



Insight



Customer Service Newsletter

MARCH 2018



DLA DISPOSITION SERVICES

Disposal Solutions for the US Warfighter

Message from the DLA Disposition Services Customer Support director

Hello!

Welcome to the March 2018 edition of the Insight customer newsletter. We hope you find it informative and useful. Included are updates to previous communications, the latest and greatest happenings, good news stories and customer program opportunities.

I am pleased to announce that I will be transitioning to Germany as the regional Director for Europe & Africa in May 2018.

Mr. Mark Aicher, current Transformation director, will be joining the Customer Support Directorate as the Director.

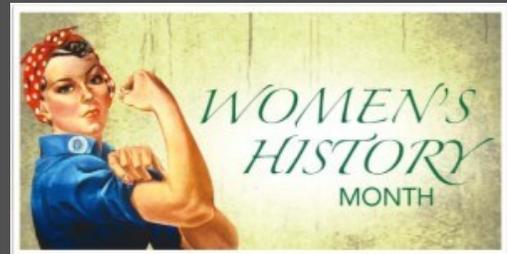
As always, supporting our customers is our #1 priority .

Thank you for your ongoing support of our mission!

Tina

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In March we celebrate Women’s History and the many contributions they make to our nation and the world. This year’s theme is *“Honoring Women Who Fight All Forms of Discrimination.”* It highlights the struggles, courage, strength, persistence, and visionary traits that drive women everywhere.

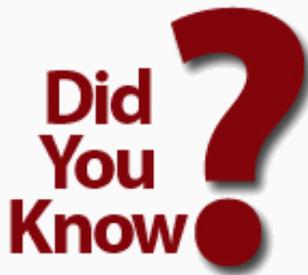
Over 150,000 American women served in the Women’s Army Corps during World War II. Members of the WAC were the first women, other than nurses, to serve (officially) within the ranks of the United States Army.



Support to the Military



		Line Items	Pieces	Acquisition Value
Army	Turn-Ins	458,391	66 million	\$4 billion
	Reutilization	4,982	107,512 thousand	\$81 million
Navy	Turn-Ins	144,966	18.5 million	\$8.8 billion
	Reutilization	5,212	92,752 thousand	\$74 million
Air Force	Turn-Ins	166,297	20 million	\$1.5 billion
	Reutilization	4,035	85,982 thousand	\$119 million
Marine Corps	Turn-Ins	59,955	8 million	\$448 million
	Reutilization	1,305	43,045 thousand	\$9 million
Coast Guard	Turn-Ins	4,261	396,352 thousand	\$7 million
	Reutilization	44	565 thousand	\$397 thousand



30 of the 43 Presidents served in the Army, 24 during time of war, two earned the rank of 5-star General (President George Washington and President Dwight Eisenhower) and one earned the Medal of Honor (President Theodore Roosevelt)



Network Optimization

Implementation of the Transportation Zip Code Mapping

Communication is always important and it becomes even more critical during times of change. To ensure our customers receive all critical updates this is the latest in a series of customer communications designed to keep our warfighting customers informed as we move forward with network optimization.

Effective Feb. 1, 2018, our transportation office began scheduling incoming shipments to the appropriate designated field activity in the network optimization plan. Please take note that shipments that were previously scheduled will remain as is and do not require a change in ship to destination.

Please review the transportation instructions to ensure that you are turning in property to the correct DLA Disposition Services location. In order to help our customers identify their NEW designated turn-in field activity, we have created zip code maps available at <http://www.dla.mil/dispositionservices/transportation/>

For questions regarding NETOPS implementation contact



Ms. Nina Bagi at DSN 661-7173 or via email at nina.bagi@dla.mil.

For questions regarding the transportation office implementation of this initiative contact

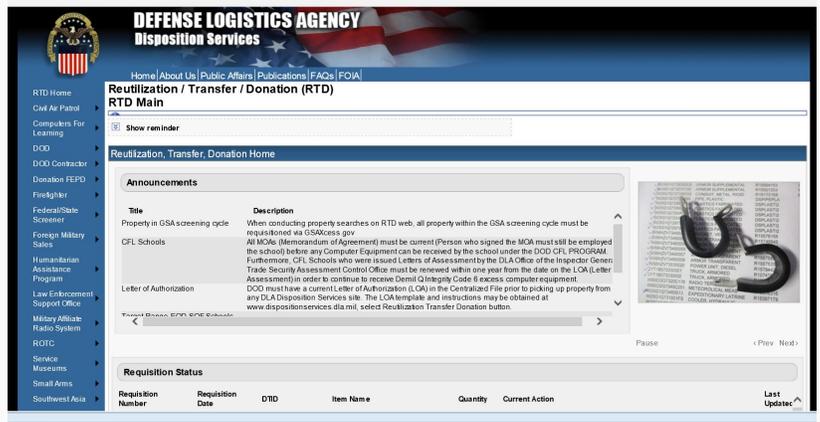
Mr. David Mansfield at DSN 661-5113 or via email at david.mansfield@dla.mil.



