



DEFENSE LOGISTICS AGENCY

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Logistics News Customers Can Use



Everytime, Best Solutions
for America's Warfighters

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LogLines@hq.dla.mil

Headquarters,
Defense Logistics Agency
Andrew T. McNamara Building
8725 John J. Kingman Road
Fort Belvoir, VA 22060-6221
703-767-6200
FAX: 703-767-6312
www.dla.mil

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Message From the Director

The Defense Logistics Agency is a dedicated partner to America's Military Services. As logistics professionals, we are obligated to meet the needs of the men and women who stand ready to defend our Nation. Now, more than ever, our mission is crucial. Those on the frontlines of the war against terrorism must be able to depend on DLA to enhance their efforts. We are ready to meet this challenge.



We are instituting new and innovative processes to provide better products more quickly and at less cost. Even more important, however, is the relationship we maintain with our customers. DLA is taking a proactive approach to serving those who depend on us for their mission needs. We are meeting with our customers face to face to determine their requirements and how we can best perform them. We must learn their operations, learn how they do business, and then anticipate their needs. In this way, we can provide world-class support to our warfighters.

In this issue, we have included articles that describe some of the steps we are taking to become even more responsive to our customers. Our ongoing customer contact is explained in the articles on how the Defense Distribution Center is "walking in the customer's shoes" and how the Defense Supply Center Richmond is letting aviation customers "have their say." The article on the Defense Supply Center Philadelphia's maintenance, repair, and operations program is another example of the complete support we offer. These are but a few of the initiatives DLA is taking to provide world-class logistics support.

I invite you to look through these pages and find out how DLA is working hard for our customer!

A handwritten signature in black ink, appearing to read "K. Lippert".

KEITH W. LIPPERT
Vice Admiral, SC, USN
Director

WORLD CLASS CUSTOMER SUPPORT



Walking in the Customer's Shoes

DDJC visits the National Training Center

By Doug Imberi, DDJC Public Affairs

In an effort to consistently provide responsive, best value distribution service that is tailored to the customer's needs and reduces customer wait time, Defense Distribution Depot San Joaquin, Calif., teammates make routine visits to customers. During the most recent visit to Fort Irwin, Calif., DDJC Commander, Army Col. Edward Visker, along with 10 DDJC teammates including forklift drivers, packers, material handlers and the traffic manager, made the trip to the National Training Center.

The team traveled via a Chinook helicopter courtesy of the California Army National Guard at the Stockton Army Aviation Support Facility. DDJC teammates took the opportunity to talk directly with the Fort Irwin Central Receiving Point personnel about the supplies shipped from the San Joaquin Center and see first hand how they fit into the supply pipeline.

Visits to customers provide valuable insight into specific needs and requirements while at the same time establishing professional face-to-face business

relationships.

"There is nothing like walking the terrain with the customer," said Transportation Division Deputy chief, Bill Handewith. By walking their receiving floor you understand their mission and what their needs are, and we can tailor our processes to better support them."

"Some customers, especially Navy customers, want their priority receipts segregated from the routines," said Fred Clary, DDJC's Customer Service Branch. "Other customers like Fort Hood, Fort Bliss and Fort Riley want everything in one box. It has to do with the way their receiving operations are set up."

According to Handewith, the most useful information comes from the person who works the receipts shipped from DDJC, not just managers or commanders.

One of the accomplishments was getting some of the Navy and Marine customers to start using the Army's Automated Manifest System cards.

Demonstrating how the cards provide 100 percent accountability of the items on each shipment and automatic reports of any discrepancies makes it appealing to customers.

Another benefit of the visits is the dialogue that produces information on a wide variety of distribution topics.

"We will offer advice on how customers can enhance their operation using packing processes at DDJC or special equipment such as foam in place machines for special items," Handewith, said.

DDJC tries to visit each customer at least every two years, many several times a year.

"Since the military change duty stations every two or three years and requirements change," said Handewith, "we need to shake their hands and look them in the eye, to be on their team. To provide continuity with the warfighter we need to understand their business needs now and in the future."

Each visit always concludes with an invitation for the customer to visit DDJC.

"To be on the same team, they need to see how we support them and understand our end of the business," concluded Handewith. ❖



Ten DDJC teammates visited Fort Irwin's National Training Center to see the other side of the supply pipeline. Here they check out the items shipped from DDJC the previous night.

DDC dramatically reduces customer wait time to overseas customers

By Polly Charbonneau, DDC Command Affairs

The Defense Distribution Center has added an important service to reduce customer wait time for customers located outside the continental United States. Traffic Management Specialists at both of DDC's Strategic Distribution Platforms are using a web-based direct booking system that allows them to interact directly with certain shippers. Up to a week of scheduling time can be avoided by using this web-based connection called Integrated Booking System.

"The goal," said Pat Kuntz, DDC Logistics Support Division chief, "was to achieve and implement a process that streamlined service procurement, reduced customer wait time, increased customer satisfaction while developing shipper partnerships. Direct Booking achieves all of that with results even greater than we hoped."

Today all DDC customers with shipments moving between Defense Distribution Supply Philadelphia and Germany, the Netherlands, Belgium, the United Kingdom, Italy and Southwest Asia, and Defense Distribution Depot San Joaquin, Calif. and Korea, Japan, Okinawa, Guam and Hawaii benefit from this faster service.

While most Americans are familiar with overnight delivery options inside the United States, they may not be aware of the long transit times required to get material OCONUS. There is one ship per week per shipper to Europe. Transit times to Northern Europe, the United Kingdom and Belgium take approximately 19 days. Transit time to Italy takes approximately 22 days. The tyranny of distance also affects shipping to the Pacific. While occasionally there are bi-weekly shipments to Guam and Hawaii, there is also only one shipment per week per shipper to the rest of Asia. Transit times to Japan are 18 days, Korea 22 days and Okinawa 25 days. The time consumption for ocean transit alone makes every minute stock sits in the United States critical.

The process begins as material flows through the Consolidation and Containerization Points at DDJC and DDSP and is staged for specific customers located at specific destinations. When enough material has accumulated for loading a container, or when material has been in the staging area for three to five days, a booking connection is made.

CCP consolidates and containerizes material, often using cross-loading, or cross-docking, which is

the movement of palletized material directly from a receiving dock to shipping dock to eliminate any storage or staging. Booking a vessel through the IBS usually takes as little as five minutes whereas the previous system took an average of 29 hours.

"Everyone has benefited from this new service," said Kuntz, "from the shippers who have better control of their cargo to our customers who receive their material predictably and days faster. This is a revolutionary change and DDC is proud to offer it to our customers." ❖



Material is staged according to customer destinations.



Frank Buttorff, DDSP-E, loads material from staging area into container at shipping dock.



Direct Booking using Web-based technology has put smiles on everyone's face including Transportation Assistants Maxine Roland, left, and Filly Parker, along with carriers and customers who get their supplies quicker.

Defense Supply Center Richmond provides critical mission repair

By Brenda McCormac, DSCR Public Affairs

Providing Support to the USS George Washington

"Extremely important; absolutely great; can't do business of the ship without support from DSCR," says machinery repairmen Chief Ricardo Lugo of the aircraft carrier USS George Washington when asked about the support provided by the Defense Supply Center Richmond. These were the ecstatic words voiced after having the mission-essential machine, the gap bed lathe, repaired by DSCR personnel.

The gap bed lathe is used to repair the catapults and arresting gear enabling the launching and landing of aircraft

from the flight deck of the ship. Because this type of lathe is very large, aircraft carriers can carry only one on board. This mission-essential machine had broken down at sea with no mechanic available for repair.

The USS George Washington, as part of the Atlantic Fleet, has its maintenance and repairs funded by the Commander Naval Air Force U. S. Atlantic Fleet, or COMNAVAIRLANT, which is one of many customers of DSCR's Product Center 12. Customer account representatives such as Gerald Turner are in continuous contact with either the fleet ships or COMNAVAIRLANT if maintenance of the ships' industrial machinery is

required.

Several months after the USS George Washington returned to port in Norfolk, Va., Turner was notified to bring a team to perform a condition assessment of the industrial machinery on board the ship. The team consisted of three PC 12 members - one from DSCR, and a mechanic and electrician from the repair facility in Mechanicsburg, Pa.

The assessment revealed 11 items needing repair, three items requiring replacement and one item to be upgraded. Some of the machines needing repair were several lathes, horizontal and vertical band saws, abrasive cutter, ironworker and a tool and cutter grinder.

The industrial machinery enables the ship to make critical repairs to both the ship and aircraft while at sea.

After the assessment and cost analysis were conducted and the project was approved by COMNAVAIRLANT, parts were purchased and sent to the ship. The DSCR team returned to the ship for installation of the parts during the repair phase, and all machine shop repairs were completed on schedule.

"My job gives me customer satisfaction because I know the sailors have the ability to complete their mission with machinery that we have either repaired or purchased," Turner says. "Our customers trust us with their money; we are stewards of the taxpayers' dollars."

The USS George Washington, "the Spirit of Freedom," deployed to the Mediterranean in support of Operation Enduring Freedom. ♦

Defense Supply Center Richmond personnel repairs floating repair facility USS Frank Cable

The Defense Supply Center Richmond's Product Center 12 was called into action again to



USS Frank Cable.



DSCR Product Center 12 mechanics, Alan Gee and Richard Johnson, and Sailor, work on gap bed lathe.



The USS George Washington.

perform its critical work, this time on the USS Frank Cable, one of only two submarine tenders remaining in the U.S. Navy.

The USS Frank Cable is a floating repair facility with the full capability of supporting repair on any type of U.S. submarine. It has between 200 and 275 industrial repair machines on board which its crew uses to perform many

types of repairs while at sea.

The tender had just returned to its homeport of Guam from Operation Enduring Freedom when DSCR was asked to perform a condition assessment of its industrial machinery in preparation for its next deployment.

"When our teams go aboard to make repairs, they face many demanding situations," says DSCR

Customer Account Representative Mike Kerr.

One of the team's most crucial challenges is having a knowledgeable, skilled team available to repair numerous, distinctive types of machinery. The repairs are much easier to make while the ship is in port, Kerr says. The difficulty arises in acquiring the necessary parts in a timely manner. "To get parts sent in advance is a logistical nightmare."

In mid-April, Kerr's team, consisting of a team leader, three mechanics and an electrician from Mechanicsburg, Pa., traveled to Yokosuka, Japan. There they repaired 15 of the ship's machines and assessed the condition of and ordered parts for an additional 148 machines.

When the parts are delivered to the tender, Kerr says the team will return to install them and make further repairs in time for deployment in late summer 2002.

"My job satisfaction comes from knowing how grateful the sailors are after we've repaired critical machines that have been down for two to three



Turner and Chief Lugo examine new shear that replaced irreparable machine.

An update on the Defense Supply Center Philadelphia maintenance, repair and operations services program

By Doug Steinmetz, DSCP Maintenance, Repair and Operations

The Maintenance, Repair and Operations Services Prime Vendor Program is a method whereby customers can acquire facilities maintenance services on government bases and installations. The MRO services include maintenance, repair and renovation of buildings and associated equipment as well as ancillary support such as landscaping, painting and locksmith services.

Since its inception in September 2001, the MRO Services initiative has experienced steady growth. Twelve customers, representing every branch of the military as well as the Pentagon, the U.S. Coast Guard and the Federal Bureau of Prisons, have submitted requests for work.

Following the

events of Sept. 11, 2001, several requests for security enhancements have been received including a Marine Corps request for a secure fenced-in storage area that required both award and completion of work within one week. The Marine Corps also requested the installation of a high-security barricade system, and the Air Force requested installation of entrance gate crash barriers. The Pentagon is using this initiative to install special high-tech steam trap valves to improve heating efficiency. The West Point Military Academy is utilizing the program to renovate a building and perform road repairs.

The interest generated so far is broad and the capabilities of this

program are vast. Other potential customers that have expressed interest in this initiative include the State Department, Arlington National Cemetery, the Federal Bureau of Investigation Training Facility, the Smithsonian Institute and many other military installations.

Existing MRO Services contracts cover the Northeast Region of the United States (including the District of Columbia, Maryland, Virginia, West Virginia, Connecticut, Delaware, Massachusetts, Maine, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island and Vermont). DSCP personnel are now planning for the next region to be awarded. ❖

For more information contact
Doug Steinmetz, regional manager,
at (215) 737-7940, DSN 444-7940; or
Celestine Lennox, contracting officer,
at (215) 737-8298, DSN 444-8298,
or via e-mail at: mroservices@dscp.dla.mil.

Defense Supply Center Richmond restructures to provide better customer support

By DSCR Public Affairs

Customers will see differences in more than just processes as the Defense Logistics Agency comes on line with Business Systems Modernization, known as BSM, during the next two years. They will see a restructuring of the organization that will better focus on the customers we serve.

At Defense Supply Center Richmond, though, they are seeing that difference now.

DSCR has established customer teams that are a precursor to the integrated customer teams functioning under the BSM concept demo, says Lt. Col. Dennis Beers, the team chief for Tinker and Lockheed Martin Kelly Aviation Center.

His team, and one for Corpus Christi Army Depot, were formed in February this year, Beers says, and made their initial visits to those customers to talk with them about the changes in the agency, the center's new customer focus and how we could better support them. Since then, a customer team facing Warner Robins Air Logistics Center/Air Mobility Command has also been established.

Customer teams will work closely with the weapon system support managers or WSSMs, but there is a difference in the two. WSSMs work to support specific weapon systems, while customer teams will work directly with the customer, reacting to their emergency requirements and planning for short-term and long-term support.

"A big difference between the role of the customer teams and the weapon system support manager," Beers says, "is that we are directly focused on the needs and requirements of the customer at that specific location, while the WSSM supports a specific weapon system which includes supporting the programmed depot maintenance line and the operational units."

For instance, the C-135 programmed depot maintenance is done at Oklahoma City Air Logistics Center. Customer teams will be

involved in supporting requirements on the C-135 PDM line. The WSSM, however, focuses not only on the PDM line, but also on the needs of the C-135 program at all locations.

"We have weekly teleconferences and have briefed the customers," Beers said. "They are very receptive."

"At Oklahoma City they are excited to finally have a single point of contact to come to, and we've already done a lot to improve support since February. In June, Oklahoma City had the best DLA stockage effectiveness ever."

Employees at the center are excited about this new customer focus as well. More than 200 employees volunteered for 36 positions that would make up the first three customer teams, and another three – Cherry Point and Jacksonville Naval Aviation Depots and Oceana Naval Air Station; Fleet Industrial Supply Center San Diego and Naval Aviation Depot North Island; and Ogden Air Logistics Center and Air Combat Command – which are slated to come on line in August.

