VSM Automation

MIL-Comply / VSM

Vendor Shipment Module Automation

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Automating VSM with MIL-Comply

The Vendor Shipment Module (VSM) is a web application operated by the Defense Logistics Agency (DLA) to manage of shipments made to its depots and customers by defense contractors. Its primary function is to provide the current address of military recipients and assign Transportation Control Numbers (TCNs) to shipments. More recently VSM has begun to provide pre-assigned shipment labels for small parcel services, such as FedEx and UPS. For larger shipments (TL/LTL), VSM provides the necessary paperwork for transportation carriers.

Defense contractors remain responsible for labeling their shipments in accordance with Mil-Std 129 and invoicing the Government with its Wide Area Workflow (WAWF) web application. Contractors using compliance labeling products like MIL-Comply would prepare the container labels then access the VSM web application for the TCN and Ship-To address data necessary to prepare Military Shipment Labels, transcribing the data between these applications.

The MIL-Comply VSM integration eliminates the need to access the VSM web application as well as transcribing information from the VSM web application. Users downloading electronic contract data into MIL-Comply can prepare container and shipment labels, and invoice the Government, with minimal data entry and without accessing either web site. Shipments that require acceptance prior to shipment can achieve that electronically rather than entering data into the WAWF web site.

VSM Automation - A Simple Example

The first step in VSM automation is loading the shipment data into Comply/Shipper or Comply/Labeling by either:

- Entering the shipment data by hand •
- Copying a similar shipment
- Receiving the data from electronically, from DIBBS or WAWF¹

Case

Importing data from a business system or other source

Once your basic shipment details are defined in Shipper or Labeling, the next step is to tell VSM how many exterior containers you are shipping, and how big they are, how much they weigh. The units can be all in one container, one per container, or include a short container. Unit and exterior container labels can be printed here if desired.

			(paruar)	Len Width Ht						
Exterior: 1 Unit Containers per	Case 5 @	P 1 EA 45 1 P EA	Pack: Box	14 12 8						
Container Detail for 5 Units, Packed 1 per Case										
			(paruar)	Len Width Ht						
		2 FA 45 1		14 12 8						

	\	1 @	1	EA 28	1	Pack:	Box	•	
CONTAINER DE	TAIL FOR 5 U	JNITS, PA	CKED 2	PER CASE.	WITH A	SHORT F	REMAINDER (CASE	

28

Besides defining the number of cases and their dimensions for VSM, this feature can be used for container labeling.

Unit Containers per

Exterior:

14

12

¹ Requires Shipper with the *eAwards* option.

Once a shipment has been created, the Shipment Dashboard comes into play for interacting with the VSM servers.

There are buttons for defining the line item(s) to be shipped, and for declaring the number of containers to be shipped, as described above. The Pickup Date is selected here, and for Destination shipments, the shipping carrier is selected.

Notice that there are two groups of operations, one for FOB Destination shipments and the other for FOB Origin. Notice also that the Ship-To and Mark-For addresses are blank, as are the TCN and VSM Control Number, all which VSM will provide.

Clicking on [Shipment Request] will communicate directly with the VSM server.

The VCNA comment		a a matalata di ta a	. :£ :+ • • • • • • • • •	الملائم والمنتين موالا ورما أموس
The VSIVI server	nrocesses the shinn	nent data illist as	s it it nad neen ente	pred on the web site
	processes the shiph	nent aata, jast as		

