Force Group	
Sponsoring Organisation:	Joint Logistic Command	
Sponsoring Appointment:	Director General Strategic Logistics	
Standard Authors:	Defence Packaging Committee	Approved: 24 Sep 15
Design Approval Authority:	Director General Land Engineering Agency	Approved: 7 Oct 15
Executive Authority:	Director Warehousing and Distribution - Joint Logistics Command	Approved: 23 Oct 15

This document is the property of the Department of Defence.

This document and associated documentation may be used only for specific enquiries, tenders or orders, placed by an Officer for the Department of Defence and is not to be used for any other purpose whatsoever, without the express written sanction of an Executive Authority of the Department of Defence.

No copies of this document in whole or in part may be made without the express written sanction of an Officer of the Department of Defence.

Any questions regarding this document should be addressed to the authority named in the tender schedule.

---

**WARNING (1)**

This document may call for use of substances and test procedures that may be injurious to health if adequate precautions are not taken. This document refers only to technical suitability and in no way absolves either the supplier or user from statutory obligations relating to health and safety at any stage of manufacture or use.

**WARNING (2)**

This Standard does not apply to the packaging of ammunition and explosives (for packaging information refer to Explosive Ordnance (EO) Division – Munitions Branch). Documents relating to EO specific requirements for packaging of Class 1 Dangerous Goods include, but are not limited to, DEOP 103B1 (AM1) Explosive Ordnance Safety Manual, UN Recommendations on the Transport of Dangerous Goods by Road and Rail (Orange Book) and the Australian Explosive Code. Where a conflict exists in the data in this document and specific EO packaging documents the specific EO documents will take precedence. Further advice is available from the EO Division, Munitions Branch, EO Packaging Desk Officer on Tel: (02) 4726 1251.

Prepared by the Defence Packaging Committee (DPC) under the Authority of the Defence Logistics Committee.

Specific inquiries regarding the application of this Standard to Requests for Tender or contracts should be addressed to the Contact Officer named in the Request for Tender, or to the Commonwealth Representative named in the contract, as appropriate.

This Standard is mandatory for use by all staff of the Australian Defence Organisation (ADO) and Contractors to all procurement authorities within the ADO.

This Standard supersedes DEF(AUST) 1000C PART 8 / Issue 6 dated 19 Jun 2012.

DEF(AUST) 1000C is issued in 20 parts, with each part sub-divided into sections. The parts are:

PART 1:	General Information <sup>1</sup>
PART 2:	Packaging Requirements <sup>1</sup>
PART 3:	Packaging Practices and Materials <sup>1</sup>
PART 4:	Standard Packaging Test Procedures <sup>1</sup>
PART 5:	Marking of Packages <sup>1</sup>
PART 6:	Packaging of Dangerous Goods (Except Dangerous Goods Class 1); Packaging Requirements and Packaging Mediums <sup>1</sup>
PART 7:	Packaging for Material Susceptible to Damage by Electrostatic Discharge (ESD) <sup>1</sup>
PART 8:	Defective Packaging Reporting System <sup>1</sup>
PART 9:	Requirements for Reusable Containers <sup>1</sup>
PART 10:	Department of Agriculture, Fisheries and Forestry (DAFF) Biosecurity Requirements <sup>1</sup>
PART 11:	Unitisation (Palletisation of Supplies) <sup>1</sup>
PART 12:	Automatic Identification Technology Labelling and Marking <sup>1</sup>
PART 13:	CANCELLED WITHOUT REPLACEMENT
PART 14:	Minimum Packaging Specifications of Commercial Items <sup>1</sup>
PART 15:	Packaging Specifications and Classification Systems <sup>1</sup>
PART 16:	CANCELLED WITHOUT REPLACEMENT
PART 17:	CANCELLED WITHOUT REPLACEMENT
PART 18:	CANCELLED WITHOUT REPLACEMENT
PART 19:	Cache Specific Packaging
PART 20:	Techniques for Deployment, Packaging and Storage for Tropical Conditions

<sup>1</sup> Denotes available at

<http://www.defence.gov.au/dmo/DoingBusiness/ProcurementDefence/Resources/DEFAUST1000C.aspx>

Two or more parts may apply to any one packaging requirement and it is essential that all parts be considered and used where appropriate.

Users of this Standard are encouraged to identify deficiencies, suggested amendments and/or opportunities for improvement, in any of the extant parts by using the process and forms provided in DEF(AUST)1000C Part 1 - General Information.

