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Links to Policies/ References

DOD 4160.21-M DEFENSE MATERIAL DISPOSITION MANUAL
<http://www.dtic.mil/whs/directives/corres/pdf/416021m.pdf>

DOD 4160.28-M Vol 1 DEFENSE DEMILITARIZATION: PROGRAM ADMINISTRATION
http://www.dtic.mil/whs/directives/corres/pdf/416028m_vol1.pdf

DOD 4160.28-M Vol 2 DEFENSE DEMILITARIZATION: DEMILITARIZATION CODING
http://www.dtic.mil/whs/directives/corres/pdf/416028m_vol2.pdf

DOD 4160.28-M Vol 3 DEFENSE DEMILITARIZATION: PROCEDURAL GUIDANCE
http://www.dtic.mil/whs/directives/corres/pdf/416028m_vol3.pdf

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PAGE I

THE DLA DISPOSITION SERVICES QUARTERLY INSIGHT CUSTOMER SUPPORT NEWSLETTER



Welcome!

Hello customers! Welcome to our 3rd edition of the DLA Disposition Services “Quarterly Insight”. Today I’d like to share with you what we’ve been doing to improve our service as a direct result of your comments on our customer surveys. First let’s discuss the transportation process. We’ve made three significant improvements to our Transportation Scheduling database: 1) Next available date - Previously, if you scheduled a property turn-in using the scheduling system for a particular date, it would just tell you that date is not available. Now – if the date you want is not available, the system offers you the next available date. This was one of our most common complaints, 2) Calendar visibility - Until recently, you could not actually see the calendar in the system. Now you can see the entire calendar to facilitate your date selections; and 3) Shipping date provided when request scheduled - Once requests are put into the Scheduler, customers now receive a date for shipping via the Commercial Bill of Lading (CBL) information that is sent from the system to the customer via e-mail.

In addition, as we mentioned last quarter, we have been working very hard to support the DODs Tactical Wheeled Vehicle (TWV) Divestiture initiatives, enabling our customers to reduce TWV inventories as required. One thing we have done in support of this is to implement DEMIL as a Condition of Sale (DCoS) for TWV. This is helping us to work through backlogs, which is allowing us to get this inventory out of your yards and off of your books in a more expeditious manner.

For our RTD customers, let’s talk photos! In our first Newsletter, we told you about a pilot study at select organization locations to test new IPAD technology – with one of the goals being to make the process for uploading pictures easier and faster. We understand that our customers need information to make reutilization decisions and a picture is worth a thousand words. So the goal is to get more photos out on the RTD Web to facilitate informed requisition decisions. Our pilot study included 13 locations – all of which have reported they have been improving customer service by being able to upload photos more quickly or to get them directly to customers via e-mail much easier than before. If budgets allow, we are looking to expand this initiative in the future.

