



Getting the Best DLA Product Assistance for Our Customers

A new procedure is in place for enterprise customers to contact DLA regarding information technology tools (DOD EM-ALL, WebFLIS, etc.).

Bottom Line: Quicker service for your customers' needs.

DLA has two problem-solving sources for the enterprise customer. Why two options? The simplistic answer to the question is one source "helps customers use the product", while the other "helps fix the stoppage". By design, will give the customer the most efficient answer to his or her inquiry, thereby improving customer satisfaction.

The DLA Enterprise Help Desk (EHD) was launched in March 2012 to support a goal of "one source" for IT solutions in the enterprise. Enterprise customers are required to use this service for DLA system access requests, report outages, password resets, and more.

The DLA Customer Interaction Center (CIC) began servicing customers in 2009, averaging 400K+ contacts annually and answering questions about various systems and programs geared towards logistics and supply needs.

If you need more information, DLA Logistics Information Services is here to help at, CustomerOutreach@dla.mil.

July/August Training Opportunities

On-site training

July 8-10, TACOM, Warren, MI-Logistics (LDI & DO)

July 14-17, Quantico, VA-Drawing and Logistics

July 22, Wright Patterson AFB, OH-DOD EMALL

July 22-24, Columbus, OH-Logistics

July 23-25, San Diego, CA-Logistics

July 28-30, San Diego, CA-Logistics

July 29-30, Ft. Leonard Wood, MO-FED LOG

August 5-7, TACOM Warren, MI-Logistics (LDI & DO)

August 12-14, Philadelphia, PA-Logistics

August 12-14, Rock Island Arsenal, IL-Logistics

August 26-27, Richmond, VA-FED LOG

Online Training

August 21 - Disposition Services WebFLIS/FED LOG Webinar**

**Click on the date for specific information for the online course

DLA Logistics Information Services Training Calendar accessed by clicking [here](#)

DLA Customer Interaction Center

Helps customers use the product

877.DLA.CALL

"How do you find an item of supply?"

"I need help in placing an order."

"I have trouble navigating through DOD EMALL, can you help?"

"Where do I find my order status in DLA Orders?"



Enterprise Help Desk

Helps fix the stoppage

855.DLA.0001

"Can you reset my password for DOD EMALL?"

"Can't get into the system, and I don't know why, can you help?"

"I am getting a screen error."

"Can you get me access to my WebFLIS account?"



DLA Logistics Information Services Offers Access to Training Videos

You have access to top notch training for your customers, with a few clicks of the mouse.

Video Training is the latest delivery method to be added under the Distributed Learning training umbrella. Current offerings to date include Federal Logistics

Data on Mobile Media (FED LOG), DLA Map Catalog and Purchase Card Online System (PCOLS). Videos are broken out by modules in chronological order, giving the users the ability to pick and choose their area of concentration. The video training page is only available to

CAC enabled users . These videos can be found on the [DLA Logistics Information Services Website](#) >>> Training and Reference >>>Training>>>Links/Resources >>> Distributed Learning >>> Video Training Links .

"Providing DLA forward facing personnel information about DLA Logistics Information Services"