Reutilization, Transfer and Donation (RTD)

How do I check my order status?

- A status window is located on your Reutilization, Transfer and Donation (RTD) home page. The window lists all your requisitions.
- Cancelled requisitions will be noted in the status window.
- The window also lists the status of the requisition after the property has been released to the customer or taken to the Transportation Management Office (TMO) for shipment. The requisition will remain in the status window for 30 days.



- A requisition submitted as a TMO ship will not process until the evening inventory file updates.
- Customers are notified by the field site personnel to schedule a pick up date. If field site personnel do not contact the pick-up customer, the requisition may have not been processed or has been awarded to another customer. You may contact the field site to determine if you were awarded the property.
- Defense Department customers must have a DLA 2517 Letter of Authorization (LOA) on file in the centralized file prior to property pick up. LOAs are not required if the property is being shipped.
 - All other pick up customers must have a DLA 2516 Letter of Authorization to Remove before property is picked up.

Once the property has been taken to TMO, the shipment may be tracked using the tracking tools available at the site link:

<http://www.logtool.com>





DLA Range Support Program

Each year the services expend, by firing and demilitarization, more than 200,000 tons of munitions. The DLA Range Support program is here to provide services using many types of targets and equipment. This includes equipment to keep, maintain and improve range and training functions. Not only does this support save money, it increases capabilities and relevance as a training and testing site and improves the training provided to the warfighter. Participating in the Range Target Program provides shared lessons learned from other ranges, ability to receive notification of upcoming equipment availability and reduces target replacement down time by providing resilient hard targets and other equipment.

The types of military services supported include:

- Medium to large hard target ranges with high ordnance weapons systems
- Small to medium ranges with practice munitions "BDU-33's"
- Small arms ranges
- Explosive Ordnance Disposal schools and EOD sustainment training
- Weapons test facilities and weapons defeat test facilities
- Special Forces schools and other training sites
- Destructive testing "other"



How do you get support?

- Ensure your command, Account Supply Officer/Property Book Officer have approved your DLA access and your upcoming request for equipment.
- **Contact DLA Range Support by phone or email: Steve Carter (269)961-7191**
steven.carter@dla.mil
- Establish an account with the RTD Web.
- Log into RTD Web and begin screening property and if possible, use an Account Supply Officer during checkout.

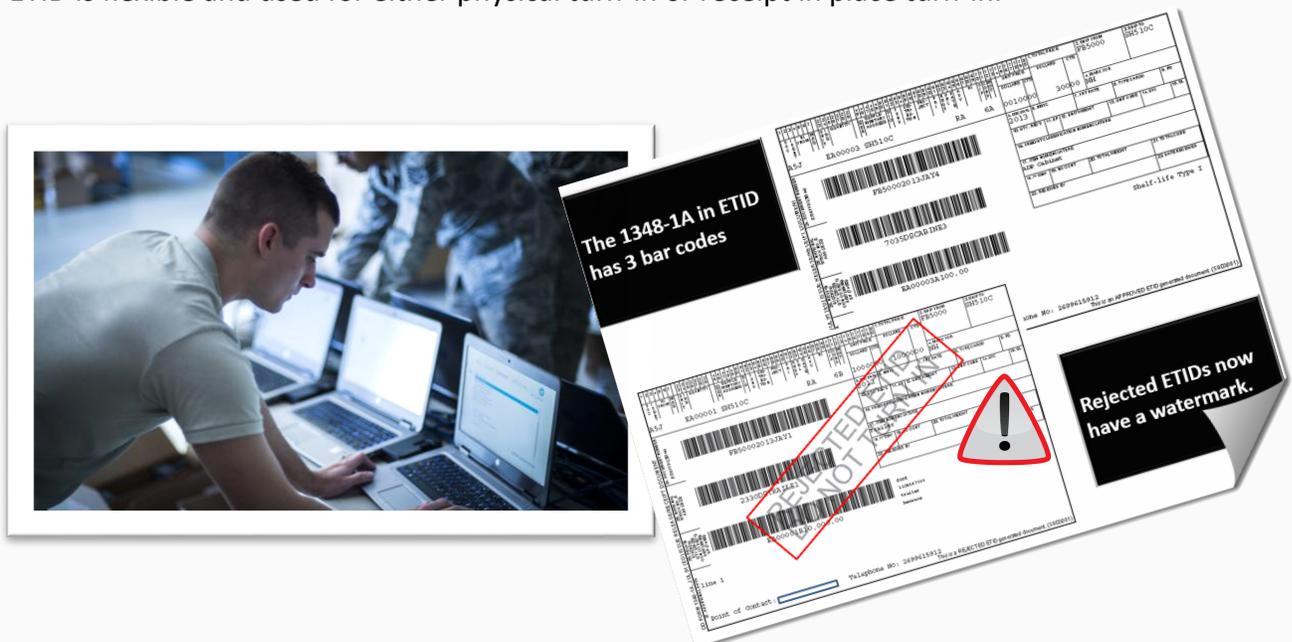


Electronic Turn in Document (ETID) Overview

DLA Disposition Services has developed a web-based Electronic Turn-in Document (ETID). It is an electronic method for preparing a disposal turn-in document (DD Form 1348-1A). The intent of the web-based document is to simplify and improve the turn-in process and designed for those generators who manually prepare the DD Form 1348-1A. An ETID is a major step towards DLA's goal of moving information, not property. This web-based document is provided as an option for use. Customers are not required to use the online form.

