

Loglines

Logistics News Customers Can Use
Summer 2000

Logistics Wargame is Services' Newest Weapon

By SANDY ELLIS,
Program Manager,
Focused Logistics Wargame (FLOW)
and BEVERLY BUFFKIN,
Program Analyst,
Chief Naval Operations (CNO)

For years America's fighting forces have used wargames to simulate combat and test operations and tactics in various scenarios and against numerous enemies. The latest tool in a vast series of simulations, the Focused Logistics Wargame (FLOW) differs radically from the more familiar battle-centric games.

FLOW begins to illuminate a previously black hole in the wargaming spectrum and represents an area of

study mostly ignored when it came to studying combat operations and tactics. Instead of focusing on the warfighting operations and tactics associated with destroying an enemy, FLOW zeros in



on how to provide the logistical support needed to make warfighters a success and give them the edge they need to successfully complete their mission.

Most traditional simulations deal only with confronting and defeating a specific enemy combat capability or strategy. In these virtual battlefields the beans, barrels (of oil) and bullets, all those items the warfighter needs to do his job, are assumed to be available in the location, the quantities and the timeframes needed. However, in real life these items are not always readily at hand. For example, the Department of Defense's (DOD) systems for planning and executing transportation

of its forces were strained by the rapidly evolving requirements of Operation Allied Force in Kosovo.

The idea for FLOW grew out of the series of very successful Naval Logistics Wargames (NAVLOG) held in the mid-1990s. Growing concern about the capabilities of their combat support forces to meet increasing demands prompted the Navy and Marine Corps to seek ways to further understand the problems their supply chains might encounter in meeting their needs. Changing business practices and increasing reliance on contractors and non-DoD suppliers, heightened combat



commanders' concerns that traditional logistics support had evolved from a primarily DOD owned establishment to a base that is almost completely commercially supported.

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**This LOGLINES
features the latest on:**

**DLA Expo and Customer
Workshop 2000**

**Business Systems
Modernization**

**Customer Infogram List
Server**

Products and services

EXTRA! EXTRA!

The DSN for DISC has been changed from 442 to 444 under the consolidation with DPSC. The Customer Service number is 800-413-6789. NOTE: New telephone numbers for DSCP personnel can be found on the following web site: www.dscp.dla.mil/phone/fonenew.htm

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We encourage letters, feedback and questions from our readers and customers.

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The NAVLOG games were very successful and highlighted critical areas in which the Navy and Marine Corps needed to make programming, policy or doctrinal changes. Through several consecutive games, the two services focused on capabilities in which future investments, if made through the normal budgeting process, could improve or secure vital logistics competencies. Using these games and related models as the analytical foundation for decision-making allowed reprogramming recommendations to be validated and approved. For example, several significant problems involving planning and employment of munitions were resolved.

Following the success of the Navy games, the Navy and Marine Corps senior logistics commanders sponsored the idea of a joint game in which all the services would participate. This proposal became more important once General Shalikhshvili, USA, then chairman, Joint Chiefs of Staff, published Joint Vision 2010. Joint Vision 2010 provides high level guidance on how the services will evolve to "fight as a joint team" in the early 21st century. One of the four basic tenets of JV 2010 is Focused Logistics.

The idea behind FLOW directly supported the concept of Focused Logistics: "the fusion of information, logistics and transportation technologies to provide rapid crisis response, to track and shift assets even while enroute, and to deliver

tailored logistics packages and sustainment directly at the strategic, operational and tactical level of operations." FLOW was approved by all the services and Defense Logistics



Agency (DLA). The Director of the Joint Staff, Logistics (J4), agreed to sponsor FLOW. The Navy, with past experience using the same template and process, agreed to host the first joint wargame. The other services signed up to host FLOW in future years with the Air Force hosting in 2001 and the Army hosting in 2003. A joint team was established and charged with crafting the wargame, detailing the process, educating the participants, and planning the event.

The FLOW scenario-writing team drafted a framework for the game, one closely modeled after the Defense Planning Guidance (DPG) scenarios. The joint team spent over a year putting together the scenario, gathering data from the services, checking and double-checking the details, and scripting the wargame. Once this framework was filled in with details, it was handed off to the game players.

These players were organized into analysis teams called "pillars." There were seven "pillars": Logistics

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“When it comes down to the wire and the enemy is upon you and you reach into your holster, pull out the pistol and level it at your adversary, the difference between a click and a bang is logistics.”

— SOURCE UNKNOWN

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Management and Information Systems, Strategic Logistics, Strategic Mobility, Readiness and Sustainment, Construction and Engineering, Health Services and Ordnance. Each “pillar” was chaired by a Navy flag officer. The Chair had a core team of flag level military and civilian leaders who brought their subject matter experts into the pillar to support the effort.

DLA participated as an equal partner with the four Services. RADM Keller, Commander, Defense Logistics Support Command, led the Strategic Logistics Pillar to assess surge and sustainment support. DLA professionals from numerous activities spent many hours developing support plans for the various operations. Commodity experts from the Supply Centers examined supply chain capabilities and distribution plans. LTG Glisson attended the Executive Briefing in Newport and endorsed the game's findings and recommendations.

Also participating were Commander in Chief (CINC) action officers and officers representing the U.K., Canada and Australia. This group formed the Operational Advisory Group (OAG) and provided the CINC warfighting perspective to the Pillars. This multinational participation represented a first for the logistics wargames, and plans to increase Allied participation in future FLOW games are well underway.

The scenario was divided into four parts, called Moves spanning 6 years (2004-2009). The Moves reflected events the military has responded to in the last ten years. Within each Move were approximately 10 events, including humanitarian operations, disaster relief efforts, ongoing peacetime missions and small scale contingencies (SSCs). Each event description included information about the operation, forces employed, the time line associated with operations, and any facts needed by an analyst to plan logistics support.

The pregame phase began in May 1999 with a kick-off meeting held at DLA. At this meeting the Pillar members were briefed on the concept, provided the Move 1 scenario, and given direction by senior leadership. The task: How to maintain and support the combat forces and operations specified in the scenario? Over the following 5 months the analysts carefully assessed the Move scenarios and reported their findings to senior leadership.

The culmination of FLOW occurred in October 1999 at the Naval War College in Newport, RI. There, at the new wargaming center, McCarty-Little Hall, the group (over 400 strong) came together for one week of

concentrated effort, conducting a final assessment and focusing exclusively on the logistics problems revealed by their work and the possible options for mitigating shortfalls. They would also decide which recommendations would be made to the senior leadership arriving for the senior executive outbrief on Friday.

Over one hundred issues were discussed during this week. Issues included positioning and use of ordnance, employment of contractors in theater operations, visibility of supplies flowing to the forces and the movement and prioritization of supplies to support contingencies. Briefers expressed concern about access to reserve capabilities, frustration with prioritization of logistics communications, apprehension about the demands being placed on aging equipment, and the adverse effects of increased operations on their personnel.

After careful consideration four major issues emerged: information management, information availability, contractor logistics support and engineer capabilities. These issues had surfaced in all the Pillars at various times during the game play and were unanimously endorsed because they significantly affect mission accomplishment. The Services logistic communities strongly recommended additional resources concentrate on ensuring these capabilities are available in the quantity and quality needed to ensure operational success.

When these issues were briefed to senior DoD officials, the response was immediate and the reaction positive. After having been ignored for years, logistics was finally receiving the attention needed to become a combat capability “enabler,” not a constraint.

This “newest weapon” will allow the services’ combat support arms to complement the actions of the military commanders and their troops. They will be able to deploy with lighter equipment loads tailored to specific missions and locations. Lift capabilities will be more flexible and responsive. By using the FLOW process, the logistics capabilities required can be fully understood and integrated into the planning process. Requirements can be validated for accuracy and scarce resources applied appropriately. Logistics will finally be recognized as the foundation upon which any successful combat mission is based. This logistics focused game, FLOW, will ensure the best supply pipelines are firmly in place and can provide the power our forces need to succeed.

A NOTE FROM THE EDITOR—

Hello everyone! Ahhh, the new century — a time for new beginnings. And speaking of new beginnings, let me introduce myself as the new editor of LOGLINES. Although I took over the LOGLINES helm only in December 1999, I have been a member of the DLA family for 14 years. I began in DLA's Administrative Support Center in 1986. In 1991, I transferred to the DLA Headquarters to work on the Consumable Item Transfer (CIT). As CIT wound down, I moved into the new Information Systems and Technology Directorate where I most recently worked on the Business Systems Modernization (what an initiative that one is!) before transferring to the Customer Communications Team to work on LOGLINES. I must say that I am so very excited about this opportunity!

Having worked in a variety of areas, I have also worked with a variety of DLA customers and absolutely look forward to working with more of you. I warmly welcome any suggestions or complaints (few complaints, I hope) and would like to hear from you about what we can do to improve LOGLINES. Please call me, or e-mail me, with any ideas that you have, or just call to say hi. My job is to provide the information that you need and want to see in LOGLINES!

Our departing Editor, Linda Stacy-Nichols (who hasn't departed from DLA, she just got promoted to become the program manager for our Customer Survey) has been a tremendous help to me. A huge thank you to Linda for her assistance and a big congratulations on her well-deserved promotion!!

We expect to be back on the schedule publishing an issue of LOGLINES each quarter. Look forward to the next issue due out in August.

Wishing all of you continued happiness throughout the Millennium and looking forward to working with you.

*With Warmest Regards, Vicki
Vicki Christensen*

*Phone: (703) 767-1497 or DSN (427)
Email: vicki_christensen@hq.dla.mil*

Uh-Oh, We Goofed...

Twice, in as many articles. Brian Momchilov wrote the articles "Reporting and Investigating Property Loss" and "Investigations: The Basics" which were published in the Summer 1999 issue of LOGLINES and we omitted his byline. The byline should have read: Brian Momchilov, former DRMS point of contact (POC) for FLIPL. And, as if that wasn't enough, we misspelled the current POC's name. The current POC for FLIPL is Alonzo Bailey, DRMS-NP, DSN 432-7541. We apologize for those oversights.

Improving Supply Support is Vital

By ROBERT CARROL, J-33 (LS)

America's warfighters have never been more dependent on DLA than they are today. The absence of a DLA part can prevent a sortie, hinder a deployment, or otherwise impede the mission effectiveness of our combat forces. When DLA is not able to honor a customer requisition because of a stock outage, we record a backorder. Backorders are a fact of life for both the commercial business sector and DoD supply systems. Unfortunately, whenever we record a backorder, we have failed a customer. It is vital that we *prevent* backorders in every way we can. Prevention of backorders at DLA starts even before the customer places an order.

How did DLA accomplish this new proactive approach? I can promise that it had nothing to do with a crystal ball. We developed a new tool called Vital Signs. The automated tool was developed for the DLA acquisition workforce and provides the capability for DLA to begin the prevention process months before an item is even ordered by a customer. **Vital Signs** is a tool that assists the DLA Acquisition workforce in becoming more proactive in preventing backorders before they occur. It predicts when a stocked item (by National Stock Number (NSN)) is likely to go on backorder, how long it will remain on backorder and how many future backorders it will accumulate over the lead-time. This tool also helps to prioritize workload, focusing all logistic functional areas on the same goals so that the most important items are worked first — across the board. The Vital Signs database is updated, at least, weekly and includes all items with dues-in, current backorders or projected backorders.

One of the most powerful features of Vital Signs is its proactive nature. It anticipates future problems, enabling the prioritization of those items in most need of attention so as to minimize or eliminate backorders. For example, a backorder study completed in 1996 at a hardware ICP showed that 70% of their backorders were the result of delinquent contracts, canceled contracts, or long lead-times on purchase requests. While DLA's legacy logistic system, known as the Standard Automated Materiel Management System (SAMMS), provides reports for each of these problems, it does not relate their impact back to whether we have goods available for sale.

Furthermore, it does not consider the severity of the impact among all items in achieving agency or center goals.

Vital Signs provides reports on these problems to each functional area using the same holistic prioritization scheme. The resulting leverage of resources allows the supply, procurement, technical and quality functions to operate in unison targeting a given item, group of items or some overall goal. So, basically, as DLA's customers are going about their everyday business, DLA is busy looking into the future with the help of VITAL SIGNS to ensure that whenever possible, DLA has the right part at the right time for the customer.

A beta version of Vital Signs was deployed to the DLA ICPs in late spring 1999. The production version was deployed at DSCR in October 1999. We expect to deploy Vital Signs at DSCC by early July 2000 and then to DSCP by late August or early September 2000.



DLA Completes Federal Supply Class (FSC) Realignment Effort

By LORA CONRAD, J-33 (LS)

By now, it's well known that Base Realignment and Closure (BRAC) decisions in 1993 and 1995 decreased the number of DLA's Inventory Control Points (ICP). One of the major evolutions associated with BRAC 95 was the decision to realign integrated materiel management of DLA's hardware items under a weapon systems support concept. Defense Supply Center, Richmond (DSCR), now focuses on aviation weapons support. Defense Supply Center, Columbus (DSCC), focuses on land and maritime weapons support. And the Defense Supply Center, Philadelphia (DSCP), provides troop and general commodity items.

The FSC realignment effort resulted in more than 650,000 National Stock Numbers (NSNs) in 233 Federal Supply Classes (FSCs) transferring amongst the DLA centers beginning in February 1996. The transfer of FSC 4030 from Richmond to Columbus in September 1999—the only FSC to transfer twice in the realignment—marked the completion of the initiative. Transfer counts by site are as follows:

	Transferred Out		Transferred In	
	# FSCs	NSNs	# FSCs	NSNs
DSC Columbus	83	134,000	16	37,000
DSC Philadelphia	18	307,000	184	258,000
DSC Richmond	133	211,000	34	357,000

The master FSC Realignment plan was developed by a committee of GS-15s from the ICPs and DLA, and approved by a Senior Executive Steering Committee consisting of Center Deputy Commanders and senior DLA managers. Considerations for FSC assignments included the degree of FSC weapon system application and the commodity's commercial availability. The committee's plan also managed to maintain a balanced workload to support personnel resource projections at each ICP.

The success of the FSC Realignment effort is a tribute to the dedication of DLA employees to ensure uninterrupted customer support. Their efforts resulted in

a major realignment effort that was practically invisible to DLA customers.

For an up-to-date list of managers of DLA (and GSA) FSCs, please refer to the DLA Logistics Operations Home Page at <http://www.supply.dla.mil/itemsear.htm>.

Policy for the Reimbursement for Duplicate Transportation Charges for Foreign Military Sales (FMS) Shipments

By LINDA KIMBERLIN, J-347 (CI)

When the Defense Business Operating Fund (DBOF), now the Defense Working Capital Fund (DWCF), came into being, transportation costs were to be built into the standard unit price of the DWCF items and shipment of FMS materiel was to be pre-paid by the U.S. government. Over the years, the FMS customers have continued to code their requisitions with Delivery Term Code (DTC) "4," which stipulates Collect Commercial Bill of Lading (CCBL). DLA overrode the code and shipped by Government Bill of Lading or other prepaid means in most instances. However, when the distribution functions became more automated and more shipments were made directly by the vendors, it became more difficult to override the coding in the requisition.

In an August 12, 1998, memorandum, the Defense Security Assistance Agency, now known as the Defense Security Cooperation Agency (DSCA), recommended the Military Services modify the FMS case lines for DWCF materiel to reflect DTC "5." In addition, they stipulated the transportation charge on the Letters of Offer and Acceptance (LOA) be reduced to .5625 percent (15 percent of the previous 3.75 percentage). This change in the LOA transportation charge fell in line with the fact that approximately 85 percent of the delivered dollar value on the LOAs was for DWCF materiel.

Using a DTC 5 code will not result in additional charges to the customer if the requisition is coded properly to identify the item as coming from DWCF sources—transportation for these items is included "in the price of the item." Use of this code, by itself, is not the sole determinate of funding—all other codes and shipping documentation must also be accurate.

If the item is not a DWCF item, and DTC 4 is used

properly on the requisition, the customer will be responsible for all transportation costs. If a CCBL is used, the customer will be charged appropriately.

DLA compensated the military services on behalf of the FMS customers charged duplicate transportation charges with lump sum payments for shipments made between 1991 and March 1995. Individual Supply Discrepancy Reports (SDR) have been accepted by DLA for duplicate transportation charges on shipments from April 1995 onward.

In a memo of October 13, 1998, DLA informed the Services that due to the DSCA policy change, DLA would accept SDRs for duplicate transportation charges on DWCF shipments made on requisitions with DTC "4" until April 30, 1999.

DLA will accept duplicate transportation charge SDRs that have the following criteria:

- ◆ The requisition was in the system prior to October 13, 1998.
- ◆ The requisition contained DTC "4."
- ◆ Shipment was made between April 1, 1997 and April 30, 1999.
- ◆ The SDR includes proof of payment for transportation costs.
- ◆ SDRs for duplicate transportation charges should not be accepted:
- ◆ For shipments made between 1991 and March 1995. Claims for that period have been fully compensated with the lump sum payment.
- ◆ For shipments made between April 1995 and April 1997. Claims for this time frame should have been submitted and processed.

Questions regarding this policy may be addressed to International Programs Team, Customer Support and Readiness Directorate, DSN 427-7565 or commercial (703) 767-7565.



Business Systems Modernization— “The Road to World Class Performance”

By VICKI CHRISTENSEN,

Transformation Communication IPT
Customer Communication Representative

Imagine typing in an NSN for a needed item and before you can cross your fingers to hope that the part is available for shipment, the system advises that the item is in stock and will ship within 24 hours. This is a glimpse into the future of DLA...a world where DLA becomes a manager of suppliers and information and not just a manager of supplies.

The Defense Logistics Agency has launched a huge undertaking by embarking upon a new strategy that will bring DLA's existing logistics systems into the 21st century and meet the changing needs of the warfighter. The new strategy "Business Systems Modernization," is a plan which will enable DLA to achieve not only its long-range business objectives, but also support improved logistics availability and increase customer responsiveness through the accessibility and velocity of logistics information—the Joint Vision 2010 concept of Focused Logistics. DLA's existing logistics systems need to be updated to reflect the new world of information technology (IT) with the organizational structures, concepts and business practices that are needed to successfully attain DLA's strategic goals.

The BSM strategy's first focus is to replace DLA's primary materiel management systems, Standard Automated Materiel Management System (SAMMS) and the Defense Integrated Subsistence Management System (DISMS), with an expanded enterprise IT environment and commercial-off-the-shelf (COTS) software packages. Part of the expanded enterprise will consist of Enterprise Resource Planning (ERP) and Advanced Planning and Scheduling (APS) software. Many private sector companies have already implemented ERP and APS software with the intent that their customers will benefit from improved service. The BSM strategy, over the course of several years, will result in a new Agency-wide IT architecture, which will enable DLA to re-engineer its logistics processes to reflect best commercial business

practices. It will also contribute to improved military readiness by implementing a more interoperable, data environment.

SAMMS was established in the late 1960s and early 1970s in an age of hardware constraints, computer system memory limitations and relatively slow processing speeds. It was a time when punch cards were the media used for input and printed reports were the only available form of output. Although the system is archaic by today's technology standards, it did provide an effective, efficient environment for its time.

"Although SAMMS has served DLA and the military services well for many years, it has become an outmoded system based on old business practices and obsolete technology," said Mae DeVincentis, Program Executive Officer, Information Operations. "Additionally, it has become increasingly expensive to operate and maintain due to excessive downtime, high operating costs, cumbersome system modification processes and inadequate performance."

In an age where relational databases and decision support systems allow users cost effective, quick turn-around information, DLA's analysis found that SAMMS would not enable DLA to meet its future needs as well as, the demands of our customers, military services and the warfighting commanders.

"We will be bringing in business processes and system support that have been tried and proven in the competitive environment," said Jeffrey Jones, former DLSC deputy commander and now, Director, Defense Energy Supply Center (DESC). "The marketplace has built these systems for competitive purposes, and that's the key ingredient that we're going to have with the system."

It is anticipated that by fiscal year 2005, DLA will make significant strides in replacing its major mission-critical legacy business applications with commercial alternatives.

Use of commercial systems, combined with the move to commercial practices, should result in efficiency that is noticeable to both customers and employees. For instance, at Defense Supply Center, Richmond (DSCR), the new system will help eliminate many manual processes.

"Today a customer sends me an order and if I don't think it's coded properly, the first thing I do in many cases is to reject that order back to the customer," said Frank Lotts, former DSCR deputy commander and now Deputy Director of Logistics Operations. "With today's technology, I can now go into an interactive mode with the customer to make sure the order is correct."

IT will serve as the vehicle to provide the required visibility into global inventories and manufacturing capabilities, while increasing the speed and effectiveness of communications and facilitating the integration between supplies and customers.

Ultimately, this BSM strategy will result in a new corporate IT architecture which will enable DLA to reengineer its logistics processes to reflect best commercial business practices. Above all, the BSM initiative demonstrates DLA's commitment to the Department of Defense to significantly improve the IT position for the entire warfighter community.

"World class performance is the goal," said Jones, "and that's what we'll deliver."

For additional information about the BSM effort, visit the website at <http://www.supply.dla.mil/bsm.htm>.

Customer Infogram List Server Established

What's new at DLA in the Log Ops Department? Don't be the last to know. Sign up to receive the Logistics Operation Infogram! Customers worldwide will be able to subscribe to an automated information service via the Logistics Operations home page <http://www.supply.dla.mil>. The infogram will provide highlight information in an e-mail form about DLA and PLFA policies, procedures, products or services.

The Infogram concept grew out of a need identified by customers in focus groups last summer. Customers said they prefer to have information provided to them electronically in a brief, easily understood format.

DLA has purchased list server software to serve as a "data bank" of customer names and e-mail addresses. In addition to serving as the subscription list for the Logistics Operation Infogram, the databank will provide improved customer survey and feedback sampling techniques. DLIS is now putting the finishing touches on the list server and will have it operational in the near future. So, get in the know by getting on the Infogram list server. POC: Mike Newman Program Manager, Customer Training & Logistics Operations Web Page, J-343 (CC), 703-767-7525, DSN 427-7525.

Reporting Alleged Fraud, Waste, Abuse, or Mismanagement

By STEPHEN M. KEEFER, DSS-SC

It is the policy of DLA to minimize alleged fraud, waste, abuse, or mismanagement in DLA/DOD programs and operations. The *DLA Complaint Program* may be used by anyone as a method of reporting these possible violations with no fear of reprisal or unauthorized disclosure of identity. The Complaint Investigations Division (DSS-SC), Command Security Office, HQ DLA, is responsible for managing, administering, and providing oversight of the DLA Complaint Program.

DLA Complaint Program

The DLA Complaint Program is governed by DLAD 5610.1, Management of the Defense Hotline Program and the DLA Complaint Program, and DLAI 5610.1, Investigating Defense Hotline Allegations and DLA Complaints.

To report instances of alleged fraud, waste, abuse, or mismanagement in DLA/DOD programs and operations, contact one of the following:

- ◆ Visit the DLA Complaint Program web site: www.complaints.hq.dla.mil.
- ◆ Call the DLA Complaint Program at 1-800-411-9127 or Defense Switched Network (DSN) 427-5447.
- ◆ Write to Chief, Complaint Investigations Division (DSS-SC), 8725 John J. Kingman Road, Suite 2533, Fort Belvoir, VA 22060-6221.
- ◆ Phone (703) 767-5445 or DSN 427-5445.

Defense Hotline Program

It is DOD policy to minimize alleged fraud, waste, abuse, or mismanagement in DOD programs and operations. The *Defense Hotline Program* also provides a venue to report these allegations

To report instances of alleged fraud, waste, abuse, or mismanagement in DLA/DOD programs and operations, contact one of the following:

- ◆ Visit the DOD Defense Hotline Program web site: <http://www.dodig.osd.mil/hotline>.
- ◆ Call the DOD Defense Hotline Program at 1-800-424-9098.
- ◆ Write to: Defense Hotline, The Pentagon, Washington, DC 20301-1900.
- ◆ Visit the DOD Defense Hotline Program by e-mail: hotline@dodig.osd.mil.

Personnel are encouraged to first report complaints or grievances through management, grievance or

regulatory channels, or collective bargaining agreements. However, there is no requirement for an individual who makes a complaint or provides information to Program staff, to initially discuss such complaint or information with anyone other than Program staff.

Names will be held in strict anonymity or confidence to the extent permitted by law. However, individuals are encouraged to identify themselves to the Program staff in the event additional information is needed.

Although the DOD Defense Hotline Program and the DLA Complaint Program are separate and distinct programs, those wishing to register a complaint may use either.

Some potential areas of violation:

- ◆ Violations of law, rule, or regulation
- ◆ Danger to public health or safety
- ◆ Contract and procurement irregularities
- ◆ Time and attendance abuse
- ◆ False documents
- ◆ Personnel issues
- ◆ Misuse of resources
- ◆ Mismanagement
- ◆ Ethics
- ◆ Travel fraud
- ◆ Abuse of authority
- ◆ Theft of Government property
- ◆ Whistleblower Protection Act
- ◆ Waste of Government funds



When calling or sending in a complaint, please be as specific as possible. Your complaint should provide:

- ◆ The alleged violator's full name
- ◆ Rank or pay grade
- ◆ Duty station
- ◆ Specifically what wrongdoing you are reporting
- ◆ Specific dates and times
- ◆ Specific location where wrongdoing occurred
- ◆ How the individual completed the alleged wrongdoing
- ◆ Why you believe the alleged activity was misconduct
- ◆ Name of witness, or those who can collaborate the allegation

Customer Round-Up

"Here's a quick summary of some recent events and programs that might be of interest to our customers.

Defense Distribution Depot Warner Robins, Ga (Ddwg) Fy99 Dedicated Truck Routes Net \$1,194,315.00.

Three dedicated truck routes originating at DDWG have resulted in a savings of \$1,194,315.00 for FY99. The dedicated service is to eight military installations in North Carolina, Georgia, Florida and Louisiana. Not only does this service save money, it improves delivery times to the customer. Freight is delivered to the eight installations three times a week. *POC: Carole Horne, DDWG, DSN 468-6083.*

Rollout Of Internet Ordering For Defense Commissary Agency (Deca) Commissaries Commences.

The Defense Supply Center, Philadelphia (DSCP) and DeCA have successfully tested the electronic ordering of fresh fruits and vegetables through the Subsistence Produce Internet Page. Final testing was completed at two Virginia commissaries and the Defense Subsistence Office (DSO), Tidewater, Va., during the period November 16-26, 1999. During the month of December 1999, DSCP and DeCA implemented Internet ordering at seven additional commissaries. Currently, 9 commissaries are placing orders online. The orders are being processed directly by DeCA and the DSO at Tidewater. It is expected that by the end of FY 2000, that over 200 commissaries in CONUS will be on line. *POC: Paul E. Amato, DSCP, DSN 444-4252.*

Federal Emergency Management Agency (FEMA) Assesses DLA Continuity of Operations Plan (Coop).

