Defense Logistics Agency
DISPOSITION SERVICES
Disposal Solutions for the US Warfighter

Quarterly Insight
Volume 2
Issue 1
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1. A letter from the Customer Support Director
Disposition Service's Customer Support Director gives some insight on what is changing for our customers

2. What we have been doing
A round-up of what has been keeping us busy, such as new contracts, new websites, and new people

3. What's coming in the future?
What changes you can expect to see around Disposition Services in the coming months

1. A letter from the Customer Support Director

Greetings!
You might have noticed it has been quite some time since our last publication. There have been a great deal of exciting changes in Disposition Services in the last six months, and this newsletter is intended to keep you more informed of them.

For all of our reutilization customers, the biggest improvement that you may have noticed more photos of property on RTDWeb. Last year we made a promise to provide more photos, and now each day, more and more pictures of property are made available online. This was one of the largest complaints that we have received in the past, and we are proud to honor our commitment to you.

Another exciting development for us was the July 25, awards of two new contracts for usable property sales in the US. With new bids from a live auction in April, we were able to increase competition between potential business partners that will result in significantly increased revenue from government property sales. What this means for our DOD customers, is a lower service level bill in the coming years

Lastly, a portion of this newsletter will address the DLA Disposition Services transition of certain warehousing functions to *DLA* Distribution, which has been termed D2. This conversion takes place at sites where both agencies have co-located facilities. There will be the same smiling faces assisting you at these sites, but they will now report to DLA Distribution.

As always, we are dedicated to providing the best possible service to our customers. We strive to provide a flexible response to your needs. A great deal has changed for Disposition Services, from new contracts, to a new website, to a new way of doing business with D2. However, amidst this change our focus on our customers remains steadfast. I hope that you enjoy this newsletter and find it informative.

Tina Aldrich
Director, Customer Support

What have we been up to?

Commercial Venture Contract

Read how a new contract is saving the taxpayers money through increased competition

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Qualified Recycling Program

Learn how the Qualified Recycling Program is changing and how it can benefit your organization

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Customer Satisfaction Surveys

See how your thoughts and opinions matter with results from customer surveys

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Major Command Representative

What does being a MAJCOM Rep entail? See how they can be put to work for you

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Commercial Venture Contract

The Commercial Venture (CV) program began in 1998 with a *pilot* program that offered selected items for sales contract and later expanded to en*compass* all safe-to-sell usable property and rolling stock in the United States. The concept allowed the government to reduce its overhead expenses by no longer bearing the costs of conducting local and national sales. The practice also allows the government to take advantage of contractors' expertise with specialized markets.

Separate auctions were conducted at DLA Disposition Services on April 1st and 2nd to determine the apparent high bidder for rolling stock property, as well as the apparent high bidder for non-rolling stock commodities. Company representatives all submitted bids during the two day event. Liquidity Services was awarded the non-rolling stock property with a bid of 3.85 percent of the items original acquisition value. Bidding on the rolling stock contract was awarded to Iron Planet entering the high bid of 75.29%. This translates to nearly 75% of the profit of all vehicle sales conducted by Iron Planet returning to Disposition Services.

Rolling stock is considered to be ground-related, self-propelled, wheeled and track-mounted vehicles (such as passenger motor vehicles, trucks and bulldozers) and trailers (such as semi-trailers, cargo trailers and special purpose trailers). Usable property refers to a designation for *surplus* property that means the items have value in excess of their material content.

Sales *contract*s were awarded to purchase the property streams for two years with three one-year options. Only items deemed safe to sell will be offered under the contracts.

Contracts were not awarded until late July. New contracts will be phased in starting in September 2014.

For more information on the auctions, please visit the Sales page on the DLA Disposition Services' website: http://www.dispositionservices.dla.mil/sales/

DLA Disposition Services

Lets Talk about the QRP Program

The Qualified Recycling Program (QRP) is a DOD managed program in which installations may sell qualified material through publicly advertised sale or turn the materials in to us at DLA Disposition Services with the net proceeds returned to the originating installation.

Since DLA Disposition Services began utilizing a new computer system for all of our processes, including what is used to receive, track, and reimburse QRP material - we have fallen behind in our reimbursements to our customers. We are well aware of these delays, and are working to quickly implement corrections to the system, and overcome the learning curve for our personnel.