REVISION LIST		
ISSUE NO	DATED	SUMMARY OF REVISIONS
Original	Not known	As DEF(AUST)1000A Part 8*
	APR 1996	Updated to DEF(AUST)1000B Part 8*
	JUL 2000	Updated to DEF(AUST)1000C Part 8 AMD1 Mar 04 AMD 2 Feb 07*
4	AUG 2008	*
5	JUN 2009	*
6	19 Jun12	*
7	Dd mmm 15	Updated throughout to address use of e-form AC846 including update to current template, Page 2 warning re timber products removed, Page 3 updated list of parts, and website links updated throughout.

\*Historical information precludes a summary of revisions prior to November 12.

UNCONTROLLED WHEN PRINTED

TABLE OF CONTENTS

Para No	Page
1. GENERAL .....	6
2. DEFINITIONS.....	6
3. PROCEDURES .....	6
3.1. Consignee Actions .....	6
3.2. Consignor/Ordering Authority Actions.....	7
3.3. Defence Packaging Authority (DPA) Actions .....	7
4. ADF DEFENCE PACKAGING AUTHORITIES .....	7
5. ROLE OF DEFENCE PACKAGING AUTHORITY .....	8

LIST OF ANNEXES

Annex A	Defective Packaging Report – Form AC846 With Supporting Comments	9
Annex B	Flowchart for Defective Packaging Reporting Action	

UNCONTROLLED WHEN PRINTED

## 1. GENERAL

This part details the procedures to be followed in reporting instances of defective packaging using the Defective Packaging Report eform AC846 which is available on the DRN at the following URL: <http://intranet.defence.gov.au/webforms/>. The defective packaging report form (AC 846) is available under Part 8 on the internet at the DMO website located at: <http://www.defence.gov.au/dmo/DoingBusiness/ProcurementDefence/Resources/DEFAUST1000C.aspx>

## 2. DEFINITIONS

2.1. **Consignee.** Entity receiving the consignment.

2.2. **Consignor.** Entity from which the consignment originated/was issued from.

2.3. **Consignment.** A number of packages, containers or the total number of packages in a delivery. A specific shipment sent by a consignor to a consignee.

2.4. **Defective Packaging.**

2.4.1. Is any fault in packaging design, packaging manufacture or packaging method that can result in damage to the contents or the package. The outer package or shipper may also be deemed as defective if:

- a. the package does not comply to contractual packaging requirements;
- b. the package is too heavy for manual movement by either individual(s) or with the aid of Material(s) Handling Equipment (MHE);
- c. the package is too heavy for selection at heights appropriate to order-picking;
- d. the package does not exhibit sufficient strength characteristics to effectively contain the contents; or
- e. the consignment is not damaged but could deteriorate rapidly in store or be unsuitable for further trans-shipment without repackaging.

2.4.2. When supplied in bulk quantities as a palletised unit load the package may also be deemed defective if:

- a. the consignee considers the load to be unsafe for block stacking; or
- b. the consignee considers the load to be unsafe for racking (this may also apply to the unit load device or pallet used with the palletized load).

## 3. PROCEDURES

3.1. **Consignee Actions**

3.1.1. Consignees are responsible for raising a defective packaging report (DPR) using webform AC846 to report instances of defective packaging to the consignor or ordering authority and the relevant Defence Packaging Authority (DPA). An example of Form AC 846, with explanatory notes is at annex A.

3.1.2. On receipt of a consignment, the consignee is to review for damage and Defective Packaging in accordance with paragraph 2.4. If apparent damage was caused in-transit or by excessive rough handling then transit loss and damage procedures are to be initiated in accordance with Military Integrated Logistics Information System (MILIS) procedures (MSO 245 Discrepancy Reporting). In the case of supply from commercial origin, then in-transit damage may be required to be referred to the relevant contracted transport provider. Photographic evidence of any damage should be collected at this early stage.

UNCONTROLLED WHEN PRINTED

- 3.1.3. Once it has been established that the damage is due to defective packaging or the packaging is deemed defective due to the points listed in paragraph 2.4, then a Defective Packaging Report (DPR) is to be raised. Part A of the DPR is to be filled out and submitted within seven working days. In the case of a receipt from another Defence Establishment, the DPR is to be submitted to the consignor. The DPR is to be submitted to the ordering authority in the case of a receipt from a commercial supplier. DPRs are to be registered in the Unit DPR Register and allocated a report number by the consignee using the following format: DPR/Unit or Supplier acronym/DPR sequential number/year (eg DPR/DNSDC/01/2015). The registered number is to be inserted onto the DPR in the box labelled “**Originator's reference number**” Photographic evidence should be included with the DPR, and a detailed description of the defect is to be provided. Three (3) copies are to be raised and distributed as follows:
- a. Copy (1) watch copy retained for originators record;
  - b. Copy (2) to ordering authority/consignor; and
  - c. Copy (3) to appropriate DPA, (MILIS provides item management information).
- 3.1.4. Copies 2 and 3 are emailed by clicking the “Forward to supplier, consignor, packer or ordering authority” radio button on the AC846.