prioria				
Contract	Order	Shipment	Requisition Number	r
SW0400-82-1-5	050	MPT0003	SW322782190501	1
/endor Ref Num: VSM-D	EST-SW04008215050-003		Ship From:	1HLD9
, ,			Edit <u>L</u> ine Items:	
Invoice:	Date:		Containers / Label	s: 🔽
Ship To: SW3	227 Edit	Mark For:	SW3227 Edit	
DEF DIST DEPO RECEIVING BLD 10TH STREET AI TEXARKANA, TX	T RED RIVER G 499 ND K AVENUE 75507-5000	DEF DIST DI RECEIVING 10TH STREI TEXARKANA	EPOT RED RIVER BLDG 499 ET AND K AVENUE A, TX 75507-5000	
FOB:	C Origin © Destination	1		
Shipment Type	c 🖸 Partial 🛛 C Total	FOB Destinati	on Ops FOB C	Drigin Operations
Shipment Type	e I Partial I Total	FOB Destinati	Request FOE	Drigin Operations
Shipment Type	e I Partial C Total um: 20003984	FOB Destinati	Request Shipment	Drigin Operations
Shipment Type VSM Control No TCN:	e: © Partial C Total um: 20003984 3W322782190501XJX	FOB Destinati	ion Ops FOB C Request ihipment Br	Origin Operations
Shipment Type VSM Control Ni TCN: 5 Shipper: CROWLEY	C Partial C Total U003984 SW322782190501XJX AMERICAN TRANS	FOB Destinati	ion Ops Request hipment Request Bh Ref Ref	Drigin Operations
Shipment Type VSM Control Ni TCN: S Shipper: CROWLEY Shipping Tracking	e Partial C Total um: 20003984 SW322782190501XJX AMERICAN TRANS g Number	FOB Destinati	in Ops Request hipment MSL	Drigin Operations
Shipment Type VSM Control Ni TCN: Shipper: CROWLEY Shipping Tracking	: © Partial C Total um: 20003984 3W322782190501XJX AMERICAN TRANS g Number	FOB Destinati	ion Ops FOB C Request Shipment Shi MSL	Drigin Operations 3 Origin Fields ipment Request equest Doc Gen quest Addresses Parcel Label
Shipment Type VSM Control Ni TCN: s Shipper: CROWLEY Shipping Tracking Pickup Date:	C Partial C Total 20003984 3W322782190501XJX AMERICAN TRANS g Number 11/25/2018	FOB Destinati	ion Ops Request hipment MSL	Origin Operations 3 Origin Fields ipment Request equest Doc Gen quest Addresses Parcel Label Packing List

The TCN and the Ship-To and Mark-For addresses are provided by VSM. Simply click on the [Mil-Std MSL] button to print the shipment label(s).

And that's it, all ready to ship! If you want to

submit an invoice to WAWF, MIL-Comply/Shipper can do that with just a few more keystrokes (with the WAWF option).



MIL-COMPLY – Tech Note

Shipment

MPT0003

Mark For:

Errors(s):

Communicating with DLA VSM server. Please wait...

Call Back:

FOB Destination Ops

Shipment Request

None

Requisition Number

Ship From

Edit Line Items:

Containers / Labels:

Edit

1HLD9

FOB Origin Operations

FOB Origin Fields

Shipment Request

Parcel Label

Packing List

VSM Shipment Dashboard: VSM-DEST-SW04008215050-003

Order

Date:

Edit

11/25/2018

Mil-Pac VSM Web Services Client

Ref Num: VSM-DEST-SW04008215050-003

Shipment Type:
 Partial
 C Total

< Add Carrier >

Cancel

Options

Contract

Vendor

Invoice:

Ship To:

FOB:

TCN:

Done

Shippe

VSM Control Num:

Shipping Tracking Number

Pickup Date:

SW0400-82-1-5050



FOB Destination Shipments

The process for FOB Destination VSM shipments was almost entirely demonstrated in the Simple Example. The selection of the Shipping Carrier was glossed over, but really is simply a matter of clicking on the field when the Shipper field displays <Add Carrier>. A list of carriers acceptable to VSM will be displayed.

MIL-Comply will ask for the carrier's tracking number, which is necessary to close the shipment out in VSM. You can provide it prior to requesting shipment approval, or later, in cases where it is known only after shipping. Simply revisit the VSM Automation screen, add the tracking number and click on [Close Out Shipment].

FOB Origin Shipments

Acceptance at Origin shipments slightly more complicated than those at destination, if only because the Government requires more paperwork. Beyond a couple of additional

VSM Shipment Dashboard: VSM-ORIG-W62G2T8	1450728-008		×
<u>O</u> ptions			
Contract Order	Shipment	Requisition Number	_
SPE5EJ-18-V-8167	XYZ0008	W62G2T81450728	
Vendor Ref Num: VSM-ORIG-W62G2T81450728-008		Ship From:	1HLD9
		Edit Line Items:	
Invoice: Date:		Containers / Labels:	v
Ship To: Edit	Mark For:	Edit	
FOB: Origin C Destination Shipment Type: C Partial C Total VSM Control Num:	FOB Destinatio	n Ops FOB Orio	gin Operations
TCN:	Close Out Sh	ipment Pog	uest Dee Gen
Shipper:			dest boc den
Shipping Tracking Number		Requ	iest <u>A</u> ddresses
	Mil-Std <u>N</u>	<u>18L</u> P	arcel Label
Pickup Date: 11/26/2018		F	acking List
Erro	rs(s): None	Bi	ill of Lading
Done Cancel Call	Back: n/a	DD13	87 1907

fields to be entered, the process is

much the same. Within MIL-Comply the two methods are entirely different because VSM uses two different data interchange technologies them.