We want to assure customers that we are working diligently to process eligible reimbursements. Work is being accomplished to verify documents, material types, and review previous payments. We are also working with customers on appropriate documentation of material and sharing regulations that may have been overlooked.

Please note, that we do have some customers who are expecting reimbursement for property that is not eligible. Our previous system (DAISY) did not cross check material to ensure items being turned in through the QRP were eligible for the program. Ineligible property was often erroneously accepted and reimbursed. The current system checks to see if property is eligible and if it is not, it is rejected. So although the items turned in through a QRP may have been reimbursed in previous years, they may not be getting reimbursed for it now.

As far as the problems customers may be experiencing with the External Reimbursement Report, our programmers are working to fix this issue to make this report available. In the meantime, customers may contact the Sales office at (269)961-5787 to run a manual report. We are striving to provide our customers with the information they require.

We appreciate everyone's patience and welcome the opportunity to work with all of you now and in the future. Please visit our website at http://www.dispositionservices.dla.mil/turn-in-/scrap/pages/qrpinfo.aspx to view valuable information that may speed the process of receiving eligible reimbursements.

If you have any questions, please email Sandra Bernath at Sandra.bernath@dla.mil

DLA Disposition Services

Customer Surveys They're working for you!

Have you ever filled out a survey and thought to yourself, "…I wonder if anyone even bothers reading my comments or does anything with them … this probably goes into a '*blackhole*'."Well if you have had those thoughts when filling out our Disposition Services ICE (Interactive Customer Evaluation) Surveys – you can dismiss them! We are here to tell you we DO read them and do our very best to act on them as well. Here are some examples:

More PHOTOS! For a long time you told us you wanted to see photos of property available on our RTD Website. As a result of your consistently voicing your concerns, and Disposition Services took action! Since then we've worked with our IT office and now photos are being taken on our high demand RTD commodities. In the last six months, we've seen an increase of photos of approximately 50% percent and now we are starting to see comments thanking us for that!

EDOC/RECEIPT COPIES! We are well aware of your need to have official acknowledgement of your turn-in receipt, especially with all of the emphasis on Audit Readiness these days. Good news! We now have implemented a new system improvement to assist you with this. If your system can obtain the DLMS 527R transaction you will now get an automated confirmation back. The system will tell you when we've received an item so you will not have to spend time searching EDOCs. Read our article on page 8 for more details and the full story on this outstanding new system change.

GETTING ANSWERS! For each customer response that indicates they want to be contacted, we create a CRM (Customer Relationship Management) System *ticket* so we can ensure one of our SMEs (Subject Matter Experts) or Managers (depending on the issue raised) gets back to you to respond to your concerns. When you check that box on the survey that says "Response Requested" you WILL get answers!

COMPLIMENTS! Every time you compliment one of our employees or the staffs in the field or at HQ, those compliments get sent directly to their supervisory chain so they can be recognized. The names also get put on a chart in a quarterly briefing to the Disposition Services Director so he too can see the names of our hard-working staff that customers are praising for their efforts. Lastly, those compliments are saved and counted toward a year end "Customer Service Excellence" Award that is given out to one site in each region at the end of the year.

WAIT TIME! Yes, we know this is one of the biggest frustrations for our customers – having to wait for appointments to turn in property. This is currently an issue that is on our front burner. We have created a new chart to give visibility of this issue showing the average wait times at every location, which gets briefed to our Disposition Services Director monthly. The Region leaders then have to answer to him as to their plans to improve on customer wait times. We are working hard toward meeting a newly implemented metric of ensuring customers can turn in or obtain transportation within 14 work days from contacting us to turn in your excess property. What gets measured – gets fixed!

These are just some of the examples of what we have heard from you and actions we have taken. We will continue to listen and do our best to improve as long as you continue to keep filling out our ICE surveys! By the way - you don't have to wait to get the e-mail from us with a link to our surveys. If you want to voice your opinion at any time you can go to our website at **www.dispositionservices.dla.mil** and there are links to our various business area surveys on their individual web pages as well as a general comment card on the main page.