The Federal Emergency Management Agency has been designated the lead agency to ensure that federal departments and agencies are complying with Presidential Decision Directive 67, which requires that departments and agencies have the ability to continue essential operations in the event of an emergency. FEMA conducted a working assessment of DLA's draft Continuity of Operations Plan on December 2, 1999. FEMA assessment is that the agency is on track for compliance with Federal COOP requirements. *POC: Rodney Wyche, DLA-CAIL, DSN 427-2707.*

Defense Supply Center Philadelphia (DSCP) Briefs U.S. Army Combined Arms Support Command (CASCOM) on Class I Capabilities In Support of Deployable Brigades.

Representatives from DSCP Subsistence briefed members of CASCOM, Department of the Army Deputy Chief of Staff for Logistics (DCSLOG), and the Army Center for Excellence, Subsistence (ACES) on Class I capabilities. Over 30 high-ranking CASCOM and Army officials attended the briefing on Class I support available in support of their deployable brigade initiative. Attendees were challenged by the Army chief of staff to digest the Class I information, along with the capabilities of DLA, and determine how they can make it work for them, not only as it applies to Class I but other classes of supply that DLA handles. Attendees were impressed by the Class I support DSCP Subsistence has provided for Operations such as Bosnia, Kosovo and Haiti/Honduras. *POC: Rich Faso, DSCP, DSN 444-8547.*

Defense Distribution Center (DDC) Hosts Terrain Walk Board Of Directors (BOD) Meeting.

On December 10, 1999, DDC hosted a Terrain Walk BoD (Transportation Command (TRANSCOM)/DDC lead agents) attended by 14 general officers and senior executive service (SES) and 35 staff members from various Army/Marine/Navy/Air Force/DLA offices. The purpose of the Terrain Walk was to show the CONUS distribution hub where cargo airlift to Europe begins, and to resolve distribution delays ranging from physical limitations at Dover to policy limitations at USTRANSCOM/Army Materiel Command/Tactical Air Command Center, Tactical Air Control Center, and Tanker/Airlift Control Center. *POC: Jackie Noble, DDC, DSN 977-6223.*

Camp Lejeune Visit.

Personnel from the Defense Supply Center, Philadelphia (DSCP) Organizational Clothing and Textiles (C&T) Individual Equipment Commodity Business Unit, visited Camp Lejeune, N.C. at the end of 1999. Camp Lejeune established the first Consolidated Issue Facility (CIF) at a Marine Corps location. The Marines are looking to reduce inventories, increase efficiency, and improve service for all Marines issued the individual equipment. DSCP C&T has been invited to partner with the Marines, to transfer responsibility from the Marines for the day-to-day operations of a CIF and even possibly shift ownership of the Marine Corps inventory. *POC: Dave Farrell, DSCP, DSN 444-5677.*

Defense Supply Center, Richmond (DSCR) Kicks Off Interoperable Radio System.

The first wireless communication system designed to link federal and local public safety agencies under a common infrastructure officially went on-line

December 16, 1999, at a ceremony held at DSCR. This digital network will initially join multiple Virginia sites — the Army's Fort Lee, the Norfolk Naval Base, the Navy Public Works Center Norfolk, the Norfolk Naval Shipyard, DSCR, and the city of Hopewell, Va. Motorola, Inc., designed the SmartZone anchor switch for the system which is actually located at DSCR. The system allows for open, simultaneous communication between federal, state and local municipalities for response to emergency situations. Attending the ceremony were the commander, of the former Defense Logistics Support Command, and numerous local government and public safety officials. *POC: Charles Neal, DSCR, DSN 695-3625.*

Joint Total Asset Visibility (JTAV)/Navy Day.

On December 16, 1999, the JTAV Office held the first in a series of military service focused partnering sessions by hosting JTAV/Navy Day. The purpose of these sessions is to share information, strategy and approaches, and to enter into a partnering agreement that will allow for the smooth and synergistic merging of our respective data environments in support of focused logistics and Joint Vision 2010. Subject matters discussed included data standardization, data access mechanisms, business rules, middleware, security issues, and business processes across DoD that will benefit from a true Integrated data environment. The next step is the signing of a JTAV/Navy memorandum of agreement that will allow for shared data access in support of DoD-wide customers. *POC: Booker Washington, JTAV, DSN 328-1081 Ext. 322.*

ROLLS ROYCE, PUBLIC LIMITED COMPANY (PLC) CORPORATE CONTRACT COVERAGE EXPANDED.

The Defense Supply Center Richmond (DSCR) issued a letter of solicitation on October 28, 1999, to incorporate 712 National Stock Numbers into the existing Rolls Royce, PLC corporate contract. Management of these items includes Naval Inventory Control Point Philadelphia, Defense Supply Center, Columbus; Defense Supply Center, Philadelphia and DSCR. The contract modification, incorporating the additional 712 items, was issued on December 16, 1999. The average administrative lead-time for these items has been decreased from 127 days to 30 days, and based on previous contract negotiations, the production lead-time was decreased on an average of 26 weeks. *POC: Patricia Livingston, DSCR, DSN 695-5353.*

Fy99 Savings For Defense Supply Center, Philadelphia (DSCP) Medical Pharmaceutical Prime Vendor Customers.

An analysis of FY99 sales reflects estimated customer savings of \$3.4 million from the five contracts awarded during FY99. Generation II pharmaceutical prime vendor contracts were awarded for the Upper Northeast, Southeast, Mid-Atlantic, Gulf South, and Heartland TRICARE Regions. The customer savings resulted from the all-time low distribution fees negotiated on these contracts. The distribution fees ranged from a high of -1.48 percent to a low of -2.48 percent. *POC: Hermon L. Parker, DSCP, DSN 444-2812.*

Bell Helicopter Corporate Contract.

Continuing to build on the corporate contract initiative, the Defense Supply Center, Richmond (DSCR) has incorporated an additional 1,062 National Stock Numbers (NSNs) into the Bell Helicopter corporate contract bringing the total number of NSNs on the contract to 4,119 for the 3-year base period of the contract. The additional items include various Federal Supply Classes. Once the production leadtime for these items has been achieved, the NSNs will be available on an expedited delivery schedule. Additionally, these items have been incorporated into DSCR's Paperless Ordering

Placement System to further enhance processing. *POC: Michelle Knox, DSCR, DSN 695-3008.*

Natural Gas Contract Awarded for Portsmouth Naval Shipyard Saves the Navy \$933,500.

At the end of last year, the Defense Energy Support Center (DESC) awarded a contract for the delivery of 930,474 dekatherms of natural gas for the Portsmouth Naval Shipyard, N.H. The contract delivery period is from January 2000 until December 31, 2000. This contract will save Portsmouth an estimated \$933,500 over local distribution rates. Portsmouth began burning natural gas for the first time on January 3, 2000. *POC: Sharon Murphy, DESC, DSN 427-8572.*

Defense Supply Center Philadelphia (DSCP) Medical Emergency Supply Operations Center (ESOC) Provides Flood Relief to Venezuela.

The DSCP Medical ESOC supported over \$204K worth of medical supplies to the disaster relief effort in Venezuela. The transportation arrangements for the variety of medical supplies, including syringes, water purification tablets, surgical masks and various vaccines, were coordinated by the Defense Distribution Center, New Cumberland; all shipments were monitored and tracked into Miami. DHL Airfreight was engaged to charter a plane, which flew the 89,000 pounds of goods from Miami into Caracas, water purification tablets were shipped from depot stock on the DHL chartered flight

from Miami to Caracas. The 10 other items were commercially procured for shipment into Roosevelt Roads, Puerto Rico. Several sources and commercial carriers were engaged to expedite these special packages over the holiday freight rush. *POC: Anthony Sica and Carmen Rodriguez, DSCP, DSN 444-2112.*

HOMELESS SUPPORT INITIATIVE.

Since 1987, the U.S. Department of Defense, through DLA, has provided blankets to homeless shelters free-of-charge under the Stewart B. McKinney Homeless Assistance Act. A total of four million blankets, worth \$30 million, have been distributed by the Defense Supply Center, Philadelphia (DSCP) since the inception of this program. DSCP has again received authorization in the amount of \$3.1M in FY00 that will allow for the distribution of approximately 600,000 blankets to more than 1,000 shelters throughout the country. Distribution began immediately to ensure receipt during the winter season. *POC: Thomas Holtz, DSCP, DSN 444-3257.*

Navy Cataloging Mission Transfers To Defense Logistics Information Service (DLIS).

Effective January 31, 2000, the Navy cataloging mission for Navy Inventory Control Point (NAVICP) Mechanicsburg and Philadelphia transferred to DLIS. Jointly, DLIS and NAVICP personnel have prepared detailed process flow guides and performed intensive operational tests so that the cataloging mission can be successfully performed in Battle Creek. The Navy transfer marks the last scheduled military service cataloging consolidation. *POC: Connie White, DSN 932-4194.*

Defense Reutilization And Marketing Service (DRMS) International Officially Designated as Europe Command (Eucom) Provider of Choice for Disposal Support.

The U.S. Army Europe (USAREUR) Deputy Chief of Staff for Logistics recently published operational orders that outline disposal support procedures in Kosovo and Macedonia. As EUCOM's executive agent in the Balkans, this USAREUR action officially designated DRMS International as the EUCOM provider of choice for disposal support to U.S. Forces operating in Kosovo and Macedonia. A number of staff members on the EUCOM Theater Logistics Team contributed to the publication of this order. *POC: Nelson Groome, DSN 338-7307.*

Defense Distribution Depot Susquehanna, Pennsylvania (DDSP) Provides Humanitarian Assistance to Kosovo.

A shipment of eight 2-1/2 cargo trucks departed DDSP en route the port of Thessaloniki, Greece ultimately destined for international relief efforts in Kosovo. The trucks were consigned to the World Food Program to be used to support food distribution operations in Kosovo. DDSP has been providing

humanitarian assistance support to the Defense Security Coordination Agency since 1995 in support of OSD approved requests for this type of assistance from the Department of State. *POC: Jerry Clemens, DSN 977-7405.*

Defense Supply Center Columbus (DSCC) Corporate Contracts Reduces Administrative Lead Time (ALT) by 70 Days.

Recently, DSCC awarded two indefinite delivery type corporate contracts in support of maritime composite pump parts. The 5-year contracts, resulting from a single solicitation, were awarded to Warren Pumps and W&W Logistics. These awards are for stock replenishment purchases and for direct delivery for those items not currently stocked. The resulting contract will reduce the ALT an average of 70 days and production lead time up to 115 days depending on the items. It is anticipated additional items will be added to these contracts in the future. *POC: Bruce Shively, DSN 850-2379.*

Update on Army Improved Physical Fitness Uniform.

During the fourth quarter 1999, the Defense Supply Center Philadelphia (DSCP) awarded multiple contracts for the army improved physical fitness uniform. Currently, there are four Commercial facilities, four Unicor facilities and nine National Industries for the Blind factories manufacturing the five items in the new physical fitness uniform ensemble. Sixteen of the 17 facilities have received technical approval of their sample and have been given permission to start cutting production quantities. The Army has planned to begin to issue to recruiting centers, as well as Army and Air Force Exchange Service stores on August 1, 2000. *POC: Harry J. Veneri, DSN 444-3153.*

Defense Supply Center Philadelphia (DSCP) General and Industrial (G&I) Directorate Lights up the White House.

DSCP G&I Lighting Branch recently filled a request from the White House complex in Washington, DC for energy efficient lighting. Taking advantage of G&I's half price sale on compact fluorescent lamps (CFLs), the White House complex energy manager ordered 40 boxes (600 CFLs) for use throughout the White House and adjacent executive buildings. The half-price sale is a joint effort between DSCP and the Department of Energy Federal Energy Management Program; it offers our customers the opportunity to upgrade their lighting efficiency by replacing traditional incandescent lamps with energy efficient CFLs. To date, this sale has allowed numerous customers to save energy and money. *POC: Anthony Armentani, DSN 444-8047.*

Defense Supply Center Philadelphia (DSCP) Medical Support to Kosovo Continues.

Medical support from DSCP and DSCP Europe in sustainment of the mission in Kosovo continues on a seamless track. This program has spanned both the Task Forces Hawk and Task Force Falcon operations. As of June 2000, medical products distributed through the U.S. Army Medical Materiel Center Europe to facilities in Kosovo exceeds \$3.3 million. The majority of these items are supplied via DSCP's European Region Medical Prime Vendors and other DSCP and DSCP Europe venues, which assures that the best possible support is offered to meet the needs of the medical community.

POC: Bruce Carson, DSN 314-334-2565.

Public-Private Competition - Defense Distribution Depot Warner Robins, Ga.

DLA announced recently, that operations of the Defense Distribution Depot in Warner Robins, Ga., will be contracted out to EG&G Logistics. The tentative decision was made after a study indicated it was more cost effective to convert to the private sector. The announcement culminated more than a year of public-private competition using the guidelines of the Office of Management and Budget (OMB) Circular A-76. The Depot provides worldwide support to U.S. Armed Forces and specific foreign military customers with parts and equipment for the F-15, C-130, C-5, and C-141 aircraft; target acquisition systems; and most airborne electronic warfare systems. The Depot's primary customers are the depot-level maintenance activities at the Air Force's Warner Robins Air Logistics Center. *POC: Dan Daddario, DSN 427-2626.*

Defense Supply Center Philadelphia (DSCP) General And Industrial (G&I) Directorate Conducts Implementation Meeting.

G&I representatives, in partnership with Raytheon Company recently conducted an implementation meeting at Anniston Army Depot. The purpose of this meeting was to develop detailed plans for the implementation of the Industrial Prime Vendor contract. The objective of this customer/supplier partnership is to reduce total logistics response time and total logistics costs. The prime vendor will provide on-demand replenishment at the point of use, managing material flows from the source of supply directly to the user. Implementation milestones, which cover 5000 items of supply at various bench-stock locations, will be phased-in over the course of the next 4 to 6 months. *POC: John Feldman, DSN 442-2760.*

Parka, Extended Cold Weather Clothing System (ECWCS), Desert Camouflage.

Tennier Industries shipped 1,168 Desert Camouflage ECWCS parkas on February 10, 2000. Delivery of this non-stocked item was made in direct support of the 3rd

Army and the 335th Signal Command. Total contractual quantity was shipped to Fort Gillem, Ga. The contract was awarded on October 20, 1999, and required a shortened production lead time of 120 days versus the normal 180 days with delivery to be made no later than February 17, 2000. Fort Gillem received the parkas as scheduled. *POC: David Johns, DSN 444-3294.*

Defense Distribution Depot San Joaquin, California (DDJC) Starts Dedicated Truck Service to Oklahoma.

DDJC began a Dedicated Truck route to Fort Sill and Tinker AFB in February 2000. A 30-day shipping profile showed that DDJC shipped 1,842 lines weighing 30,458 pounds to Fort Sill and 2,905 lines weighing 101,929 pounds to Tinker AFB. The truck will make deliveries to Fort Sill before continuing on to Tinker AFB Monday through Friday. A projected cost savings of \$28,350 per month is anticipated. *POC: Fred Clary, DSN 462-4644.*

Program Integrator Positioned at Naval Aviation Depot (NADEP) Cherry Point.

On February 15, 2000, the Defense Supply Center Richmond positioned an industrial prime vendor (IPV)/virtual prime vendor (VPV) integrator at NADEP Cherry Point. The IPV/VPV integrator is a person provided under a task order against an existing contract. The Integrator will be full time, on-site, and will work to ensure NADEP Cherry Point receives the maximum benefit possible from current and proposed IPVs and VPVs. This site serves as a prototype for this concept. *POC: Cindy McGee, DSN 695-4056.*

Joint Logistics Warfighting Initiative General Officer Steering Committee.

The deputy director of DLA, in conjunction with the vice Director for Logistics (J-4) and the deputy of logistics and security assistance, United States central command, attended the Joint Logistics Warfighting Initiative General Officer Steering Committee on February 17, 2000, in the Pentagon. The Joint Logistics Warfighting Initiative (JLWI) is designed to improve readiness by enhancing logistics responsiveness through requisitioning, distribution, asset visibility, and retrograde process improvements; and to validate those improved processes in a 'real world operational environment.' The general officer steering committee will serve as the Department and Joint Staff level synchronization and coordinating body. *POC: LCDR Melinda Matheny, DSN 427-5217.*





Defense Supply Center Philadelphia (DSCP) Supports Kosovo Operations – Update.

DSCP continues to aggressively work to meet the Commander-in-Chief's requirements in support of Operations Noble Anvil (48,433 requisitions worth \$47M), Eagle Eye (257 requisitions Worth \$720.4K), Sustain Hope (1,784 requisitions worth \$9.747M), and Joint Guardian (71,801 requisitions worth \$52.133M). DSCP total support through March 2000 is 149,787 requisitions worth \$123.5354M. These requirements were met through a variety of sources to include Prime Vendor, Direct Vendor Delivery, and depot stock. *POC: Gerald J. Morasch, DSN 444-4444.*

Containerized Chapel.

The 'Chicago Tribune' announced on February 18, 2000, the development of the Army's new Containerized Chapel. Prototypes of the Chapel are now being tested in Kosovo. The Chapel contains everything necessary to provide complete religious support for Jewish, Christian, and Muslim personnel in an operation other than war. The concept for this item was developed by DLA, in conjunction with customer in process review teams. Ninety-six percent of all of the supply items are found on the DLA EMALL for religious supplies. The Chapel has received high marks from command and insures that our warfighters' spiritual needs are met. The Army has requested 44 units to meet their needs. *POC: Chaplain (COL) Ralph Benson, USA, DSN 427-5249.*

Defense Commissary Agency (DECA) And Defense Supply Center Philadelphia (DSCP) Produce Meeting.

The DSCP produce business unit met with members of DeCA, to discuss the strategy for joint commissary visits to benchmark DeCA produce departments against the private sector. This new process in evaluating commissary produce operations will also entail development of performance indicators for both DSCP and DeCA. A uniform customer survey will be established and distributed in each

commissary to the store patrons. Performance indicators will be developed to gauge the success of produce as the number one destination category within DeCA. A complete plan of action will be finalized and published within the next 30 days. *POC: Richard Faso, DSN 444-8547.*

Subsistence Wartime Group Feeding Team Meets.

The Military Services, Natick, operational rations industry, and Defense Supply Center, Philadelphia (DSCP) met to pursue integration of commercial assets into the services' wartime field feeding systems.

Highlights included discussions on the services' wartime requirements and feeding plans, including war reserves. Industrial base initiatives, including Commercial asset visibility, OCONUS unitization of rations, and OCONUS commercial logistical support were discussed. The group reviewed commercial ration component asset postures for surge and sustainment utilizing DSCP Subsistences' Virtual Wartime Visibility contract with UniPro. The group also reviewed over 500 commercial food items and their availability against wartime requirements. The next meeting is scheduled for August 2000. *POC: Carmen Viola, DSN 444-4517.*

Defense Logistics Information Service (DLIS) Begins Validation of Reference Numbers of Top 760 Commercial and Government Entity (Cage) Codes.

DLIS has started an initiative to review and validate reference numbers for the top 760 commercial and government entity (CAGE) codes in the federal logistics information system. Included are 718 commercial manufacturers and 42 Military/Government design activities representing 4,659,310 and 980,639 national stock numbers, respectively. This data purification effort will improve the quality of the information provided to the warfighter. *POC: Brian Herbert, DSN 932-5140.*

Modular Command Post Tent.

In response to U.S. Marine Corps requirements, the Defense Supply Center Philadelphia created a streamlined version of the modular command post tent, without lights, tables, and map boards. Camel Manufacturing was awarded a 200-1000 min-max contract. To date, 600 tents have been shipped to Marine Corps customers, with additional requirements for another 160 being processed. *POC: Mike Ripnak, DSN 444-2035.*

Directory of CSR's

LAST NAME	FIRST	DSN #	COM #	FAX #	BEEPER/ CELL	E-MAIL ADDRESS
Air Force, Supv Diann Dailey DSN 427-1507						
Ogden ALC, UT						
Clare	Maryanne	777-4498	(801) 777-4498	777-6569		maryanne.clare@hill.af.mil
Crawford	Steve	777-6654	(801) 777-6654	777-7038		steve.crawford@hill.af.mil
Landrie	Molly	777-0336	(801) 777-0336	777-6569		molly.landrie@hill.af.mil
Oklahoma City ALC, OK						
Chambers	Patricia	336-5611	(405) 736-5611	339-7359		pchambers@ddc.dla.mil
Gary	Teri	339-7362	(405) 739-7362	339-7359		tgary@.ddc.dla.mil
ZZ-U/Recruit	Vacant					
Sacramento ALC, CA						
Willyard	Kathy	633-4992	(916) 643-4992	633-0671	888-648-9083	Kathryn.Willyard@mcclellan.af.mil
San Antonio ALC, TX						
Dodson	Ron	945-5350	(210) 925-5350	945-6921		ronald.dodson@kelly.af.mil
Sowell	Dianne	945-4384	(210) 925-4384	945-9402		dianne.sowell@kelly.af.mil
Warner Robins ALC, GA						
Gilliland	Steve	468-7193	(912) 926-7193	468-3626		Thaddeus.Gilliland@robins.af.mil
Milan	Madelyn	468-0505	(912) 926-0505	468-3626		Madelyn.Milan@robins.af.mil
Soisson	Steve	468-7181	(912) 926-7181	468-3626		Steven.Soission@robins.af.mil
Wright-Patterson AFB, OH (AFMC)						
Bertleff	Alfred	787-8576	(937) 257-8576	787-4244		Alfred.Bertleff@wpafb.af.mil
Army-ICP/Maintenance, Supv Shelby Carter DSN 427-7501/BEEPER 888-264-5834						
AMC, VA						
Zabielski	Kenneth	767-8518	(703) 617-8518	767-5094		kzabielski@hqamc.army.mil
Anniston Army Depot, AL						
Davies	Paul	571-4327	(256) 235-4327	571-4189	888-293-6348	daviesp@anad.army.mil
ZZ-U/Recruit	Vacant	571-4327	(256) 235-4327	571-4189		
Corpus Christi AD, TX						
DeMaris	Melody	861-5135	(512) 961-5134	861-2317		mdemaris@ddc.dla.mil
Oglesby	Ann	861-5134	(512) 961-5134	861-2317		aoglesby@ddc.dla.mil
Ft. Monmouth, NJ (CECOM)						
ZZ-U/Recruit	Vacant	992-1391	(732) 532-1391	992-9617		
Red River Army Depot, TX						
Toland	Glinda	829-4498	(903) 334-4498	829-3183		Glinda.Toland@redriver-ex.army.mil
Redstone Arsenal, AL (AMCOM)						
Moore	Jeff	746-2965	(256) 876-2965	645-0192		moore-jl@redstone.army.mil
Rechtiene	William	788-6403	(256) 842-6403	645-0192		rechtiene-we@redstone.army.mil

CUSTOMER NEWS

LAST NAME	FIRST	DSN #	COM #	FAX #	BEEPER/ CELL	E-MAIL ADDRESS
Rock Island, IL (TACOM)						
Rowe-Leach	Rose	793-5970	(309) 782-5970	793-6701		rowe-leachr@ria.army.mil
Tobytanna Army Depot, PA						
Savysky	Myron	795-6597	717-895-6597	795-7891		msavysky@tobyhanna.army.mil
Warren, MI (TACOM)						
Champ	Robin	786-6392	(810) 574-6392	786-6323		champr@tacom.army.mil
Keller	Gretchen	786-3989	(810) 574-3989	786-6323		kellerg@tacom.army.mil
Army-Operational, Supv Rusty Burch DSN 427-1514/BEEPER 888-648-9074						
Fort Bragg, NC						
Fleenor	Mike	236-9904	(910) 396-9904	239-5274		fleenorm@bragg.army.mil
ZZ-U/Recruit	Vacant	236-9904	(910) 396-9904	239-5274		
Fort Campbell, KY						
Stephens	Martha	635-6927	(502) 798-6927	635-3730		stephensm@emh2.campbell.army.mil
Fort Carson, CO						
Campbell	Judy	691-5483	(719) 526-5483	883-0411		CampbellJC@carson-exch1.army.mil
Fort Drum, NY						
Hammond	Les	341-9656	(315) 772-9656	341-4184	800-218-2117	hammondl@drum-emh4.army.mil
Fort Hood, TX						
Ellithorp	Herman	737-0399	(254) 287-0399	566-5158		ellithorph@hood-emh3.army.mil
Johnson	David	737-0396	(254) 287-0396	566-5158		johnsonh@hood-emh3.army.mil
Fort Irwin, CA (NTC)						
Jackson	Tonya	470-2450	(760) 380-2450	470-4354		tonya.jackson@irwin.army.mil
Fort Lewis, WA						
Stidhams	Tim	357-2991	(253) 967-2991	357-9111		stidhamt@lewis.army.mil
Fort Riley, KS						
Lilly	Adrian	856-4446	(785) 239-4446	856-1758		lillya@riley.army.mil
Fort Stewart, GA						
Wilson	Kathy	870-2937	(912) 767-2937	870-8684		wilsonk@emh5.stewart.army.mil
Ft. McPherson, GA (FORSCOM)						
Greene	Phil	367-6595	(404) 464-6595	367-6750		greenep@forscom.army.mil
Marine Corps, Supv Jackie Bailey DSN 427-1508						
Albany, GA (MCLB)						
Kowalski	Pat	567-6853	(912) 439-6853	567-6873		kowalskip@matcom.usmc.mil
Camp Lejeune, NC						
Bartley	William	751-0136	(910)451-0136	751-2319	888-264-9901	bartleyw@2fssg.usmc.mil

CUSTOMER NEWS

LAST NAME	FIRST	DSN #	COM #	FAX #	BEEPER/ CELL	E-MAIL ADDRESS
Camp Pendleton, CA (MCB)						
Haynes	Barry	365-8191	(760) 725-8191	365-0933		HaynesBC@1fssg.usmc.mil
Quantico, VA (USMC)						
Morton	Alexander	278-4300	(703) 784-4300	278-3656	888-298-7539	mortonaw@nt.quantico.usmc.mil
Navy-Aviation, Supv Steve St-John DSN 427-1496/BEEPER 888-648-9075						
Cherry Point, NC (NADEP)						
Wakely	Gayenelle	451-9671	(252) 464-9671	451-7709		wakelygr@navair.navy.mil
ZZ-U/Recruit	Vacant	451-9671	(252) 464-9671	451-7709		
Jacksonville, FL (NADEP)						
Newlon	Ray	942-2603	(904) 542-2603	942-2716		newlonRA@navair.navy.mil
Jacksonville, FL (NAS)						
Coover	Tom	942-0733	(904) 542-0733	942-0790		cooverte@navair.navy.mil
Philadelphia, PA (NAVICP)						
Buckman	Richard	442-5278	(215) 697-5278	442-4965		richard_buckman@icpphil.navy.mil
Grimm	David	442-4797	(215) 697-4797	442-4767		david_grimm@icpphil.navy.mil
San Diego, CA (FISC)						
West	Jerry	522-4337	(619) 532-4337	522-2249		jerry_L_west@sd.fisc.navy.mil
ZZ-U/Recruit	Vacant	522-4337	(619) 532-4337	522-2249		
San Diego, CA (NADEP)						
Sheldon	Connie	735-4181	(619) 545-4181	735-4501		connie_L_sheldon@fmso.navy.mil
St. Louis, MO (DCMC)						
Ebeler	Bill	555-5032	(314) 331-5032	555-5033	888-648-9080	bill_ebeler@hq.dla.mil
Navy-Shipyard, Supv Ward Ceaser DSN 427-7508/BEEPER 888-648-9073						
Mechanicsburg, PA (NAVICP)						
Brandon	Ann	430-3559	(717) 605-3559	430-1847	888-648-9081	julia_a_brandon@icpmech.navy.mil
Mechanicsburg, PA (NAVICP/NAVSUP)						
Freeman	Charles	430-7508	(717) 605-7508	430-3850	888-648-9082	charles_freeman@icpmech.navy.mil
Norfolk, VA						
Brumley	Gloria	646-2383	(757)443-2383	646-2400	888-260-9785	gloria_p_Brumley@nor.fisc.navy.mil
Norfolk, VA (FISC)						
Kemp	Tony	646-1248	(757) 443-1248	646-1249	888-274-5302	Antonio_P_Kemp@nor.fisc.navy.mil
Norfolk, VA (Naval Shipyard)						
Northern-Eley	Pamela	961-8411	(757)396-8411	961-8406	888-264-7535	pamela_northern-eley@hq.dla.mil
Puget Sound, WA (FISC)						
Willyard	Kathy	439-0290	(360) 476-0290	439-5085	888-648-9083	kwillyard@ddpwex01.ddc.dla.mil