4 of 5

45

See Care

11/26/2018

DIST DEPOT RED RIMER RECEIVING DLDG 499 19711 STREET AND K AVENUE TEKARHANA, TX 75507-5000

DPP DIEL GRACT ARD RIVER RECEIVED RUDS - 400 BCH STREPT

Selecting FOB Origin, either when the shipment is created or on the Shipment changes the available buttons and availability of some fields.

Like Destination shipments, the Shipment Type (Partial/Total) should be selected, and the *Pickup Date* should be updated by clicking on it if necessary.

Notice that the [FOB Origin Fields] button is available. The checkmark beside it

indicates that required data has been completed. This is because the shipment was copied from a prior one, and that specific data carried over. Clicking the button will allow review of it. The Equipment Type is required, so that DLA can determine the appropriate carrier.

3 Origin Specific Fields		Centervers Value	1.0	×
Equipment Type: Van, closed, 30 ft and less	•	Select Small Parcel		
Carrier Remarks: Enter Gate 2, proceed to 2987 Nimitz Blvd,	Bldg 24			
Use Doors 4 - 7				
OK	ncel			





X

Once container(s) are defined and Equipment Type is selected, clicking the [Shipment Request] button (shown above) will send a request to the VSM server. If successful, the [Request Doc Gen] button is then enabled. Clicking it asks VSM to start their internal process of arranging for transportation. When that is successful the [Request Addresses] is made available, along with buttons for other documents that have been prepared by DLA for the shipment.

Use [Request Addresses] to retrieve the Ship-To and Mark-For addresses from VSM, along with the TCN. That information will be inserted into the MIL-Comply database. This allows

Comply/Shipper to create a WAWF Receiving Report and Invoice and Labeling to print a Mil-Std-129 Military Shipment Label (MSL) rather than the VSM DD1387.



The MSL may be printed by clicking [Mil-Std MSL] or by using any Comply/Labeling that shares the database. The TCN and addresses sent by VSM will be included.





VSM Shipment Dashboard: VSM-ORIG-W62G2T81450728-009

The DD1387 created by VSM can be used instead of the Military Shipment Label by clicking [DD1387]. It will be retrieved from VSM and opened in your PDF viewer. The other document options include:

- Parcel Label (such as UPS or FedEx)
- Packing List as generated by VSM
- Commercial Bill of Lading
- DD1907 (Signature and Tally Record)

A document button that is greyed out indicates that VSM has not made the document available, or it is not applicable for the transportation type.



Small Parcel versus Freight Shipments

VSM defines Small Parcel (SP) shipments to be those up to 150 pounds that are destined for CONUS locations, and up to 300 pounds outside CONUS (OCONUS). There are also container size restrictions. VSM will issue a shipping label for an appropriate carrier, such as UPS or FedEx, for SP shipments. More about FOB Origin <u>freight shipments</u> later.

The Equipment Type for SP shipments is "Van, closed, 30 ft and less", also known as "Truck Load, Less than Truck Load" (TL/LTL). The [Select Small Parcel] button makes it easy to remember this. And when equipment type is

FOB Origin Specific Fields	terminan units
Equipment Type:	
Van, closed, 30 ft and less	Select Small Parcel

selected from the list, the Small Parcel check box will be marked if the current Equipment Type is TL/LTL.

Small Parcel Shipments of Multiple Containers

VSM's FOB Origin process for multiple small parcel containers is complicated by a limitation in VSM that prevents it from obtaining multiple shipping labels from small parcel carriers. The VSM web site treats each such container as a separate shipping event, issuing separate Shipment Control Numbers (SCN), Transportation Control Numbers (TCN)

Untr	CLIN	Qty	Dimensions	Wt	SCN	TCN	Tracking Nu	mber
1 2 3	0001 0001 0001	2 2 1	15x13x22 15x13x22 7x6x11	24 24 14				
3hip	To:		Edit		1	Mark For:	Edit	Pickup Date 12/30/2018
	Reques	st Shipn	nent		Print	cel Label(s)	Mil-Std MSL(s) Print MSL(;	5)
	neques	r En	ror(s)	_	Pa	cking List(s)	RFID-Enabled: ©	No C Yes

and shipping tracking numbers for each container. MIL-Comply handles that automatically. This can be done by container, or by document type, so one could, for example, retrieve and print all of the packing lists for an order in a single operation.

