



Defense Logistics Agency **INSTRUCTION**

DLAI 4000.06
Effective: January 8, 2025

OPR: DLA Logistics Operations (J3), Customer Support Division (J31C)

SUBJECT: After-hours Customer Service

REFERENCES:

- (a) DLAI 4000.06, "After Duty Hour Customer Service" January 5, 2017 (Cancelled)
- (b) DLAI 4000.08, "Expediting a Sales Order" October 03, 2023
- (c) DLAI 1422.02, "Hours of Duty and Alternative Work Schedules for Civilian Employees" April 20, 2022
- (d) DLAI 4025.05, "Control Issue Policy" April 1, 2021

1. PURPOSE:

- a. Supersedes DLAI 4000.06, dated January 5, 2017, and updates information for addressing customer support during after duty hours.
- b. Establishes policy, assigns responsibility, and prescribes procedures for After-hours customer service. It affects Order Processing, Transportation, and Customer Support Management (CSM) Service Management process areas.
- c. Defines After-hours as between 1600 and 0630 hours.

2. SUMMARY OF CHANGES: This Instruction addresses the transition from Customer Relationship Management (CRM) to CSM.

3. APPLICABILITY: This Instruction applies to all DLA Major Subordinate Commands (MSCs) and the Customer Interaction Center (CIC).

4. DEFINITIONS: See Glossary.
5. POLICY: It is DLA policy to provide customer service 24 hours per day, seven days per week, and 365 days per year. MSCs may augment this Instruction with local procedures.
6. RESPONSIBILITIES: See Enclosure 1.
7. PROCEDURES: See Enclosure 2.
8. RELEASABILITY: RESTRICTED. This Instruction is approved for restricted release. It is available to users with Common Access Card authorization on the internal DLA Issuances Website: (<https://issuances.dla.mil/Pages/default.aspx>).
9. INTERNAL CONTROLS: We will use the CSM Service Management process to document all customer contacts needing Staff Duty Officer (SDO) coordination. Within CSM, use the 3d-level classification (SDO) within the CSM Service Case. The CRM Business Process Analysts will oversee all customer contacts needing SDO support as applicable through data analysis reviews.
10. EXPIRATION DATE: DLA will reissue or cancel this Issuance by the fifth anniversary of its publication date. If not, it will automatically expire.

ALEETA D. COLEMAN
Director
DLA Transformation

Enclosure(s)

Enclosure 1 – Responsibilities

Enclosure 2 – Procedures

Enclosure 3 – MSC / Distribution Center SDO Contact List

Glossary

TABLE OF CONTENTS

ENCLOSURE 1: RESPONSIBILITIES 4

ENCLOSURE 2: PROCEDURES 5

ENCLOSURE 3: MSC / DISTRIBUTION CENTER SDO CONTACT LIST 6

GLOSSARY 10

ENCLOSURE 1: RESPONSIBILITIES

1. DIRECTOR, LOGISTICS OPERATIONS (J3), will:
 - a. Establish overall policy, standards, and procedures for After-hours customer service.
 - b. Oversee MSC implementation of After-hours customer service.
 - c. Maintain this policy and keep it up to date.
2. MSC DIRECTORS AND COMMANDERS, will:
 - a. Ensure After-hours customer service procedures are applied.
 - b. Maintain and update a Staff Duty Officer Contact List.
3. MSC STAFF DUTY OFFICER (SDO) will serve as the single Point of Contact (POC) for their site to accept, circulate information, and take proper actions for customer inquiries and expedite actions. The SDO will have the After-hours MSC contact telephone numbers of the on-call Customer Account Specialist (CAS) or proper designee.
4. MSC LEAD CUSTOMER RELATIONSHIP MANAGEMENT (CRM) Cell will follow-up with other DLA participants and deliver an interim response to ensure the customer has the latest status of their inquiry.
5. MSC DEMAND CHAIN will identify an on-call CAS or other approved Order Management POC.
6. HQ, AGENCY SYNCHRONIZATION AND OPERATIONS CENTER (ASOC) will keep after duty contact numbers for each MSC.
7. CUSTOMER INTERACTION CENTER (CIC) will address customer inquiries on requisition processing, stock availability, disposition services, cataloging, self-help tools and other services.
8. DISTRIBUTION CENTER SITES will notify the Distribution Emergency Operations Center of distribution issues.

