



DEFENSE LOGISTICS AGENCY

Customer Interaction Center



DLA CUSTOMER INTERACTION CENTER (CIC)

The DLA Customer Interaction Center (CIC) is your “One Call Resolution” point of contact for all DLA managed materiel and logistics issues from acquisition to disposition.

The DLA CIC is a unique partnership of Government and Private Industry professionals dedicated to supporting DLA partners and customers.

CUSTOMER SUPPORT

- Dedicated professional staff available 24 hours a day, 7 days a week including Government holidays
- Customer Contact Methods
 - ▶ E-mail: dlacontactcenter@dlamail.mil
 - ▶ Telephone:
 - Toll Free: 1-877-DLA-CALL (1-877-352-2255)
 - Commercial: 269-704-7921
 - ▶ Defense Switched Network: (DSN)
 - OCONUS Call (DSN): xx-877-352-2255
 - CONUS Call (DSN): 877-352-2255



SELF HELP LOGISTICS SOLUTIONS

Information Related to Supply Items

- DLA Customers Self-Help Tools Web site:

<https://www.dla.mil/Customer-Support/Self-Help-Tools/>

- Federal Logistics Information System Web inquiry (WebFLIS®) Web site:
<https://www.dla.mil/Information-Operations/Services/Applications/WebFLIS/>
- Federal Logistics Data (FED LOG®) Web site:
<https://www.dla.mil/Information-Operations/Services/Applications/FED-LOG/>
- Public Logistics Data (PUB LOG®) Web site:

<https://www.dla.mil/Information-Operations/Services/Applications/PUB-LOG/>

Supply Inventory, Purchasing, Shipping Status, and Printing Services

- FedMall - DLA Orders Web site:
<https://www.dla.mil/Working-With-DLA/Applications/Details/Article/2877007/fedmall/>
- DLA DSO - Document Services Online Web site:
<https://www.dla.mil/Working-With-DLA/Applications/Details/Article/2937581/dso-document-services-online/>
- Integrated Data Environment (IDE)/Global Transportation Network (GTN) Convergence (IGC) program Web site:
<https://www.dla.mil/Working-With-DLA/Applications/Details/Article/2922924/igc-idegtn-convergence/>
- The Distribution Standard System (DSS) Material Tracker Web site:

<https://dssweb.dla.mil/materialtracker/>

Logistics Support for the United States Military Services: [Customer and Warfighter Support](#)

- DLA Customer Support Web site:

<https://www.dla.mil/Customer-Support/>

DEFENSE LOGISTICS AGENCY ORGANIZATIONS

DLA Headquarters

Defense Logistics Agency, headquartered in Fort Belvoir, Virginia, is the Department of Defense's largest logistics combat support agency, providing worldwide logistics support in both peacetime and wartime to the military services as well as several civilian agencies and foreign countries. Web site: <https://www.dla.mil/>

Major Subordinate Commands (MSC)

DLA Weapons Support (Richmond) is the aviation demand and supply manager for DLA with more than 4,000 civilian and military personnel in 22 locations across CONUS and OCONUS – supporting more than 2,341 major weapon systems. DLA Weapons Support (Richmond) plays a pivotal role in the success of Army, Navy, USMC, Air Force and Space Force by providing targeted solutions and full-spectrum logistics support as part of the Nation's Logistics Combat Support Agency. Web site: <https://www.dla.mil/Aviation/>

DLA Disposition Services disposes of excess property received from the military services. The inventory changes daily and includes thousands of items: from air conditioners to vehicles, clothing to computers, and much more. That property is first offered for reutilization within the DOW, transfer to other federal agencies, or donation to state and local governments and other qualified organizations. Web site: <https://www.dla.mil/Disposition-Services/>

DLA Distribution, headquartered in New Cumberland, Pennsylvania, provide agile, global storage and distribution services to enable readiness and lethality to the Warfighter and support Whole of Government. Wholesale and Retail Receipt, Store, Issue and Distribute Materiel. Coordination of transportation requirements for DLA S&D locations and vendors. Website: <https://www.dla.mil/Distribution/>

DLA Energy, headquartered at Fort Belvoir, Virginia, serves as the DLA's executive agent for the bulk petroleum supply chain. DLA Energy business includes sales of petroleum and aerospace fuels for the Military Services, as well as for the privatization of their utility systems. Website: <https://www.dla.mil/Energy/>

DLA Weapons Support (Columbus) has more than 2,800 associates in 30 locations worldwide to include, three DLA Depot Level Reparable detachments, Army and USMC industrial sites and four detachments supporting U.S. Naval shipyards. Managing almost 2.6 million spare and repair parts, DLA Weapons Support (Columbus) supports more than 2,000 weapon systems and more than 20,800 customers throughout the military services, civil agencies, and other DOW organizations. Web site: <https://www.dla.mil/Land-and-Maritime/>

DLA Troop Support, headquartered in Philadelphia, Pennsylvania, is DLA's lead center for troop and general support and is responsible for managing food, clothing, medical supplies, construction and equipment, and general and industrial supplies worldwide. DLA Troop Support has the following Supply Chains: Subsistence, Clothing & Textile, Construction & Equipment, Medical, and Industrial Hardware. Web site: <https://www.dla.mil/Troop-Support/>

Other Activities and Regional Commands

DLA Strategic Materials is the leading U.S. agency for the analysis, planning, procurement and management of materials critical to national security. We serve our clients through a unique combination of technical expertise, global/geopolitical material supply analysis, and management & tracking of a broad range of existing & future critical materials. Website: <https://www.dla.mil/Strategic-Materials/>

Logistics Information Services provides Federal and International Cataloging related services. Website: <https://www.dla.mil/HQ/LogisticsOperations/Services/FIC/>

Document Services is the DOW's primary provider of printing services, office print devices and electronic conversion services per DoDI 5330.03 Website: <https://www.dla.mil/Document-Services/>

Defense Automatic Addressing System (DAAS) The DAAS primary business is the accurate routing of electronic logistics requisitions between various federal activities. The DAAS hub currently employs the Global Exchange (GEX) software and the Mercator translator. They receive, edit, and route logistics transactions for the Military Services and Federal Agencies. Website: <https://www.dla.mil/Working-With-DLA/Applications/DAAS/>

Defense Enterprise Data Standards Office facilitates continuous enterprise integration process improvements to logistics management and operations. Website: <https://www.dla.mil/Defense-Data-Standards/>

DLA Europe & Africa serves as the Defense Logistics Agency's operationalized Regional Command Headquarters supporting U.S. European Command and U.S. Africa Command Areas of Operation (AOR). DLA Europe & Africa proactively integrates and synchronizes DLA's Global Readiness Solutions to ensure EUCOM, AFRICOM, and Service Component Warfighter Capability. Website: <https://www.dla.mil/EuropeandAfrica/>

DLA Pacific is the agency's primary liaison to U.S. Pacific Command (US PACOM), U.S. Forces Korea, U.S. Forces Japan and Alaska Command. DLA Pacific provides a unified DLA interface for warfighters throughout the US PACOM area of responsibility, integrating DLA support within the region and reaching back to other DLA activities in the continental United States for logistics solutions. Website: <https://www.dla.mil/Pacific/>

DLA CENTCOM & SOCOM integrates and synchronizes DLA enterprise operations in the USCENTCOM and USSOCOM areas of responsibility. The organization provides support to the warfighters and the DLA enterprise with credible, reliable and timely information about DLA capabilities and warfighter requirements along with providing command and control in the USCENTCOM area of operations. Web site: <https://www.dla.mil/CENTCOM-SOCOM/>