This screen appears when the [Request Shipment] on the Shipment Dashboard is made for a shipment consisting of multiple small parcels.

The containers defined for the shipment will be displayed. Clicking [Request Shipment] here starts a series of interactions with the VSM servers, resulting in an SCN and TCN being assigned to each container. At that point the [Request Addresses] button will be activated.

Cntr	CLIN	Qty	Dimensions	Wt	SCN	TCN	Tracking Number		Request Shipment
	0001		15x13x22		20004060	W62G2T81450728XBX			Hequestempment
2 3	0001 0001	2 1	15x13x22 7x6x11	24 14	20004061 20004062	W62G2T81450728XCX W62G2T81450728XDX			Request Addresses
	,				_	@ @	EA J	(partial)	Len Width Ht
Exte	erior:	2	Unit Contai	ners p	er	Case 2 @	2 EA 24 3 1 EA 14 1	Pack: Box	15 13 22 ✓ 7 6 11

Performing [Request Addresses] (above) for a multiple container Small Parcel shipment requests the addresses and Small Parcel labels (UPS, FedEx, etc.) from VSM. VSM also generates the Packing List and DD1387 for each container. The carrier-assigned Tracking Number received for each container will now be displayed. At this point everything is ready for document and label printing for the shipment.

Cntr	CLIN	Qty	Dimensions	Wt	SCN	TCN	Tracking Num	ber
1 2 3	0001 0001 0001	2 2 1	15x13x22 15x13x22 7x6x11	24 24 14	20004060 20004061 20004062	W62G2T8145072 W62G2T8145072 W62G2T8145072	8XBX 79465193824 8XCX 79465193825 8XDX 79465193817	8 9 8
Ship To:W62G2TEditMark For:W62G2TEditW1BG DEF DIST DEPOT SAN JOAQUN 25600 S CHRISMAN ROAD REC WHSE 16BW1BG DEF DIST DEPOT SAN JOAQUN 25600 S CHRISMAN ROAD REC WHSE 16B PH 209 839 4307 TRACY, CA 95304-5000Pickup Date01/01/2019								
	Reques	t Shipm t Addres	ror(s)		Print Parcel L Packing	_abel(s)	Mil-Std MSL(s) Print MSL(s) RFID-Enabled: © <u>N</u> e	o C <u>Y</u> es

The [Parcel Labels], [Packing Lists] and [DD1387s] buttons open PDF files that may be printed in Acrobat, all at once, or by document type.

Comply/Labeling users will likely find it easier to print its Mil-Std MSL labels. These will come out perfectly aligned on laser label sheets or thermal-transfer rolls.



Mil-Std-129-compliant Military Shipment Labels (MSLs) printed by VSM Automation for a multiple container, Small Parcel, FOB Origin shipment. No additional data-entry required.

Freight Shipments (FOB Origin)

DLA transportation specialists will arrange transportation for shipments that do not fit into the Small Parcel criteria. This changes the response to requests for shipments. While it is arranging transportation VSM will respond that

"GFM Freight Release (is) in Process'	Ship To:	Ship To: Edit Mark For:				
Gen] later.	JOC **** GFM Freight Relea	se in Process. ***	*** GFM Freight Release in Process.			
Comply/Shipper identifies such	FOB: © Shipment Type: ©	Origin © Destination Partial © Total	Destination Ops	OB Origin Operations		
shipments as being in VSM Hold, and	VSM Control Num:	20004029	ose Out Shipment	Shipment Request		
includes a filter to allow one to quick	Cly TCN: W62G	2T81450728XRX	nipping Document	Request Doc Gen		
identify shipments requiring attentio	on. Shipping Tracking Nur	Shipping Tracking Number				
📸 mil/Comply - mpWorkFlow		B 4 5		Packing List		
File Edit Get New View Tools User GFP Hel	0		GD ?	Bill of Lading		
Reference Number Contr	ract Order	Shipment Status	n/a	DD1007		
VSM-ORIG-W62G2T81450728-012 SPE5E	J-18-V-8167	XYZ0012 Shipment Made		DD1387 1907		
VSM-ORIG-W62G2181450728-001 SPE36	1-18-V-8107	XYZ0001 Snipment Made				
VSM-ORIG-W62G2T81450728-013 SPE5E	J-18-V-8167	XYZ0013 RR Submitted				
VSM-ORIG-W62G2T81450728-014 SPE5E	J-18-V-8167	XYZ0014 VSM Hold				
VSM-ORIG-W62G2T81450728-015 SPE5E	J-18-V-8167	XYZ0015 New Shipment				
VSM-ORIG-W62G2T81450728-NNN SPE5E	J-18-V-8167	TEMPLATE New Shipment				

The Shipper display can be quickly filtered to display shipments that are pending VSM update by using the View menu command. Future versions of Comply/Shipper may simplify this by allowing the status of transportation by right-clicking on items are under *VSM Hold*.