Plans are in the works for even more teams to support other major customers. Ultimately, these customer teams will transition to an integrated customer team under BSM.

Beers believes working with the customers now is a smart business move for the center. "We will have already established a rapport with our customers, so that as BSM is released, the transition will be much smoother." ♦



Lt. Col. Beers and the new customer team.

DSCP announces expanded prime vendor portal

By Ed Pawlak, DSCP General and Industrial Directorate

Not sure who your Prime Vendor is for a particular commodity?

Tired of entering multiple web-sites to place your orders?

Do you want to take advantage of the web to increase efficiency in your ordering process?

The General and Industrial Directorate of the Defense Supply Center Philadelphia has expanded its web portal, allowing customers to access all of their Prime Vendors through one common entry point with one login and password.

This portal directs users to their designated PVs, allowing them to shop across Prime Vendors and fill their shopping carts with maintenance, repair and operations supplies, lumber, office supplies, metals, diving and fire fighting equipment and containers--all with the point and click of a mouse!

This portal is our first step toward providing total integrated support. We are working on other initiatives that will improve the ordering process, including order information for customer legacy systems.

Why wait? Register today and receive a login and password. Training is available via an online user's guide or, to receive one-on-one training, contact Ed Pawlak at (215) 737-9037. URL www.SHOPDLA.com can be used to fulfill all of your G&I commodity needs. Visit the Web site for registration information or contact the Help Line at 1-877-SHOPDLA.❖



**Why wait?
Register today and
receive a login
and password.**

**www.SHOPDLA.com
Help Line
1-877-SHOPDLA**

**DSCP: Providing Tailored Logistics
Support to the Warfighter**

Aviation customers have their say

By Brenda McCormac, DSCR Public Affairs

More than 200 aviation customers throughout the Department of Defense were given the opportunity to provide feedback to Defense Logistics Agency professionals at the 2002 Aviation Logistics Conference hosted by the Defense Supply Center Richmond last month in Richmond, Va.

Attendees were from each military program office, as well as the Naval Inventory Control Points, Naval Air Systems Commands, Naval Depots, Air Force Materiel Command, Air Combat Command, Air Logistic Centers, Army Materiel Commands, Foreign Military Sales and executives from the Defense Logistics Agency.

The purpose of the conference was to provide DSCR's top aviation customers with an update of DLA's new re-engineering business practices

and policies, special program requirements, corporate contracting, back-order reduction and future expectations.

DSCR's commander, Brig. Gen. James P. Totsch, led off the conference by briefing the attendees on his perspectives on the past, present and future role of DSCR as "integrator for (aviation) consumable support." As a growth industry, DSCR items have increased in the past decade to almost 900,000 National Stock Numbers.

Totsch said DSCR's management responsibility was twofold. As an Inventory Control Point it has management responsibility for its assigned items that include a mix of NSNs with aviation, land, maritime and troop support applications. As the lead center for aviation, it has a DLA-wide responsibility to coordinate information and



Brig. Gen. Totsch explains DSCR's role in integration for aviation.

actions on all DLA-managed items that have application to aviation weapon systems regardless of which center is the manager.

He also said the center is transitioning to create a more customer and supplier facing organizational structure. Building the customer relationship concept is a very important part of DLA's strategic goals. DSCR will be focusing hard on improving its support. As the center enters this transformation, its success depends on partnering, collaboration, and building alliances with its customers, suppliers and other supporting DLA business units.

The topic, however, that generated the most discussion and concern was Business Systems Modernization and its implementation. BSM will result in a new enterprise business architec-

ture to replace the aging Standard Automated Material Management System and will enable DLA to re-engineer its logistics processes to reflect best commercial practices.

Within four years, the Defense Logistics Agency will have said goodbye to venerated, yet antiquated, materiel management systems. DLA's mission-critical legacy systems will be replaced with an expanded enterprise information technology environment and commercial-off-the-shelf software packages.

Because of the concerns voiced at the conference, DSCR will be hosting the next aviation logistics conference this fall to keep its customers abreast of the pending BSM changes within DLA.

Customer feedback has been very favorable. ❖



Conference attendees learning about DLA's new reengineering business practices.

Promoting the small farmer: A work in progress in Puerto Rico where government agencies team up for promoting local produce

By Pat Scott, DSCP Produce Staff

As you descend through the clouds over San Juan, Puerto Rico you can view the stunning beaches, blue-green water, rainforests and fortresses of El Morro, and its sister San Cristóbal Castles, and imagine the 500 years of Spanish culture and history that await you. The people of Puerto Rico are friendly and hospitable, and passionate about their paradise island. All of the signals were positive as the Defense Supply Center Philadelphia team embarked on a project with the Puerto Rico Departments of Agriculture and Education that was as diverse and rewarding as the spectacular scenery.

In June 2001, the DSCP Produce staff was invited by the U.S. Department of Agriculture, Mid-Atlantic Region, to attend preliminary meetings with Puerto Rican government agencies to brief the

purpose and logistics of the Department of Defense Fresh Produce Program, as it is commonly called. The program was entering the seventh year of partnership with the USDA in providing fresh fruits and vegetables to eligible schools under the National School Lunch Program, including schools in Hawaii, Guam and Alaska. A second USDA program, the Small Farm to School initiative, was another opportunity for outreach to small farmers throughout the island.

The DSCP team included members from the Produce Business Unit, Orlando Field Buying Team and the Defense Supply Office Jacksonville, Fla. The team also included members from the Food Service/Prime Vendor Business Unit for potential local poultry suppliers, as well as a member of the Operational Rations Business Unit who, as a native of

Puerto Rico, provided invaluable translation services. Puerto Rico has two official languages, Spanish and English, so having a translator available was important for the comfort and ease of all parties.

Honorable Fernando I. Toledo Fernández, Secretary of Agriculture, and Honorable Dr. César A. Rey Hernández, Secretary of Education, were unanimous in their commitment to find ways to buy and distribute locally-grown produce, such as plantains, bananas, tomatoes and watermelon, for the school lunch meals. Agriculture has been an important industry in Puerto Rico, where the government has constantly sought markets for their crops. The USDA/DSCP program sufficiently covered acquisition and logistics challenges, and as the summer progressed, plans for the Back-to-School menus

took shape. Additionally, other produce items, such as iceberg lettuce, cabbage and garlic, were to be competitively awarded to local vendors in the Direct Vendor Delivery program.

The pilot project supported 724 schools in 24 school districts, which submitted their orders through three Department of Agriculture warehouses in San Juan, Caguas and Bayamón. Individual school orders were consolidated at the school district office, where they were forwarded weekly to DSO Jacksonville, via the Agriculture Services and Distribution Administration, a logistics arm of the Puerto Rico Department of Agriculture. The warehouses received the produce from the farmers and/or DVD vendor, consolidated and prepared shipments by school and reconciled the delivery paperwork.

Several surplus personal computers were subsequently donated by DSCP to the ASDA office to assist in this administrative task.

DSCP has been invited to participate in various Back-to-School, National School Lunch and

local school recognition events, which are widely attended and very popular with the school children. DSCP has provided "Five-A-Day" and nutrition literature and posters in Spanish, and allowed the students to sample local and exotic produce with the purpose to influence them to reach for a piece of fruit over a snack bag of chips. A review of orders shows an increase in salad bar ingredients, which will certainly improve over time. Linda Stanhope, School Lunch coordinator from DSO Jacksonville, said, "Lucas Marrero, the ASDA program coordinator, told me that the schools seem to be very happy with the fresh product. Piece counts have increased from the start. Marrero said he was surprised how the children are enjoying the lettuce and tomato salads, which didn't go over very well in the beginning."

With a team approach, it was certainly easy to enjoy the flavors of the food and the tropical ambiance, while supporting the family-run farms and providing the highest quality produce to the schools. The pilot

program has worked very well since the first shipments began in August 2001, and every indication is that the program will continue in the next school year. Constant communication with our partners at the USDA and the Puerto Rico Department of Agriculture and Department of Education is what makes this program such a success from the harvest wagon to the cafeteria table. Greg Sankovic, field buyer for the Puerto Rico school program, Orlando Buying Office, visits the warehouses each month and states, "With each trip, I am making good friends, exchanging ideas and helping to develop such a productive and nutritious program which most people would never guess that DoD would be involved in." ❖

Defense Logistics Agency's Logistics Operations supports Army Transformation

By Clifton Chappell, DLA Historian

Recently, the Defense Logistics Agency was invited by the Association of the United States Army and its co-sponsor the Army Materiel Command to participate in the AUSA Logistics Transformation Symposium in Richmond, Va. Army Maj. Gen. Hawthorne L. Proctor, director of Logistics Operations for DLA, led a panel of DLA senior leaders discussing the



Exhibit hall at the Symposium.



Darrah Wilson, second from left, explains DLA's support to customers at the Symposium.

many ways the agency is meeting expectations of Army Transformation. Proctor's panel members included Jeffrey Jones, director of the Defense Energy Support Center; Brig. Gen. Jesus A. Mangual, former commander of Defense Supply Center Philadelphia; Richard A. Bailey, deputy commander of Defense Supply Center Richmond; Steven R. Bernett, deputy commander of Defense Supply Center Columbus; and Phyllis Campbell, deputy

commander of Defense Distribution Center. Each senior leader presented examples of how the agency is committed to finding better ways to get the goods where they are needed and when they are needed in the most efficient manner possible.

The agency has driven operational costs down, reduced back orders and increased availability rates to 87 percent for Army systems. This has achieved \$670 million of expected savings over the next six



Army Maj. Gen. Hawthorne L. Proctor delivers message on DLA support to Army Transformation.

will strengthen DLA's position in future support for Army Transformation. As Mangual reiterated to the audience, "the beneficiary is the soldier."

AUSA and the Army Materiel Command also requested that DLA provide a booth within the exhibits hall adjacent to the presentation auditorium. DLA subject matter experts explained the wide range of products and services that are available from DLA and how DLA is the key to providing world-wide support to the warfighter. ❖

years. Jones cited that collaboration was the key between the customer and the supplier.

To expand these efficiencies even further, DLA has adopted a new system called Business Systems Modernization. Looking ahead at the

agency's own transformation, this includes major reorganizations of refitting the agency's needs based upon the customer's needs. BSM will change the way DLA does business well into the future. The new system will replace outmoded programs

and processes and streamline how DLA meets an ever changing face to its customers. With its rollout in July 2002, BSM's new strategies will enable DLA to meet first release procedures for its major Troop Support Customers, like the Army. In turn, BSM

DLA's "face to the customer" in Europe is expanding

By Steve Abney, DLA-Europe Public Affairs

Three additional customer support representatives are coming to Europe. The three new positions are at Lakenheath, England; Seckenheim, Germany; and Sigonella, Italy.

"Our strategic plan calls for us to periodically evaluate the location of customer support representatives," said DLA Europe deputy commander E.B. "Rusty" Burch. "We look at current and projected workload, projected mission changes, DLA customer support goals and our customers' desires as we consider the placement of CSRs. All these factors taken into consideration indicated that we should place CSRs at these new locations.

"We've had Reserve officers serving as customer support representatives in England for several years. So the move to a civilian position there was a natural evolution." The position will provide a local DLA contact for Air Force units at RAF Lakenheath and RAF Mildenhall and for U.S. Naval Forces Europe headquarters in London. This won't be the first full-time DLA position in England either. The Document Automation and Production Service, Defense Energy Support Center, Defense Reutilization and Marketing Service and Defense Supply Center Philadelphia all have personnel in England.

The position at Naval Station Sigonella in Sicily reflects DLA's growing presence there. The Navy requested that Sigonella be built up as part of the forward stocking initiative. Forward stocking of material saves about \$1 per pound compared with priority air shipments from the United States. It also increases fleet readiness by cutting as much as a week off the shipping time.

"The Army is our biggest customer in Europe," Burch said. "We were finding ourselves stretched too thin to give them the support they wanted. Unlike the Air Force and the Navy where most activity is confined to a few large bases, the Army units in Europe are widespread."

With customer support representatives at the 1st Armored Division, 1st Infantry Division, 3rd Corps Support Command and 21st Theater Support Command, the largest units were covered. "However, the Army wanted us to provide assistance to the non-COSCOM units in theater. And there are a lot of those," Burch said. "We finally settled on Seckenheim as the central location for that position."

Customer support representative Ray Newlon has arrived at Sigonella. The new customer support representatives for Lakenheath and Seckenheim should be on board soon. ❖

DAPS holds ribbon cutting ceremony for Customer Information Center in St. Louis

By Keith Beebe, DAPS Corporate Communications

The Document Automation and Production Service held a ribbon-cutting ceremony on Aug. 6, to mark the opening of its Customer Information Center at the DAPS center in St. Louis. The CIC is a major component of DAPS' customer service program, a strategic effort to enhance customer relationships.

The CIC will provide DAPS customers a dedicated channel for information services, problem resolution and support. A toll-free number will connect customers to service agents and

specialists providing information on all DAPS document automation services. DAPS partnered with the Defense Logistics Information Service to deliver this new customer contact and support service using the Battle Creek Customer Contact Center. The BCCCC offered DAPS the best value solution for a customer contact center, demonstrating world class servicing levels as part of DAPS' search for a service provider. The BCCCC will provide "first tier" call response to customer inquiries, initiate the call record, install and maintain the "utility" for handling customer calls and train DAPS personnel at the CIC and other service tiers on the proper use of the utility.

Following a welcoming statement by Larry Bonds, DAPS Customer Service program manager and CIC manager, the ceremony was opened by Shawn Magill, the DAPS director of business development. Magill said, "This is a key event



Cynthia Ellis, a customer service agent at the DAPS Customer Information Center, views and talks with Shawn Magill during a demonstration of a prototype virtual center kiosk.



Shawn Magill, DAPS director of Business Development, demonstrates the use of a prototype virtual center kiosk. The kiosk is a dedicated customer service outlet providing a direct audio and video link to DAPS customer service agents at the Customer Information Center.



Steve Sherman (left), director, Document Automation and Production Service; Larry Bonds (center), DAPS Customer Service Program Manager; and David Fisher, director, Customer Products and Services for the Defense Logistics Information Service, cut the ribbon signifying the opening of the DAPS Customer Information Center in St. Louis.

for DAPS as it represents a major part of DAPS' commitment to better service its customers. It enables the customer to easily touch DAPS for information or services. It is an essential component of our customer relationship management program and will increase the

service value we provide to our customers throughout the Department of Defense and all federal government agencies.”

