



DLA Disposition Services



December 2017

Insight



Customer Service Newsletter

Message from the DLA Disposition Services Customer Support director

Hello all,

Winter is coming! Just as the weather changes, so do the continued transitions in our organization. Included in this edition is information about the DLA Strategic Plan for 2018-2026. As stated by LTG Williams, U.S. Army, Director, Defense Logistics Agency, *"We have a world-class workforce, both military and civilian, who are at the heart of our ability to deliver results" and that is our goal - to deliver results!*

We appreciate your patience and understanding as we continue to make changes to our organizational structure that benefit the services we provide our customers. Network Optimization is in progress and we are in the beginning stages of a headquarters realignment study as well.

Most importantly, I would like to thank all who have provided support to the disaster relief efforts. This year, so many individuals and agencies stepped up to assist those in need. It showed just what we can all accomplish when working together.



Tina Maier

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CO poisoning is entirely preventable. Protect yourself and your family by acting wisely in case of a power outage and learning the symptoms.



<https://www.cdc.gov/features/COpoisoning/>



Support to the Military

		Line Items	Acquisition Value	Service Level Bill <i>Fiscal Year 2017</i>	<i>Return on Investment (ROI)</i> <i>Fiscal Year 2017</i>
Army	Turn-Ins	1,315,110	\$8.5 billion	\$81.9 million	385%
	Reutilization	11,801	\$398 million		
Navy	Turn-Ins	427,397	\$2.4 billion	\$37.26 million	671%
	Reutilization	12,406	\$213 million		
Air Force	Turn-Ins	446,580	\$4.5 billion	\$20.49 million	1337%
	Reutilization	7,860	\$291 million		
Marine Corps	Turn-Ins	192,839	\$1.7 billion	<i>Included in Navy SLB</i>	<i>Included in Navy ROI</i>
	Reutilization	3,316	\$74 million		
Coast Guard	Turn-Ins	16,879	\$72 million	\$568 thousand	N/A
	Reutilization	35	\$221 thousand		

DLA Disposition Services *Million Dollar Board*

Fiscal 2017

Our Million Dollar Board was created by the DLA Disposition Services Director to recognize the fiscal stewardship of commands and units taking advantage of reutilizing Department of Defense excess property. Each agency who reutilized in excess of \$1 million in original acquisition value is recognized; some achieved these results with a few MILSTRIP requisitions while others submitted thousands. In all, over 90 letters were sent to military customers stationed around the world who deserve the appreciation and recognition of the Department of Defense and taxpaying communities for leading by example in fiscal stewardship.

			
48 unit letters	21 unit letters	17 unit letters	7 unit letters

For a complete listing go to the DLA Disposition Services website at
<http://www.dla.mil/DispositionServices/Offers/Customersupport/Library/MDb.aspx>

DLA Strategic Plan 2018-2026

MISSION

Sustain Warfighter Readiness and Lethality by Delivering Proactive Global Logistics in Peace and War

VISION

The Nation's Combat Logistics Support Agency...Global, Agile and Innovative; Focused on Warfighter First!

WHY

We Serve the Warfighter and our Nation!

DLA remains a bold, forward-leaning, and innovative organization. Our strength lies in collective, synchronized action and fierce dedication to mission accomplishment by every member of the team.