Directory of OCONUS CSR's

SUPPORT COMAND	LAST	FIRST	DSN #	COM #	FAX #	E-MAIL ADDRESS
DLA Europe (DEUR)						
ADMINISTRATOR DEUR - WIESBADEN, GERMANY	Martinchalk	Judy	314-338-7999	011-49-611-380-7999	011-49-611-380-7620	jmartinchalk@europe.dla.mil
COMMANDER DEUR - GERMANY, WIESBADEN	Harris	COL Gary	314-338-7601	011-49-611-380-7601	011-49-611-380-7620	gharris@europe.dla.mil
DEPUTY COMMANDER DEUR GERMANY, WIESBADEN	Huntley	Kim	314-338-7777	011-49-611-380-7777	011-49-611-380-7620	khuntley@europe.dla.mil
GERMANY, BAD KREUZNACH	Polson	Doug	314-490-7736	011-49-671-609-7736	011-49-671-609-7578	dpolson@europe.dla.mil
GERMANY, KASERSLAUTER	Bohnke	Hans	314-484-8839/7884	011-49-631-413-8839	NONE	BohnkeH@hq.21taacom.army.mil
GERMANY, KITZINGEN	Sabin	Jim	314-355-8168	011-49-9321-305-168		sabinjm@hq.1lid.army.mil
GERMANY, RAMSTEIN	Greene	Linda	314-480-3176	011-49-6371-47-3176	011-49-6371-47-7748	linda.greene@ramstein.af.mil
GERMANY, SPANGDAHLEM	Rand	Lynne	314-452-6736	011-49-06565-61-6736	011-49-06565-61-6168	lynne.rand@spangdahlem.af.mil
GERMANY, WIESBADEN	Brazier	Percy	314-338-7617	011-49-611-380-7617	011-49-611-380-7620	pbrazier@europe.dla.mil
GERMANY, WIESBADEN	Cortese	Joelle	314-337-7246	011-49-611-705-7246	011-49-611-705-7246	19dla@19cmmc.wiesbaden.army.mil
ITALY, NAPLES	Hansen	Dennis	314-626-3223	011-39-081-568-3223	011-39-081-568-4685	dhansen@europe.dla.mil
UNITED KINGDOM, MILDENHALL	Michael	Stephen Maj.	314-238-2456	011-49-44-1638-54245	011-49-44-1638-3623	stephen.michael@mildenhall.af.mil
DLA PACIFIC (DPAC)						
ADMINISTRATOR DPAC - HAWAII (HANOLULU)	Asis	Charlotte	312-477-1243	(808) 477-1243	DSN: 312-477-1246	Casis@DLADASCHONOLULU.dla.mil
COMMANDER DPAC - KOREA (SEOUL)	Cleghorn	COL Allen	315-764-3700	011-82-53-470-3700	DSN: 315-764-3778	cleghorna@usfk.korea.army.mil
DEPUTY COMMANDER DPAC HAWAII (HANOLULU)	Roman	Renee	315-477-1242	(808) 477-1242	DSN: 315-477-1246	rroman@DLADASCHONOLULU.dla.mil
ALASKA (ELMENDORF AFB)	Delong	Tom	317-552-6624	(907) 552-6624	DSN: 317-552-6623	tdejong@desc.dla.mil
HAWAII, HANOLULU	Donaldson	Frank	315-477-5221	(808) 477-5221	DSN: 315-477-1196	Fdonaldson@DLADASCHONOLULU.dla.mil
JAPAN (OKINAWA)	Vacant	Vacant	315-637-3330	011-81-611-737-3330	DSN: 315-637-3626	None
KOREA (SEOUL)	White	Wayne	315-723-3256	011-82-2-7913-3256	DSN: 315-723-3261	whiteh@usfk.korea.army.mil
KOREA (TAEGU)	Rose	Lowell	315-768-6497	011-82-53-470-6497	DSN: 315-768-7466	rosel@usfk.korea.army.mil
KOREA (TONGDUCHON, KYONGGIDO)	Yune	Yuri	315-730-3406	011-82-351-869-3406	DSN: 315-730-3414	yuney@usfk.korea.army.mil

Kosovo DCST Provides Humanitarian Support

Although the holidays are over, the holiday spirit was in full view on a cold, blustery day recently when the DLA Contingency Support Team (DCST) visited the Ali Hadri School in Kosovo. The cold weather and isolated area did not distract the Kosovo DCST from visiting one of the schools they co-sponsor with the 201st Forward Support Battalion as part of Task Force Falcon. The Ali Hadri School supports an enrollment of several hundred students from grades 1 through 12 in only six functioning classrooms. Active involvement in providing assistance and support to the school enabled the Ali Hadri School to come a long way since NATO forces first arrived in Kosovo in June 1999.

Various non-governmental agencies have continued to ensure the school's structural support, while the DCST and the 201st conducted maintenance such as the recent installation of wood-burning stoves in the classrooms. The major emphasis of the support, however is the much-needed support of clothes and school supplies donated from throughout the United States. Donations came from DLA organizations, individuals, churches, and the Task Force Falcon Civil Affairs office which coordinates the program. In addition to supporting Ali Hadri School, donations collected by the DCST were provided to various International Red Cross offices in Kosovo.

The school visits are a huge morale booster for the



students, but even more so for the servicemen and women of Task Force Falcon. The smiles, friendly waves, and shouts of “NATO!” clearly and distinctly answer the question of why we are here and reinforces our commitment to the peacekeeping effort of Operation Joint Guardian.

A recent visit to the school by the DCST revealed a desperate need for children’s shoes. Evidently the children are walking to school through very muddy conditions, some of the children for very long distances. Once the children get to school their shoes are completely mud covered. Because the school has no running water, the children are tracking mud into the school and creating quite an on-going mess. A solution to this problem is to give the children an additional pair of shoes – a pair for the classroom and another pair to wear as they walk to and from school. Unfortunately, like almost everything else that these children need, shoes are at a premium and are very difficult to come by in Kosovo.

If you would like to assist these children by donating children’s clothing, shoes, sports equipment (monetary donations are not allowed), etc., please mail your donations to the following address:

HHC 201 FSB, DLA/DCST
ATTN: CDR Kottman
TASK FORCE: Falcon (Forward),
Camp Bondsteel, Kosovo
APO AE 09340



Editors Note:

During the month of May 2000, DLA HQ collected children’s shoes and school supplies to send to the Ali Hadri School in Kosovo. The shoe and school supplies drive was a coordinated effort with Chaplain Benson, the HQ Team Morale and a host of volunteers throughout the building to collect, clean, pack and ship the shoes that were donated by HQC employees. A total of 40 packing boxes full of shoes, school supplies, clothes, books and toys have been collected and are awaiting transportation to the DCST.

“AHRIST”—A New Automatic Identification Technology Application for Hazardous Materials

By DR. JOHN FRICK,
Distribution Management
and TOM BRUNO,
DOD Automatic Identification

with Jim Jenkins and CAPT Tony Prince, SC, USN, chief, Supply Chain Development and Integration, the future possibilities of adopting this technology were recognized and the need for AHRIST and a complete evaluation of the technology were embraced.

In an effort to relieve this situation, the Advanced Hazardous Material (HazMat) Rapid Identification, Sorting, and Tracking (AHRIST) demonstration project was undertaken by the Defense Logistics Agency. The idea of testing and evaluating emerging Automatic Identification Technologies (AIT) with commercial off the shelf (COTS) products was conceived by John Frick, a certified hazardous materials manager and distribution facilities specialist at DLA.

Historically, DLA personnel have had difficulty rapidly discriminating common, non-hazardous items of supply from those containing potentially unsafe and environmentally dangerous materials. The Department of Transportation (DOT) Hazard Warning Labeling System is not totally adequate by itself to identify effectively all hazardous items that are regulated by other organizations such as the Environmental Protection Agency (EPA) and the Occupation Safety and Health Administration (OSHA).



After briefings with DLA, Defense Distribution Center (DDC) and Defense Distribution Depot, Richmond, Virginia (DDRV) and following discussions



This is a combination of a normal bar code label with a thin RFID transponder between the sticky contact layer and the outside surface where bar codes are printed.



Unlike the Data Rich RFID transponders used in providing “intransit visibility,” the RFID “intelligent label” does not use a battery. This new emerging RFID “intelligent label” can be read by both RFID technology and laser scanning technology used with bar codes. Since the RFID “intelligent label” can be read from a distance and does not require line of sight like bar code scanner, Frick determined the RFID “intelligent label” could provide an automatic HazMat alert capability to the DLA depot personnel and contractor source data to the DSS Information System. The AHRIST application can be used to rapidly identify HazMat at the time of receipt and mitigate risks associated with unfavorable conditions presented by environmental or unsafe releases of the product. After briefings with Headquarters, DLA, Defense Distribution Center (DDC) and Defense Distribution Depot, Richmond,

Virginia (DDRV) and following discussions with Jim Jenkins and CAPT Tony Prince, SC, USN, chief, Supply Chain Development and Integration, the future possibilities of adopting this technology were recognized and the need for AHRIST and a complete evaluation of the technology were embraced.

The first challenge was to develop a test plan that assisted DLA depot personnel in rapidly identifying items of supply with regulated hazardous materiel content. Martinez Computer and Consulting Services, Inc. (MCCS) was selected as the prime systems integrator and the University of Pittsburgh and QED Systems were selected as teaming partners. In October of 1999, phase one began. This included analyzing and documenting the existing HazMat business process. MCCS was tasked to identify potential areas for improvement, and to test the emerging RFID "intelligent label" technologies for application to the HazMat business processes identified for compliance and conformance. The resulting business process analysis and recommendation to insert or not insert the RFID "intelligent label" technology is one of the primary objectives of the evaluation. MCCS will also test a bar code solution with a MSDS number on the outside of the shipping label. Currently the AHRIST project is using a laptop commuter to simulate the DSS database. By testing a combination of RFID "intelligent label" and a bar code with MSDS data, it could lead to the further development of a full operational prototype where the data received goes directly to the DSS information system. In phase two, a complete integration of the automatic identification technology into the existing DSS, HMIS, ERLS is envisioned.

The MCCS team developed a formal test plan after conducting site surveys and interviewing DLA personnel at the Defense Distribution Susquehanna (DDSP) Depot. The test plan was staffed with a number of RFID "intelligent label" manufacturers to ensure they could meet the desired requirements and capabilities identified by the DLA HazMat personnel. One of the goals of the AHRIST project is to ensure the technology meets the needs of the DLA warehouse personnel and to provide a capability to automatically identify and track these items from the source of supply (e.g. factory or supplier) to the first destination DLA receiving site.

The University of Pittsburgh has received hardware from six RFID "intelligent label" manufacturer's for laboratory testing and there are four major frequency bands being evaluated (Electronic Article Frequency Band, 13.56 MHz, 2.45 GHz and UHF). Each RFID "intelligent label" has its own characteristics, strengths and weakness. One of the principal requirements is to ensure that the RFID "intelligent label" technology is "intrinsically safe" for use in HazMat working

environments. In addition, DLA wants to ensure that this AIT will meet the operational needs of the Defense Distribution Center (DDC) and Depots. The AHRIST plan calls for "laboratory evaluation" at the University of Pittsburgh followed by taking the best of the RFID "intelligent label" systems to DDSP for a "live" demonstration. DLA depot personnel will participate. The test plan calls for the RFID "intelligent label" to be tested. Additionally, the test plan calls for testing the RFID "intelligent label" with fiber board, glass, plastic, wood and metal containers as well as bare items (unpacked). Since HazMat items can be a solid, liquid, gaseous, radioactive and/or magnetic property in a single package or as kit, set, assembly or end item, the test plan calls for evaluating its use in these packaging configurations as well. MCCS and University of Pittsburgh will make recommendations to Frick on which AIT will best support the AHRIST vision and provide the best economic solution for DLA to adopt. The formal evaluation of the RFID "intelligent label" will be delivered to DLA, DDC, Frick and CAPT Prince at the end of June 2000.

The major goal of implementing the AHRIST demonstration is to improve the cost-effectiveness and accuracy of processing HazMat through the DOD logistics supply chain. By ensuring that the presence of regulated HazMat is readily known and that the technical information about it is reliable and immediately available, appropriate actions can be taken to ensure full compliance with Federal, state and local laws. For example, AHRIST can ensure accurate and timely emergency response to chemical spills or it can preclude incompatible HazMat loads in shipment. By creating an AIT at the originating source (e.g., supplier or vendor), the natural progression of the AHRIST effort is a continuation of its applicability into the logistics production systems and the environmental protection and safety systems that need and use the MSDS and related hazardous materiel data.

Editors Note: this project began in Aug 99 to identify and track Hazardous Materials. The current plan is that by December 2000 AHRIST is to be integrated into DSS and have commercial partners engaged in the process. The Uniform Code Council (UCC) is working with the effort to ensure that commercial symbologies and standards are developed to accommodate the identification of items with unique formulation requirements. Within the FY 01 timeframe it is expected that some of the initial test products will be ready for supply chain distribution. Full DLA deployment is tentatively scheduled for FY 02-07.

Updates from The Customer Assistance Handbook, 13th Edition

Corrections and Updates to the 13th Edition of DLA Customer Assistance Handbook

"The only constancy is change...."

On Page IV:

FSC 6505 should read 6505

On Page I-77 (UPDATE):

Defense Automatic Addressing System Center (DAASC), Tracy, CA, Western Operations will change as follows:

Commercial: from (209) 832-9387 to (209) 839-4385
DSN: from 462-9387 to 462-4385
FAX: (209) 832-4787 or (DSN) 462

On Page III-80:

Chief, Referral Review Team (CAASR)
Defense Logistics Agency
8725 John J. Kingman Road, Suite 2533
Fort Belvoir, VA 22060-6221.

On Page I-20

The DSN for DISC has been changed from 442 to 444 under the consolidation with DPSC. The Customer Service number is 800-413-6789.

Note:

New telephone numbers for DSCP personnel can be found on the following web site:
<http://www.dscp.dla.mil/phone/foenew.htm>

On Page III-11

The phone number for Chet Evanitsky has been changed as follows:

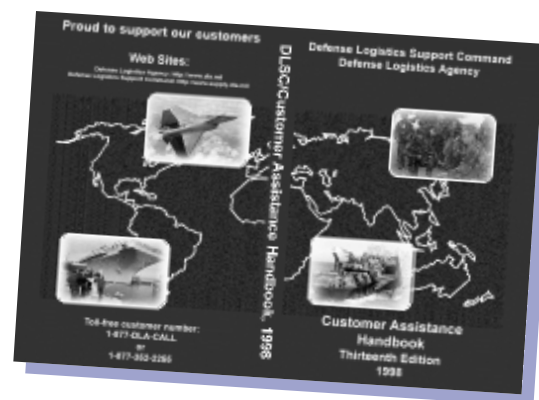
Commercial: from (215) 697-3792 to (215) 737-8048
DSN: from 442-3782 to 444-8048

On Page V-3

The web address for General Weapons Systems Information, JANES Electronic Information has been changed to the following:

<http://www.janes.com>

Note: Previously made changes can be found on our website— www.supply.dla.mil by selecting the Customer Assistance Handbook button and selecting Customer Handbook Corrections/Late Additions.



Marines Create Frankenstein

By LANCE CPL. DEREK A. SHOEMAKE

Marine Corps News

“Frankenstein,” they affectionately call her, is doing just fine now.

Left for dead just weeks ago, six Marines from Marine Wing Support Squadron 273 Forward’s Maintenance stationed in Taszar, Hungary, saved her life.

However, no lifesaving medals are in the works for these Marines, because Frankenstein is an M10-09 Chevrolet Blazer.

“We were down at the DRMO here on Taszar looking for two push rods,” said Sgt. Wade A. Smith, mechanic. “We saw a bunch of junked vehicles and decided to rob Peter to pay Paul.”

The Marines were without a vehicle since the one they were slated to receive had not arrived yet. Once they realized they could combine the dilapidated vehicles into one functional truck, they obtained the proper forms and went to work.

“The colonel signed off on it, and we picked it up and drove off with it,” said Smith.

According to Sgt. Eddie L. Hinson, mechanic, it took the six Marines, including Hinson, Smith, Master Sgt. Bruce E. London, SNCOIC, GySgt. Paul K. Brody, NCOIC and mechanics Sgt. William F. Medley and Cpl. Robert L. Jackson more than 48 straight hours of work to get the machine running.

“We had to put in a new frame, a new engine, a new electrical system, and a new transmission,” said Smith.

“We gave her the name Frankenstein because we took stuff from a bunch of other vehicles and brought it to life,” said London.

Once it began running, it did not take long before the Marines fell in love with her.

“Let’s say we’ve got a major repair a couple of miles down the road,” said Smith. “Now we can get to it in a timely fashion instead of thumbing a ride.”

At first, no one could believe it. “They were amazed,” smiled Brody.

Even now that their original vehicle has arrived they plan on keeping Frankenstein around for good. “The vehicle we were given doesn’t even run as well as (Frankenstein),” said Smith. “This vehicle runs better than any we got.”

Aside from saving themselves walks, maintenance saved the Marine Corps some cash. “Brand new in 1984, this thing cost the government \$17,000,” said Jackson. “We didn’t even put a dime in it other than ordering a few screws.”

Smith said their creation shows not only the ability of maintenance here at Taszar, but the expeditionary nature of the Marines here as well.

“There’s no need to reinvent the wheel,” said Smith. “You come in and do what you have to do. That’s what makes the Marines good at what they do. If we have to

fix a vehicle with bubble gum and duct tape, that’s what we’ll do until we can get the proper parts.”

And as far as the heap they call Frankenstein, “I just hope we can take her back to the states with us when we leave,” said Smith.

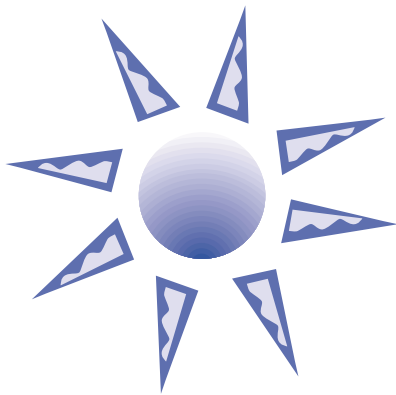


Defense Supply Center, Philadelphia, Clothing and Textiles

Sew Forth and Sew On

Windbreaker, Black, Army, JROTC (8405-01-447-7188 series)

Interested in obtaining the windbreaker? Then all we need is your document. Bear in mind that specialty items like this require a little extra time to produce. Due to the embroidery on the front of the windbreaker, our contractors have 90 days to ship these items directly to you once we receive your documents. If you require additional information, please call Bernard Berich, DSN 444-3018, or commercial 215-737-3018.



Goggles, Sun, Wind and Dust (NSN 8465-01-328-8268)

Combat vehicle crewmen always need eye protection from the elements. That's why we carry the goggles that are for flame, dust, wind, fragmentation and laser protection. This "one size fits all" item comes with both clear and gray lenses, and can be worn with or without glasses. Standard unit price: \$12.85. POC is Renee Martin DSN 444-2445, commercial (215) 737-2445 or email rmartin@dscp.dla.mil.

Olive Drab Undershirt

This quality undershirt is an exceptional value for the price - \$3.50. This item is available through the standard requisition processing system and is sold in a three-pack priced at \$10.50. Please note that this item is ordered by the pack. Following is a list of the sizes and NSNs:



NSN	SIZES
8420-01-450-0057	S
8420-01-450-0065	M
8420-01-450-0067	L
8420-01-450-0069	XL
8420-01-450-0076	XXL
8420-01-450-0078	XXXL

Point of contact is Thomas Zassick, DSN 444-3187, or commercial (215) 737-3187.

Tent, 16'X 16' - Hooray for Simplicity

In case you didn't hear this tentage tip the first time around, the **complete 16' X 16' tent, frame type, expandable**, is available. Now this popular tent can be requisitioned as a complete unit under NSN 8340-00-782-3232. If you prefer, the component parts in the form of frames and tent sections are still available as spare parts. The choice is yours.

Point of contact is Hilda Stanley, DSN 444-2459, or commercial (215) 737-2459.

USMC Maternity Dress Ensemble

Attention Marine Corps expectant mothers! More than one thing is expanding these days, now our maternity dress ensemble also stocks the Maternity Jumper along with the skirts, slacks, tunics and shirts. The stock number and sizes for the jumper are being provided for your ordering ease:

SIZE	NSN
XSMALL	8410-01-443-3911
SMALL	8410-01-443-3917
MEDIUM	8410-01-443-3912
LARGE	8410-01-443-3914
XLARGE	8410-01-443-3913

Any information regarding these items may be obtained from Maryann Bonk, DSN 444-3192, or commercial (215) 737-3192.

White, Athletic, Quarter Socks

Now this item is available to all customers through the standard requisition processing system. The quarter sock is priced at \$2.25 per three-pack for the following NSNs and sizes:

NSN	SIZE
8415-01-448-2189	Small
8415-01-448-2195	Medium
8415-01-448-2200	Large

Point of contact for this item is Thomas Zassick, DSN 444-3187, or commercial (215) 737-3187.

Chaplain's Corner

Any time is a great time to curl up with a good book and we offer over 50 books/Bibles to choose from. Here are a few you may wish to add to your list:

Bible, Today's English Version (NSN 9925-01-384-1325)...This "Good News" Bible has a flexible cover and measures only 4" X 6".

Book, Divine Liturgy (NSN 9925-01-450-6880)...This Orthodox book is written in the English translation approved for liturgical use by the Great Council of Bishops. This hardcover book measures 6" X 4".

Bible, New Testament, Spanish (NSN 9925-01-450-7157)...This New International Version pocket New Testament has Psalms and Proverbs. The flexible black cover measures 3 5/8" X 5 3/8".

Field Items Available for Chaplains

Chasuble/Stole Set, Woodland (NSN 9925-01-459-3756) and **Desert** (NSN 9925-01-459-3749) - Latin cross is embroidered on the front of the chasuble and on each end of the stole. The material is a high quality wind-resistant cotton/nylon blend.

Field Immersion Baptismal Liner (NSN 9925-01-450-0085) Disposable in-ground plastic liner that is large enough for the baptismal candidate to either sit or kneel in for complete immersion forward or backward.

Carrier, Chaplain's Kit, Woodland (NSN 9925-01-452-3887) and **Desert** (NSN 9925-01-462-6242) - These are not the same old olive drab carrier! New features include a more secure closure system, a drainage hole in the bottom of the carrier, fewer plastic inserts, and only one pocket. The kit also includes new attachment straps for use with MOLLE (Modular Lightweight Load-Carrying Equipment) and Land Warrior Systems. The traditional ALICE belt clips remain.

Bible, NIV, Camouflage, Desert (NSN 9925-01-459-7009), Bible, NIV, Camouflage, Woodland (NSN 9925-01-353-8785), New Testament, NIV, Desert (NSN 9925-01-459-7004) and New Testament, NIV, Woodland (NSN 9925-01-452-7566) - Flexible cover make them light enough to carry anywhere!

Juice, Grape, Sacramental (NSN 9925-01-354-3019) - Dehydrated package that is both moisture and vapor proof. Yields 16 ounces of unsweetened grape juice.

We now have stock numbers for candle shells. When ordering, please take note that the Unit of Issue is inches.

NSN	ITEM NAME
9925-01-466-4705	Candle Shell, 1 7/8" Diameter Candle
9925-01-466-4743	Candle Shell, 2 5/8" Diameter Candle
9925-01-466-4745	Candle Shell, 3 _" Diameter Candle

Our selection of hosts now includes Host, Double Thick, NSN 9925-01-466-4747. This host is 1 3/8" in diameter and made with pure wheat flour. They are sold only in packages of 1,000 hosts.

The Communion Set, Catholic, is back with an updated NSN 9925-01-466-4751. This silverplated bronze set includes: chalice, ciborium, flagon, host box, and paten.

We've been receiving many documents for furniture items and our goal is to process your order as quickly as possible. However, many furniture items require the customer to specify wood preference. Without this information, we are unable to process documents. If you think that your requisition requires further information, then don't hesitate to call us.

Spread the word! We now have an NSN for the "2000" Edition of the Ecumenical Planner. The NSN is 9925-01-467-4277 and costs only \$10.29. A great item at a great price!

Any information regarding ecclesiastical supplies can be directed to Maryann Bonk, DSN 444-3192, or commercial (215) 737-3192.

Want the latest on ecclesiastical supplies? Then it sounds like you want to get added to our mailing list. If so, drop us an email with your address to trauchaisen@dscp.dla.mil or call Lisa Rauchaisen, DSN 444-3057, or commercial (215) 737-3057.

**UPDATE! We are no longer supplying
NSN 9925-01-453-3676, communion cups.
If you need disposable communion cups
(1,000 cups/box) please requisition
NSN 9925-01-232-8992.**



Defense Supply Center, Philadelphia, Subsistence

Rational News



News from the DSCP Subsistence Operational Rations Business Unit

The Operational Rations Commodity Business Unit provides streamlined management of Department of Defense (DoD) Operational Rations and a master

strategy for the integration of the nation's industrial base for rations. Our CBU is responsible for all operational rations, humanitarian and emergency relief programs/items to meet our customers' peacetime and contingency requirements.

Chief – Col. John R. Hostettler, USA, commercial (215) 737-2951, DSN 444-2951, email jrhostettler@dscp.dla.mil

Assistant Chief - P.J. Carr, commercial (215) 737-2952, DSN 444-2952, email pcarr@dscp.dla.mil,

Visit our web site at www.dscp.dla.mil to get additional information on Operational Rations. Once our site has been accessed, please select “Subsistence” then “Operational Rations.” For

current news items visit the Operational Rations and Readiness (ORR) Report at this website under the “Ration News” option. POC: Joseph Zanolle, commercial (215) 737-7904, DSN 444-7904, FAX 215-737-9043, email jzanolle@dscp.dla.mil



Personnel Changes

Paul Ferrante: Paul is a new Contract Specialist in the Component Section of the Individual Field Feeding Branch. He is involved in the pre-award, award and post-award administration of beverage base and spread items (i.e., cheese, peanut butter) as well as the administration of post-award commercial sugar and creamer items.

