



# DLA Disposition Services

September 2017

# Insight



Customer Service Newsletter

# Message from the DLA Disposition Services Customer Support director

Welcome to the September edition of the DLA Disposition Services Insight newsletter!

It is hard to believe that we are so close to the completion of the fiscal year and summer is coming to an end. As always, we continue to put a renewed focus on standardizing processes, improving customer support and optimizing our organizational structure. We continue to work hard to provide our customers with uniform, standardized service to assist us in meeting our customers' requirements.

This newsletter allows us to communicate some beneficial information that we believe will help to positively impact your day-to-day operations. We have highlighted areas, such as Network Optimization, Qualified Recycling Program, Computers for Learning Program and other additional important information to better assist you as our customer.

We here in Battle Creek, Michigan continue to enjoy our time serving you and hope that you find this update interesting and pertinent to your needs. As this fiscal year comes to a close, all of us here at Disposition Services look forward to seeing what fiscal 2018 has in store and continuing to work with you in the months ahead. As always, we remain committed to our mission: Warfighter First!

*Tina Maier*

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*Resiliency*

*Change is a  
process not  
an event!*



# Defense Logistics Agency Names Director

Darrell K. Williams  
 Lt. Gen., U.S. Army, Director,  
 Defense Logistics Agency



Lieutenant General Darrell K. Williams is the Director of the Defense Logistics Agency, with headquarters in Fort Belvoir, Virginia. He provides strategic leadership for the Defense Department’s combat support agency for worldwide logistics. Williams directs nine supply chains supporting the U.S. military, as well as federal, state, local and international partners. DLA provides food, medical material, uniforms and construction equipment, 98 percent of the Defense Department’s fuel, and the majority of spare parts for military weapons systems. He oversees the National Defense Stockpile, an international network of 25 distribution centers, and the Department’s process for reverse logistics. He leads a global, expeditionary workforce of over 25,000 military and civilians.



## Support to the Military

**Fiscal 2017– YTD**

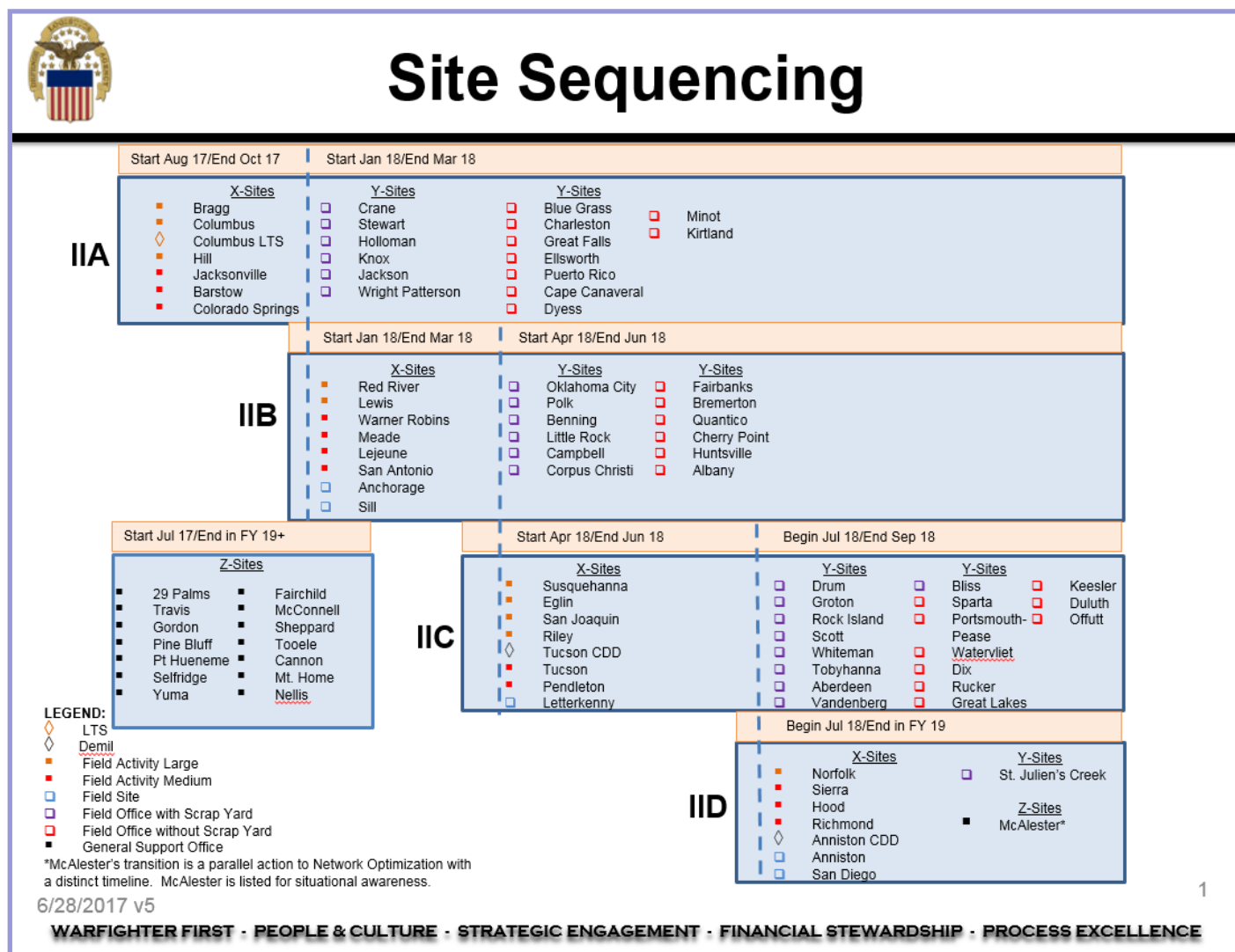
		Line Items	Acquisition Value	Service Level Bill Fiscal Year 2017
Army	Turn-Ins	973,284	\$6.5 billion	\$81.9 million
	Reutilization	8,981	\$307 million	
Navy	Turn-Ins	274,209	\$1.7 billion	\$37.26 million <i>*includes Marine Corps SLB</i>
	Reutilization	9,455	\$119 million	
Air Force	Turn-Ins	317,181	\$3.3 billion	\$20.49 million
	Reutilization	6,186	\$243 million	
Marine Corps	Turn-Ins	148,148	\$1.4 billion	<i>Included in Navy SLB</i>
	Reutilization	2,562	\$61 million	
Coast Guard	Turn-Ins	10,850	\$63 million	\$568 thousand
	Reutilization	30	\$171 thousand	