Magill then introduced Steve Sherman, the DAPS director. Sherman’s message to those attending communicated, “This is a highly important day for DAPS for three reasons: it is the formal stand-up of the corporate Customer Information Center, it solidifies the business partnership DAPS has with the Defense Logistics Information Service and, it reestablishes the formal DAPS Customer Service Program.” Sherman further noted, “We exist for the convenience of our customers. This Customer Information Center is one major way we are increasing the value for them by providing this convenient channel to our products and services.”

David Fisher, director of Customer Products and Services for DLIS, followed Sherman in addressing the distinguished gathering at the ribbon cutting. He said, “The partnership between DAPS and DLIS to provide the CIC is a prime example of showing the military and government the capabilities of the Defense

Logistics Agency. The DAPS-DLIS partnership gives a direct path for the customer to deal with DLA as one agency.”

Following the ribbon cutting ceremony, guests were given a tour of the facility and provided demonstrations on the operations of the CIC. In addition, guests were given the very first view of DAPS’ new virtual center kiosk, a dedicated customer service outlet providing an audio and video link directly to DAPS customer service agents at the CIC. Those in attendance were also shown the new release of DAPS’ docaccess online web-based ordering solution, another major component of DAPS’ ability to ease customer access to DAPS services.

The cooperation and collaboration between DAPS and DLIS to activate a call center utility and contact management solution greatly improves the DLA relationship with customers. The BCCCC solution, where structured information about customers is obtained using a controlled process to manage inquiries, complaints and requests for information, will provide a better way to understand customer needs.

Both DAPS and DLIS viewed the teamwork and partnership between the organizations as a primary reason for the success leading to the ribbon-cutting event. ❖

Petroleum Quality Information System provides better service to customers

By Kenneth Henz, DESC Bulk Fuels Commodity Business Unit

The Logistics Management Institute realized a need to compile fuel quality data for fuel procured and used by the Department of Defense.

In 1987, the Logistics Management Institute, or LMI, published a report titled "Petroleum Quality Information System: Architecture and Design Alternatives." This report laid the foundation for a system that would store and process the vast amount of data on the quality of petroleum products procured by DoD. This task fell to the defense energy managers at the Defense Energy Support Center.

In 1988, the office of the assistant secretary of defense, Energy Policy Directorate, established a need for a system to track quality trends using a standardized method of data entry. The Defense Energy Program Policy Memorandum 89-1, dated April 25, 1989, officially established the requirement for PQIS and designated DESC to design the PQIS. DESC made plans for an automated mainframe information management system that would standardize different government and private sector quality control and surveillance data reporting formats into a standardized format. The information in the database would be available to DoD personnel and industry for use in identifying, investigating and resolving fuel-related equipment problems.

Initially DESC built the database around information collected on the procurement of JP4, JP5 and JP8 aviation fuels. The proto-

type PQIS system was put into operation as a personal computer based system in October 1990. A contract clause was added to fuel contracts requiring the suppliers to report fuel quality testing in a standardized format. This allowed consistent data entry of the test data. The first report entered into the system was dated Sept. 25, 1990.

In June 1998, the first PQIS report was published covering data from 1990-1996 entitled "Survey of Jet Fuels Procured by the Defense Energy Support Center." Data included in this report represented 299 individual contracts over the six-year period having 6,093 data points representing a total of 8.54 billion gallons of JP4, JP5 and JP8. The report provided statistical summaries of test results for the data collected from all refineries supplying aviation fuel under DESC bulk fuels contracts. Information for average, minimum and maximum values on fuel properties such as aromatics, olefins, sulfur, heat content, filtration time, American Petroleum Institute Gravity and Acid Number are displayed in the report. Each refinery is assigned to a region. In the United States, the regions in the report are the same as the Petroleum Administration Districts for Defense. Overseas, the regions are defined as Middle East, Europe and Pacific.

PQIS is now published annually. It is located on the DESC local area network and uses an Access database. In most cases in the United States, data is

received through the Paperless Ordering and Receipt Transaction Screens server by electronic transfer from PORTS to PQIS. Data is still entered manually at locations in the United States not using PORTS, as well as the overseas locations.

Thanks to help from the refineries and the Defense Contract Management Agency quality assurance representatives, the PQIS 2001 annual report represented 100 percent of all bulk fuel received during that year. Future plans include PORTS compliance worldwide, expansion into extensible markup language and integration with quality surveillance.

The original database has evolved to include more products as the DESC mission evolves.

Information on ground fuels, additives, lubricating oils and missile fuels will be available through the PQIS. The published report is distributed worldwide to a varied audience including commercial refineries, military technical offices, fuel quality personnel and any other interested parties. The data is used by these entities for researching fuel specification changes, fuel quality problems and other research where fuel properties are a factor in design.

The PQIS has progressed from unrelated but useful information into a relevant, valuable and flexible tool enabling DESC to better serve its customers. ❖

ITEMS OF INTEREST



Industrial Prime Vendor Generation II – an overview

By Mary Lou Van Note, DSCP General and Industrial Directorate

The Benchstock Unit of the General & Industrial Directorate, or (G&I), has a team of professionals dedicated to refining an innovative material management strategy referred to as Industrial Prime Vendor Generation II.

The IPV Gen II program is a totally innovative, performance-based logistics program designed to address these policy directives, budget changes and operational needs of the Department of Defense. It is an initiative that uses best value to manage suppliers in order to focus on customer service

and readiness and solve problems by buying response time, quality and reliability. IPV Gen II improves upon the original IPV program design by arranging the customer groupings so that the requirements will result in greater efficiencies in pricing. It also contains a more complex structure that allows the integrator to access a variety of support mechanisms. Under the IPV Gen II concept, the prime vendor will simultaneously manage various sources of supply including DLA strategic sources, DLA depots and commercial sources.

The IPV Gen II program represents an alternative logistics support solution that transfers traditional DoD inventory, supply chain and technical support to the supplier for a guaranteed level of performance at the same or reduced cost. It is a fundamental change in DLA's approach to military readiness and industrial mobilization. The purpose is to provide efficient supply chain management and parts inventory control of bench stock at a level that will ensure weapon system readiness at all times, but especially considering the realities of the world today and military threats that are not visible and not predictable.

IPV Gen II is one of the overarching strategies for leveraging peacetime assets to provide wartime support in the new millennium. ❖

**For more information
on this initiative,
Contact Mary Lou Van Note at
(215) 737-5189,
DSN 444-5189
e-mail: mvannote@dscp.dla.mil**

Europe now has access to money saving defense contract with NAPA DSCC manages DoD partnership with NAPA that improves procurement process

By Tony D'Elia, DSCC Public Affairs

The Defense Logistics Agency's partnership with the National Automotive Parts Association, better known as NAPA, has not only been saving military units thousands of dollars, but it's greatly streamlined their procurement processes.

The basic ordering agreement that earns motor pools and other military units discounts of 20 to 50 percent, and gives them easy procurement of huge parts inventories, is now available to Defense Department and U.S. government agencies in Europe. Managed by Defense Supply Center Columbus, this corporate contract gives units the added convenience of the government credit card.

According to the basic ordering agreement, prices will be according to NAPA's Master Installer Pricing Program, or 9052, plus shipping and any import fees. Additionally, all Europe DLA customers will have access to an Internet application to search, select and order parts and accessories from NAPA.

DoD and U.S. agencies in Europe can now receive the same benefits their counterparts in the continental United States have received: Parts cross-referencing and identification (non-National Stock Number), commercial warranties, expert technical advice from trained professionals, APO shipments, air freight and courier shipments, ocean freight shipments and special order processing.

The specific NAPA dealer processing European orders is D&M Auto Parts, 145 W. John St., Hicksville, N.Y. 11801, and the point of contact is Gary Vlahov. Customers can place orders by phone (516-822-6662), fax (516-822-5020), E-mail (Info@dmauto.com), or via the Web site (www.dmauto.com).

The program was an immediate hit six years ago when DoD joined the ranks of such corporate giants as Firestone, Sears Auto Centers, Marathon Oil, Amoco, Midas and Exxon in entering NAPA's Major Account Program. Customer satisfaction can be seen in recent sales figures that show last year's military NAPA sales equaling the three previous years combined!

Point of Contact is

Gary Vlahov

Place orders by

Phone: (516) 822-6662

Fax: (516) 822-5020

e-mail: Info@dmauto.com

or via the Website

www.dmauto.com

NAPA offers over 230,000 parts through a distribution network of 6,200 dealers and 70 regional distribution sites. European customers, whether they're defense-related or U.S. government-related, can now take advantage of the DLA's partnership in this new procurement strategy.

Stateside, NAPA also assists DLA's maintenance locations by developing stocking inventory assortments based on the vehicles in the fleet and previous usage. An example is the Ohio National Guard Combined Support Maintenance Shop's agreement with its local NAPA dealer. Along with all the other commercial products, the local manager has agreed to keep 10 steering gear rebuild kits on his shelves for the High Mobility Multi-Purpose Wheeled Vehicle to support the NG unit. That's a big help to Staff Sgt. John Crane whose shop completes 5,000 work orders per year.

"That keeps them off our shelf and reduces our stockage level," said Crane, who adds, "They deliver within an hour or less and that allows me to stay here in the shop to do the things I need to

be doing instead of running down to the store. They're very responsive to our needs, and we pay as we go (using the unit's credit card)," he added.

NAPA is a DLA "corporate contract" – And what is a corporate contract?

By grouping the items by manufacturer, single contracts can be awarded regardless of which inventory control point manages the items. Military customers can buy from the NAPA manufacturer's inventory or they can utilize the manufacturer's distribution system. DLA has already negotiated large contracts covering large numbers of items with major vendors.

Time and cost savings come from the elimination of repetitive solicitation, quote and award processing. The government purchase card (the International Merchant Purchase Authorization Card) puts military units on a "cash and carry" basis.

Partnerships such as the ones with NAPA move DoD from the old inventory-based supply system to an economically efficient distribution-based supply system. The military services can no longer afford to purchase and manage large numbers of spare parts in the field, but they still need the right parts at the right place at the right time.

DLAs corporate contract with NAPA requires both the military unit and the local NAPA dealer to register and agree to terms. ❖

**For more information,
contact Glynis Spencer at
(614) 692-7597,
DSN 850-1226,
e-mail:
Glynis_Spencer@dsccl.dla.mil,
FAX (614) 692-7619,
DSN FAX 850-7619.
You can also call
1-(800)-643-8825.**



DAPS Sacramento produces "Let's Roll" nose art for aircraft

By Keith Beebe, DAPS Corporate Communications

The Defense Logistics Agency's Document Automation and Production Service Center at Sacramento, Calif., is producing special "nose art" decals for U.S. Air Force aircraft. The special decals depict the "Let's Roll" theme derived from the United Airlines passenger Todd Beamer's famous phrase when he helped foil hijackers on Sept. 11, 2001.

The Headquarters, United States Air Force has authorized the use of the DAPS-produced decals on select aircraft throughout the Air Force to honor America's spirit, dedication and resolve following the attacks on the World Trade Center and the Pentagon. The decals are on the noses of the Thunderbirds aircraft of the Air Force

demonstration team as well as one aircraft designated by the wing commanders of each Air Force wing worldwide. The nose art remained on the selected aircraft until the first anniversary of the attacks on Sept. 11, 2002. The decals will remain on the Thunderbirds aircraft through November 2002 to allow them to complete their yearly flight demonstration schedule.

The Air Force units authorized to display the special decal ordered them from the DAPS center at Sacramento, which produces the full-color item. The DAPS Sacramento center is well known for its unique capabilities to produce such decals for the U.S. military. ❖

Defense Supply Center Philadelphia General and Industrial Directorate provides multiple support vehicles for safety and rescue equipment

By Mara Bailey, DSCP General and Industrial Directorate

On May 1, 2001, the Special Operations Equipment Branch of the General and Industrial Directorate assumed item management responsibility for safety and rescue equipment within Federal Supply Class 4240. Since that time, we have positioned ourselves to fulfill your requirements with more logistics support vehicles than were previously available. Safety and rescue equipment support vehicles include the traditional depot inventory system, Direct Vendor Delivery Indefinite Delivery Type contracts, Prime Vendor contracts and Department of Defense Electronic Mall. Commodities provided include half- and full-face respirators, chemical/biological masks, oxygen canisters, protective clothing, harnesses, hoists, helmets, knee pads, hearing protectors, face shields, goggles, gloves, earplugs, ergonomic equipment, air monitoring devices, gas detection devices, atmospheric equipment, first aid kits, fall protection devices, self-contained breathing apparatus, signage and more.

Through the traditional depot inventory system, an array of safety and rescue equipment is available for immediate delivery from our multi-million dollar depot inventory. This inventory, assigned to the Defense Logistics Agency for management, consists of items used by multiple military Services. Depot procurements are executed using combined Service requirements. Requisitions should be submitted, through normal

channels, to Routing Identifier Code S9I.

We have Direct Vendor Delivery Indefinite Delivery Type contracts in place with all of the major respirator manufacturers, such as 3M, MSA and Scott. These contracts have been synopsized, competed and reviewed for fair and reasonable pricing. Respiratory products are shipped direct from manufacturer to customer and may be ordered by National Stock Number via Military Standard Requisitioning and Issue Procedures, or MILSTRIP, to RIC S9I.

Safety and rescue part-numbered items can be procured through either the Fire Fighting or Diving Prime Vendor programs. The choice of which PV program is used to satisfy your requirements is dependent upon the items requisitioned. Orders may be placed via MILSTRIP, credit card or Military Interdepartmental Purchase Request. Our PV contracts allow for brand name purchase of commercially available items, do not require government storage, include incidental services, utilize commercial return policies and allow multiple items to be procured under a single requisition number. These PV contracts have been fully competed through large acquisition procedures and contain product add and delete clauses which allow the end user to add new items and delete obsolete items as necessary. Orders against PV contracts may

be submitted as off-line requisitions to DSCP or directly to the Prime Vendor.

DoD EMALL allows customers to place an order for items in DLA stock or directly from contractors participating in the program. The EMALL system is fully operational. Safety and rescue equipment contractors are in the process of being added. Using the Internet and a powerful search engine, EMALL quickly provides information on product availability from multiple sources, pricing and delivery options. Customers "shop" and place orders via a web page. EMALL requires that vendors provide 24-hour shipping on Issue Priority Group 1 requisitions and that contractors (or their shipper) post shipment information so

customers may track requirements through final delivery. The DoD EMALL, with registration instructions, can be accessed at: www.emall.dla.mil.

