



DLA Disposition Services



Insight



Customer Service Newsletter

AUGUST 2019

Message from the DLA Disposition Services Resource Management Director

Hello Customers!

I am Connie Nowicki and I am the Director of the new DLA Disposition Services Resource Management Directorate.

Summer is winding down and soon we will transition to fall. Here in Battle Creek, Michigan June 21st marked the transition to the headquarters alignment initiative. Our intent is to better support our regional offices, DLA headquarters, our customers and most importantly, the Warfighter.

In this edition, we have included updates on our headquarters realignment and the HMMS rollout. Also, information about the annual inventory and its impact on our customers. We have provide information on the Mitsubishi forklift recall as well as some good news stories. A particular section called “good question” has been added to provide answers to frequently asked questions.

We hope you find the newsletter interesting and relevant.

Inside this edition

Message from the Director.....	2
Support to the Military.....	3
Annual Inventory.....	4
Mitsubishi MHE recall.....	5
HMMS roll out Update.....	6
Robotic Process Automation (RPA).....	7
Special Programs.....	8
HQ Realignment.....	9
Good Question!	10
Good News.....	11
Good information.....	12



Support to the Military

Fiscal Year 2019 Thru June		Line Items	Quantity (includes all unit of measure)	Acquisition Value
Army	Turn-Ins	960,871	106 million	\$5 billion
	Reutilization	7,929	571,824	\$928 million
Navy	Turn-Ins	276,633	39 million	\$3 billion
	Reutilization	7,696	138,655	\$110 million
Air Force	Turn-Ins	279,394	30 million	\$2 billion
	Reutilization	4,972	109,004	\$228 million
Marine Corps	Turn-Ins	103,526	14 million	\$879 million
	Reutilization	3,069	41,250	\$21 million
Coast Guard	Turn-Ins	7,524	723,710	\$19 million
	Reutilization	17	102	\$97,000



For the first 15 years of its existence, members of the 45th Infantry Division proudly wore on their left shoulders an ancient American Indian symbol of good luck, most commonly referred to as the swastika. The insignia served as recognition of the great number of Native Americans proudly serving in the 45th Infantry Division. The yellow swastika on a square background of red symbolized the Spanish Heritage of the four Southwestern states that made up the membership of the 45th—Oklahoma, New Mexico, Colorado, and Arizona. A similar symbol was adopted by the Nazi party in the late 1920's, and as the N.S.D.A.P. rose to power in 1933 the symbol became so

closely associated with German National socialism that it had to be abandoned as the insignia of the 45th Infantry Division.

For many months division members wore no insignia, while the design for a new emblem was being explored. The 45th Infantry Division held a contest to assist in selection of the new insignia and many designs were submitted. The contest was overseen by a board of officers who eventually determined the Thunderbird would become the new insignia of the 45th Infantry Division. In keeping with the tradition formerly established, it was also decided to maintain the same colors and design of the original insignia.



In 1939 after approval of the Commanding General, Eighth Corps Area, and the Chief of the National Guard Bureau, the Thunderbird design was officially approved by the War Department and authorized for manufacture and wear. The document approving the design, which was to become famous in World War II and the Korean War, stated that, the Thunderbird was a Native American symbol signifying "sacred bearer of happiness unlimited."

Source: <http://www.45thdivisionmuseum.com>



DLA DISPOSITION SERVICES

Reduced Operations - Annual Inventory

REUTILIZATION/TRANSFER/DONATION CUSTOMERS (RTD)

All DLA Disposition Service sites (CONUS and OCONUS) will be functioning at reduced operations from **September 9, 2019 through September 20, 2019** to conduct a mandated wall-to-wall inventory.



- During this two week time period RTD customers may continue to place requisitions for available property, however the requisitions will remain in the queue until the site resumes full operations on September 23, 2019.
- No physical (walk-in) screening allowed during the reduced hours of operations.
- For requisitions, orders will be picked and shipped, or picked, and customers will be notified for a direct removal/pickup appointment once the site is back to normal operations. Removal time periods will be extended accordingly so each customer receives their allowable timeframes.
- Mission Priority of 1, 2 or 3: *DoD Military Service requisitions with a mission priority of 1, 2 or 3 will continue to be honored and picked/shipped during this reduced hours of operations to not impact mission readiness.*
- Once sites resume full operations, all property on inventory during the two weeks will be afforded full RTD screening and requisitioning.



