



LESSON NUMBER: 2 Find a Disposition Services Location

COURSE OBJECTIVES: Navigate to Site Locator. Identify Points of Contact

CONDITION: Classroom environment

OVERVIEW:

CONTENTS:

1. Site Locator Tool Navigation
2. Individual Site Pages
3. Points of Contact at Sites

STANDARDS: Successfully navigate to a DLA Disposition Services Site location page

ESTIMATED COURSE LENGTH: .25 Hours

MEDIA: www.dla.mil/dispositionservices

<http://www.dla.mil/DispositionServices/Contact/FindLocation.aspx>

Handout

PART I. Site Locator Tool Navigation

With the countless military installations worldwide, it is often a challenge to find where DLA Disposition Services offers coverage and what site is nearest to a given location. Fortunately, a helpful tool has been made available to help determine where we offer our services.

To find this tool, navigate to the DLA Disposition Services homepage www.dla.mil/dispositionservices

On the left hand side of the page, click the accordion menu link "Contact Disposition Services". After this is accomplished, a tab will open below with further options. Select the "Find a Location" link to be directed to the Site Locator Tool.

After the page loads, a map and drop down menus are available for selection. To utilize the map portion, click on an icon that you wish to view, and select "contact page" in the pop-up. Alternately, to use the drop down accordions, select either "United States" or "Other Countries" for a list of options to choose from.

PART II. Individual Site Pages

After a selection has been made on the Site Locator page, an individual site location page will appear. The individual pages are divided into three main content sections.

Site Information	Contact Information	Location Information
<p>This column contains the following information:</p> <ul style="list-style-type: none">• Address• Hours of Operation• RTD Screening Hours• List of Services• Supplemental information	<p>The Contact information column contains contact phone numbers (with both DSN and commercial options) for various specialties located at that site. Please see PART III for additional information concerning specific points of contacts</p>	<p>This column contains an interactive map for the site's physical location. For additional options, click the "view larger map" link in the upper left hand of the map</p>



PART III. Points of Contact at Sites

There are a variety of Points of Contacts at DLA Disposition Services locations.

Disposal Service Representatives (DSRs) – DSRs are the direct link between our customers and the DLA Disposition Services. The DSR is the first contact for turn-in customers and are there to help with your disposal needs. They provide customer service via phone, email, in person, and can make disposal decisions at the turn-in customer's activity location. DSRs can answer questions regarding property turn-in, help complete paperwork, and get customers started with the reutilization process.

Environmental Specialists – DLA Disposition Services manages the disposal of hazardous property for DoD activities. Hazardous property is handled according to the same priorities as other property: reutilization within DoD, transfer to other federal agencies, donations to qualified state and nonprofit organizations, and sale to the public including recyclers. Environmental specialists facilitate the transfer and accommodation of hazardous property.

Scrap Specialists – Scrap specialists are available to furnish scrap segregation guidance and, when possible, containers for scrap segregation. Scrap specialists help approve the segregation at the generator's location in order to enhance the value of the scrap. Scrap specialists **do not** segregate property for generators.

Reutilization, Transfer and Donation (RTD) Specialists – RTD Specialists can help identify property and items that are suitable for reutilization, can check the status of a requisition and answer a variety of RTD related questions.

Site Leads – As their names suggest, Site Leads are the supervisors for a specific location. DLA Disposition Services personnel and specialists at that location report to the Site Lead. For site personnel issues, the Site Lead is the primary point of contact.

Area Managers – Area Managers are the superintendents of usually several locations. Site Leads report to Area Managers, and Area Managers in turn report to their Disposition Services Directors (DSDs). Issues that cannot be resolved with the local support should be dealt with at the Area Manager level.

If you have any questions regarding the information presented in this lesson, please contact your nearest Disposal Service Representative for assistance.