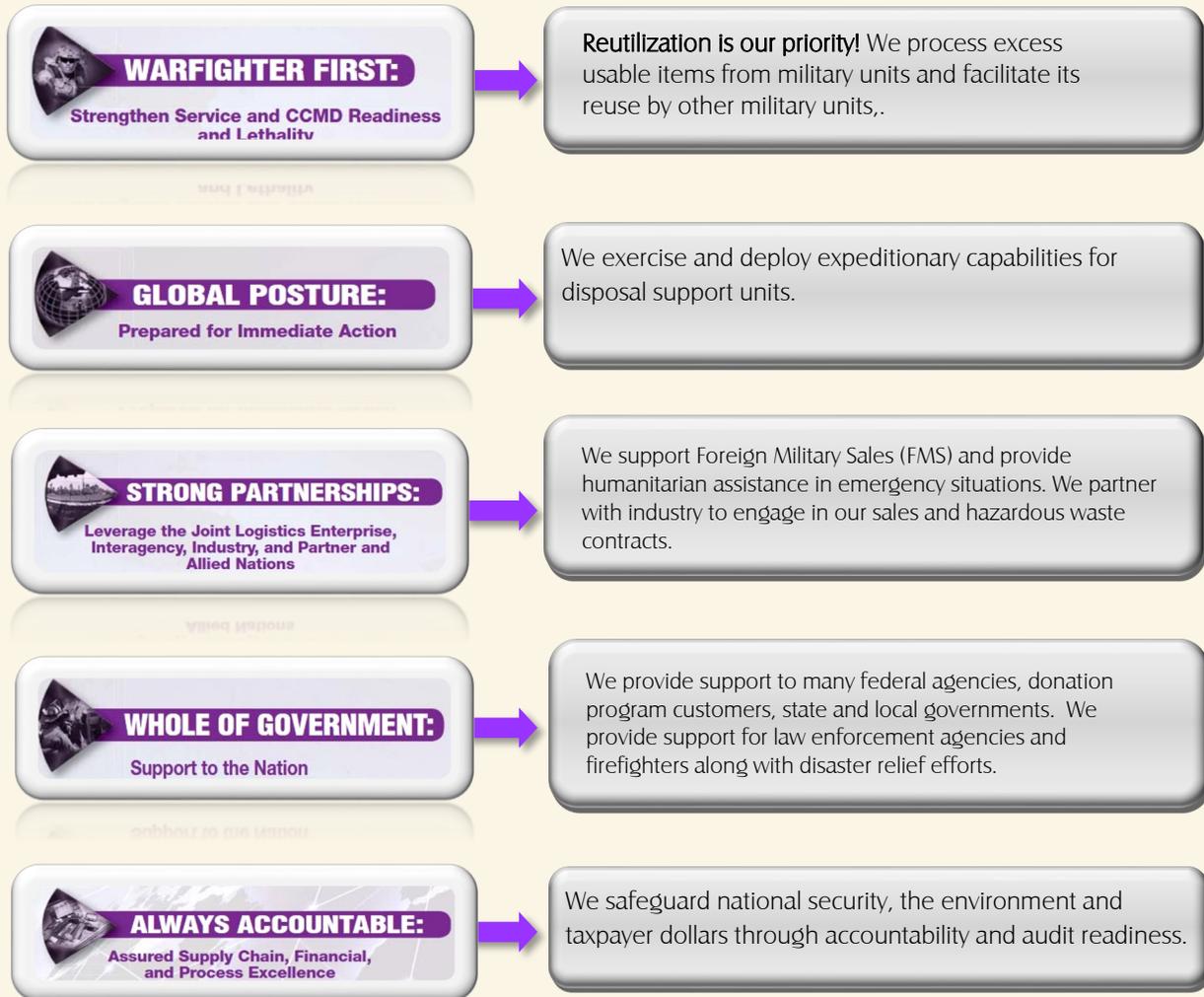
The plan describes five lines of effort that DLA will leverage to provide global, end-to-end supply chain solutions.



DLA Strategic Plan 2018-2026

DLA Disposition Services

In support of the DLA mission and vision, DLA Disposition Services supports the warfighter and protects the public by providing worldwide reverse logistical solutions. Our goal is to become the Department of Defense's Reverse Logistics Center of Excellence.



"It is important that our customers know the DLA Strategy as it will help them understand our priorities for Disposition Services."

MICHAEL O. CANNON, SES
Director, DLA Disposition Services

Disaster Relief Efforts

Disposition Services

As expected, DLA Disposition Services pitched in and joined the disaster relief efforts across all the United States of America. **The property turned in by our military branches made it possible for us to provide surplus property to the activities.**

Beginning in late August 2017 through the end of September 2017, portions of the United States mainland and several of its territories were directly hit by hurricanes. Hurricane Harvey hit Texas and Louisiana; Hurricane Irma hit Florida, Georgia, South Carolina, US Virgin Islands, and Puerto Rico; and Hurricane Maria devastated Puerto Rico.

When The National Oceanic and Atmospheric Administration (NOAA) announced the Hurricane Harvey warning for Corpus Christi, Texas, DLA Disposition Services Reutilization, Transfer and Donation branch personnel were asked to run a list of available disaster relief items on Aug. 25, 2017. Many counties in Texas and a few in Louisiana were declared a major disaster starting on Aug. 26, 2017.

Beginning Aug. 29, 2017 through Sep. 26, 2017, RTD branch personnel, along with DLA Disposition Services CONUS field site employees worked tirelessly to offer items, submit orders, load trucks, and provide daily reports on behalf of the Texas Federal State Property Office and Texas Law Enforcement Support Office customers.



