

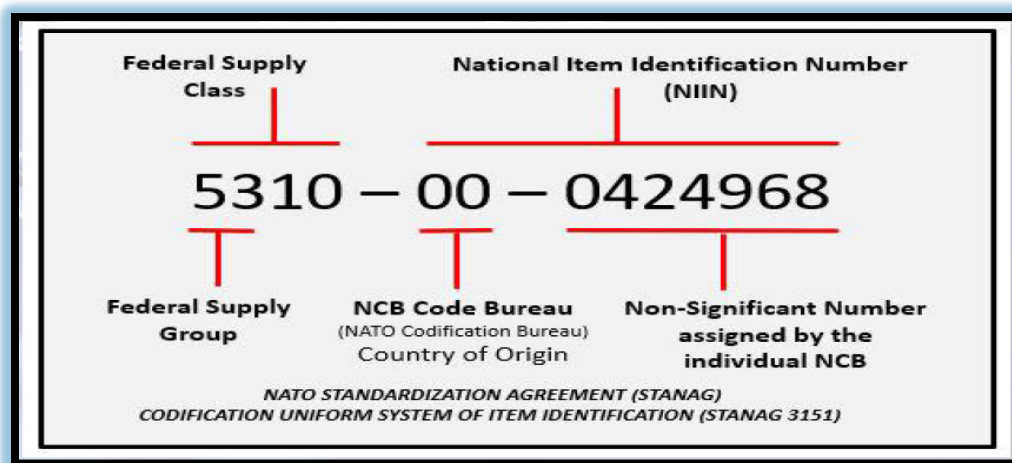


# DEFENSE LOGISTICS AGENCY

## National/NATO Stock Number (NSN) Assignment



**NSN** is the official label applied and must be assigned to any item subject to repetitive procurement, storage, distribution within the DOD and Federal Government. Centrally managed items will be named, described, identified, classified, and numbered (cataloged) in the Federal Catalog System (FCS) or NATO Codification System (NCS). Whenever a new weapon system is developed, the DOD Component responsible for the new weapon system will identify the spares needed to maintain the weapon system throughout the life cycle. Spares that do not have NSNs assigned are identified and requests for NSN assignment are sent to the Logistics Information Services by the DOD Component. In turn, the Logistics Information Services processes the requests by assigning new NSNs. Other materials not tied specifically to a weapon system, may require the need for NSN assignment as well. When a NSN is assigned to an item, data is assembled to describe that item. NSN Data elements include information such as an Item Name, manufacturer's CAGE and part number (reference number), unit price, and physical and / or performance characteristics. NSNs are an essential part of the DOD Supply Chain used in acquisition, managing, moving, storing, and disposal of material. 10 USC Chap 145, 41 CFR Subpart 101-30.3 and DoDM 4100.39 (FLIS) – Cataloging Items of Supply, and DoDM 4140.01 – DoD Supply Chain Materiel Management Procedures, and NATO Manual on Codification (ACodP-1).



**Each DOD Component has designated personnel with decision making authority for NSN assignment requests:**

Army, Navy, and Marine Corps have designated Provisioners and / or Material Master Cells with this responsibility.

Air Force has Provisioners and designated personnel referred to as Cataloging Managers (CATMs) or Cataloging Focal Points at each Air Logistics Center.

**Manufacturers and Suppliers can solicit and offer items for sale through various DOD and Federal web sites:**

DLA: <https://www.dla.mil/Small-Business/>

Army: <https://osbp.army.mil/Small-Business/How-to-Do-Business-with-the-Army>

USMC: <https://www.marcorsyscom.marines.mil/Work-With-Us/Office-of-Small-Business-Programs/>

Navy: <https://www.secnav.navy.mil/smallbusiness/Pages/programs.aspx>

Air Force: <https://www.airforcesmallbiz.af.mil/>

Office of Secretary of Defense: <https://www.acq.osd.mil/doing-business.html>

GSA: <https://www.gsa.gov/sell-to-government?topnav=sell-to-government>

Manufacturer and Suppliers can also respond to solicitations for bid at: <https://sam.gov/content/home> and <https://www.dibbs.bsm.dla.mil/>

# 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 Services, Federal Agencies, State and local governments, government contractors, allied foreign military and the general public.

Email: [dlacustomercenter@dla.mil](mailto:dlacustomercenter@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](mailto: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](mailto: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](mailto: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 Department of Defense, other Federal Agencies, Civilian Agencies and International Allies. Cataloging serves as the foundation of the DOD supply chain, ensuring information is provided in a way that allows supported activities to easily understand and utilize information.

Email: [dlacustomercenter@dla.mil](mailto:dlacustomercenter@dla.mil) Web: <https://www.dla.mil/HQ/LogisticsOperations/Services/FIC>

### Demilitarization

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

Email: [dcmo@dla.mil](mailto: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: [dlacustomercenter@dla.mil](mailto:dlacustomercenter@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), DOD, Federal Agencies, and International Allies ensures data is available and actionable for military supply chains worldwide.

Email: [dlacustomercenter@dla.mil](mailto:dlacustomercenter@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](mailto:ncbus@dla.mil) Web: <https://www.dla.mil/HQ/LogisticsOperations/Services/FIC>

## LOGISTICS APPLICATIONS – ACQUISITIONS PRODUCTS AND SERVICES:

FedMail  
FED LOG®  
PUBLOG®

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: [dlacustomercenter@dla.mil](mailto:dlacustomercenter@dla.mil)

Visit us at:

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