



DEFENSE LOGISTICS AGENCY

INFORMATION  
TECHNOLOGY

# LogLines

Logistics News Customers Can Use

E-Commerce

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### INSIDE THIS ISSUE

Information Technology .....	3
Military Services .....	17
Items of Interest .....	33
Items of Supply .....	43
Chaplain's Corner .....	51
JWOD .....	59
Conferences and Expos .....	65
CONUS/OCONUS Customer Service Representatives .....	69



## Message From the Director

The Defense Logistics Agency has stepped forward and responded to the daily challenges of fighting against global terrorism with professionalism and dedication. This Nation's Soldiers, Sailors, Airmen, Marines and members of the Coast Guard deserve nothing but the best from DLA. Our DLA team is working diligently to ensure that food, clothing, medicine, spare parts and fuel are delivered to warfighters in the best timeframe, at the best cost. This is a responsibility we take seriously and execute proudly. Our support infrastructure operates 24 hours a day, 7 days a week to expedite and streamline logistics support to all our customers in the field, at sea or in the air.



While we continue to focus on the immediate needs of our warfighters, DLA also maintains ongoing programs to embrace change within our Agency. We stand at the forefront of the revolution in electronic commerce and information management, making millions of critical supply items available to forces worldwide at the click of a computer mouse. We continually seek new and innovative solutions to ongoing issues, so that we can provide a timely, better quality product, for less overall cost. In this issue, we have included articles on our Business Systems Modernization (BSM) initiatives, Joint Total Asset Visibility (JTAV) and the DoD EMALL. The future of logistics rests with Information Technology (IT) and DLA intends to take the opportunity to succeed in the IT environment.

And, as always, we have included articles that will educate you on the subjects of training, new equipment and new partnerships with industry and federal agencies. I invite you to take a walk through the pages of our Spring/Summer 2002 issue and let us show you our commitment to remaining at the forefront of logistics support. You, the warfighter—the customer—deserve nothing but the best!

KEITH W. LIPPERT  
Vice Admiral, SC, USN  
Director



# Document Automation and Production Service Establishes Electronic Document Management Service for Defense Distribution Center

by Keith Beebe, DAPS Public Affairs

Movement of commodities in every business inherently creates vast amounts of paper work. Items must be identified, ordered, tracked; carriers determined and inventory placement and quantities monitored. Current and accurate paperwork filing and maintenance are critical to every aspect of business.

Imagine the complexity of such a system that handles movement of all supply items within the US Department of Defense totaling 22 million documents every year. These documents are source data and must be maintained for three years for information on domestic distribution of supplies and 30 years for Foreign Military Sales.

The Defense Distribution Center (DDC) and its 22 worldwide centers were working to maintain an adequate document management system. While some centers deployed electronic systems to capture and store these documents, others simply stored them manually in file cabinets, boxes and warehouses. In both cases, the systems were labor intensive, fragmented, unable to exchange data with headquarters and other centers and less than optimal.

The DDC Headquarters in New Cumberland, PA, recognized the opportunity for improvement and enlisted the help of another Defense organization. "We are eager to move all our centers to an online, paperless system," said BrigGen. James Pillsbury, the DDC commander.

Consequently, the Document Automation and Production Service (DAPS), in cooperation with Integic Corporation of Chantilly, VA, is in the initial phase of establishing an Electronic Document Management Service (EDMS) for the DDC and its centers. The EDMS is one of the key document management services DAPS provides to its customers.

The DAPS solution will provide a single system of document imaging and management that fully supports DDC's worldwide organization. The service will provide a highly automated scan, storage and retrieval system. Local DAPS sites (collocated with the DDC centers) will scan the various documents and forward them to a centralized repository.

Data and images will be indexed and stored at DAPS's Mechanicsburg, PA, facility. The web-enabled system will allow for universal retrieval of documents based on common and unique indices. Folder-based technology will allow for retrieval of all related images and data with a single query.

A prototype was installed at the Defense Distribution Depot Susquehanna, PA (DDSP), one of the (DDC's) centers. A full-function demonstration of the service's capabilities was held for BG Pillsbury and other DDC, DAPS and Integic principals. "This is not the first time DAPS has gotten into an enterprise-wide conversion project. This kind of service not only cements our relationship within the DoD but also allows us to confirm our commitment to other Federal agencies seeking similar solutions from government providers," said Steve Sherman, Director, DAPS

The EDMS handles Orders for Supplies or Services, Material Inspection and Receiving Reports, Reports of Discrepancy, Government and Commercial Bills of Lading (transportation/shipping), Issue Release and Receipt, and Requisition and Invoice/Shipping documents. The demonstration at DDSP showed how the documents are scanned into the system, read by Optical Character and Intelligent Character Recognition software, verified and indexed. Client access stations were used to search, retrieve and view the documents on-line. "It worked flawlessly," said Pillsbury. "The service will provide a simpler and richer environment for managing this function of our business." The services DAPS provides as the owner, manager and operator of the EDMS are expected to dramatically cut operational warehouse and management costs for the DDC. Beginning with the DDSP location, the deployment and installation of the Electronic Document Management System will be sequentially accomplished at a specific number of centers each fiscal year through FY2004. Future capabilities for the EDMS include integration with legacy systems such as the Distribution Standard System as DAPS assists DDC in moving toward a totally paperless distribution environment.



# Department of Defense Electronic Mall (DoD Email) [www.email.dla.mil](http://www.email.dla.mil)

The DoD EMALL is the single, defense-wide, electronic point of entry for Government personnel and other authorized customers to search for and order parts and supplies, information technology and other logistics support items online. The EMALL's distributed architecture makes it the only integrated solution that can bring vendor catalogs, military service stores, value-added resellers, small businesses and aggregated catalog environments to the U.S. Government buyer in one user-friendly location. It provides both suppliers and buyers with an opportunity to dramatically reduce order time and delivery of off-the-shelf finished goods items from commercial suppliers as well as National Stock Numbered (NSN) items from the Defense Depots. Procurement activities that have taken weeks or months to accomplish can now be completed in a matter of days. Electronic purchases are one-tenth the cost of traditional paper-based purchases, making the potential for savings enormous.

With 19 million items available online, DoD EMALL users have access to 2.9 million NSNs and more than 16 million commercial catalog items. EMALL supplier contracts, negotiated by the Defense Supply Centers, help to lower product costs by leveraging the DoD's buying power to secure broad purchasing agreements. The DoD EMALL is specifically designed to help users meet Federal Acquisition Regulation requirements by identifying federally mandated sources of supply

such as Javits-Wagner-O'Day (JWOD) and items that comply with federal mandates for environmentally preferred items.

Only the DoD EMALL offers online federal and military shoppers the option of using either a government purchase card or traditional MIL-STRIP/FEDSTRIP (DoDAAC and Fund Code) to pay for purchases. The DoD EMALL is a limited access (registration and password protected) site that uses VeriSign Secure Server ID and encryption to protect customer information. Under continuing development, the DoD EMALL continues to enhance functionality, usability and interoperability with the Military Services in support of the U.S. Government purchaser.

## Defense Electronic Business (eBusiness) Education and Training Improved eBusiness Communication

The Defense eBusiness Program Office has launched its improved eBusiness education web site – edLINK – and the Defense eBusiness education and training email list service.

The mission of the Defense eBusiness Program Office is to accelerate integration of eBusiness techniques into DoD's operations. We created edLINK to provide easy access to DoD eBusiness course information. The edLINK web site is designed specifically to provide DoD instructors with eBusiness information that can be incorporated into current and future courses. Prime candidates include courses related to program management, contracting, logistics, supply, and supervisor or manager development. The edLINK URL is <http://www.interactionnet.com/edLINK/index.htm>.

In addition to edLINK, we have a companion email list service to broadcast evolving and pertinent eBusiness information to DoD's education and training community. We hope that the list service also will continue to prove a useful communication network for the exchange of eBusiness curriculum related information among all of the list service members. To join the list service, simply go to the edLINK web site and follow the instructions provided. List service registration guidance is available on edLINK at <http://interactionnet.com/edLINK/DoDListServe.htm>.



*Chaplain Benson and SSG Franco ordering from DoD EMALL*

**Kathleen Lyon, DoD EMALL Operations DLIS-KBE**  
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# DLA's Integrated Data Environment Transition: Refining Our Approach to Processing Logistics Information

## Background

The original concept behind Integrated Data Environment (IDE) was to develop a comprehensive, integrated facility for providing up-to-date information to support the logistics component of



combat operations, situational awareness, advanced planning, and sustainment. Rear Admiral Archer (DLA Vice Director) once described his concept of IDE as, "an environment where 'islands of logistics information' would be brought together to form a bridge that would interlace DoD's isolated logistics data, ensure its trustworthiness, and do so under a framework of centralized management and decentralized execution."

## The IDE Program

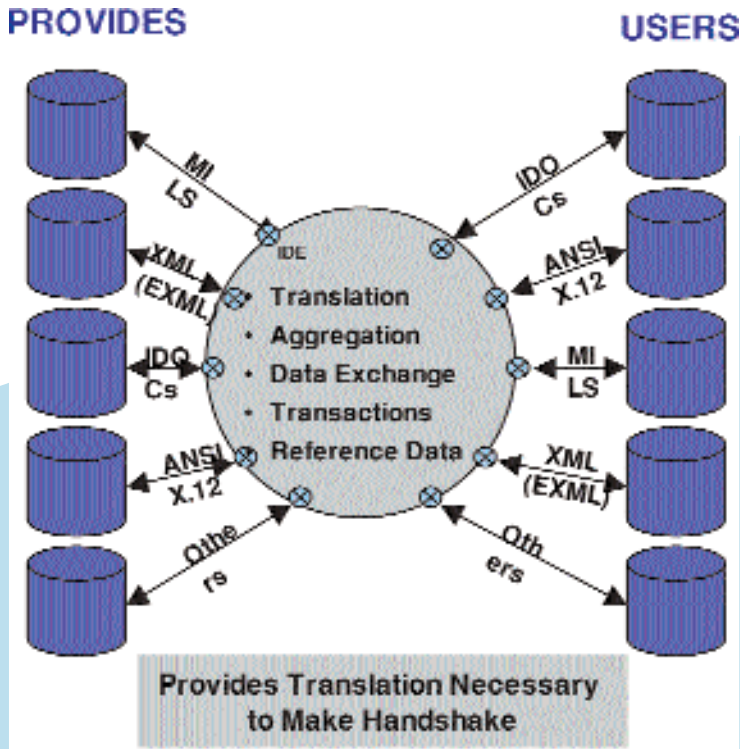
The concept for IDE was solidified and articulated during the Focused Logistics Wargame (FLOW) in 1999 when the Joint Logistics Community leadership determined that DoD lacked

the capability to obtain accurate, up-to-date logistics information for use in making decisions in critical military situations. FLOW leadership authorized DLA as Executive Agent to develop an IDE to provide real-time access to trusted (reliable) logistics information.

IDE accomplished a lot in its first two years. The technical concepts and functional intent behind the IDE were shown to be feasible within the DLA environment. There were many positive indications that the same technology and approach used to implement the first phase of IDE would be transferable across DoD Services and Agencies to provide the DoD-wide coverage necessary to realize its full potential. IDE was deployed in EUCCOM during February 2001. In addition to operational deployment in EUCCOM, IDE participated in CENTCOM's Bright Star exercise in October 2001.

Upon completion of IDE Phase I, which successfully demonstrated the capability for sharing data within an integrated environment, DLA management determined the need to up-grade the existing logistics information exchange infrastructure in order to realize the full benefits for sharing data within DoD's logistics community and designated IDE as a DLA ACAT Level III program to develop this interoperable environment for Logistics information exchange. Modernization of the existing DoD information exchange capabilities will support the stated DLA/DoD goal for end-to-end supply chain integration. This new environment for DoD logistics business data merges existing eBusiness competencies within the Department augmented by the use of best commercial practices to provide for the brokering between disparate data sources and the integration and sharing of logistics information between and among DoD and its trading partners.





business systems, an enterprise-wide strategy for data management is being developed. The goal of this strategy is to provide a comprehensive framework for the flow and exchange of information within the Logistics Enterprise and a plan for integrating data, business processes, applications and technology. This Logistics Enterprise data strategy is fundamental to the success of IDE.

### Summary

IDE will be developed and implemented incrementally, testing each new functionality as it is incorporated into the environment. As a DLA service intended to be extensible to all of DoD, IDE will enable interoperability of business processes within the Department's Logistics community. This enhancement to logistics operations will produce multiple benefits that have long been needed at the corporate level. Of primary importance will be the reduction of redundant data and vastly decreased replication of stored data. By acting as DoD's logistics information broker, the end-state IDE will interface with component-

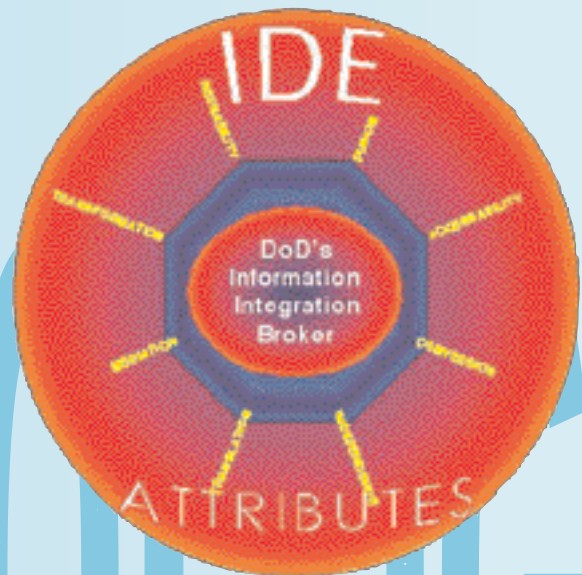
### Transitioning the IDE Implementation

The end-state target for IDE includes information brokering within both wholesale and retail echelons of DoD's logistics community and spans all functional activities, e.g., finance, medical, logistics, subsistence, and personnel. The DLA vision is that the IDE will enable access to required information in order to achieve needed efficiencies and facilitate integrated logistics data services within DLA and DoD as well as with commercial trading partners. By acting as DoD's logistics information broker, IDE will allow for the sharing of logistics knowledge and the ability to interact with the workforce and trading partners alike.

The IDE is being developed within the guidelines of DoD 5000 as an ACAT III program. Within these guidelines, the effort is currently in the concept and technology exploration phase and is developing a baseline of existing eBusiness community services for data sharing, validating the basic technical approach to an IDE and planning to evaluate various vendor solutions to meet technical requirements. This effort is being done in parallel with the IDE Requirements Team to identify requirements for shared data. The IDE requirements effort is initially focusing on DLA user requirements.

To ensure that the goals for data interoperability are met by the IDE as well as other efforts within the Services and Agencies to modernize internal

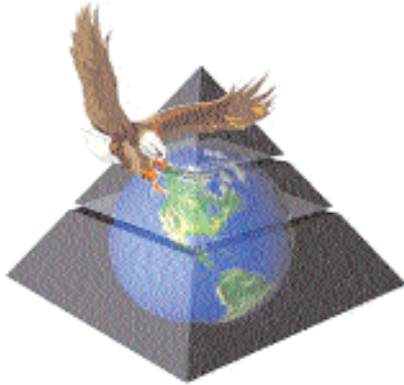
unique logistics systems for integration of unique and shared information requirements. An integrated environment for DoD's logistics data will provide the cohesion needed to enable reductions in the logistics footprint and to establish business exchange between internal and external DoD customers. The enterprise environment for logistics activities provided by IDE will be an enabler for breaking DoD's information "stovepipe" paradigm.



# Joint Total Asset Visibility

## Joint Total Asset Visibility

Joint Total Asset Visibility (JTAV) office is a program within the Defense Logistics Agency's (DLA) Defense eBusiness office. The Defense eBusiness office provides DLA and the Department of Defense (DoD) with the best electronic business and commerce services to support DLA's and DoD's strategic objectives to include: integrated data environment; document automation and production services; cataloging and product data dissemination; management of DoD logistics transactions and their corresponding business rules; total asset visibility and situational awareness for DoD/DLA items; and automatic identification technology standards.



## Coming to a Theater Near You

JTAV is the capability to provide users with timely and accurate information on the location, movement, status and identity of units, personnel, equipment and supplies. It also facilitates the capability to act upon that information to improve overall performance of DoD logistics practices. JTAV is currently deployed to the unified commands: Joint Forces Command (JFCOM), the Pacific Command (PACOM), the European Command (EUCOM), the Central Command (CENTCOM), and United States Forces Korea (USFK). Under existing system infrastructure, asset data is pushed from authoritative sources to servers located at unified commands. It can be accessed via the web and used by planners at headquarters or field operators. The goal is to

allow direct access to the authoritative data for online/real time information through the use of middleware solutions.

## Focused Logistics and Information Fusion

The DoD Joint Vision 2020 (JV2020) transforms the traditional concepts of:

- 1) Maneuver,
- 2) Strike,
- 3) Logistics, and
- 4) Protection, through technological innovation and information superiority. JTAV involves the fusing and sharing of logistical data across functional and Service boundaries. Without it, focused logistics is beyond reach. Logistics will evolve into "Focused Logistics," and faces several challenges:

• Joint Deployment/Rapid Distribution  
• Joint Health Services Support  
• Multinational Logistics  
• Agile Infrastructure  
• Joint Theater Logistics Management  
• Information Fusion - Joint Warfighting/Force Preparedness/Life-Cycle Management/Global Combat Support System (GCSS)

- Automatic Identification Technology (AIT)
- Joint Total Asset Visibility (JTAV)
- In-transit Visibility (ITN)
- Joint Decision Support Tools (JDST)

JTAV is an integral part of the Focused Logistics Joint Vision: 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, operations and tactical level of operation

JTAV also facilitates the capability to act upon Focused Logistics information, improving overall performance. Under the existing JTAV system, large amounts of asset data can be extracted and made available to servers at the unified commands. The information can be accessed via the World Wide Web, and is used by planners at the headquarters level or operators in the field.



## Gaining Access to JTAV

Users gain access to JTAV by requesting, completing, and returning an application to the JTAV Help Desk Coordinator (HDC) of their appropriate CINC Command: JFCOM, CENTCOM, EUCOM, or PACOM (which includes USFK). Once the CINC Point of Contact (POC) approves the application, the JTAV System Administrator or HDC will issue a User ID and password. Please note that system access is authorized only if your duties require it. Access to the classified system requires at least a SECRET clearance.

Each CINC has its own standards for JTAV access. Users requesting accounts on JTAV servers belonging to other CINCs must work through their local CINC HDC to obtain the appropriate approvals.

## CINC Command Location Information

JTAV JFCOM Customer Support Information:  
JFCOM Phone Number: Commercial: (757) 836-5935  
DSN: 836-5935 Fax DSN: 836-5937 Fax Comm.: (757) 836-5937

JFCOM JTAV Internet E-Mail Address:  
[4jtavb@hq.acom.mil](mailto:4jtavb@hq.acom.mil)  
JFCOM Web Site URL: <https://137.246.114.44>

JTAV CENTCOM Customer Support Information:  
CENTCOM Phone Number: Commercial: (813) 828-1850  
DSN: 968-1850 Fax DSN: 968-5828 Fax Commercial: (813) 828-3996

CENTCOM JTAV Internet E-Mail Address:  
[jtavhelp@botanybay.centcom.mil](mailto:jtavhelp@botanybay.centcom.mil)  
CENTCOM Web Site URL: <https://192.31.17.151>

JTAV USEUCOM Customer Support Information:  
USEUCOM Phone Number: Commercial: 011 49 711 680 7473  
DSN: (314) 430-7473 Fax DSN: (314) 430-8744 Fax  
Comm: (49) 0711-680-8744

USEUCOM JTAV Internet E-Mail Address:  
[jtavhelp@hq.eucom.mil](mailto:jtavhelp@hq.eucom.mil)  
USEUCOM Web Site URL: <https://137.95.190.81>

JTAV USPACOM Customer Support Information:  
USPACOM Phone Number: Commercial: (808) 477-4223  
DSN: (315) 477-4223 Fax DSN: (315) 477-0921 Fax  
Comm.: (808) 477-0921

USPACOM JTAV Internet E-Mail Address:  
[jtavhelp@hq.pacom.mil](mailto:jtavhelp@hq.pacom.mil)  
USPACOM Web Site URL: <https://199.211.150.34>

National Level Ammunition Capability (NLAC):  
NLAC Phone Number: Commercial: (703) 824-6248 or  
703) 914-8524

NLAC Internet E-Mail Address: [shull@arslimited.com](mailto:shull@arslimited.com)  
NLAC Web Site URL:

["CINC Command Location Information"](#)

## Capability Briefing/Demonstration and/or Training

JTAV provides capability briefs and/or training to many DoD organizations and Government contractors. Training can be conducted through Computer Based Training from the URL addresses of each CINC listed above. To gain access to the CINC URL address requires completing a JTAV application form as stated above. JTAV also conducts hands-on training and all costs associated with travel and per diem for the instructors are borne by the JTAV Program Office. To schedule training contact the JTAV customer support representative in your theater.

