



THE DLA DISPOSITION SERVICES QUARTERLY INSIGHT

CUSTOMER SUPPORT NEWSLETTER



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Links to Policies/ References

DOD 4160.21-M DEFENSE MATERIAL DISPOSITION MANUAL
<http://www.dtic.mil/whs/directives/correspdf/416021m.pdf>

DOD 4160.28-M Vol 1 DEFENSE DEMILITARIZATION: PROGRAM ADMINISTRATION
http://www.dtic.mil/whs/directives/correspdf/416028m_vol1.pdf

DOD 4160.28-M Vol 2 DEFENSE DEMILITARIZATION: DEMILITARIZATION CODING
http://www.dtic.mil/whs/directives/correspdf/416028m_vol2.pdf

DOD 4160.28-M Vol 3 DEFENSE DEMILITARIZATION: PROCEDURAL GUIDANCE
http://www.dtic.mil/whs/directives/correspdf/416028m_vol3.pdf

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Welcome!

Hello Valued Customers:

This is the second edition of our Customer Support Newsletter. There is certainly a lot going on and much to discuss. We have finished with the deployment of our new property accounting system Reutilization Business Initiative (RBI); this transition has been and continues to be a struggle for many of you with regards to gaining access and acquiring needed property. Please know that we are working to refine the system and fix program defects to make for a more user friendly product that we can all maximize. RBI program fixes will continue throughout the rest of the fiscal year, as we sincerely do listen to your comments and concerns. Another topic of interest to pass along: we continue to work on resolutions for property accountability, specifically your ability to find documents in the eDOCs system. We know many of you are experiencing issues in this area as we are striving to 1) provide some relief on your property books that is needed, and 2) make the transfer of accounts a seamless one. We currently have a team in place working to make both these things possible!

Lastly, with regards to the budget restraints we are currently facing; DLA Disposition Services has an initiative underway called Network Optimization which focuses on the overall efficiency of the disposal process, in addition to others. This is just one of the many initiatives in place that is meant to improve the efficiency of our operational procedures with a stress on cost effectiveness, and streamlining current processes. In a recovering economy, we are experiencing drawbacks in numerous areas: budget, FTEs, and infrastructure. In order to overcome these challenges we must find new solutions and process improvements that will create a higher volume of your property we can receive, reduce backlogs, limit turn in wait time, and provide customer service that will meet your needs to the fullest. We will need your input with this undertaking as we strive to better understand the specific areas that can be improved upon. We are taking a close look at all processes and procedures in a quest to give you the very best in customer support, fulfilling all of your reutilization and disposal needs.

I hope you find this newsletter to be helpful and a colorful way of communicating some of the happenings around the DLA Disposition Services world. Although spring is officially here, we here in the north are still feeling the effects of a stubborn winter that just doesn't want to go away. Out with the cold, in with the sun! Best regards.

Tina M. Aldrich
Customer Support Director

Keeping Up With the Times Disposition Services and the Disposal of Hazardous Waste

As many of you may be aware, DLA Disposition Services not only disposes of property, it also awards contracts for the disposal of hazardous waste. Disposition Services has over 30 years of experience managing the disposal of hazardous waste (HW) for Department of Defense activities. There are over eighty regional disposal contracts worldwide, servicing over two thousand-one hundred pick-up points. In just FY12 alone, one hundred million pounds of waste was recycled or disposed of, and over \$20 million of on-site HW special services was provided. These services include: tank cleaning, analysis, lab packing, contractor supplied containers, and post spill response to name a few. The benefits to using DLA Disposition Services hazardous waste contracts are vast and noticeable. In using DLA Disposition Services hazardous waste contracts, the contractor assumes full accountability and physical custody of the waste upon receipt and removal from a government installation. Additionally, the government is relieved from any and all cost resulting from incident with the contractors' processing, transporting and disposal of waste.



Disposition Services also prides itself on having automated record keeping, conducting regulatory checks of contractors, and having a team/best value concept approach when awarding contracts. To further enhance its services, Disposition Services now applies new technology based methods to the disposal of hazardous waste, technologies that didn't exist twenty years ago. Waste disposal has also evolved in the way it is classified, and to "catch up" with the private sector, Disposition Services has adopted many of the current practices and models for the disposal of hazardous waste. For example, formerly using the contract-line item number (CLIN) schedule to classify waste, Disposition Services now uses a more modern profile base CLIN (PBC) which provides a more thorough description of generator waste streams. This more specific schedule makes for more clarity from the perspective of a contractor bidding for a contract, in turn increasing competition among vendors, and reducing the disposal service unit price that DOD customers pay. Disposition Services will continue to evolve with the waste disposal industry, remaining open to new technologies, and methods that can create a more viable service.