TURN-IN CUSTOMER



- Local turn-in appointments will be reduced to 50%.
- You can still order a truck(s) in the transportation scheduler, but there will be no pickups or deliveries during reduced operations nor local appointments to turn in property until after the site resumes full operations on September 23, 2019.
- Emergency requirement/mission impact: If a DoD customer has an emergency requirement/mission impact to turn in DoD excess property, a mission justification with impact statement must be provided to the applicable DLA Disposition Services area manager for review and determination. Our smaller locations and offices will also be operating at reduced operations and conducting inventory or assisting other sites during this timeframe. *Again, if an emergency turn-in is required during this two-week period, contact the site POC for assistance and determination of shipment.*
- Once the inventory is completed, the DLA Disposition Services site will resume with normal operating hours. DLA Disposition Services headquarters will closely monitor customer wait time at each site to ensure we manage your workload and any backlog this may cause to getting your property turned in and processed after the site(s) return to normal operations.





MITSUBISHI
FORKLIFT TRUCKS

Product Safety Alert
Fuel pipe replacement
Re: FD20N5 - FD35N5

Why is Mitsubishi Forklift Trucks sending me this

Product Safety Alert?

Your lift truck(s), referenced by model/serial number(s) may experience the fuel pipe cracking due to engine vibration. As a preventative countermeasure, the fuel pipe needs to be replaced to eliminate possibly of cracking.

What should I do?

Please contact your local Mitsubishi forklift trucks dealer immediately to arrange for a free, on-site inspection/repair. If you are not sure who your local dealer is, or if you no longer are in possession of the equipment, please go to www.mit_lift.com and use the dealer locator to find an authorized dealer near you.

How will this problem be resolved?

Your local Mitsubishi Forklift Trucks dealer has been notified of this situation and will perform the repair at no-cost to you.

Hazardous Waste Disposition (HMMS-HWD) module



Progress continues with the release of the new Hazardous Material Management System - Hazardous Waste Disposal (HMMS-HWD) module. Just after the July 4, 2019 holiday, six new sites (Colorado Springs, Meade, Warner Robins, Benning, Sierra and San Joaquin) began using the HMMS-HWD module.

The earlier phase three deployment did have some issues, but had been successful. System issues that impacted ETID and RTD impacted HMMS with GENCOMM processing. A fix to the payment processing in HMMS was made and increased its efficiency tenfold over the last few weeks.

DLA DS SAN ANTONIO
DLA DS CORPUS CHRISTI

Wave One:

DLA DS HILL
DLA DS WRIGHT PATTERSON
DLA DS COLUMBUS

Wave Two:

DLA DS RED RIVER
DLA DS SAN DIEGO
DLA DS PENDLETON
DLA DS PUERTO RICO
DLA DS JACKSONVILLE
DLA DS SILL
DLA DS OKLAHOMA CITY
DLA DS TOBYHANNA
DLA DS LETTERKENNY
DLA DS SUSQUEHANNA
DLA DS WATERVLIT
DLA DS LEWIS



Wave Three:

DLA DS CHARLESTON
DLA DS CHERRY POINT
DLA DS LEJEUNE
DLA DS BRAGG



The next wave is scheduled for July 29, 2019 at Richmond, Norfolk, Eglin and Barstow. Deployment is expected to be completed at the CONUS and OCONUS sites by the end of 2019.

UTILIZING TECHNOLOGY TO INCREASE WARFIGHTER

Robotic Process Automation (RPA)

DLA Disposition Services will soon utilize Robotic Process Automation (RPA) during DoD excess property receipt. Currently, there is a gap in the receiving process, the person making the decision to receive an item as usable vs. downgrade to scrap is unaware if the item is needed by a customer or would yield a greater return on investment through sales. The RPA will solve this problem. The RPA will capture many requirements to include DLA backorders, Reutilization, Transfer, Donation (RTD) history, sales potential and customer want lists. The RPA will consolidate this information and send it to the Distribution Standard System (DSS), which is the system the receivers utilize to bring to our accountable record. DSS, in turn will display a message to the receiver if the item being inducted is included on one of RPA lists, meaning customer need this item through RTD or it has sales revenue potential vs. scrap. This change will greatly increase DLA Disposition Services support to the warfighter and other whole of government customers by ensuring needed property is available for issue. It will also increase sales revenue and reduce the cost of disposal to the DoD.