- Joint Forces Staff College, Norfolk, Virginia, 14 Mar 02.
- 18th Annual DoD Logistics Conference, Jacksonville, Florida, 11-14 Mar 02.
- Defense Supply Center Philadelphia, Philadelphia, Pennsylvania, 18-22 Mar 02. Coordinated with Ms. Betty Egan, DSCP-EL, Career Development Division, Office of Human Resources.
- Ft. Stewart, GA. Apr 02.
- Guam, Okinawa and Singapore, 1-19 Apr 02.
- Naval Supply Corps School, Athens, Georgia, 25 Apr 02.
- Defense Supply Center Columbus, Columbus Ohio, 7-10 May 02. Coordinated with Thomas LeFever, Project Manager, DSCC-BDD

### **The Future of JTAV**

The Joint Vision 2020 highlights the necessity of JTAV, and is the Defense Department's conceptual template for how America's Armed Forces will channel the vitality and innovation of our people and leverage technological opportunities to achieve new levels in joint warfighting.

The JTAV Program has transitioned from development to sustainment, effective October 2000 and is fully funded to 2005. The future capability of JTAV will focus on supporting CINC and JTF

Task Force commanders in mobility plans and contingency mobility plans. Using JTAV asset data and customized user applications, the logistics planners can shorten the logistics planning cycle while enhancing support. JTAV will help to ensure that the data used for managing and monitoring joint operations accurately reflects the pertinent logistics information, including real-time situations, status and readiness of all units, personnel, equipment and supplies associated with the joint operations being planned and executed. The JTAV capability is being expanded with additional data sources, so that applicable source data can be made immediately available to the CINCs' staffs to support their warfighting mission.

Major Fred Beata is the United States Marine Corps Representative to the Joint Total Asset Visibility Program Office (JTAV). The JTAV Program Office is located at Headquarters, Defense Logistics Agency, 8725 John J. Kingman Road, Suite 1742, Fort Belvoir, Virginia 22060. Major Beata's commercial phone number is 703.767.2175 or DSN 427. You can also visit the JTAV Program Office via the worldwideweb at: <http://www.acq.osd.mil/log/jtav>



# Weblink-International

By Tony Sutor, DLIS

The Unified Commands have emphasized that the United States very rarely acts on a unilateral basis. Today's operations are conducted as part of an international coalition. The Unified Commands have thus identified the requirement that information systems recognize the international character of military operations. To this end, the Defense Logistics Agency (DLA) has deployed an international version of a logistics information tool—WebLINK-International. This initiative supports DLA's strategic objective of support to the warfighter and customer support.

DLA has designated the Defense Logistics Information Service located in Battle Creek, Michigan, as the program manager for WebLINK-International. The system provides a single point of entry to multiple logistics information systems for visibility of the supply pipeline for international customers. Where is my stuff? What is the status of my requisitions? Whom do I call? The international logistics community has asked these questions. WebLINK-International has the answer.

## Features and Capabilities

WebLINK-International

(<https://www.link.dla.mil>) was released in fourth quarter of fiscal 2001. WebLINK-International is a scaled down version of the Logistics Information Network (LINK) that we are all aware of. While LINK has 15 data feeds, the International Version has five data feeds. The data feeds are summarized below.

- Defense Automated Addressing System Center (DAASC) Inquiry system provides information on DoD Activity Address Codes (DODAAC), Routing Identifier Codes (RIC), and Military Assistance Program Address Codes (MAPAC).

- The Defense Reutilization and Marketing Service (DRMS) system gives visibility of excess stock available from Defense Reutilization and Marketing Offices (DRMOs) located worldwide.
- The Logistics Information Processing System (LIPS) provides requisition, supply status, and shipping status information for all requisitions processed through the Defense Automatic Addressing System (DAAS).
- The Logistics Remote Users Network (LOGRUN) provides descriptive information about items of supply in the Federal Government Inventory and contractors who do business with the Department of Defense.
- The Standard Automated Material Management System (SAMMS) gives you visibility of inventories managed by and your requisitions processed by the Defense Logistics Agency Inventory Control Points.

## Who can use the International Version?

Foreign liaison, exchange officers and other security assistance representatives from countries with Foreign Military Sales (FMS) cases for equipment are eligible for using the International Version.

## Sponsorship/Security Requirements

Foreign liaison, exchange officers and other security assistance representatives with a need to know must have authorization from their U.S. Government Sponsor. Foreign embassy personnel who reside in the United States will be sponsored by their respective embassies and will route their access requests through the HQ DLA Command Security Office. System Access Requests (SARs) are required for each person requiring access. Either the U.S. Government sponsor or the national embassy must provide a letter on their official letterhead that includes the following information:

-An explanation of why the access is needed, citing related agreements, contracts or other arrangements that necessitate access to WebLINK.

-Background information of each person requesting access.

-A more detailed explanation of the security requirements can be found at

[https://www.daas.dla.mil/sar/fna\\_link.html](https://www.daas.dla.mil/sar/fna_link.html)

## How to use WebLINK-International

WebLINK-International resides on the unclassified network. There are no restrictions requiring the use of a military account. All that is needed is a 128-bit browser. Queries are processed in three steps:

1. You select a database, build your queries, and submit them to the LINK server.
2. The server signs onto the database, retrieves the data you requested, and builds response files for you.
3. To get your response, click on "Responses" unless you checked the "Receive responses via email" box on the sign-in page. The server will now provide you with all the responses that have been processed. You should receive responses within an hour. If you experience delays in receiving your request, we have a LINK help desk ([linkhelp@daas.dla.mil](mailto:linkhelp@daas.dla.mil), 937-656-3247), which can help you with your problems.

WebLINK-International has special features built in. It allows for automatic queries. Say you want requisition status for hot items every morning at 0800. WebLINK-International can run these queries and have them e-mailed to you every morning. WebLINK-International also has the ability to run batch queries and allows you to download the results in a spreadsheet.

## Customer Support

WebLINK-International conforms to DLIS's policy and practice of deploying systems with a complete range of customer support. Along with the help desk previously mentioned, extensive training is also provided; classroom, satellite, or Computer Based Training (CBT) can be arranged. WebLINK-International has extensive help files, which give information on each database, "how to use," and logistics codes.

## Future Enhancements

The WebLINK-International team is working diligently to improve the interactivity of their product. Our first priority is to replace the current "fast batch process" with interactive access to the data sources. Two additional capabilities are planned for future release, submission of Supply Assistance Requests (SARs), and submission of Supply Discrepancy Reports (SDRs). We will also work with the Military Services to identify additional data sources to make WebLINK-International your one stop shop for international logistics needs.

**For more information about WebLINK-International, contact Connie Graham, HQ DLA International Programs, [connie\\_graham@hq.dla.mil](mailto:connie_graham@hq.dla.mil), (703) 767-7509 DSN 427-7509.**



# Knowing Customers Better Than They Know Themselves

By Jim Katzaman, DLA Public Affairs

Knowing what customers want before customers know they want it has almost psychic implications. Yet, this is where the Defense Logistics Agency plans to be within the next four years as its Business Systems Modernization (BSM) takes shape.

One of BSM's goals is to improve customer service by collaborating with customers and suppliers. Managing the customer is one key facet of the BSM strategy, which also includes information technology replacement, process reengineering, best value solutions and workforce training and skills.

Christine Gallo, DLA executive director of business modernization, and Steve Bennett, Defense Supply Center Columbus deputy director, are prime movers in BSM's customer support arena. They are two of the DLA executives leading the change along with hundreds of other DLA workers at a variety of activity sites, who intend to test, modify and put in place processes to benefit both our customers and employees by fiscal year 2005.

This effort begins with the concept demonstration covering a select number of customers, suppliers and employees. Best practices learned from concept demonstration will be incorporated in subsequent releases of BSM.

The success of the customer-support part of BSM will rely heavily on collaboration between the agency and its customers, according to Bennett.

"Collaboration is a two-way street," he said. "Today we're kind of in a guessing game. Our expectations could differ from customers' expectations because there's no mutual understanding. The result can be an unhappy customer."

"With collaboration," Bennett said, "we and our customers can come together on these issues. We'll have a better understanding of who is responsible for what with both sides doing things to improve support."

Ultimately, he added, "I see us eventually becoming like Radar O'Reilly on that television show *M\*A\*S\*H*. Radar could always predict the commander's requirements before he said what he wanted. That's what I see us eventually becoming, the Radar people so close to customers that we're going to know customers' requirements before they do."

To support this two-way communication, service level agreements will be developed between DLA and its customers. The agreements provide a framework for what the customer may expect from DLA and DLA may expect from the customer in terms of planning, services, and ongoing communications. According to Gallo, these partnerships will build strong alliances.

Getting to that point will not be an overnight process, with people's willingness to change being a crucial factor, according to Gallo. The executive director of BSM noted that, "several roles and functions within DLA are going to change, and probably change significantly." With those changes, she said, workers will gain increased responsibility and have more influence in day-to-day decision-making.

"Today," Gallo said, "a lot of our systems make the decisions. Tomorrow, while the system is going to assist us and give us better information, the worker on the floor is going to have to make more decisions and to be able to bring together information to make better and more informed decisions."

Along with more responsibility will come more accountability, according to Gallo. She envisions a world in which progress will be measured against expectations. There would also be direct links between customer requirements, how DLA fills those requirements and how DLA people support the customer.

"Many folks are going to see much more involvement with the customer than they had before," Gallo said. "Today, it is sometimes difficult for people on the floor to appreciate and understand how the critical services they perform equate to customer requirements. Tomorrow, they will see a strong link between their actions and their effect upon customers."

Both Gallo and Bennett agreed that DLA workers will "win big" with BSM. "They're going to have job enrichment because they're going to be able to make decisions that they couldn't do today based on better information that will be available to them," Bennett said.

Again, he pointed to DLA workers as the key component in adopting BSM changes.

“The simple part is putting in the system,” he said. “The difficult part is implementing the processes for that new system. Change is going to occur. Managing that change is perhaps the most challenging part of this whole effort.”

“There are going to be some significant changes: how we talk to each other, our relationships with our customers, the job that the person is doing is going to be different, and the technology is somewhat different. How we manage that and how we bring people along is a very important part of the total program.”

Gallo said that when the BSM concept demonstration begins in the late summer of 2002,

test sites will start to use some of the collaboration tools with customers. That phase will run for about a year. Then DLA will start transitioning the rest of the work force into the process, adjusting the system along the way, based on lessons learned.

Within the initial small groups of employees and customers, Gallo, Bernett and other BSM managers want to make sure learning takes place along with change. “That will help us change with a greater number of people,” Bernett said.

“I’m really excited about this,” he added. “From what I’ve seen, our work force is behind us as we learn to provide better support to the customer and tailor that support to specific requirements more than ever.”

# INFORMATION



## Have You Got a Part Number and Need To Know If There Is a National Stock Number Assigned?

by Barb Marble, DLIS

Check out the new Defense Logistics Agency (DLA) web site at [https://www.webflis.dlis.dla.mil/WEBFLIS\\_HOME/default.htm](https://www.webflis.dlis.dla.mil/WEBFLIS_HOME/default.htm).

Due to increased demand from contractors trying to do business with the government, Defense Logistics Information Service (DLIS) has developed an interactive website that allows contractors to query by Part Number or CAGE Code/Part Number to determine if there is a National Stock Number (NSN) assigned. This website also allows inquiries by NSN to view any Commercial and Government Entity (CAGE) Codes/Part Numbers recorded against it. There are also hyperlinks to provide the full Item Name and Item Name Definition. The Reference Number Variation Code (RNVC) and Reference Number Category Code (RNCC) for each CAGE Code/Part Number are also provided. Contractors who don't have contracts with a government sponsor can use this website to research the Federal Logistics Information System (FLIS) by NSN, Part Number or CAGE Code/Part Number. As a result of this new website, contractors may experience improved logistics decisions prior to award of government contracts.

DLIS will be adding additional FLIS data elements in the future, including the Integrated Materiel Manager (IMM)'s Source of Supply (SOS), Unit of Issue (UI), Unit Price (UP), Quantity Unit Pack (QUP) and Controlled Inventory Item Code (CIIC). Both the current and future effective dated FLIS data will be available by 3rd Quarter Fiscal Year 2002. This additional data will allow many logisticians the ability to perform easy look-ups for verification of the SOS or Unit Price prior to submittal of a requisition.

There are also hyperlinks to the GSA Advantage, EMALL and Army Electronic Product Support (AEPS) to help reduce the logisticians time and effort in research and ordering. DLIS is constantly trying to improve the ease of obtaining essential FLIS data for both Contracting and Government logisticians making critical decisions!

**For more information, contact  
POC: Barbara Marble, DLIS-VPO,  
DSN 932-4627 or Julie Evans,  
DLIS-VPO,  
DSN 932-4698**

# DLA Enhances Customer Service with Customer Relationship Management

by Vicki Christensen, DLA Logistics Operations

Can you imagine calling to place an order with a company and as soon as the phone is answered, you are greeted by name and asked how your last order from the company satisfied your needs? Your first thought is to wonder whether you have dialed incorrectly and contacted a psychic hotline in error. You check the number and realize that you dialed correctly. Next, you place your order, which is all in stock, and payment and shipping procedures are already established and listed in detail in the system. Does it sound too good to be true? Well, it is possible in the world of Customer Relationship Management (CRM), a business solution that stores customer data and with the help of information technology (IT) provides the analysis required of the data to provide a repository of pertinent customer preferences and purchasing trends.

DLA has strived for years to provide its customers with superior customer service. The right item, at the right time, at the right place, around the clock, around the world. Although that is still the mission of the Agency to provide superior support to the warfighter, DLA has added a new dimension to Customer Support. CRM is a "customer centric" effort to provide customers with superior customer service, utilizing the information that we know about our customers. Although CRM is frequently touted as being an Information Technology solution, in reality, CRM is all about a shift in customer related business practices.

DLA has been pursuing CRM for almost two years by analyzing the manner in which we currently support the customer and looking to improve the process. DLA officially stood up its CRM office February 15 of this year to support the practices

related to establishing a CRM program within the agency as well as, service-specific teams to support the warfighters. The service teams consist of a national account manager (NAM), a customer account manager (CAM), the traditional customer support representatives (CSRs) and other supporting personnel with the purpose of providing specific support to the customers.

A joint effort between the Customer Support Directorate and DLA's Information Technology Directorate, we believe that CRM will forever change customer interface with the agency in a positive way. Logistics Management Institute (LMI) has been contracted by DLA to serve as transition partner in the establishment of the new CRM effort. This effort includes an analysis of the current capabilities within DLA to capture specific customer information and recommendations to adequately alter the business practices of the agency to most effectively support the customer across all methods of doing business with DLA (i.e., website, call centers, representatives.)

The first hands-on experience that customers will experience with CRM will most likely take place during the Business Systems Modernization Concept Demo scheduled to begin in July of 2002. This will mark the first rudimentary customer interactions. However, the CRM process will continue to evolve and eventually touch all customers by providing improved, more-intuitive customer support. So, don't be surprised when one day you call DLA and find that they know what you need before you ask for it. No crystal balls required, just a good, solid CRM program.



# MILITARY SERVICES . . . TAILORED SUPPORT



## Subsistence Prime Vendor Support of Operation Enduring Freedom

Our armed forces' response to the September 11, 2001, terrorist attacks have required accelerated support from Defense Supply Center Philadelphia's (DSCP) Subsistence Prime Vendors located in the overseas regions of Bahrain, the United Arab Emirates, both Northern and Southern Europe, and Guam, as well as enhanced support of east and west coast ship deployments by our Prime Vendors here in the States.

Since September 11th, over \$25 million worth of Prime Vendor products have been issued to troops deployed in support of Enduring Freedom. Several customer locations have been and continue to be supported. The time period in question also includes our enhanced support of special prepared food meals for the holiday season. Through it all, fill rates have remained at levels above 95%.

The Navy's forward presence in the Arabian Gulf Area has significantly increased. Under a peacetime scenario, anticipated weekly forecasts ranged from \$175,000 to \$200,000. Under Enduring Freedom, fleet requirements have surged to an average of \$1 million per week.

Continental United States (CONUS) contractors and Prime Vendor Guam have supported the accelerated fleet requirements of vessels deploying to the Gulf with high fill rates for quantities above average levels with greatly reduced lead-times. One such order in Guam required a two million dollar load-out on 48 hours notice. South West Asia's Prime Vendors are delivering food to deployed troops shore-based locations. Although Diego Garcia's normal monthly requirement surged by over 600%, deliveries provided fill rates above 95%.



The Northern and Southern European Prime Vendor's have been smoothly supporting all airlift requirements to our forces deployed in support of Operation Enduring Freedom.

Communication flow has increased significantly among DSCP representatives, the Prime Vendors, the Services Representatives, and all deployed troop locations. Each has been instrumental in using established ordering procedures, providing detailed forecast projections and satisfying local customs regulations as required. Phone calls and e-mails in the middle of the night and on weekends between vendors, contracting and logistics specialists, and customers have been the norm rather than the exception, in order to support the necessary level of customer service.

The use of modern systems has made ordering and forecasting easier. Through utilizing the Prime Vendor's commercial computer systems that are able to provide total visibility of assets on hand, DSCP takes advantage of the latest methods in inventory management, to our customers' benefit. Customers order through our Subsistence Total Ordering and Receipt Electronic System (STORES), giving the vendor an automated snapshot of their needs. With the recent introduction of electronic invoicing for the vendors, payments also are processed expeditiously, keeping cash flow to the vendors smooth so that

they can afford to keep their inventories healthy, and thus, better support the end-user, the customer.

Subsistence Prime Vendors, both within the Continental United States and in remote locations overseas, have proven their ability to combine the latest technology and good commercial business practices to successfully satisfy surge requirements driven by Operation Enduring Freedom. Response time from customer order to final delivery has been greatly accelerated worldwide, while prices

remain at the distributor's lowest prices offered to any customer. An excellent quality of product continues to be delivered, providing the best value to DLA's customers.



**For additional information,  
call POC: Maryann DiMeo,  
Contracting Officer, DSCP-HFOP  
700 Robbins Ave., Phila, Pa. 19111-5092,  
(215) 737-3726.  
Alternate POC: John Sheehan,  
DSCP-HFOP, (215) 737-9006**

# Readiness Management Application Wins Electronic-Government 2001 "Pioneer" Award

by Dena Selkow, DSCP, and Major William Warden, USA, DSCP

The Government Solutions Center selected the Defense Supply Center Philadelphia's (DSCP) medical Readiness Management Application (RMA) as a winner of the Electronic Government 2001 Pioneer Award. The Center, a collaborative effort between government and commercial information technology management leaders, promotes and recognizes innovative uses of electronic technology in government. This annual award recognizes government agencies' best practices in using electronic applications throughout the Federal government. RMA, a product of DSCP's Defense Medical Logistics Standard Support-Wholesale (DMLSS-W) program, facilitates the use of the commercial industrial base to support Department of Defense (DoD) requirements in times of crisis.