Carol Fix (J413), "I am thankful, I have a job which allows me to be a part of a group providing assistance to people in their time of need. Every morning, I remind myself: many people have lost their homes, businesses, vehicles, loved ones and pets. Many people remain without electricity, clean water, and have little food. These are U.S. taxpayers and they pay my wages. I cannot do enough to assist with the relief efforts!"



Disaster Relief Efforts, *continued*

Disposition Services

While support was still being provided for Hurricane Harvey, Hurricane Irma made landfall in Florida and proceeded to cause destruction while moving north. Disaster relief items were issued to the State Agency for Surplus Property (SASP) in Florida, Georgia and South Carolina, Law Enforcement Support Office customers, as well as the United States Agency for International Development (USAID) customers.

DLA Disposition Services provided the following **Hurricane Harvey** support:

Aug 29 – Oct 4, 2017 orders submitted:

164 line items from 22 Disposition Services sites valued at \$11,894,027.16

Texas Federal SASP	146 lines	\$9,399,021.66
LESO	12 lines	\$1,867,249.90
Louisiana State Office	6 lines	\$627,756.00

DLA Disposition Services provided the following **Hurricane Irma** support:

Sept 6 – Oct 6, 2017 orders submitted:

132 line items from 13 Disposition Services sites valued at \$4,459,206.47

Florida SASP	3 lines	\$327,942.00
South Carolina SASP	4 lines	\$169,044.00
Georgia SAP	6 lines	\$167,944.00
LESO	57 lines	\$2,570,089.07
USAID	20 lines	\$428,658.30
Food for the Poor	42 lines	\$885,529.10

Air Force MAJCOM—Miguel Rocha (J411) participated in a 45-day deployment with FEMA representing DLA Disposition Services by providing direct port operations support to Puerto Rico via "Surge Capacity Force (SCF) Rotation 13-A" in Jacksonville, Florida. The goal/mission was to ensure a steady flow of cargo into a FEMA contractor's warehouse where it was transferred into shipping containers with onward movement to Puerto Rico, while ensuring there was minimal backlog.



Disaster Relief Efforts, *continued*

Law Enforcement Support Office

Hurricane Harvey Support 2017



The University of Texas System Police provided us with some of the pictures that were captured from the hurricane relief efforts. The University of Texas System Police Mine-Resistant Ambush Protected (MRAP) reutilized through the LESO program, was used as primary transportation to pick up University of Texas doctors who were critical to keeping the University of Texas Houston Medical Center operational.

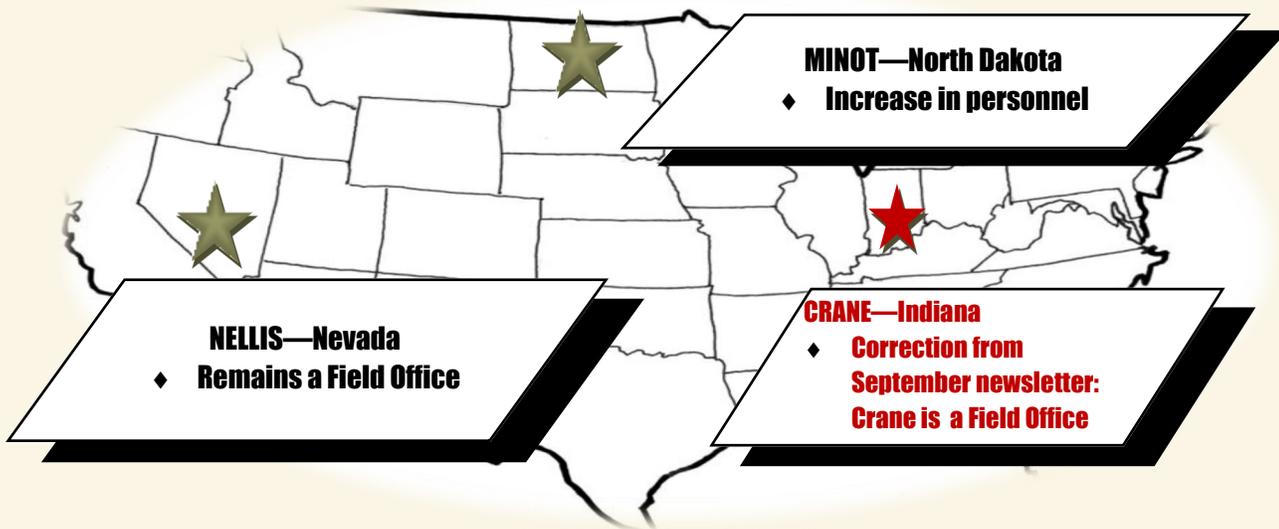
The MRAP was also utilized in delivering life-saving medical supplies, such as insulin, to those in need. The University of Texas has thanked the LESO for all of the assistance in