ENCLOSURE 2: PROCEDURES

Customer Interaction Center (CIC). The CIC is the DLA entry point for inquiries and actions.

1. AFTER- HOUR CUSTOMER RELATIONS PROCEDURES: DLA's CIC is available 24-hours a day, seven-days a week to receive customer calls. The CIC addresses customer inquiries on requisition processing, stock availability, disposition services, cataloging, self-help tools and other services. The DLA CIC contact number is 1-877-352-2255.

Note: DO NOT email the CIC with After-hours emergency customer inquiries.

a. CIC Actions:

(1) If the CIC discovers the issue is beyond their authority to address, but does not need immediate action, the CIC will create a CSM Case.

(2) The CIC must follow the Desk Guide and forward the case to the proper CSM Assignment Group.

(3) If the CIC discovers the issue is beyond their authority to address, and the issue needs immediate action after-hours, they will contact the SDO or After-hours POC for resolution. The CIC Agent will document their guidance within the CSM case and close it.

b. Supply Center Issues:

(1) For supply center issues, the SDO will confirm that an After-hours action is necessary. They will first contact the on-call CAS for the customer or other POC as identified in the SDO instruction and explain the circumstances.

(2) The on-call CAS will confirm the requisition is in EBS and manage the order as applicable such as releasing from stock or searching for DLA Disposition Services assets. As required, CAS will perform lateral support efforts or take actions to expedite delivery to satisfy the sales order. The CAS must use DLAI 4000.25, Control Issue Policy, located at https://issuances.dla.mil/Published_Issuances/Control%20Issue%20Policy.pdf for assets earmarked for "controlled issue". More references are on page one of the DLAI to support next business day processing on expedite or release of protected stock orders.

(3) The SDO is responsible for documenting the issue properly. They will also tell the After-hours POC acting on their behalf to tell the Lead CRM Cell of the actions taken during After-hours on completion of their shift.

2. KEY ACTIONS BEFORE EXECUTION:

a. Each Demand Chain must identify an on-call CAS or other approved Order-

Management POC. The SDO will have the After-hours contact telephone numbers of the on-call CAS or proper designee. Refer to Enclosure 3 which contains a listing of MSC SDO contact information.

b. Depending on the situation or when directed, a “War Room” or the Command-and-Control Center (CCC) is stood-up for After- hours operation. In this case, the CCC or War Room under local procedures may perform actions of the SDO and on-call CAS.

c. The ASOC must have the After-hours contact numbers on file for MSC on-call SDOs.

3. DLA DISTRIBUTION CENTER: The Distribution Center Emergency Supply Operations Center (ESOC) SDO number is the contact number for notice for issues at DLA Distribution sites. The CIC will contact the Distribution CCC. If the CIC Agent does not make verbal contact with the Distribution Center ESOC SDO, notify the DLA Distribution CCC SDO.

4. WAR ROOM AND COMMAND AND CONTROL CENTER (CCC): Depending on the situation or when directed, a War Room is activated or CCC may transition to extended hours of operation. All actions of the SDO and on-call CAS will be coordinated/synchronized by the CCC or War Room under their local guidelines.

ENCLOSURE 3: MSC / DIST CENTER SDO CONTACT LIST

MSC	Contact Number	FAX #	Email Address
DLA Aviation	Commercial: 804-839-2068	N/A	N/A
DLA Energy	Commercial: 703-767-8420 DSN 427-8420	N/A	dla.energy.ccc@dla.mil
DLA Land and Maritime	Commercial: 614-315-5641; 614-214-0845;	N/A	N/A
DLA Troop Support	Commercial: 215-737-4444 DSN: 312-444-4444	N/A	N/A

DLA Distribution Centers (with time zones)	Contact Number	FAX #	Email Address
Anniston (EST-1)	Commercial: 256-235-6222 DSN: 571-6222	COM: 256-235-7738 COM: 256-235-7613 DSN: 571-7738 DSN: 571-7613	ccddaa@dla.mil
Albany (EST)	DSN: 567-5206	N/A	ccddag@dla.mil
Barstow (EST-3)	Commercial: 760-577-6961 DSN: 282-6961	COM: 760-577-6902 DSN: 282-6902	ccddbc@dla.mil
Cherry Point (EST)	Commercial 252-652-3966/3965 DSN:582-3966/3965	Commercial 252-466-3402	ccddcn@dla.mil
Corpus Christi (EST-1)	Commercial: 361-431-3728 DSN: 431-3728	Commercial: 361-431-3724	ccddct@dla.mil