*POC is Paul Ferrante, commercial (215) 737-2869, DSN 444-2869, email pferrante@dscp.dla.mil.

Joan Lutz: Joan is the new war reserve program monitor, replacing Nancy Colaiezzi. She is involved in war reserve administration policy, updates and memorandums of understanding (MOUs). Additionally, Joan will retain her previous position as an item manager for ultra-high Temperature (UHT) milk.

*POC is Joan Lutz, commercial (215) 737-2986, DSN 444-2986, email jlutz@dscp.dla.mil.

CW3 Robert Coger: Chief Coger, USN, is a new systems quality auditor in the Product Quality Branch. His position entails conducting quality reviews of plants that provide individual components for the meals, ready-to-eat (MRE).

*POC is CW3 Robert Coger, USN, commercial (215) 737-8657, DSN 444-8657, email rcoger@dscp.dla.mil.

Catherine Davis: Cathy recently joined our unit as a commodity business assistant in the Group Field Feeding Branch of Operational Rations. She is responsible for providing, obtaining, and coordinating a variety of technical support and administrative services which facilitate the multifunctional operations of the branch.

*POC is Cathy Davis, commercial (215) 737-3816, DSN 444-3816, email cdavis@dscp.dla.mil.

James Greene: Jim is a commodity business assistant for the Individual Field Feeding Branch. His duties include providing, obtaining and coordinating a variety of technical support and administrative services which facilitate the multifunctional operations of the branch.

*POC is James Greene, commercial (215) 737-7903, DSN 444-7903, Email jgreene@dscp.dla.mil.

Donald Anthony: Don is a quality assurance specialist for the Individual Field Feeding Branch. His position requires that he ensure that individual ration programs meet all required specifications. Most recently he was a member of the Operational Rations Marketing office.

*POC is Don Anthony, commercial (215) 737-4477, DSN 444-4477, email deanthonny@dscp.dla.mil.

*The following is a list of personnel changes and reorganization that will be taking place during early 2000. Please keep in mind that all telephone extensions listed are current as of this writing, but are tentative and may be subject to change. Please note all personnel with new telephone numbers will retain their former email addresses. New Phone numbers for DSCP personnel can be found on the following web site: <http://www.dscp.dla.mil/phone/fonenew.htm>.

Field Feeding Equipment

The following three employees are being relocated from the General and Industrial Directorate (formerly the Defense Industrial Supply Center, DISC) to the Subsistence Directorate in Operational Rations.

Thomas Gordon– new commercial phone number is (215) 737-3852 and new DSN number is 444-3852. Email tgordon@dscp.dla.mil.

Edward Heaton– new commercial phone number is (215) 737-2370 and new DSN phone number is 444-2370. Email efheaton@dscp.dla.mil.

George Patrick– new commercial phone number is (215) 737-7945 and new DSN phone number is 444-7945. Email gpatrick@dscp.dla.mil.

Marketing

Joe Zanolle– new commercial phone number is (215) 737-5648 and new DSN is 444-5648. Email jzanolle@dscp.dla.mil.

Dewey Darley– new commercial phone number is (215) 737-7160 and new DSN is 444-7160. Email ddarley@dscp.dla.mil.

Industrial Base Planning Office

The following two employees will be receiving new commercial and DSN phone extensions.

Joe Fedeli– new commercial phone number is (215) 737-8460 and new DSN phone number is 444-8460. Email jfedeli@dscp.dla.mil.

Rich Golden– new commercial phone number is (215) 737-7502 and new commercial DSN phone number is 444-7502. Email rgolden@dscp.dla.mil.

Individual Field Feeding Branch

DSCP implemented its Rotational Assignment Program in early 2000. The program cross trains participants in a variety of commodities and functional areas. Ultimately the program is designed to provide “leaders who will be better prepared and more capable of making major contributions to the mission and overall corporate goals.” This program produces individuals who “have significant experience and knowledge in more than one commodity or functional area...the [program] gives us a vehicle to develop leadership skills, broaden perspectives and exploit innovations” (Donald K. Merrell, DSCP Director, OHR).

Operational Rations will be participants in this program as the chief of our Individual Field Feeding Branch, Chuck Grabowski, will be leaving our CBU. Chuck has made many positive contributions to our Operational Rations office for many years. In mid-January, he will be reassigned to the General and Industrial Directorate. His position as Chief of the Individual Field Feeding Branch, which oversees the Assembly and Components Section and includes items such as the MRE and the HDR, will be filled by Roger Dixon. Roger, who comes to our CBU from our Command Center Small Business Unit, has a new commercial number of (215) 737-2960 and DSN phone number of 444-2960. Email rdixon@dscp.dla.mil.

Another addition to the Individual Field Feeding Branch is **Clement Galligan**. Clement will provide for technical support and be responsible for monitoring and maintaining specifications and data on individual rations. Clement’s commercial phone number is (215) 737-8030 and his DSN telephone number is 444-8030. Email cgalligan@dscp.dla.mil.

Joint Group Rations Feeding Plan Progress

As a result of continuous efforts by the Army, Marine Corps, Air Force, NATICK and DSCP to establish a standard shelf stable group feeding ration, the services have made some agreements toward a standardized field -feeding plan, which should decrease cost and improve theater distribution efficiencies. At the latest Joint Services Operational Rations Forum (JSORF), the Air Force agreed to use the Unitized Group Ration — Heat and Serve (UGR-H&S) as their rapid deployment group field feeding ration. The Marine Corps agreed to use the same UGR-H&S menus for their 18-person Unitized Traypack ration. Due to the need of the Marine Corps for longer shelf-life requirements and preparation constraints, they are unable to use the commercial UGR-H&S at this time. However, the use of

the same menus will increase procurement quantities for increased cost efficiencies and quality.

*POC is Frank Bankoff, commercial (215) 737-2964, DSN 444-2964, email fwbankoff@dscp.dla.mil.

UGR-A Menu Update

Customers please be aware that the plain eggs items that were scheduled to be in the UGR-A Breakfast menus 1, 3 and 5 will be replaced with western omelet or omelet with bacon and cheese during FY00.



*POC is Joanne Durante, commercial (215) 737-2958, DSN 444-2958, email jdurante@dscp.dla.mil.

Virtual Wartime Visibility (VWV) Declaration of Support Signing

Defense Supply Center, Philadelphia (DSCP), and UniPro Foodservice, Inc., of Atlanta, GA, joined together at the UniPro Foodservice Fall Purchasing Conference on October 4, 1999, at the Marriott Wardman Park Hotel in Washington, DC, to enter into the “worlds largest Shared Supply Agreement.. The partnership is the result of the VWV contract award that was made to UniPro, which allows DSCP visibility over the U.S. commercial industrial base for commercially available food items due to UniPro’s purchasing cooperative with 250 food service distributors and affiliates worldwide. This agreement will allow DSCP access to over \$250 million dollars worth of commercial market information to support key war reserve items used in the Military Services’ Wartime Field Feeding Plans. It is unique in that it is the management of product information for the military in lieu of keeping product stocked in a depot. Also, UniPro and its members have pledged to provide priority access to commercial food items in the event of a contingency.

The ceremony saw UniPro CEO, Alan Plassche, as well as representatives of UniPro’s affiliate companies

and Brig. Gen. Daniel Mongeon, DSCP Commander, sign the oversized Declaration of Support document. Rear Adm. Stone, Commander of the former Defense Logistics Support Command (DLSC), spoke about the significance of this readiness initiative to the attendees and Brig. Gen. Daniel Mongeon presented UniPro members with personalized miniature liberty bells to commemorate the occasion.

DSCP Operational Rations also participated in the conference with a static rations display booth full of sample ration programs and literature. UniPro members had the opportunity to learn more about our programs and learn a little more about how the individual items that they pledged to support fit into our operation. Many had positive comments and expressed a positive response to the program in general.

*POC is Joe Zanolle, commercial (215) 737-5648, DSN 444-5648, email jzanolle@dscp.dla.mil.

*For more information on DSCP Subsistence Operational Rations visit our website at www.dscp.dla.mil/subs/oprat.htm.

Defense Supply Center, Philadelphia, General and Industrial

News In General

Post-Award Audits are Positive for Customers

When the general and industrial directorate's Maintenance, Repair, and Operations (MRO) prime vendor program was implemented in 1996, a major concern, of both customers and DSCP personnel was that the price of the items remain comparable to the customer's current buying trends. To combat this concern, DSCP initiated a Post-Award Audit Program where a contract support team, working in conjunction with the CBU's customer liaison specialists, will ensure accurate and best value pricing. This program examines contractor data such as contractor invoices to assure accurate pricing. Visits are also made to customer locations to survey the local economy to assure comparable pricing. These audits facilitate relationships between the prime vendor and local vendors, which result in long-term benefits for you, the customer.

Prior to the implementation of prime vendor,

customers bought their products through the traditional supply system, directly from the original equipment manufacturer (OEM)/distributor or from the local economy (i.e., Joe's Hardware). These options did not result in economical transactions because minimal quantities were usually ordered. Additionally, although, orders processed through the supply system were priced reasonably, customers usually had to wait an extended length of time before receiving the material.

The inception of the MRO prime vendor program alleviates long delivery times and now assures better prices. In addition, customers can concentrate their time on warfighting issues and leave the logistics to us.

For more information on post-award audits contact, Daniel Keefe at (215) 697-0304/DSN 442 or email: dkeefe@dscp.dla.mil.

Can't Find a Part?

Check a National Inventory via DILNet

If you're having trouble finding a particular part managed by the Defense Supply Center Philadelphia's General & Industrial Directorate, log onto <http://www.dscp.dla.mil/gi/dilnet>. At this website, you can query DSCP's Inventory Locator Network (DILNet) by NSN or part number.

DILNet is a web-based tool used by DSCP buyers and inventory managers that gives access to off-the-shelf inventory. Qualifying vendors post inventory data to the DILNet website on a daily basis. This current and accurate data is automatically matched to DSCP requirements and awards are generated, greatly reducing administrative and production lead-times. The result: a streamlined award and shipment process which gets material to our customers quicker. The average ship time is just 8 days with DILNet orders, compared to the in

production lead-time of 122 days for traditional requisitions. The program is currently being upgraded to include automated awards. This will serve to further reduce the administrative process.

There are currently 40 vendors participating in this program, providing a variety of items such as, lighting material, fasteners and o-rings. Each day, the database contains between 65,000 to 70,000 unique NSNs, depending on vendor on-hand assets. We have recently added plumbing, refrigeration/AC items, among others. For fiscal year 2000 to date, 1,224 awards worth \$6 million were made using DILNet..

To learn more about DILNet, visit our website or contact Dawn Karpiak at (215) 737-2419/DSN 444 or email: dkarpiak@dscp.dla.mil.

Don't Just Fix It . . . Kit It!

In an effort to help customers reduce repair cycle times, order ship times and dollars spent on inventory while increasing readiness, the Defense Supply Center's general and industrial directorate offers a kitting program for benchstock items. The program provides customers with kits containing specific parts for use in maintaining and repairing various weapon systems. George McFall, a customer liaison specialist in DSCP's general and industrial directorate, said the kits are constructed to provide mandatory replacement parts for a particular repair/overhaul action. DSCP, in conjunction with commercial partners, works with maintenance personnel to tailor kits to the actual work, eliminating excessive waste of unused parts. DSCP currently offers about 600 different kits.

"They can be modified or a new kit can be designed, all the customer has to do is ask," explained McFall. He

said using commercial suppliers to build and issue these kits provides DSCP with the flexibility to meet customers' requirements faster.

"The biggest benefit has been enhanced responsiveness. With kits, customers can order any number of parts with one NSN, speeding up the ordering and response time," he said. For six years, DSCP has been managing kits for customers at every level, in every service. Kitting sales for fiscal year 1999 were about \$10 million, and McFall expects sales to continue to increase.

"The (kitting) program is really taking off. We're working on several long-term contracts and have new customers coming on board, such as Naval Air Stations Lemoore, Calif; Oceana, Va; Hill Air Force Base, Utah; and Fort Irwin, Calif," he added.

A list of kits available are listed by major platform at our web site: <http://www.dscp.dla.mil/gi/general/kitginfo.htm>. For more information, contact George McFall at (215) 737-4709/DSN 444, or e-mail gmcfall@dscp.dla.mil.

Timber!

In the past two years, the Defense Supply Center's Wood Products Prime Vendor Program has successfully expanded their initiative both within and outside of the Continental United States. Awards have been made in the Mid-Atlantic, Southwest, Midwest, Hawaii, Japan, Okinawa, and Korea. The Northeast, Northwest, Southeast, Gulf, and Alaska regions will be awarded within the next 90 days. Over 140 customers are actively participating in the program including Norfolk Naval Shipyard, Norfolk Public Works, Camp Pendleton, Rock Island Arsenal, FISC Pearl Harbor, Tooele Army Depot, Defense Depot San Diego, Camp Butler, and Pusan Storage Facility. Customers have access to a full range of wood products including hardwoods, softwoods, plywood, poles, pilings, fire retardant treated, stakes, crossarms, and moulding. Customers receive competitive pricing, 7-day commercial deliveries for CONUS, 30-45 day delivery for Okinawa, Japan and Korea, specific lengths, quantity sensitive discounts, commercial quality standards, rebates, commercial returns and warranties, and surge capability. Another key aspect is the flexible ordering options tailored to meet the needs of the customer. Customers can order via phone, fax, e-mail, credit card, MILSTRIP, or the Prime Vendor's web-based order entry system.

For additional information, contact Tom Grace at (215) 737-7164/DSN 444 or E-mail: tgrace@dscp.dla.mil.

Marine Life Saving and Diving Program Enters the Electronic Age

Turn up the volume! The Defense Supply Center Philadelphia's Marine Life Saving and Diving Program now has a web site on the Internet, which sounds as good as it looks. Customers can obtain information on the program including an on-line diving prime vendor presentation, the program's features and highlights, the geographical regions, and points of contact for each region. The site also contains information on our long-term contracts for Mark I life preservers, commercial life preservers and life raft inflation equipment. Our site also provides a direct link to the diving prime vendors' web sites. These sites include on-line catalogs, easy-to-use order placement procedures, technical data and a host of other information applicable to marine lifesaving and diving operations. Our customers can register on-line with the prime vendors and begin ordering equipment immediately. Our site also links customers to other programs available from DSCP including MRO, wood products, metals, and the Industrial Prime Vendor. Visit DSCP's Marine Lifesaving and Diving site at <http://dscp103.dscp.dla.mil/gi/general/mardiv.htm> and add it to your bookmarks!

For more information, call Kevin Dean (215) 737-4190/DSN 444 or email paa6377@exmail.dscp.dla.mil or Mara Bailey (215) 737-4053/DSN 444 or email mabaily@dscp.dla.mil.

DSCP's Metals Prime Vendor Program Continues to Grow

The Defense Supply Center, Philadelphia, has awarded Metals Prime Vendor contracts to cover the entire continental United States. The Metals Prime Vendor program provides a single source for our customers' metal needs. The contracts offer a comprehensive selection of metal products, including carbon steel, stainless steel, aluminum, nickel, copper, brass, titanium and other industrial metals in a variety of shapes and forms. The prime vendor provides an internet-based electronic order entry system, just-in-time delivery and volume discounts. Customers go directly to the prime vendor with technical questions and quality issues. Many services, such as cutting, sawing, shearing, and scrap/salvage removal are available on an optional basis. DSCP's scrap and salvage removal program is an additional benefit for customers. Recently, the Shore Intermediate Maintenance Activity, Norfolk, Virginia, was credited approximately \$100,000 for unusable and unneeded material for scrap and salvage removal.

The Federal Prison Industries (FPI) in Ft. Worth,

Texas, benefited when a prime vendor was able to expedite an order to its metals sign shop to avoid a work stoppage. FPI, a non-Defense Department customer, has unique delivery and material handling requirements that were addressed by the prime vendor successfully. Other FPI and UNICOR activities will be using the program to meet their metals requirements in the near future.

Since July 1999, 37 new activities implemented prime vendor. Activities from all military services are now participating, as well as non-DoD customers such as UNICOR/Federal Prison Industries (FPI). Sales for fiscal year 1999 exceeded \$9 million.

A solicitation is currently in the works for the Hawaii/Guam area, with an expected award date of August 2000. Future solicitations will be developed for Japan/Okinawa and Europe.

For more information about the Metals Prime Vendor program, contact Tom Cavanagh at (215) 737-3776/ DSN 444, e-mail tcavanagh@dscp.dla.mil, or Bill Austin at (215) 737-9157/ DSN 444, e-mail waustin@dscp.dla.mil.

Cut Costs On Your Precious Metals Programs

By ANNE POLI

DSCP, Program Manager, Metals and Metal Product Group

The Defense Supply Center, Philadelphia's, General and Industrial Metals and Metals Products Group has been responsible for the management of precious metals (Federal Stock Class 9660) since 1974 under the Precious Metals Recovery Program. We manage five items — gold, silver, platinum, palladium and rhodium. Each precious metal item has been refined to at least .999 degree of fineness, which means it's pure for almost any use. We supply the precious metals in sponge, granulation or bar form.

DSCP offers these precious metals at below market price, and that's important because these low prices are passed on to you as cost savings when you requisition precious metals from DSCP. Why are our prices so low? Our customers are charged only for metal recycling costs plus a standard cost recovery fee.

Any Department of Defense activity or any

participating non-DoD activity or agency may order this material. Participation eligibility is approved by the Defense Logistics Agency (DLA).

There is a requirement for procurement officers to cite DoD Federal Acquisition Regulation Supplement (DFARS) clause in solicitations for material that contains precious metals. This clause is DFARS 252.208-7000-Notice of Intent to Furnish Precious Metals as Government Furnished Material. Using government-furnished material (GFM) precious metals is a smart move because of the lower prices it provides to customers. Some commodities that lend themselves to this process are wire and cable, dental, brazing alloy, badges, radar antenna, sputtering targets and batteries.

Physical shipments will normally take two weeks after we receive your requisition, unless the metal is transferred to a pool account; then it will take three days.

If you are interested in this fast and easy way to cut costs in your precious metals programs, please contact Linda Stonelake, DSCP, at 215-697-2734/DSN442; FAX- 215-697-4236, or e-mail lstonelake@dscp.dla.mil.

Navy Selects DSCP's Fire Fighting Prime Vendor Program

Shipboard Structural Coveralls Feature Protection and Comfort

The U.S. Navy selected the Defense Supply Center, Philadelphia's fire fighting prime vendor program to purchase shipboard structural coveralls. Our program offers a new, simplified and efficient procurement system. Eighteen new National Stock Numbers have been established for the coveralls to cover a range of sizes, from small to XXX-large, available in short, regular and long. For example, medium/regular size is NSN 4210-01-468-6551 (it replaces NSN 8415-01-300-6557). The newly listed coverall is manufactured by Lion Apparel, part number Janesville's® Guard 97/Navy 1; it is certified to the National Fire Protection Association Standard, NFPA 1971, 1997 edition.

The one-piece design of the coverall provides increased thermal protection; reduces the threat of exposure when bending over, crawling, or reaching; weighs less; and is more comfortable. The storm flap and closure system runs from below the throat to the crotch. This makes donning, doffing and ventilation quick and easy. Raglan sleeves and a radial underarm band enable natural movement in the upper body without binding or pulling. The Guard 97/Navy 1 carries Janesville's lifetime warranty against defects in workmanship and materials.



DSCP's fire fighting prime vendor program simplifies the buying process and provides quick, efficient, and personalized service to military fire fighting facilities. For additional product information, including special features of material composition and construction, contact: Maureen Tyler at (215) 737-7580/ DSN 444 or email: mtyler@dscp.dla.mil.

Guard 97/Navy 1 Features

- ◆ Outer shell is a 7.5 oz/yd 2 oz blend of Pbi ® and KEVLAR ®.
- ◆ Thermal barrier features Glide II™ low-friction face cloth and a blend of virgin KEVLAR ® and NOMEX ®.
- ◆ CROSSTECH ® Moisture Barrier.
- ◆ Liner system snaps in and out.
- ◆ Extra layer of thermal protection in yoke.
- ◆ 5" split collar overlaps with helmet neck protector for thermal protection.
- ◆ Radial underarm band enables natural movement without binding and pulling.
- ◆ 8" over-the-thumb wristlets reduce sleeve rise when reaching.
- ◆ Elbow reinforced with additional layer of outer shell material.
- ◆ Zipper in and hook-and-loop out closure system.
- ◆ One-inch elastic band at waist delivers tailored fit.
- ◆ Radial banded crotch provides superior seam strength to protect high—stress areas.
- ◆ 2" lime-yellow 3M™ Scotchlite™ Reflective Material at sleeve cuff, chest, waist, and above pant cuffs.
- ◆ Pant cuffs reinforced with polymer—coated KEVLAR ®.
- ◆ Zipper leg opening 18" long for easy donning over boots.
- ◆ Knees have 9"x 11" polymer-coated KEVLAR ® reinforcement on outer shell and FR Lite-N-Dri™ closed-cell cushioning in liner.
- ◆ Roomy 8"x 7.5"x 2" full-bellows cargo pockets.

Fire Fighting Prime Vendor Update

The Defense Supply Center Philadelphia's fire fighting prime vendor program is expanding to include Europe and the Pacific. Visits from the DSCP Fire fighting team to military bases in Germany, Italy, and Japan have generated interest in the program from fire chiefs and key command personnel and resulted in the designation of pilot sites. The Western/Central region was awarded in August 1999. Pilot customers for this region include:

- ◆ Hickam Air Force Base, Hawaii
- ◆ Pearl Harbor Federal Fire Department, Hawaii
- ◆ Marine Corps Air Station Miramar, California
- ◆ Camp Pendleton, North Carolina

- ◆ San Diego Federal Fire Department, California
- ◆ Fort Lewis, Washington
- ◆ McChord Air Force Base, Washington
- ◆ McConnell Air Force Base, Kansas
- ◆ Oklahoma City Air National Guard, Oklahoma
- ◆ Tinker Air Force Base, Oklahoma
- ◆ Fort Rucker, Alabama
- ◆ Whiteman Air Force Base, Missouri

For more information about DSCP's firefighting prime vendor program, contact the firefighting team at firefighting@dscp.dla.mil or call Diane Neff at (215) 737-2722/DSN 444.



MSM Expands Product Lines

To keep pace with customer demands for new and innovative equipment, Move and Store Material (MSM) Group has added several new items to its product line, including 20' and 40' containers (see picture 1), specialized shipping and storage containers, tent flooring, sandbags, stacking systems and corrugated shipping pallets.

The specialized shipping and storage containers, certified for airlift and helo operations, are also weather and sand proof. The interiors of the containers (see picture 2) can be configured to customer needs to include shelving and storage trays. The containers provide portable protection and storage capability for a variety of tactical operations.

MSM has three long-term contracts in place to support standard and hazardous material stacking system requirements to increase warehouse efficiency. Orders are tailored to customer specifications, including custom options, hydraulics, and installation configuration.

Many customers identified portability, space and weight limitations as chief among factors that influence a storage equipment purchase. Our new corrugated shipping pallet successfully addresses each of these concerns. The lightweight construction and collapsibility



make the pallet (see picture 3) more versatile than a traditional pallet, facilitating reduced shipping costs as well as easy set-up for use or collapse for storage.

MSM will soon offer Tailored Logistics Support Packages (TLSP) for storage drums, berm liners (see

picture 4) and tie-downs. The drum program will offer a (see picture 5) management solution that will reduce on-base storage of drums and provide just-in-time delivery. As the name suggests, these TLSPs represent a customized response to a need or problem identified by our customers through traditional business interactions that include customer visits, interviews and surveys. Let us



put together a tailored support package to meet your move and store needs.

We also anticipate awarding the Material Handling Initiative (MHI) prime vendor (see picture 6). This contract will provide an array of material handling equipment and services to America's armed forces for material handling, pallet management and stick items, and more. Easy ordering, surge capability testing, contingency planning and the best in commercial business practices are some of the features of this initiative.

Night Surveillance System Available from DSCC

Gen III Night Surveillance System, Model 450

NSN 5855-01-460-9161

Price: \$6,080.81

(Camera and tripod are not included.)



Night Vision Equipment

Company (NVEC), Inc., Model 450, Night Surveillance System (NSS) produces a high quality American-made night vision photographic system. The large 25mm-format intensified image provides forty percent more area coverage, when compared to 18mm night surveillance systems. Its tripod-mounting socket can be used for attaching an optional pistol grip or user-supplied tripod. NVEC's NSS can be fitted with a CCD mount for video display and recording. This feature is extremely important in long-term surveillance operations. The NVEC Adjust-A-Lens™ (T-Mount Interface, OBA-1) allows the user to select and install a variety of optional T-Mount objective lenses available from most camera stores.

Kit includes Night Surveillance Scope with T-Mount interface, 135mm objective lens, eyepiece, tripod adapter, cleaning brush, lens-cleaning tissue pad, hard case, operator's manual and AA-size batteries.

System Performance (Typical) – Tube Gen III, Tube Classification COMSPEC, Detection Range in Meters (Main on Green Grass) – Quarter Moon (10°), 450; Starlight (10°), 210; Cloud Cover (10°), 185.

Defense Supply Center, Columbus, Marketing (NMB), S9C & S9E, P O Box 3990, Columbus, OH 43216-5000
Phone: DSN 850-1858 or 1 (800) 643-8825
Fax: DSN 850-7619 or 1 (800) 643-8827

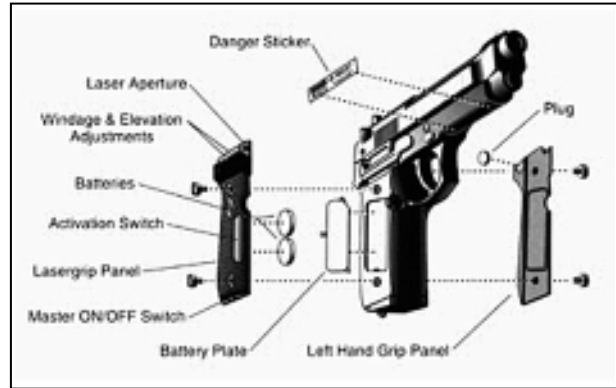
Direct View	Field of View: 14.5 Degrees
AA Operation	Magnification: Four Power (4X)
Automatic Gain Control	Diopter Adjustment: -5 to +4 Diopters
Bright Source Protection	Eye Relief: 28mm
Flexible Camera Mounting	Objective Lens: 135mm, f/2.8
Larger 25mm Image Intensifier	Focus Range: 1.2 meters to infinity
Med to Long-Range Passive System	Weight in Ounces (g): 34 (970)

LaserGrips™ Available at DSCC

NSN	Model	Price	Description
5855-01-460-9153	LG201	\$325.28	1911 and 1911A Government and Commander style frames, including: Colt, Springfield, Kimber, Browlin Arms, Olympic Arms, Les Baer, Auto-ordnance, Etc.
5855-01-460-9157	LG202	325.28	Beretta 92 and 96 Large frame pistols, including the Centurion
5855-01-466-5212	LG203	425.00	Ruger Mark II, all MK and KMK models
5855-01-466-5218	LG226	425.00	Sig Sauer P226
5855-01-466-5224	LG229	425.00	Sig Sauer P228 and P229

The laser grip is an easy-to-mount, quick-to-zero aiming light with unmatched beam quality and range in an eye safe device. It provides an accurate aimpoint for weapon engagements. The LaserGrips™ accuracy and range is equivalent to the finest optical sights, and has a rapidity of aiming which is unequalled by any conventional sight. For boresighting, the unit incorporates a preset zero setting (neutral position), at which the laser beam is in precise alignment with its mounting surface. Therefore, when attached to the weapon, the LaserGrips™ is nearly zeroed from first attachment. Highly accurate windage and elevation adjusters enable fine zero adjustment. A proficient shooter can precisely adjust the aimer by firing a single 3-round shot group.