providing this valuable resource to the UT System Police. Property used in support of Hurricane Irma: MRAP, cargo trucks, High Mobility Multipurpose Wheeled Vehicle (HMMWV) and a generator.

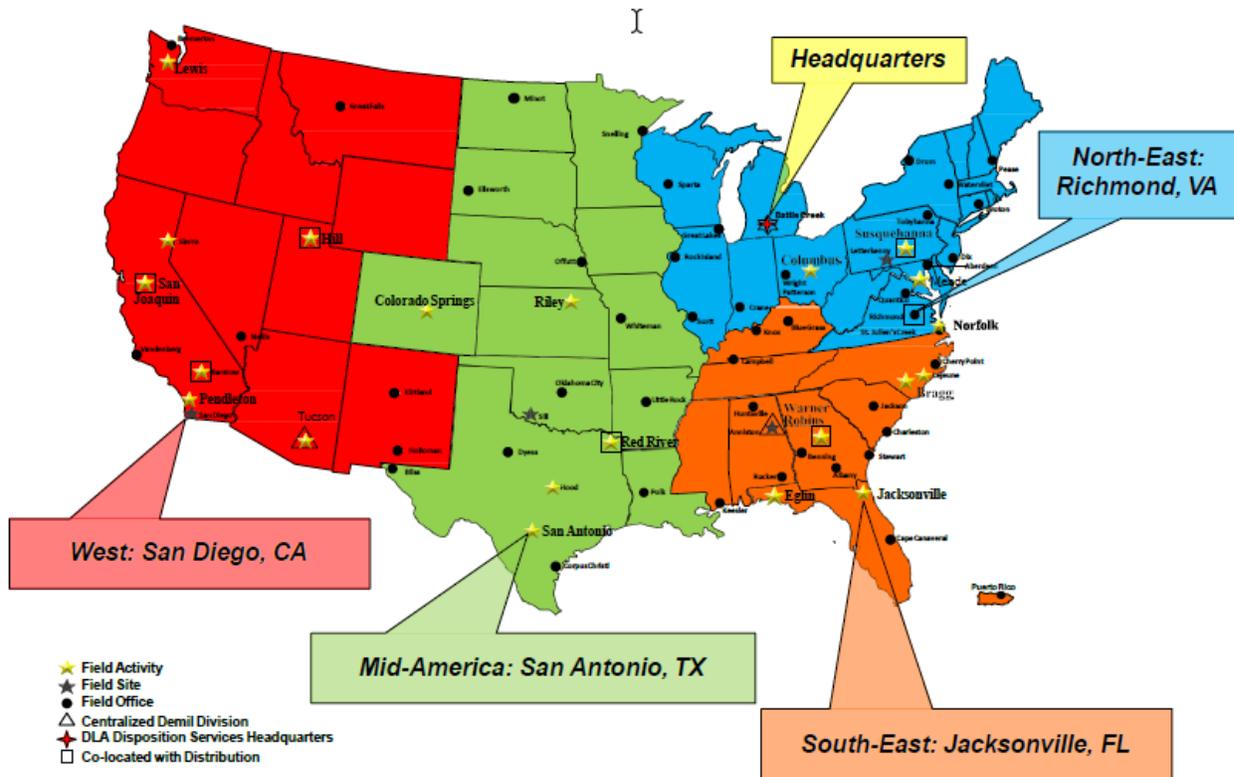


Network Optimization

Updated with changes since the September 2017 INSIGHT Customer Newsletter

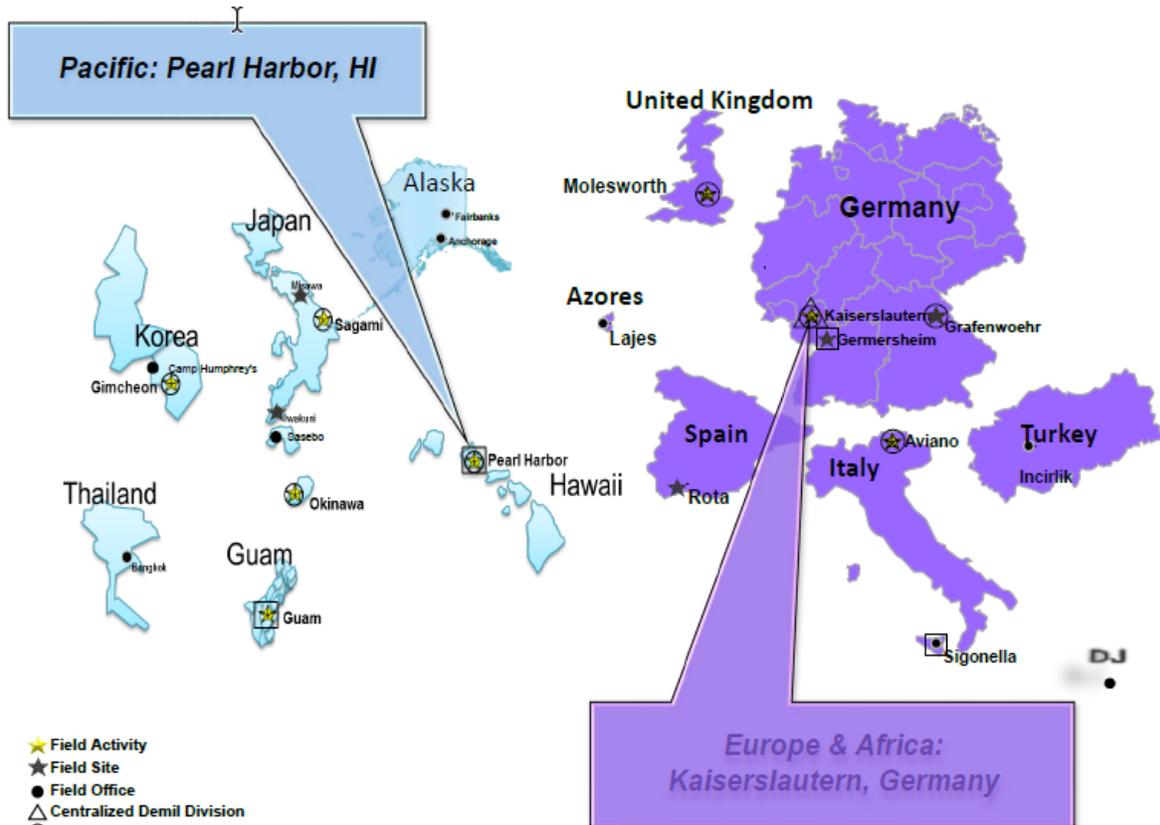