Army Major William Warden said the DSCP RMA team was formed to find answers to the old supply chain problems that were in existence for years. He cites an example from Operation Desert Storm, where medical readiness items were inventoried, boxed and shipped to DoD Warfighters throughout the Saudi Arabian peninsula. Warden is the Defense Medical Logistics Standard Support-Wholesale (DMLSS-W) program manager and is acting as the RMA Project Integrator.

"Unfortunately, when the supplies reached their destination, no one wanted them because the old medical supply chain could not keep pace with technological advances. The items thought to be needed by the military in times of war were bought and stored for years for that purpose and became outdated and were not the products demanded by the physicians and clinicians sent to practice medicine in the Gulf War," he said.

When auditors finished adding up the bill for that event, they reached some surprising conclusions. Ninety-two percent of all items used by the medical team in the Gulf were bought specifically for that occurrence and only eight percent of the supplies came from the existing depot stock that had cost the Defense Department tens of millions of dollars to procure and maintain.

"RMA is revolutionizing DoD's ability to use the nation's industrial base to support our Warfighters," Warden said. "By integrating the speed of multi-dimensional database technology with the power of on-line-analytical-processing and the connectivity features of the Internet, RMA provides the DoD medical logistics community the critical business intelligence required to maintain situational awareness. This dynamic combination of technologies gives medical readiness planners unprecedented capability in times of crisis to tap into supplies available in the commercial sector."

RMA, which collects business data from a variety of DoD and commercial sources, converts the information into business intelligence and delivers it by way of the Web to the Military Services as a key factor in their medical logistical situational awareness.

"RMA also enables planners to match wartime requirements with available assets, identify where demands exceed supplies and address the shortfalls before they negatively impact warfighting capabilities," Warden said.

DSCP Medical Directorate's new commercial-based readiness strategy, facilitated by RMA, gives DoD access to \$10 worth of materiel for every \$1 invested. This means that currently DoD's readiness contingency contracts have access to over \$100 million in medical material, and with the 10:1 benefit to cost ratio, there is a cost avoidance of up to \$90 million.

"By buying access to materiel instead of buying the materiel itself, DoD avoids acquisition, storage, maintenance and disposal costs while ensuring that sufficient, fresh, and widely used healthcare products are available to meet the Warfighters' requirements," Warden said.

"The ultimate benefit of RMA is to the men and women who defend our nation. It is helping the Defense Department to provide the members of the armed services and their families' healthcare services that are second to none."



## Defense Logistics Agency Provides Total F-16 Night Vision Support

The Defense Supply Center Philadelphia's (DSCP) General and Industrial (G&I) Directorate Lighting Branch recently awarded a long term multi-award contract for spares sustainment for the United States Air Force (USAF) F-16 aircraft Night Vision Imaging System (NVIS) program. This Defense Logistics Agency (DLA) corporate contract covers 160 National Stock Numbers spread across all three DLA Defense Supply Centers (Richmond, Columbus and Philadelphia), and enables DLA to provide continued spares to support the F-16 NVIS program through the next decade. The contract was awarded with a two-year base period (worth in excess of \$7.5 million annually) and has the flexibility to provide eight subsequent option years of support for our USAF customers.

This initiative began as a tailored logistic support package (TLSP) for lighting items provided by the DSCP G&I Lighting Branch. Lighting representatives met with the F-16 Program Manager at Hill Air Force Base early in fiscal year 2001 to brief our TLSP, which included over 118 NVIS lighting items for the F-16 aircraft. After numerous discussions and strategy sessions, we increased the scope of the contract to encompass a DLA-wide effort that provides total F-16 NVIS support on more than 1,000 F-16 aircraft being modified for night vision capability.

The DLA Acquisition Team, led by the G&I Lighting Branch, developed and validated inventory requirements, technical specifications, procurement

descriptions, and source approval documents. The Contract Support Working Group, through extensive market research, designed a comprehensive multi-year acquisition vehicle that includes electronic ordering, direct vendor delivery, surge support, emergency delivery options and a multi-source network of manufacturers and vendors that will support sustainment of F-16 NVIS spares for the next ten years. Pre-solicitation meetings with potential suppliers and customers were conducted in order to fine tune the acquisition document and tailor the support criteria. After numerous adjustments and updates, the solicitation was released and industry responded with realistic, cost-saving offers that provide material support and timely delivery on the 160 NVIS lighting items. Each successful vendor has also agreed to support surge requirements and provide emergency deliveries in case of contingency operations.

This complex multi-year contract is a result of a total DLA team effort that included dedicated acquisition, inventory and technical specialists committed to providing continuous customer support and satisfaction through industry partnerships using integrated material support methods.

**The point of contact for additional information is Robin Thomas  
(215) 737-7633, DSN 444-7633 or by email:  
rthomas@dscp.dla.mil.**

## Having data problems? Check out what Defense Logistics Information Service can do for you.

by Barb Marble, DLIS

The Defense Logistics Information Service's Information Systems and Products Branch specializes in the development and dissemination of integrated logistics information solutions and products. We are the contact point for all ad hoc Tailored Data Product Extracts of Federal Logistics Information System (FLIS) data, as well as other DLIS managed systems. These systems include the Military Engineering Data Asset Locator System (MEDALS), the Central Contractor Registry (CCR), and the Universal Directory of Commercial Items (UDCI). We also serve as the DLIS product manager for all FLIS data produced on CD-ROM for dissemination to our subscribers worldwide.

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 the 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 616-961-4480 or  
(DSN)932-4480,  
email to [extracts@dlis.dla.mil](mailto:extracts@dlis.dla.mil)  
or check us out on our web site at  
[www.dlis.dla.mil](http://www.dlis.dla.mil).**

## Free Training Available in English or German

Our Customer Service Representatives offer DLA customers in the European Theater free training on how better to use the automated systems. Classes are held at the 7th Army Training Command in Vilseck, Germany, nearly every week.

Additionally, Customer Service Representatives will come to your location and train your supply specialists or others who need one-on-one or small group training on any system.

Training is available on FEDLOG, WebCATS (web-based Customer Account Tracking System), SAMMS (Standard Automated Materiel Management System) and other systems as well. We will tailor the training to your current level of expertise and your requirements.

Since many of the employees at Supply Support Activities have English as a second language, we currently provide the training in German if you wish.

**Contact any DLA Customer Service Representative in Europe  
for more information, or call Percy Brazier at DSN 314-338-7617,  
commercial +49-611-380-7617, email: [pbrazier@europe.dla.mil](mailto:pbrazier@europe.dla.mil).**

# Hungry For Training...the Demand is Growing

by Greg Holin, Bob Stolz and Sheri Rees, DLIS

Logistics is the backbone for all services and organizations. It is critical to ensure the right material is ordered, the right quantity is on the shelf, worldwide visibility is available, material is requisitioned and subsequently tracked for status of shipments until the material is received. With current shortages of personnel, training has become a luxury that most commands cannot afford.

The answer to this problem has arrived, in the new training format called Logistics Exchange Overview, where trainers provide on-site training, and cover a myriad of logistics systems in only half a day.

Defense Logistics Agency (DLA) and Defense Logistics Information Service (DLIS) develop many web enabled, server and Windows based applications designed to provide the services with their logistics information. The training tool used to provide information on the many logistics systems is Logistics Exchange.

The Logistics Exchange web site (<http://www.supply.dla.mil/Logistics/exchange/>) was designed with the warfighter in mind. It offers users the ability to access the supply chain process "from foxhole to the desktop." This gives the Logistician many different avenues of approach to access the supply pipeline based on their needs and PC/communications capabilities. Logistics Exchange gives the user the (most frequently used) basic systems

necessary to conduct supply transactions in one easy to use access web site. The tutorials in Logistics Exchange use the "Wizard" to guide you through systems that enable you to Identify Items, Check Assets, Order Items, and Track Status.

Also included in the training is an overview of the NAVICP/SALTS Project called Logistics Toolbox (Logtool) at <http://logtool.net>. Logtool is a portal of not only DLA/DLIS websites and systems, but over 300 systems and links relevant to accessing logistics data, including service-specific.

The training approach for the Logistics Exchange Overview consists of a one hour brief, followed by three hours of real-time tours of logistics systems to check backorder and view/work current Material Outstanding File (MOF) files. Open discussion is encouraged during training as well. The course is relevant to all Supply/Logistics managers, supply clerks, civilians, contractors, and any personnel that perform technical screening, stock checks, requisitioning, or checks status of their requisitions. Additionally, the trainers then visit work stations and continue to assist personnel in solving backorders, requisition status, etc.

The training covers numerous automated tools available today, and how they all work together as a process. The emphasis is on "Using the right tool for the job based on your capabilities."

**For more assistance on Logistics Exchange Overview training,  
please go to the DLA/DLIS training web site  
<http://www.supply.dla.mil/Logistics/exchange/LogExcTrainCour.htm>.**

**For information on detailed  
Logistics Information Products and Services training,  
visit DLIS training at <http://www.dlis.dla.mil/training/default.asp>.**



# Stock Positioning

## How much Microsoft do you have? How much Cisco are you going to buy?

For people outside a distribution center, stock positioning is all about which companies you own shares of and how much those shares are worth. This can be hotly debated among friends and co-workers. The stock positioning discussed in distribution centers can cause equally intense debates, but it involves issues different from the stock market.

The stocks that the Defense Distribution Center (DDC) is concerned about are the critical items provided by DLA to support the military. Some of the stock positioning questions facing DDC and our component distribution centers include:

- Where is the stock now?
- Where will it be used most often?
- What is the most efficient way to get the stock from the manufacturer to the user?

DDC is developing the architecture to achieve a global vision. DDC's stock positioning will streamline distribution and reduce customer wait time, lessen the financial burden on the Services by reducing their retail inventory and their costs, reduce stress on the Strategic Airlift during contingency operations, and allow the savings created from streamlined distribution to be used to add more breadth of inventory and contingency stocks. The ultimate goal is to improve overall readiness.

To begin this process DDC must position the right stock at the right distribution centers. This is already underway at the two DDC Strategic Distribution Platforms (SDP), Defense Distribution Depot San Joaquin, California (DDJC) and Defense Distribution Depot Susquehanna, Pennsylvania (DDSP). DDC is also improving the positioning of stock in Europe and the Pacific by redistributing highly demanded items to the two Theater Distribution Platforms (TDP) located at the Defense Distribution Depot Europe (DDDE), Germersheim, Germany, and the Defense Distribution Depot Yokosuka, Japan (DDYJ).

Another important piece of the stock positioning puzzle is the collocated centers. Items at collocated centers that are not used locally can result in unnecessary out-of-region shipments. DDC is redistributing that stock to the best location, one of the SDPs for worldwide redistribution, or at another collocated center that is the primary user of the item.

Collocated centers will provide tailored support to collocated local customers. Ultimately, collocated centers will have a wide breadth of stock with the

appropriate depth of inventory, which is replenished from SDPs and vendors routinely.

DDC is also working with the DLA Supply Centers to have new procurement directed to the most appropriate SDP or collocated center when it is delivered from the manufacturer. This saves unnecessary transportation, handling, and time, which all add up to saving money.

DDC is studying many aspects of stock positioning and one of the first things learned is that as much as a third of our fastest moving stock is in the wrong place. That means a substantial portion of our stock is being unnecessarily shipped, wasting time and money every day.

It has been determined that 80,000 items (out of almost four million items that DDC stocks) account for 72% of demand. DDC is working to reposition these items first. Many of these fast-movers have already been moved and progress continues.

Prudent stock positioning is part of DDC's global distribution architecture. To speed implementation of the global plan, DDC is getting the stock in the right place, moving out-of-position stock, and having new material delivered to the right location at the time of purchase.

Ultimately, stock positioning will allow DDC to be more responsive to the many needs of our customers which will save time, money, and labor, and in turn will lead to improved overall readiness.

Stock positioning efforts, similar to what is happening at the DDC SDPs and TDPs, are ongoing in each distribution center to ensure the most efficient layout based on popularity and handling characteristics.



*Martha McIntyre, Chuck Palmer, Ron Marichak, Tony DeVito, and Keith Stahl, members of the DDC Stock Positioning Team, discuss current statistics.*

# More Power ? Defense Distribution Depot Hill, Utah Supports the Army's Deployable Medical Systems with Plenty Of Power!

By Polly Charbonneau, DDC, Command Affairs, and Judy Luthy, DDHU

Defense Distribution Depot Hill, Utah (DDHU) has added two super machines to its super support of the Army's Deployable Medical Systems (DEPMEDS) and other DDHU customers.

DDHU assembles, modifies, repairs, rebuilds, certifies and stores DEPMEDS modular units that can contain operating rooms, x-ray equipment, blood labs and pharmacies. DEPMEDS can range in size from a single unit general-purpose lab to a 1,000-bed hospital containing 12,000 line items. These self-contained, portable units are capable of being positioned quickly in an area of operations during war or a national emergency.

DDHU's Fantuzzi Super Stacker is used for movement of DEPMEDS containers and containers of various sizes. DDHU has a crane attachment for the Fantuzzi that is also used. A real benefit to DDHU from the Fantuzzi is that unlike some other cranes and stackers, only one person is necessary to operate it. DDHU sometimes uses a spotter for added safety or unusual work.

The Fantuzzi has a lifting/moving capacity of 99.2 thousand lbs – that's more lifting capacity than containers can hold. It can reach higher than 40 feet – that's five containers stacked one on top of another. Usually DDHU only stacks three high.

The Fantuzzi has a short turning radius, increased lifting capacity, and better field of vision. Readouts and control panels provide

more information and are easily seen. The cabin is sound proof, and there is interior and exterior lighting. The Fantuzzi also has better safety features than similar machines previously used at DDHU.

DDHU has three primary Fantuzzi operators and two alternates, all who really like these diesel-powered machines. The operators and alternates are Tom Aylor, Mark Barlow, Carl Lindsay, Wiley Worrall and Scott Fredrickson. All of these personnel have been trained and certified on the Fantuzzi but also have multiple skills that support various functions within Stock Maintenance Division.

DDHU is located at Hill Air Force Base, Utah, which is also home to the Ogden Air Logistics Center or ALC. Distribution Center employees perform key distribution operations that support the maintenance functions at the Ogden Air Logistics Center (ALC). Primary distribution support to the Ogden ALC is provided for the Minuteman and Peacekeeper missiles and the Emergency Rocket Communication System; the F-16 Fighting Falcon; the C-130 Hercules; and Air Force-wide depot level overhaul and repair for all types of landing gear, wheels, brakes and tires.

Tent repair is another function that DDHU performs. DDHU employees reprogram microcircuit chips with new instructions for use on general and special purpose computers found in DOD weapons systems.



Fantuzzi lifting...



Fantuzzi moving...



Fantuzzi stacking...

# Material Processing Centers

By Polly Charbonneau, DDC Command Affairs

The Defense Distribution Center (DDC) is leaning forward to improve service to Navy customers with innovative distribution processes. DDC recently partnered with the Navy to provide another innovation in customer service, Material Processing Centers (MPC). MPCs provide specialized material handling services for local delivery to Navy ships. In current form, the MPC is specially designed to meet Navy customer requirements for specialized material delivery.

MPC will be implemented at DDC distribution centers in Norfolk, VA (DDNV); San Diego, CA (DDDC); Puget Sound, WA (DDPW); Pearl Harbor, HI (DDPH); Yokosuka, Japan (DDYJ); and Jacksonville, FL (DDJF) all of the distribution centers that have numerous Navy customers.

In 2001, MPCs were implemented at DDNV, DDDC, DDPW, and DDPH with great success and highly positive customer response. Eighteen ships have been added to the system at DDNV, eight at DDDC, and four at DDPW and the system is improving every day. DDYJ and DDJF implemented their MPC early in 2002.

“Customers are enthusiastic about MPC,” said CAPT James Hagarty, SC, USN, Commander, DDNV. “Our working relationship with the Navy Norfolk’s

Fleet Industrial Supply Center (FISC) has been extremely positive and is yielding great results. DDNV is continuing to refine our processes and always looking

for opportunities to improve customer support.”

“The Navy is in the process of moving work from ships to shore to facilitate downsizing of ship’s crews. That initiative, for Supply, is part of the Navy Supply Command’s future vision for the Afloat Supply

Department of the Future or ASDOF,” Hagarty said. “Eventually more than 50 surface ships will benefit from MPC.” Aircraft carriers and submarines already have special handling of their supplies in Norfolk, similar to the MPC, but not handled by DDNV, Hagarty said.

DDNV’s customers “are enthusiastic about the MPC concept and the potential to improve logistic support to the afloat customer base, while facilitating crew reductions and associated freeing up of resources that can be re-directed to operations and readiness accounts,” Hagarty said.

In the traditional Navy supply system, material was delivered to the ship, then taken aboard to be de-bulked, broken down, and sorted for storage or issue to work centers on the ship. The MPC will perform much of this effort before material is moved to the ship, saving ships’ crews additional time and effort by not having to perform these functions on the ships.

The Department of Defense (DoD) has been downsizing military personnel and the Navy has



DDDC MPC space for USS JARRETT, one of the San Diego-based ships participating in the program.



MPC computer and containers.



been affected like all the services. The Navy has the ability to operate the more modernized ships with fewer Sailors, but traditional supply delivery was labor intensive. Having a distribution center do this type of work before it gets to the ship means the ship can use its Sailors for other jobs or reduce the number of Sailors required aboard ships.

"The response to MPC has been tremendous. Supply Officers are lauding the efforts of our MPC personnel," said CAPT Kathleen Dussault, SC, USN, Commander, DDDC. "Having material sorted according to the desires of the respective ships has had a significant impact on crew workload."

According to the Supply Officer, USS Lake Champlain, LT Mark Escoe, USN, receiving material already sorted according to predetermined sort criteria has enabled him to channel the work of his team in other directions. LT Escoe said that MPC "has saved us countless work-hours by sorting our material before it arrives at the pier and has provided excellent customer service when we have interfaced directly with the MPC team."

"Ship Supply Officers are very enthusiastic about providing input to establishing and improving MPC," CAPT Dussault said. "They appreciate the opportunity to determine how their material is sorted and delivered."

"One of the most appealing aspects of MPC is the fact that we routinely solicit ship input from the ship and allow the ship to determine sort and delivery requirements," said CAPT Dussault. "This allows the Supply Officer more autonomy and flexibility to determine workload requirements and to allocate resources accordingly."

"We have received very positive feedback from our customers," said CDR Nicholas Mato, SC, USN, Commander, DDPW. "They feel it saves them many hours of work." An example is a comment from a

Puget Sound-area Chief Petty Officer who said, "Before MPC a relatively large onload would have the crew working into the evening; however, the most recent event allowed the ship's company to complete its onload by 1600."

Fleet and Industrial Supply Center, Pearl Harbor (FISCPH) and DDPH officially sealed their partnership and opened the Pearl Harbor MPC with a ribbon cutting ceremony on November 29, 2001.

DDPH is working with the FISCPH Logistics Support Representatives (LSRs) to refine MPC operations as needed to ensure both homeported and transient ships receive the optimum levels of support.

The MPC deliveries will be tailored to meet the customer's requirements. DDC will be

improving materiel receipt for the customer. MPC will substantially improve Navy logistics response time and improve pipeline asset visibility by giving the ship the ability to determine the status of shipments.

DDC's Distribution Standard System (DSS) and the Navy's Logistics' Customer Asset Visibility (LCAV) system will be used to process materiel. DDC continues to improve DSS operational technologies and systems automation already in place to facilitate innovative initiatives like the MPC.

For incoming and outgoing material, there will be improved cross-docking functions to consolidate incoming shipments, enhanced sorting, manifest delivery and material delivery to customers. Material received will be readily traceable throughout the process from receipt to ultimate delivery aboard ship.

DDC is committed to providing the Navy and all our customers with customized support for materiel delivery to enhance our level of service and improve warfighting readiness.



*CAPT Dussault, DDDC Commander (left) and Mrs. Phyllis C. Campbell, DDC Deputy Commander, (right) discussing MPC implementation at DDDC.*

## Defense Supply Center Columbus' Mighty Land Group Supports General Coburn's War on Backorders

The Land Application Group at the Defense Supply Center Columbus (DSCC) has undertaken a massive effort to reduce backorders. Since February 2001, the associates in "Land" have reduced backorders by 35%. As of the end of May 2001, backorder lines greater than 150 days have reached an historic low. Over the past year, the overall administrative lead-time (from initiating purchase of an item until the award of a contract) was reduced by 35%.