# Network Optimization

## The planning phase is nearly complete!

In order to meet our customer requirements and to establish an optimal organizational structure, this fall customers will begin to see changes at some of our sites. Although the method of support may change, for example, direct-ship versus dropping off property, no loss of service will occur.





# Network Optimization—Continued

## Site Descriptions

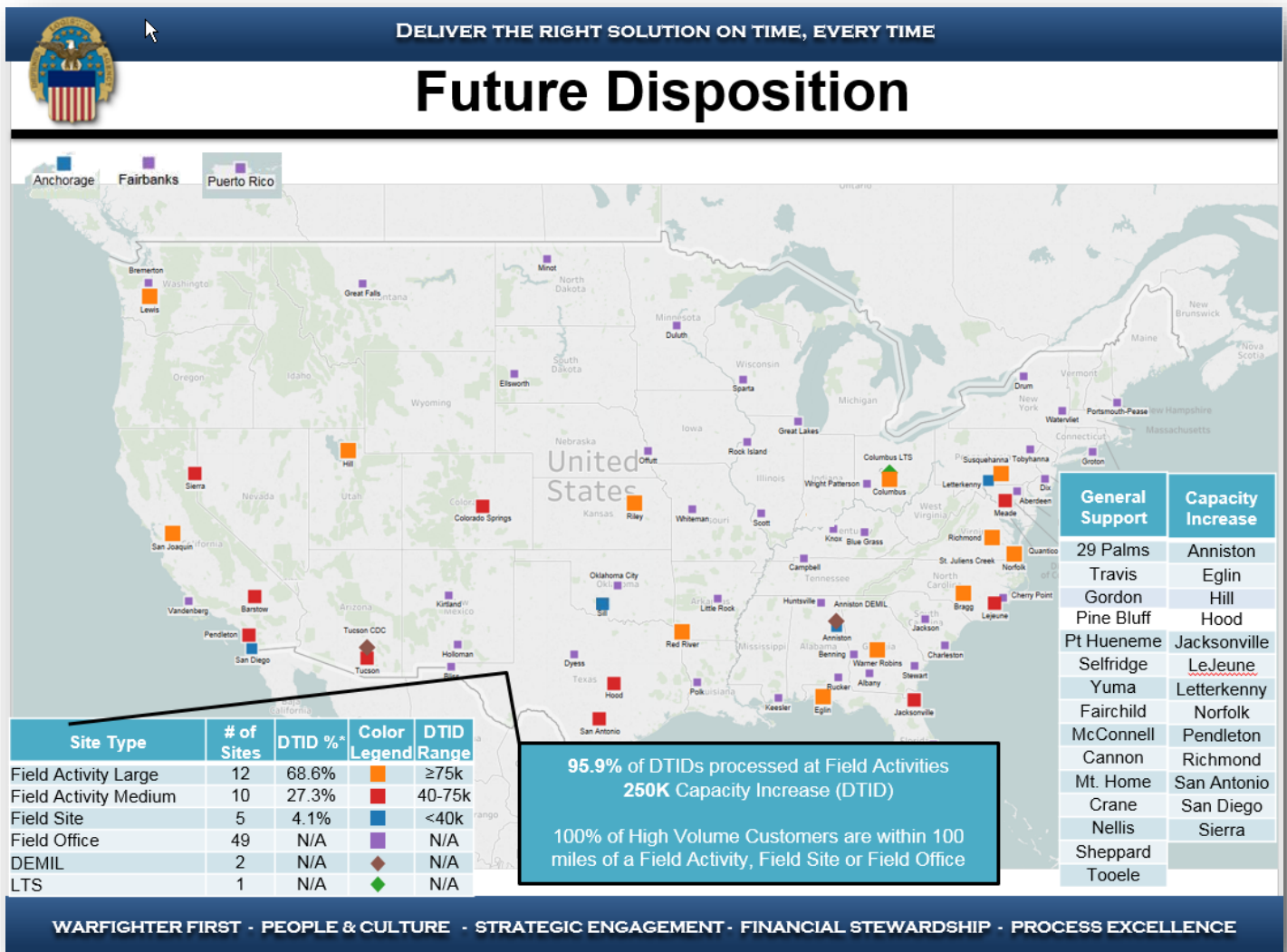
Field activity or field site is a full service Disposition Services site that has the facilities, equipment, and personnel to receive and process usable and scrap property. These sites provide reutilization, transfer, donation, sales, and hazardous waste disposal support. Mobile disposal service representatives (DSRs) are also available to provide training on receipt-in-place, scheduling turn-ins, transportation support, and more.

Field office is staffed with between one and four personnel whose primary mission is to help facilitate the direct-shipment of usable property to a designated field activity or field site directly from the customer's location. There will be no change to current environmental and receipt-in-place support. A field office may or may not operate a scrap yard, this decision is based on volume. A disposal service representative (DSR) is at each field office and will provide training on receipt-in-place, scheduling turn-ins at the appropriate designated site, transportation support, and more.