To see briefings on the results of the 1st and 2nd Quarter Surveys go to our Customer Support web page at: **www.dispositionservices.dla.mil/crm/Pages/Customer%20Support.aspx.**

Major Command Representatives

DLA Disposition Services is proud to announce a new member to its team of Major Command (MAJCOM) Representatives. Earlier this year, Mr. Steve Nace assumed responsibilities of liasing between Disposition Services and the US Marine Corps. Steve has already conducted disposal training sessions at multiple locations to a variety of Marine students.

Did you know?

Disposition Services has a unique team of individuals dedicated to providing tailored support for each DOD Major Command (MAJCOM)? Each MAJCOM representative is situated on-site at the logistics commands for each service. Their area of expertise ranges from coordinating major divestitures to providing unit-level disposal training.

Common questions are:

- Who do I contact in DLA Disposition Services regarding Service divestiture of excess potentially heading to disposal?
- What regulatory guidance affects disposal of property?
- If I'm having concerns or issues at a disposal site who do I contact?
- Can DLA Disposition Services support disposal transactions now or in the future at certain locations?

Please feel free to contact our MAJCOM Reps

DLADispositionServicesAirForceHelp@dla.mil
DLADispositionServicesArmyHelp@dla.mil
DLADispositionServicesCoastGuardHelp@dla.mil
DLADispositionServicesMarineCorpsHelp@dla.mil
DLADispositionServicesNavyHelp@dla.mil

DLA Disposition Services

What is coming in the future?

Disposition/Distribution Conversion

Learn about how the D2 conversion will help us better manage our business

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Changes To WebFLIS

Important changes are imbound to the DLA's online FLIS data-base. Learn how this could affect you

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DLMS 527R TRA

What is DLMS 527R TRA and how will it benefit you

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What is D2?

D2 is the optimization of DLA's supply chain, with DLA Disposition Services and DLA Distribution consolidating their storage and distribution at co-located sites. D2 will affect Disposition Services employees at 17 sites who are responsible for the stock, store and issue functions and will merge them into Distribution. With DLA Distribution's core mission of storage and distribution, D2 is DLA's latest initiative to increase effectiveness, improve the customer's experience and reduce *enterprise* cost by aligning the storage and distribution functions currently being performed by DLA Disposition Services to DLA Distribution. It also allows DLA Disposition Services to further enhance its core operations in *reverse* logistics which includes sales, reutilization, transfer, donation, demilitarization, scrap and hazardous waste disposal.

The overall aim of D2 is geared to reduce redundancy in DLA. D2 will eliminate multiple 'touches,' *streamline* the process and increase the overall efficiency of storage and distribution. There should be minimal (if any) impact on customer service. The same employees will be performing the same functions after D2. This means that the same level of care and professionalism you are accustomed to will carry on. Additionally, there will be cost savings over the long term that will be passed back to our customers.

D2 is being rolled out across the 17 sites in three cycles. The first cycle was accomplished earlier this year at Warner Robins, Tracy, and Hill. The next two cycles are scheduled for August and October of this year. Lessons learned and experience provided from the first *cycle* will help the transition of the remaining two.

Third Cycle
Oct 2014
Cherry Point, NC
Pearl Harbor, HI
Okinawa, JP
Guam
Sigonella, IT
Germersheim, GE
Bahrain

Second Cycle
Aug 2014
Richmond, VA
Norfolk, VA
Red River, TX
Barstow, CA
Susquehanna, PA
Anniston, AL
Jacksonville, FL

First Cycle
(Completed)
Warner Robins, GA
Tracy, CA
Hill, UT

Have Questions?

DispSvcs.D2@dla.mil

Or contact your Major Command Rep:

DLADispositionServicesAirForceHelp@dla.mil
DLADispositionServicesArmyHelp@dla.mil
DLADispositionServicesCoastGuardHelp@dla.mil
DLADispositionServicesMarineCorpsHelp@dla.mil
DLADispositionServicesNavyHelp@dla.mil

DLA Disposition Services

Changes Coming to WebFLIS

Since 2001, *WebFLIS* has offered users the latest item information on National Stock Numbers through an online interface with the FLIS database. Besides the stock numbers, WebFLIS also provides essential information about supply items including the item name as well as data on manufacturers and suppliers (including part numbers). This capability provides users with a view of near real-time data that is especially useful to the military forces supported by the Defense Logistics Agency.