Supporting the Warfighter DLA Disposition Services



Supporting the Warfighter

DLA Disposition Services



Surplus Public Sales



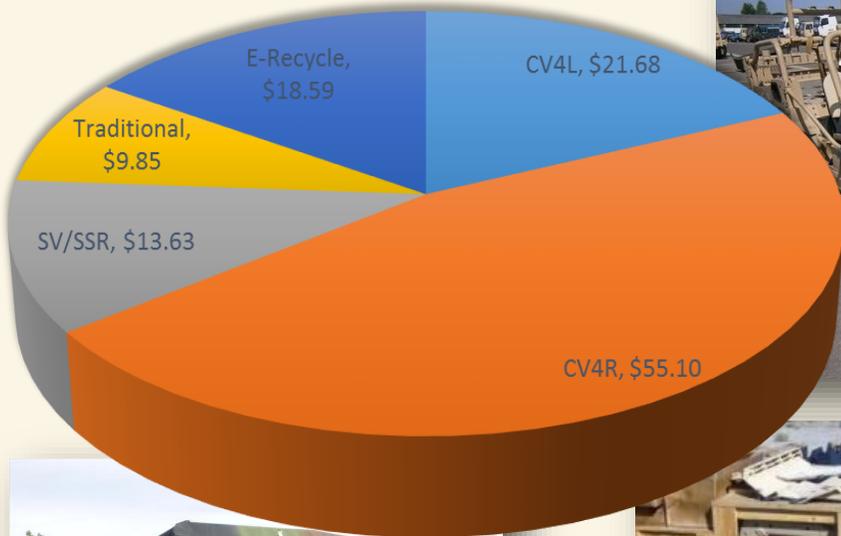
We at DLA Disposition Services do many types of sales including hazardous material. Depending on the commodity and the amount we can provide a unit hazardous waste cost avoidance.