Requisitions for all of these support vehicles have no monetary limitations, do not require solicitation and, except for credit cards, are billed through Defense Finance and Accounting Service interfund billing procedures.

Additional information on the Fire Fighting and Diving PV programs, as well as safety and rescue support, can be found at: www.dscp.dla.mil/gi/general/gdinit.htm or www.dscp/dla.mil/gi/general/safetyandrescue/SAR.htm.

We look forward to serving your safety and rescue support needs. ❖

Comments or questions may be submitted via e-mail to: safety_rescue@dscp.dla.mil or to one of the following customer liaison specialists:

**Mara Bailey,
(215) 737-4053,
DSN 444-4053,
e-mail: m Bailey@dscp.dla.mil**

**Vance Cooper, (215) 737-4057,
DSN 444-4057,
e-mail: vcooper@dscp.dla.mil**

**William Litz, (215) 737-4452,
DSN 444-4452,
e-mail: wLitz@dscp.dla.mil**

DLIS heralds 10th anniversary of FED LOG: features enhance value to logistics personnel

By Jim Richmond, DRMS Public Affairs

With 300,000 users and a monthly mailing of 37,000 CD-ROMS, you might think the FED LOG, or Federal Logistics Data, on compact disk folks would be satisfied.

Well, they're not.

Based at Defense Logistics Information Service headquarters in Battle Creek, Mich., they would like more defense logistics personnel to learn about and benefit from the dramatic, recent improvements in FED LOG, and how it can make their life and work easier.

For the uninitiated, FED LOG is a logistics information system that allows users to retrieve information from the Federal Logistics Information System and service-specific databases quickly and easily. It combines the power of personal computers with advanced storage technology of CDs, DVDs and the Internet.

FED LOG contains key management, part number, supplier, freight and characteristics data for any defense-related item that has a National Stock Number. Or, when a bit of detective work is necessary, a user can find an NSN to go with any of the other pieces of information that might be available about an item or product. Users can search at the general FLIS level or by Air Force, Army, Marine Corps or Navy service.

The defense logistics specialist can use FED LOG to:

- Cross-reference part numbers and stock numbers,
- Identify suppliers of an item,
- Get management data for procurement, requisition, storage, issuing and logistical decision making,
- Determine the right freight standards,
- Obtain service-unique logistics information,
- Search for an item based on what it looks like, is made of and other characteristics or
- Run massive amounts of data on compact media, making it easier to handle, ship, update and search products.

FED LOG was created in 1992, and since then, it has gone "from being a Model T to a Ferrari" in terms of speed, technology, sophistication and user value, according to Virgil Akins, FED LOG program manager.

"We've gone from being just a DOS operating system to UNIX, and a true 32-bit Windows environment. This represents a terrific increase in productivity for FED LOG subscribers," Akins said.

Enhancements for the program come out almost monthly. FED LOG now includes drawings. Users can also access and directly purchase items through a virtual EMALL or online Internet shopping.

As FED LOG has changed, so too has the typical user environment, Akins noted. "We estimate that of those 37,000 FED LOG subscriber updates sent out monthly, each is actually being used by seven to eight individuals over Local Area Networks within defense logistics environments worldwide."

FED LOG service personnel want to reach out to defense logistics personnel – everywhere – to share the good news about their great product. "FED LOG can be a tremendous help for people in the military field. That's our message," Akins said.

As part of the Defense Logistics Agency -- a logistics combat support agency that provides supplies and services to America's military forces worldwide -- DLIS is a leading logistics information broker for the Defense Department. Its employees are involved in the creation, management and dissemination of logistics information to military and government customers using the latest technology.

Various types of free training for FED LOG users are available worldwide. For training or additional information about the system, visit www.fedlog.com or call 1-800-351-4381. ♦



Members of a technical supply platoon with the 1072nd Maintenance Company of the Michigan Army National Guard receive training in FED LOG changes during a recent weekend at the Battle Creek Federal Center. For most, this was the first update about dramatic FED LOG system improvements in the past two to four years, according to Chief Warrant Officer Tim Taafe, a member of the guard unit. Taafe also is a full-time DLIS employee at the Federal Center, working in DLIS International as a general supply specialist.

Alert to DLA customers: BSM Concept Demonstration set

By Jim Katzaman, DLA Public Affairs

Defense Logistics Agency is implementing Business Systems Modernization to replace DLA's 1960s-vintage legacy systems such as the Standard Automated Material Management System and DLA Integrated Subsistence Management System with commercial off-the-shelf software. As part of this effort, the agency is reengineering many of its business practices, adopting commercial best practices embedded in the new software.

"Benefits for our customers will include improved service, increased readiness and best value," said Army Maj. Gen. Hawthorne L. Proctor, director of DLA logistics operations.

On July 31, DLA began using the new work processes and systems developed under the BSM project for 169,000 items. This first release, referred to as Concept Demonstration, involved about four percent of the items managed by DLA. This will be the first of several releases for items managed by the agency. Transitioning of all items to the new system and work processes will be completed by fiscal year 2005.

"The BSM Concept Demonstration is a deliberate, conservative approach to test a cross section of DLA's business in the new system environment while mitigating risks," Proctor said.

As DLA transitions to the new system environment and begins to execute the new processes, customers will see some differences, according to the general. To keep customers informed of some of these differences, the agency has set up a web site at www.dla.mil/j-6/bsm/cric/default.htm. This site gives customers the capability to determine which items are included in Concept Demonstration, provides answers to frequently asked questions regarding BSM, offers a capability to ask questions regarding the project and provides helpful links to other sites.

"We ask that you help us continue to keep our customers at all levels informed of our implementation efforts through various means of communication," Proctor said. "Questions about BSM implementation in general should be directed to us using this web site. Customers should use WebCATS to obtain status on BSM items."

Those who experience problems obtaining status on items included in the Concept Demonstration may call the DLA Contact Center at (877) DLA-CALL. ❖

www.dla.mil/j-6/bsm/cric/default.htm
DLA Contact Center
(877) DLA-CALL

Defense Logistics Agency provides total F-16 night vision support

By Robin Thomas, DSCP General and Industrial Directorate

The Defense Supply Center Philadelphia General and Industrial Directorate Lighting Branch recently awarded a long-term multi-award contract for spares sustainment for the United States Air Force F-16 aircraft Night Vision Imaging System program. This Defense Logistics Agency corporate contract covers 160 National Stock Numbers, spread across all three DLA Defense Supply Centers at 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 \$7.5M 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 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 10 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 at (215) 737-7633, DSN 444-7633 or by e-mail: rthomas@dscp.dla.mil

Automatic Identification Technology

By Rhonda Pekelo, DoD Logistics Automatic Identification Technology Program



AIT tracks the deployment of personnel and materiel, enhancing asset visibility through faster processing times and increased accuracy.

When 500,000 troops deployed for OPERATION DESERT STORM 11 years ago, there was no way to automatically track the more than four million tons of equipment and materiel shipped with them. Finding a single repair part or some component of a unit's organizational equipment was nearly impossible across the sea of metal containers. Half of those containers remained unopened until they were shipped back to the United States.

After that experience, logistics organizations in the Services and Defense agencies turned to the commercial sector and began using Automatic Identification Technology to help improve asset visibility. In 1997, the deputy under secretary of defense for logistics and the joint staff director for logistics, or JS J-4, acknowledged the effectiveness of AIT and mandated the Defense Logistics Agency to establish a DoD logistics AIT Office to coordinate and document worldwide AIT integration in the DoD logistics community.

The AIT Office operates as a joint organization through an AIT Integrated Process Team, with representation from the Services, the U.S. Transportation Command and Defense agencies, and oversight from the DUSD for Logistics and Materiel Readiness and the JS J-4. The office provides overarching guidance to implementing DoD AIT technologies, integrating AIT into logistics business processes, and coordinating logistics data standards. AIT staff works on a daily basis with the Services, combatant commanders,

USTRANSCOM, DLA, and the Joint Staff to ensure that requirements and timelines are met.

Today, AIT is the Defense Department's basic building block for ensuring timely, accurate visibility of personnel and materiel. In its first three years, the AIT Office coordinated development of an AIT infrastructure and helped instrument 500 sites in the worldwide AIT backbone. Since 2001, the AIT Office has focused its efforts on automating freight forwarder business processes, expanding the use of commercial satellite tracking systems, enabling the Common Access Card to manage Joint Warfighter logistics information and adopting uniform, industry-driven data standards across DoD.

What is AIT?

AIT is a suite of technologies that allows the combatant commanders to track, document and control deployment of personnel and materiel through automated information systems. The results are faster logistics processing times, increased data accuracy and enhanced asset visibility, all of which contribute to enhanced readiness on the scene.

AIT media includes barcodes, radio frequency identification, satellite tracking systems, smart cards/Common Access Cards, optical memory cards and contact memory buttons. AIT hardware and software write the media, read the information stored on them and integrate that information with other data in logistics information systems. Data storage capacities can range from a few characters to thousands of bytes, carrying information for something as simple as a single part number to a self-contained database.

Implementing the AIT Backbone

In 1998, the AIT Office began building an extensive AIT infrastructure, starting with an operational prototype in Europe that comprised unit movement, commercial seavan movement, air movement and ammunition movement. More than 70 supply and transportation nodes were instrumented, and the associated logistic information systems were modified to accept the AIT devices that best supported USEUCOM's logistics business process. Based on the success of the USEUCOM prototype, the Defense Department allocated \$19 million to install a worldwide AIT infrastructure.



AIT media collect and transmit data to automated information systems (AISs).



AIT hardware and software write the media, read the information stored on them and integrate that information with other data in logistics information systems.

From 1999 through early 2002, the AIT Office helped coordinate and instrument the AIT backbone in the Pacific theater during EXERCISE FOAL EAGLE. The AIT Office worked with USSOUTHCOM and the Navy Inventory Control Point, using radio frequency identification tags to track PLAN COLOMBIA shipments of counter-drug supplies and equipment. The office also evaluated AIT media in USCENTCOM during EXERCISE BRIGHT STAR, and is currently supporting U.S. forces in OPERATION ENDURING FREEDOM.

At last count, the worldwide AIT backbone consisted of more than 500 AIT-enabled sites, including 200 sites equipped with radio frequency identification tags interrogators to track assets automatically.

Developing a Foreign Military Sales Prototype

In the summer of 2001, DLA's Readiness and Customer Support Directorate, or J-34, requested the AIT Office develop a foreign military sales prototype using AIT to automate business processes at Saudi freight forwarder sites in Berkley Heights, N.J., and Wilmington, N.C. That request was followed by another in early 2002 to instrument Turkish freight forwarder sites.

AIT staff are currently coordinating final reviews of the Saudi Foreign Military Sales proto-

type in Wilmington and report that software development is near completion. They plan to host an FMS conference in Wilmington to demonstrate the prototype.

Supporting and Testing Satellite Tracking

In 2001 and 2002, the Defense Department expanded the use of AIT to include commercial satellites, during OPERATION ENDURING FREEDOM, to provide in-transit visibility of cargo movements on commercial trains. The AIT Office has also worked with regional satellite providers to coordinate MT2000 terminals used during EXERCISE BRIGHT STAR in 2001, and is currently testing Global Positioning Satellite-enabled VISTAR MT2000 terminals for the Marine Corps and USCENTCOM.

AIT staff is currently working with the National Office for Integrated and Sustained Ocean Observations and Predictions, the Defense Information Systems Agency, JS J-4, the Marine Corps and other organizations to develop and test GPS-enabled terminals for use with the worldwide Iridium satellite constellation.

Enabling the Common Access Card

As the smart identification card for all military, civilian government employees and selected contractors, the Common Access Card offers the capa-

bility for secure personal identification, physical access to facilities and logical access to systems—key components to managing joint warfighter logistics information.

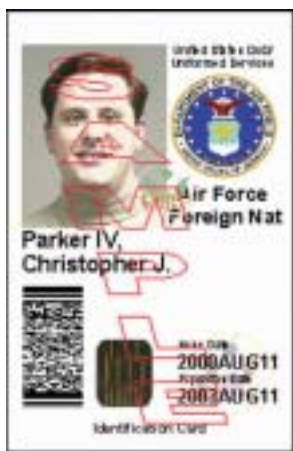
Working with CAC and Smart Card offices and logistics staff from the combatant commanders, Services and other agencies, the AIT staff is integrating smart card technology into business processes that include manifesting, personnel tracking, deployment readiness, materiel accountability, logistics services eligibility, health records and personal finance. Recently, DLA requested the AIT Office to coordinate the use of a smart card with biometrics to develop a prototype for fuel distribution in conjunction with the Biometric Fusion Center.

To date, the CAC effort has resulted in identifying and prioritizing combatant commander requirements for initial CAC functionality, obtaining two-year approval from the Smart Card Senior Coordinating Group to add data elements to the CAC, documenting follow-on community-wide requirements and identifying applications for potential CAC enablement. AIT staff is also monitoring the development of a proposed CAC biometric technical solution that the BMO will recommend to the Smart Card Senior Coordinating Group as a DoD-wide enterprise solution.

Coordinating DoD Logistics AIT Standards

The glue that binds this worldwide AIT architecture together is data standardization. Because the use of AIT crosses combatant commanders, agency, service and industry boundaries, there is a

critical need for consistent use of data standards, but each industrial sector often adopts unique data standards to meet the specific needs of their trading partners. As a multi-industry user, the Defense Department faces a significant problem. In the absence of consistent data standards across industries, DoD would have to read and interpret almost a dozen different data structures and formats.



The Common Access Card offers secure personal identification, physical access to facilities and logical access to systems.



AIT includes the use of commercial satellites to provide in-transit visibility of cargo movements.

The AIT Office coordinates AIT standards for all of DoD by participating on industry, ISO and NATO standards committees. This allows DoD to capitalize on the growing body of commercial AIT standards, culminating in the Defense Department's formal adoption of ISO standards for data syntax and semantics. To date, the Under Secretary of Defense for Acquisition and Technology has approved ISO standards for high capacity AIT media, including 2-D barcodes, radio frequency identification tags, optical memory cards and touch buttons.

The Future of AIT

In the last five years, the Defense Department has made great strides in integrating the use of AIT to improve logistic business processes, but rapid advances in technology create unlimited potential for the use of AIT to reengineer business processes in acquisition, maintenance, disposal/ reutilization and retrograde activities.

The AIT program received strong support from the AIT principals in its March 2002 meeting at the Pentagon. Co-chaired by the DUSD for Logistics and Material Readiness and the JS J-4 and representing senior logisticians throughout the Defense Department, the AIT principals agreed that the AIT program should be institutionalized and that AIT language should be incorporated into DoD and Service policy directives.

