



DEFENSE LOGISTICS AGENCY

Logistics Information Services



As a business service activity of the Defense Logistics Agency, Logistics Information Services (J34) mission is to enhance global defense readiness through logistics information. Logistics Information Services accomplishes its mission by optimizing the effectiveness and efficiency of the DOW supply chain. We provide interoperability and integrated logistics data for the Military Services, DOW, Federal agencies, NATO and partner nations. Logistics Information Services is designated as the United States National Codification Bureau (USNCB) and represents the USG on the North Atlantic Treaty Organization (NATO) Allied Committee 135 responsible for cataloging policy that governs the NATO Codification System. For more information visit: <https://www.dla.mil/HQ/LogisticsOperations/Services/FIC/>

The NATO Codification System (NCS) is governed by the NATO Allied Committee 135 (AC/135) and is composed of representatives from each NATO and partner nation along with the NATO Support and Procurement Agency (NSPA). The AC/135 provides and promotes the NCS as the primary means of codification used by the NATO Armed Forces, Government, and Industry in support of interoperability and effective global logistics operations. Through codification, AC/135 manages all aspects of classification, item identification, and NATO Stock Numbers used by NATO and Sponsored nations. For more information visit: <https://www.nato.int/structur/AC/135/index.html#/>

Logistics Information Services Key Tasks:

- Accomplishing Item Name Assignment
- Determining the Federal Supply Class
- Preparing and Maintaining an Item Identification (II)
- Accomplish Item Entry Control (IEC)
- Perform Technical Data Validation
- Providing Provisioning Support
- Perform Data Recordation and Maintenance actions
- Initiating and enhancing Cataloging Tools
- Performing Supply Support Request (SSR) Processing
- Performing Data Dissemination functions
- Developing Cataloging Procedures and Systems
- Developing Cataloging Policy

Other Services and Supported Functions:

- FLIS Technical Procedures (Volumes)
- DOD Standardization Program
- Catalog Tools Table
 - FSG/FSC/NATO H6/IIG/etc
- International Codification
- Item Identification Guides (IIG)
- Demilitarization (DEMIL) Coding
- Joint Certification Program (JCP)
- Request Generation Tool (RGT)
- DD Form 180 (Characteristics actions)
- FMS for cataloging services

<https://www.dla.mil/Working-With-DLA/Federal-and-International-Cataloging/>

DEFENSE LOGISTICS AGENCY

360° approach to Life Cycle Logistics Customer Support:

DLA Customer Interaction Center

The DLA Customer Interaction Center (CIC) began servicing customers in 2009. Receiving more than 258K contacts annually, they leverage technology to provide world class customer service geared towards logistics and supply needs. The CIC provides solutions to the Armed Forces, Federal Agencies, State and local governments, government contractors, allied foreign military and the general public.

Email: dlacontactcenter@dla.mil Web: <https://www.dla.mil/Customer-Support/>

Training

DLA Logistics Operations Training (J31CT) offers training on most DLA Logistics Operations products and services. Most of our courses offer classroom instruction as well as Web Based Training (WBT), e.g., Webinar via MS Teams, Zoom.Gov, etc. WBT accessible from this web site to your personal computer. Tailored courses can be developed to meet individual service or agency needs.

Email: DLA.TNG@dla.mil Web: <https://www.dla.mil/Logistics-Operations/Training-and-Reference/>

DLA Customer Analysis Report & Engagement Summary

Customer Service Management (CSM) stands ready to provide detailed reports regarding the nature of contacts made to the DLA Customer Interaction Center (CIC). Report data is tailored to assist senior leaders, trainers and Customer Support Representatives. If you would like to request a report, feel free to reach out to us at Email: crmanalytics@dla.mil Web: <https://www.dla.mil/HQ/LogisticsOperations/Services/CustomerOutreach>

Customer Outreach

Informing and delivering information regarding DLA Products and Services to the internal and external customer group. Utilizing Web, Email, and Face-to-Face engagement to represent DLA to high/mid-level, product user and private industry customers worldwide.

Email: customeroutreach@dla.mil Web: <https://www.dla.mil/Logistics-Operations/Services/Customer-Outreach/>

National Stock Number Cataloging

Logistics Information Services is responsible for creating and maintaining the National Stock Numbers (NSNs) utilized by the DOW, other Federal Agencies, Civilian Agencies and International Allies. Cataloging serves as the foundation of the DOW supply chain, ensuring information is provided in a way that allows supported activities to easily understand and utilize information.

Email: dlacontactcenter@dla.mil Web: <https://www.dla.mil/HQ/LogisticsOperations/Services/FIC>

Demilitarization

In coordination with the Military Services, DOW, and other Federal Government entities the DOW Demilitarization Coding Management Office ensures validation of the DEMIL code for every item of supply.

Email: dcmo@dla.mil Web: <https://www.dla.mil/Working-With-DLA/Federal-and-International-Cataloging/DEMIL-Coding/>

Joint Certification Program

As partners in the joint defense of North America, the U.S. and Canada have established a bilateral common structure for mutual defense. The Joint Certification Program certifies contractors of each country for access, on an equally favorable basis, to unclassified technical data disclosing militarily critical technology. Email: dlacontactcenter@dla.mil Web: <https://www.dla.mil/HQ/LogisticsOperations/Services/JCP>

Federal Logistics Information System (FLIS) Process Management

The FLIS Process Management is responsible for facilitation of the creation, maintenance, dissemination, and viewing of National Stock Number data within the FLIS Portfolio Suite of Systems. The sharing of this data amongst DLA systems (FED LOG®, WebFLIS®, FedMail), DOW, Federal Agencies, and International Allies ensures data is available and actionable for military supply chains worldwide.

Email: dlacontactcenter@dla.mil Web: <https://www.dla.mil/Information-Operations/Services/Applications/>

U.S. National Codification Bureau (NCB)

U.S. NCB - A member of NATO Allied Committee/135 and the National Codification System. The U.S. representative at NATO planning/codification meetings on logistics information matters. Our Mission: To facilitate the exchange of logistics information between multinational defense forces in support of U.S. and NATO missions. Email: ncbus@dla.mil Web: <https://www.dla.mil/HQ/LogisticsOperations/Services/FIC>

LOGISTICS APPLICATIONS – ACQUISITIONS PRODUCTS AND SERVICES:

FedMail
FED LOG®
PUB LOG®

DLA Map Catalog
WebFLIS®
Joint Certification Program (JCP) MEDALS

DLA Customer Interaction Center (DLA CIC)

We're here for you 24 hours a day, 7 days a week, including Government holidays.
'One Call Resolution'

Toll Free: 1-877-DLA-CALL (1-877-352-2255)
Local Commercial: 269-704-7921 DSN: xx-877-352-2255
Email: dlacontactcenter@dla.mil

Visit us at:

<https://www.dla.mil/Working-With-DLA/Federal-and-International-Cataloging/>