- ◆ Eye-Safe
- ◆ Highly Durable
- ◆ Highly Accurate
- ◆ Three Year Warranty
- ◆ Off-Axis Light Security
- ◆ Numerous Weapon Mounting Options



System Performance (Typical)

Wavelength	633 nanometers
Power Output	3 Milliwatts (mW)
Range In Meters	300 (average light)
Dot Size	Approx 0.5" at 50 ft., 3" at 325 ft.
FDA Laser Certification	IIIa

Defense Supply Center, Columbus, Marketing (NAA), S9C & S9E, P O Box 3990, Columbus, OH 43216-5000

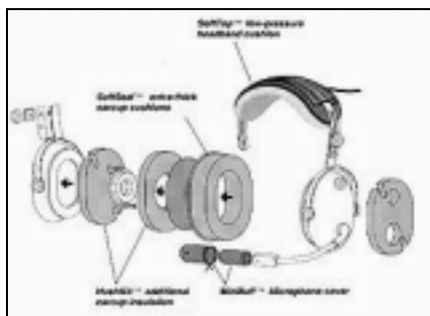
Phone: DSN 850-1858 or 1 (800) 643-8825
Fax: DSN 850-7619 or 1 (800) 643-8827

Upgrade Your Headset Now!

NSN 5965-01-416-9564
\$108.54

Headset comfort and quiet is something everyone wants, but seldom gets. New materials and technology are available to make your existing headset extraordinarily comfortable and quiet. Pilots and crewmembers can enjoy newfound comfort and quiet with existing headsets and helmets. Oregon Aero's Upgrade Kit enables you to do it yourself and experience dramatic noise reduction and hours of long-term wearing comfort from your own headset or helmet.

The Upgrade Kit enables your existing headset to achieve very high noise reduction without using active noise-canceling (ANC) circuitry. While ANC works well for certain frequencies, it can



result in other acoustic problems, as well as reliability concerns. Aircraft generate many different noise frequencies which may be better attenuated by a unique combination of innovative design and passive noise canceling materials. The kit provides maximum noise attenuation in the fatigue inducing 2000 to 6000 Hz regions.

Most headset discomfort results from areas of localized circulation reduction on top of the head and around the ears, caused by the elastomeric (plastic) padding materials used in virtually all headsets. Elastomeric cushions and seals, whether made using rubber, foam, neoprene, oil or gel, respond to mechanical displacement with a force opposite to the displacement, and directly proportional to the distance displaced. In plain language, this means that areas on top of the head and around the ear and jaw joint receive too great a concentration of pressure, resulting in localized circulation loss and pain. Too small an ear seal volume causes pinching and folding of the ear structure, and also results in pressure from eyewear and earrings.

Components:

SoftSeal™ Extra-Thick Earcup Cushions

- ◆ Larger contact area for lower clamping pressure
300% increase in ear seal volume
- ◆ Temperature-sensitive ConforFoam core
- ◆ Smooth sewn Ultra Leather™ covering
- ◆ Perfect fit over eyewear and earrings
- ◆ Reduced perspiration build-up by self-wicking action
- ◆ Flange, glue or snap-on mount

SoftTop™ Low-Pressure Headband Cushion

- ◆ Plush sheepskin wool
- ◆ Eliminates top-of-head pressure
- ◆ Flexible leather backing
- ◆ Moisture-proof, self-wicking action
- ◆ Keeps head cool (or warm)
- ◆ Slip-on or Velcro mount

HushKit™ Additional Earcup Insulation

- ◆ More attenuation in 2000-60000 Hz ‘fatigue’ range
- ◆ Four die-cut Aero Foam layers fill earcup voids

MicMuff™ Microphone Cover

- ◆ Eliminates cockpit noise from radios and intercom
- ◆ Better voice actuation
- ◆ Smooth ultra leather™ covering
- ◆ Adaptable to all miss, electret or dynamic

As shown in the illustration, earcups are disassembled to install the HushKit noise insulating foam and Nonformal SoftSeal ear seals. The SoftTop low-pressure headband cushion completely replaces or fits over existing headpads. The MicMuff microphone cover is slipped over the mic and held in place by an elastic tie.

U.S. Military Heater Kit Saves Money, Makes Heaters Safer

By MIKE WARD,

DSCC Public Affairs Office

In winter, the U.S. Air Force and Army rely heavily on heating equipment such as the H-1 portable diesel-fueled, general-purpose heater. Having a heating system such as this one become inoperable in winter could be devastating to a fighting force. Aircraft could remain grounded, and ground forces could be left without fighting vehicles.

Now available through the Defense Logistics Agency is a new retrofit kit (NSN 2910-01-464-9880, Part No. 401230) that can improve the performance of the 400,000-BTU H-1 — one of the U.S. military’s most widely used heaters. This unit is used by the Army and Air Force, not only to heat facilities such as mobile hospitals and maintenance shops, but to temporarily heat aircraft while they’re being repaired.

“We were beginning to receive reports of heaters down, shortages of spare parts, and escalating prices,” said Walt Myers, of the Defense Supply Center, Columbus, Logistics Engineering and Readiness Office. One of the major problems was that the heaters’ three fuel regulator valves, an old design used on refrigeration units, had become obsolete.

The remedy is a new retrofit kit that is available through the Defense Logistics Agency. The new kit replaces all three of the heaters’ fuel system valves with a state-of-the-art, completely electronic fuel system valve. The retrofit not only makes the heater more efficient, and replaces more expensive valves, but it makes the unit safer. The \$1,599 kit replaces the three valves that cost \$700 apiece.

Through a market survey, DSCC personnel found a source that suggested the electronic valve concept to avoid the expense of the old technology. The manufacturer made a proposal and performed a “form, fit and function” test that was a success. DSCC submitted the proposal to the Air Force and provided an actual demonstration.

“What we did here at DSCC, was retrofit the heater with an electronically controlled fuel and temperature system,” said Myers. “The old fuel control system consisted of a temperature valve, regulator valve, and altitude compensator valve. These valves are the old

refrigeration type valves, which are no longer used in heating applications.

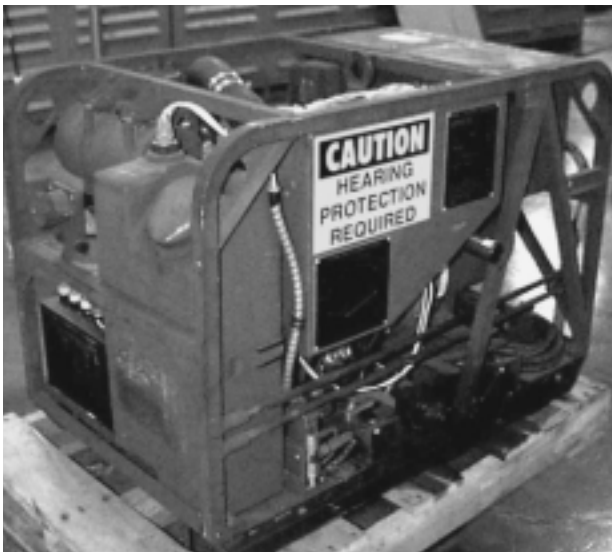
“The new configuration includes four electronic solenoids, temperature sensor and safety shutoff,” said Myers. “This kit provides an overall cost saving, greater reliability, quicker starts, gradual warming and cooling, and a flame failure safety protection.”

Myers added that the new unit, which requires minimal modification to install, is readily available and has been approved by Warner Robins Air Logistics Center, the engineering support activity with control of the end item. According to Myers, the solenoids that replace the valves are easier to install.

And, the retrofit kit adds a new safety device — a flame failure protection sensor. This sensor determines when there’s no flame or when there’s a heat loss, so that it can automatically shut down the system and turn off the fuel pump. When there was a malfunction with the old valves, the fuel pump kept pumping until the fuel tank was empty.

DSCC has recently contracted for eight of the kits. “The customers have heard about them and want to know how they can procure them. We feel we have found a quick and less expensive way to keep a key piece of equipment up and running for our customer.”

For more information about this retrofit kit, contact Myers (Office symbol, DSCC-NR) at (614) 692-4243, or DSN 850-4243, or at e-mail address, Walter_Myers@dscclia.mil.



DSCC’s New Contract Provides Quick-Starting Aid Saves Money and the Environment

By TONY D’ELIA,
DSCC Public Affairs Office

A new long-term contract to supply the military and federal agencies with ethyl ether used to quick-start diesel-powered vehicles in cold weather will not only save money, but protect the environment. This “win-win” contract, a customer support initiative between Defense Supply Center, Columbus, OH (DSCC) and one of its suppliers, is one of the Center’s new long-term tailored contracts.

Containers of ethyl ether (National Stock Number 2910-00-646-9727) are used by the military and federal agencies to quick start everything from diesel-powered tanks and combat vehicles to trucks and bulldozers. Its value in a combat situation is obvious, but ethyl ether is also useful in getting other agencies to work on time – agencies such as the U.S. Postal Service and the General Services Administration, and other agencies with diesel-powered equipment.

The new contract not only reduces the price of a single container from \$8.11 per 18-ounce container to as low as \$6.25 (depending on locality), but more importantly, it eliminates expensive disposal costs. The contract requires the company to accept the returned empty containers at no cost and to dispose of them in accordance with environmental regulations. Customers simply return the empty canisters in the container they came in.

Since ethyl ether is a flammable and hazardous material, disposal costs range anywhere from \$106 to \$242 for each empty canister, depending on location. It’s estimated that the new contract will save \$1.28 million annually.

“We decided it was up to DSCC to alleviate our customer of this excess cost as a customer support initiative,” said John J. Jones, of the Hazardous Material Minimization Program of the Standardization Management Team in DSCC’s Operations Support Group. “So we formed a team with members from the Land-based Weapon Systems Group, Procurement and the Defense Logistics Agency Office of Counsel, Columbus Region, to work the problem.”

The result of the team effort was a long-term tailored contract signed August 24, 1999 with Quick Start Products Ltd. of Rochelle, Ill. The new contract was written with a tailored support agreement, the first of its kind at DSCC.

“The terms of the tailored support agreement of this contract are unique,” said Fonda Alexander of DSCC’s Land Long-term Contracting Team. “The customer and the supplier must meet unique requirements for any of the containers to be returned.” Instead of merely providing the required item of supply, this tailored support agreement was made to better support the needs

of DSCC’s military customers. In this case, the contract includes provisions for the return of the empty containers. Upon acceptance of the returned containers, the contractor is required to dispose of the hazardous material in accordance with applicable regulations.

“This was all due to DSCC’s partnering efforts with the military customer and the manufacturer,” added Jones.

The only cost now incurred by the customer is shipping the empty cylinders back to the supplier.

22 Indicted in ‘Operation Broken Circuit’

By TONY D’ELIA,
DSCC Public Affairs Office

Defense Supply Center, Columbus (DSCC), recently played a critical role in a sting operation that resulted in restitution to the government in the amount of \$500,000, and 22 criminal indictments against persons and companies with a history of selling defective and nonconforming spare parts to the Defense Department. Sentences ranged anywhere from one-year confinement to two-year probation, and fines were up to \$50,000.

The suppliers, 23 companies located throughout the country, but mostly in New York, New Jersey and Ohio, sold the government non-compliant mechanical and electrical parts for missiles, military aircraft, submarines, tanks and other weapon systems.

Parts supplied by the companies included linear microcircuits used in the Sidewinder and Tartar missiles, and ball valve kits used in the Sturgeon class submarine escape hatches. Other defective parts passed off as good were transistors and diodes that failed to meet various electrical test parameters.

Under the code name, Operation Broken Circuit, the Defense Criminal Investigative Service and the FBI teamed in this covert operation that began in 1992. The sting used an undercover business to conduct transactions with companies and individuals who were suspected of repeatedly supplying nonconforming or substandard items to the Defense Department.

Undercover agents operating as subcontractors made transactions with known suppliers and in the process were able to obtain evidence showing that the suppliers

knew they were providing defective parts to the Defense Department.

Playing a key role in the sting was DSCC’s electronic and mechanical Product Testing Centers. The test center, using its state-of-the-art electronic test equipment, performed a variety of sophisticated tests on the suspect parts to provide critical pieces of evidence for the investigation. Dimensional examination, visual analysis, material analysis, magnetic particle, radiography, and electrical tests represent some of the types of tests performed.

DSCC’s Product Verification Program Office, DSCC Quality Assurance Specialists, and DSCC Procurement personnel also assisted in the case.

Among several notable findings were transistors with altered markings. Suppliers altered markings changing part numbers and/or lot date codes to hide the fact that surplus or substitute material was being supplied.

DSCC engineers and technicians were able to find the discrepancies by using microscopes and an infrared luminescence system. The latter uses different frequencies of light to enhance latent markings invisible to the naked eye.

The DSCC lab also discovered linear microcircuits with no internal components. In this case, the part merely consisted of seven terminals sticking out of a solid block of epoxy.

In other cases, material analysis performed on transistors revealed that the die material was silicon instead of germanium as required. The test center was also able to find pulleys made to the wrong dimensions and towing arms that contain cracks.

DSCC gets Marines \$750,000 worth of wheels

By TONY D'ELIA,
DSCC Public Affairs Office

When Equipment Specialist Jerl Dickerson learned he could help save \$750,000 through a foreign military partnership, he immediately went into action.

It all started when the Canadian Department of National Defence decided to change tire widths on the Bison, its version of the eight-wheeled Light Armored Vehicle. Since the U. S. Marine Corps uses a similar amphibious, light armored vehicle, Canada offered to give the United States the excess 724 tires and rims. All together, the 541 complete assemblies, 183 loose tires and "donuts" (run-flat inserts), are worth about \$750,000.

The Canadians agreed that the only cost would be transportation from Bosnia back to the USA.

Dickerson, of the Defense Supply Center, Columbus, Logistics Engineering and Readiness Office, discovered that the Canadians had the excess wheels while attending the recent Integrated Logistics Support Conference at Camp Pendleton, Calif. The camp hosts a "user nations group" consisting of representatives of various countries owning a version of the LAV who come together annually to participate in roundtable discussions. They share engineering changes and proposed modifications. It was here that a Canadian National Forces systems engineering manager, Rick Purvis, informed Dickerson of the tires and wheels.

"He said we could have the tires and rims free, just for the cost of having them shipped from Bosnia," said Dickerson, who notified the Marine Corps Program Manager's Office, Light Armored Vehicles (PMO-LAV), located at Tank and Automotive Command, Warren, Mich.

According to Dickerson, the final transportation cost was about \$60,000, with Defense Logistics Agency representatives in Europe trucking them from Bosnia to Germany. From Germany, the tires and wheels went to DSCC personnel in Columbus, and then to Defense Distribution Depot, Columbus, where they were reallocated and shipped to the First, Second, Third and Fourth Light Armored Reconnaissance Marine battalions.

"Our office coordinated with the Canadians and the DLA people in Germany," said Dickerson. DLA Europe personnel instrumental in the transfer were Charles

Garrison and Martin Jennings, chief supply support element.

Back in the USA, DSCC's Logistics Engineering and Readiness Office worked with the Program Management Office, LAV, Fielded Vehicles Team, at Tank and Automotive Command in Michigan. Last month, Defense Depot, Columbus, Ohio shipped equal amounts of the wheels to all Marine Light Armored Reconnaissance battalions.

The Canadians felt a tire change was necessary for the sake of better traction over the Bosnian

terrain. The Marines, however, feel the change isn't worth the expense, especially since the wider tires are more vulnerable to puncture.

The success of this project is mainly attributed to the time and effort expended by DLA personnel. Items originally scheduled for disposal were converted to a cost avoidance that allowed about \$700,000 in funds to be redirected to other operation and supply priorities.



Customer Service Avenues Expand at DSCR

Customer Account Tracking System (WebCATS)

As the primary DLA inventory control point for air and aviation weapon systems, the Defense Supply Center, Richmond, strives to keep abreast of commercial business practices to provide leading edge customer service support to its customers. A combination of web technology, automated telephone systems and traditional communication mediums provide a variety of customer service avenues tailored to the capabilities of military units in the field. WebCATS, the web-based customer account tracking system developed and managed by DSCR, has gained tremendous popularity since its initial fielding in 1998. An automated logistics tool, WebCATS offers the most current information available on a variety of supply information such as requisition status, shipping information, stock on hand, latest contract shipments and weapon systems data.

Customers with Internet access can use WebCATS to view the same information our inventory managers, buyers and weapon systems support personnel use daily. This reduces the amount of time required in obtaining this information from other sources, and is the recommended tool for accessing DLA logistics information. WebCATS can be accessed via the DSCR home page at www.dscr.dla.mil/procurement/cats/cri.htm. It is also listed as a frequently visited site on the main page and as an option under Customer Information. For security reasons, a password is required. Instructions for obtaining a password are included on the WebCATS homepage.

Navigation through the screens is easy, and a user's manual is available on-line. A link to our IT Help Desk is also available for customers experiencing technical difficulties. Once inside the application, several data views are available:

- ◆ *By weapon system:* Weapon Systems inquiries include the Weapon System Designator Code (WSDC) inquiry, the Supportability Analysis inquiry, Special Program Requirements by DoDAAC, and the Weapon System Information inquiry. The WSDC inquiry provides the program manager and location of the weapon system, NSN counts of the items included, and backorder

summaries. The Supportability Analysis inquiry is organized by special project type/service and lists the special project title and start date sorted by the WSDC. The Special Program Requirements link provides detailed information related to service forecast submissions by DoDAAC and NSN. The Weapon System Information inquiry is currently under construction and will provide an active calendar of events, trip reports, metrics, and POC lists.

- ◆ *National Stock Number:* This inquiry contains detailed information such as stock on hand, backorder status, contract data, due-in data, requisition information and inventory manager notes via the item notes/simi link.
- ◆ *Requisition number:* The requisition inquiry provides MILSTRIP data, NSN data, supply status codes, and links to the depot DSS system for shipment tracking, as well as commercial carrier sites.
- ◆ *By inventory control point:* Users no longer need to access individual ICP systems to obtain the latest status. Data from S9G (DSC Richmond), S9I (DSC Philadelphia), and S9C/S9E (DSC Columbus) are conveniently consolidated into single point and click queries. Logistics information is also available for N32/N35 (Naval Inventory Control Point).
- ◆ *Order Placement:* This option allows customers to submit on-line requisitions directly to our Customer Call Center for immediate entry.

Enhancements are implemented on a continuing basis in order to meet our customers' needs. Your comments are welcomed and should be submitted via email to our systems administrator: tfisher@dscr.dla.mil.

Customer Call Center

When automated means of information and services delivery do not fit your immediate needs, our Customer Call Center stands ready to serve. Communicating with supply center representatives concerning supply needs has never been easier.

As the main entry point for customer telephone inquiries, the Customer Call Center offers assistance on a wide variety of logistics issues such as submission of

emergency requisitions, expediting urgent requirements, shipment status, stock availability and NSN information.

This allows our item managers to focus on their core competency of managing their assigned items of supply. Call center agents provide outstanding customer service and are usually able to answer all of your questions without transfer to another person. Agents log each call in a Support Magic client database so that customer demographics/trends can be analyzed to identify improvements to existing programs.

Our current Customer Call Center has evolved over the last few years, and today enjoys a high level of customer service, as measured by both qualitative and quantitative measurements. During 1999, customers experienced an average service level of 81 percent (percentage of calls answered within 45 seconds) with an average speed to answer of 24 seconds. These customer service levels parallel commercial industry best practice standards.

Quality control processes have been employed to ensure you receive the most professional and courteous service possible. We use a call monitoring program to randomly evaluate individual call center agents on their call handling ability. We then rate their performance against preset standards for courtesy, accuracy, and adherence to operating procedures. During 1999, our call center averaged 99 percent in the areas of courtesy and accuracy and 97 percent in following standard operating procedures.

Additionally, as a second qualitative assessment, we conduct quarterly customer surveys to determine overall satisfaction with our call center's services. Random calls are made to customers who contacted the call center the previous day. Customers are asked a set of questions about services rendered during their call. Last year, ninety percent of our customers reported our service was either excellent or good.

At Defense Supply Center, Richmond, we are continuously seeking methods to improve customer service to military and civilian personnel worldwide by keeping abreast of emerging technology and benchmarking business practices in the customer service community. We encourage customer feedback and suggestions to improve support. Customer feedback can be submitted through the DSCR homepage, the call center, and our surveys. Our goal is to retain and expand our customer base by providing the best in weapon systems support.

The Customer Call Center can be reached by telephone: DSN 695-4865, commercial (804) 279-4865, or toll free 1-877-DLA CALL. Please press zero at the DESEX prompt to reach an agent.

Energy efficient electric motors added to list of on-line products

Replacing or purchasing new electric motors is simpler than it has ever been, now that Defense Supply Center Richmond has added this product line to its on-line catalog list.

Nearly 300 energy efficient electric motors are available for order on-line by accessing DSCR's energy efficient electric motors catalog at www.dscr.dla.mil/eem/. Credit card users can order these products through the DLA E-mail at www.emall.dla.mil.

Ranging from 1.5 to 200 horsepower (60 hertz, three-phase), these energy efficient motors are conveniently grouped into the following categories:

- ◆ Open drip-proof (ODP)
- ◆ Totally Enclosed Fan Cooled (TEFC)
- ◆ Severe Duty Totally Enclosed Fan Cooled
- ◆ Totally Enclosed Fan Cooled C-Face
- ◆ Severe Duty Totally Enclosed Fan Cooled C-Face

Delivery is fast, too. Your motor will be delivered to you directly from the vendor three days after receipt of your order.

Because they meet the minimum requirements for energy efficiency as defined in NEMA MG 1, ordering these energy efficient motors will help you to comply with Executive Order # 12902, Energy Efficiency and Water Conservation at Federal Facilities, dated March 8, 1994.

All electric motors over one horsepower, with times of use of 2,000 hours per year or greater, are likely candidates for replacement by energy efficient motors — at least when they must be replaced.

Customers without Internet access can contact Vince Vincent, DSCR's product executive for energy efficient electric motors at 804-279-5311, toll free at 800-345-6333, DSN 695-5311, or email vvincent@dscr.dla.mil.

SPIRALCELL Technology Offers Superior Lead-Acid Battery Performance

Could the OPTIMA offer a solution to your battery needs?

After the first year of its operation, sales data indicate the OPTIMA 800U is the most popular battery in Defense Supply Center, Richmond's, Commercial Vehicular Battery Program.

With 800 cold cranking amps, high reserve capability, long life, safety features and versatility, the OPTIMA 800U may be the logical choice for your battery needs, too. According to the manufacturer, the SPIRALCELL, sealed design provides more power for faster, crisper starts at any temperature. Completely sealed, the OPTIMA is maintenance-free and is much safer than conventional batteries since it cannot spill or leak. Its unique design prevents electrolyte from escaping, allowing it to be mounted in any orientation, even upside down. Its tightly wound spiral elements resist jarring and vibration, making the OPTIMA battery an ideal choice for almost any application or equipment.

This equipment is used worldwide in all types of weather conditions found in tropical, arid, or arctic climates. The U.S. Air Force technical manuals for

ground support equipment, such as gas turbine and diesel generator sets, specify the OPTIMA 800U.

If you are within the continental United States, you can order the OPTIMA 800U for direct vendor delivery to your facility by using NSN 6140-01-457-4339. Outside the continental United States, you can order the OPTIMA 800U using NSN 6140-01-374-2243.

The OPTIMA 800U, and other reliable lead-acid vehicular batteries from companies such as Exide, GNB, Blue Star, Deka, and East Penn, can be ordered through DSCR's online catalog using existing MILSTRIP/FEDSTRIP requisitioning procedures. The Internet address is www.dscr.dla.mil/PRODUCTS/bcivc/bci.htm.

Customers using their government credit card may do so through the DoD EMALL website: www.emall.dla.mil.

Inquiries may be made to Vince Vincent, DSCR's product executive for the Commercial Vehicular Battery Program, at 804-279-5311; toll free at 800-345-6333; DSN 695-5311; email: vvincent@dscr.dla.mil.

Program expanded to include smaller sites Battery Consignment Program Gets a New Boost

Defense Supply Center, Richmond's, Vehicular Battery Consignment Program (VBCP), which has supplied more than 543,000 batteries to major Army and Marine Corps sites in the United States, has been expanded to include a service to facilities using less than 120 batteries per year.

When it began in 1995, units that did not meet the minimum annual purchase requirement could not take advantage of VBCP. But with the expiration of the old contract, the program has been recharged, and a new contract feature now offers a direct vendor delivery service to smaller customer sites (less than 120 per year) on a non-consignment basis.

Ready-to-use 6TMF (12 Volt), the newest TACOM-approved battery, 2HN (12 Volt), and 4HN (24 Volt)

MIL-SPEC batteries are available. And, under this expanded program small and medium-sized sites, such as National Guard and Reserve units, can enjoy benefits like:

- ◆ Direct vendor delivery of wet and charged batteries to their work site
- ◆ Vendor pick up of unserviceable batteries for disposal/recycle, and
- ◆ The same low unit price as larger facilities

Our Internet site also has information about how you can fit VBCP into your existing program. Remember, VBCP can provide your site with direct vendor delivery of the 6TMF, the newest TACOM-approved battery, provide pick-up of unserviceables at no additional cost, and the same low price as our largest customers.

For example, starting Apr. 3, 2000, the new 6TMF (replacement for the 6TLFP) will be \$69.03. Compare the savings if you are currently paying nearly \$80 for a local purchase battery. Or, compare the \$80.76 per unit, plus the expense and time of having to fill and charge the battery, if you are ordering the dry 6TLFP battery through the supply system.

Large customer sites will continue to receive the same world class service on a consignment type basis. There are some upcoming changes that are listed on our Internet site at www.dscr.dla.mil/vbcp2.

Sign up for the VBCP today! Applications are available at DSCR's website: www.dscr.dla.mil/vbcp. For telephone inquiries call Vince Vincent, DSCR's product executive for the Vehicular Battery Consignment Program, at DSN 695-5311, COMM 804-279-5311, or email vvincent@dscr.dla.mil.