What are the benefits to using ETID?

- Eliminates the hand scribed/typewritten preparation of the DD Form 1348-1A.
- Pre-populates a large portion of the required information automatically when using National Stock Number.
- Helps reduce property rejections.
- Enables DLA Disposition Services to review the information prior to actual acceptance of the turn-in.
- Assist generators in meeting in-transit accountability requirements.
- ETID is flexible and used for either physical turn-in or receipt in place turn-in.



For additional information on using ETID:
Contact your local DLA Disposition Service site.
<http://www.dispositionservices.dla.mil/drmo/drmo-locations.shtml>



For Customer Support:

By email: dlacontactcenter@dla.mil

By Phone: 1-877-352-2255





Teaming With the Air Force on the Computers for Learning Program!

The Computers for Learning (CFL) program is available to provide useful Information Technology equipment to schools and educational nonprofit organizations serving grades prekindergarten through 12 at no cost. Schools and nonprofit organizations located in the United States and its territories can receive computer equipment through the CFL Program.

Currently, the Air Force is in the midst of a major computer equipment overhaul - turning in over 400k computers this year to DLA Disposition Services. We have a team put together, including Air Force personnel to ensure we all do our part to successfully get this excess equipment into the hands of schools who really need them. We hold weekly meetings, have a marketing plan targeting schools all over the country, and we have been holding conference calls with the Air Force IT personnel to engage them and inform them about the CFL program. Army, Navy, Marines, Coast Guard - we would love to work with you next! We have heard you too will be upgrading your computers and we would like to get engaged just as we are doing with the Air Force. Please contact us at the CFL link below to get started.



Did you know your local schools might be eligible to receive free computers and other IT equipment from the DoD Computers for Learning Program?

Computers and other IT equipment are located throughout the United States, including Guam and Hawaii. Our site locator tool on our website provides geographical locations and contact information. Check it out!

Get started today on our website <http://www.dla.mil/DispositionServices/Offers/Reutilization/CFL.aspx>.

Once approved, getting property for your school is as easy as ordering merchandise from an online store!

If you have questions or need assistance, we are ready to help!

Contact the CFL program office at DODCFL@dlamail.mil or call (269)961-5439

In Action!

DOD Computers for Learning Program

Jose Perez, a Property Disposal Specialist at Warner Robins, helped to facilitate the transfer of computers to a local school.

“Any time cutting-edge technology in serviceable condition can be legitimately transferred to an educational institution is a win,” Perez said. “The schools get computers at no cost and DLA avoids any associated costs with additional required disposal actions.”

Katie Carr from Moody Air Force Base and Tommy Gentry of the Irwin school district did the legwork, ensuring that all the paperwork was completed. They even loaded the computers for the move to the school.

“These computers are important to our school because we are a rural, small school without much money and we use these every day,” Gentry said. “We have three labs with at least 28 computers in them and they get used every single day. Thank you for allowing us to get the computers.”



Get started today!



“When we heard about the Disposition Services program,” Mercado said “I mean it was just a complete blessing to us as there is just no way otherwise we could have afforded this program at this school.”.

Misty Mercado Royal Point Academy, San Antonio TX

If you have questions or need assistance, we are ready to help!

Contact the CFL program office at DODCFL@dla.mil or call (269)961-5439





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.

All other items in these Federal Supply Classes with a code other than CIIC 9 or another form of identification as COMSEC or CCI can be turned in to a DLA Disposition Services site for disposal according to standard disposal procedures (e.g., brackets, dials, access panels, retainers). DLA Disposition Services sites must check items suspected of being COMSEC or CCI. Items must be checked to determine if they have NSA or COMSEC metal identification tags, identification labels, or any other markings that may identify the item as COMSEC or CCI.

DLA Disposition Services sites may only accept scrap receipts of COMSEC or CCI property provided they have been processed according to National Security Agency regulation and all decals, data plates, and other identification, which would indicate that the property was once COMSEC or CCI equipment, have been removed.



Law Enforcement Support Office

On December 21, 2017, Rankin County Sherriff's office requisitioned and received a horse named "Big Red" from the U.S. Army in Fort Hood, Texas.

The Rankin County sheriff's office maintain a mounted unit and was in need of a horse. Big Red was brought back to his new home in Mississippi and immediately put into service and



acquainted with his rider Deputy Justin Flanagan.

Together they will help patrol during local events such as parades, community days and other events with large crowds. The sheriff's office find that utilizing mounted deputies is very effective for crowd control and anti-theft patrols.



GOOD INFORMATION



Handbooks

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



DigitalDSR

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: 1-877-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



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www.dla.mil/dispositionservices.aspx**

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