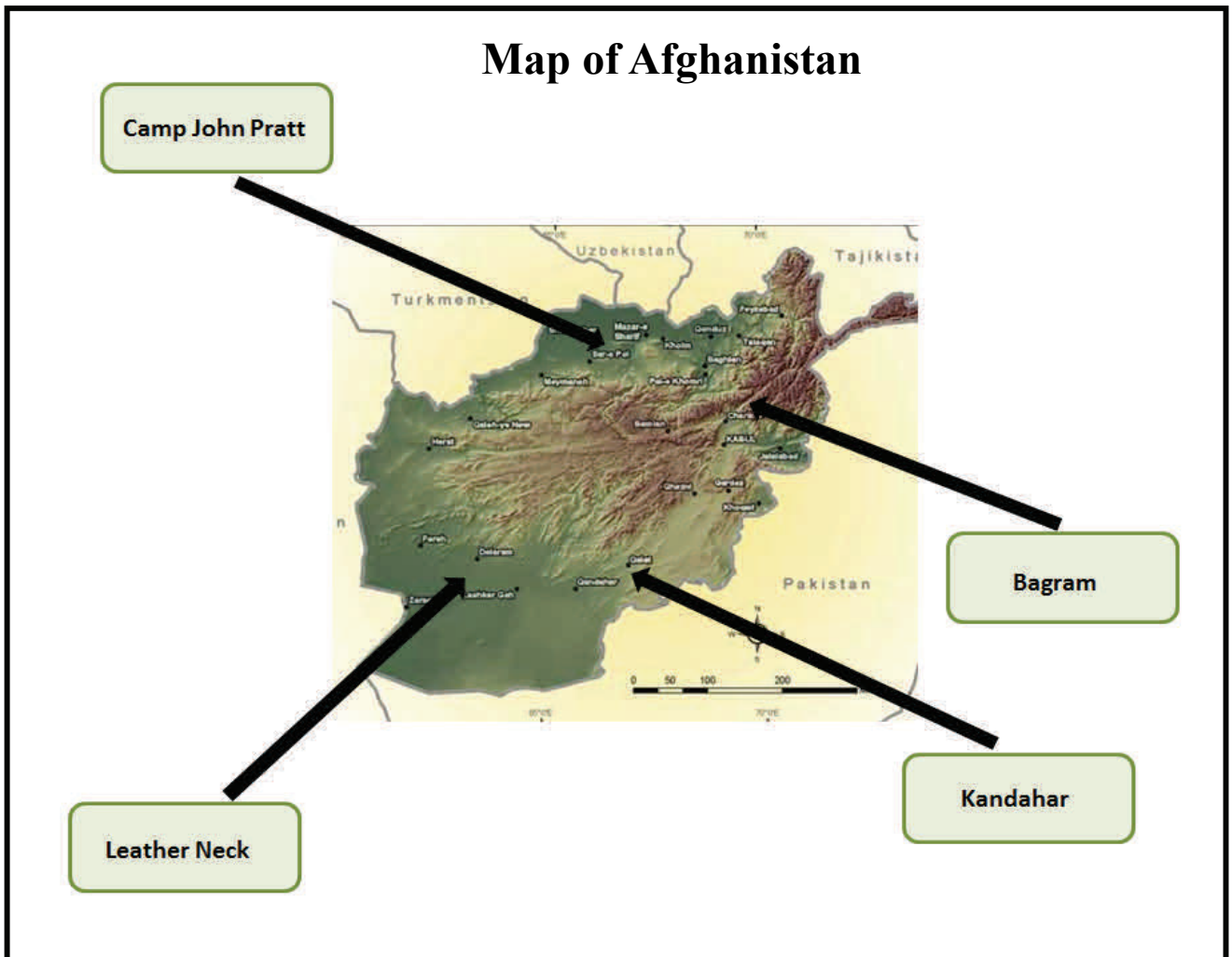
Lastly, in addition to the changes above, I hope you have noticed significant improvements in the process for gaining access to the RTD Web and other DLA applications. We have made great strides in streamlining that process and in educating customers on the steps required to get you all ‘back in business’ with us. We are happy to report that there has been a substantial decrease in complaints around this issue as we are all learning and growing with our new systems.

I hope you are as excited about these improvements as we are! Much more to come as we are always looking to improve our service to the Warfighter.

Tina M. Aldrich
Customer Support Director

Disposition Services Support in Afghanistan

Presently *DLA* Disposition Services has four fully operational locations in Afghanistan providing support to United States Forces Afghanistan (USFOR-A). *DLA* (Defense *Logistics Agency*) has a plan in place to aid with the disposal of excess military equipment; a vital function for a successful operation in Afghanistan. The organization is prepared to receive and demilitarize four hundred pieces of *rolling stock* per month going forward. Additionally, the organization is ready to support in the removal of scrap in the amount of sixty million pounds per month, provide direct support to Central Command (CENTCOM) material retrograde element functions operating from Forward Operating Bases (*FOBs*), drawdown current support, provide *FOB* and on site customer training, and provide scrap removal by local contractors. To support these capabilities *DLA* has several Hub Based Disposal Operation (*HBDO*) teams with an increase to seven expected by the end of Aug 13. There is also a large remediation team in place with a plan to significantly increase that capability in the near future.