“The AIT principals have agreed to monitor progress on AIT initiatives,” noted Mr. Maurice Stewart, chief of DoD Logistics AIT. “Their continued support will help to ensure AIT integration across the DoD supply chain.” ♦

Fourteenth Edition of the DLA Customer Assistance Handbook published

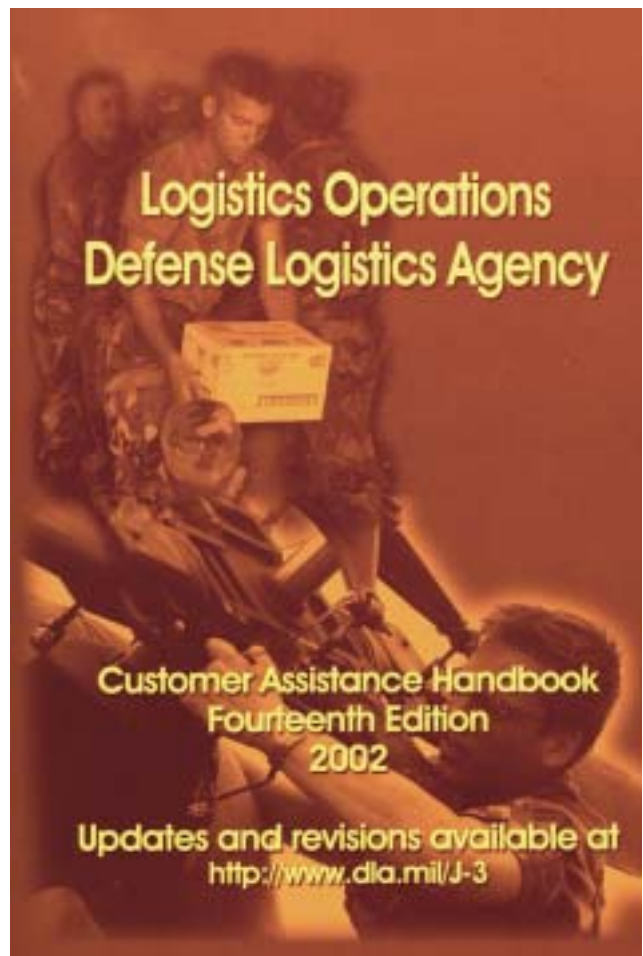
By Vicki Christensen, DLA, J-34X

There are stories of DLA customer assistance handbooks so well-worn that they are held together with tape and binder clips, brought back as souvenirs from previous deployments. As the most recent editor, I have been amazed by the ardor with which our customers hold onto their well-thumbed handbooks. We know true handbook aficionados practice a sort of tabbing that makes the handbook even more customer friendly.

The 14th Edition of the DLA customer assistance handbook was published this spring and the requests for copies continue to roll in. The first handbook, designed to facilitate support to DLA customers and to ensure customers get world-class logistics support, was published in the early 1960's. A much smaller version initially, it has continued to grow and improve over the years.

The 14th Edition offers many notable features for our customers.

- New Logistics Exchange section
 - Alphabetical description list of Federal Supply Class
 - Table of contents, index and color-coded sections added for ease of customer use
 - Web addresses included wherever possible
 - 1-877-DLA-CALL added throughout handbook to facilitate customer service
 - Updated with valuable DLA customer information
 - DLA points of contact
- The information in the handbook is constantly evolving





Vicki Christensen, editor of DLA's Customer Assistance Handbook.

and we strive to provide the most current information to DLA's customers. Updates to the handbook are posted to the Supply Web page (<http://www.supplydla.mil>) after they are received by the editor. If you want a handbook, please contact our Subscriptions Team at Defense Logistics Information Service in Battle Creek, Mich. They can be reached via e-mail at Subscriptions@dlis.dla.mil or via phone (616) 961-4459 or DSN 932-4459.

An elite group, the previous handbook editors (Shelby Carter, Linda Stacy-Nichols, Kimberly

Hawley and Danielle Rice) stand proudly beside the handbook knowing that it is one of the single most used hard-copy resources available to DLA customers. The editors' pride causes us to constantly strive to improve our handbook. We love to hear our readers' suggestions. Whether it is information they would like to have added, a website link or a correction, we welcome these with open arms. Actually, to make it as easy as possible for readers to provide suggestions and changes, we provide a Handbook Feedback Form on Page 9 of the handbook. ❖

Please complete the feedback form on Page 9 of the handbook and send it to J-34X, CRM Program Management Team, to the attention of Vicki Christensen, Fax (703)767-3513 (DSN) 427, e-mail to vicki_christensen@hq.dla.mil or via mail J-34X, 8725 John J. Kingman Rd, Suite 2533, Fort Belvoir, VA 22060-6221.

Free training available in English or German

By Steve Abney, DLA-Europe Public Affairs

Our customer support representatives offer DLA customers in the European Theater free training on how better to use the command and its automation systems. Classes are held at the 7th Army Training Command in Vilseck, Germany, nearly every week.

Additionally, customer support 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 FED-LOG, 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. ❖

Contact any DLA customer support representative in Europe for more information, or call Percy Brazier at DSN 314-338-7617, commercial +49-611-380-7617, e-mail: pbrazier@europe.dla.mil.

DLA training in military service schools

By Chief Warrant Officer Eddie Murphy III,
DLA Army readiness officer

The Defense Logistics Agency continues to move forward with its implementation of Business Systems Modernization, to replace our legacy automated system, and Customer Relationship Management, an effort to enhance customer support and satisfaction. As part of this effort, it becomes increasingly important that we continue to communicate effectively and train the users in the field.

DLA has an outstanding training capability and is constantly seeking new avenues for ensuring that the service member in the field stays abreast of new and emerging customer support initiatives and programs. Mike Newman, from DLA Headquarters, states that, "We have some great professionals at the Defense Logistics Information Service, DLA Training Center and within our Customer Support Representative ranks that work with our warfighters to develop and tailor training that meets their specific needs."

Recently Chief

Warrant Officer Ron Mailhiot and representatives from DLIS and DLA HQs traveled to the Army Quartermaster School at Fort Lee, Va., to provide training to both the Warrant Officer Basic and Advanced Courses. Each training event lasted three days and covered the entire gamut of DLA's customer management tools. Training a class of the Army's elite logisticians proved rewarding because the Warrant Officers were impressed with the training they received, and they also provided crucial feedback on logistical concerns from an operational perspective. Training our warrant officers and non-commissioned officers on the full spectrum of logistics will become more essential as we undergo Logistics Transformation. It should also be noted that training is available for our National Guard and Reserve Forces as well.

Army Maj. Gen. Hawthorne L. Proctor, director of Logistics Operations, DLA has

directed that a customer support representative be placed at the Training and Doctrine Command. Because of his vision, we want the warfighter to know that we understand that a soldier's ability to train is as important as a soldier's ability to fight and win on the battlefield.

Col. Robinson, the Army National Account Manager, states that, "Our level of training and readiness will dictate our success in peace and in war, and DLA is fully engaged and committed towards supporting our military throughout transformation, while providing world class support to our service members worldwide, every day."

When we consider the facets of National Inventory Management Strategy, we see that traditional methods of providing support have changed significantly and our ability to keep pace intellectually will determine our success. These are extremely exciting as well as challenging times, as the war on terrorism and future engagements of this type will prove to be increasingly difficult to support. It is imperative that we develop seamless support systems that allow for effective end to end distribution. This fact, along with the recapitalization of our weapon systems and innovative support initiatives that reinforce our transforming military, mandates that we remain engaged at every level.

To help us better support the customer and realize the DLA vision of

"Best Value Solutions for America's warfighters," DLA Director Vice Adm. Keith W. Lippert has developed solid goals, strategies and objectives as outlined in DLA's Strategic Plan:

Goal 1: Provide responsive, best value supplies and services consistently to our customers.

Goal 2: Structure internal processes to deliver customer outcomes effectively and efficiently.

Goal 3: Ensure our workforce is enabled and empowered to deliver and sustain logistics excellence.

Goal 4: Manage DLA resources for best customer value.

There is an "army" of extremely talented civilian, contractor and military personnel throughout DLA who are working diligently to fulfill the objectives outlined in the DLA Strategic Plan. That is good news for the warfighter and empowers each of us here at DLA to carry out the DLA mission to provide best value logistics support to America's Armed Forces, in peace and war, around the clock, around the world.

Under Customer Relationship Management and in an effort to provide more focused and effective support, DLA has assigned a National Account Manager and Customer Account Managers to each service.

If your organization has questions or training concerns, please don't hesitate to contact your Customer Support Representative. ❖

Go to the DLA Web site at www.dla.mil or refer to your Customer Assistance Handbook, Fourteenth Edition, 2002.

ITEMS OF SUPPLY



A new innovative product

By Brenda McCormac, DSCR Public Affairs

In keeping up with the latest product trends, the Defense Supply Center Richmond is always looking for items to make the tasks of its military customers easier. The new Quickie tie-down is a product that speaks for itself and causes people to continually think of new and different applications.

The Quickie is a patented, self-locking, quick-release rope tie-down that can be used in virtually every application where a rope or a strap is needed. The simple operation, along with its toughened nylon strength and rust-resistance, makes this tie-down revolutionary. The trigger easily releases tension and frees rope when the thumb lever is depressed. The Quickie's release button is recessed to minimize accidental unlocking.

The tie-down can be pulled extremely tight over a load by a small pulley, then locked in place. To ease release under pressure, the loose end of the rope is pulled



another one fourth inch click. This takes the pressure off the patented locking mechanism, making the release button easy to lift.

This product can be purchased using National Stock Number 1670-01-497-0322, Tie-



The new Quickie tie-down.

Down, Cargo. The rope comes pre-assembled with eight feet of braided polypropylene (black) rope that is three eighths of an inch in size. It can withstand 1,200 pounds of pull. However, for safety precautions, it has a load rating of 400 pounds.

Quickies are made of the highest quality 80g3366ST nylon composite to be strong and corrosive resistant. The hooks are zinc plated steel wire with black vinyl coating to prevent scratches. ❖

**For more information on this product,
contact Bill Collins,
804-279-3143 or
DSN 695-3143,
e-mail Bill.Collins@dscr.dla.mil.**

The General and Industrial Directorate's Container and Drum Team can support all your shipping and storage requirements

By Ann Friend, DSCP General and Industrial Directorate

As a result of last September's national tragedy, there has been an increased emphasis and regard for more efficient supply chain management of containers and drums. The General and Industrial Directorate's Container and Drum Team has been expanding its efforts to procure these items using the most efficient means possible to satisfy customer requirements. We have several long-term contracts and a Prime Vendor Initiative in place to support the warfighter's shipping and storage requirements.

Federal Supply Class (FSC) 8145-- Specialized Shipping and Storage Containers

Over the next few months, several long-term contracts, featuring Vendor Managed Inventory, will be awarded to container contractors for various types of containers. VMI, a groundbreaking partnership between the Defense Supply Center Philadelphia and AAR Cadillac, will enhance DSCP's quick response to the customer. As other contracts are awarded, other vendors may use VMI if customer demand necessitates. The first two long-term contracts were awarded to AAR Cadillac and CMCI. Both companies provide specialized containers that can be customized to meet the individual needs of the warfighter. AAR Cadillac containers are certified for airlift and helicopter operations, and are weatherproof and sand proof. CMCI provides the QUADCON/TRICON type of specialized containers. Customizing includes racks and shelving, kits, dehumidifiers and accessory configuration kits.

Twenty-foot and 40-foot dry freight steel cargo containers, either new or refurbished, are now available. These containers conform to standard industry sizes and are forklift tested to 16,000 pounds per 44 square inches. They come standard with two doors that open at one end and can be customized to meet your specific requirements. Following are the applicable National Stock Numbers:

- o 40' New: 8145-01-463-8555
- o 40' Refurbished: 8145-01-463-3182
- o 20' New: 8145-01-463-8553
- o 20' Refurbished: 8145-01-463-3177

Drum and Can Prime Vendor Program

DSCP has partnered with Myers Container, www.myerscontainer.com, located in Emeryville, Calif., to provide drums and cans, or FSC 8110, through a Prime Vendor program. This PV program allows a single vendor to supply containers, ranging in size from one quart to 110 gallons, to all military sites in the United States with minimal leadtime requirements. Drums include United Nations performance oriented packaging numbers and hazardous material drums. Contract activities such as order placement, order review, training and problem resolution are handled via an electronic commerce system. The PV also provides alternative ordering options such as facsimile, phone and e-mail. Myers Container meets the federal definition of a small business, and every Myers facility has been ISO 9002 certified since 1994.

Let DSCP support your specific moving and storage needs. Give us your requirements and we'll create a custom tailored support package to meet your needs!

Federal Stock Classes supported by the G&I Container and Drum Team include:

- 5410 Prefabricated & Portable Buildings
- 5430 Storage Buildings
- 5450 Miscellaneous Prefabricated Structures
- 8105 Bags & Sacks
- 8110 Drums & Cans
- 8115 Boxes, Cartons & Crates
- 8125 Bottles & Jars
- 8130 Reels & Spools
- 8135 Packaging & Packing Bulk Materials
- 8145 Specialized Shipping & Storage

Containers ❖

**For additional information,
contact Ann Friend at
(215) 737-7520, DSN 444-7520
e-mail: afriend@dscp.dla.mil
or visit our Web site at
www.dscp/dla.mil/gi/general/pgcont.htm**

Defense Supply Center Richmond provides industrial gas support CONUS

By Brenda McCormac, DSCR Public Affairs

Managing its customers and finding innovative ways to offer products has resulted in a new market for industrial gases provided by the Defense Supply Center Richmond. This new venture will offer eight types of industrial gases to customers throughout the continental United States. This is just one way DSCR is adding a new dimension to customer support.

An indefinite quantity contract was awarded to National Welders Supply of Charlotte, N.C., on April 5, 2002, to supply eight industrial gases in various size cylinders to our CONUS military customers. National Welders is a large business that has supplied compressed gases to industry and government since 1941.

The contract, SP0450-02-D-4032, has a base period of one year with four, one-year options. This contract replaces an expired contract that supported the compressed gas requirements of Fleet and Industrial Supply Center, Norfolk and Norfolk Naval Shipyard, Portsmouth, Va. Large re-work facilities such as shipyards, naval aviation depots and army maintenance depots, as well as naval supply centers, are anticipated customers of this contract throughout the continental United States.