The industrious members of the Mighty Land Group attribute these results largely to TEAMWORK and thorough attention to the details of their day-to-day workload. New electronic "tools" such as Electronic Reporting Data System, the Special Emphasis Sheet and the Backorder Position Report assist them in keeping on track.

Communication between managers and team members contributes to the effort. Goals and objectives are defined; Core Team metrics are established and communicated to all associates. A Land Back Order Task Force database includes several tools such as checklists and reports designed to assist personnel in keeping track of the activity on their items of supply. Monthly briefings track the progress. The weekly Critical Item Lists from Bosnia, Kosovo and Kuwait are especially serious business to the Mighty Land Team. These reports now routinely reflect readiness and supply availability between 98-99% for ground vehicles. The overall result of Land's commitment to customer service is enhanced support to our customers' readiness.



## Terrorist Activities Generate Increased Interest in Night Vision Equipment

The Defense Supply Center Columbus (DSCC) has been busy filling orders for the newest technology in night vision equipment. As a result of the terrorist attack of September 11th, personnel at DSCC have received numerous requests for information. Requests have been received from the Air

Force, Navy, Marines, Army, Federal Aviation Administration, the State Department and other federal agencies. You can order through your supply office via the DLA/DSCC Blanket Purchase Agreement (BPA) with Night Vision Equipment Company (NVEC).

### Priority Delivery Schedule:

- Priority 01-04: 7 Days from Stock
- Priority 01-04: 90 Days when out of Stock
- Priority 05-15: 30 Days from Stock
- Priority 05-15: 90 Days when out of Stock

The delivery for these orders has been averaging less than 30 days. Many items are available for immediate delivery. Shipping charges are included in the unit price. Delivery limits include the fifty states, APO and FPO addresses. NVEC products on BPA with DSCC:

NSN	PART NUMBER, DESCRIPTION
5855-01-477-3241	M703E, Evader's Night Vision Imaging System (ENVIS)
5855-01-461-8169	SFK-7d, Night Vision Goggle Kit (4 components/kit)
5855-01-420-0812	ACP-2, Air Commander's Pointer, 50mW
5855-01-420-0814	ACP-2A, Air Commander's Pointer, 100mW
5855-01-485-4221	ACP-2B, Air Commander's Pointer, 200mW Laser Power
5855-01-420-0849	GCP-1A, Infrared Pointer, Ground FAC, 50mW
5855-01-420-0851	GCP-1B, Infrared Pointer, Ground FAC, 100mW
5855-01-485-4327	GCP-1C, Ground Commander's Pointer, 200mW Laser Power
5855-01-420-0817	GCP-2 (V1), Aimer, 50mW, Picatinny Mount
5855-01-448-8155	GCP-2 (V2), Aimer, 50mW, V-Block Mount
5855-01-420-0821	GCP-2A (V1), Aimer, 100mW, Picatinny Mount
5855-01-448-8159	GCP-2A (V2), Aimer, 100mW, V-Block Mount
5855-01-485-4223	GCP-2B, CCT Aimer, 200mW Laser Pwr, w/Throw Lever & V-block Mounts
5855-01-465-2161	GCP-2C, AH-1W Cobra Aimer, 100mW
5855-01-468-4136	M001IR, VITAL-1, IR Weapon Aimer, 0.7mW, Weaver Mount
5855-01-468-4169	M002IR, VITAL-2, IR Weapon Aimer, 0.7mW, Weaver Mount
5855-01-468-4188	M100IR, VITAL-100, IR Weapon Aimer, 100mW, Weaver Mount
5855-01-468-3689	NVEC #16, Weaver Base for VITAL, M16 Barrel Attachment
5855-01-490-7093	AIM-2000, Dual-Beam Laser Aimer, Select IR or Visible Red
1240-01-490-7308	MARS-V, Multipurpose Red Laser & Optical Weapon Aiming Sight
1240-01-490-7313	MARS-I, Multipurpose Infrared Laser & Optical Weapon Aiming Sight
5855-01-452-6715	135XLR, MANTIS, 50mW, GEN III+



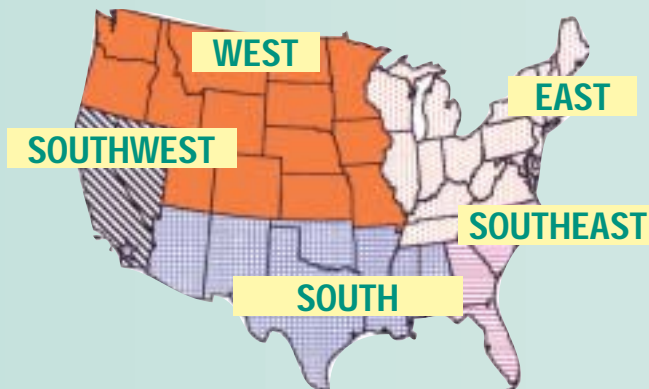
5855-01-452-6878	135XXLR, MANTIS, 100mW, GEN III+
5855-01-452-6846	140XLR, MANTIS, 50mW, OMNI-4
5855-01-452-6839	140XXLR, MANTIS, 100mW, OMNI-4
5855-01-460-9954	150XLR, MANTIS, 50mW, OMNI-5
5855-01-460-9934	150XXLR, MANTIS, 100mW, OMNI-5
1240-01-490-9776	BL-10, Multi-Purpose Dry Zeroing Device for Night & Day Weapon Sights
5855-01-465-2168	M644, Night Weapon Sight, 4-power, Weaver mount
5855-01-465-2170	M646, Night Weapon Sight, 6-power, Weaver mount
5855-01-460-9602	Model 750, AN/PVS-4, GEN III
5855-01-460-9153	LG201, LaserGrips, Military-45
5855-01-460-9157	LG202, LaserGrips, Beretta
5855-01-466-5212	LG203, LaserGrips, Ruger MKII
5855-01-466-5218	LG226, LaserGrips, Sig Sauer P226
5855-01-466-5224	LG229, LaserGrips, Sig Sauer P228 & P229
5855-01-485-4098	LG-302, Wrap-Around Laser Grip, Beretta 92 & 96 9mm Pistols
5855-01-460-9161	Model 450, Night Surveillance System, GEN III
5855-01-438-4588	IR-14, Phoenix Jr. Beacon
5855-01-396-8734	IR-15, Infrared Encodable Beacon
5855-01-396-8732	IR-15V, Phoenix Visible Trainer
5855-01-451-9877	IR-25, Phoenix 2.5 Beacon
5855-01-452-0079	CERE-25, Phoenix 2.5 Encoder
5855-01-460-9151	IR-20, TacAIR Beacon
5855-01-461-2741	ML-3, 3-Power Afocal Magnifier Lens
5855-01-391-7026	550-1503-01, 5-power Afocal Magnifier Lens
5855-01-490-7333	irc-6X1, Thermal ID Marker, Medium & Long Wave, Individual
5855-01-490-7348	IRB-24x2.5, Thermal ID Marker, Medium & Long Wave, Vehicular
5855-01-490-6653	IRP-18, Thermal ID Boundary Marker, Medium & Long Wave, Pyramid
5855-01-490-9736	IRLZ-72x5, Thermal ID Boundary Marker, Med & Long Wave, Landing Zone
5855-01-490-6643	IRB-4, Thermal ID Beacon, Medium & Long Wave, Flashing
5855-01-490-6637	IRB-5, Thermal ID Beacon, Short, Medium & Long Wave, Flashing
5855-01-490-9745	IRRB-4KMA, Thermal ID Beacon, Medium & Long Wave, Rotating
5855-01-488-6571	PalmIR-225, PalmIR Thermal Camera, Hand-held w/37mm f/1 lens
5855-01-490-6600	PalmIR-225, PalmIR Thermal Camera, Hand-held w/75mm f/1 lens
5855-01-490-6798	NVEC-500R, Short-Range Thermal Imager, w/Mag. Mobile Mt.
5855-01-490-6828	NVEC-1000R, Medium-Range Thermal Imager, w/Mag. Mobile Mt.
5855-01-490-6896	NVEC-1700R, Long-Range Thermal Imager, w/Mag. Mobile Mt.
5855-01-490-6865	NVEC-1001D, Short-Range Thermal Imager, DIGITAL, w/Mag. Mobile Mt.
5855-01-490-7044	NVEC-2001D, Medium-Range Thermal Imager, DIGITAL, w/Mag. Mobile Mt.
5855-01-490-7058	NVEC-2901D, Long-Range Thermal Imager, DIGITAL, w/Mag. Mobile Mt.

**For additional information, please contact DSCC at 1-800-643-8825  
or DSN 850-1858. Further information can be found at the  
Night Vision Equipment Company's web site: [www.nvec-night-vision.com](http://www.nvec-night-vision.com).**

# Fleet Automotive Support Initiative

On May 17, 2000, Defense Supply Center, Columbus (DSCC) awarded three of the five regional FASI contracts to Strategic Procurement Services (SPS). After the final two regions are awarded, Fleet Automotive Support Initiative (FASI) will cover the entire continental United States (CONUS) for a contract period of ten years.

The primary goal of FASI is to improve customer support at the user level. DSCC provides logistics tailored specifically for each customer in support of their land-based vehicle fleets. FASI improves logistics response time and increases mission readiness at a total cost comparable to or below traditional methods of support. In addition, FASI support contains surge capability. After implementation at specified regional sites, FASI rolls out to all DoD activities within each of the regions.



At the initial sites, FASI is deployed in the Southeast Region at Camp LeJeune, NC and Ft Stewart, GA; in the South Region at Ft Hood, TX; and in the Southwest Region at Camp Pendleton and Ft Irwin, CA. As of May 2001, FASI rolled out to Marine Corps Logistics Bases Albany and Barstow; Anniston Army Depot; Forts Benning, Bliss, Bragg, Gordon, Jackson, Polk, Sill, and Camp Shelby.

DSCC and SPS review progress on a semi-annual basis, clarify issues and identify the next FASI rollout sites within the regions. Phase II will take the initiative to National Guard and Reserve units while pursuing award of the East and West Regions.

Currently, customers use standard MIL-STRIP/MILSTRAP systems for access and payment. All transactions are processed by existing electronic systems; however, the contractor will be required to support other ordering processes such as credit card. SPS will either carry the inventory or procure the required item and arrange for on-demand delivery.

Delivery time for IPG1 requisitions is 2 calendar days; IPG2 is 5 calendar days; IPG3 is 10 calendar days. Priority code and place of delivery is required on each delivery order. Vendor's performance is measured by adherence to delivery schedule, quality and the degree of customer satisfaction. The essence of the FASI contract is to provide a basic contractual framework within which a customer can directly interface and obtain supply chain management support. It is not intended merely to purchase individual spare parts, but to provide total end item support for equipment and systems identified by the customer. The service includes spare parts, technical advice, warranties, surge support and other internal logistics support requested by customers.

## ADVANTAGES OF FASI:

- Specific items identified by the Customer
- MILSTRIP/MILSTRAP processing of requisitions and payment
- Reduction of inventory by DLA and Customer
- Flexibility to order non-priced National Stock Numbers
- Regional strategic transportation and source networks
- Regionally dedicated FASI customer service representatives (FSCR) Technical support

**Points of contact for the FASI program:  
LTC Timothy Dixon, USA, DSN 850-2052  
or Mr. Mark Stanley, DSN 850-1406.**







# ITEMS OF INTEREST

# DoD Exclusive Screening of Excess Property Reimplemented

By Jim Katzaman, DLA Public Affairs

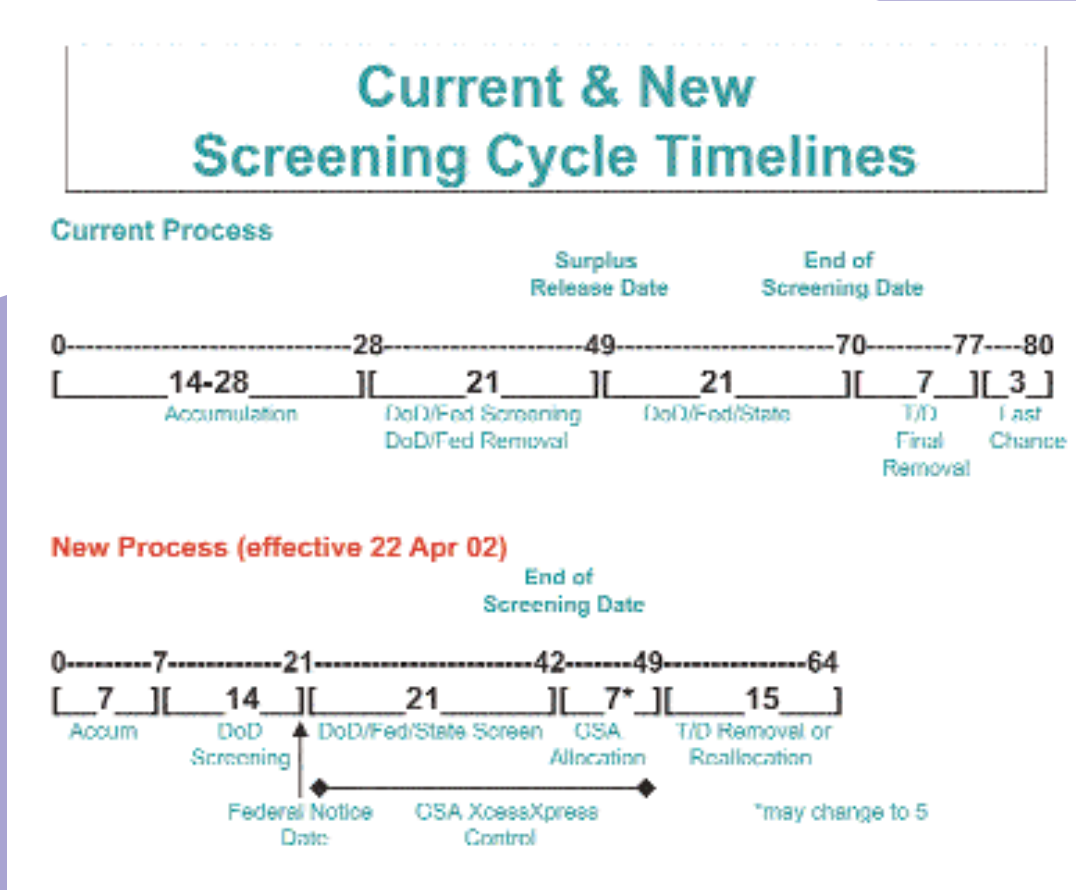
Department of Defense property managers will once more get exclusive first looks at excess military items. DoD internal screening of excess property will be reimplemented in conjunction with General Services Administration's XcessXpress compressed screening initiative that begins April 22.

For up to 21 days in the disposition cycle, the DoD property managers can lay first claim to goods still in Defense Reutilization and Marketing Service possession. After that, they will compete with other federal and state agencies for property turned over to the General Services Administration for disposition.

to see what goods are available and request them for their own use. This concurrent screening will change as Defense Logistics Agency and DRMS work with GSA to begin DOD internal screening along with GSA XcessXpress.

The good news for DoD property managers is that, with these changes, the managers will once more have an exclusive window of opportunity where they can claim items first-come, first-served, according to a representative of DLA's Disposition Management Office.

However, the representative said, DoD's exclusive screening ends after a 21 day cycle (seven days for



Typically, as DoD organizations turn in excess property, Defense Reutilization and Marketing Offices add the items to an inventory of excess DoD property. Under the current screening time frames, property managers from DoD and other federal agencies screen the property, often via the Internet,

accumulation and fourteen days for formal screening). GSA then takes control of items. During XcessXpress federal property will generally be transferred on a first-come first-served basis. Donation of property will be allocated based on need and other factors.

Along with DoD, the 12 special screening programs identified in the Defense Materiel Disposition Manual (i.e., Civil Air Patrol, law-enforcement agencies, academic institutions, National Guard units and the DoD Humanitarian Assistance Program) will also join in the exclusive internal screening period. All DoD and special program representatives will be able to inspect excess property in person or on line as the items are accumulated for seven days and during the fourteen days they are held for formal DoD screening.

Unclaimed property will then be transferred to GSA under their new initiative called XcessXpress. Although the property will be under GSA control, DoD activities can still screen and requisition property by accessing the GSA FEDS electronic system to screen and freeze DoD and federal agency excess property. This means DoD property managers could also claim items declared excess by other federal agencies.

The representative said GSA will honor DoD Priority 1-3 emergency requisitions and not-mission-capable-supply requests submitted to DRMS during XcessXpress screening. They can be processed by DRMS without prior GSA approval. Benefits for DoD with the new internal screening and GSA XcessXpress initiative process include:

- Exclusive screening and requisitioning period during seven days of property accumulation and 14 days of formal screening;

- The opportunity to recoup excess DoD property without competing with all federal agencies for DoD-procured equipment and property;
- More efficient management of property;
- Speedier removal of property received-in-place at the generator's site; and
- Screening in GSA's FEDS will allow DoD activities to screen and freeze federal-generated excess property.

DoD activities may immediately request a "freeze access" account in GSA FEDS. The DoD activity's accountable property officer should send an email to [fedsaccess@gsa.gov](mailto:fedsaccess@gsa.gov) stating the request for access and provide individuals' name(s), address, phone number, email address and DoD activity address code.

For more information about DoD exclusive screening of excess property, visit the DLA web site at [www.dla.mil](http://www.dla.mil) or the DRMS web site at [www.drms.dla.mil](http://www.drms.dla.mil). For more information regarding FEDS and XcessXpress, visit the GSA web site at [www.gsa.gov](http://www.gsa.gov), or call (703) 305-7240.

"Screen Only" generic access codes have been established for DoD activities and are available for each military service through the services' property disposal representative on the Defense Disposal Policy Working Group.



# The Law Enforcement Support Office

## DLA's Quiet Professionals Supporting America's Law Enforcement Community Since 1995

Since 1995, the Defense Logistics Agency Law Enforcement Support Office (LESO) has provided critical support to America's Law Enforcement Community through the administration of a little



known congressionally legislated program known as the 1033 Program. Outlined in Title 10 U.S. Code, Section 2576a, the legislation authorizes the Secretary of Defense to transfer excess DoD personal property deemed suitable for use by law enforcement activities free of charge. The only cost paid by the recipient law enforcement activity is the cost of transportation from the Defense Reutilization and Marketing Office (DRMO) where the property is located to their location. In 1995, the Secretary of Defense transferred the management and administration responsibility of the 1033 Program to DLA.

Since the DLA LESO has administered the 1033 Program for DoD, over \$5 billion worth of much needed excess DoD personal property has been transferred to federal and state law enforcement agencies for use in the execution of law enforcement missions, while simultaneously providing the military services one of several outlets for disposal of excess property.

The 1033 Program (formerly known as the 1208 Program prior to 1996) provides support to over 17,000 law



enforcement agencies across the 50 United States and 4 U.S. Territories. With many federal and state law enforcement agencies experiencing dwindling budgets, the 1033 Program offers them an avenue to increase the quality and quantity of equipment they need to carry out their law enforcement duties. The most sought-after items among program participants are flyable aircraft, weapons, Kevlar helmets and individual equipment, night-vision devices, vehicles and armored personnel carriers (referred to as peacekeepers).

Following the events of September 11th, with increased emphasis on Homeland Security and Defense, the 1033 Program has become an even

more important program to the law enforcement community we serve. Immediately following the attacks on the World Trade Center in New York City, over \$1 million



worth of 1033 Program equipment was sent to assist in law enforcement and relief efforts. The property came from existing law enforcement activity inventory obtained through the 1033 Program from states as far away as South Carolina, as well as item requests approved by the DLA LESO. Support items provided included individual equipment items such as chemical masks, clothing, work gloves, rain gear, boots and computer equipment.

