



DEFENSE LOGISTICS AGENCY

Customer Service Analytics



How can Logistics Engagement help you understand your customers better?

Customer Service Analytics

Our analysts will compile information from customer interactions with the DLA Customer Interaction Center (CIC) and other DLA forward facing entities and derive Customer Analysis Report and Engagement Summaries (CARES) or other specialized reports based on your needs.

Here are a few key questions our reports can help answer:

- Who is calling and what are they calling about
- What DLA training could benefit your customers
- How is your organization interacting with DLA
- Is DLA assisting you in resolving your lifecycle logistics concerns

What does a DLA Customer Service Analytics report do?

- Identify key pain-points or areas where Logistics Operations may provide tools and/or training to organizations within Department of War (DOW)
- Improve awareness and increasing self-sufficiency, resulting in an overall cost avoidance for DOW

What is the DLA Customer Service Analytics report?

- Number of interactions within a given timeframe
- Available by DODAAC, COCOM, country, state or individual caller
- Easy to read map and graphs
- Associated National / NATO Stock Numbers
- Data Interpretation

How to request a DLA Customer Service Analytics report?

Simply email your questions or request to: **CSM Analytics Group** – csmanalyticsgroup@dlamail and an analyst will be happy to assist you. Requested reports generated by the Customer Analytic team will be “CUI” due to data elements presented.”



What DLA Offers – The Defense Logistics Agency manages the end-to-end global defense supply chain -- from raw materials to end user disposition -- for the five military services, 11 combatant commands, other federal, state and local agencies partner and allied nations. DLA offerings include Equipment Disposition, Document Services, Products and Materials, Services, and Programs. <https://www.dla.mil/What-DLA-Offers/> --- DLA's Customer Interaction Center is staffed 24/7. You can contact the center via email at dlacustomercenter@dlamail or toll-free 1-877-DLA-CALL (2255).

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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. Website: <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 Repairable 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. Web site: <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/>