Below is a list of gases, stock numbers and cylinder sizes offered on this contract.

Acetylene	6830-00-264-6751	225CF	Nitrogen	6830-00-758-6475	226CF
Acetylene	6830-00-264-6752	40CF	Nitrogen	6830-00-192-9067	113CF
Acetylene	6830-00-292-0137	190CF	Nitrogen	6830-00-656-1596	226CF
Acetylene	6830-00-292-0138	10CF	Nitrogen	6830-01-028-9402	226CF
Air, Breathing	6830-01-264-2660	230CF	Nitrogen	6830-01-250-2888	226CF
Air, Breathing	6830-01-329-7436	285CF	Nitrogen	6830-01-265-4068	336CF
Argon	6830-01-985-7281	246CF	Nitrogen	6830-01-267-9591	276CF
Argon	6830-01-431-0533	381CF	Nitrogen	6830-01-283-8777	336CF
Argon	6830-01-431-0564	578CF	Nitrogen	6830-01-431-0639	494CF
Argon	6830-01-431-0576	246CF	Oxygen	6830-00-782-2645	27CF
Carbon Dioxide	6830-00-281-3053	50LB	Oxygen	6830-00-945-3961	48CF
Carbon Dioxide	6830-01-433-3717	15LB	Oxygen	6830-01-049-5263	247CF
Carbon Dioxide	6830-01-433-3721	50LB	Oxygen	6830-01-333-3151	48CF
Helium	6830-00-782-2656	216CF	Oxygen	6830-01-431-0681	308CF
Helium	6830-01-431-1166	216CF	Hydrogen	6830-00-474-5789	175CF
Hydrogen	6830-00-182-6321	75CF	Hydrogen	6830-01-143-1196	194CF

All the cylinders are government furnished. However, the contractor will provide all maintenance of cylinders and valves, markings, packaging, shipping and pickup of empty cylinders. The minimum delivery order is a truckload that may consist of pallets of same gases or different gases. ❖

**For more information on this contract,
contact Jeff West,
(804)279-5844, DSN 695-5844.**

Defense Supply Center Columbus provides total support for the Reverse Osmosis Water Purification Units

By Scarlett Galligher, DSCC, Land Weapon Systems Support Group

Spare parts support for the Reverse Osmosis Water Purification Units has been enhanced recently with the award of a 10-year total support contract to WATEC, Inc. of Sparta, Tenn.

The contract also encompasses service for training, technical support, troubleshooting, maintenance and repair of the 600 and 3,000 gallon per hour systems.

A listing of the more than 3,100 National Stock Numbers and 1,900 non-NSN items managed by Defense Supply Center Columbus is available on the DSCC Web page.

<http://www.dsccl.dla.mil> Select SEARCH and input ROWPU.

NOTE: This DSCC contract does not include the ROWPU parts managed by the US Army Tank Automotive and Armaments Command.

If ROWPU equipment is not operational, a military unit may 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. These are on a fee-for-service basis. Procedures for ordering training, maintenance and technical services are also at the web site.

Additionally, the entire contract will incorporate electronic ordering through MILSTRIP requisitioning procedures or by credit card. To obtain 3-, 5- and 12-day delivery as specified under the contract, please input project code NV2 in the requisition. ❖

Reverse Osmosis Water Purification Equipment



The Contract Administrator for the ROWPU Initiative at DSCC is available via e-mail, ROWPUAdmin@dsccl.dla.mil or phone, (614) 692-2658. (DSN: 850)

To reach WATEC's Customer Support desk, dial 1-866-4WATEC1 (1-866-492-8321) for technical support or maintenance questions.

The General and Industrial Directorate's Prime Vendor Management Information System – special project codes

By Helene Tunney, DSCP General and Industrial Directorate

As the Defense Supply Center Philadelphia General and Industrial Directorate transitions from traditional procurement and logistics processes to commercial business processes and business modernization efforts, we face numerous challenges. Of major importance is the development and analysis of Prime Vendor performance measures that support our corporate goals and that support you, the customer. The G&I Prime Vendor Management Information System will provide a central repository for individual PVs' monthly line item data usage reports that can be consolidated into an Oracle database and viewed via the DSCP intranet using Hyperion commercial off-the-shelf software. The G&I Logistics Support Office PVMIS Team has partnered with a contractor, EDS, and is working with our PV program support personnel and individual PVs, on a program-by-program basis, to build the PVMIS. Except for financial data, which will continue to be archived in existing systems, the PVMIS will become the single automated system that replaces myriad methods of collecting PV usage data that the individual PVs are required to submit to the G&I Directorate.

Of particular importance is our ability to measure PV performance during times of our customers' surge in demand and sustainment. Event-specific project codes are established and used when ordering materials through traditional MILSTRIP requisitioning channels and must also be used when order-

ing from a Prime Vendor so that we can measure PV performance during times of demand surge and sustainment. The only way our Prime Vendors will know to report these codes is if the customer notes the special project code when ordering through one of our PV or Tailored Logistics Support Programs.

As a direct result of the terrorist attacks on Sept. 11, 2001, the importance of adequately tracking PV performance in meeting your demand has become more significant. Unique project codes are routinely established by our military and Department of Defense customers to track material requirements in support of anti-terrorism activities and humanitarian efforts throughout the world. The most recent codes that have been established are:

PROJECT CODE	OPERATION
NR1	Operation Noble Eagle
9GF	Operation Enduring Freedom
9GH	Direct support missions for USCINCPAC

Our customers should supply the appropriate project code at the time they order as they do when ordering through traditional systems. We will monitor by project code in order to ensure their ability to meet their surge in demand. We need your help, so be sure to include the applicable project code when ordering materials through one of our PV programs. If you need additional information, our customer liaison specialists are available to answer any questions you may have – don't hesitate to call. ❖

For more information on PVMIS, contact Helene Tunney at (215) 737-9023, DSN 444-9023 or by e-mail at: htunney@dscp.dla.mil, or

Kathleen Sheehan at (215) 737-9019, DSN 444-9019, or e-mail at: ksheehan@dscp.dla.mil.



DSCP gears up for distribution of National Defense Service Medal

By Christina DiMemmo, DSCP Public Affairs

With the reinstatement of the National Defense Service Medal earlier this year, the Defense Supply Center Philadelphia has geared up for distribution to the services. The medal is awarded for honorable active service and includes the following inclusive periods:

- June 27, 1950 to July 27, 1954
- January 1, 1961 to August 14, 1974
- August 2, 1990 to November 30, 1995
- September 11, 2001 to present

NSN 8455-00-281-3214

To signify receipt of a second or subsequent award of the NDSM, a Bronze Service Star is available to be worn on the service ribbon by personnel so qualified. It is authorized for soldiers who served in one or more of the four qualifying time periods.

NSN 8455-00-261-4506

DSCP began filling backorders for the NDSM in July 2002. The BSS is in inventory and available for issue. For more information on either item, please call Patricia Neill, pneill@dscp.dla.mil, DSN: 444-8087 / Commercial: (215) 737-8087. ❖

The Defense Supply Center Richmond and the U.S. Army Corps of Engineers . . . "Teaming for Power"

By Brenda McCormac, DSCR Public Affairs

Together the Defense Supply Center Richmond and the U.S. Army Corps of Engineers are creating a success story by offering turbine-lubricating oil to an untapped market of customers. An indefinite quantity contract has been awarded to Petro Canada-American Lubricants, Chicago, Ill., and Canada to provide turbine-lubricating oil to federally owned hydroelectric dam facilities in the Continental United States. The U.S. Army Corps of Engineers owns many of these dams.

Two grades of oil manufactured in accordance with U.S. Army Corps of Engineers' Specification CWGS-15487 are offered on Contract SP0450-02-D-4026 for direct vendor delivery. The specification requires the contractor to test an in-service sample of oil, blend virgin oil to match and then test the blended oil for compatibility.

The minimum order value is \$500; the maximum quantity per delivery order is 6,000 gallons. Customers will benefit by a 60 percent reduction in delivery time while obtaining a cost savings of approximately \$2 per gallon.

NSN	Unit of Issue	Grade of Oil
9150-01-486-4297	Gallon	ISO 68
9150-01-486-4298	Drum	ISO 68
9150-01-486-4300	Gallon	ISO 100
9150-01-486-4296	Drum	ISO 100
Drum = 55 gallons ❖		

For more information on this contract, please contact Jeff West, (804) 279-5844, DSN 695-5844.

Defense Supply Center Richmond provides viable and effective solutions to your battery problems

By Brenda McCormac, DSCR Public Affairs

As your supplier of batteries, Defense Supply Center Richmond continuously seeks new and innovative products to provide the utmost support.

One of the most functional battery systems is the Battery Charging and Verification Equipment, or BATTCAVE, a battery maintenance facility designed to go virtually anywhere at any time.

This field-tested, self-contained unit provides full range functionality for lead-acid battery charging, maintenance and recovery. Weatherproof and extremely durable, BATTCAVE is also HAZMAT, NEC, OSHA and EPA compliant. This unit is fully deployable and relocatable by conventional means. It measures 10-feet wide, eight-feet deep, and eight and a half-feet high. It fits a standard ISO bed and is deployable on a variety of existing platforms.

The BATTCAVE is designed to run off 220V electrical power or with the multi-fuel capable generator that is included with the unit. The BATTCAVE comes with six chargers and recovery equipment and may be used as a deployable battery shop or a fixed facility.

This unit can be obtained by using the following National Stock Numbers:

6130-01-477-3976 – BATTCAVE, includes Generator Set and Service Kit

6130-01-483-7558 - BATTCAVE/ARV (Army Reserve Variant), no Generator Set or Service Kit

6115-01-483-7896 - BATTCAVE Service Kit (500 hour)

6130-01-483-7904 - Generator Set for BATTCAVE

Another breakthrough system is the Advanced SINCGARS Alternative Power Supply, which powers up to four or six SINCGARS radios at one time.

Unlike the BA-5590 lithium batteries, ASAPS is a constant power source that can be used indefinitely. It is designed to provide constant 12-volt power to radios using a 110-volt AC generator, line power and/or a 12-volt vehicle battery. It goes anywhere and handles power fluctuations from 90 to 135 volt AC. It even protects against power failure so field communication is ensured.

ASAPS can even help protect against vehicle power failure. When powering ASAPS with both a generator and the 12-volt battery, ASAPS will charge the battery. This means not only is field communication ensured, but also vehicles will start when needed.

Three ASAPS models are available, two with shelves. One powers four radios and the other powers six. The portable ASAPS-SC allows you to spread out six radios with as much as 25 feet of separation.

The ASAPS unit can be obtained using the following National Stock Numbers:

6130-01-458-4040 - Supplies power for up to four (4) SINCGARS radios

6130-01-458-4041 - Supplies power for up to six (6) SINCGARS radios

6130-01-473-0349 - Supplies power for up to six (6) SINCGARS radios separated up to 25 feet

The latest technology in battery testers is the MBT-1 Micro Ohm Load Tester. Needing no internal power supply and so small it fits right in your pocket, the MBT-1 helps diagnose potential problems by reading batteries quickly and easily. You can take MBT-1 anywhere. This unit gives an accurate reading of single batteries, as well as batteries wired in series, without having to unstrap them. The weatherproof MBT-1 is protected against over voltage and reverse polarity.

You order the Tester using the following NSN:

6130-01-463-8499 – MBT-1 Micro Ohm Load Tester ❖

NIB/NISSH-JAVITS- WAGNER-O'DAY (JWOD)



Meet Lorenzo Gaddy. Hardworking. Dedicated. Proud to serve those who serve our country.

For more than twelve years, Lorenzo Gaddy has been a machine operator at Arizona Industries for the Blind, producing medical supplies for the military. Lorenzo is deaf and blind, but that doesn't slow him down. He pours his energy, his skill and his heart into making quality products for our troops.

Arizona Industries is one of the many NIB associated agencies that makes a wide variety of products for our military - including everything from canteens to helmet covers to plastic utensils. Ready to serve, our agencies and their employees are there for you. Ready to meet your most critical needs.

"We care about what we do," says Lorenzo. "And we're proud to have an opportunity to serve the people who serve our country."

Lorenzo Gaddy: One of the nearly 5,000 people who are blind that National Industries for the Blind (NIB) and its 42 associated agencies employ across America - people who make the products that make a difference.

SKILCRAFT

JWOD
Wagner-O'Day

For More Information about SKILCRAFT/JWOD Products
Call Customer Service at 1-800-433-2304 or
E-mail customer_service@nib.org

"I feel good that I'm helping our troops protect our freedom."

Defense Acquisition University signs Memorandum of Agreement with Committee for Purchase From People Who Are Blind or Severely Disabled

By Annemarie Hart-Bookbinder, JWOD

In an effort to provide state-of-the-art online education and training to the Defense acquisition community while maximizing federal agency awareness of products and services provided by people who are blind or have other severe disabilities under the Javits-Wagner-O'Day Act, the Defense Acquisition University signed a Memorandum of Agreement with the Committee for Purchase

From People Who Are Blind or Severely Disabled, the federal agency that administers the JWOD program. Signatories of the agreement were Rita Wells, deputy executive director of the Committee staff, and Frank J. Anderson, Jr., president, DAU.

This agreement details a Committee staff employee to DAU to assist with e-learning curriculums. This will enable DAU to



Rita Wells, deputy executive director, Committee for Purchase From People Who Are Blind or Severely Disabled, and Frank J. Anderson, Jr., president, Defense Acquisition University, signing the Memorandum of Agreement.

enhance and update training references and information on the requirements of the JWOD Program as authorized by the Federal Acquisition Regulation. DAU has also agreed to assist the committee in building a continuous JWOD learning course to be hosted by DAU.

For both DAU and the JWOD Program, which have supported each other's initiatives in the past, this agreement provides an important new partnering opportunity to meet common acquisition education goals. For DAU, a new e-learning curriculum will provide its end users across the globe with access to the training

they need when they need it. For the JWOD program, inclusion in DAU's curriculum will provide the greatest number of Defense acquisition personnel with the information they need to find JWOD solutions to their product and service needs.

With the unemployment rate for Americans with severe disabilities holding steady at over seventy percent, partnerships with federal agencies such as DAU are crucial to the JWOD program as it strives to create new employment opportunities for Americans who are blind or have other severe disabilities on federal product and service contracts. ❖



Rita Wells, Committee for Purchase from People Who Are Blind or Severely Disabled, and Frank Anderson, DAU. (top l-r) Myrna Bass, DAU; Michael Barclay, Committee for Purchase; and Luis Ramirez, DAU.