In addition to the 1033 Program, the DLA LESO also serves as the liaison for the Director, DLA, for Section 1122 of the National Defense Authorization Act of 1994. This program authorizes state and local governments to purchase law enforcement equipment suitable for counter-drug activities through the federal government. Each state appoints



a state point of contact (SPOC) for this program. LESO provides the SPOCs with the opportunity to purchase items from any of the four inventory control points managed by DLA. This program allows State and local governments to maximize their budget dollars in purchasing items required for the completion of their missions. Since the program's inception, law enforcement customers have purchased approximately \$1million dollars worth of equipment.

**For more information about this program, contact CPT(P) Tamatha Patterson, LESO Office, at DSN 427-6396.**

# Multi-Million Dollar Contract To Improve Soldier Support: Reverse Osmosis Water Purification Unit

by Mike Ward, DSCC Public Affairs



Clean and potable water, essential for life and today's warfighter, may have just become easier to get for the warfighters in the field. The Defense Supply Center Columbus recently signed a 10-year total support contract with WATEC, Inc. of Sparta, Tenn., that will improve the way parts and services are provided for water purification. The contract provides repair parts, and services for training, troubleshooting, maintenance and repair for the 3,000-gallon-per-hour and the 600 GPH systems. The contract includes more than 3,100 National Stock Number (NSN) items and 1,900 non-NSN items and ancillary services.

Currently, there are about 1,400 Reverse Osmosis Water Purification Units (ROWPUs) worldwide that require logistical and training support. The majority of the equipment is located in the continental United States, Germany, Norway, Okinawa and Korea. Current customers include the Army, Marines, Navy and Air Force. The initiative may be expanded to include the Federal Emergency Management Agency, Department of Energy and other state and federal agencies.

This initiative has improved the method of support integration between the parts providers and the engineering support activity (TACOM) through an interface between the technical manual, the specific part number, configuration management and the support for all items. This will improve supply availability and operational readiness.

This initiative is the first total Contractor Logistics Support initiative awarded by DSCC and one of the few in the entire Department of Defense. The 10-year contract has a customer "Hot Line" incorporated where customers can call for requisition status, technical support or maintenance questions. Further, if the ROWPU equipment is not operational, a military unit can submit a task order to the contractor to come to their location to troubleshoot or repair the equipment at a fixed price or a unit may issue a task order for ROWPU training.

Additionally, the entire contract will incorporate electronic ordering for all NSN items and Non-NSN items (part numbered items). The contract features three, five and 12-day delivery options.

ROWPU owning units must use Project Code "NV2" for ordering by MILSTRIP.

**For information, call the ROWPU  
Help Center: 1-866-4WATEC  
(1-866-492-8321)**

# Environmental Reporting Logistics System – DLA's Hands-Off Automated System for Tracking Hazardous Materials While Helping Improve Pollution Prevention Efforts

By Robert J. Barrows, DLIS

Two Presidential Executive Orders (EO), 13101 and 13148, placed new requirements on DLA that mandated significant reductions in the purchase, use and disposal of hazardous material, and required major improvements in pollution prevention efforts.

Environmental Reporting Logistics System (ERLS) is the Defense Logistics Agency's (DLA) Automated Information System (AIS) designed to satisfy the reporting requirements of the two EOs. In a hands-off environment, ERLS captures hazardous material information from existing DLA systems, and translates hazardous items of supply, identified by National or Local Stock Number (NSN or LSN), into the more specific EPA description of each item's chemical ingredients. It then centrally manages the data to provide HQ DLA and its field activities with the information necessary to comply with EO requirements.

Through the improved interface with existing DLA supply systems, and the centralization of important hazardous material information, ERLS allows a greater in-depth business analysis of DLA's use of this inventory. Prior to ERLS, this was not possible through DLA's diverse AISs. However, using the expanded definition and the new inventory analysis capabilities, ERLS allows DLA Depots, Inventory Control Points (ICPs) and DRMO managers to quickly and accurately assess the acquisition, storage, transportation, and use of hazardous material in determining compliance with the EOs.

On February 8, 2002, ERLS deployed a major update (Release 3.1) to its current functions that included one new important capability. They addressed improved TIER II reporting, accounting

of local recurring inventory (i.e., recording local credit card purchases), stronger security measures combined with new audit features, and frequent updates to Material Safety Data Sheets (MSDS). These new or updated functions strengthen ERLS security, provide users with improved control over hazardous material inventories, and provide management with the capability to audit use of ERLS functions.

ERLS is currently deployed at approximately 79 DLA activities. External users include DLA Centers, Distribution Depots, and Defense Reutilization Marketing Offices (DRMO).

A DRMO user at a major Army site had the following to say about ERLS and its value: "I want to express to you a few thoughts about the program. I've had the privilege of being a part of the ERLS user group for a couple of years, and I eagerly look forward to full deployment. ERLS will save many hours of research at the DRMO level with its HMIS/DAISY interface. Each time we turn in our Emergency Planning and Community Right to Know Act (EPCRA) data to the host, we must inventory our HM (500-800 lines) to get the necessary data; at one point this took our entire branch of 12 people 3 days. The host then spent several months inputting our raw data to create a report that was long outdated. With ERLS I can build and print the report in a matter of minutes, and turn it in on a floppy disk (or by File Transfer Protocol)."

For additional information about DLIS, contact the Public Affairs Office at (616) 961-7019. Information about DLIS and its products and services can also be found by visiting [www.dla.mil/dlis](http://www.dla.mil/dlis) on the Internet.

**For more information on ERLS,  
please contact Robert J. Barrows,  
DLIS-SA, [bbarrows@dlis.dla.mil](mailto:bbarrows@dlis.dla.mil),  
DSN 932-4608**



## Defense Supply Center Philadelphia Awards Maintenance, Repair and Operations "Services" Prime Vendor Contracts

In response to requests from customers involved in facility maintenance and repair operations, on September 4, 2001, the Defense Supply Center Philadelphia (DSCP) General and Industrial Directorate awarded four indefinite delivery, indefinite quantity Prime Vendor (PV) contracts for Maintenance, Repair and Operations (MRO) Services whereby customers can acquire services, as well as supplies, for maintenance of Government facilities, bases and installations.

Due to increasing personnel and financial resource constraints, there has been a growing trend towards outsourcing facility maintenance functions, motivating managers to search for alternative, cost efficient methods of maintaining their facilities. Market research indicates services consume roughly 50–75 percent of an activity's facility maintenance budget. Our MRO Service PV Program will significantly reduce your administrative and procurement lead times by eliminating the need to establish a contract each time a service is required. Using this program, task orders for individual projects can be estimated, scoped, negotiated, and issued in a relatively short period of time. And, customers are afforded flexibility by allowing services to be procured without locking into long-term contractual arrangements.

Facilities maintenance includes a variety of activities including emergency response, service work, preventive maintenance, minor work, alterations, renovations, and major repairs to buildings and associated equipments. The areas covered include, but are not limited to:

Building Repairs  
Painting  
Heating  
Locksmith Services  
Electrical  
Lawn Care

Roofing  
Plumbing  
Fire Alarms  
Elevator Maintenance  
Facility Operations

Paving  
Pipefitting  
Air Conditioning  
Glasswork  
Demolition

Our first four MRO service contracts were awarded to Universe Technologies, Inc.; DynCorp Technical Services, LLC; Day & Zimmerman Services; and the Elliott Lewis Corporation. The Defense Logistics Agency (DLA), Army, Air Force, Navy, and Marine Corps bases plus all other Department of Defense (DoD) and Federal agencies in the Northeast Region of the United States (including the District of Columbia, Maryland, Virginia, West Virginia, Connecticut, Delaware, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, and Vermont) can utilize the contracts. Subsequent contracts will include additional regions within the United States.

**For more information on this exciting new program, contact our Regional Manager, Douglas Steinmetz, at (215) 737-7940, DSN 444-7940 or by Email: [dsteinmetz@dscp.dla.mil](mailto:dsteinmetz@dscp.dla.mil).**

## Amron International Diving Supply Receives the Defense Logistics Agency Vendor Excellence Award for Woman-Owned Small Business

On January 9, 2002, VADM Keith W. Lippert, USN, Director of the Defense Logistics Agency (DLA), presented the DLA Vendor Excellence Award for a Woman-Owned Small Business to Amron International. The award ceremony was held in Springfield, Virginia, and attendance included Norma Ockwig, Amron President; John Ennis, Amron Vice President; George Allen, Deputy Commander of the Defense Supply Center Philadelphia (DSCP); Yvette Burke, Deputy Director of the DSCP General and Industrial Directorate (G&I); and Ralph Lund, Contracting Officer for G&I.

Amron International is a prime vendor (PV) with the Marine Lifesaving and Diving Program. Since the terrorist attacks on September 11, 2001, Amron has been asked to support many military commands deployed and continually deploying in support of Operation Enduring Freedom. Much of the support that Amron is providing has been with "expedite" orders, which are shipped directly to the parent Command on both the East and West Coasts as well as to the theatre of operations.

Not surprisingly, Amron was well prepared to support the units deploying overseas and has been heavily involved providing diverse equipment required by Naval Special Warfare and like units. Amron would not have been as prepared had DSCP not developed the working relationship with our military customers, the vast network of vendors and manufacturers who initially produce the equipment, and the many freight carriers used to ship the equipment both within and outside of the continental United States.

As a result of this working relationship, Amron has worked for the past year developing equipment lists that are common to all units. These common equipment lists allow Amron to forecast usage with vendors, thereby insuring that ample products are available for such situations. As a result of this, Amron is able to consistently ship "expedited" orders, in many cases within 24 to 96 hours of receipt. Orders range from single line, single parcel items to dozens of line items and multiple pallet shipments.

As an example, one Saturday morning last November, Amron received an urgent call on the Amron military cell phone. The request came from a West Coast unit for an East Coast unit supporting an already forward-deployed platoon. The request came to Amron as a casualty report, the most urgent of all priorities. Fortunately for the Command, Amron had most of the requested equipment in stock and the remaining items were sourced that morning into the local economy. Once the equipment was confirmed and on hand, the order was delivered via airfreight, that same afternoon.

**For more information on the Marine Lifesaving and Diving PV Program, contact Ralph Lund at (215) 737-4154, DSN 444-4154 or by email: [rlund@dscp.dla.mil](mailto:rlund@dscp.dla.mil).**

## Corporate Contracts What is it? What can it do for ME?!!

Corporate contracts at the Defense Supply Center, Columbus (DSCC, S9C & S9E) are innovative acquisition methods intended to provide increased, and more responsive, support to our customers. A corporate contract is a contract with a company for multiple items, which may be managed by more than one Defense Logistics Agency (DLA) inventory control point (ICP), and/or some of the military service agencies. Generally, the Inventory Control Point (ICP) having the bulk of the products on the contract is responsible for administration of that contract. By making one large contract with a company, we ensure the greatest savings and best delivery based on quantity and frequency of orders. Some of these contracts deliver direct to the customer and some deliver to stock points—some contracts are a combination of both.

Just what are the benefits? To name just a few—reliability of parts availability, improved delivery, improved pricing, product choice, improved service, simplified purchasing procedures, and nationally recognized support.

Many of these contracting vehicles allow you to purchase by either purchase card or Milstrip requisition. Most of the contracts do not require any special action on your part to obtain the significant savings—merely place your order in the usual manner. However, some of the contracts (e.g., NAPA) require the customer to take action to ensure they receive the savings made available through the contract.

The following is a listing of a few of the contracts available that allow IMPAC (purchase card) usage:

**Aeroquip Corp.** – SP0700-99-D-9715, covering 85 DSCC National Stock Numbers (NSNs)

**AM General** – covers 602 NSNs of which 462 are managed by DSCC with the remaining 140 NSNs being managed by the Defense Supply Center Philadelphia (DSCP)

**Cargotec, Inc.** – covers 453 NSNs designed to the Heavy Expanded Mobility Tactical Truck (HEMTT) Patriot Missile crane (it is anticipated that additional items will be added to the contract in the near future)

F P Diesel (SP0700-99-D-9730) covers 92 NSN replacement parts for use on medium and

slow speed diesel engines mainly in support of maritime and land items

**Hatch & Kirk** – SP0700-99-D-9732 – covers a total of 53 NSN replacement parts for use on medium and slow speed diesel engines mainly in support of maritime

**Milwaukee Valve Co.** – SP0700-99-D-9712 – covers 591 DSCC and DSCP managed NSNs and is primarily for stock replenishment, but will cover Direct Vendor Delivery (DVD) requirements for non-stocked items. Customers will be encouraged to use their IMPAC (International Merchant Purchase Authorization Card) purchase cards to order directly from the contractor

**O’Gara-Hess & Eisenhardt** covers 1,230 Up-Armored High Mobility Multipurpose Wheeled Vehicle (HMMWV) repair and support items. The items support the Army, Marine Corps, and Air Force versions of the Up-Armored HMMWV

**Oshkosh Truck** contract covers in excess of 1,400 items with many of them supporting the HEMTT, Fire/Craft Truck Model P2, Tractor Truck (M911, M746, M1070 (HET),

Tractor Truck M915/M916 (LET), A/S32R-11 Refueling Truck, Fire Truck P22, LVS

Power Unit MK48. It is anticipated that 300 additional items will be added to the contract in the near future.

**Parker Hannifin** contract covers 219 part number items in support of aerospace requirements

**Penn Detroit Diesel** covers 39 DSCC NSN replacement parts for use on medium and slow speed diesel engines mainly in support of maritime and land items.

**PTI Technologies** contract covers 98 part number items in support of aerospace requirements – primarily filter elements

**Titeflex Corp.** contract covers 26 part number items in support of aerospace requirements

**Warren Pumps, Inc.** Composite is an indefinite delivery contract for 49 NSNs supplied in accordance with Warren Pump code and part numbers

**Wesco Aircraft Hardware Corporation** covers 232 Deutsch Metal Components part number items in support of aerospace requirements.

For additional information regarding corporate contracts, please contact  
Kathy Faul,  
(614) 871-8531 or DSN 850-7595.







# ITEMS OF SUPPLY

# “Train As We Fight” DLA and Defense Supply Center Philadelphia Offer New Meal to the Army National Guard

by Joe Zanolle, DSCP

The Defense Logistics Agency and the Defense Supply Center Philadelphia (DSCP) are always busy at work ensuring that there are rations programs and meals available to meet the diversified needs of the military and other non-traditional customers.

In the past, vegetarian, religious, and humanitarian meal programs were implemented to meet very specific needs of different segments of DSCP's customer base. These meal programs have all become very valuable in supporting DSCP's mission to provide for the varied subsistence needs of the United States military in regard to operational rations. Recently, this group of tailored meals expanded with the introduction of the newest meal program, the Tailored Operational Training Meal or TOTM.

The TOTM became available to the Army National Guard (ARNG) in early May 2001. This meal program was introduced as the result of the need for an alternative to the commercial and box lunch-type meals that the ARNG was using. During DSCP's travels and meetings with many guardsmen, the Subsistence Operational Rations Business Unit learned that the Meal, Ready-to-Eat was a well-liked product, but was not the preferred meal for Inactive Duty Training due to the ARNG's cost and budget constraints. DSCP recognized the need for a cost-effective, quality meal similar to a ration that could provide training value.

The TOTM is a single meal and comes packaged in a meal bag similar to an MRE. However, the TOTM is not an MRE, nor is it intended to replace the MRE in situations where usage of the MRE is mandatory. The TOTM is an alternative to the MRE in situations where MRE usage is optional. It allows users to “train as they fight,” giving them familiarity with the different aspects of usage of a meal in training that is comparable to what would be used in an actual combat scenario. A typical meal bag is comprised of an MRE entrée, wet-pack fruit, a beverage

base, a flameless ration-heating device, a dining kit, and other assorted components. The entire contents of a TOTM meal provide an average of 997 calories. DSCP has three vendors that support the TOTM program. They are Ameriquel, Evansville, Indiana; SOPAKCO, Mullins, South Carolina; and Wornick, McAllen, Texas. These vendors each offer their own individual set of menus. Each set is comprised of six menus and each case contains two of each menu for a total of 12 meals per case. The customer has the option of choosing which vendor/menu set they desire when ordering via DSCP, as each vendor has their own Local Stock Number.



The TOTM  
(Photo: Joe Zanolle/DSCP)



CW5 Harold W. Jaquett, Senior  
Foodservice Advisor to the ARNG.  
(Photo Courtesy of CW5 Harold W.  
Jaquett)

To view the different vendor menus and prices, visit the TOTM webpage at:  
<http://www.dscp.dla.mil/subs/rations/meals/totm.htm>.  
Prices on the website reflect the final cost to the customer. Purchases are made and orders are placed with DSCP only. The TOTM is not available from the vendor directly. ARNG customers must make requests via their State U.S. Property and Fiscal Officer Activity. The following information is required when ordering: LSN, quantity, requisition number (to include USPFO DODAAC), signal code, fund code, and required delivery date.



The TOTM has a shelf life of no less than 12 months at time of delivery and it is a Direct Vendor Delivery, or "just in time," item with a seven-to-ten-day response time. Since the TOTM is a DVD item, it is not intended for long-term storage like the MRE, and should be disposed of when the shelf-life expires.

The implementation of the TOTM program is the result of great effort and teamwork among DLA, DSCP, industry, ARNG and Reserve Foodservice Advisors, and DSCP customers. One key individual and "TOTM team member," that greatly contributed to the implementation of the TOTM is Army National Guard Chief Warrant Officer 5 Harold W. Jaquett, Senior Foodservice Advisor for the ARNG. "Essentially, some of the meal products we have used in the past for Inactive Duty Training did not always fit the profile of our ideal meal, whether it be the cost, quality, palatability, or the training value of using such a meal," said Jaquett. "The TOTM properly addresses all of these factors. I know that we have developed a great product for all parties concerned and encompassed a niche that needed to be filled [an alternative to the commercially prepared meal]."

So far the TOTM has been a huge success. Oklahoma Army National Guard Colonel Hershell W. O'Donnell, Director of Logistics, said, "This [TOTM] looks very promising as an alternative use item. Thanks for recognizing the National Guard's unique training and subsistence needs. We especially like the cost."

And orders have been encouraging, too. In the nine months that the TOTM has been available, DSCP has received orders for a total of 42,335 cases. This is equivalent to 508,020 meals. The implementation of the TOTM this past year has reportedly saved the ARNG millions of budget dollars that would have otherwise been spent on more costly commercial and catered meals. As DSCP continues to market this product and it gains an even greater reputation among the ARNG, DSCP expects that the TOTM will continue to be a very successful program.

**For more information on the TOTM, contact : Sandy Murray, Program Manager, at (215) 737-7338, DSN: 444-7338 or e-mail: [smurray@dscp.dla.mil](mailto:smurray@dscp.dla.mil) or Debbie Sinno, Item Manager, at (215) 737-3688, DSN: 444-3688 or e-mail: [d-sinno@dscp.dla.mil](mailto:d-sinno@dscp.dla.mil).**

As the TOTM program grows among the ARNG, DSCP plans to expand usage of the program by exploring other markets and potential customers that may have a need for the TOTM and other similar tailored meal variations. One customer that has already expressed interest and has begun to order the TOTM is the Defense Commissary Agency.

For a detailed and an up-to-date description of the TOTM, please access the TOTM webpage at <http://www.dscp.dla.mil/subs/rations/meals/totm.htm>.

(Author Note: The DSCP TOTM Team received an award in Team Performance at the 34th DLA Recognition Award Program at DLA Headquarters in Fort Belvoir, VA on December 11, 2001. The team consists of Tony Cosenza, Jim Lecollier, Sandy Murray, Debbie Sinno, Aggie Gallagher, Clem Galligan, Joe Zanolle and "Honorary Member" CW5 Harold W. Jaquett, ARNG.)

Joe Zanolle is a Subsistence Marketing & Management Analyst at the Defense Supply Center Philadelphia, Subsistence Directorate.

For more information on DSCP Operational Rations Business Unit please visit our website at <http://www.dscp.dla.mil/subs/oprat.htm>.

For the latest news stories, updates, and events in regard to the Operational Rations Business Unit please visit our HIGHLIGHTS Newsletter at <http://www.dscp.dla.mil/subs/rations/highlite.htm>.