The information is intended to prepare all interested parties as WebFLIS moves to a new platform and introduces several enhancements. Data from what has been known as Restricted WebFLIS will be offered alone on one site while the services offered through what was known as Public WebFLIS are relocated to the DLA Logistics Information Services' FOIA Electronic Reading Room. Enhancements for those using the restricted service include:

- Changes to the main query screen to eliminate scrolling.
- Addition of searches for characteristics, *bill* of materials, and historical data.
- Single and multi-search fields will gray-out when not available for use during a search.
- Inclusion of proprietary item data.
- Tab format for easy navigation.
- Two new fields are added, Item Unique Identification Indicator and Company Name/Part Number,

Those using the new restricted WebFLIS will require either a Common Access Card, External Certificate Authority, or Federal *Bridge* card to meet the controlled access requirements. Current registered users of restricted WebFLIS will need to follow the instructions they receive to re-register. Pre-registration for the new restricted application is scheduled for June through the Account Management and Provisioning System.

The shift to the Freedom of Information Act Electronic Reading *Room* for public access will also bring a change from the current Public WebFLIS tool to a PUB LOG FLIS Search application. The WebFLIS site will be offering PUB LOG FLIS Search information and instructions as the material becomes available so users can become familiar with it prior to the transition of Public WebFLIS.

Customers who developed an automated process to query and download multiple items of supply from Public WebFLIS will not be able to retain this type of capability with PUB LOG FLIS Search. Since customers will be required to input a Completely Automated Public Turning test to tell Computers and Humans Apart when using PUB LOG FLIS Search, automated search processes will be restricted. Using PUB LOG FLIS Search, the customer will be able to view or download 3 National Stock Numbers, or 5 National Item Identification Numbers or 27 part numbers within a single query. Customers requiring larger volumes of information can subscribe to web services by contacting loginfosvcsfpdwpmo@dla.mil for additional information.

Please visit the WebFLIS site at www.logisticsinformationservice.dla.mil/WebFlis for updates on registration information.