On line Ordering Available at DSCR

Energy Efficient Motors is the newest addition to the on-line product catalogs offered by the Defense Supply Center, Richmond (DSCR). DSCR currently offers online capability, utilizing existing MILSTRIP/FEDSTRIP requisitioning procedures for the following catalogs:

- ◆ Corporate Contracts
- ◆ Commercial Batteries
- ◆ Environmental Products
- ◆ Law Enforcement
- ◆ Saws
- ◆ Welding Machines
- ◆ Welding Powers Customer Value Contract

For our customers who prefer to order using their government credit card, these products can be ordered using the DoD E-MALL at <http://www.emall.dla.mil>. You can also download these catalogs into Dbase IV or ASCII formats for your convenience.

If you have any questions about our online catalogs or about ordering online, call our Customer & Weapon System Support office toll free at (800) 345-6333. For DSN users call DSN 695-5699 or 695-5673. E-mail fschneider@dscr.dla.mil



Customer Service Representatives

Korea (I)	345-730-3406
Korea (II/Osan)	345-723-3256
Korea (III/IV)	315-768-6497
Japan	315-234-6106
Okinawa	315-637-3330
Hawaii(USN/USAF)	315-477-5221
Hawaii(USA/USMC)	345-455-4268
Alaska	347-552-6624

Defense Logistics Agency

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Pacific

Visit us at our website:
<http://www.pacific1.dla.mil/dpac>

Defense Supply Center, Richmond, Assists Through an Automatic Substitution Policy

On March 24, 1999, the Principal Deputy for the Under Secretary of Defense issued a policy requesting that all DoD activities establish a program to automatically substitute commercial grades of re-refined oil for comparable virgin oil products to facilitate the utilization of re-refined oil by DoD.

Executive Order 13101 "Greening the Government Through Waste Prevention" and the Environmental Protection Agency's guidelines for the implementation of the Resource Conservation Act (RCRA) require all agencies to purchase products made from recovered materials, unless one of three exemptions (price, performance, timely delivery) is applicable.

Defense Supply Center, Richmond, the integrated material manager of packaged petroleum products for DoD, implemented a policy November 1, 1999, under which it no longer offers virgin commercial engine oil

products in accordance with Commercial Item Descriptions A-A-52039 and A-A-52306 to its DoD customers. DSCR's commander issued a memorandum for DoD virgin oil customers September 13, 1999, implementing this policy.

Automatic substitution of virgin military specification MIL-PRF-2104 oils has not be initiated at this time, but will be monitored for possible future inclusion in the program.

DSCR also implemented an Interchangeability and Substitutability Relationship between the affected virgin product national stock numbers to substitute oils offered under our Basic Re-Refined Oil Program (see information below for substitution). This program offers various grades of oil and is available in the continental U.S. and overseas.

If You Order This Virgin Commercial		Unit of Issue	You Will Receive This Re-refined Commercial	
10W30	9150-01-227-8210	Box	10W30	9150-01-413-6897
10W30	9150-01-230-9749	Co (5 gal)	10W30	9150-01-413-6892
10W30	9150-01-230-9748	Drum	10W30	9150-01-413-6990
5W30	9150-01-320-3706	Box	5W30	9150-01-422-9253
5W30	9150-01-348-1596	Drum	5W30	9150-01-422-9326
15W40	9150-01-351-9019	Box	15W40	9150-01-422-8899
15W40	9150-01-352-2962	Co (5 Gal)	15W40	9150-01-422-8750
15W40	9150-01-351-9018	Drum	15W40	9150-01-422-8746
30	9150-01-351-9016	Box	30	9150-01-422-9250
30	9150-01-352-8090	Co (5 Gal)	30	9150-01-422-9247
30	9150-01-351-9015	Drum	30	9150-01-422-8997
30	9150-01-352-8091	Drum	40	9150-01-522-8901

DSCR offers an additional Closed Loop Re-refined Oil Program. Products under this program will not be substituted because the waste oil pick-up service component of the Closed Loop Program, while extremely beneficial to many customers, may not be appropriate for all and is not available overseas. Also, the commercial product selection under the Closed Loop Re-Refined Oil Program is more limited than the Basic Re-Refined Oil Program.

For more information on DSCR's automatic substitution or refined oil programs contact Jim Fazzio, DSCR's product executive for re-refined oil, at 804-279-4908, DSN 695-4908, e-mail jfazzio@dscr.dla.mil or item manager Dee Beville at 804-279-3658, DSN 695-3658.

DESC-middle East Supports Bright Star 99/00

Story by Defense Energy Support Center Middle East

DESC-ME recently concluded 14 months of planning, preparation and execution for Exercise "Bright Star 99/00" by providing U.S. Central Command (USCENTCOM) warfighters with over four million gallons of bulk petroleum.

DESC-ME worked as part of the DLA Contingency Support Team (DCST), tasked with coordinating and



expediting all resources, supplies and services for the exercise. DESC-ME ensured that all Class III (bulk petroleum)

products required for the exercise were purchased and available for the U.S. forces participating in the exercise.

Lt. Charles Colbert, SC, USN, DESC-ME petroleum logistics officer (PLO) and quality surveillance representative (QSR), served on the DLA contingency support team (DCST) as bulk petroleum commodity manager for the exercise. His efforts brought him in constant contact with U.S. military and diplomatic officials as well as with Egyptian military forces and fuel providers.

Lt. Colbert met with USCENTCOM's fuels organization, which included representatives from the Office of Military Cooperation (OMC) at the American Embassy in Cairo. The group also included the following: CENTCOM Joint Petroleum Office (JPO), the forward representative or requirements action officer (JPO Fwd), the fuels element of the U.S. Army Theater Support Command (377th TSC), the U.S. Army Petroleum Component (49th Petroleum Group), and the respective petroleum logisticians from Navy, Army, Air Force and Marine Corps area commanders (NAVCENT, ARCENT, CENTAF and MARCENT). He also worked closely with the Egyptian fuels organization, consisting of the Egyptian Air Force for aviation fuel support and the Egyptian Army for ground fuel support.

The Egyptian Air Force acquired commercial grade Jet A-1 from its refinery in Alexandria, transported it

via pipeline to Borg El Arab Air Base in the north, blended the necessary additives and produced JP-8 for the U.S. Military ground forces at Mubarek Military City. In the south, the Jet A-1 was transported to the Meneshi Depot (south of Cairo), pipelined to Cairo West Air Base (CWAB) and blended into JP-8 for the USAF. Additionally, the Egyptian Army provided low-sulfur diesel and Octane 80 motor gasoline (MOGAS) to the U.S. in Cairo and at several remote field locations.

Bright Star Background

As a result of the 1979 Camp David Peace Accord, the Bright Star exercise serves as the cornerstone of U.S. commitment to its interests in the Middle East (Central Region). The exercise trains participating military forces in desert environment operations.

Bright Star began as a ground exercise involving U.S. and Egyptian army forces.

The newly-formed U.S. Central Command assumed responsibility for conducting the Bright Star exercises beginning in 1983. Egyptian and U.S. Air Forces became part of Bright Star in 1985. Naval forces and Special Forces of both countries joined the exercise in 1987.

In 1996 the United Arab Emirates, France, the United Kingdom, and Germany began participating in Bright Star. Kuwait became the seventh participating nation in 1998.

Bright Star 99/00 added forces from the Netherlands, Italy, Greece and Jordan for a total of 11 nations—and over 50,000 troops—participating in the exercise.

Planning Is Everything

A 1994 Memorandum of Agreement (MOA) between the U.S. and Egyptian governments spelled out how each would conduct Bright Star operations. In the area of providing fuel for the exercise, DESC represents the U.S. government, and the National Projects and Services Organization (NPSO) represents the Egyptian government (the NPSO is an organization similar to the United States Defense Logistics Agency).

During Bright Star 99/00, NPSO provided and coordinated for all forms of logistics support. For bulk petroleum support the NPSO used the Egyptian Air Force and Army as their operating agencies. DESC

representatives from the International Agreements Branch (DESC-FGI) at Fort Belvoir, Va., and the Middle East Region (DESC-ME) in Bahrain coordinated fuel support and MOA implementation for Bright Star 99/00.

Francis Boyle and Donnie Robinson (DESC-FGI) served as lead negotiators. DESC-ME Commander Lt. Col. Marshall Jones and Lt. Colbert supported negotiations with technical data.

Lessons learned from previous Bright Star exercises prompted DESC to negotiate several changes to the 1994 MOA to make the acquisitions and accountability process of petroleum products and related support between the two countries more efficient. The first change was to acquire JP-8 directly from the Egyptians.

Secondly, to better support the U.S. Air Force at Cairo West Air Base, the point of purchase by the U.S. of fuel was changed from the truck rack to the “skin” (outer fuselage) of the aircraft to allow for more accurate accountability. Also, the implementation of imprinters and station plates along with DD Form 1898 (Aviation Into-plane Fuels Slips), greatly improved the legibility of vouchers during the invoice reconciliation process.

Finally, the international prices that DESC would pay were adjusted from the previous MOA to account for the drop in fuel prices since 1994. The renegotiated prices served as a cost-saving measure for the U.S. Government. The service components continued to pay

the standard price for fuel. DESC paid and will continue to pay the difference between the standard prices and the MOA prices for bulk fuel.

Prior to the exercise commencement (September 1998), DESC-ME met with key Egyptian officials for coordination of host nation fuel support. Additionally, DESC-ME attended the USCENTCOM Initial Planning Conference (IPC). Identification of the Egyptian supply lines and key U.S. Military operating locations helped DESC-ME understand the “Big Picture”.

During September 1998 and May 1999, DESC-ME continued discussions with the USCENTCOM Joint Petroleum Office and its military service components, by requesting updates on fuel projections and required petroleum logistics support for the exercise. In June 1999, DESC-ME traveled to Cairo to submit the initial USCENTCOM fuel requirements and discuss the proposed changes to the revised MOA in preparation for the actual negotiations during the following month.

In July 1999, DESC began eight days of negotiations with NPSO and members of the Egyptian Air Force in order to acquire fuel at the least cost by the fastest means available. By the time the U.S. forces deployed to Egypt in early September to begin the exercise, DESC had contracts in-hand for “the right price” (best achievable) to acquire and provide fuel for the participating forces.



Facts And Figures

The U.S. Air Force at Cairo West Air Base (CWAB), Egypt, proved to be DESC's biggest Bright Star customer for JP-8 jet fuel, with total consumption exceeding 2.0 million gallons. Lifting this amount of fuel required DESC's coordination with several Egyptian and



U.S. military commands. These included USCENTAF, members of the Egyptian Air Force and USCENTCOM, all working together to ensure the right fuel was at the right place at the right time. JP-8 was supplied to CWAB to support tactical and strategic airlift assets for all participating nations operating from that location.

The U.S. Army, situated in the North at Mubarek Military City (MMC) was DESC's second-largest consumer of JP-8. The U.S. Army's 24th Corps Support Group (CSG) operated the 200,000+ gallon Fuel Supply Point (FSP) at "Pyramid log base", located at MMC. The FSP served as the point of receipt, storage and issuance of 165,000 gallons of multipurpose JP-8, 40,000 gallons of diesel fuel and 1,680 gallons of motor gasoline.

Additionally, the 24th CSG supported the Port of Dukhayla, point of debarkation for the U.S. military equipment deployed to Egypt via surface lift assets, and Agami, the Morale Welfare and Recreation (MWR) base camp located nearby.

Overall, the U.S. military assets consumed approximately 4.2 million gallons of bulk petroleum products during Bright Star 99/00, totaling approximately \$4.0 million. DESC-ME ensured that the U.S. government was appropriately charged for fuel by the proper Egyptian authorities by conducting periodic meetings with the sole intent of fuel invoices verification and reconciliation prior to submittal to the Defense Finance Accounting System (Columbus, OH) for disbursement.



Why Is Cataloging Important?

The U.S. Federal Catalog System (FCS) for item identification and data management has been adopted and applied within NATO and beyond as the NATO Codification System (NCS). Today, more than at any time in the past, there is a rapid growth of this system...within the nations of Eastern Europe, and elsewhere. Why is cataloging important? Why are so many other nations concluding that we have a process worth emulating? This article highlights some of the recognized benefits of the FCS. Note: Internationally, FCS is called the NATO Codification System (NCS). However, to simplify matters in this article, we'll use the term "Federal Catalog System" to refer to both U.S. and international applications.

We are occasionally asked, "why catalog?" Specifically: why do the United States and other countries use the disciplined Federal Catalog System for identifying and managing supply items?

To date, more than 40 countries around the world use the cataloging rules of our Federal Catalog System in some manner within their logistics systems (see inset box). Most of these countries assign and use National Stock Numbers (NSNs) as a key to logistics data. Cataloging offers many significant advantages to countries, as well as to private sector participants outside the defense community.

Essentially cataloging is used for two purposes:

- ◆ To save money
- ◆ To aid logistics operations

Here are some examples.

Save money:

Inventory reduction: Logistics managers need to know where stock is located and how much is available. If the FCS is used (as part of an inventory control system) they have a tool to identify interchangeable items in different locations in the country or world. Thus, they can prevent buying unnecessary stock, avoid storage costs for overstocked items, and use items before they become out of date. A recent study commissioned by the Defense Logistics Agency reported that private companies achieve inventory reductions "by as much as 50 percent" by using standard methods for identifying and tracking items. They provide examples where two private companies reduced inventory by \$75 million and \$97 million respectively by using tools like the FCS.

The director of the South African National Codification Bureau has reported savings of over \$1 million (U.S.) that resulted from applying the cataloging standards to a large central inventory.

Avoid new inventory: Since equipment often has common parts with other existing equipment, the FCS can be used to eliminate duplicate items in the supply system. In the United States, our experience is that parts for brand new equipment match existing parts in the catalog more than 30 percent of the time. This is a way to keep inventory from growing.

Lower purchase prices: Various purchasing offices may buy the same items. If the FCS is used (within a procurement system), senior managers can quickly identify duplicate purchases and compare prices. This lets them consider consolidating purchases into larger packages and negotiate lower prices.

Account for supply costs: Senior managers are aided in managing budgets and tracking expenditures when the FCS is used within a supply budget system.

Aid logistics operations:

Cross service supply: The FCS aids cross service supply between the military branches (when used within a supply system). Thus, a Navy supply operation can supply a local Air Force contingent since they both use the same method for identifying items of supply. This saves money too, since redundant supply operations are expensive.

Interoperability between countries: Because the FCS has been adopted internationally, it facilitates the sharing of supply support between countries. For instance, Malaysia and Australia, when operating together on a humanitarian mission, can more easily provide supply and maintenance support to each other. The U.S. Foreign Military Sales system requires FCS data for requisitioning and status. Using a common language understood by everyone simplifies the technical dialogue between countries and users. This is made easier by the use of multinational cataloging publications, such as the NATO Master Cross Reference List (NMCRL), the Pacific Area Cataloging System Master Cross Reference List (PACS MCRL) and the NATO Ammunition Database (NADB).

Reduced equipment downtime: When managers have a tool to identify their on-hand inventory of repair

parts across the military services and the area of operations, they are in a better position to get the right parts to the right place, in time.

Quicker identification of supply items: An accurate description of items, combined with an easy-to-use catalog, allows supply personnel to more quickly identify needed items.

Better tracking of vendors: The FCS includes a system for identifying and tracking commercial vendors. Combined with procurement systems, managers can more systematically track such critical information as past performance by the contractor, addresses and telephone numbers, and political/social data (such as geographical distribution of vendors and manufacturers within a country and minority group ownership).

History of commercial sources: Logisticians can use the FCS to determine past sources for purchases of the item of supply. This can be useful when items are difficult to obtain.

Aid domestic industrial base: When a company's reference number is recorded on an item of supply in an international supply publication, it is visible to other countries as a potential source for that item. Thus, the company's opportunity for sales is improved.

Track important information: The system makes it easier for logisticians to recognize whether precious metals may be embedded in a supply item, whether it is hazardous to the environment, or of such high value that it requires special storage procedures. Data in

the system can also alert users when supply items may be susceptible to harm during storage or transportation, thus requiring special handling.

Computer aided logistics: The FCS is designed for computer operations, and thus, can easily fit into computer modernization efforts.

The task of adopting the FCS is made easier by the fact that a huge number of items have already been cataloged. In the United States, we have 7 million active items in the central catalog. If a country is using U.S. equipment, then they can likely draw the catalog data directly from the U.S. system. Similarly, countries using French equipment (for example) can draw catalog data from France.

Language of Logistics

The FCS is often referred to as an international "common language of logistics." It is not an inventory control system; it is the logistics language used by such systems. Likewise, it is not a supply accounting system, but the logistics language used by supply systems. The same applies to procurement, maintenance, and transportation systems.

It is the foundation of joint service and joint country logistics cooperation. Thus, adopting this language is often a first step toward such cooperation.

For more information on the worldwide use of the Federal Catalog System, contact the DLIS International Division, Mr. Chris Yoder at cyoder@dlis.dla.mil or Mr. Lynn Schmoll at lschmoll@dlis.dla.mil. Additional information on DLIS may be obtained at <http://www.dlis.dla.mil>.

NATO Countries Using the NCS

Belgium
Canada
Czech Republic
Denmark
France
Germany
Greece
Hungary
Iceland
Italy
Luxembourg
Netherlands
Norway
Portugal
Poland
Spain
Turkey
United Kingdom

NCS Sponsored Countries*

Argentina
Austria
Australia
Brazil
Bulgaria
Chile
Estonia
Fiji
Kuwait
Lithuania
Malaysia
New Zealand
Philippines
Romania
Saudi Arabia
Singapore
Slovenia
South Korea
Thailand
Tonga
United Arab Emirates

Countries Using NCS

Indonesia
Israel
Papua New Guinea
South Africa

*Includes those countries pending requests for NCS sponsorship

Australian and New Zealand NSNs Now Included in the U.S. Catalog File

Effective immediately, NSNs assigned by Australia, (Activity Code ZA and National Codification Bureau (NCB) code 66) and New Zealand (activity Codes ZE and NCB code 98) will now appear in the U.S. Federal Catalog records. NATO has approved Australia and New Zealand for a higher level of sponsorship within the NATO Codification System (NCS). Reference numbers with NATO Commercial and Government Entity Codes (NCAGE) reflecting manufacture in Australia and New Zealand will no longer be allowed as design control references on U.S. National Stock Numbers (NSNs).

Requests for NSN assignment for Australia and New Zealand will be through normal cataloging processes.

The Czech Republic (NCB Code 16), Hungary (NCB Code 51), and Poland (NCB Code 43) are now NATO countries, and U.S. used items manufactured in those countries will be assigned NSNs by these countries when they are organized to do so.

For more information contact Karen Toole, DLIS-KI, at DSN 932-4301, commercial (616) 961-4301, FAX (616) 961-4760, or by e-mail to ktoole@dlis.dla.mil.

The Logistic Toolbox: Your Logistics Resource Locator

By MR. CRAIG PULVER,
Consultant for Total Asset Visibility,
Naval Inventory Control Point

Ever wonder where that perfect computer program was, the one that did everything you ever dreamed of...logistically? The program of your imagination that would make you want to turn your computer on first thing in the morning, even before that first sip of coffee? Well, I'm here to tell you that it isn't here! Instead, what we have today are lots of programs and Web sites that support certain portions of the logistic process, sometimes many times over, duplicating some areas, not accessing some data – none of them complete, all of them somewhat necessary. It is a technological and informational jungle! There is so much out there, and so little time in the day to get work done.

If you're like most people, you've probably been asking yourself, why bother? As a result, most activities have someone on the phone all day, asking basic database query questions like: "What is the status of my requisition?" or "Do you have any of these?" You soon realize that there is significant potential for improvement, but you have a job to do and so you stick to those processes that have been successful in the past.

There are many systems available to all organizations that can answer these questions without picking up the phone. Believe it or not, this capability has been readily available for the past eight years but has become so much easier to use and access over the past two.

For example, if you want to find out the status of your requisition, there are no less than 10 systems, which you could be using. Here is a snapshot of systems available and in use today that you should be using based on your communication capabilities:

- ◆ DESEX on the World Wide Web (Web) (email response capable)
- ◆ DSS on the Web (email response and batch capable)
- ◆ LINK (PC client, Web, and in SALTS)
- ◆ GTN on the Web and in SALTS
- ◆ JTAV on the Web
- ◆ SNAPSHOT in LINK, Web, and SALTS
- ◆ DLA WebCATS on the Web

- ◆ VLIPS (available in LINK and client software)
- ◆ NAVSUP One Touch on the Web and at all FISCs
- ◆ Air Force Stock Control System on the Web

At this point, most of you are probably scratching your heads and saying, "I've never heard of any of those! I don't know what that guy is talking about. If my activity wanted me to know about this, they would have taught me." Well, consider this the introduction to your first class! The homework is easy, and what you learn here is guaranteed to make your job easier, reduce your workload and – the best part – make yourself better able to support your command and the war fighters.



The Logistic Toolbox Training is a powerful and invaluable training aid. Located at <http://logtool.1touch.navy.mil>, Logistic Toolbox was developed to identify systems that you can use today and catalog them by function and service. By making this resource as user-friendly as possible, we've attempted to enable everyone to accomplish more through self-paced training on-line. Just click on the "Training Wizard" option in the Toolbox and you're ready to begin. Don't be put off by technology, there is money to be made here. For the little time it takes to log on and start searching, the rewards can be great!

Submitted with permission from Mr. Craig Pulver by Mr. Joe Bulko, LINK Program Manager, DSN 932-4804 or (616) 961-4804 or email capulver@mail.com



Now for more information on DLA systems go to the Logistics Exchange: www.supply.dla.mil/logistics/exchange. The DLA Customer Service Representative Integrated Process Team directed the design of this web site that complements the Logistic Toolbox. This site provides more detailed information on DLA systems while the Logistic Toolbox provides more breadth by covering more DoD systems. The Logistics Exchange uses the supply chain model to direct users to the systems they should find helpful in getting the information they need. The site provides a brief description with tips for using the systems, points of contacts, the ability to submit supply support requests, links to other sites and other features.

DLIS will Conduct Training Classes during Fall/Winter 2000

By SHERI REES,
Training Program Manager

The following training courses are offered on a first-come, first-served basis, and are subject to maximum attendance at the Federal Center in Battle Creek, Michigan. Please visit DLIS on the internet www.dlis.dla.mil/training.htm, to view complete course descriptions and scheduling.

- Logistics Remote Users Network (LOGRUN)
- Logistics Information Network (LINK)
- Federal Logistics Data on Compact Disc (FED LOG)
- Logistics Information Users Course (LIUC)
- Military Engineering Data Asset Locator System (MEDALS)
- Joint Engineering Data Management Information and Control System (JEDMICS)
- Logistics Information Fundamentals Course (LIFC)

DLIS will also provide many training sessions at this year's Logistics Information Users Workshop (LIUW), scheduled for 11-14 September 2000. To register, please visit: www.dlis.dla.mil/liuw2000

In addition to these courses, DLIS offers many other courses, and we will tailor any course to fit our

customers' needs. For information on DLIS training, please contact the DLIS Training Office at DSN 932-4478, commercial (616) 961-4478, or e-mail dlis.tng@dlis.dla.mil. For the most recent training schedule, course descriptions, and to register for training on-line, please visit us at www.dlis.dla.mil/training.htm.



Logistics Information Users Workshop 1999

*“Working Together, Providing Premier
Logistics Information”*

By PAT VANDENBOSS

Due to the great success of the 1999 workshop, DLIS will host the Logistics Information Users Workshop 2000, “Global Logistics Information Solutions”. Mark your calendars for September 11-14, 2000.

They came. They saw. They learned.

They were logistician managers, supply technicians, systems analysts and hazardous materials managers. They worked for GSA, Defense Supply Centers, the Arsenal Registry or the Red River Army Depot. Some came from Rock Island, Illinois. Washington D.C., Mechanicsburg, Pennsylvania, or Little Rock, Arkansas. Together, they totaled a group of 117 individuals with a common interest in logistics information.

Attendees at the 1999 Logistic Information Users Workshop participated in a wide variety of activities, including discussion sessions on innovative logistics information services, exhibits from supply centers and military services, keynote speakers and hands-on demonstrations of the data systems used to support the logistics world. Hands on training sessions on data

products such as the Logistics Information Network (LINK), Military Engineering Data Asset Locator System (MEDALS), Federal Logistics (FED LOG) Data On CD-ROM, Logistics On-Line Access (LOLA) and the Logistics Remote Users Network (LOGRUN) were well attended.

An unexpected result of the conference was “seeing the big picture.” Because of the interaction during the workshop, individuals discovered how their specific jobs fit into the bigger picture. Many times, information generated in one department is used by another department or agency. Individuals attending the conference were able to meet other attendees and learn how their diverse roles support the overall mission.

High points of the workshop were the hands-on training and demonstrations. Typically, there is not time available to experiment or fully realize the potential of some of the newer data systems in an ordinary workday. The demonstrations gave participants time to focus on the systems and learn some otherwise unknown capabilities of the programs.

Several participants named the sessions with PC LINK, FEDLOG and LOGRUN as highlights of the workshop. Attendees were also awarded the opportunity to view demonstrations of the new FED LOG DVD. The new DVD version of FED LOG contains all the information on one disc instead of several.

Participants were also impressed by the session presented with the Joint Task Force Full-Accounting members who discussed their role in searching for missing Americans in Southeast Asia and how logistics information, provided by DLIS, is used to help their efforts.

In addition to the content of the workshop, participants praised the administrative side of the workshop and Federal Center employees. “It was very well organized. Everything was well planned, especially the

transportation, our course materials and the social activities such as the icebreaker in the evening,” said participant Minnie White. “I know it takes a lot of effort to organize an event like this. It’s noticed and appreciated. Somebody deserves a lot of accolades.”

For information regarding the Logistics Information Users Workshop 2000, currently scheduled for September 11-14, 2000, call (DSN) 932-4725 or commercial (888) DLA-9333.



MEDALS Access Leaving LOGRUN

Those who use the Military Engineering Data Asset Locator System (MEDALS) for critical maintenance data will only be able to access the service through the World Wide Web after March 15, 2000.

"MEDALS will strictly be a mid-tier, web-based system after March," explained Al Radford, program manager. "That means users will not find it among the mainframe applications available through the Logistics Remote Users Network."

The system is one of the many logistics information services offered through the Web by the DLIS. Defense Department logisticians, provisioners, engineers, and maintenance personnel depend on the type of technical information contained in MEDALS to keep weapon systems and spare parts ready when needed.

The new graphical interface allows users to locate engineering drawings using an Internet browser and generate order requests for hard-copy engineering drawings. The availability of MEDALS makes users efforts easier by offering technical drawings through wide-area networks and multi-media applications. A congressionally mandated system, MEDALS provides a central index that currently offers more than 24 million technical drawings archived in Defense Department and NATO technical data repositories.

The \$2 million system saves the government approximately \$6 million annually by cutting storage costs, preventing duplicate purchases for engineering data, and saving time in procurement and inventory management arenas. Where it once took days or weeks to locate technical data, this powerful system locates information in seconds.

Any drawing maintained in a Defense Department technical data repository system, such as the Joint Engineering Data Management Information and Control System, can be found through MEDALS. Soon MEDALS will also be offered through the Joint Computer-Aided Acquisition Logistics System.

Accessing MEDALS allows users to identify all of the locations where engineering drawings reside within the Defense Department, regardless of whether it is available online or through other media. The system also provides a drawing's characteristic information, configuration responsibility, points of contact, and the necessary information to obtain it. Technical data repositories and libraries update the system with drawing index and characteristics information on a daily basis.