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## Defense Supply Center Philadelphia Uses Virtual Prime Vendor to Personalize Uniform Program

One of the best customer service success stories among military logisticians is the virtual prime vendor National Guard/Reserves uniform program managed by the Defense Supply Center Philadelphia (DSCP). The program, focused on personalizing military clothing, started back in 1998. That's when DSCP partnered with the Kentucky Logistics Operation Center in Lexington, Kentucky, to present a total supply chain solution to the Army National Guard Bureau. The solution improved logistics service for personalized clothing for all 54 states and territories.

Before this partnership, orders went to depots through the state's U.S. Property and Fiscal Office, where the requested items may have been back-ordered. Meanwhile, at an installation two states away, there may have been 12 pallets of the same item about to be shipped to a Defense Reutilization and Marketing Office as excess. Without a centralized inventory record, the two state units couldn't share information.

DSCP provided a central inventory and a central listing by partnering with KYLOC to distribute clothing to Army Reserve National Guard soldiers across the nation. Until this partnership was formed, the USP&FO in each of the 54 states and territories kept a supply of clothing on hand to meet the needs of ARNG soldiers in the state. While anyone could go to the Internet, order clothing from a commercial vendor, and have it on their doorstep in seven days, a soldier would typically find the uniform request winding its way up through the state system to the USP&FO and then back down through the system to the soldier in a process that took as long as 45 days. On top of that, the uniform still would need patches and nametapes sewn on before it was ready to wear.

The clothing issue system obviously needed improvement but no one was quite sure how to tackle it. As it turned out, the framing of the problem pointed to the answer. If customers could go to the Lands' End website, browse their catalog, order items online, and have them shipped to their home in a matter of days, why couldn't the Guard create a similar system for its soldiers? Using their collective expertise, DSCP, KYLOC and the NGB soon came up with a solution, and the Central Clothing Distribution Facility—a "virtual prime vendor" of DSCP—was born.

Despite some initial concerns by the USP & FO's, the virtual prime vendor program consolidated its inventories from 54 states and territories into one central stockpile and began adding inventory to the subcontractor, to serve the customer long term.

Internet, e-mail, telephone and fax ordering were set up. Now, within 10 days of ordering, a soldier can have clothing, complete with patches and nametapes sewn on, delivered to them at their unit.

This innovative process simplifies life for DSCP and is more cost efficient for the ARNG. The soldiers benefit from the faster turnaround and greatly improved ordering through a simple point, click, and ship process. Perhaps the most visible value added for the soldiers is that the uniforms already have the required patches and nametapes properly sewn on. Getting this done often proves a challenge for some troops, especially in more rural areas.

This "kitting" concept—having everything a soldier needs delivered to him in one box, ready to go—was an earlier lesson learned that DSCP/KYLOC were able to apply to this operation. The value of the improved service may be difficult to measure in dollars, but the concept means one less distraction from the mission for the soldier. The fiscal bottom line is important in today's military, but equally important to DSCP is how its services benefit the customer—America's warfighters.

Harry Veneri, a product manager in DSCP's clothing and textiles directorate, knows firsthand the potential of this program. "We are estimating that the virtual prime vendor agreement with Kentucky and NGB will save federal taxpayers over \$10 million annually," said Veneri. "Now states won't need to spend millions of dollars up front based on anticipated needs for clothing items that end up sitting on the shelves for several months."



*A Central Clothing Distribution Facility employee sews a nametape onto a battle dress uniform.*

## Best Values



You may not realize it, but the Defense Supply Center Philadelphia (DSCP) is a great source for all of your automated data processing (ADP), telecommunication and imaging needs. Hundreds of commercial products can be ordered through MILSTRIP requisition and then electronically processed directly to the vendor. Delivery is normally within three to thirty days and substantial discounts have been negotiated with our vendors to give you the lowest available prices on many of these items. Some of our most frequently ordered products include:

Ricoh Fax # 2050L

NSN: 5815-01-386-3176

Cortelco Phone # 250013VBA44M

NSN: 5805-01-177-5421

Kodak Supra III E Photo Paper

NSN: 6750-01-358-2035

Imperial Lap Top Computer

NSN: 7010-01-471-1743

Hewlett Packard Laserjet Printer 4050N

NSN: 7025-01-450-8774

To learn more about these and other state-of-the-art products, visit our web site at: [www.dscp.dla.mil](http://www.dscp.dla.mil) (select General and Industrial Directorate and then Product Line) or contact Chet Heller at (215) 737-4523, DSN 444-4523 or by email: [cheller@dscp.dla.mil](mailto:cheller@dscp.dla.mil).

## New Filter Kit Introduced by Defense Supply Center Columbus Long Term Contracts Team

The Defense Supply Center Columbus (DSCC) Land Application Group's Tailored Support Team announces the availability of NSN 2940-01-107-9689. Priced at \$41.96, the kit contains an air filter and gasket used on M809 and M900 series 5 Ton Trucks.

NSN 2940-00-134-4657 (Filter Element) and 5330-00-432-2142 (Packing Preformed) have been packaged together to make the kit. It is recommended to replace the gasket when the filter is changed.

Submit one requisition to S9C. Reduce wait time and enhance readiness with on-time maintenance service for these 5 Ton Trucks.

For more information on this item contact: Jim Trout, COM (614) 692-6073, DSN 850-6073.



# Bothered by Scratching, Scuffing, and Rust?

The Defense Supply Center Philadelphia's General and Industrial Directorate is proud to introduce a new product line called Lock and Surface Saver. These products were researched, developed, and manufactured by LanTurn Productions of Marina del Rey, California, for use with all MasterLock brand padlocks. These visually appealing padlock covers are made of scuff-proof, non-toxic, flexible plastic that prevents scratching, scuffing and denting of all surfaces, inhibits rust, and prolongs the life cycle of the lock. Use of these padlock covers will eliminate the need for maintenance of equipment on which the locks are used. Just think, it will no longer be necessary to paint footlockers, cages, storage bins, munitions containers, toolboxes, or gates -- the possible applications are endless.

## Interior and exterior usage applies.

The padlock covers are currently available in seven colors including sky blue, medium blue, navy blue, light green, dark green, gray, and black. Additional colors are available upon request. To determine MasterLock size, look on the bottom of the lock and choose the correlating size Lock and Surface Saver. All Lock and Surface Saver products are individually packaged and ready for immediate display.

For more information on these products, contact Ms. Janet Hoenes, General Hardware marketing representative, at (215) 737-2227, DSN 444-2227 or by email: [jhoenes@dscp.dla.mil](mailto:jhoenes@dscp.dla.mil).



### COLOR

SKY BLUE  
 MEDIUM BLUE  
 NAVY BLUE  
 BLACK  
 GREY  
 LIGHT GREEN  
 DARK GREEN  
 SKY BLUE  
 MEDIUM BLUE  
 NAVY BLUE  
 BLACK  
 GREY  
 LIGHT GREEN  
 DARK GREEN  
 SKY BLUE  
 MEDIUM BLUE  
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 LIGHT GREEN  
 DARK GREEN  
 SKY BLUE  
 MEDIUM BLUE  
 NAVY BLUE  
 BLACK  
 GREY  
 LIGHT GREEN  
 DARK GREEN

### NSN

5340-01-473-1674  
 5340-01-473-1657  
 5340-01-473-1661  
 5340-01-473-1664  
 5340-01-473-1666  
 5340-01-473-1667  
 5340-01-473-1669  
 5340-01-473-1671  
 5340-01-473-1675  
 5340-01-473-1676  
 5340-01-473-1678  
 5340-01-473-1681  
 5340-01-473-1684  
 5340-01-473-1685  
 5340-01-473-1688  
 5340-01-473-1709  
 5340-01-473-1712  
 5340-01-473-1713  
 5340-01-473-1714  
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 5340-01-473-1727  
 5340-01-473-1728  
 5340-01-473-1729  
 5340-01-473-1732  
 5340-01-473-1735  
 5340-01-473-1740  
 5340-01-473-1746  
 5340-01-473-1747  
 5340-01-473-1751  
 5340-01-473-1754  
 5340-01-473-1757  
 5340-01-473-1761

### Used on Master Lock Sizes

1, 2, 21, 24, 81, & 82

Used on Master Lock Sizes  
 3, 4, 11, 31, & 443

Used on Master Lock Sizes  
 5, 6, & 25

Used on ALL Master Lock 175  
 Models

Used on ALL Master Lock 1500  
 Series

## Gun Cleaning Kits to Meet the Toughest Requirements

With increased deployments, our troops are challenged to keep their weapons clean and in good working order. The Defense Supply Center Columbus (RICs S9C/S9E) has partnered with OTIS Technology, Incorporated to produce gun-cleaning kits tailored for our troops' military weapons. Many of these kits are unique and available only through the federal procurement system. A few of the newer items are:

### **NSN 1005-01-424-2999**

Cleaning Kit, Gun (M-16 Butt Stock Cleaning Kit)  
Cleaning System for the M16A2 Rifle



**M-16 BUTT STOCK KIT**



This 1/2 lb. cleaning system replaces over 3 lbs. of conventional gear and fits into the stock of the weapon. With the flexible cleaning rod it is only possible to clean correctly, from breech to muzzle. The receiver, locking lugs, chamber, shoulder and neck can easily be cleaned. Bore obstructions, mud or snow, can be dislodged out the muzzle end. A stuck empty case or bullet lodged in the neck can be easily knocked out.

### **NSN 1005-01-455-0575**

Cleaning System for the M1911A1 MEU (SOC)



**MEUSOC 45 CALIBER PISTOL SYSTEM**



Specifically designed to clean 45 Caliber pistols and sub guns. Now automatics can be cleaned correctly, from breech to muzzle, without disassembly. Panoply patches and a heavy-duty bore brush easily strip the copper from bores. Special handle with scraper, pick, and brushes clean the receiver, trigger group, and bolt. Everything is neatly packed in an 8 oz., pocket size, soft-pak case.

These are but a few of the many gun cleaning kits managed by DSCC. You can order through your supply office. The delivery for these orders has been averaging less than 30 days. Many items are available for immediate delivery. Check out the DoD EMALL at [www.emall.dla.mil](http://www.emall.dla.mil) or <https://emall.prod.dodonline.net> (use the Keyword Search: gun cleaning kit) for on-line shopping with a Government purchase card. For further information call DSCC at 1-800-643-8825 or DSN 850-1858.

# BENELLI

## Joint Service Combat Shotgun



The M4-SUPER 90 is Benelli's only gas-operated shotgun. Its patented new "Auto-Regulating Gas Operated" (ARGO) system was developed to provide the capability of mounting heavy night vision equipment and other accessories without causing under-functioning of the reliable inertia system. The modular design of stocks and barrels of various lengths allow diverse configurations.

The Defense Supply Center, Columbus (S9E/S9C) has awarded a contract for 124 National Stock Numbered spare parts featuring the following:

1. Two purchasing options: I.M.P.A.C. (International Merchant Purchase Authorization Card) Delivery within 48 hours  
Requisitioning through MILSTRIP follows UMMIPS timeframes  
Pri 1-3 within 5 days; Pri 4-15 within 10 days
2. High quality customer service, rapid response to customer inquiries, and technical advice.
3. No minimum order quantity or value.
4. Replacement parts manufactured by or for Benelli USA Corporation.
5. Delivery directly from the contractor to the orderer within the continental U.S. (CONUS) and outside CONUS priority 01-08 requirements, with packaging and bar-coding in accordance with Military Preservation/and minimum MilPkg standards.

**Point of contact at the Defense  
Supply Center, Columbus is  
[Scarlett.Galliger@dsccl.dla.mil](mailto:Scarlett.Galliger@dsccl.dla.mil).**





# CHAPLAIN'S CORNER

## Chaplain's Corner

### *Out with the old and in with the new!*

Lectionary (9925-01-459-7017) and Sacramentary (9925-01-459-7014) have been deleted from the system. Don't fret, though. Replacement NSNs are now in the system.

**Weekday Lectionary 3 Volume Set (9925-01-494-2009)** for \$217.05 includes: VI II: Proper of Seasons for Weekdays, Year 1; Proper of Saints; Common of Saints Vol III: Proper of Seasons for Weekdays, Year 2; Proper of Saints; Common of Saints Vol IV: Common Saints, Ritual Masses, Masses for Various Needs and Occasions, Votive Masses

**Sunday Lectionary (9925-01-494-2012):** Sundays, Solemnities, Feasts of the Lord and the Saints (\$54.20)

**Interim Sacramentary (9925-01-494-2042):** All feasts added to the calendar up to 1985 are included in this edition of the Sacramentary (\$135.65)

### *Added VB Supplies*

DSCP added a nice variety of VBS supplies for this summer. This is their first move into the religious education market and they need the field's input on what they use for religious education. Please provide them with your input so that this market can be extended. The saving is about 13% and includes shipping. Remember if this is not what you need just special order what meets your requirements.



Kit, Starter, Teacher  
**NSN: 9925-01-485-6709**  
Unit Price: \$35.75



Kit, Music and Skit Production  
**NSN: 9925-01-485-6783**  
Unit Price: \$53.60



Kit, Resource, Teacher  
**NSN: 9925-01-485-6714**  
Unit Price: \$35.75



# Who to Contact

Command Chaplain's Office  
ATTN: DH, Suite 1331,  
8725 John J. Kingman Rd.  
Fort Belvoir, VA 22060

**Chaplain (COL) Benson**  
Command Chaplain  
Phone: (703) 767-5249  
DSN: 427-5249

*ralph\_benson@hq.dla.mil*

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NCOIC  
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**Maryann Bonk**  
Item Manager  
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**Joy Corsi**  
Help Desk Representative  
616.961.7605  
DSN: 932-7605

*jcorsi@dlis.dla.mil*

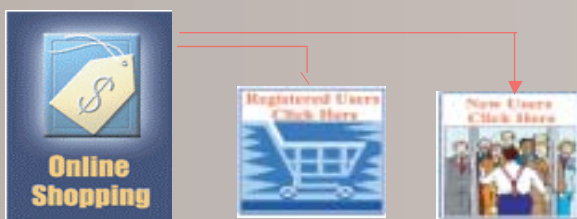


## How to Order Online

Ecclesiastical Supplies can be ordered two ways via the World Wide Web. Ship time averages 7 to 14 days. All you need to do is follow the simple registration procedures and shopping will be available to you as quick as the click of your mouse.

- 1) **DoD Email:** Easy to use. Simple Registration instructions. Select Chaplains Corp under major command. Use CHP as the first three letters of your user name, and if you do not have a DODAAC use SP5200.  
<https://email.prod.dodonline.net/scripts/default.asp>
- 2) **The Chaplains' Corner** offers special ordering, complete descriptions and helpful information. It is easy to find. Just go to [www.chaplainscorner.com](http://www.chaplainscorner.com)
- 3) POCs at DSCP: Mary Ann Bonk, Item Manager, (215) 737-3192 or DSN 444-3292, [mbonk@dscp.dla.mil](mailto:mbonk@dscp.dla.mil), Lisa Raucheisen, Senior Logistics Specialist, (215) 737-3057 or DSN 444-3057, [lraucheisen@dscp.dla.mil](mailto:lraucheisen@dscp.dla.mil)
- 4) If you have tried to register and have not been able to complete the task, please contact the Command Chaplain's Office at DLA and we will be glad to give you our assistance and guidance in getting registered. You can call **Chaplain Ralph Benson or SSG Timothy Hardaway** at DSN 427-2132 / 5249 or commercial (703) 767-2132 / 5249 or E-mail: [timothy\\_hardaway@hq.dla.mil](mailto:timothy_hardaway@hq.dla.mil) or [Ralph\\_benson@hq.dla.mil](mailto:Ralph_benson@hq.dla.mil), or visit our Web Site at: <http://www.dla.mil/hqchaplain>

**From our Web site you can Register as a new customer or start shopping.**



## Recent Additions

There are some exciting items now available from the system. The portable altar, portable field pulpit and appropriate linens are items that are part of the force provider and containerized chapels. The items have been field tested and have done well in Bosnia and Kosovo. The portable altar is steady enough for field and shipboard use. The linens are designed to attach to the altar and are washable. The pulpit and frontals are sturdy and very portable.

In the last edition of Loglines, we told you that these items were coming. We now have a Portable Item Prime Vendor in place with an array of ordering options. All of these items are easily transportable which makes them perfect for the field.

### Portable Altar, Complete Ensemble

NSN: **9925-01-473-8867**

This ensemble includes the portable altar, carrier, fair linen and the four seasonal hangings.



### Portable Altar w/Carrying Case

NSN: **9925-01-470-4115**

This NSN is for the portable altar only with the carrying case (no linens are included with this NSN).



### Portable Altar w/Carrying Case

NSN: **9925-01-470-4115**

This NSN is for the portable altar only with the carrying case (no linens are included with this NSN).



### Altar, Portable

NSN: **9925-01-473-8705**

This NSN is for the folding aluminum altar only which measures 28" x 60" when extended. Adjustable legs extend to either 28" or 39". Velcro fasteners are included for linen attachment



**Hanging Set, Portable Altar**  
NSN: 9925-01-470-4116



This set includes the four altar hangings in the liturgical shades of red, purple, green and white. These washable hangings each measure 60" x 75." Velcro hooks are included to attach the hangings to the altar top and to the altar legs

**Fair Linen, Portable Altar**  
NSN: 9925-01-470-4118

The fair linens for the portable altar will be 138" x 28" and made of a white, washable polyester/cotton fabric.



**Elements Cover, Portable Altar**  
NSN: 9925-01-470-4113

This cover is made of white, washable fabric and measures 42" x 72."



**Sacramental Linens, Portable Altar**  
NSN: 9925-01-470-4127

This set consists of the purification, lavabo towel, chalice pall w/insert and corporal. All linens are white with embroidered red cross.

**Field Pulpit**  
NSN: 9925-01-470-4114

This pulpit is light oak in finish and includes fasteners for the seasonal hangings.



**Seasonal Hangings, Field Pulpit**  
NSN: 9925-01-474-0822

This set consists of four hangings (red, green, purple and white). These washable hangings measure 15" wide by 43" long.

**Ecumenical Planner**



The 2002 edition of the ecumenical planner is no longer available. In April 2002, we will begin accepting requisitions for the 2003 edition. Simply order NSN 9925-01-467-4277 in April to get the 2003 Edition. Order early, quantities are limited.

**Command Chaplain Web Site**

Please take a moment and familiarize yourself with our website:

<http://www.dla.mil/hqchaplain>



Here you will find The Chaplain's Corner, information on chaplain's kits, and the latest complete NSN list of ecclesiastical supplies. The site was created to assist in making online shopping as easy as possible. Once you become a customer, we are sure you will be satisfied with using this system while saving your commanders and chapels money. Any comments and suggestions are appreciated and encouraged by visiting our site and clicking on the feedback link

## Another New Item in Field Testing: The Chaplain's Logistical Support Kit

The Chaplaincy Logistical Support Package (CLSP) is in the initial procurement stages. It is a light-weight, durable, protective container that enables chaplains to perform their religious support missions with service members in any environment. Currently, chaplain sections do not have a consolidated means of packaging basic supplies and equipment needed to support their mission during deployment. The CLSP is designed to carry ecclesiastical supplies, administrative supplies and computer hardware in a consolidated container. The CLSP is able to carry two chaplain re-supply kits and will transport unit supplied items such as a notebook computer, assorted publications, forms and personal religious items required by the chaplain. Additionally, the CLSP container functions as a portable altar, field desk and work station. Look for this item in the system



### Anticipate Supply Needs for Deployments and Training

Now is the time to check with the training and operations directorates and anticipate upcoming events. Think about ordering your supplies based on the religious make-up of each unit, rather than just ordering re-supply kits. Also, think about what you used last year and start keeping some records of usage. If you start using the DoD Email for your orders, in time you can get that information from their Web site.



Chaplain Kit Jewish  
NSN: 9925-01-326-2856  
Unit Price: \$223.50



Chaplain Kit Christian  
NSN: 9925-01-305-3411  
Unit Price: \$297.10



Chaplain Extender  
Kit Catholic  
NSN: 9925-01-452-1131  
Price: \$130.85



## Portable Public Address System

DSCP has supplied the portable public address system for several years now. With the recent addition of the CD Player to our product line, you now have the convenience of broadcasting music from your system. Now that's convenient!