General support locations have a designated field activity/site/office representative for information and customer support. Frequency and volume of property turn-ins may dictate support via temporary duty personnel on an intermittent basis. All property will be turned in, or picked up from the customer's location, (e.g., SSA, LRS, SMU, port, etc.) and shipped to designated field activity/site based on the turn-in maps.

Cross-docks are being eliminated due to the fact they don't meet Process Excellence/Audit Readiness mandates.





Our Disposal Service Representatives (DSRs), area managers, and site leads are ready to provide customer support, problem resolution, and all necessary transitional training.



See our DLA Disposition Services website  
[www.dla.mil/dispositionservices](http://www.dla.mil/dispositionservices)  
 and the Digital DSR Tool: [www.dla.mil/ddsr/](http://www.dla.mil/ddsr/)



# Network Optimization—Continued

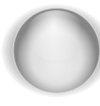
## Standard Transportation CHANGES

On August 7, 2017, Mr. Cannon sent a memo to the DLA Disposition Services customers regarding transportation changes due to NetOps.

**This applies to CONUS Defense Department customers.**

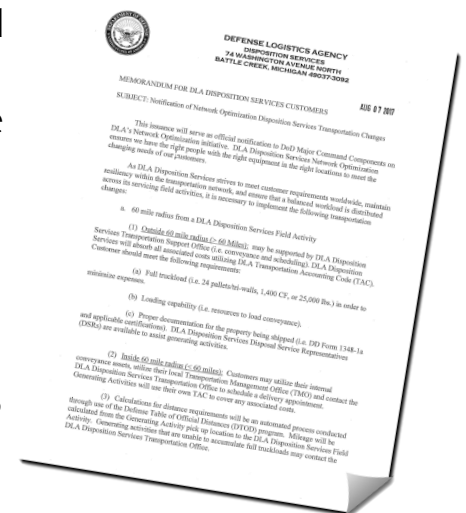


Customers located within 60 miles of a field activity or field site are responsible for taking their property to the site via their own conveyance or shipping their property to the site using their unit-funded transportation account code.