For example, one of our sales on the West Coast is for lead acid batteries which the cost avoidance was \$1,600,000 over a year period. Typical types of commodities are oil, fuel, refrigerant, paint and transformers.

It must be cost effective for us to do a sale. We couldn't sell a pallet of scouring powder due to the cost of putting a sale together and the marketability of it, however bigger items listed are more marketable and typically come in bigger quantities that are more attractive to bidders.

Net Sales Proceeds—FY17



UPDATE FOCUS IS CHANGING!

QUALIFIED RECYCLING PROGRAM (QRP)

DLA Disposition Services is changing our QRP focus, and although we will not be reimbursing under QRP anymore, we are excited to be able to continue program advice to all involved service customers. We thank all of our customers for the previous teamwork we experienced and look forward to our new challenges knowing all of the hard work each installation's QRP team expends to manage the program.

As all of our customers are aware, DLA Disposition Services worked with participating QRP installations for a segment of the QRP process by receipt of scrap material and generation of applicable reimbursements. Our field site staff assisted service installations with creation of DD Form 1348-1A documents and with disposal of eligible QRP material. The QRP managers worked closely with us to ensure their program ran smoothly and within policy parameters.

Continuing to work within boundaries is a goal for all of us, and during DLA Disposition Services participation in the Department of Defense audit readiness initiative, it became apparent that we cannot track individual document material to the exact sale of that specific scrap. The large quantity of unusable solids combined in each material type pile at our field sites does not allow that capability.

Our new focus allows the customer to direct sell material for their program and allows us to work towards audit readiness while still providing advice to the customer. Although DLA Disposition Services will not be reimbursing under the QRP, we are here to accept and process material the services wish to bring to us and to advise and train on the program. Our mission to serve the warfighter has not changed, and we know that some materials are not feasible to process for compensation by every installation. DLA Disposition Services training will help QRP managers understand how to deal with the material they do want to recycle.

To aid our QRP customers with direct sales and material accumulation, we are ensuring field site Disposal Service Representatives (DSRs) are available to advise and train on sorting, stacking, storing, and recognizing program eligible scrap material.

UPDATE

Continued...

QUALIFIED RECYCLING PROGRAM (QRP)

Our QRP manager at Battle Creek will be accessible to assist with regulation, past reimbursements, and support to the integrated solid waste management working group. DLA Disposition Services Major Command Representatives (MAJCOM) will work with higher level service management to explain our new focus and ensure correct points of contact are given so any follow-up concerns generated can be addressed.

QRP managers at some installations currently participate in direct sales for scrap material, and direct sales are a necessity for each installation that wishes to continue receiving proceeds to support the recycling program. To assist with these sales, DLA Disposition Services has updated our QRP webpage and has added categories that will be beneficial to the installations' programs. Our web page offers different topics such as the Air Force Institute of Technology (AFIT) QRP course and direct sale documents. The information is available at:

<http://www.dla.mil/DispositionServices/Offers/Disposal/QRP.aspx>.

The AFIT course covers the QRP process from beginning to end, and the knowledgeable instructors assist all QRP managers with the issues of their particular program. The website also offers direct sale documents such as a Sample Invitation to Bid, Documenting Received Proposals, and a Sample Term Sales Agreement/ Contract that can be utilized to structure a direct sales process for eligible material.

DLA Disposition Services is here to continue support of the QRP, and we look forward to helping each installation with their transition to direct sales. The QRP is very important to our environment, and we welcome the opportunity to assist in making every program a great success through the coming years.

DLA Disposition Services
will be here to advise and
train for:

Sorting
Stacking
Storing
Eligible material

GOOD INFORMATION



Handbooks

Everything you need to know about working with Disposition Services. From where we are located, getting registered, to turning in property,

[CLICK HERE](#) to view our guides

ICE

Interactive
Customer
Evaluation



Have a comment or suggestion for us?

Let us know how we are doing!

<http://ice.disa.mil/>



Digital DSR

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

DLA CUSTOMER INTERACTION CENTER

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

DSN CONUS: 877-352-2255

DSN OCONUS: 94-877-352-2255

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Insight



Customer Service Newsletter

Insight is a quarterly publication dedicated to engaging and educating the uniformed services and other members of our customer community. It is produced by DLA Disposition Services, Customer Support Directorate.