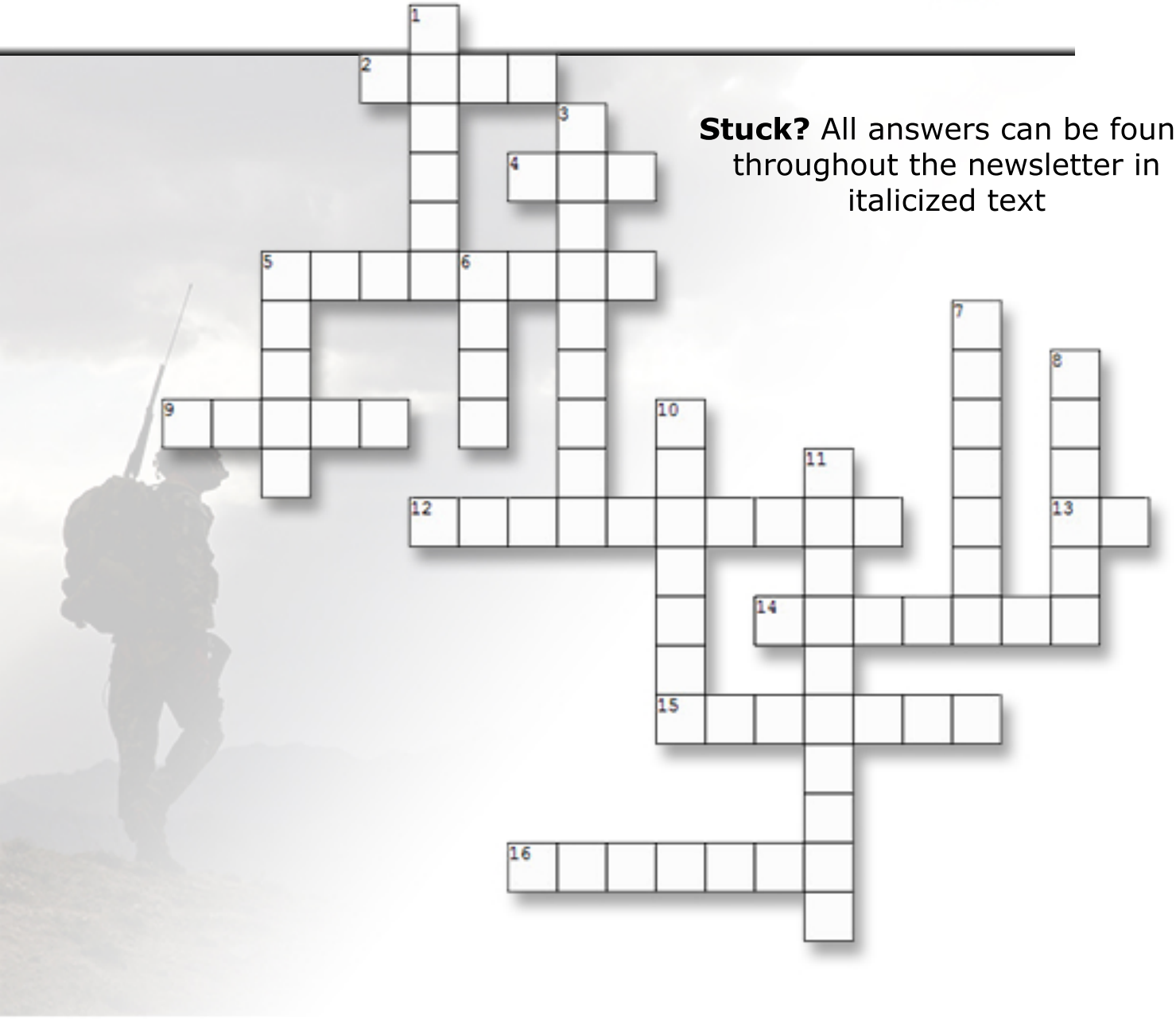
Turn-In Receipt Acknowledgement

When property is turned in to DLA Disposition Services, a receipt DD Form 1348-1 is to be signed and provided to the Customer that is turning in the property. The current process for providing the receipt is to sign a DD-1348, manually scan the DD-1348 and upload it to an electronic repository called EDOCS. After it is uploaded the customer has to search in EDOC to find their 1348. This process is time consuming for DLA customers, delays the necessary validation to remove property from their records and results in poor customer satisfaction and frustrations.

Rather than depend on the signed DD-1348 and/or availability of scanned images in EDOCS, the DOD Component customers will soon begin to use the new DLMS 527R TRA (Turn-in Receipt Acknowledgement). This TRA is an electronic automated feed from DLA Disposition Services systems back to the turn in customer systems. The 527R TRA will be used to document that DLA Disposition Services processed a receipt transaction for the property and allow for a real time receipt and auditable means to close out the DOD Componentcustomer's intransit and property records. The DLA Disposition Services Field Office will still maintain scanned images of the signed DD-1348-1As in EDOCS, and the Military Service customers will still have access to EDOCS to obtain images of signed DD-1348-1As as needed.

Recognizing that not all of the DOD Component systems can receive the DLMS transaction, DLA Transaction Services will include the new 527R TRA transaction in WEB Visual Logistics Information Processing System (WEBVLIPS) for the Disposition Service customers to acquire their receipt.

Crossword



Stuck? All answers can be found throughout the newsletter in italicized text

Across

2. "just sitting here on Capitol Hill"
4. Distribution and Disposition Services parent organization
5. binding agreement
9. the first episode of a TV series
12. to improve efficiency
13. the transfer of services from Disposition Services to Distribution
14. 5 forward gears and a _____
15. an excess
16. provides important online supply information

Down

1. negative result of speeding
3. even light cannot escape it
5. a repeating set of events
6. four walls, a ceiling and a floor
7. beginning of the US Government's fiscal year
8. a _____ to nowhere
10. used to gain a bearing
11. name of a fictional Star Trek vessel

Contact Us!

We care about what you think! if you have a question or have any suggestions, please email us at:
DLDISPVCSCustomerFeedback@dla.mil

Or for content on the website, email:
DLADispositionServicesWebcontent@dla.mil

Address
Hart-Doyle-Inouye Federal Center
74 Washington Ave, North
Battle Creek, MI 49037-3092

Website:
www.dispositionservices.dla.mil

24-hour Customer Interaction Center
Phone: 1-877-352-2255
Email: dlacontactcenter@dla.mil