



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 logistics issues from acquisition to disposition.

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

CUSTOMER SUPPORT

- Dedicated professional staff available 24 hours a day, 7 days a week including Government holidays
- Customer Contact Methods
 - ▶ E-mail: dlacontactcenter@dla.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 Aviation, headquartered in Richmond, Virginia, DLA Aviation delivers airpower solutions. As such, we strive to deliver excellence in performance and responsiveness in support of our worldwide customer network. It is the U.S. military's integrated material manager for more than 1.8 million national stock number items, industrial retail supply and depot-level reparable acquisitions. DLA Aviation plays a pivotal role in supporting our Army, Air Force, Marine Corps, Navy, and Space Force services by providing targeted solutions and full-spectrum logistics support. Website: <https://www.dla.mil/Aviation/>

DLA Disposition Services, headquartered in Battle Creek, Michigan, receives excess, obsolete, and unserviceable DOD property, providing ultimate disposition through reutilization, transfer, donation, and sales. DLA Disposition Services sales generated approximately \$84 million of revenue in FY2018, offsetting operational costs. Website: <https://www.dla.mil/Disposition-Services/>

DLA Distribution, headquartered in New Cumberland, Pennsylvania, provides 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 Land and Maritime, headquartered in Columbus, Ohio, is the Land and Maritime supply chain for the DLA. As such it is one of the largest suppliers of weapon systems spare parts that support land-based and maritime weapon systems; manages almost 2.5 million spare and repair parts and supports 2,000 weapon systems and more than 23,700 customers throughout the military services, civil agencies, and other DOD 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 DOD'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 eB 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. Web site: <https://www.dla.mil/EuropeandAfrica/>

DLA Indo-Pacific is the agency's primary liaison to U.S. Indo-Pacific Command, U.S. Forces Korea, U.S. Forces Japan and Alaska Command. DLA Indo-Pacific provides a unified DLA interface for warfighters throughout the USINDOPACOM 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/>