DLA Distribution Centers (with time zones)	Contact Number	FAX #	Email Address
San Diego (EST-3)	Commercial: 816-814-5456/5466/5459	N/A	ccdddc@dla.mil
Germany (EST +6)	Commercial: 01149-172-2303422 DSN: 324-963-8040	N/A	ccddde@dla.mil
Korea (EST+13)	Commercial: 011-82-10-8977-8194 DSN: 315-765-4141/4211	N/A	ccdddk@dla.mil
Guam (EST+14)	Commercial: 671-787-5869 Cell: 671-339-2059/2060/6690	DSN: 315-339-8002	ccddgm@dla.mil
Hill (EST-2)	Commercial: 801-940-1644 Commercial: 801-430-1811	COM: 801-775-3020	ccddhu@dla.mil
San Joaquin (EST-3)	Commercial: 209-839-4715 DSN: 312-4715	N/A	ccddjc@dla.mil
Jacksonville (EST)	Commercial: 904-534-6910	COM: 904-542-0101 DSN: 942-0101	ccddjf@dla.mil
Richmond Mapping (EST)	Commercial: 804-279-6500 DSN: 695-6500	N/A	ccddma@dla.mil
Norfolk (EST)	Commercial: 757-390-6335	COM: 757-278-8121 DSN: 646-8121	ccddnv@dla.mil
Oklahoma (EST-1)	Commercial: 903-556-7097	N/A	ccddoo@dla.mil
Pearl Harbor (EST-6)	Commercial: 808-306-9076	COM: 808-473-2366 DSN: 315-473-2366	ccddph@dla.mil

DLA Distribution Centers (with time zones)	Contact Number	FAX #	Email Address
Puget Sound (EST-3)	Commercial: 360-340-2323 Commercial: 360-846-3064 Commercial: 360-340-4958	Commercial: 360-476-8939 DSN: 439-8939	ccddpw@dla.mil
Red River (EST-1)	Commercial: 813-812-9281	DSN: 392-716-3716	ccddrt@dla.mil
Richmond (EST)	Commercial: 804-479-6623	DSN: 695-6551	ccddrv@dla.mil
Sigonella (EST+6)	Commercial: 011-39-345-621-5929 DSN: 324-986-0133	N/A	ccddsi@dla.mil
Susquehanna (EST)	Commercial: 717-439-1061	COM: 717-770-4089 DSN: 318-771-4089	ccddsp@dla.mil
Tobyhanna (EST)	Commercial: 570-580-3500 DSN: 795-7550	DSN: 795-6160	ccddtp@dla.mil
Warner Robins (EST)	Commercial: 478-396-1066	COM: 478-926-5017	ccddwg@dla.mil
Yokosuka (EST+13)	Commercial: 011-81-80-5511-4445 or 4453	COM: 011-81-46-816-8122	ccddyj@dla.mil

GLOSSARY

PART I. ABBREVIATIONS AND ACRONYMS

ASOC	Agency Synchronization and Operations Center
CAS	Customer Account Specialist
CCC	Command and Control Center
CIC	Customer Interaction Center
CRM	Customer Relationship Management
CSM	Customer Support Management
DLA	Defense Logistics Agency
DLAI	Defense Logistics Agency Instruction
ESOC	Emergency Supply Operations Center
MSC	Major Subordinate Command
POC	Point of Contact
SDO	Staff Duty Officer

PART II. DEFINITIONS

CIC. The Customer Interaction Center (CIC) is the customer's first DLA entry point for inquiries and actions.

ESOC. The Emergency Supply Operations Center (ESOC) provides the touchpoint for the CIC to reach out, coordinate, and confirm DLA Distribution depot stock as well as transportation related areas.

ASOC. DLA's Agency Synchronization and Operations Center (ASOC) synchronizes and integrates the Agency's operational mission and business support functions to provide agile, global support to the Warfighter and select Federal Agencies.

SDO. The Staff Duty Officer (SDO) for each center is the single point of contact for their site during After-hours. After-hours is between 1600 and 0630 hours to accept, circulate information, and take proper actions. Refer to Enclosure 3 for a listing of SDO contact information.