While in MEDALS, users can request drawings from the desired repository with an Electronic Drawing Order Request whether the information is stored on CD-ROM, aperture cards, paper, or mylar formats. The system electronically sends the orders to the appropriate technical data repositories for processing. It also provides identification of drawings stored digitally and the file format in which they are stored in the repository. This information helps users download drawings directly to their computers.

The MEDALS Program Management Office at DLIS is continually working to refine the system to integrate information technology for logistics businesses with defense areas to ensure consistency between other programs. Interface connectivity is regularly upgraded between DLIS and the various systems serving technical repositories. The high cost of engineering data and the

ATTENTION On-line Federal Logistics Information Service (FLIS) Customers!

If you are a Federal Logistics Information System (FLIS) user and access FLIS through an on-line system called the Logistics Remote Users Network (LOGRUN), please be aware that as of March 2000, the following communications addresses became obsolete:

131.87.1.40, 131.87.1.42 and 131.87.1.44, 131.87.1.46

An alternative access method, the Defense Logistics Information Service (DLIS) can provide you with is called LOLA 97. It is a 'Windows Based' application that includes TN3270 software. LOLA 97 provides REAL-TIME, interactive access to the 'LIVE' FLIS data through a 'Graphical User Interface' (GUI) application.

If any LOGRUN users are accessing FLIS through the addresses mentioned above, and they still need LOGRUN access, please e-mail the DLIS On-line Applications office at: lola97@dlis.dla.mil or call them at DSN 932-4627/4467, commercial 616-961-4627/4467.

Barbara Marble, DLIS-VPO, e-mail: bmarble@dlis.dla.mil, DSN 932-4627, commercial (616) 961-4627.

need for competitive spare parts replacement makes the system an important tool in efficient logistics management.

For more information, visit the program's web site at <https://www.dlis.dla.mil/MEDALS> or contact Al Radford at (616) 961-4068. E-mail inquiries may be sent to aradford@dlis.dla.mil or medals@dlis.dla.mil.

Having Data Problems? Check out What DLIS-VPM Can Do For You.

The Defense Logistics Information Service's Multi-Media Products Branch (DLIS-VPM) specializes in the development and dissemination of integrated logistics information solutions and products. We are the contact points for all ad hoc tailored data product extracts of Federal Logistics Information System (FLIS) data. We also serve as the DLIS product manager for all FLIS data produced on CD-ROM for our subscribers worldwide. One of our most popular CD-ROMS we manage is the Federal Logistics Data on CD-ROM, better known as FED LOG.

Working jointly with the customer, we determine the best solution to meet their information requirement. The solution may simply involve the extraction of FLIS managed data or may require that data be merged with customer provided data. Using state-of-the-art tools, we are able to transform the requisite data into an interactive product (i.e., spreadsheets, databases, searchable CD-ROMs). The resulting product allows the customer greater flexibility in analyzing the information contained within.

CD-ROMs continue to be the media of choice for distribution of logistics information to a broad user base. We provide full-cycle support for the development and production of CD-ROM products for both FLIS and customer provided data. Our trained product managers and developers work with customers from conception through design, development, implementation, distribution, and maintenance. We produce CD-ROMs that contain logistics data, text, graphics and web site links. We now have Digital Versatile Disc (DVD) technology and continually improve the presentation of the data to fit our customers' needs.

Contact us by phone at commercial (616) 961-4480 or DSN 932-4480 email to extracts@dlis.dla.mil or check us out on our web site at www.dlis.dla.mil.

DLIS-VPM—transforming data into information

New Tool Keeps Army Supply Data Flowing

Soldiers are utilizing the Logistics Information Network (LINK) provided by Defense Logistics Information Service (DLIS) and the Defense Automatic Addressing System Center (DAASC) with a new tool to get the latest information on supplies they requested.

Supply personnel in the U.S. Army are using information from LINK with a new automated system to see if wholesale item managers have filled their orders. The new process is called Reconciliation of Automated Management Systems (ROAMS). It was developed by The Logistics Company, Inc. to track supply requests from the retail to wholesale level. The company, which is under contract to the U.S. Army Quartermaster Center and School to operate the Standard Army Retail Supply System (SARSS) Mobile Training Team (MTT), provides the ROAMS service in response to purchase orders from major commands, installations, and organizations.

ROAMS extracts status records from retail level direct support unit supply systems (SARSS-1 and SARSS-2). It selects records for further research based on age and lack of current status and reads the resulting batch query files into the Windows-based, "PC" version of LINK (PC LINK). LINK sends the queries to the Army's Logistics Intelligence File (LIF) to retrieve wholesale level status.

ROAMS takes the LIF response files from PC LINK and compares them with the SARSS-1 and SARSS-2 records. The mismatches, of which there are five typical types, generate ROAMS input transactions for resolution in SARSS:

- ◆ The wholesale manager canceled the requisition over 10 days ago, but the cancellation status has not posted to SARSS.
- ◆ The wholesale system has no record of a requisition submitted by a supply unit.
- ◆ The wholesale depot shipped the item over 45 days ago, but the supply unit hasn't posted the receipt.
- ◆ The item was received at the Central Receiving Point (CRP) or Supply Support Activity (SSA) over 10 days ago, but the due-in isn't closed.
- ◆ The due-in is received and closed in the SARSS-1 system over 5 days ago, but the receipt still hasn't posted to and closed the SARSS-2 document history record. These parameters are adjustable in ROAMS based on the local conditions and command policies.

SARSS-to-wholesale reconciliation services have been provided for more than 166 units at U.S. Army Forts Irwin, Bragg, Lewis, and McPherson, plus U.S. Army

European Command, Korea, and in Kuwait. More than 80,000 requisitions valued at \$325 million have been adjusted as a result of the project.

This process benefits the wholesale level by providing the item managers with a clearer idea of valid supply requirements. At the retail level, supply units now have a more accurate picture of the supply pipeline. The sooner a unit knows a requisition has been canceled, the more quickly it can free funds to either reorder the needed part or spend the money on more pressing readiness requirements. This knowledge also gives the supply unit a more accurate view of stockage level requirements. Stockage level computations include items due in from wholesale as assets. Accurate updates about canceled requisitions are essential to ensuring that sufficient supplies and parts are on-hand or on their way.

Combining LINK and ROAMS has given the Army a reliable and efficient process to reconcile wholesale and retail logistics efforts. LINK gives users access to inventories at Defense Department depots and at military installations throughout the world. The service provides logistics information, such as supply status of items in the logistics pipeline, by providing the user with a single log-on and a single presentation method for submitting inquiries to many different databases. The system then collects those inquiries, accesses the correct database, retrieves the requested information, and forwards it to the user. The users receive data as though they signed on to the host system themselves.

The LINK system was developed during the Persian Gulf conflict to solve a major problem. Since units did not have easy access to the status of their orders, they re-ordered. LINK not only gave the visibility needed by accessing multiple databases, it also overcame the challenge of maintaining communications connectivity overseas. It also gives users access to data across service or agency boundaries. For example, Marine Corps supply officers can see what the Army has on hand, or Navy aviators can find repair parts in Air Force depots.

This service is just one of many logistics information products provided by DLIS and DAASC that support the Defense Logistics Agency's mission to provide supplies and services to America's military forces worldwide. Additional information on LINK and DLIS can be found by visiting www.dlis.dla.mil or by calling the Public Affairs Office at (616) 961-7019. Information about the products and services provided by DAASC can be found at www.daas.dla.mil.

The Central Contractor Registration (CCR) Program Completes Another Full Year of Operation

By TERRENCE HUNT

The Defense Federal Acquisition Regulation (DFAR) requirement for DoD contractors to register in CCR went into effect on June 1, 1998. This year of operation has seen continued growth, both in the number of registrants and in the maturation of the program management.

Throughout the year, new registrations continued to average 200 per week. By April 2000 there were over 165,000 "active" registrants. Because CCR requires that all registrants validate their data at least once in every 365-day period, the number of active registrants will fluctuate. One piece of encouraging news this year is that the CCR registrant community is renewing their registrations earlier and with greater frequency. This indicates a more sophisticated CCR participant and a willingness on their part to accept the "capability and responsibility" for maintaining their trading partner profiles with the Department of Defense.

CCR has made great strides in streamlining operations and improving business processes. This process, known as CCR Phase II, began with the January memorandum of agreement (MOA) between JECPO, DLA and Defense Information Systems Agency (DISA) on CCR. The MOA realigned the roles in CCR management so that all data collection and distribution is done by the Defense Logistics Information Service (DLIS) while the data of record remains at the Defense Mega-Center (DCM) operated by DISA in Columbus, Ohio.

Today, CCR clients and users have a single registration assistance center (RAC), a single web page (<http://www.ccr.dlis.dla.mil>) and a streamlined processing that provides new registration validation against Dun & Bradstreet and the Commercial and Governmental Entity (CAGE) file in under 48 hours. All of these services can be accessed from a single toll free number 1-888-CCR-2423.

The Defense Finance and Accounting Service (DFAS) now makes over 80 percent of DoD contract payments using electronic funds transfer (EFT) data collected through CCR registrations. The number of CCR data users is expanding dramatically as evidenced by access-to-web queries, CD-ROM subscriptions, tailored products and secured server downloads.

The challenge for the next year is to continue to improve processing and to provide an expanded suite of products and services. Another significant challenge will be to meet the expressed interests of federal agencies to link their supplier registration processes to CCR, the proven performer.

New Directions in Government/Industry Data Exchange

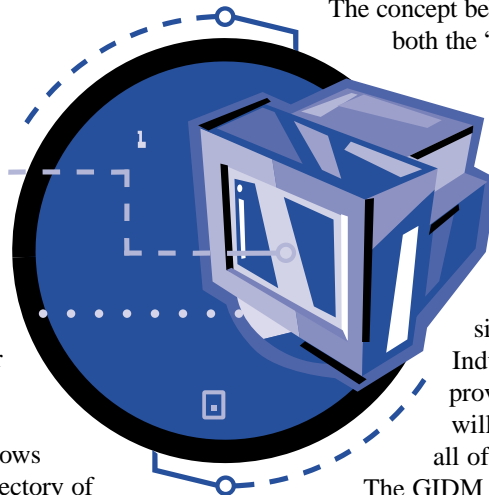
Historically, potential federal supply contractors and/or vendors were dependent upon a third party intermediary to create his/her profile with the contracting activity. Typically, vendors would come to a post, camp or station and fill out a form describing their business and the goods and services they have to offer. This information was then coded into various systems and/or catalogs. Although this process succeeded in providing information, the process was slow and did not encourage updates to the information contained in the profile.

The Government/Industry Interface Branch of the Defense Logistics Information Service (DLIS) is working to empower registrants to “self-actualize” their government profile development. The model for this approach is embodied in the Central Contractor Registration (CCR). A system that allows the vendor to build an initial trading partner profile (TPP) directly via a WWW based application. Another application that allows this direct exchange is the Universal Directory of Commercial Items (UDCI). The UDCI allows vendors to list their retail products for sale in an on-line catalog. These are cross-referenced to federal supply numbers (e.g., NSNs, reference numbers, CAGE codes, etc.). Soon to come on-line is the interactive Government/

Industry Reference Data Edit and Review (GIRDER) application. Interactive GIRDER will allow vendors to manage their own reference number data (e.g., part numbers, bar codes, and commercial descriptions) directly from a web application. Still another application allows a vendor to request certification as an authorized receiver of sensitive technical data received via a web page.

The concept behind this approach is to broadcast both the “capability and responsibility” to the vendor to maintain their business profile with the government directly. To facilitate this process, DLIS has established a WWW “portal” at www.gidm.dlis.dla.mil that allows the user(s) to access all of these applications from a single site. Soon, this Government/ Industry Data Mart (GIDM) will provide a common search engine that will allow a user to interrogate any or all of these applications simultaneously.

The GIDM search will allow users to define a customized profile of details from each application (e.g., CCR, GIRDER, UDCI and others) to meet their specific mission requirements. Thresa Cameron, DLIS-SBB, tcameron@dlis.dla.mil, DSN 932-4385



DLIS News Bits

Defense Inactive Item Program (DIIP)

Defense Logistics Information Service (DLIS) serves as the Department of Defense (DoD) Administrator of the DIIP. Items selected for DIIP review receive careful consideration to ensure they are no longer needed to support the missions of DoD and other Federal activities, or the international logistics community. DLIS deletes user registrations when all criteria are met and maintains surveillance over the operations of DIIP throughout DoD. During FY 99, 610,321 items were referred for review. These referrals resulted in the deactivation of 121,049 National Stock Numbers (NSNs). Elise Snyder, DLIS-SBA, esnyder@dlis.dla.mil, DSN 932-4232

Department of Defense (DOD) Interchangeability and Substitutability (I&S) Project

The services/agencies (S/As) began work on a project to correct incompatible I&S conditions identified through 15 separate extracts generated by the Item Identification and Management Data Branch of the Defense Logistics Information Service (DLIS). This organization also developed a methodology to track and monitor the cleanup of I&S conditions providing statistics monthly to the S/As and the Defense Logistics Agency (DLA). These statistics identify the number of items completed, as well as those incompatibilities that still exist for each S/A. As of April 2000, 25 percent have been completed (1,507). Still outstanding are 4,827 incompatible items. Cleanup is projected to be completed by the end of fiscal year 2000. Tim Kennedy, DLIS-SBA, tkennedy@dlis.dla.mil, DSN 932-4607

DLIS Quality Efforts/Data Purification

DLIS initiated a data purification effort as part of the data quality function. To date a total of 208,594 database incompatibilities have been corrected. As the effort continues, corrections due to file conditions caused by obsolescence and changing regulations are being pursued. A shared Excel spreadsheet is used to track identified projects.

Peggy O'Sullivan, DLIS-SBA,
posullivan@dlis.dla.mil, DSN 932-4228

Data Purification Projects

Defense Logistics Information Service (DLIS) initiated a data purification effort for the Federal Logistics Information System (FLIS) to be monitored and controlled by the Data Quality Team. An Access database is being developed to facilitate workload tracking and easy communications with ICPs during the collaboration process. Several discrepant/incompatible

areas within FLIS have been identified. Corrections may include file conditions caused by obsolescence, manufacturers going out of business, conversion of military specifications for commercial standards, changing regulations and establishment of cyclic review of all military and commercial CAGE codes. A shared Excel spreadsheet is used to track all projects.

Theresa Riley, DLIS-SBA, triley@dlis.dla.mil,
DSN 932-4993

Demilitarization (DEMIL) Coding Management Office (DCMO)

Due to chronic problems in DoD resulting from inaccurate DEMIL coding, DLIS established the DCMO in November 1998. The DCMO is currently reviewing DEMIL Codes on newly assigned and active inventory items in the Federal Logistics Information System (FLIS). The office's dedicated effort to ensure top quality DEMIL coding is resulting in improved national security and a reduction in the overall cost of operating the DEMIL program.

As a result of the DCMO's efforts, the quality of DEMIL coding is on the upswing. Having reviewed over 310,000 National Stock Numbers (NSNs) in FLIS, the DCMO forwarded 25,194 recommended DEMIL changes to the services/agencies (S/As) for correction and update. Of the 17,623 items for which responses have been received, to date, the services/agencies (S/As) have agreed with the DCMO's recommendations in 99.9 percent of the cases.

This positive step in DEMIL coding accuracy serves to ensure both that our war fighters don't face their own technology in an enemy combat situation, and that the unnecessary cost and assets spent on demilitarizing items are avoided.

Due to the DCMO's high DEMIL approval rate the office has signed memorandums of agreement (MOAs) with several S/As (Defense Supply Centers at Richmond, Columbus and Philadelphia; NATO; the U.S. Postal Service; and the Federal Aviation Administration). These MOAs permit the DCMO to review DEMIL codes managed by these agencies and submit the changes directly to the FLIS database. Which negates the need for a re-review of the NSNs by the S/A. The DCMO is currently pursuing MOAs with the U.S. Coast Guard and the Vetera

DLIS CD-ROM

DLIS surveyed its CD-ROM product customers to identify what they liked, disliked and wanted to see improved. To perform the survey, DLIS, in partnership with Western Michigan University, e-mailed a 51-item questionnaire to a random sample of 983 CD-ROM customers. Survey recipients use one or more of the following DLIS CD-ROM products: AMMO, DEMIL, FED LOG, H-Series, MCRD, MD I & S, MEDCAT and UDR. The research team selected the sample from a list of users identified by the activities that receive the products.

The e-mail survey achieved a 41.5 percent response rate. The survey found that DLIS CD-ROM users tend to be highly satisfied with the products. Over 83 percent of the respondents were either satisfied or very satisfied with all the CD-ROM products combined, and at least 80 percent of the respondents were either satisfied or very satisfied with FED LOG, DEMIL, UDR, H-Series, and MCRD.

The DLIS CD-ROM program managers reviewed the results and developed improvement interventions. These improvements will help DLIS continue to provide the best possible logistics products to the warfighter.

Percentage of Respondents Who Are Satisfied or Very Satisfied with DLIS CD-ROM Products

CD-ROM Product Sample Subgroup* or Very Satisfied	Percentage Satisfied
FED LOG	89.0%
DEMIL	86.7
UDR	86.5
H-Series	80.9
MCRD	80.0
AMMO	68.8
Total Sample	83.5

*Two subgroups, MEDCAT and MD I&S, are not included in the table due to their small sample size.

For more information on the survey or a copy of the executive summary, contact

Dr. Alan Gonick, DLIS DSN 932-5736, (616) 961-5736. If you would like to participate in a DLIS CD-ROM Survey, please visit our products link at: <http://www.dlis.dla.mil>

Our Customers Called...

The Battle Creek Customer Support Center has supported Operation Desert Fox, Allied Force, the ongoing humanitarian effort in the Balkans, and the Turkish earthquake relief effort. Whatever country or theater of operations the Warfighter be in, the dedicated professionals of the Battle Creek Customer Support Center stand ready to assist by providing world class logistics support.

Here are some examples of the feedback you provided:

A DLA Customer Support Representative, Robin Champ writes, "Your all are so wonderful, I can't thank you enough".

Long time customer Senior Airman Phillip Gainous of Aviano Air Base, Italy, wrote to say; "Thanks for your hard work and dedication. We here at Aviano appreciate everything you and your staff have done for us."

Another Warfighter, Harry Bird, writes, "Becky, thank you for your extra help this morning by unraveling the technical order and index numbers and faxing me the applicable Cage Codes. I was able to find the appropriate National Stock Number a short time after your fax arrived."

A Navy customer, trying to assist a vendor in registering in the Central Contractor Registration writes, "They are now in CCR...Thank you very much, miracles do happen!"

A customer in Korea, Howard White writes, "Just wanted to drop a note to say thanks for your untiring research and extremely quick responses".

Mel Hughes, a private sector customer writes, "Thank you for going over and beyond the call of duty in assisting with my problem."

Another CCR customer wrote to say; I would like to thank you for the help and courtesy accorded us on behalf of your office for CCR registration.... A good example of dedication and courtesy."

Verne Valentine (a DRMS surplus sales property customer) wrote the following after his call to the Center: "I was absolutely amazed at the level of help I received from your organization...My experience was better than I ever hoped for. You have my sincere compliments to you and your excellent staff."

If YOU need help or have a question, comment or concern, our agents are standing by. Contact the Battle Creek Customer Support Center at DSN 932-4725, toll free 888-352-9333, fax extension 5305 or email: dlis-support@dlis.dla.mil. The customer Support Center is accessible 24 hours a day. Technicians are available from 7:00 a.m. - 5:30 p.m. Eastern Standard Time; phone calls are forwarded to voice mail after that, including instructions for emergency customer assistance.

Green Purchasing Saves Government Money

The Defense Logistics Agency (DLA) and the Defense Logistics Information Service (DLIS) have added a new element to the Federal Logistics Information System (FLIS) to help customers satisfy Executive Order 13101 and the increased emphasis on "buying green." This new element, called an environmental attribute code (ENAC), indicates whether items have positive environmental attributes, or whether they are considered "green," meaning that they are environmentally preferable. The presence of an ENAC in FLIS indicates that a product meets strict, definable environmental standards and criteria from an approved certifying organization, or that a product may be third party or "service-preferred" as an environmentally preferable alternative product.

The objective of this initiative is to inform all FLIS users and customers about alternative items that are environmentally preferable to similar products that they use every day. Currently, more than 1,500 National Stock Numbers in FLIS, FED LOG, and in the DoD Electronic Mall (EMALL) have ENAC codes assigned. FLIS users can find environmentally preferable products during a standard query process, with the code appearing in the Item Characteristic section, and the clear decoded definition appearing in the Decoded Characteristics section. Environmental products are also highlighted in EMALL and on the FED LOG CD / DVD by a distinctive "green tree" symbol.

In July 2000, a New World Wide Web based Environmental Product guide (EPRO) will debut. EPRO will exclusively showcase "green" products and will serve as a one-stop "shop & buy" source for both stock-numbered and part-numbered environmentally preferable products. Customers will be able to shop directly from EPRO and order with standard MILSTRIP requisitions and also through the government IMPAC credit card. Two important features of EPRO will include the ability for vendors to "self-certify" that their products meet DLA environmentally preferable criteria, and also the program's ability to track purchases of environmental products and provide customers with important RCRA and Executive Order "Measures of Merit" reports. Customers will be able to access this new program through the DLIS Environmental "Buy Green" web site at <http://www.buygreen.dlis.dla.mil>.

DLIS Environmental also is working in partnership with the Government, Industry Data, Reference, Edit and Review program (GIRDER). When operational in late summer of 2000, this World Wide Web based application will, for the first time, allow vendors who have products listed in

FLIS to "self-certify" that their products are 'green', and meet our strict environmental criteria. Vendors who register in the system will be able to update key FLIS product information and access the new environmental self-certification area of GIRDER on the web at www.gidm.dlis.dla.mil.

DLIS uses its expertise in logistics information management to support the DLA-sponsored Joint Group for Environmental Attributes initiative, which recently received an Honorable Mention award from the Secretary of Defense for Environmental Security.

DLIS also represented the Joint Group on Environmental Attributes team in receiving the prestigious White House "Closing the Circle Award," issued this June at a ceremony in the Old Executive Office Building in Washington, D.C. The award was presented to the Joint Group Environmental Attributes Team for: "SOWING THE SEEDS FOR CHANGE" — Military Team/Group Award Nomination: Greening the Logistics Pipeline: Populating the Federal Logistics Information System with Environment Attributes. Receiving the award on behalf of the Joint Team were Mr. Steve Harris, Defense Logistics Information Service Environmental Program manager, and Mr. George Baden of the DLA Cataloging Policy Office. Also in attendance to receive the award were Dr. Marshall Bailey, deputy director DLA, Lt. Gen. Henry T. Glisson, DLA director, Fran McPoland, Federal Environmental Executive, and Assistant Deputy Under Secretary of Defense for Environmental Quality Bruce Degrazia.

Through these innovative environmental programs, DLA and DLIS exercise leadership roles in helping customers comply with new federal environmentally preferable procurement and reporting guidelines. It is estimated that by populating the FLIS with environmental attributes, the indirect savings to the government will exceed \$87.78 million, in fiscal 1999 dollars. A significant portion of this will be a saving from the reduction of costs associated with managing the hazardous waste stream. Another possible benefit is that the initiative will encourage, promote and facilitate additional savings throughout the private sector in the production and industry-wide use of environmentally preferred products.

Additional information on the DLIS Environmentally Preferred Products program, including copies of the latest "Buy Green" PowerPoint presentations, can be found at our web site at <http://buygreen.dlis.dla.mil>.

Service Managers Identify Needs of DRMS Military Customers

Face-to-Face Meetings Held With Present and Prospective Customers

By JIMMY PARRISH,

DRMS National Command Plans & Integration Office

DRMS's ultimate goal is to not only know and meet the expectations of our customers, but to exceed them as well.

To ensure the establishment and maintenance of this high level of customer service, the position of the service manager was created throughout the DRMS National Command Zones. The first positions filled were located in southern California, but the number of these individuals quickly grew to the current level of 37 throughout CONUS. The ultimate number of service managers will depend on the size of his/her physical area of responsibility, the number of customers within that area and their physical proximity to each other.

The service manager provides the direct personal interface with the customer, primarily our Defense Department generating and reutilization activities. The service manager identifies who these customers are, what they need, and what actions are required by DRMS to satisfy these needs. Once these needs are known, the

service manager networks throughout the National Command and DRMS to facilitate the creation of new and needed initiatives. This position allows the zone manager to concentrate on the direction, alignment, and management of the entire zone, while at the same time, it frees up the DRMO chief to focus on the actual delivery of the property disposal service. The DRMS service manager also routinely teams with DLA's customer service representatives in working customer issues and spreading the value added by the Defense Logistics Agency.

Last August, DRMS's National Command sponsored a Service Manager Workshop held at Great Lakes Naval Training Center. This was the first opportunity for the initial crew of eleven service managers to meet each other and share lessons learned in their growing process.

During the workshop, the formal role of the service manager was thoroughly discussed. Other topics included how best to keep our internal and external customers updated, how best for the service managers to communicate internally, how to capture and share the concerns of our customers and, finally, how the service managers can measure their value to DRMS.

The meeting at Great Lakes was such a success that an additional Winter Workshop was held at San Diego in February 2000. All current service managers were in attendance and interactive workshops were offered on further defining their role and how best to provide the needed service to our customers.

DRMS Service Managers

California Zone (Northern) – Nellie Hanney and Miriam Alonzo, DRMO Stockton, Calif., DSN 462-2067
California Zone (Southern) – Joe Chaney and Paul Ortiz, DRMO San Diego, Calif., DSN 437-9447
Illinois/Ozark Zone – Terri Moeller and Bob Thompson, DRMO Rock Island, Ill., DSN 793-2232
Mid-Atlantic Zone (Northern Va.) – Connie Beasley, DRMO Meade, Md., DSN 923-3638
Mid-Atlantic Zone (Southern) – Dick Mains, DRMO Norfolk, Va., DSN 564-9436
Mid-Atlantic Zone (Southern) – Judy Barrington, DRMO St. Julien's Creek, Va., DSN 564-5826
Midwest Zone (Northern) – Robert Wooldridge, DRMO Columbus, Ohio, DSN 850-3260
Midwest Zone (Southern) – Dave Wheeler, DRMO Wright Patterson, Ohio, DSN 674-1276
Midwest Zone (Southern) – Frank Zito, DRMO Columbus, Ohio, DSN 850-2285
New England Zone – Linda Horne, DRMO Portsmouth, N.H., DSN 684-4511
Northwest Zone (Idaho/Utah) – Lyle Nelson, DRMO Hill, Utah, DSN 777-6958

Northwest Zone (Washington/Oregon) – Robert Hirschman, DRMO Lewis, Wash., DSN 347-0293/0446
Northwest Zone – Dick Ward, DRMO Anchorage, Alaska, DSN 317-552-3733
Rocky Mountain Zone – John Howery, DRMO Offutt, Neb., DSN 271-7937
Rocky Mountain Zone-East (Colorado/Wyoming/Montana/North & South Dakota) – Rich Quinlan, DRMO Colorado Springs, Colo., DSN 691-4292
Rocky Mountain Zone-West (Oklahoma, Kansas, Nebraska) – Don Black, DRMO Oklahoma City, Okla., DSN 339-7033
Rocky Mountain Zone – Pat Rager, DRMO Ellsworth, S.D., DSN 675-1020
Southeast Zone – (vacant), DRMO Lejeune, N.C., DSN 751-5652
Southeast Zone – Danny Snow, DRMO Benning, Ga., DSN 835-6026
Southern Zone – Ronnie Rouse, DRMO Keesler, Miss., DSN 597-3327
Southern Zone – Linda Poole, DRMO Jacksonville, Fla., DSN 942-3759
Southern Zone – Randy Scott, DRMO Pensacola, Fla., DSN 922-8239
Southwest Zone – Jerry Hare, DRMO Holloman, N.M., DSN 572-7629
Southwest Zone – John Minton, DRMO Luke, Ariz., DSN 896-7144
Southwest Zone – Robert Burrell, DRMO Kirtland, N.M., DSN 263-6267
Texas Zone – (vacant), DRMO San Antonio, Texas, DSN 945-6167
Texas Zone – Rex Hooten, DRMO Dyess, Texas, DSN 461-2578
Texas Zone – John Lantier, DRMO Corpus Christi, Texas, DSN 861-5094

Number of Disposal Condition Codes Reduced

Property turned in to DRMOs comes in a variety of conditions. Some items are unused, while others need major repair work before becoming usable. Yet other property, such as shell casings, has no value except for the basic material content.