Customers 61 miles or greater from their designated field activity or site have the option of taking their property to their designated turn-in location or use Disposition Services' Scheduler <https://vsm.distribution.dla.mil/Scheduler/> to arrange for property pick-up at your location at DLA's expense.

**NOTE:** Although a full truck load (24 pallets) is encouraged before ordering a truck, on a case-by-case basis a less than truck load can be scheduled for those customers who have low volume turn ins. Customers will be responsible to ensure property is packaged for safe transport i.e., triwalls, shrink-wrap, banded, and palletized, etc.



*\*Calculations for distance requirements will be an automated process conducted through use of the Defense Table of Official Distances (DTOD) program. Mileage will be calculated from the Generating Activity pick-up location to the designated DLA Disposition Services Field Activity.*

# Sales Programs

## Ship Recycling Sales

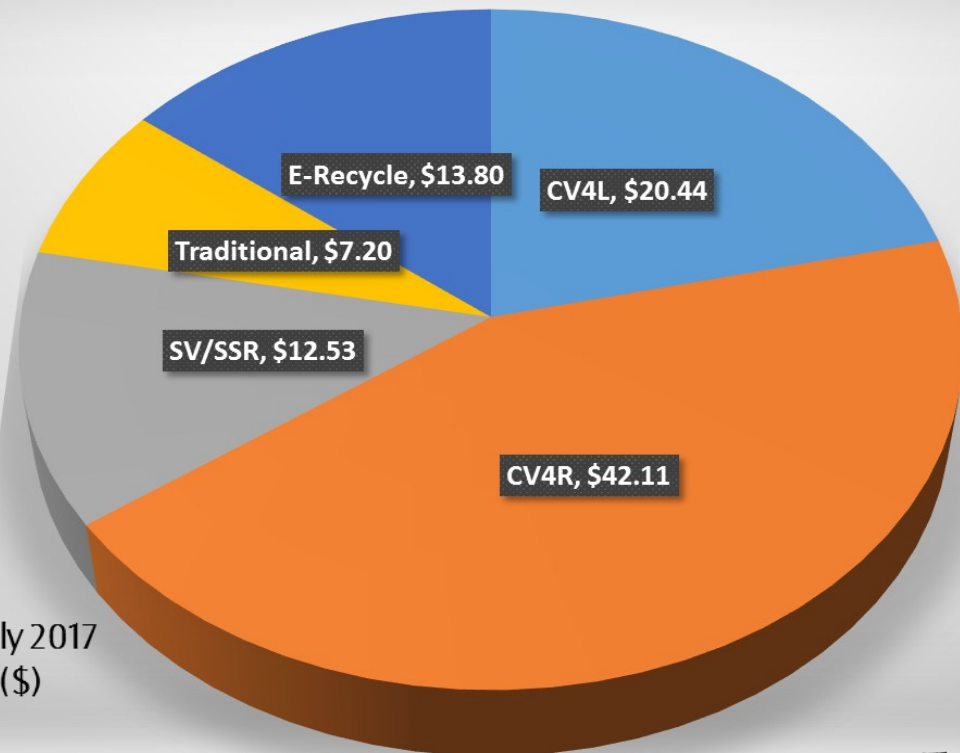
The ex-Thomas S Gates, passed under the Claiborne Bridge in New Orleans, Louisiana on June 30, 2017. The ship cleared the Florida Avenue Bridge and is now moored at the ship scrapping company where it will be dismantled, demilitarized and mutilated, for recycling. The last ship in the six ship contract, the ex-Doyle, will be prepared for tow in September 2017.



Colonel Wayne Bondy (DLA Disposition Services Deputy) with ship recycling contractor leads Tony Schultz (middle) and Marc Jaffe (right).

**Sales proceeds offset the military service level bills!**

Sales – Net Proceeds\*



\*FY17 YTD July 2017  
Millions (\$)





# Qualified Recycling Program (QRP)

On July 12, 2017 DLA Disposition Services Director, Mr. Mike Cannon sent a memorandum to the QRP managers.