Recent Surge of Tactical Wheeled Vehicles (TWVs) Being Turned In

Fiscal Year 13 has been a busy one in the turn-in department, particularly Tactical Wheeled Vehicles (TWVs). The number of TWVs turned in to DLA Disposition Services under divestiture for FY 12 was 19,552. Though the number projected for FY 13 is less than what we received for FY 12 we anticipate the disposition of these will be more difficult this year due to market outlets being flooded from the previous year.

Disposition Services is working with the Army to do the first move of this influx of vehicles at DLA Disposition Services request. This is allowing for a more efficient management of these assets letting the vehicles flow more freely and quickly through the disposition process. Disposition Services is in full support of the divestiture plan the Army has presented, and is utilizing its current processes (RTD, Sales, DEMIL) and adding additional functionality such as DEMIL as Condition of Sale. Additionally, Disposition Services is creating and gaining large parking areas for the storage and metering of TWV through the disposition cycle. Key players in this process will be DLA Disposition Services at Richmond and Barstow who possess large amounts of DLA property. All entities involved are working vigorously in the handling of the divested vehicles, ensuring the final disposition of TWVs are accomplished in a timely, effective manner.

Reutilization Business Initiative (RBI) - New Local Stock Number List Available

There is a new standardized Local Stock Number (LSN) list available for our customers on the Disposition Services external web page at <http://www.dispositionservices.dla.mil/>. To access click the "Change is Here" link, then click on LSN Master listing, and lastly click on the useable LSN tab on the spreadsheet that appears. Our new DSS/EBS system requires DLA Disposition to utilize a standard system recognized LSN. If property is turned into DLA without the standard LSN, our personnel will be required to change it upon receipt before it can be placed on our property book. We want to encourage you, our customer, to utilize this standardized LSN listing when creating a Disposal Turn in Document (DTID) for property without a valid National Stock Number (NSN). Using this LSN list on your DTIDs is NOT MANDATORY; however, it will make your property easier to track through the disposition process.



Did You Know??

The Hart-Doyle-Inouye Federal Center is a building with a rich history. Opening on September 5 1866 as the Western Health Reform Institute; the building has been home to DLA Disposition Services since 1954. It has hosted several historical individuals including Mary Todd Lincoln (wife of former U.S President Abraham Lincoln), Henry Ford, founder of Ford Motor Company; and is the subject of a 1996 Hollywood movie entitled *The Road to Wellville*.



- In 1876, Dr. John Harvey Kellogg, medical director, renamed the property Battle Creek Sanitarium and expanded the facility to include a hospital, and central building, in addition to other rooms.
- After the Wall Street Crash of 1929 few previously well-to-do patients came to the sanitarium. Finances became very difficult for the "San" and the complex was put under receivership in 1933. The sanitarium stayed in business until after the beginning of WWII when the U.S. Army, needing a hospital, paid \$2,341,000 and moved in. The hospital was called the Percy Jones General Hospital, named after World War I veteran and U.S Army surgeon Percy Jones.
- In 2003, the building was dedicated the Hart-Dole-Inouye Federal Center in honor of three U.S. Senators who had met as wounded servicemen while they were being treated at the hospital during WWII: Philip Hart, Bob Dole, and Daniel Inouye.

Click the link below to our new customer support website which contains shortcuts that provide information and background on the many areas of Disposition Services.

<https://www.dispositionservices.dla.mil/drms/crm.shtml>

Get to Know Your Disposal Service Representative (DSR)

The direct link between you the customer and DLA Disposition Services is the Disposal Service Representative (DSR). Possessing a critical role in the Disposition Services world, all Disposition Service Sites have a DSR present. The core responsibilities of the DSR include: facilitating the disposal services that Disposition Services provides, and making disposal decisions at a customer's generating location. A DSR is appropriately referred to as "the face of Disposition Services to the transactional customer." We encourage you to get acquainted with your DSR as they are a valuable resource available for you the customer to utilize. To find the DSR closest to you use the following link:

<http://www.logisticsinformationservice.dla.mil/SiteLookup/>

DLA Disposition Services Contact

If you have a question you'd like answered or have topics/suggestions for the newsletter, please email:
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