Qualified Recycling Program (QRP)

One of our priorities at DLA Disposition Services is to maximize the customers' dollar. In today's unsteady economic climate where budgets are limited the ability to reuse, recycle, transfer, *donate*, and sell equipment becomes even more crucial than before. Many *programs* exist whose main focus is saving you, the customer, precious dollars while also maximizing the federal tax dollar. The Qualified Recycling Program (QRP) is an example of one of these programs. The QRP is a facility managed recycling program that gives U.S. military installations the option to collect recyclable materials and sell them via publicly advertised sale, or to turn the materials in to Disposition Services to be sold via the QRP scrap sales program. Net proceeds gained through the QRP are returned to the originating installation.

DLA in compliance with the Department of Defense (*DoD*) Financial Management Regulations (FMR), is incorporating a four cent per pound fee to materials turned in for sale via the QRP. This fee will take effect in FY14. The four cents per pound is a service charge that covers the costs of sales and handling on the part of Disposition Services. As a result of this fee, there will be a reduction in customer revenue received, however; the benefits of the program will remain in place as revenue generated via the QRP is vital to the funding of other important programs that exist at participating military installations. Four cents per pound complies with FMR, and is a small amount to pay given the overall revenue the resource recovery and recycling programs (RRRP) have generated for the QRP in past years. In 2011 and 2012 combined, Disposition Services has given back over thirty million dollars to QRPs nationwide. An efficient program, the QRP allows for materials to be recycled while also generating an additional revenue stream for customers. Utilizing Disposition Services for QRP sales ensures compliance with program requirements and the proper disposal of scrap materials. To learn more about the Qualified Recycling Program click the link below.

<http://www.dispositionservices.dla.mil/turn-in/scrap/qrpinfo.shtml>



Precious Metals Program Saves Big Dollars



Precious metals can be found in a variety of equipment. Gold and other precious metals are recovered and recycled from no longer useable and retired military items through the DLA Disposition Services Precious Metal Recovery Program. The program is run out of DLA Disposition Services in Battle Creek, Michigan. Gold can be found in items ranging from pins, uniform emblems, buttons, badges and soldering alloys. Silver is located in numerous items including batteries, photographic paper, radar antennas and other items. Platinum and palladium are also precious metals gathered from items such as aircraft relay contact points and breakers, semiconductors, resistance alloys, and telephone switchboards. The program conserves taxpayer dollars by selling precious metals to the military services at rates lower than their market prices. In FY12, a total of 5,357 troy ounces were gathered in Gold, 225,381 ounces of silver, 125 ounces of platinum, and 1,355 ounces of palladium. In total the program recycled \$15,623,605 dollars in FY12 again proving to be a money saver for DoD. DLA has been responsible for the management of precious metals since 1974. During the last twenty-five years the program has saved the Department of Defense in excess of \$235 million dollars. This unique program is a great example of the American tax dollar being maximized to the fullest. It continues to prosper and grow as evident by the revenue generated. Below is a link directed to more useful information about the program.

<http://www.dispositionservices.dla.mil/turn-in/scrap/precmethome.shtml>

Upgrades to the Transportation Scheduler

The transportation *scheduler* office located in *Battle Creek*, Michigan, provides DLA Disposition Service's dynamic *customer* base with the means necessary to ship *property* ranging from High Mobility Multipurpose Wheeled Vehicles (*HMMWV*s) and refrigerators, to chairs and tents. Customers are becoming more acquainted with the new scheduling website which was updated during the recent deployment of Reutilization Business Integration (*RBI*). Once at the transportation scheduler website, customers must first select the type of turn in they would like to schedule: a local turn in or a direct/cross dock turn in and then follow the directions to schedule. As our Customer Support Director mentioned in the opening article, the new and improved scheduler sends a Commercial Bill of Lading (CBL) directly to the customer and permits customers to view calendar availability dates for their specific site. It also enables customers to include Electronic Turn In Document (ETID) numbers on their individual requests, whereas this was not an available option in the old scheduler. All workers in the transportation office make it a point to provide customers with timely scheduling to meet their transportation needs. Below is a link to the new and improved transportation scheduler. Customers are encouraged to become familiar with the website by clicking the link below.

