



# DEFENSE LOGISTICS AGENCY

## Customer Interaction Center

### DLA CUSTOMER INTERACTION CENTER (CIC)

The DLA CIC is your "One Call Resolution" point of contact for all Logistics issues related 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](mailto: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

### SELF HELP LOGISTICS SOLUTIONS

#### *Information Related to Supply Items*

- ❖ Federal Logistics Information System Web inquiry (WebFLIS) Web site:  
<https://public.logisticsinformationservice.dla.mil/PublicHome/WebFLIS/default.aspx>
- ❖ Federal Logistics Data (FED LOG) Web site:  
<https://public.logisticsinformationservice.dla.mil/FedLog/default.aspx>
- ❖ Public Logistics Data (PUB LOG) Web site:  
<https://public.logisticsinformationservice.dla.mil/publog.aspx>

#### *Supply Inventory, Purchasing, Shipping Status, and Printing Services*

- ❖ DOD EMALL - DLA Orders Web site:  
<https://dod.emall.dla.mil/acct/>
- ❖ Document Services Web site:  
<http://www.dla.mil/HQ/InformationOperations/Offers/Services/DocumentServices.aspx>
- ❖ 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/CommunityBrowser.aspx?id=629890>

Logistics Support for the United States Military Services Web site:  
<http://www.dla.mil/CustomerSupport/MilitaryServices.aspx>

DLA Customers Self-Help Tools Web site:  
<http://www.dla.mil/CustomerSupport/Resources/SelfHelp.aspx>

Visit us at:

<http://www.dla.mil/CustomerSupport.aspx>



# DEFENSE LOGISTICS AGENCY

## DLA ORGANIZATIONS

The **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/Home.aspx>

### **DLA Business Unit sites:**

**DLA Land and Maritime** is the Lead Inventory Control Point (ICP) for Land, Maritime and Missile weapons systems. DLA Land and Maritime directly supports Navy Surface and Subsurface, and Army and Marine Corps customers through dedicated customer relations while working with numerous suppliers to fulfill requirements for assigned stock classes across the DoD.

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

**DLA Aviation** is the aviation demand and supply manager for Defense Logistics Agency supporting more than 1,900 weapon systems, with focused support to 143 major weapon systems and is the U.S. military's integrated material manager for more than 1.1 million national stock number items, industrial retail supply and depot-level repairable acquisitions.

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

**DLA Troop Support** provides effective and efficient support to our customers and warfighters with subsistence, clothing/textile, construction and engineer equipment, medical supply and hardware solutions in order to allow them to achieve their global missions.

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

**DLA Distribution** Global distribution service provider for the Department of Defense (DoD) and valued customers. DLA Distribution is the leading provider of global distribution support to America's military including receiving, storing and issuing supplies as well as providing other tailored services to increase warfighter readiness.

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

**DLA Energy's** mission is to provide the Department of Defense and other government agencies with comprehensive energy solutions in the most effective and efficient manner possible.

Web site: <http://www.dla.mil/Energy.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: <http://www.dla.mil/DispositionServices.aspx>

### **Other Service Activities sites:**

**DLA Strategic Materials** is the leading U.S. agency for the analysis, planning, procurement and management of materials critical to national security. We serve our clients through a unique combination of technical expertise, global/geopolitical material supply analysis, and management & tracking of a broad range of existing & future critical materials.

Web site: <http://www.dla.mil/HQ/Acquisition/StrategicMaterials>

**Logistics Information Services** mission is to enhance global defense readiness through logistics information. It accomplishes its mission by optimizing the effectiveness and efficiency of the Department of Defense (DoD) supply chain. We provide interoperable, integrated logistics data and enterprise IT solutions for the Military Services, DoD, Federal agencies and international partners. Services provided include the management of the Federal Catalog and Joint Certification Program.

Web site:

<https://public.logisticsinformationservice.dla.mil/default.htm>

**Document Services'** mission is to transform the Department of Defense (DoD) from high volume printing to on-demand documents and on-line, electronic content and records management. They provide a full portfolio of document services ranging from traditional offset printing, through on-demand output to on-line document services.

Web site:

<http://www.dla.mil/HQ/InformationOperations/DocumentServices.aspx>

**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:

<http://www.dla.mil/HQ/InformationOperations/Offers/Services/TransactionServices.aspx>

**Defense Logistics Management Standards Office** facilitates continuous enterprise integration process improvements to logistics management and operations.

Web site: <https://www2.dla.mil/j-6/dlms/>

**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: <http://www.dla.mil/EuropeandAfrica.aspx>

**DLA Pacific** is the agency's primary liaison to U.S. Pacific Command, U.S. Forces Korea, U.S. Forces Japan and Alaska Command. DLA Pacific provides a unified DLA interface for warfighters throughout the USPACOM area of responsibility, integrating DLA support within the region and reaching back to other DLA activities in the continental United States for logistics solutions.

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

**DLA Central** is the Defense Logistics Agency's focal point for issues in the U.S. Central Command area of responsibility. DLA Central provides a single point of contact to USCENTCOM, integrating agency support throughout its AOR for logistical solutions with assistance from the DLA field activities within the continental United States.

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