**NOTE:** Defective Packages from US-based commercial suppliers require a Supply Discrepancy Report (SDR) to be raised in-lieu of a DPR. Access to the SDR form can be obtained by registering with the Defense Logistics Agency at URL; <https://www.transactionservices.dla.mil/daashome/websdr.asp> Consignees must ensure the DPR process is followed, using SDR submission timeframes, when a SDR is required. To facilitate registering of SDR's the originating unit should change 'DPR' to 'SDR' in its numbering format.

### 3.2. **Consignor/Ordering Authority Actions**

- 3.2.1. In the case of receipt from a Defence Establishment, the consignor is to investigate the report and initiate internal actions necessary to ensure that consignments are appropriately packed.
- 3.2.2. In the case of receipt from a commercial supplier, The ordering authority is to engage with the:
- a. consignee to advise the action to be taken with the current delivery; and
  - b. contractor or supplier to ensure action is taken to rectify the packaging fault for future consignments
- 3.2.3. The findings of the actions taken at para 3.2.1 or 3.2.2 are to be recorded on part B of the DPR and forwarded to the relevant DPA within twenty-one (21) days. by clicking the “forward to relevant DPA” radio button in part B of the AC846.

### 3.3. **Defence Packaging Authority (DPA) Actions**

- 3.3.1. The DPA will monitor the progress of DPRs submitted and assess corrective action taken by the consignor. If the DPA concurs with the action, part C is signed-off and returned to the consignee and the consignor to close off the document.
- 3.3.2. If the action taken by the consignor is considered insufficient to rectify the packaging defect, the DPA will advise the consignor of the appropriate action to be taken.

## 4. **ADF DEFENCE PACKAGING AUTHORITIES**

- 4.1. The Defence Packaging Authority (DPA) for each service is:

### 4.1.1. **Army / Land**

Land Systems Division  
Land Engineering Agency  
Systems Engineering and Integration  
Victoria Barracks Melbourne  
VBM D-01-147  
SOUTHBANK VIC 3006

PH: (03) 9282 4327  
FAX: (03) 9282 4899  
E-Mail: [DPA.Land@defence.gov.au](mailto:DPA.Land@defence.gov.au)

4.1.2. **RAAF / Air**

Directorate of Aviation Compliance  
DGTA  
L 474-B2-NORTH  
RAAF Base Williams  
LAVERTON VIC 3027  
PH: (03) 9256 3706  
FAX: (03) 9256 3377  
E-Mail: [DPA.AIR@defence.gov.au](mailto:DPA.AIR@defence.gov.au)

4.1.3. **Navy / Maritime**

Directorate of Logistics - Navy (DLOG-N)  
Navy Strategic Command  
R1-4-C130  
PO Box 7902  
Canberra BC 2610  
Ph: (02) 6265 3635  
Fax: (02) 6265 2437  
E-mail: [DPA.Maritime@drn.mil.au](mailto:DPA.Maritime@drn.mil.au)

**5. ROLE OF DEFENCE PACKAGING AUTHORITY**

- 5.1. The role of a DPA is to promote packaging methods that will improve the capability of protecting materiel against potential hazards from completion of manufacture until end use.
- 5.2. The relevant DPA, (refer paragraph 4.1), reviews all DPR received to ensure:
- a. corrective action is initiated and the defect does not recur;
  - b. an acceptable level of packaging is maintained;
  - c. the development and standardisation of Defence packaging solutions; and
  - d. trends and systemic issues are reviewed and reported to the DPC.