To accurately describe the condition of property, DRMS uses the federal condition codes, which include a supply code and a disposal code. In July 1999, GSA mandated that the list of codes be reduced at the urging of other agencies that also receive and dispose of property. Since then, federal condition codes have been reduced from 49 to 19 combinations. Disposal condition codes were decreased from 11 to five codes.

“Although this may simplify the process, you will lose some accuracy. For example, property once classified as a 7, 8 or 9 is now rolled into one code. For example, a code of 7 means the property needs to be repaired, but it doesn’t tell you whether the repair work needed will involve a minimal or large amount of money,” said Rose Mouton-Yore, DRMS. “The earlier codes gave you a percentage of what the estimated repair cost would be.”

Generators and reutilization customers with questions about the new condition codes should contact their local DRMOs.

DRMS Contract for Telephone Auditing Services Available

The Defense Reutilization and Marketing Service awarded Contract SP4410-00-D-3000 for Telephone Auditing Services. With a slight modification, military services can also take advantage of this money-saving contract.

The Contractor is Telstar Resource Group, Inc. located in New York City. This contract is unique in that the contractor does not get paid unless he finds savings on previously paid telephone service invoices. According to law, the contractor is entitled to receive an amount not to exceed 25 percent of the amount saved. If the contractor does not find any overpayments, no payment is forthcoming. This contract is also set up so that other DLA activities may issue task orders against this contract.

For additional information please contact Brian Moravek, contracting officer, DSN 932-7122 7124, Commercial (616) 961-7122, and e-mail bmoravek@mail.drms.dla.mil.

MIDAS Adds More Features *Generators can research history of items*

The Management Information and Distribution Access System (MIDAS) contains key transactions tracking the receipt and disposition of property turned in to the Defense Reutilization and Marketing Offices (DRMOs). Until recently, MIDAS was only available to users within the DRMS organization; however, access permissions have now been expanded, providing generators the ability to execute a DTID history search to research items at their discretion. By using the same Interactive Query/DTID History Search available for DRMO users, generators can check the history of their property without going through DRMO personnel. In addition to a DTID number, a four position property location RIC for the DRMO where they turned in the property is needed. Generators can find the information via a hyperlink, which list the codes of all DRMOs.

For questions about MIDAS, generators can contact Shirley Fuller, HQ DRMS, DSN 932-5835, commercial (616) 961-5835, or Jan Bailey, DSN 932-7521, Commercial (616) 961-7521.

DRMS honored as an “Innovations in American Government” finalist

The Ford Foundation announced that DRMS was one of the 25 finalists in its national competition, which recognizes Innovations in Government. DRMS did receive a \$20,000 grant to be used toward replicating its program in other areas of the organization. In May 1999, DRMS had made the list of 98 semifinalists out of more than 1,600 original applicants for the award.

The DRMS submission, Moving Information, Not Property, applied the best uses of current technology to bring its program online. The web site offers 24-hour worldwide visibility of more than \$21 billion worth of inventory that customers can now screen and request right from their own keyboard.

DRMS's use of the World Wide Web offers customers easier access to information on excess and surplus property. Property was made available on the Internet in 1994, and by 1997 it notably reduced customer dependence on the in-person “shopping” system and the voluminous manual record-keeping and accounting system that accompanied it.

“We are honored to receive an Innovations in American Government Award,” said Sherry Low, RTD Business Unit leader. “We hope that this will inspire other agencies to take full advantage of all that the Internet has to offer.”

On October 13, representatives from DRMS competed in the final round, from which the top ten programs would be selected. Rod Moskun, Chief of DRMS process Applications, and Sherry Low described

and answered questions about the program before the Innovations in American Government Awards National Selection Committee.

The competition was tremendous. When the final decisions were made, however, DRMS's entry on its web based distribution system did not make the top ten. DRMS can continue to be proud, though, that it was selected as one of the 25 finalists, the only DoD activity to do so. Visit the website at <http://www.drms.dla.mil>.



DLA Director Lt. Gen. Henry Glisson, USA, (left) poses next to the DRMS team (l-r) Sherry Low, RTD Business Unit leader; Nancy Rheaume, DRMS executive director; and Rod Moskun, chief of DRMS Process Applications.

Recycling 2000 Environmental Compliance “the Host Nation Way”

By CHRISTINA HERNANDEZ, DRMSI-B

The R2000 Program

DRMS International is partnering with industry to develop a new solid waste management program in Europe. Through the R2000 initiative, DRMS International scrap operations in Germany and Italy will be outsourced to a single contractor in each nation. The

contractors will collect, transport, process, account and dispose of saleable and non-saleable materials at eight sights in Germany and three in Italy.

Don't call it “scrap” anymore in Europe

Effective January 1999, countries within the European Union began classifying scrap as “regulated waste.” The DRMS International hazardous waste program was used as a basis for the development of

R2000, an environmentally friendly way to manage this newly classified material.

R2000 Goals

- ◆ Ensure compliance with host nation environmental laws
- ◆ Minimize environmental liabilities
- ◆ Reduce solid waste through increased recycling
- ◆ Reduce infrastructure and other costs
- ◆ Maximize sales revenues

The R2000 Pilot Project

The Pilot Project will be developed at eight Defense Reutilization and Marketing Offices (DRMOs) in Germany and three in Italy and is expected to include 40 million pounds of scrap materials annually. The R2000 program will combine the sale and disposal of scrap into a single “risk-sharing” contract to be awarded by the end of fiscal year 2000. DRMS International is searching for partners in industry that have the capability to execute a comprehensive scrap management program, to include logistics, recycling, disposal and some special items.

Program Phases

The program is being developed in three phases: scrap accumulations will be cleared from DRMOs during Phase I; collection points will be established at the DRMOs during Phase II; collection points will be established at generator sites during Phase III.

Market Research in Italy and Germany

During the last two weeks of July 1999, R2000 team members joined with DRMO staffers to conduct the DRMS International on-site market research of scrap contractors in Italy. It was an event-packed schedule, averaging three to five appointments per day, as well as travel. In just ten days, 37 appointments were scheduled and held throughout Italy.

To introduce DRMS International services and the R2000 program to contractors, a briefing package was developed, written in Italian, that included scrap generations at each DRMO, a background paper and photos of various categories of scrap commonly found at DRMOs in Italy. Meetings with industry representatives typically consisted of providing short- and long-term goals of the DRMS International scrap program, a discussion of the firm’s capabilities and a tour of the facility.

Industry leads were developed from local Italian Chamber of Commerce listings, current and past sales, service and environmental contractors, and information from local contracting offices. To cover as much territory as possible, the DRMS International group was divided into two and, sometimes, three teams. Communicating

via cell phones, team members were able to update one another, forward leads, and maintain flexibility. Research was conducted in the Aviano, Vicenza, Bologna, Verona, Milan, Turin, Pisa and Naples areas.

Findings were summarized using a matrix that listed the companies’ points of contact, capabilities and other statistical and operational facts.

In a similar effort, the market research team visited 22 firms in Germany during September and October 1999.

The Italian marketing effort served as an excellent model for developing the information package for Germany. Site visits were arranged and team members shared in the responsibility of visiting and documenting the firm’s capabilities, strengths and weaknesses. It was a learning experience for all concerned. Each firm that was visited seemed eager to share an overview of their process with the team.

Pre-solicitation Conferences

The DRMS International Commander, Army Col. Patrick E. O’Donnell, welcomed 29 representatives from 17 waste management, recycling, hazardous waste management and logistics firms to R2000’s first pre-solicitation conference, held in Wiesbaden, Germany, November 17, 1999. Matt Plath, R2000 program manager, presented an overview of the program’s goals, objectives and timeline. The remainder of the day was spent discussing the draft solicitation, program objectives and commercial practices.

The day prior to the conference, DRMO Kaiserslautern, Germany, played host to representatives from 14 recycling and waste management companies. Sue Ellen Sharp, DRMO chief, provided an overview of DRMS International operations, as well as a briefing of her DRMO’s operations. Industry representatives were then given a bus tour of scrap accumulation sites at the DRMO. The variety and quantity of scrap materials sparked many questions from the industry representatives, leading to a better understanding of the R2000 program.

A DRMO tour, various briefings and a pre-solicitation conference was later held in Italy.

The Bottom Line

R2000 is an investment in the future. Use of a private contractor, familiar with each host nation’s policies, will better ensure tailored, compliant solid waste disposal. If current operational practices were to be continued, millions of dollars in capital investments would have to be made to upgrade DRMO scrap facilities to meet host nation environmental laws.

The Circle is Complete DRMS Supports Panama Closure

By KATHLEEN HAUSKNECHT,
DRMS Public Affairs

The new millennium ended nine decades of continuous U.S. military presence in Panama. The first soldiers arrived in Panama in 1910 to help construct the Panama Canal. Now, almost 90 years later on December 15, 1999 the base in Corozal, Panama, served as host for the closing ceremony as the United States Military pulled out of Panama.

"It's kind of weird. The base was one of the first places to open in Panama and now it will be one of the last to close. It's as if the circle has been completed," said Robert Green, property disposal specialist, Defense Reutilization and Marketing Office (DRMO) Patrick.

Although the first soldiers arrived in 1910, it was during World War II that security concerns caused the Army presence to peak at 65,000 soldiers. The troops started pulling out in 1994 as part of the implementation of the 1977 Canal Treaty. The treaty called for a gradual reduction in U.S. forces to zero by the end of 1999. The United States also turned over about 4,700 buildings and 93,000 acres to the Panamanian government. The military facilities are described as well-tended communities of red tiled roofs, white tropical buildings, manicured lawns and palm tree-lined streets. The American enclaves are in lush green countryside edged by jungle-covered mountains.

In addition to canal security, the American forces conducted humanitarian missions to include recovery support after the widespread destruction of Hurricanes Mitch and Georges. The troops have been good stewards of the property located throughout Panama and are returning it in pristine condition.

The DRMO held its last sale on October 15. An assortment of office equipment and supplies, vehicles and parts, scrap metals, tools and material handling equipment was sold in lots available for purchase via the local sealed bid sale. A scaled-down staff of 18 employees worked at the DRMO. The facility was returned to the Panamanian



government at the end of the year. In addition to members from the Disposal Remediation Team (DRT), who were vital to the operation of the DRMO, other DRMS personnel like Green came to make Panama their temporary work station. Green has been with DRMS for 29 years and this was not his first tour at Panama. He has been at DRMOs Patrick, Warner Robins, Jacksonville and Orlando and has also participated in the internship program at HQ DRMS.

Green also has high praise for the DRT at Panama. "They were very good to work with. Miguel Jorge helped me out numerous times. He could speak both Spanish and English. My Spanish is not good, and he interpreted for me in many instances. He was great," said Green.

Willard Randolph and Marny Harrison, also from DRMO Patrick, were acting chiefs in Panama and handled the final closure of the DRMO.

Thanks to Robert Green, DRMO Patrick, for supplying information for this article. Information was also obtained from articles written by Douglas J. Gillert and Linda D. Kozaryn, American Forces Press Service.

Naval Reservists Close Panama

By JOE MURPHY, DRMS International PAO

Navy Reservists played a key role in the closure of U.S. bases in Panama by contributing more than 3,600 days of active duty to support the Defense Reutilization and Marketing Service's (DRMS's) effort to dispose of hundreds of thousands of items no longer required by the military.

"The bases are being closed out and we're receiving lots of material," said Geraldine Pettit. She said that much of the material was being given to local charities through a government donation program. "They're getting furniture, office supplies, vehicles and various other useful items. I think this promotes the relationship between us and the Panamanians."

Pettit was one of 85 members of DRMS Disposal Remediation Teams (DRT) scheduled for active duty for training to augment the staff of DRMO Panama. Pettit is a member of DRT Columbus, Ohio.

"The DRT is a purple unit," said Bill Lemocks, a member of DRT Jacksonville, Florida. "We've got people from all the services." He said participation in the DRT has allowed him to better understand other services' customs, courtesies and traditions. "It's been really helpful to learn."

"I'm tasked with administrative duties, but I'll be on a fork truck all day," said Lemocks. "Whenever someone is needed to fill in, I just go and do it." He said other DRT members are equally ready to help when the need arises. "It's a real team effort."

The DRT force includes six detachments located throughout the United States. The work in Panama began March 1 and ran through the end of 1999.

New E-Commerce Site: www.jwod.com

One-Stop Shopping for JWOD and Skilcraft™ Products by People with Disabilities

A new web site was launched January 10, 2000, to make it easier for federal employees to buy a multitude of JWOD products, many of which bear the Skilcraft™ name, right from their desks, with next-day delivery for the most frequently used items. Another feature included on the website to assist customers in making “green” purchasing decisions is a recycled symbol next to office paper products that meet Environmental Protection Agency Comprehensive Procurement Guidelines for recycled content. This site, www.jwod.com, features quality products furnished by people who are blind or have other severe disabilities under the Javits-Wagner-O’Day (JWOD) Program, a unique socioeconomic procurement initiative.

The JWOD Program is currently working with the Department of Defense (DoD) Electronic Mall (EMALL) staff to bring the www.jwod.com offering to the EMALL in the coming months. Meanwhile, the JWOD Program’s military-unique products, from canteens to wet weather ponchos, are already available through EMALL. The www.jwod.com storefront provides convenient, one-stop shopping and assures that purchases comply with the JWOD Act, which requires military and other government agencies to buy certain supplies and services from nonprofit agencies employing persons who are blind or severely disabled, in association with National Industries for the Blind (NIB) and NISH, a non-profit agency serving people with a range of disabilities. In addition to online orders, government or commercial



customers may order JWOD products directly by phone (877-GET-JWOD), fax (877-FAX-JWOD), or regular mail. Customers may also use authorized commercial distributors for JWOD products (listed at www.jwod.gov), or visit military Base Supply Centers operated by JWOD-participating nonprofit agencies on many installations.

As government agencies implement paperless acquisition and seek new sources for their requirements, the www.jwod.com site and the EMALL are powerful tools reflecting best practices in purchasing. “The federal government has mandated efficient and cost-effective purchasing through electronic commerce. Customers meet this goal when they use www.jwod.com,” said James D. Gibbons, President and CEO, National Industries for the Blind (NIB).

Thousands of Americans who are blind or have other severe disabilities depend on the sales of JWOD products to remain gainfully employed. JWOD Program employees benefit from the skills they acquire and income they earn on JWOD contracts, while the federal government benefits from quality products and services, delivered on-time and at reasonable prices.

JWOD Training at your PC

The JWOD Program has partnered with the Federal Acquisition Institute to make JWOD training available via the Internet. Visit www.faionline.com to access **free** JWOD seminars for both purchase cardholders and contracting professionals. The seminars include exercises and self-tests to make learning about the JWOD Program interesting and fun. Upon completion, students may print a certificate of achievement. These seminars are a great way to expand or refresh your knowledge of the JWOD Program.

Contact: Eric Beale (703) 603-7743; fax (703) 603-0655; ebeale@jwod.gov.



The White House

Office of the Press Secretary

For Immediate Release

March 29, 2000

MEMORANDUM FOR THE HEADS OF EXECUTIVE DEPARTMENTS AND AGENCIES

SUBJECT: Continued Commitment to the Javits-Wagner-O'Day Program

The Javits-Wagner-O'Day (JWOD) Program, named for its legislative sponsors, is a Federal initiative that generates employment and training for more than 34,000 people who are blind or who have other significant disabilities. These individuals, working in more than 600 nonprofit agencies associated with the National Industries for the Blind (NIB) or with NISH (a national nonprofit agency that serves persons with a wide range of disabilities), furnish supplies and services to the Federal Government under the JWOD Program.

In recent years, the JWOD Program has faced numerous challenges as the Federal acquisition system has evolved in ways not envisioned even a decade ago. Today, for example, hundreds of thousands of Federal employees buy goods with purchase cards. Electronic commerce is expanding rapidly and commercial firms deliver goods previously stocked and distributed by Federal agencies. These and other procurement reforms have created a more direct relationship between commercial vendors and their Federal customers. Participants in the JWOD Program are taking steps to adjust to these and other changes in the Federal procurement environment, but the transition is a dynamic and far-reaching process that requires strong support from Government customers.

As I have stated on numerous occasions, the unemployment rate for adults with disabilities is unacceptably high. We cannot afford to lose any opportunities for this segment of our population. I call upon you to recognize the contributions made to the Federal Government by individuals with disabilities under the JWOD Program and to take steps to ensure that your agencies' procurement executives, and other employees who acquire supplies for your agency, purchase JWOD products and services, consistent with existing law. Their support for the JWOD Program will help people with significant disabilities become and remain more independent and productive members of society. It is particularly important to encourage those entrusted with Federal purchase cards to be vigilant in continuing to purchase the reasonably priced products and services (including SKILCRAFT items) supplied through the JWOD Program.

The JWOD Program also provides many recycled content, environmentally preferable, and energy efficient products. The purchase of these items would enable the Federal Government to continue its leadership of the "greening of the government" initiative while invigorating the JWOD Program.

Representatives of the Committee for Purchase From People Who are Blind or Severely Disabled (the Federal entity responsible for the JWOD Program), NIB, or NISH will contact your procurement staff in the near future to explore steps that your agency can take to increase support for the JWOD Program at this critical juncture.

WILLIAM J. CLINTON

Late Breaking News...

Logistics exchange offers customers a birds eye view of supply chain —

Logistics exchange offers customers a birds eye view of supply chain — Have you been confused with all the data systems available on line to tell you where your supplies are? DLA Customer Service Representatives have heard your cry for help and, through a team effort, tailored a prototype web site to help you through this maze.

The Logistics exchange web site prototype (<http://www.supply.dla.mil/Logistics/exchange/>) was unveiled at the DLA Customer Service Representative Conference in Mechanicsburg, Pennsylvania at the beginning of April. Would you like a logical supply chain management (SCM) demonstration on what happens to your order when it is entered on your computer? Well, you just have to log onto our prototype web site for a demonstration. This web site provides a gateway into the concept of supply chain management at the macro level, as well as the ability to drill down to the specifics.

We have also included links to the key DOD systems maintained by your military service. Users will experience a guided tour - as their cursor moves across the screen providing a brief overview of that area. Users will find within each area, additional information that provides access to detailed information based on individual requirements.

Users, who have sound card capability, may wish to click on the tutorial area and download the short demo. A variety of fact sheets and point papers are located in the lognote area featuring search-engine capability to help users find just the right information they need.

Another great feature for users is the “cliff note” approach to several of the systems. For each major DLA system, users will find an explanation of the system focus, hardware requirements to access the system, how and where users can get access, and the point of contact for the system. These notes also include a short step by

step explanation of available data. The screens provide a user-friendly approach that allows users to utilize filters to ascertain the specific data that they require.

Just point and click your way through the logistics exchange self-help tutorials on line to gain a greater depth of understanding of a system. By using the system cliff notes users will gain knowledge of the various nodes in the supply chain. Depending on where you are in the supply chain, you can access the systems that will best extract key information you might need. This prototype website takes a cradle-to-grave look at the movement of our material DOD wide.

New mailing address for DSCP – 20th Street is no longer valid.

Use this address:

Defense Supply Center Philadelphia
700 Robbins Avenue
Building 36
Philadelphia, PA 19111-5098

DPAC now has a web site

<http://www.pacific1.dla.mil/dpac>

The primary purpose of this site is to increase information to the customer. It will include “News you can use” and a “Question of the Week” sections.

The DPAC webmaster is David Mathieu, DLA-Pacific, DSN 764-3793.

DLA Headquarters Reorganizes.

Customer support remains foremost mission —

The Defense Logistics Agency recently announced its plan to assure U.S. military forces benefit from the best logistics support available anywhere in the world. The plan is based on modern information management solutions, reliance on robust commercial business practices, and a distribution system second to none. Although the structure of the headquarters is changing, the agency's customer focus will remain unchanged. The customer interface with DLA, whether at the CINC, customer representative, or item manager level, will continue as before the reorganization. Overall, change should be invisible to DLA's customers, with the exception of some improvements in the customer support area.

The transformation plan, announced by DLA Director Lt. Gen. Henry T. Glisson, is an integrated approach called "DLA 21". The plan focuses on five key areas: organizational design, modernization of automated business systems, employment of strategic partnerships with industry, better knowledge and understanding of customer needs, and replenishment and development of a world-class workforce.

The organization redesign leg of DLA 21, to be effective immediately, will be implemented over the next six-to-eight months. DLA's new organization structure now consists of four major business areas: DLA will provide renewed integration of the Agency's logistics operations, focusing on supply chain management, readiness, and contingency operations support. The newly created Director of Information Operations will consolidate the Agency's information technology activities to enhance electronic commerce, logistics support systems, and document automation in support of military logistics. The Director of Financial Operations will streamline DLA's financial system so it serves as an enabler of the Agency's logistics and information technology initiatives of the future.

According to Glisson, "This action caps a year-long effort to take a holistic view of DLA and determine how best to transform it into a more agile, efficient, relevant Logistics Combat Support Agency able to provide better, faster, best value support to the Joint Vision 2010 war-fighter."

Check the DLA web site, www.dla.mil, for updated information on DLA 21.

ISO —

Do you know someone who isn't getting Loglines or the DLA Customer handbook? We can't have that! Call Vicki Christensen (703) 767-1497 or (DSN) 427-1497. Or email at vicki_christensen@hq.dla.mil or subscriptions@dlis.dla.mil to add them to our mailing list.

Lotts named as new Logistics Operations deputy —

Frank Lotts, former deputy commander of the Defense Supply Center Richmond (DSCR), has been named as the next deputy commander of DLA's new Logistics Operations. Lotts replaces Jeff Jones, who was named as the next director of the Defense Energy Support Center.

"Mr. Lotts brings an impressive record of logistics experience to his new position," Rear Adm. Daniel Stone, Logistics Operations commander said. "I look forward to working with him to build upon the high standard of support DLA provides to our customers."

Lotts was recently selected to receive the Presidential Rank of Meritorious Executive Award for sustained exceptional performance in public service.

DLA is updating its Customer brochure —

Look for it in the beginning of September.

The DLA Customer Handbook will be updated this summer and should be distributed in January 2001—

Do you have any information that you would like to see included? Or, just suggestions to make it easier to use? Call Vicki Christensen (703) 767-1497 or (DSN) 427-1497 or, email at vicki_christensen@hq.dla.mil with your suggestions.

TRIVIA QUESTION

Look here in each issue of Loglines for trivia questions about DLA managed items. Do you have a trivia question to submit? E-mail it to vickichristensen@hq.dla.mil we may answer it in a future edition!

What is the big difference between sacramental wine and regular wine?

According to Chaplain Benson, DLA Chaplain, sacramental wine has a higher alcohol content (12%). The alcohol content serves as a method of sterilization - in other words, it kills the germs that remain after the chalice is wiped clean during communion. DLA manages ecclesiastical equipment, furnishings and supplies under federal supply class 9925 (RIC S9T).

Contact DLA for your ecclesiastical needs. <http://ct.dscp.dla.mil/ctinfo/mig49/items/consume.html#wine>

DLA Customer Bill of Rights

1. Right Focus: DLA will perform as an integral part of the warfighting team.

DLA will focus on warfighter needs by:

- ◆ Supporting weapons systems readiness.
- ◆ Providing exceptional customer service through a network of local support representatives and easy access via 1-888-DLA-CALL.
- ◆ Projecting a forward presence in theater through the DLA Contingency Support Team performance of logistics support and services and contingency contract administration.
- ◆ Improving customer satisfaction by listening to the customer and making necessary changes in materiel management, contract management, and support services business processes.

2. Right Time: DLA will provide fast and reliable support to the warfighter.

DLA will be responsive to customer requirements by:

- ◆ Improving Logistics Response Time continuously.
- ◆ Making great support arrangements like Direct Vendor Delivery contracts.
- ◆ Providing tailored logistics support like Premium and Dedicated Truck delivery services.
- ◆ Filling backorders quickly.

3. Right Product: DLA will provide the right items and services to the warfighter.

DLA will meet customer requirements by:

- ◆ Ensuring product quality and conformance with customer specifications.
- ◆ Making sure the right items are available to the customer.
- ◆ Minimizing and correcting discrepancies and their impact on the customer.

4. Right Price: DLA will provide best value products and services.

DLA will serve the warfighter economically by:

- ◆ Reducing infrastructure and its impact on customer price.
- ◆ Minimizing customer price change.
- ◆ Using excess and reusing disposal assets.
- ◆ Buying smartly.

5. Right Measures: DLA will use customer driven measures of success.

DLA will measure success in customer terms by:

- ◆ Reviewing progress against corporate customer goals and operational objectives.
- ◆ Using measures preferred by the customer.
- ◆ Contracting for the right level of performance in services.

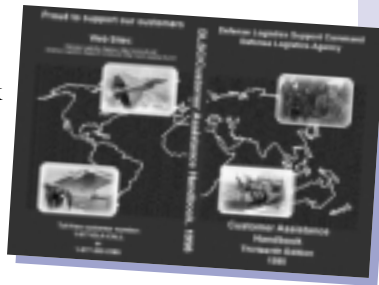
**What warfighters should expect and demand from DLA.
What DLA will do to meet our commitment to the warfighter.**

Calling all Customers! Subscription Service now at DLIS!



Got Loglines? How about the DLA Customer Assistance Handbook or the Conversion Calendar? The Defense Logistics Information Service (DLIS) is handling subscription orders for the Customer Communications Team. The team will add new customers to the data base, make address or quantity changes to those already in our database, send out the current publications and also send out those back issues that you may have missed.

If you are a cyber person, surf on over to our web site at www.supply.dla.mil and check out our on-line copies of the handbook and Loglines. If you prefer accessing the pubs on-line, as opposed to requesting paper subscriptions, you could save a tree and even some postage and printing costs. So, by all means, check us out!



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