DLA Disposition Services Meade welcomes new material examiners and identifiers to the team. Michael Pollard, Andre Mosley, Willie Taylor and Namita Moses. It's great to have you on board!

DLA Disposition Services: Supporting More Than the Warfighter

Justin Funk, DLA Disposition Services

DLA Disposition Services' first mission priority is always supporting our U.S. military services with their equipment needs. However, did you know we also support many DOD special programs? In FY18 alone, special programs accounted for nearly 34 percent of the acquisition value reutilized from DLA Disposition Services. Many of the items reutilized go to support local community first responders, schools, VA homeless programs, humanitarian assistance, Civil Air Patrol search and rescue operations, and to training our future military leaders utilizing the Senior ROTC program.

Highlights of how some of the special programs are used are below:

Law Enforcement Support (LESO) - This program supports local law enforcement agencies and facilitates 10 US Code 2576a. Agencies receive items such as clothing and office supplies, tools and rescue equipment, vehicles, rifles, and other small arms.



Humanitarian Assistance Program (HAP)-Through coordination of the Defense Security Cooperation Agency this program makes available non-lethal excess property; medical, dental, veterinarian equipment and allows for minor construction projects; repair of roads, schools, clinics; well digging, and flood control.



Veterans Administration (VA) -Under 10 US Code 2557 (a)(2) the Secretary of Defense makes excess clothing, shoes, sleeping bags, and related non-lethal excess property available to the Secretary of the VA for distribution to homeless veterans and associated programs.



Civil Air Patrol (CAP)-This organization is an auxiliary to the United States Air Force. CAP provides search and rescue, emergency response, aviation and ground services, youth development, and promotion of air, space and cyber power. They receive trailers, generators, blankets, tools, and other items that will support their mission.



DOD Firefighter Program (FFP)-This program allows firefighters to obtain excess DoD equipment to be used for firefighting and emergency services. The FFP program receives trucks, trailers, fire-fighting equipment, earthmoving equipment and ATV's/UTV's.



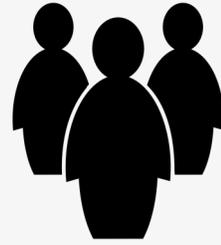
Senior Reserve Officer Training Corps (ROTC)-ROTC units of the military services receive excess property to support supplemental proficiency training programs and field exercises. They receive items such as tents, field packs, tools and sleeping bags.



As you can see, DLA Disposition Services has an impact on many organizations outside of the DoD. If you are involved with or know anybody associated with these programs please do not hesitate to direct them to our website <https://www.dla.mil/DispositionServices/Offers/Reutilization/> or e-mail DRMSRTD@dla.mil for information.

DLA DISPOSITION SERVICES

Headquarters Realignment



As you know, we are all working toward DoD mandates to become more cost effective and auditable. For DLA Disposition Services this meant starting with our field operations and making sure our workforce was physically aligned with where you needed us the most, through our Network Optimization effort. This past year, we have taken the next step in that effort by taking a hard look at the DLA Disposition Services Headquarters in Battle Creek, Michigan.

Our new structure should be up and running by October 1 2019. The goal is to have better aligned support for the warfighter, our field operations, and our parent organization, Defense Logistics Agency. A big part of this effort is to become a process-centered organization, by taking a look at our end-to-end processes and making sure they are organized in a way that minimizes extra touches and maximizes efficiency.

Although you may not notice many of the changes behind the scenes, our goal is to keep improving the service we offer you every day.

June 21, 2019 marked the transition to a process-centered organization at DLA Disposition Services headquarters. The staff in Battle Creek, Michigan is performing its mission and duties as aligned in the new organizational structure.

Command Directorate - Director Michael Cannon

Provides oversight of the organization, operations, personnel and resources.

Contracting Directorate

Provides contracting support for hazardous disposal, public sales, contingency needs and operational services.

Disposition Operations Directorate

Determines process for the receipt, accountability, storage and issuance of excess DoD property. Maximizes processes for RTD, eRecycle and sales of usable and scrap material.

Resource Management Directorate

Advises on long-range planning. Provides workforce and warfighter/customer support. Manages human capital programs.

Business Support Directorate

Responsible for process improvement, business applications, compliance, risk management, audit advancement and oversight of funds and facilities.



Question:

How do I find my DLA Disposition Services site?

Answer:

Go to the Digital DSR at www.dla.mil/ddsr and click "find a location" button, then click the Google map bubble nearest to you.

