

DLA Customer Interaction Center Hand Out (Text Only)

Publication Date: 03/17/2015

Handout Header:

Welcome to the DEFENSE LOGISTICS AGENCY Customer Interaction Center 1-877-DLA-CALL (352-2255)

Side One Column One

DLA CUSTOMER INTERACTION CENTER (CIC) MISSION

The DLA CIC is dedicated to be your "one call resolution" point of contact for all logistics issues relating to DLA.

We leverage technology to provide world class customer service, responding to customer needs quickly, accurately, and efficiently while providing quality solutions to real world logistics problems.

The DLA CIC is a unique partnership of Government and Private Industry professionals dedicated to supporting DLA customers.

CUSTOMER SUPPORT

Dedicated professional staff available 24 hours a day, 7 days a week including Government holidays

Customer Contact Methods

E-mail: dlacontactcenter@dla.mil

Telephone:

Toll Free: 1-877-DLA-CALL (352-2255)

DSN: 661-7766

OCONUS: 312-661-7766

Commercial: 269-961-7766

Fax:

Commercial: 269-961-7791

DSN: 661-7791

OCONUS: 312-661-7791

Web site:

www.logisticsinformationservice.dla.mil

Side One Column 2

SELF HELP LOGISTICS SOLUTIONS

Information Related to Supply Items

Federal Logistics Data (FED LOG) Web site:
www.logisticsinformationservice.dla.mil/FedLog

Federal Logistics Information System web inquiry (WebFLIS) Web site:
www.logisticsinformationservice.dla.mil/webflis

Supply Inventory, Purchasing, and Shipping Status

DOD EMALL

Web site: <https://dod.emall.dla.mil>

DLA Document Services

Web site: www.documentservices.dla.mil

Shipping Status

Integrated Data Environment (IDE)/Global Transportation Network (GTN) Convergence (IGC) program Web site: <https://www.igc.ustranscom.mil/igc/>

The Distribution Standard System (DSS) Material Release Order (MRO) Tracking System Web site: <https://wegal.ogden.disa.mil/mrostatus/>

Purchase Card On-Line System (PCOLS) Training

Web site: <https://acc.dau.mil/pcols>

Logistics Support for the United States Military Services

Web site: <http://www.dla.mil/logisticsoperations/Pages/default.aspx>

Other Self Help Logistics Solutions

Web site: www.dla.mil/Pages/Customers.aspx

Side Two Column One

DLA ORGANIZATIONS

Defense Logistics Agency is the Department of Defense's largest logistics combat support agency, providing worldwide logistics support in both peacetime and wartime to the military services as well as several civilian agencies and foreign countries.

Web site: <http://www.dla.mil/Pages/default.aspx>

DLA Business Unit sites:

DLA Land and Maritime is an end-to-end supply chain manager, with state-of-the-art systems that connect business processes from the supplier to the customer through the Land and Maritime Supply Chains. Web site: www.landandmaritime.dla.mil

DLA Aviation supports more than 1,300 major weapon systems as the military's primary source for more than 1.3 million repair parts and operating supply items. More than 444,000 of the items managed are aviation parts. Web site: www.aviation.dla.mil

DLA Troop Support provides United States armed services members with food, clothing, textiles, medicines, medical equipment, and construction supplies and equipment. Also supports United States humanitarian and disaster relief efforts. Web site: www.troopsupport.dla.mil

DLA Distribution is a combat support agency and the Defense Logistics Agency's Lead Center for Distribution. DLA Distribution's 25 sites around the world are responsible for the receipt, storage, issue, packing, preservation and transportation of more than 4 million items. Web site: www.distribution.dla.mil

DLA Energy provides the Department of Defense and other government agencies with comprehensive energy solutions in the most effective and economical manner possible. Web site: www.energy.dla.mil/Pages/default.aspx

DLA Disposition Services provides the Department of Defense's best value services and deliver great performance to customers for the reuse, transfer, donation, sale or disposal of excess/surplus property. Web site: www.dispositionservices.dla.mil/Pages/default.aspx

Side Two Column Two

Other Service Activities sites:

DLA Strategic Materials stores 28 commodities with a current market value of over \$1.4 billion at 15 locations in the U.S. The stockpile of materials is intended to decrease dependence upon foreign sources of supply during national emergency. Web site: www.strategicmaterials.dla.mil/Pages/default.aspx

DLA Logistics Information Services enhances global defense readiness through logistics information solutions. From acquisition through disposition, the DLA Logistics Information Services is the trusted provider of logistics information services. Web site: www.logisticsinformationservice.dla.mil

DLA Document Services provides a full portfolio of document services ranging from traditional offset printing, through on-demand output to on-line document services. They surround the customer with an on-site presence at more than 180 locations in

seven countries, telephone support through a Customer Interaction Center, office equipment providing self-service at many locations and innovative online electronic commerce portal. Web site: www.documentservices.dla.mil

DLA Transaction Services designs, develops, and implements logistics solutions that improve customers' requisition processing and logistics management processes worldwide. They receive, edit, and route logistics transactions for the Military Services and Federal Agencies. Web site: <https://www.transactionservices.dla.mil/daashome>

DLA Logistics Management Standards Office facilitates continuous enterprise integration process improvements to logistics management and operations. Web site: <https://www2.dla.mil/j-6/dlms0>

DLA Europe and Africa serves as the Defense Logistics Agency's focal point for U.S. European Command and U.S. Africa Command issues. They provide a single DLA interface for EUCOM and Africa Command warfighters, reaching back to other DLA activities in Europe and the continental United States for logistics solutions. Web site: www.dla.mil/pages/europe_africa.aspx

DLA Pacific is the Defense Logistics Agency's focal point for issues in the Pacific theater, to include the role of primary liaison to the Pacific Command (PACOM) and the US Forces Korea (USFK) Command. Web site: www.dla.mil/pacific/pages/default.aspx

DLA Central is the Defense Logistics Agency's focal point for issues in the U.S. Central Command (USCENTCOM) area of responsibility. Web site: www.dla.mil/central/pages/default.aspx