<https://vsm.distribution.dla.mil/scheduler>



Disposition Services Awards Contract to Recycle Navy Mattresses

A United States Naval aircraft carrier is stocked with approximately six thousand *mattresses*. Where do all those mattresses go once they have received maximum use? *Standard* practice for years has been to send them to a *landfill*. Partnering with DLA Dispositions Services, the *Navy* is now recycling used mattresses through a program that is proving to be more *environmentally* friendly than dumping them in a landfill and more cost effective.

Inspired by a similar program run in the Army, Naval Facilities Engineering Command Mid-Atlantic's Integrated Solid *Waste* based in Norfolk Virginia, teamed with the *contracting* expertise of DLA to determine that recycling of mattresses is not only more cost effective than sending them to a landfill, it is also preventing harmful chemicals and toxins from being released into the environment. The program, still in what is being called a "*pilot*" phase, is proving to be successful. In September of 2012 DLA, on behalf of the Navy, awarded a one-time contract to a small mattress recycling company at \$4.15 per mattress to breakdown the mattresses by its *material* content. That same company successfully met the contract requirements by the end of the year. The removal of the mattresses is a standard process - an aircraft carrier comes to port, and the mattresses are unloaded and transported in a fifty three foot container (each container can hold approximately 700 mattresses).



State landfill costs per ton have a wide range from \$18.43 in *Idaho* to \$105.40 in *Massachusetts*. Typically, a mattress takes ten years to decompose in a landfill; the mattress recycling program has *saved* more than one-hundred thousand cubic feet of space that would have been taken up at a landfill. The young program is receiving *support* from all parties involved, and the Navy would like to continue recycling mattresses due to shrinking landfill space, cost savings, and the environmentally friendly results it affords.

How are the mattresses reused? The *springs* are melted down and turned into scrap *metal*, and the foam in them is being used as an under layer for carpets. With the taxpayer and environment in mind, the mattress recycling program is moving full steam ahead and growing in scope by the day! To learn more about the program and how to participate, feel free to contact our point person on this program, Ms. Vanessa Trent, at 757-647-1085. Clicking the link below will take you to an article below about the recycling of mattresses and its benefits.

<http://bedtimesmagazine.com/2013/03/this-is-no-place-for-a-mattress-industry-taking-lead-to-recycle/>

Special Program: Computers for Learning (CFL)

Schools and universities recognize the importance of modern technology, and are taking steps to make sure that students are ready to handle the demands of a real world where technology is so important to excel. The Computers for Learning (CFL) Program is run out of DLA Disposition Services and its purpose is to reutilize used and outdated Information Technology (IT) equipment by donating it to schools that can't afford to purchase new equipment.