Item	NSN
portable PA system	9925-01-450-0074
carry bag	9925-01-450-0082
A/C adapter	9925-01-450-0081
mobile accessory kit	9925-01-449-9826
CD player	9925-01-470-4125

## New Service Specific Medal

Service specific medals are a new item that you should be seeing in the system late this summer. The item includes a medal for Protestant, Catholic and Jewish personnel. We think that there will be a great deal of interest for these items. They have been well received wherever we have shown them to customers.



Army Protestant



Navy Catholic



Air Force Catholic



Marines Jewish



Coast Guard Protestant

## Special Orders!

<http://www.chaplainscorner.com>

If you have an item you'd like to order but can't find it in our catalog, just click here!

The screenshot shows a website interface with a sidebar on the left and a main content area. The sidebar contains three links: 'Ecclesiastical On-Line Catalog', 'Can't Find An Item? Click Here to Place a Non-Catalog Order', and 'Quick Search of the Entire Warfighter Catalog'. The main content area features a 'Featured Products' section titled 'Vacation Bible School Books (Gospel Light's 2002 Series - SeaCayuse)'. Below this title is a product listing for a 'Kit, Starter, Teacher' with NSN: 9925-01-485-6709 and a unit price of \$35.75. A description follows: 'Gospel Light Kit includes: Preview Video, Teacher Books for each age level, Guidebooks, Coloring Book, Director's Sample Pack (posters, clip art, stickers, certificates, etc.) and Director's Guidebook.' At the bottom of the product listing is the text 'Kit, Resource, Teacher'. A red arrow points from the 'Can't Find An Item?' link in the sidebar to the top of the page.

## Fill out Form!

If you have an item you'd like to order, but can't find it in our online catalog, just fill out and submit the form below, (Government Credit Card or MILSBILLS Accepted).

**Thank you for visiting The Chaplains' Corner at the Defense Supply Center Philadelphia.**

If you have an item you'd like to order, but can't find it in our online catalog, just fill out and submit the form below.  
(Government Credit Card or MILSBILLS Accepted!)

Full name:

Title:   Chaplain   Thank

Email address:

Home/quest:  DoDAAC:

Address:

Catalog where you found item:

Catalog number:

Page Number:

Quantity:

Thank you for your order. We look forward to meeting all of your needs!

[Returns to the Chaplains' Corner](#)

OnWeb Tool - Generated 9/2001

**WE  
VALUE  
YOU!**

National Industries for the Blind and the workforce behind our SKILCRAFT products extend our deepest gratitude to our military customers for your dedicated service to America.

We pledge our continuing loyalty and support during this time of conflict.

**SKILCRAFT**  
SINCE 1971

**JWOD**  
JAVITS-WAGNER-O'DAY

**NIB/NISH - JAVITS-WAGNER-O'DAY (JWOD)**



## Javits-Wagner-O'Day Works for America: Called to Action

**By Kitty Ball and Anmarie Hart-Bookbinder, Committee for Purchase from People Who are Blind or Severely Disabled**

Peckham Incorporated, a Javits-Wagner-O'Day (JWOD)-participating nonprofit agency in Lansing, Michigan, is one of a number of nonprofit organizations employing people with severe disabilities responding to the increased demands of our Armed Forces. To meet the current and future needs of the men and women defending our nation, many of Peckham's departments are now operating 24 hours a day, 7 days a week. Peckham has been serving people with severe disabilities in Michigan for over 25 years and has served its Federal customers since 1988 by providing products and services for various branches of the military including the Marines, Navy SEALS,



*The Customer Support Center at Battle Creek, MI.*

Army Rangers and the US Special Operations Command. With three locations in Lansing and Charlotte, Peckham provides more than 150,000 square feet of modern manufacturing facilities and ships garments to more than 500 customers worldwide. Products include fleece jackets; chemical protective outer and under garments; polypropylene and Aramid drawers; silkweight, lightweight and midweight cold weather underwear sets; and Polartec heavy jackets for use in unsuitably cold temperatures. Exceptional perform-

ance on a small line of fleece products purchased by Federal customers in 1998 provided Peckham with the opportunity to expand its offerings to more than thirteen items.

At the Battle Creek Call Center/Customer Support Center (BCCSC), Peckham personnel provide award-winning service to more than 275,000 Department of Defense employees and customers worldwide requiring information regarding various Defense Logistics Agency (DLA) products. Duties range from locating part numbers (among the 7 million parts inventoried) to identifying, informing and transferring calls to Department of Defense personnel. Peckham's JWOD employees gather, process, integrate and disseminate logistics information on supply items across the world—covering everything from nuts and bolts to office supplies, uniforms and other systems. Peckham's call center agents also



*A Peckham employee sews a fleece garment for the U. S. military.*

provide support to the Central Contractors Registration Program. Since partnering with the JWOD Program, the BCCSC's abandoned call rate fell from over 50 percent to less than 1 percent and the time a customer had to wait to talk to a call center representative fell from over 2 minutes to just 6 seconds. The Hammer Award was presented to the BCCSC in August 2000, in recognition of its commitment to making the government work better.

In their role as a Virtual Prime Vendor for the Defense Supply Center Philadelphia



*A Peckham employee at work on DSCP's Virtual Prime Vendor warehousing contract.*

(DSCP), Peckham is one of four contracted warehouses in the country responsible for the distribution of recruitment clothing, Organizational Clothing Issue and Equipment (OCIE) and hospital duty uniforms. More than 1,200 products including clothing, cold weather and wet weather gear and boots are managed at this 67,000 square foot location for the Army, Air Force and Marine Corps.

Since opening in May of 2001 average orders hovered at 150 per day; most recently, however, orders have exceeded 300 each day requiring same day or, at a minimum, overnight delivery. Peckham's state-of-the-art Warehouse Management System and radio frequency devices allow for quick retrieval and shipment of all products as needed. A web-enabled ordering system is currently under development that will allow customers to check on the status of their order as well as provide them with more control over shipment release times.

Through partnership with federal and commercial customers, Peckham expands and enhances employment opportunities for people with disabilities. Serving more than 2,500 people, Peckham employs 250 people on JWOD contracts with the Federal Government.

**For more information on Peckham Industries and the above contracts, please contact Karen Jury, Peckham's Marketing Director, at (517) 319-6042 or via email at [kjury@peckham.org](mailto:kjury@peckham.org).**

**For more information on the JWOD Program, please contact Anmarie Hart-Bookbinder of the Committee for Purchase From People Who Are Blind or Severely Disabled (the Federal agency that administers the JWOD Program) at (703) 603-0174 or via email at [abookbinder@jwod.gov](mailto:abookbinder@jwod.gov).**

# Javits-Wagner-O'Day Product Showcase

## By Annmarie Hart-Bookbinder, Committee for Purchase from People Who are Blind or Severely Disabled

The Javits-Wagner-O'Day (JWOD) Program can help you save, store, maintain and retrieve all of your valuable data. Stocking up on these handy SKILCRAFT® products provided by North Central Sight Services, of Williamsport, PA, and Wiscraft, Inc., of Milwaukee, WI, will keep your electronic information safe, secure and within reach, while creating employment opportunities for people who are blind. All items are available through Defense Supply Center Philadelphia (DSCP) on the Department of Defense (DoD) EMALL.

### Save it! Rewritable Compact Disc

Used for data archiving, CD-ROM and CD-audio prototyping, user-generated data distribution, and data storage. Fully functional, blank CD-ROMs record at speeds from 1x to 6x, and are compatible with all leading CD writers and readers. Stores up to 650 MB, with 74-minute media. Rewritable for up to 1,000 cycles.

NSN# 7045-01-470-3596 Individual  
NSN# 7045-01-470-3592 Box of 5



### Greendisk

These recycled 3.5" formatted, double-sided, high density computer diskettes are collected from outdated and unsold products of software companies, magnetically erased, reformatted, and re-labeled. Diskettes feature a visual write-protected icon system, and an anti-static, low-torc design.

NSN# 7045-01-392-6514 10 disks  
NSN# 7045-01-470-3590 25 disks



### Computer Diskettes

Double-sided, high density 3.5" computer diskettes feature a visual write-protection system and an anti-static, low-torque design.

NSN# 7045-01-442-1631 Value pack of 25 formatted diskettes.

NSN# 7045-01-365-2069 Box of 10 formatted diskettes.

NSN# 7045-01-283-4362 Box of 10 unformatted diskettes.



### Travan Data Cartridge

Travan data cartridges represent a significant evolution in the established QIC mini data cartridge format; meeting the demand for ever-increasing data cartridge capacities by employing 0.315" wide tape - roughly 26% more recording surface than standard QIC80 cartridges. Offers dependable, affordable backup, plus versatile storage for multimedia data, such as video, photos, Internet downloads, and file exchanges.

NSN# 7045-01-438-6297 500 MB  
NSN# 7045-01-459-8643 780 MB  
NSN# 7045-01-461-0589 1.5 GB  
NSN# 7045-01-470-3011 2.2 GB



### **Super Disk LS-120 IMATION**

Superdisk has a thin strip of material with a layer of magnetic coating on one surface on which information is recorded in the form of magnetized spots. This disk is designed for reproduction and data storage and comes in a 3.5" shell and has a capacity of 120 MB (LS-120). 5 per package.

NSN# 7045-01-455-2291



### **Electronic Data Processing Tape**

Quarter-inch mini-cartridge, for computer tape-drive. 120 MB uncompressed, 240 MB compressed capacity. Compatible with QIC-40, QIC-80, Irwin-40, Irwin-80; equivalent to Imation™ DC 2120.

NSN# 7045-01-370-9678

This 8 mm data tape is good for network backup. The tape's 5.0 GB uncompressed capacity is equivalent to Imation™ D8-112.

NSN# 7045-01-364-2466

This .5" data cartridge is good for data storage applications. The tape's 2.9 MB uncompressed capacity is equivalent to Imation™ DC 300A.

NSN# 7045-01-115-0502

### **Electronic Data Processing Tape Reel**

Half-inch Computer Tape reel, for data storage. 2400 ft. tape length, 10.5" reel diameter; compatible at 6250 CPI. 100% tested, error-free. Equivalent to Imation™ Royal Guard 777 computer tape.

NSN# 7045-01-086-2044

### **3.5" Superdisk Drive**

Uses both standard 1.44MB and 120 MB Superdisk diskettes, parallel port connection, transfer rate up to 290 KB/second, average seek time 70 MS. One Superdisk with performance accelerator software for Windows 95™ included. Parallel interface cable and power supply included.

NSN# 7025-01-454-8199

### **Store it! CD Jewel Case**

Replacement jewel case accommodates and protects CDs, CD-ROMs and DVDs. Perfect for replacement or CD-ROMs purchased without a case. Gold tone adds color, distinction and elegance to media storage.

NSN# 7045-01-483-9407 Pack of 3

NSN# 7045-01-483-9271 Pack of 5

NSN# 7045-01-483-9272 Pack of 10

### **Stagger Stack—Double**

Staggered design provides easy CD identification and removal. Double unit holds 32 CDs with extra storage on top. Vertically and horizontally stackable and can be wall mounted.

NSN# 7045-01-483-7844

### **CD Access File**

Great way to store up to 16 CDs, DVDs or CD-ROMs without cases, 16 in software sleeves.

Dividers grip media along the edge, protecting disc surfaces. Case includes a lock and key security and comes with a bonus 3.5" disk travel case.

NSN# 7045-01-483-7833

### **CD Organizer**

Expandable CD organizing system. Patented, slotless design allows disks to slide for instant rearranging. Expands vertically and horizontally and can be wall mounted. Holds single and multiple disk sets throughout. Each unit holds 25 singles.

NSN# 7045-01-483-7832



# CD-ROM Production and Distribution Made Simple!

By Joe Kells, ABVI-Goodwill, Association for the Blind and Visually Impaired

## We can do it

One-stop shopping for CD-ROM replication, printing, packaging and distribution is now available! The Association for the Blind and Visually Impaired (ABVI)-Goodwill Industries of Greater Rochester, NY Inc., an affiliate of National Industries for the Blind (NIB), now has the capability to produce SKILCRAFT® CD-ROMs on a replication basis. Combining this production capability with CD-ROM mastering, collateral material production, packaging and distribution, ABVI-Goodwill delivers a comprehensive CD-ROM replication solution to its Federal customers under the Javits-Wagner-O'Day (JWOD) Program.

## The advantages of CD-ROM

The CD-ROM format is one of the most cost-effective ways to share information today. Production and distribution costs are very low when compared to putting the same information in print—plus CD-ROMs are easier and more reliable to store than printed materials and assist Federal customers in meeting their “paperless” goals. Capabilities for interactivity, integrated graphics, video, music, voice and animation also make the CD-ROM the format of choice for a variety of applications.

## What is CD-ROM Replication?

CD-ROM replication is the process of “stamping” your data onto an injection-molded CD. These disks are like the audio disks you buy at the music store and have a silver finish on them. Replication is normally used for higher quantities where it's important to get the per disk price near or below \$1.00 a piece. Often, the replication process requires that you order a certain minimum number of CDs to cover the setup costs. These minimums are usually between 500 and 2,500 disks.

## We're state of the art

ABVI-Goodwill is a state-of-the-art, CD-ROM production facility that has engineered its CD-ROM manufacturing and order fulfillment processes specifically to meet the Federal government's unique production, packaging, and distribution requirements. SKILCRAFT CD-ROM's are produced in a clean room environment, using sophisticated testing equipment to insure every disk meets industry and Federal government high quality standards.

## We've got the manpower

No job is complete without finishing, packaging and distribution—another area in which we can offer price-competitive service. ABVI-Goodwill's highly trained JWOD work force, consisting of people who are blind or visually impaired, is flexible, motivated, quality oriented and capable of handling any job, whether it's 500 or 500,000 CDs.

## It's a win-win

Government customers benefit from one-stop shopping, intensive account service and streamlined purchasing procedures. ABVI-Goodwill benefits because every CD-ROM project means quality jobs for people who are blind or visually impaired. ABVI-Goodwill is an 88-year-old not-for-profit agency headquartered in Rochester, NY. Its mission is to assist people who are blind or visually impaired to achieve their highest level of independence in all aspects of their lives.

To start your CD-ROM project and to receive a free CD-ROM PROJECT DEVELOPMENT KIT contact Joe Kells of ABVI at (585) 697-5787 or via email at [Joe\\_Kells@abvi-goodwill.com](mailto:Joe_Kells@abvi-goodwill.com).

# CONFERENCES AND EXPOS



## Conferences and Expos

Event Name	Start Date	End Date	Location	Description
GSA Expo 2002	21-May-02	23 May 02	San Diego, CA	Training symposium and exhibit. 800 commercial companies exhibit 1000s of products and services. Focus on supplying the Federal workforce with vehicles and products/service for the office. Website: <a href="http://expo.gsa.gov">http://expo.gsa.gov</a>
DOE Energy 2000	2 Jun 02	5 Jun 02	Palm Springs, CA	The workshop is sponsored by the U.S. Department of Energy's Federal Energy Management Program, and co-sponsored by the U.S. Department of Defense and the U.S. General Services Administration. If you have questions about Energy 2002, call toll-free (800) 395-8574 or e-mail <a href="mailto:joann@fsec.ucf.edu">joann@fsec.ucf.edu</a> .
West Coast Energy Management Conference	6 Jun 02	7 Jun 02	Anaheim, CA	By attending the conference, you will gain insight into the market's direction, learn from industry experts on how you can apply the latest technologies to reduce your costs, and discover energy management & facilities strategies to improve your operations and productivity. For more information call (770) 447-5083
FedFleet Conference	09-Jun-02	14-Jun-02	Kansas City, MO	Reps from Federal agencies or activities who operate federal motor vehicle fleets, e.g., Heavy Vehicle Procurement. Conf. POC: Mike Moses, (202)501-2507. Web site: <a href="http://fedfleet2000.com">fedfleet2000.com</a> .
Tech Net International 2002	11 Jun 02	13 Jun 02	Washington, DC Convention Center	Focus: U.S. Joint Staff Perspectives; IT Infrastructure; C4I Technologies; Information Security/Assistance; Telecommunications; Wireless Technologies. Target audience: DoD; US State Dept; National Security Agency; Defense Information Systems Agency; National Imagery Mapping Agency, NASA, Related Fed/Civil Govt Agencies. <a href="http://www.technet2001.org">www.technet2001.org</a>
Adjutants General National Guard	13 Jun 02	17 Jun 02	Boise, ID	
Eurosatory	19 Jun 02	21 Jun 02	Paris, France	The Association of the US Army's conference, held every year, in the non-Paris Air Show year.
Navy Supply Corp Conference	21 Jun 02	22 Jun 02	St Louis, MO	
Police Security	24 Jun 02	26 Jun 02	Atlantic City, NJ	
FEDFLEET 2002-Interagency Motor Equip Advisory Council (IMEAC)	21 Jul 02	25 Jul 02	Kansas, MO	The IMEAC fosters increased efficiency and economy in the operation and maintenance of the federal motor vehicle fleet. Attended by fleet managers from all levels of government. New business development opportunity. Website: <a href="http://Fedfleet2002.com">Fedfleet2002.com</a> . POC: John Adams at 202-501-0758
Enlisted Association of the National Guard	18-Aug-02	22-Aug-02	Clarion, Niagara Falls, NY	Focus: auto services, apparel, programs/software, security equipment, health products, military equipment, recruiting & retention products, etc. Over 2000 attendees expected from all 50 states, visitors from Congress, DoD, NG Bureau, and Adjutants Gener
7th Annual Joint Services Pollution Prevention/Hazardous Waste Management Conference & Exhibition	19 Aug 02	22 Aug 02	Henry B. Gonzalez Convention Center, San Antonio, TX	Provides an open forum for exchanging ideas, success stories, case histories and technologies related to pollution prevention and hazardous waste management. Kira Delaney & Tim Becker 703 247-2590/703 247-2573.
124th Nat'l Guard Assoc. of the US General Conf	7 Sep 02	9 Sep 02	Long Beach, CA	4,000+ attendees from all 50 states, DC, Puerto Rico, Virgin Islands, and Guam representing the Army, Air Force, and armories worldwide. Attendees include Secretary of Defense, Chiefs of Staff Army/AF; Air State Commands, Adjutants General, etc. Goal is to successfully market products to the National Guard. POC: NGAUS Show Mgmt (410) 997-0763 <a href="http://www.ngaus.org">www.ngaus.org</a>