For more information on the JWOD Program, visit www.jwod.gov
For more information on DAU, visit www.dau.mil

Tokens of appreciation they will appreciate: JWOD fine writing instruments and desk accessories

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

Looking for a special way to thank or congratulate someone? SKILCRAFT® fine writing instruments and desk accessories, provided under the JWOD Program, add an elegant touch to the federal workplace and make wonderful presentation items to mark such special occasions as retirements, promotions, commendations, signing ceremonies and other displays of appreciation or commemorative events. And, these JWOD items are also readily available for purchase on DoD EMALL! For additional information, contact Anmarie Hart-Bookbinder at (703) 603-0174 or abookbinder@jwod.gov.

Maple and rosewood Items

The Lighthouse for the Blind, Fort Worth, Texas, provides a wide variety of handsome wooden writing instruments and desk accessories available in rosewood and maple.



A. Imperial Pen and Pencil Set

Imperial wooden pen and pencil set includes a handsome matching wood display case. The wooden pen features black ink with a medium point and the wooden pencil is 0.5mm lead with an eraser.

NSN# 7520-01-458-3932 Maple
NSN# 7520-01-458-3933 Rosewood



C. Illusion Wooden Pen

Illusion wooden ballpoint pen with handsome matching wood display case. Wood finish with black ink and a medium writing point. Twist action advances the ink.

NSN# 7520-01-458-3927 Maple
NSN# 7520-01-458-3934 Rosewood



B. Impuria Tri-Wood

Impuria Tri-Wood ballpoint pen has a variety of colors in its wooden construction. Pen features twist action to advance ink cartridge.

NSN# 7520-00-NIB-1238 Ballpoint pen
NSN# 7520-00-NIB-1240 Set 1: Roller ball pen with removable cap
NSN# 7520-00-NIB-1292 Set 2: Pen and pencil with twist action, pencil with 0.5mm lead and eraser



D. Illusion Pen and Pencil Set

Bold, classical, rosewood barrel with gold pocket clip and accents. Ballpoint pen features twist action to advance the medium writing point with black ink. Mechanical pencil features twist action to advance the 0.9mm lead and includes eraser. Set includes a matching Rosewood display case.

NSN# 7520-01-484-0021

E. Rosewood Office Kit

Deluxe office startup kit of matched rosewood office items contains a letter opener, a digital analog desk clock, sticky note holder, business card holder, ruler and the Illusion twist-action medium point ballpoint and 0.8mm mechanical pencil set. All items available individually.

NSN# 7520-00-NIB-1289 Rosewood Office Kit
NSN# 7510-00-NIB-0431 Ruler
NSN# 7520-00-NIB-1290 Letter Opener
NSN# 6645-00-NIB-0038 Mini Desk Clock
NSN# 7520-00-NIB-1196 Sticky Note Holder
NSN# 7510-00-NIB-0365 Business Card

Holder



F Rosewood Pen & Calculator Set

Rosewood display case includes ballpoint pen and calculator. Pen features twist action to advance the medium point black ink cartridge. Hand-held calculator includes all standard mathematical function keys with solar panel.

NSN# 7420-00-NIB-0001



G. Wooden Coaster Set

Rosewood coasters have leather inserts. Set includes matching solid Rosewood case. Four coasters per set.

NSN# 7510-00-NIB-0364



H. The Liberty Collection

SKILCRAFT's Liberty Collection, provided by Industries for the Blind in Milwaukee, Wis., represents an extraordinary value: classic executive styling—black with gold accents—offers the looks and performance of fine writing instruments all at best value prices that fit federal customers' budgets.



I. Liberty Writer

This pen is engineered with a smooth, ergonomic design and space age comfortable grip. Quality all-metal construction with a long-life refill and twist action retraction that smoothly writes 5,000 feet. Packaged in a gift box.

NSN# 7520-01-454-7998 Black fine point

NSN# 7520-01-454-7999 Black medium point



J.

J. Constitution Ergonomic Pen

Smooth, ergonomic, wide-body design with a slip-proof rubberized barrel. Quality all-metal construction with a long-life refill. Comes with black and blue cartridges, and smoothly writes 5,000 feet. Twist action retraction and metal pocket clip. Packaged in a gift box.

NSN# 7520-01-454-7996

K.



K. Patriot Ergonomic Pen

Smooth, ergonomic, thin body design with a slip-proof rubberized barrel has a quality all-metal construction with a long-life refill. Comes with a black and blue cartridge that smoothly writes 5,000 feet. Pen features a twist-action retraction and metal pocket clip. Packaged in a gift box.

NSN# 7520-01-454-7997

L. 3-In-1 Executive Pen

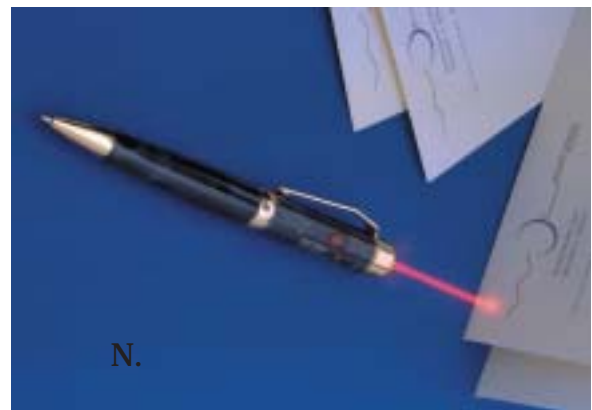
Three writing instruments in one. This great Executive ergonomic pen has a pencil, a black pen and a red pen. The slip-proof rubberized barrel and sleek all-metal construction comes with a metal pocket clip, eraser with cap and extra black and red cartridges. Packaged in a gift box.

NSN# 7520-01-439-3388

M. Liberty Pen & Pencil Set

Ergonomic ballpoint pen and mechanical pencil set is engineered with a smooth design, comfortable grip and an all-metal construction. Pen has a twist action retraction and comes with both blue and black refills. The mechanical pencil contains 0.5mm lead and comes with an eraser and cap. Comes packaged in a gift box.

NSN# 7520-01-439-3393



N.

N. Congressional Ballpoint Laser Pen

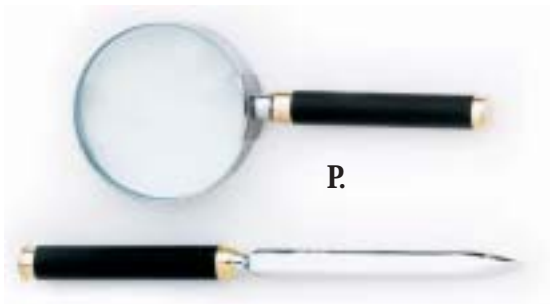
Combination ballpoint pen and laser pointer for presentations and other office needs. Metal barrel pen has marbled finish and includes three laser batteries inside to operate laser pointer. Laser operates by depressing a button on the barrel. Pen is retractable with a twist action and includes one extra blue refill.

NSN# 7520-01-439-3397

O. Stealth Writer

Smooth, ergonomic design and space age comfort grip and a sleek quality all-metal construction with a long-life refill and twist action retraction. Black ink, medium point. Comes with an extra blue cartridge and smoothly writes 5,000 feet. Packaged in a gift box.

NSN# 7520-01-439-3395	U.S. Army, Green Camouflage
NSN# 7520-01-439-3396	U.S. Army, Desert Camouflage
NSN# 7520-01-439-3401	U.S. Navy, Green Camouflage
NSN# 7520-01-439-3402	U.S. Navy, Desert Camouflage
NSN# 7520-01-439-3405	U.S. Air Force, Green Camouflage
NSN# 7520-01-439-3406	U.S. Air Force, Desert Camouflage
NSN# 7520-01-439-3407	U.S. Marine Corps, Green Camouflage
NSN# 7520-01-439-3408	U.S. Marine Corps, Desert Camouflage



P. Liberty Desk Set

Desk set includes one ergonomic letter opener and one ergonomic magnifying glass. Both come with rubberized handles for easy gripping and match the complete Liberty Pen and Pencil line.

NSN# 7520-01-439-3392

CONFERENCES AND EXPOS



Conferences and Expos

Event Name	Start Date	End Date	Location	Description
COSTO 2002-Council of Security and Strategic Technology Organizations	14 Oct 02	17 Oct 02	Crystal Gateway Marriott, Arlington, Va.	For details, see Web site: http://www.costo.info . Victor Harwood, Director at 212-352-9720
5th Annual Systems Engineering Conference	21 Oct 02	24 Oct 02	Hyatt Regency, Tampa, Fla.	Co-sponsored by the Office of the Under Secretary of Defense (AT&L), focusing on mission areas & capabilities of weapon systems. For more information: http://register.ndia.org/interview/register.ndia~Brochure~3870 .
AUSA Meeting & Exhibit	21 Oct 02	23 Oct 02	Marriott Wardman Park, Washington, D.C.	http://www.ausa.org/www/annual.nsf
DoD Maintenance Symposium and Exhibition	28 Oct 02	31 Oct 02	Reno Hilton, Reno Nev.	SAE site at www.sae.org/dod
Government Electronics and Information Technology Association (GEIA) 2002 Vision Conference	29 Oct 02	31 Oct 02	Sheraton Premiere Hotel, Tysons Corner, Va.	Theme: Preparing for a Secure New World. For more details go to website: http://www.cvent.com
2002 Airlift/Tanker Assoc Convention & Symposium	7 Nov 02	10 Nov 02	Opryland Hotel, Nashville, Tenn.	http://www.atalink.org/convention.html
2002 Defense Manufacturing Conference	2 Dec 02	5 Dec 02	Wyndham Anatole Hotel, Dallas, Texas	For details go to www.dmc.utcd Dayton.com
AFCEA & U.S. Naval Institute Western Conference & Expo	14 Jan 03	16 Jan 03	San Diego Convention Center, Calif.	The theme is "The Next Step: From Change to Transformation."
Marine West 2003	15 Jan 03	16 Jan 03	South Mesa SNCO Club, Camp Pendleton, Calif.	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. www.aviation-worlds-fair.com AWF Contact: 201-251-2600.

Conferences and Expos

Event Name	Start Date	End Date	Location	Description
58th Annual NDTA Transportation and Logistics Forum and Expo	13 Sep 03	17 Sep 03	Kansas City, Mo., Hyatt	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 www.ndtahq.com/events.htm POC: Denny Edwards, 8x10 or 10x10 booth available at \$800-\$1500, 1500 attendees
125th National Guard Assoc. on General Conference & Exhibition	14 Sep 03	17 Sep 03	Regency at Crown Center Biloxi, Miss.	4,000+ attendees. Goal is to successfully market products to the Nat'l Guard. POC: NGAUS Show Mgmt (410) 997-0763, www.ngaus.org