Question:

Where do I find web-based information regarding reutilizing property, scheduling a turn-in appointment, what forms are required and how to complete them, scheduling a truck, and much more?

Answer:

Go to the Digital DSR at www.dla.mil/ddsr and click on the turn-in toolbox, schedule a turn-in, search for property, scheduling, quick links, schoolhouse and many more helpful buttons, icons and links.



Answer:

The customer created this form rather than using the official DLA for 2516. Notice the form number the customer put on the bottom left corner. There is no such animal as a DLA 2616. The property could not be released until the official DLA 2516 was submitted. If the site had accepted this false document, there was the potential of failing a compliance protocol inspection.

LETTER OF AUTHORIZATION TO REMOVE
Printed by DOD M-1160 21
Special Disposition Services

This form may not be modified or altered. Other versions are not authorized.

Date: 05-17-2019 *For DOD releases, the individual signing must be listed on the LOA in the Centralized File*

TO: DLA DISPOSITION SERVICES From:

REMEMBER TO BRING ADEQUATE ID WHEN YOU COME
THANK YOU

PICK-UP OF REQUISITIONS IS REQUIRED WITHIN 14 DAYS OF THE 1348 DOCUMENT FOR DOD, LESO,
FIRE FIGHTER, AND CFL CUSTOMERS AND 21 DAYS FOR ALL DONATION AND TRANSFER CUSTOMERS-
ALL REQUISITIONS WILL BE CANCELLED AFTER THIS DATE.

DLA FORM 2616, AUG 2017 Page 1 of 1 PDF-104



Good News!



A Greene County Sheriff's Department armored vehicle now has identifiable markings thanks to the efforts of a local business owner.

Stacy Lee, owner of Advantage Sign Co. of Greeneville, Tennessee painted markings on the outside of the imposing Mine Resistant Ambush Protected vehicle, or MRAP. The MRAP was obtained in 2017 by the sheriff's department.

The MRAP was received at no cost through the U.S. Department of Defense through a grant application program, Chief Deputy David Beverly said.

The MRAP is used by the sheriff department's Special Response Team.

Beverly said that the sheriff's department received the vehicle through the 1033 Program that the department has been using for several years.

Having the MRAP available "allows us to get close to certain areas to make entry or rescue an officer or a citizen; it allows us to carry around 10 deputies safely," Beverly said.

"This vehicle provides our Special Response Team with survivable protection on any dangerous missions that we may have to perform," Beverly said. "It will only be used if necessary for rescue -type missions but provides our deputies and the public with ballistic protection."

The MRAP vehicle can also be used for any natural disasters to help rescue members of the community, he said.

The vehicle, now with identifiable outside markings thanks to Lee, "will allow our SRT Team to safely transport our personnel into a dangerous scene and hopefully resolve an incident as safely as possible," Beverly said.



On April 13, 2019 Sgt. Chase Young was dispatched to a vehicle fire on I-40 just outside of Crawford County. While on scene, a two-vehicle accident occurred involving juveniles. One juvenile that was injured was unable to get out because the seatbelt would not release. Sgt. Young used the emergency seatbelt cutter that was obtained through the DLA Disposition Services Law Enforcement Support office to cut the seatbelt so the juvenile could be transported to the hospital.



What a little sticker can do to halt the mission!



It is the responsibility of the generating activity to ensure proper disposition of communication security (COMSEC) or controlled cryptographic item (CCI) materiel prior to the transfer of equipment to DLA Disposition Services sites.

Items designated as COMSEC or CCI will not be accepted by DLA Disposition Services and will be rejected back to the DoD Components for processing.



GOOD INFORMATION



Everything you need to know about working with us—from locating disposal sites to getting registered and turning in property.

The introductory one stop solution to doing business with DLA Disposition Services. Have questions? Get them answered [here!](#)

ICE Interactive Customer Evaluation

Have a comment or suggestion for us?
Let us know how we are doing!

DLA CUSTOMER INTERACTION CENTER

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

DSN CONUS: 877-352-2255

DSN OCONUS: 94-877-352-2255

Commercial: (269) 704-7921

Fax: (269) 704-7930

Email: dlacontactcenter@dla.mil



DLA Disposition Services
Warfighter Support & Planning Division
Hart-Dole-Inouye Federal Center
74 N. Washington Ave.
Battle Creek, MI 49037
www.dla.mil/dispositionservices.aspx
Jennifer Ganka, Marketing Specialist