Label Printing in VSM Dashboard

The Container Matrix exists primarily to collect the container information required by VSM. However, container labels compliant with Mil-Std-129 can be printed as well². The screen is opened from the VSM Shipment Dashboard via the [Containers / Labels] button. Compliant labels for VSM shipments may also be printed by Comply/Labeling.

VSM Container Characteristics / Label Printing	Baylan Hills	×
CLIN: 0001	P/N:	
SEAL	NSN: 5330-01-181-0505	
	Overrides (not saved)	
Quantity to Ship: 5 EA	Lot Number: Shelf Start:	
Non-Definitive Units:	Pkging Date: 11/18 (MM/YY) Shelf End:	
Container Type Items / Containers per Pack PRIM	Cntrs / CLIN F Labels @ Qty UOI Wt(lbs) Cube(ft) Label Format Label Stock	The number and
Unit: 1 Items per Unit Container Unit	▼ 5 @ 1 EA	dimensions of exterior
Intermd: Unit Cntrs per Intrmd	Image: Contract of the second seco	containers is required for VSM shipments Dimension (inches) Len Width Ht
Exterior: 2 Unit Containers per	▼ 2 @ 2 EA 27 3	15 13 22
	▼ 1 @ 1 EA 16 1 Pack: Box ▼	15 8 10
Pallet Exterior Cntrs per Pallet Pallet	@ EA @ EA Pack:	
OK Validate for VSM Can	el	

This example shows the Container Matrix in its simplest use in support of VSM data requirements, which are to provide the number of containers, their size and weight, and the number of CLIN units in each. The exterior

containers in this example have two unit containers in each case. MIL-Comply determines the number to go into the partial case. The number of containers needed is calculated and the user is left to fill in the weights and dimensions.

2	@	2	EA	27	3	129XC2D	6x4 Laser
1	@	1	EA	16	1	Pack: Box	-

All that is required for label printing is to select the label format. The default label stock is automatically selected. It can be changed by clicking on it. The standard Military Shipment Label

GSA Exterior Container Format					
Container: Exterior					
<u>F</u> avorites	<u>C</u> ommon	<u>M</u> ore	<u>R</u> FID	UID	
<u>H</u> azMat	Spe <u>c</u> ial	<u>G</u> SA	Re <u>v</u> R	<u>A</u> II	
129SNL 129XC2D	MS-129 MS-129	9 Barcoded S 9 Extr Cntr 20	Serial Numbe	r List	
129XC2DR MS-129 Extr (129XC2DRsm 129XC2DRsm MS-129 Extr (129XC2Dsm MS-129 Extr (129XCL MS-129 Extr (MS-129 Extr (129XCL4b) MS-129 Extr (129XCL4b) MS-129 Extr (MS-129 Extr (MS-129 Extr (129XCL4b)) - RFID) RFID (4-incl) (3-inch) ntainer Label SN/PIIN/CAGE	h) E/SN Barcode	

may also be printed, using the [Mil-Std MSL] button on the VSM Dashboard. It will include the TCN, Project, FMS and addresses supplied by VSM.

² A Comply/Labeling license is required for printing labels from the VSM Shipment Dashboard.

Contract Number

SPE5EJ-18-V-8167

Reference Number SPE5EJ18V8167-XYZ0021

Document Type Standard Shipment

Shipment: XYZ0021

C GSA Shipment

Delivery Order

Find Next Shipment

Assign Automatically Always

C Property Transfer (DD1149)

C Progress Billing (SF1443)

Select

Existing

Using VSM Automation with MIL-Comply Modules

The VSM Automation is designed to fit into normal MIL-Comply processes, or in some cases, replace them. The features described below and in the rest of this document, are optionally licensed, first appearing in MIL-Comply Release 1.3.0201.