UNCONTROLLED WHEN PRINTED



ANNEX A-DEFECTIVE PACKAGING REPORT – FORM AC846 WITH SUPPORTING COMMENTS

Part A - To be completed by consignee

Originating unit or facility *				
Address				
Email *		Phone number *		
<input type="radio"/> Supplier <input type="radio"/> Consigner <input type="radio"/> Ordering Authority				
<b>Note:</b> Addresses to action Part B of form.				
Supplier, consigner, packer or ordering authority (if not supplier) *				
Address				
Email *		Phone number *		Relevant DPA *
Originator's reference number (eg Group, serial number, year) *		Voucher, order or invoice number		NATO Stock Number (NSN) *
Item description or designation (if known)				
Item part / serial number			Case number	Other reference (if applicable)
Mode of transport				
<input type="radio"/> Service road <input type="radio"/> Service air <input type="radio"/> Service sea <input type="radio"/> Commercial sea <input type="radio"/> Rail <input type="radio"/> Unknown				
<input type="radio"/> Civilian road <input type="radio"/> Civilian air				
Date stores received	Quantity received	Quantity damaged	Unit price	Total cost
Brief description of damage to contents or container *				
Photographs attached?				
<input type="radio"/> Yes <input type="radio"/> No				
Probable cause of damage *				
Was the item packaged in accordance with the relevant packaging requirements?				
<input type="radio"/> Yes <input type="radio"/> No				
Reference	DI(Af) AAP	DEF(AUST) number	Issue	
Other packaging reference				
Email *		Rank or appointment *		Phone number *
Signature *		Once signed, forward this form to the next level of approval by clicking the button below.		
		<a href="#">Having trouble signing?</a>		
Forward to supplier, consigner, packer or ordering authority				

**Part A**

Raised by area in receipt of defective / damaged equipment (as a result of ineffective packaging)

**Relevant DPA**

Select the appropriate DPA for the items received.

**Originators Reference Number**

From the Unit DPR Register

**Photographs Attached**

Area for attachment of supporting photos. Refer to instructions for insertion of photos.

**Forward Button**

Radio Button to forward the completed form to the Consigner and DPA.

ANNEX A-DEFECTIVE PACKAGING REPORT – FORM AC846 WITH SUPPORTING COMMENTS

**Part B - To be compiled by the supplier, consigner, packer or ordering authority**

**Note:** The supplier, consigner or packer is to investigate Part A of the report. The finding is to be recorded on this form. Complete this form and forward one copy to the ordering authority and the relevant DPA (as listed in Part A).

**This form must be completed and returned within 21 days from date of receipt.**

The following has been compiled by:

☐ Supplier ☐ Consigner ☐ Packer ☐ Ordering Authority

As a result of investigating Part A of Defective Packaging Report registered number:

Originator's reference number

it is established that the cause of the defective report was attributable to:

- ☐ Incorrect packing method  
☐ Insufficient labelling and marking  
☐ Inadequate cushioning material  
☐ Insufficient preservation  
☐ Oversight of packer

☐ Correct packaging method - excessive packaging used (ie oversized box)

☐ Other

Action taken to prevent recurrence \*

Recommendations to amend current packaging instructions and/or Defence standards

Email \*

Rank or appointment \*

Phone number \*

Signature \*

Once signed, forward this form to the next level of approval by clicking the button below.

[Having trouble signing?](#)

Forward to appropriate DPA

**Part B**

To be completed by the Consigner/Ordering Authority.

**Action taken to prevent recurrence**

This is the result of the investigation para 3.2.2.

**Recommendations**

This section is for any suggested changes to Defence standards or instructions

**Forward Button**

Click Radio Button to forward the completed form to the DPA.

**Part C - To be completed by appropriate DPA**

The relevant DPA is to review the Part B process. The finding of the review is to be recorded on this form. Complete this form and return to the Part B signatory above if remedial action is recommended. This form **must** be completed and returned within seven days from date of receipt.

Findings of review

Email \*

Rank or appointment \*

Phone number

Signature \*

Once signed, forward this form to the next level of approval by clicking the button below.