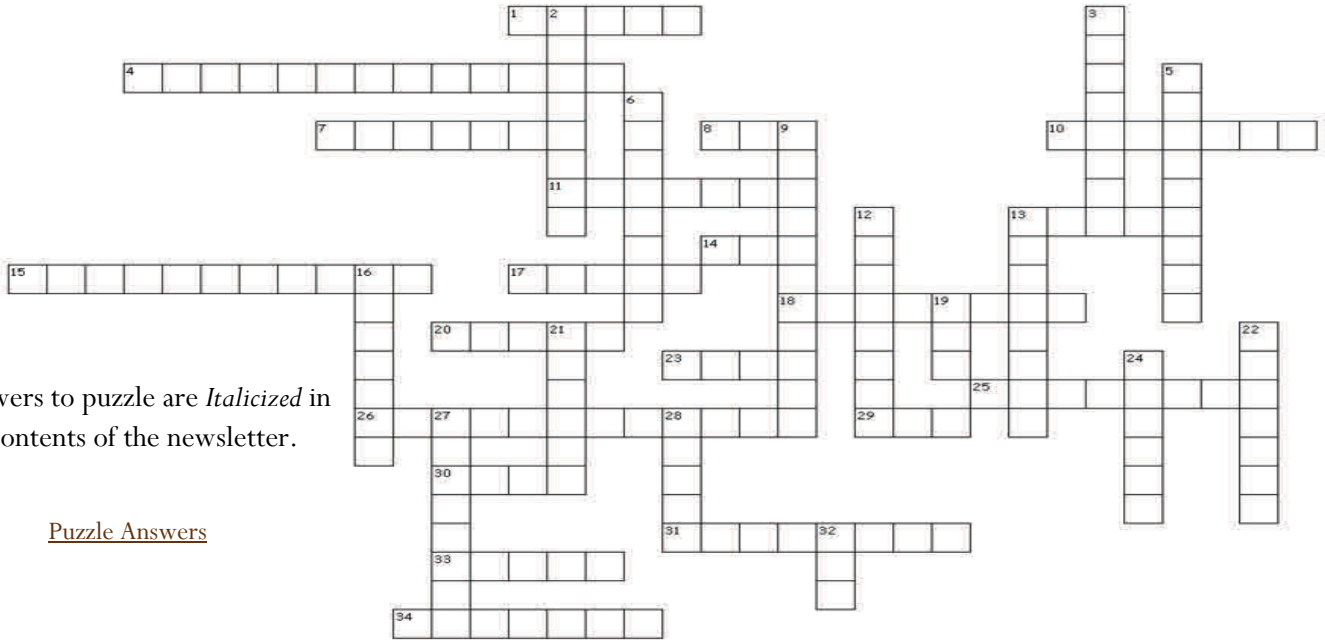
In 1996 President *Clinton* signed an executive order (12999) mandating that the federal government donate excess and outdated computer equipment to schools and to non-profit educational organizations; the CFL program is one example of the results of this executive order. To participate in the popular CFL program a school must be pre kindergarten through twelfth grade, and/or a non-profit organization which promotes education. The United States military relies heavily on computers and modern technology to perform its missions, and to remain the most dominant force in the world must stay on the cutting edge of all new technology, especially when that technology is critical to the success of a mission. Upgrades in technology does not equate to equipment being bad or ineffective, it simply indicates that a particular item has been improved upon.

With regard to excess IT equipment donated in the CFL program, excess military computer equipment is gathered and stored throughout the *network* of disposition sites located throughout the Continental United States. Recently, one hundred computers were donated to Riverdale school district located in northwest Illinois. Students and *teachers* in the district took advantage of the CFL program by gaining access to computer equipment that could not have been acquired otherwise due to limited resources. School districts located in lower income areas can greatly benefit from the CFL program. Not only does this program maximize the American tax dollar, it also reduces the strain that buying modern technology can put on a budget. Participating schools are doing a great service by providing their students with the tools necessary to compete in the technology driven world we live in. By clicking the link below you will find more information about the CFL program, how to participate in it, as well as contact information for those who run this program for us.

<https://www.dispositionservices.dla.mil/rtd03/cfl/index.shtml>

Executive Order 12999

Crossword Puzzle



Answers to puzzle are *Italicized* in the contents of the newsletter.

Puzzle Answers

Across

- 1. Massive SUV.
- 4. Aerosmith is from this state.
- 7. Many argue this is an underpaid profession
- 8. HBDOs are located at this.
- 10. Use one to follow the show.
- 11. Our troops require this.
- 13. Jet Driver.
- 14. Special program for computers.
- 15. Important we protect this.
- 17. A _____ of time.
- 18. Formal agreement in writing.
- 20. Element, Compound, Alloy.
- 23. The opposite of spending money.
- 25. Always Right.
- 26. Property with wheels.
- 29. Fort Belvoir is headquarters to this.
- 30. Dark shade of blue.
- 31. The Plane is leaving on "_____."
- 33. Potato state.
- 34. 42nd President

Down

- 2. People can sleep on this.
- 3. Cotton & suede are types of this.
- 5. The coordination of movement.
- 6. When one owns something it is considered their personal _____.
- 9. Cereal City.
- 12. _____ Operating Procedure.
- 13. Affectionate adjective a Grandmother calls her grandchildren.
- 16. Movie about facebook entitled "The Social _____."
- 19. Baseball acronym.
- 21. Central Intelligence _____.
- 22. Bouncy & coil like.
- 24. If you don't use your leave you could do this with it.
- 27. Trash storage.
- 28. A responsibility and certainty in life.
- 32. This government entity defends the homeland.

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DLA Disposition Services Contact Information

If you have a question you'd like answered or have topics/ suggestions for the newsletter, please email:

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24hr Customer Interaction Center

PHONE: 1-877-352-2255

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