COMPLIANCE/SOCIAL COMPLIANCE CUSTOMER SUPPORT REPRESENTATIVES



Directory Of DLA CONUS Customer Support Representatives

Support Command	EST (+/-)	Name	DSN #	COM#	FAX #	Beeper/Cell	E-Mail Address
Langley AFB, VA	(0 hrs)	Phillip Mitchell	575-0715	(757) 225-0715	(757) 225-0715	(757) 329-5400	phillip.mitchell@langleyaf.mil
Ogden ALC, UT	(-2 hrs)	Maryanne Clare	777-4498	(801) 777-4498	(801) 777-4498	(801) 309-5576	maryanne.clare@hill.af.mil
		Steve Crawford	777-6654	(801) 777-6654	(801) 777-6654	(801) 309-4845	steve.crawford@hill.af.mil
		Molly Landrie	777-0336	(801) 777-0336	(801) 777-0336	(801) 309-4584	mollylandrie@hill.af.mil
Oklahoma City ALC, OK	(-1 hrs)	Patricia Cindle	336-5611	(405) 736-5611	(405) 736-5611	(405) 816-4013	pcindle@ddc.dla.mil
		Kaye Cline	339-2701	(405) 739-2701	(405) 739-2701	(405) 816-6334	kcline@ddc.dla.mil
		Teri Gary	339-7362	(405) 739-7362	(405) 739-7362	(405) 819-4853	tgary@ddc.dla.mil
Scott AFB, IL (HQ, AMC)	(-1 hrs)	Bill Ebeler	AMC/RSS-	(618) 229-8381	(618) 229-8381	(314) 497-2803	bill_ebeler@hq.dla.mil
			(T/TH)				william.ebeler@scott.af.mil
			779-8381				
			AMC/LGS-	(618) 229-2650	(618) 229-2650		
			(M/W/F)				
			779-2650				
Warner Robins ALC, GA	(0 hrs)	Steve Gilliland	468-7193	(478) 926-7193	(478) 926-7193	(478) 335-7928	Thaddeus.Gilliland@robins.af.mil
		Madelyn Milan	468-0505	(478) 926-0505	(478) 926-0505	(478) 335-7906	Madelyn.Milan@robins.af.mil
		Steve Soisson	468-7181	(478) 926-7181	(478) 926-7181	(478) 335-7921	Steven.Soisson@robins.af.mil
Wright-Patterson AFB, OH (AFMC)	(0 hrs)	Alfred Bertleff	787-8576	(937) 257-8576	(937) 257-8576	(937) 422-4359	Alfred.Bertleff@wpafb.af.mil
AMC, VA	(0 hrs)	Kenneth Zabielski	767-8690	(703) 617-8690	(703) 617-8690	(703) 869-9367	kzabielski@hqamc.army.mil
Anniston Army Depot, AL	(-1hrs)	Paul Davies	571-4327	(256) 235-4327	(256) 235-4327	(205) 821-8159	daviesp@anad.army.mil
		David Johnson	571-5160	(256) 741-5160	(256) 741-5160	(205) 821-8308	JohnsonH@anad.army.mil
Corpus Christi AD, TX	(-1 hrs)	Melody DeMaris	861-2009	(361) 961-2009	(361) 961-2009	(361) 658-7483	mdemaris@ccad.army.mil
		Kathy Martinez	861-2024	(361) 961-2024	(361) 961-2024	(361) 658-7487	kmartine@ccad.army.mil
Ft. Monmouth, NJ (CECOM)	(0 hrs)	Christine Griffin	992-1391	(732) 532-1391	(732) 532-1391	(732) 768-0154	christine.griffin@mail1.monmouth.army.mil
						B(888) 648-9073	
Red River Army Depot, TX	(-1 hrs)	Glinda Toland	829-4498	(903) 334-4498	(903) 334-4498	(616) 274-7461	Glinda.Toland@redriver-ex.army.mil
Redstone Arsenal, AL (AMCOM)	(-1 hrs)	Jeff Moore	746-2965	(256) 876-2965	(256) 876-2965	(256) 289-9086	Jeffery.Moore@redstone.army.mil
		Ann Oglesby	788-6403	(256) 842-6403	(256) 842-6403	(256) 289-9664	ann.oglesby@redstone.army.mil
Rock Island, IL (TACOM))	(-1 hrs)	Rose Rowe-Leach	793-5970	(309) 782-5970	(309) 782-5970	(309) 269-4149	rowe-leachr@ria.army.mil
Tobyhanna Army Depot, PA	(0 hrs)	Mark Malinak	795-6651	(570) 895-6651	(570) 895-6651	(484) 903-7924	mark.malinak@tobyhanna.army.mil
Warren, MI (TACOM)	(0 hrs)	Gretchen Keller	786-3989	(810) 574-3989	(810) 574-3989	(810) 945-8399	kellerg@tacom.army.mil
						B-(888) 293-6348	
		Suzanne Rieder	786-6392	(810) 574-6392	(810) 574-6392	(810) 491-0139	rieders@tacom.army.mil
Fort Bragg, NC	(0 hrs)	Ron Dodson	236-9505	(910) 396-9505	(910) 396-9505	(910) 551-4829	rdodson@csr.dla.mil
		Mike Fleenor	236-9904	(910) 396-9904	(910) 396-9904	(910) 551-4830	fleenorm@bragg.army.mil
Fort Campbell, KY	(-1 hrs)	Martha Stephens	635-6927	(270) 798-6927	(270) 798-6927	(931) 302-4705	stephensm@campbell.army.mil
Fort Carson, CO	(-2 hrs)	Judy Campbell	691-5483	(719) 526-5483	(719) 526-5483	(719) 210-9672	judith.campbell@carson.army.mil
Fort Drum, NY	(0 hrs)	Les Hammond	772-9656	(315) 772-9656	(315) 772-9656	(315) 489-4076	hammondl@drum.army.mil
Fort Hood, TX	(-1 hrs)	Benjamin Alvarez	737-0396	(254) 287-0396	(254) 287-0396	(254) 371-4054	benjamin.alvarez@hood.army.mil
		Linda Greene	737-0399	(254) 287-0399	(254) 287-0399	(254) 371-4053	linda.greene@hood.army.mil
Fort Irwin, CA (NTC)	(-3 hrs)	Louis Martinez	470-6046	(760) 380-6046	(760) 380-6046	(760) 486-1950	louis.martinez@irwin.army.mil
Fort Lewis, WA	(-3 hrs)	Vacant	357-2991	(253) 967-2991	(253) 967-2991	(253) 861-7573	
Fort Riley, KS	(-1 hrs)	Christopher Cullen	856-4446	(785) 239-4446	(785) 239-4446		christopher.cullen@rileyarmy.mil
Fort Stewart, GA	(0 hrs)	Kathy Wilson	870-2937	(912) 767-2937	(912) 767-2937	(912) 596-2743	kathy.wilson@stewart.army.mil
Ft. McPherson, GA (FORSCOM)	(0 hrs)	Phil Greene	367-6595	(404) 464-6595	(404) 464-6595	(404) 849-2826	greene@forscom.army.mil
Hampton, VA (TRDOC)	(0 hrs)	Vacant					
Albany, GA (MATCOM))	(0 hrs)	Deborah Whitley	567-7302	(229) 639-7302	(229) 639-7302	(229) 291-1522	WhitleyDK@matcom.usmc.mil
Albany, GA (MCLB)	(0 hrs)	Pat Kowalski	567-6570	(229) 639-6570	(229) 639-6570	(229) 291-7656	kowalskip@matcom.usmc.mil
Camp Lejeune, NC	(0 hrs)	William Bartley	751-0136	(910) 451-0136	(910) 451-0136	(910) 381-2489	bartleyw@2fsg.usmc.mil
						B-(888) 264-9901	
Camp Pendleton, CA (MCB)	(-3 hrs)	Barry Haynes	365-8191	(760) 725-8191	(760) 725-8191	(760) 521-3428	HaynesBC@1fsg.usmc.mil
Quantico, VA (USMC)	(0 hrs)	Alexander Morton	278-5814	(703) 784-5814	(703) 784-5814	(703) 863-4023	mortonaw@mcsc.usmc.mil
						B-(888) 298-7539	

Directory Of DLA CONUS Customer Support Representatives continued

Support Command	EST (+/-)	Name		DSN #	COM#	FAX #	Beeper/Cell	E-Mail Address
Lemoore, CA	(-3 hrs)	Jerry West		949-2461	(559) 998-2461	(559) 998-2461	(559) 308-9528 B-800-671-6629	jerrywest@navy.mil
Norfolk, VA (COMNAVAIR- LANT/NASOCEANA)	(0 hrs) (0 hrs)	Tracy Fisher		COM- NAVAIR- LANT-262- 3356 NASOCEAN A-(W) 433- 3476	(757) 322-3356 (757) 433-3476	(757) 322-3356 (757) 433-3476	(757) 581-2354 B-(888) 260-9785	fisherts@cna.navy.mil fishert@nasoceana.navy.mil
Portsmouth, VA (Naval Shipyard)	(-3 hrs)	Pamela	Northern- Eley	961-8411	(757)396-8411	(757)396-8411	C-(757) 582-9657 B-(888) 264-7535	northerneleypl@nnsy.navy.mil
Puget Sound, WA (FISC)	(-3 hrs)	Glenn	Paxton	439-0290	(360) 476-0290	(360) 476-0290	(360) 649-0255 B-(888) 648-9083	gpaxton@ddc.dla.mil
San Diego, CA (NADEP CNAP(Temp))	(-3 hrs)	Wayne	White	CNAP-735- 5382 NADEP- 735-2485	CNAP- (619) 545-5382 NADEP-(619) 545-2485	CNAP- (619) 545-5382 NADEP-(619) 545-2485	(619) 829-9914	White.Howard@CNAPnavy.mil whitehw@navair.navy.mil
San Diego, CA (AIRPAC/NADEP)	(-3 hrs)	Reynaldo	Cunanan	AIRPAC- (M/W/TH/F) 577-7355 NADEP-(T) 735-7572	(619) 767-7355 (619) 545-7572	(619) 767-7355 (619) 545-7572	(619) 865-8791	cunanan.reynaldo@cnap.navy.mil cunananrp@navair.navy.mil
San Diego, CA (NADEP)	(0 hrs)	Connie	Sheldon	735-4181	(619) 545-4181	(619) 545-4181	(619) 865-8826	sheldonc@navair.navy.mil
Cherry Point, NC (NADEP)	(0 hrs)	Micki Gayenelle	Evans Wakely	451-5278 451-9671	(252) 464-5278 (252) 464-9671	(252) 464-5278 (252) 464-9671	(252) 259-1864 (252) 259-1863	EvansMJ@navair.navy.mil wakelygr@navair.navy.mil
Jacksonville, FL ((NADEP/NAS)	(0 hrs)	Tom	Coover	942-2603 ext. 318	(904) 542-2603 ext. 318	(904) 542-2603 ext. 318	(904) 535-7478	cooverte@navair.navy.mil
Jacksonville, FL (NADEP)	(0 hrs)	Vacant	zz-Position	942-0733	(904) 542-0733	(904) 542-0733	(904) 535-7473	
Mechanicsburg, PA (NAVICP)	(0 hrs)	Roxy Charles	Duncan Freeman	430-3053 430-7508	(717) 605-3053 (717) 605-7508	(717) 605-3053 (717) 605-7508	(717) 386-7500 (717) 386-3971 B-(888) 648-9082	rochelle_m_duncan@icpmec.navy.mil charles_freeman@icpmec.navy.mil
Norfolk, VA (COMNAVSUB- LANT)	(0 hrs)	Patsy	Harris	836-1413	(757) 836-1413	(757) 836-1413	(757) 581-8472	harrispg@hq.sublant.navy.mil
Patuxent River, MD (NAVAIR)	(0 hrs)	Vacant						
Philadelphia, PA (NAVICP)		Richard David	Buckman Grimm	442-5278 442-4797	(215) 697-5278 (215) 697-4797	(215) 697-5278 (215) 697-4797	(609) 254-8754	richard_buckman@icpphil.navy.mil david_grimm@icpphil.navy.mil
Washington Naval Yard, DC(NAVSEA)	(0 hrs)	Vacant						

Directory Of DLA OCONUS Customer Support Representatives

Support Command	EST (+/-)	Name	DSN #	COM#	FAX #	E-Mail Address
DLA EUROPE (DEUR)						
COMMANDER DLA-E - GERMANY, WIESBADEN	+6 hrs	David, Col	Mintus 314-338-7601	011-49-611-380-7601	011-49-611-380-7620	dmintus@europe.dla.mil
DEPUTY COMMANDER DLA-E - GERMANY, WIESBADEN	+6 hrs	Earl	Burch 314-338-7601	011-49-611-380-7601	011-49-611-380-7620	eburch@europe.dla.mil
CSR DIVISION CHIEF DLA-E, GERMANY, WIESBADEN	+6 hrs	Percy	Brazier 314-338-7617	011-49-611-380-7617	011-49-611-380-7620	pbrazier@europe.dla.mil
CSR DIVISION ANALYST DLA-E, WIESBADEN, GERMANY	+6 hrs	Judy	Martinchalk 314-338-7999	011-49-611-380-7999	011-49-611-380-7620	jmartinchalk@europe.dla.mil
GERMANY, STUTTGART (EUCOMJ4-LNO)	+6 hrs	David Lt Col	Chapman 314-430-5039	011-49-711-680-5039	011-49-711-680-5038	chapmand@eucom.mil
GERMANY, STUTTGART (EUCOMJ4-LNO)	+6 hrs	George	Johnston 314-430-5371	011-49-711-680-5371	011-49-711-680-5038	johnstog@eucom.mil
GERMANY, 1st AD REP WIESBADEN	+6 hrs	Curtis	Hedgeman 314-337-4442	011-49-611-705-4442	011-49-611-705-4443	chedgeman@europe.dla.mil curtis.hedgeman@hq.1ad.a
GERMANY, 1st ID REP KITZINGEN	+6 hrs	Jim	Sabin 314-355-8168	011-49-9321-305-8168	011-49-9321-3058146	sabinjm@hq.1id.army.mil
GERMANY, 21st TSC KASERSLAUTERN	+6 hrs	Tim	Stidhams 314-490-7736	011-49-631-413-8839	011-49-631-413-7884	TimothyStidhams@hq.21tsc.army.mil
GERMANY, 3rd COSCOM WIESBADEN	+6 hrs	Myron	Savysky 314-337-7246	011-49-611-705-7246	011-49-611-705-5862	msavysky@europe.dla.mil
GERMANY, HEIDELBERG	+6 hrs	Richard, Lt Col	Hansen 314-370-6405	011-49-6221-57-6405	011-49-6221-57-3156	richard.hansen@hq.hqusaureur.army.mil
GERMANY, HQ, USAFE RAMSTEIN	+6 hrs	Kathy	Willyard 314-480-3176	011-49-6371-47-3176	011-49-6371-47-7748	kwillyard@europe.dla.mil
GERMANY, RSS (USAFE), SEMBACH	+6 hrs	Mindy	Collins 314-496-7288	011-49-630-267-7288	011-49-630-267-7341	melinda.collins@sembach.af.mil
ITALY, NAPLES	+6 hrs	Joelle	Cortese 314-626-3223	011-39-081-568-3223	011-39-081-568-4685	jcortese@europe.dla.mil
ITALY, NAPLES (LNO)	+6 hrs	Stan CDR	Crozier 314-626-3223	011-39-081-568-3223	011-39-081-568-4685	crozier@med.naples.navy.mil
DLA PACIFIC (DPAC)						
1. COMMANDER DPAC - KOREA, SEOUL	+14 hrs	Christopher, Col	Iskra 315-764-3700	011-82-53-470-3700	DSN: 315-764-3778 CELL: 011-9977-8196	iskrac@usfk.korea.army.mil crawfordrr@usfk.korea.army.mil
2. DEPUTY COMMANDER DLA-P - KOREA, SEOUL	+14 hrs	Rob	Crawford 315-764-3770	011-82-53-470-3770	DSN: 315-764-3778 CELL: 011-383-4436	steven.quinn@pacific.dla.mil
3. CSR SUPERVISOR - HAWAII, PEARL HARBOR	- 5 hrs	Steven	Quinn 315-474-2900	(808) 474-2900	DSN: 315-471-5512	
ALASKA, ELMENDORF AFB	- 4 hrs	Tom	Delong 317-552-6624	(907) 552-6624	DSN: 317-552-6623	tdelong@desc.dla.mil
HAWAII, PEARL HARBOR	- 5 hrs	Charles	Munson 315-449-7782	(808) 449-7782	DSN: 315-449-7850 CELL: (808) 228-5947	charles.munson@hickam.af.mil
HAWAII, SCHOFIELD BARRACKS	- 5 hrs	Deborah	Strickland 315-456-0859	(808) 656-0859	DSN: 315-456-0876	dlacsr@schofield.army.mil
JAPAN, OKINAWA	+14 hrs	Steve	Wright 315-637-3330	011-81-611-737-3330	DSN: 315-637-3626	wrightsd@3FSSG.usmc.mil
JAPAN, YOKOSUKA	+14 hrs	Hubert	Wood 315-243-6106	011-81-616-043-6106	DSN: 315-243-9009 CELL: 090-4371-9556	hwoods@ddyjexch.ddc.dla.mil
JAPAN, YOKOTA (LNO)	+14 hrs	Phillip, Maj	Woody 315-225-2475	011-81-311-755-2475	DSN: 315-225-4709 CELL: 090-6861-4245	woodyphillip@usfj.yokota.af.mil
KOREA, SEOUL (LNO)	+14 hrs	Craig, Lt Col	Bond 315-723-3259	011-82-02-7913-3259	DSN: 315-723-5575 CELL: 011-9977-8194	bondc@usfk.korea.army.mil
KOREA, SEOUL-YONGSAN GARRISON	+14 hrs	Evan	Siegling 315-723-3256	011-82-02-7913-3256	DSN: 315-723-3261 CELL: 011-9977-8193	sieglinge@usfk.korea.army.mil
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KOREA, TONGDUCHON, KYONGGIDO-CAMP CASEY	+14 hrs	Yuri	Yune 315-730-3406	011-82-31-869-3406	DSN: 315-730-3414 CELL: 011-9977-8192	yuney@usfk.korea.army.mil

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