In the memo the following points were made:

- DLA Disposition Services identified that the current reimbursement process is non-compliant and fails auditability standards. Accordingly, all reimbursements for fiscal year 2017 were put on hold effective Oct. 1, 2016.
- Our request for a waiver from OSD has been signed which enables DLA to reimburse each QRP one final time. All reimbursements were processed on Aug. 25, 2017.
- Thank you for your patience, understanding and support.



**Are you upgrading computers?  
Need computers for your school?  
Get started today!**

The DOD Computers For Learning program was created to provide useful IT equipment to schools and educational nonprofit organizations serving grades pre-K through 12. The DOD CFL program is designed to streamline the transfer of excess and surplus DOD IT equipment to schools.

The application process is simple, just apply on-line and submit a memorandum of agreement. In addition, private and parochial schools and non-profit educational entities also need to complete and submit an End Use Certificate and be approved through the Trade Security Control Office.

All MOAs must be current (the person who signed the MOA must still be employed by the school) before any computer equipment can be received by the school under the DOD CFL Program.

For more program information visit our page

<http://www.dla.mil/DispositionServices/Offers/Reutilization/CFL.aspx>

Or email the CFL Program office [DODCFL@dla.mil](mailto:DODCFL@dla.mil)

# Air Force and the Environment

## *Foam, Foam on the Range...*



The Environmental Program Office at DLA Disposition Services headquarters, in collaboration with the Acquisition Hazardous Office, has been busy helping the Air Force rid their installations of a longstanding popular product known as Aqueous Film Forming Foam, or “A Triple F”. AFFF has been used by the military around the world since the 1970s, primarily to quell jet fuel fires and extensively used for firefighting training. Over the past few

years, however, it has been discovered that when drinking water is contaminated with AFFF, it can lead to serious health problems for humans.

It was at the Hazardous Waste Contracting Symposium held in Battle Creek in October 2015 when a guest speaker representing the Air Force first brought the issue to DLA’s attention. Mr. Kevin Gabos, environmental program manager and expert in Hazardous Materials (HM) and Hazardous Waste identified AFFF as a growing problem for the Air Force. He indicated that the Air Force would need help from DLA and its HW disposal contractors to remove, destroy and dispose of large inventories of the product from most Air Force installations worldwide. It was then that the Environmental Program Office began to research available destruction technologies and began the development of a standalone AFFF removal contract for CONUS Air Force facilities.

The Air Force was insistent that the PFOS and PFOA constituents were destroyed and not landfilled. Thermal destruction (i.e., incineration) became the only option. “We knew that this would be a costly endeavor, since it meant that we’d be burning something that was engineered to put out fires”, said Steve Schneider, chief of the Hazardous Disposal Branch.

## Air Force and the Environment *(continued)*

His team conducted market research and designed a national contract that would draw competition from the hazardous waste treatment and disposal industry. Removals and destruction of the AFFF commenced in early October 2016 and has successfully completed the removal of over 19,600 containers, or approximately 109 million gallons of AFFF-related waste. This represents approximately 95 percent of total removal from the CONUS Air Force inventory.

OCONUS Air Force removals have likewise been nearly completed through pre-existing, smaller regional contracts, since doing Europe- and Pacific-wide standalone contracts would be too costly and difficult to execute. OCONUS Navy removals have also begun.

“The Air Force has expressed great appreciation for the work that DLA and our contractor has done for them in accomplishing this herculean task on schedule”, Schneider added. “None of this would have been possible, but for the commitment and hard work of our DLA Disposition Services field personnel and our contractor.” We have also begun removing product from Navy installations through contract modifications and are developing a new procurement request to accommodate the Marine Corps and Army requirements as they finalize their current inventory levels.

*This ongoing mission success serves as a great example of how the unique teamwork between HQ and Field personnel enables us to move mountains for our warfighter customers.*



# 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**

**Commercial: (269) 704-7921**

**Fax: (269) 704-7930**

**Email: [dlacontactcenter@dla.mil](mailto:dlacontactcenter@dla.mil)**



**DLA Disposition Services Customer Support Directorate  
Hart-Dole-Inouye Federal Center  
74 N. Washington Ave.  
Battle Creek, MI 49037  
[www.dla.mil/dispositionservices.aspx](http://www.dla.mil/dispositionservices.aspx)**

## 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 the DLA Disposition Services Customer Support Directorate.