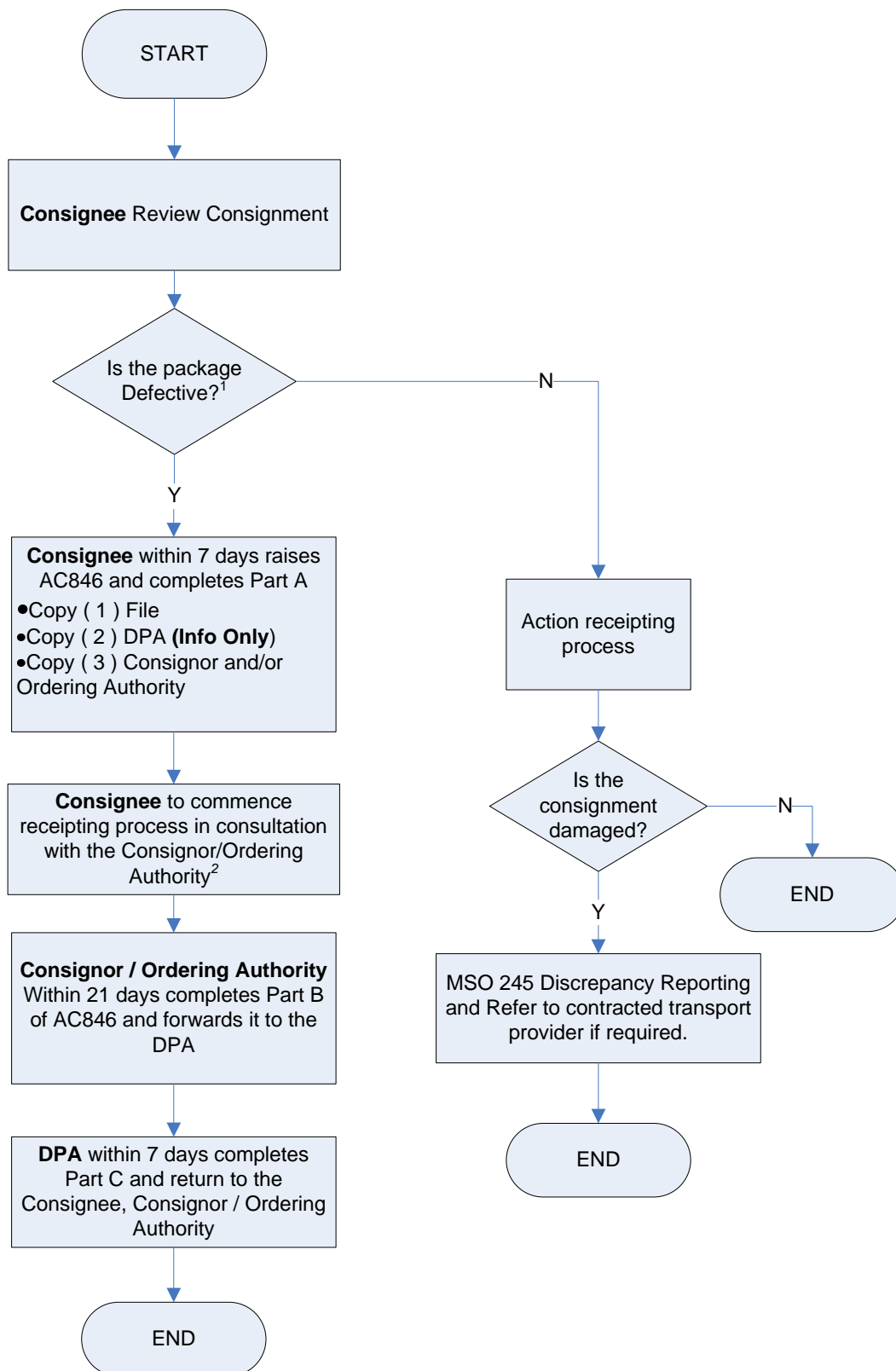
[Having trouble signing?](#)

Return to Part B signatory (if required)

**Part C**

To be completed by the DPA and returned to the Consigner/Consignee.

ANNEX B—FLOWCHART FOR DEFECTIVE PACKAGING REPORTING ACTION



<sup>1</sup>See paragraph 2.4 above.

<sup>2</sup>See paragraph 3.2 above.

## REQUESTS FOR DOCUMENTS

Requests for copies of this Standard, or certain of the listed Applicable Documents, must be directed to the Point of Contact identified on the Tender Request or contract.

**Copies of DEF(AUST) documents are available on the DRN from websites listed below.**

**Note: The website addresses below may change at any time without notice.**

### **DEPARTMENT OF DEFENCE (Land)**

LSD-LEA-CMC-Policy and Governance

<http://vbmweb.sor.defence.gov.au/SPECS/Triservice/Directory.htm>

### **DEPARTMENT OF DEFENCE (Maritime)**

#### **Director Technical Data Requirements**

Navy Platform Systems

CP4-5-152

PO Box 7913

CANBERRA BC 2610

Telephone: +61 2 6266 3376

Facsimile: +61 2 6266 4580

**Requests must state Navy Project Number**

#### **ADF Maritime Material Requirements Set:**

<http://defweb.cbr.defence.gov.au/navsyscom/mrs/HomePage.asp>

### **DEPARTMENT OF DEFENCE (Air)**

Aerospace Materiel Systems Program Office (AMSPO)

<http://intranet.defence.gov.au/dmoweb/sites/AMSPO/ComWeb.asp?Page=109720&View=Intranet>

UNCONTROLLED WHEN PRINTED

**CROWN COPYRIGHT RESERVED**  
**PUBLISHED UNDER AUTHORITY OF**  
**DEPARTMENT OF DEFENCE**