## Conferences and Expos

Event Name	Start Date	End Date	Location	Description
Navy Energy Manager's Conf	11 Sep 02	13 Sep 02	Portsmouth, NH	
5th Conference of Aerospace Material, Processes, and Environmental Technology (AMPET)		18 Sep 02	Von Braun Center, Huntsville, AL	Materials, processes, manufacturing, and environmental communities showcase technologies vital to the evolution of safer, next-generation, reusable and expendable aeronautics and space vehicle systems. <a href="http://ampet.msfc.nasa.gov">http://ampet.msfc.nasa.gov</a>
Air Force Association Aerospace Technology Expo (AFA)	16 Sep 02	18-Sep-02	Washington, DC Marriott Wardman Park Hotel	Promotes greater understanding of aerospace & national defense issues. Attendees: USAF, USN, USA, USMC, DoD, US Congress, Government agencies, Foreign Attaches, Inter-American Def. College. Conference POC: Theresa Syarto, 1-800-564-4220, website: <a href="http://www.afa.org/calendar">www.afa.org/calendar</a>
Bobbins World	16 Sep 02	28 Sep 02	Atlanta, GA	
US Naval Institute's 7th Annual Warfare Exposition & Symposium	24 Sep 02	3 Oct 02	Virginia Beach, VA	The Norfolk/Hampton Roads area of Virginia has become one of the world's most strategically important military communities, with a purchasing power of nearly \$6 billion. You will have a chance to meet some of the top decision-makers in the armed forces at this expo. POC: J. Spargo & Assocs., 703 631-6200, <a href="mailto:usni@jspargo.com">usni@jspargo.com</a>
57th Annual NDTA Transportation & Logistics Forum and Expo	2 Oct 02	09-Oct-02	Greensboro, NC, Sheraton Four Seasons Hotel	The National Defense Transportation Association is an educational, non-profit worldwide organization equipped to combine the transportation industry's manpower and skills with the expertise of those in government and military to achieve the mutual objective of a strong and responsive transportation capability. 703-751-5011 <a href="http://www.ndtahq.com/events.htm">www.ndtahq.com/events.htm</a> POC: Denny Edwards 8x10 or 10x10 booth available at \$800-\$1500 1500 attendees
IACP	05 Oct 02	09 Oct 02	Minneapolis, MN	
World Energy Conference	9 Oct 02	11 Oct 02	Atlanta, GA	
The World Space Congress 2002	10 Oct 02	19 Oct 02	Houston, TX	
AUSA Meeting & Exhibit	21 Oct 02	23 Oct 02	Marriott Wardman Park, Washington, DC	<a href="http://www.ausa.org/www/annual.nsf">http://www.ausa.org/www/annual.nsf</a>
IFAI	23 Oct 02	27 Oct 02	Charlotte, NC	
DoD Maintenance Symposium and Exhibition	28 Oct 02	31 Oct 02	Reno Hilton, Reno NV	SAE site at <a href="http://www.sae.org/dod">www.sae.org/dod</a>
2002 Airlift/Tanker Assoc Convention & Symposium	7 Nov 02	10 Nov 02	Opryland Hotel, Nashville, TN	<a href="http://www.atalink.org/convention.html">http://www.atalink.org/convention.html</a>
Business Energy Solutions	21 Nov 02	22 Nov 02	Orlando, FL	
Army/Navy Game	06 Dec 02	08 Dec 02	Meadowlands, NY	
DoD eC Day	TBD	TBD	TBD	High-level DOD and industry executives will present success stories and lessons learned in DoD/industry partnerships and discuss collaborative efforts and technology innovations that have been effective. Technical sessions will focus on issues such as online marketplaces, integrated data environments, wireless technology, and supply chain integration. A special series of workshops focused on small business will walk vendors through every step of the process of doing business with DoD. Web site: <a href="http://www.acq.osd.mil/jecpo">www.acq.osd.mil/jecpo</a>



## Conferences and Expos

Event Name	Start Date	End Date	Location	Description
USARC DCS-LOG	TBD	TBD	TBD	
32nd NDTA European Transportation Forum	TBD	TBD	TBD	Multi-national transportation opportunities in the 21st Century. For more information : <a href="http://ndtahq.com/overseas.htm">http://ndtahq.com/overseas.htm</a> . POC: Dennis Edwards, 703-751-5011
3rd Naval Logistics Conf & Expo	fall	fall	San Diego	Theme: "High Yield & Precision Logistics". Tracks incl. Tech & Weapons Systems, Logistics Reform, Life Cycle Logistics. Emphasize products & services germane to field of logistics engineering. 800 attendees expected--highest ranks in Naval Logs Community. Conf POC: T. Clark, (757) 437-1942.
West 2003	15 Jan 03	16 Jan 03	South Mesa SNCO Club, Camp Pendleton, CA	Sponsored by AFCEA International & the U.S. Naval Institute
29th Environmental Symposium and Exhibition	07 Apr 03	10 Apr 03	Richmond, VA	Poc: khaggquist@ndia.org
Aviation World's Fair	07-Apr-03	27-Apr-03	Newport News, VA	Will commemorate the 100th anniversary of the Wright Brothers' first powered flight. Congress has declared 2003 the "Aviation Centennial Year" and the US will be hosting the event. Will include thematic halls, nat'l group pavilions, specialized displays, hospitality chalets and an unrivaled flying show. Will run in 2 different phases: 5-day trade show & general public show. <a href="http://www.aviation-worlds-fair.com">www.aviation-worlds-fair.com</a> AWF Contact: 201-251-2600.
58th Annual NDTA Transportation & Logistics Forum and Expo	13 Sep 03	17 Sep 03	Kansas City, MO, Hyatt Regency at Crown Center	The National Defense Transportation Association is an educational, non-profit worldwide organization equipped to combine the transportation industry's manpower and skills with the expertise of those in government and military to achieve the mutual objective of a strong and responsive transportation capability. 703-751-5011 <a href="http://www.ndtahq.com/events.htm">www.ndtahq.com/events.htm</a> POC: Denny Edwards 8x10 or 10x10 booth available at \$800-\$1500 1500 attendees
AUSA Meeting & Exhibit	06 Oct 03	08 Oct 03	Washington Convention Center, Washington, DC	<a href="http://www.ausa.org/www/annual.nsf">http://www.ausa.org/www/annual.nsf</a>
126th National Guard Association General Conference & Exhibition	14 Sep 04	17 Sep 04	Las Vega, NV	4,000+ attendees from all 50 states, DC, Puerto Rico, Virgin Islands, and Guam representing the Army, AF, and armories worldwide. Attendees incl. Sec. of Defense, COS Army/AF; Air State Cmds, Adj Gens., etc. Goal is to successfully market products to the Nat'l Guard. POC: NGAUS Show Mgmt (410) 997-0763 <a href="http://www.ngaus.org">www.ngaus.org</a>
127th National Guard Association General Conference & Exhibitio	16 Sep 05	17 Sep 05	Honolulu, HI	4,000+ attendees from all 50 states, DC, Puerto Rico, Virgin Islands, and Guam representing the Army, AF, and armories worldwide. Attendees incl. Sec. of Defense, COS Army/AF; Air State Cmds, Adj Gens., etc. Goal is to successfully market products to the Nat'l Guard. POC: NGAUS Show Mgmt (410) 997-0763 <a href="http://www.ngaus.org">www.ngaus.org</a>



# CONUS/OCONUS CUSTOMER SERVICE REPRESENTATIVES

# Directory Of DLA OCONUS Customer Service Representatives

SUPPORT COMAND	LAST	FIRST	DSN #	COM #	FAX #	E-MAIL ADDRESS	EST
<b>DLA EUROPE (DLA-E)</b>							
<b>COMMANDER -</b>	Mintus	Col. David	314-338-7601	011-49-611-380-7601	011-49-611-380-7620	dmintus@europe.dla.mil	+6 hrs
GERMANY, WIESBADEN							
<b>DEPUTY COMMANDER</b>	Burch	Earl	314-338-7601	011-49-611-380-7601	011-49-611-380-7620	eburch@europe.dla.mil	+6 hrs
DLA-E - GERMANY, Customer Support and Readiness							
<b>DIVISION ANALYST</b>	Martinchalk	Judy	314-338-7999	011-49-611-380-7999	011-49-611-380-7620	jmartinchalk@europe.dla.mil	+6 hrs
DLA-E- WIESBADEN, Customer Support and Readiness Division							
<b>CSR DIVISION CHIEF,</b>	Brazier	Percy	314-338-7617	011-49-611-380-7617	011-49-611-380-7620	pbrazier@europe.dla.mil	+6 hrs
GERMANY, WIESBADEN							
<b>GERMANY, WIESBADEN</b>	JOHNSON,	FLORINE	314-338-7638	011-49-611-380-7638	011-49-338-7620	fjohnson@europe.dla.mil	
<b>GERMANY, WIESBADEN AAF</b>	Hedgeman	Curtis	314-337-4442	011-49-611-705-4442	011-49-611-705-4441	chedgeman@europe.dla.mil	+6 hrs
<b>GERMANY, KASERSLAUTERN</b>	Vacant		314-484-8839	011-49-631-413-8839	011-49-631-413-8573		+6 hrs
<b>GERMANY, KITZINGEN</b>	Sabin	Jim	314-355-8168	011-49-9321-305-168	011-49-9321-305146	sabinjm@hq.1id.army.mil	+6 hrs
<b>GERMANY, RAMSTEIN AB</b>	Willyard	Kathy	314-480-6389	011-49-6371-47-6389	011-49-6371-47-7748	Not Available	+6 hrs
<b>GERMANY, SEMBACH AB</b>	Collins	Mindy	314-496-7288	011-49-630-267-7288	011-49-630-267-7341	melinda_collins@sembach.af.mil	+6 hrs
<b>GERMANY, STUTTGART (LNO)</b>	Newbold	Steve	314-430-5039	011-49-711-680-5039	011-49-711-680-5038	newbolds@hq.eucom.mil	+6 hrs
Colonel (USAF)							
<b>GERMANY, WIESBADEN AAF</b>	Savvsky	Myron	314-337-7246	011-49-611-705-7246	011-49-611-705-5862	msavvsky@europe.dla.mil	+6 hrs
<b>ITALY, NAPLES</b>	Cortese	Joelle	314-626-3223	011-39-081-568-3223	011-39-081-568-4685	dhansen@europe.dla.mil	+6 hrs
<b>ITALY, NAPLES (LNO)</b>	Crozier	Stan CDR	314-626-3223	011-39-081-568-3223	011-39-081-568-4685	crozier@med.naples.navy.mil	+6 hrs
<b>GERMANY, WIESBADEN</b>	Lewis	Willie MSG	314-338-7742	011-49-611-380-7742	011-49-611-380-7620	wlewis@europe.dla.mil	+6 hrs
<b>GERMANY, WIESBADEN</b>	King,	Desmond	314-338-7626	011-49-611-380-7626	011-49-611-380-7620	dking@europe.dla.mil	+6 hrs
<b>GERMANY, HEIDELBERG</b>	Hansen,	Richard LTC	314-370-6405	011-49-622-157-6405		richard.Hansen@hq.hqsaur.army.mil	+6 hrs

<b>DLA PACIFIC (DLA-P)</b>							
<b>COMMANDER -</b>							
<b>KOREA, SEOUL</b>	Cleghorn	COL Allen	315-764-37000	11-82-53-470-3700	DSN: 315-764-3778	cleghorna@usfk.korea.army.mil	+14 hrs
<b>DEPUTY COMMANDER</b>	Roman	Renee	315-477-1242	(808) 477-1242	DSN: 315-477-1246	rroman@pacific.dla.mil	- 5 hrs
<b>DPAC -HAWAII , HONOLULU</b>							
<b>ADMINISTRATOR -</b>	Asis	Charlotte	315-477-5222	(808) 477-5222	DSN: 312-477-1246	Casis@pacific.dla.mil	- 5 hrs
<b>HAWAII, HONOLULU</b>							
<b>ALASKA, ELMENDORF AFB</b>	Delong	Tom	317-552-6624	(907) 552-6624	DSN: 317-552-6623	tdelong@desc.dla.mil	-4 hrs
<b>HAWAII, HANOLULU-CAMP</b>	Donaldson	Frank	315-477-5221	(808) 477-5221	DSN: 315-477-1196	donaldsonfe@mcbh.usmc.mil	- 5 hrs
<b>SMITH</b>							
<b>HAWAII, SCHOFIELD</b>	Strickland	Deborah	315-455-1268	(808) 655-1268	808-655-2349	dlacsr@schofield.army.mil	-5 hrs
<b>BARRACKS</b>							
<b>JAPAN, OKINAWA</b>	Brantley	Larry	315-637-3330	011-81-611-737-3330	DSN: 315-637-3626	brantleylk@3FSSG.usmc.mil	+14 hrs
<b>JAPAN, YOKOSUKA)</b>	Whitley	Deborah	315-243-6106	011-81-616-043-6106	DSN: 315-243-6701	dwhitley@ddyjexch.ddc.dla.mil	+14 hrs
<b>KOREA, SEOUL-YONGSAN</b>	White	Wayne	315-723-3256	011-82-2-7913-3256	DSN: 315-723-3261	whiteh@usfk.korea.army.mil	+14 hrs
<b>GARRISON</b>							
<b>KOREA, DAEGU-CAMP HENRY</b>	Rose	Lowell	315-768-6497	011-82-53-470-6497	DSN: 315-768-7466	rosel@usfk.korea.army.mil	+14 hrs
<b>KOREA, DONGDUCHON,</b>	Yune	Yuri	315-730-3406	011-82-351-869-3406	DSN: 315-730-3414	yuney@usfk.korea.army.mil	+14 hrs
<b>KYONGGIDO-CAMP CASEY</b>							

# Directory Of DLA CONUS Customer Service Representatives

LAST	FIRST	DSN #	COM #	FAX #	E-MAIL
Alvarez	Benjamin	737-0396	(254) 287-0396	566-5158	
Bartley	William	751-0136	(910)451-0136	751-5207	
Bertleff	Alfred	787-8576	(937) 257-8576	787-4244	bartleyw@2fsg.usmc.mil Alfred.Bertleff@wpafb.af.mil
Buckman	Richard	442-5278	(215) 697-5278	442-4965	richard_buckman@icpphil.navy.mil
Campbell	Judy	691-5483	(719) 526-5483	883-0411	judith.campbell@carson.army.mil
Cindle	Patricia	336-5611	(405) 736-5611	339-7359	pchambers@ddc.dla.mil
Clare	Maryanne	777-4498	(801) 777-4498	(775) 587-1549	maryanne.clare@hill.af.mil
Cline	Kaye	339-2701	(405)739-2701	339-7359	kcline@ddc.dla.mil
Coover	Tom	942-0733	(904) 542-0733	942-0790	coover@navair.navy.mil
Crawford	Steve	777-6654	(801) 777-6654	(775) 923-2362	steve.crawford@hill.af.mil
Cullen	Christopher	856-4446	(785) 239-4446	856-1758	christopher.cullen@riley.army.mil
Cunanan	Reynaldo	AIRPAC-(M/W/TH/F) 577-7355 (619) 545-7572	735-5465	NADEP-(T) 735-7572 735-2212	cunanan.reynaldo@cnap.navy.mil cunananrp@navair.navy.mil

Davies	Paul	571-4327	(256) 235-4327	571-4189	daviesp@anad.army.mil
DeMaris	Melody	861-2009	(361) 961-2009	861-2086	mdemaris@ccad.army.mil
Dodson	Ron	236-9505	(910) 396-9505	239-5274	rdodson@csr.dla.mil
Duncan	Roxy	430-3053	(717) 605-3053	430-2554	rochelle_m_duncan@icpmech.navy.mil
Ebeler	Bill	AMC/RSS-(T/TH) 779-8381	(618) 229-2650	779-7321799-4878	bill_ebeler@hq.dla.mil william.ebeler@scott.af.mil EvansMJ@navair.navy.mil
Evans	Micki	451-5278	(252) 464-5278	451-7337	
Fisher	Tracy	COMNAVAIRLANT-262-3356 NASOCEANA-(W) 433-3476 (757) 433-3476	565-1950	(757) 322-3356 C-(757) 581-235	fisherts@cna1.navy.mil fishert@nasoceana.navy.m
Fleenor	Mike	236-9904	(910) 396-9904	239-5274	fleenorm@bragg.army.mil
Freeman	Charles	430-7508	(717) 605-7508	430-1847	charles_freeman@icpmech.navy.mil
Gary	Teri	339-7362	(405) 739-7362	339-7359	tgary@ddc.dla.mil
Gilliland	Steve	468-7193	(478) 926-7193	468-3626	Thaddeus.Gilliland@robins.af.mil
Greene	Phil	367-6595	(404) 464-6595	367-6750	greenep@forscom.army.mil
Greene	Linda	737-0399	(254) 287-0399	566-5158	linda.greene@hood.army.mil
Griffin	Christine	992-1391	(732) 532-1391	992-9612	christine.griffin@mail1.monmouth.army.mil
Grimm	David	442-4797	(215) 697-4797	442-4767	david_grimm@icpphil.navy.mil
Hammond	Les	772-9656	(315) 772-9656	772-4184	hammondl@drum.army.mil
Harris	Patsy	836-1413	(757) 836-1413	836-1398	harrispg@hq.sublant.navy.mil
Haynes	Barry	365-8191	(760) 725-8191	365-0933	HaynesBC@1fsg.usmc.mil
Johnson	David	571-5160	(256) 741-5160	571-4189	JohnsonH@anad.army.mil
Keller	Gretchen	786-3989	(810) 574-3989	786-6323	kellerg@tacom.army.mil

Kowalski	Pat	567-6570	(229) 639-6570	567-5491	kowalskip@matcom.usmc.mil
Landrie	Molly	777-0336	(801) 777-0336	777-7038	molly.landrie@hill.af.mil
Malinak	Mark	795-6651	(570) 895-6651	795-7891	mark.malinak@tobyhanna.army.mil
Martinez	Kathy	861-2024	(361) 961-2024	861-2086	kmartine@ccad.army.mil
Martinez	Louis	470-6046	(760) 380-6046	470-6096	louis.martinez@irwin.army.mil
Milan	Madelyn	468-0505	(478) 926-0505	468-3626	Madelyn.Milan@robins.af.mil
Mitchell	Phillip	575-0715	(757) 225-0715	575-0110	phillip.mitchell@langley.af.mil
Moore	Jeff	746-2965	(256) 876-2965	645-0192	Jeffery.Moore@redstone.army.mil
Morton	Alexander	278-4474	(703) 784-4474	278-3432	mortonaw@mcsc.usmc.mil
Newlon	Ray	942-2603 ext. 318	(904) 542-2603 ext. 318	942-0546	newlonRA@navair.navy.mil
Northern-Eley	Pamela	961-8411	(757)396-8411	961-8417	northerneleypl@nnsy.navy.mil
Oglesby	Ann	788-6403	(256) 842-6403	645-0192	ann.oglesby@redstone.army.mil
Paxton	Glenn	439-0290	(360) 476-0290	439-2931	gpaxton@ddc.dla.mil
Rieder	Suzanne	786-6392	(810) 574-6392	786-6323	rieders@tacom.army.mil
Rowe-Leach	Rose		793-5970	(309) 782-5970	rowe-leachr@ria.army.mil
Sheldon	Connie	735-4181	(619) 545-4181	735-2212	sheldonc@navair.navy.mil
Stephens	Martha	635-6927	(270) 798-6927	635-3730	stephensm@campbell.army.mil
Stidhams	Tim	357-2991	(253) 967-2991	357-9111	stidhamt@lewis.army.mil
Toland	Glinda	829-4498	(903) 334-4498	829-3183	Glinda.Toland@redriver-ex.army.mil
Wakely	Gayenelle	451-9671	(252) 464-9671	451-8022	wakelygr@navair.navy.mil
West	Jerry	AIRPAC-(M/W/TH/F)735-5382 FISC-(T) 522-4337	(619) 545-5382		



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Stephens	Martha	635-6927	(270) 798-6927	635-3730	stephensm@campbell.army.mil
Stidhams	Tim	357-2991	(253) 967-2991	357-9111	stidhamt@lewis.army.mil
Toland	Clinda	829-4498	(903) 334-4498	829-3183	Glinda.Toland@redriver-ex.army.mil
Wakely	Gayenelle	451-9671	(252) 464-9671	451-8022	wakelygr@navair.navy.mil
West	Jerry	AIRPAC-(M/W/TH/F)735-5382 FISC-(T) 522-4337 (619) 532-4337	(619) 545-5382 735-5465	522-2249	west.jerry@cnap.navy.milj Jerry_L_west@sd.fisc.navy.mil whitehw@navair.navy.mil
White	Wayne	735-2485	(619) 545-2485	735-4501	whitehw@navair.navy.mil
Whitley	Deborah	567-	(229) 639-	567-	
Wilson	Kathy	870-2937	(912) 767-2937	870-6771	kathywilson@stewart.army.mil
Zabielski	Kenneth	767-8690	(703) 617-8690	767-5094	kzabielski@hqamc.army.mil



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or

Write to the DLA Complaint Program:  
ATTN: Mr. Stephen M. Keefer (DSS-S)  
8725 John J. Kingman Road, Suite 2533  
Fort Belvoir, VA 22060-6221

The DOD Defense Hotline Program web site at:

[www.dodig.osd.mil/hotline](http://www.dodig.osd.mil/hotline)

The DOD Defense Hotline Program at 1-800-424-9098

or

Write to the DOD Defense Hotline Program:  
Defense Hotline  
The Pentagon  
Washington, DC 20301-1900

The DoD Defense Hotline e-mail at: [hotline@dodig.osd.mil](mailto:hotline@dodig.osd.mil)

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**Defense Logistics Information Service**

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