Comply / Shipper

MIL-Comply/Shipper is a good tool for defense shippers for organizing shipment documents. Its integrated VSM Automation can perform required VSM operations while streamlining standard container labeling³. Used in conjunction with Shipper's WAWF capability⁴, one can very quickly label containers, receive VSM approval, and send an invoice to WAWF, all without accessing either Government web site. And using eAwards⁵ even eliminates most data entry by allowing the Shipper to create shipment records directly from contract orders from electronic contractorders (EDI) supplied by the Government. 8 23 New Shipment

The starting point for users without eAwards to auto-populate their shipment data is creating a new shipment like any other. The only difference is selecting VSM Shipment as the Document Type. This can also be done later on the Shipment Details dialog.

VSM shipments may also be copied to eliminate redundant data entry. The VSM Shipment designation will carry forward from the source shipment. In either case, the result is a [VSM Automation] button



container labels⁶. With VSM Automation, one would typically complete all labeling and VSM activities from within Comply/Shipper.

Use with Electronic Orders (EDI) from Government

Most contract-orders originating from the Defense Logistics Agency (DLA) are available electronically via Electronic Data Interchange (EDI) transactions delivered to Comply/Shipper and/or Labeling via a Value-Added Network (VAN) such as the one operated by Mil-Pac⁷.

Using MIL-Comply's eAwards and WAWF features with VSM Automation greatly simplify the processing of VSM shipments, reducing data-entry to essentially just the size of the boxes and an invoice number.

³ Container labeling beyond the Parcel Labels and DD1387s provided by VSM require optional Labeling license feature.

⁴ Submitting Receiving Reports and/or Invoices to WAWF requires optional WAWF license feature.

⁵ The eAwards is a separately licensed feature, may require a Value-Added-Network subscription.

⁶ Mil-Std-129 MSL and container labeling requires optional Labeling feature. VSM Parcel Labels and DD1387s are available in VSM Automation.

⁷ Electronic order processing requires the eAwards feature, and access to ANSI-X12-850 transactions typically provided by a DOD-certified VAN, such as Mil-Pac's. MIL-Comply is compatible with compliant transactions from other VANs.

Comply / Labeling

VSM Shipments may also be created in Comply/Labeling. One could start by labeling unit containers if that is preferred over the VSM Automation <u>Container Matrix</u>. At any point in time the VSM menu option can be used to bring up VSM Automation in order to get Military Shipment Labels, packing lists, and parcel labels or commercial bills of lading.

DCMA Accepted Shipments / WAWF

Shipments that require DCMA Source Inspection/Acceptance are handled a little differently. DLA requires that DCMA acceptance must occur in WAWF prior to requesting shipping documents from VSM. This means that the Transportation Control Number (TCN), Ship-To and Mark-For addresses provided in the contract must be included on the Receiving Report / Combo submitted to WAWF for acceptance. The VSM process should be started only after acceptance by DCMA.

VSM Error Handling

The complexity of the VSM process means that errors will eventually happen. VSM goes offline occasionally, as does some of its back-end systems. The Internet data communication protocols are complex, and can error out, just like web pages do sometimes. Occasionally data might entered into MIL-Comply in a format that is not acceptable to VSM, but not detected by MIL-Comply.

What happens when you get an error like this?



Look for the Error(s) field at the bottom of the Dashboard,

which displays the most recent error code. Clicking on the error



or [?] will bring up more detail about the error.

Sometimes the information displayed in the error message is enough for the Mil-Pac Help Desk to determine the problem. In this case, the issue is internal to VSM. MIL-Comply records most of the transaction details, including error

Transaction Error		×
Vendor Reference Nur	nber: VSM-ORIG-W62G2	2T81450728-009
Error Code: HTTP50	0 Source:	Client-side 🔽 Server-side
Document Request (P	arcel) failed. (HTTP 500) Int	ernal Server Error
ок	<u>C</u> opy to Clipboard Copy Transaction <u>P</u> ath	Open <u>Transaction File</u> Open Transaction Folder

messages and detailed responses from VSM.

The first step can be using to [Copy to Clipboard] which allows a summary of the error to be easily copied into an email to the Mil-Pac Help Desk. For more complex errors, refer to transaction file which includes all of the data sent to VSM and its responses.

The transaction file itself may be opened for look, or better yet, sent to the Mil-Pac

Help Desk. To make that easier, use the [Copy Transaction Path] button. It will copy the location of the file to the clipboard. Create an email to support@milpac.com and attach the file. When your email client asks you to "open" the file simply paste in the transaction file path.

Easy access to the transaction file is also available if that is the preferred method for sending email attachments. Use the [Open Transaction Folder] button and look for a LOG file with the Vendor Reference Number, e.g. VSM-ORIG-W62G2T81450728-009.log in this case.