



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
 - Commercial Fax: 269-704-7930
 - ▶ 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/CustomerSupport/Resources/Self-Help/Tracking/>
- ❖ Federal Logistics Information System Web inquiry (WebFLIS) Web site:
<https://www.dla.mil/does/webFlis>
- ❖ Federal Logistics Data (FED LOG) Web site:
www.dla.mil/does/FEDLOG
- ❖ Public Logistics Data (PUB LOG) Web site:
www.dla.mil/does/PUBLOG

Supply Inventory, Purchasing, Shipping Status, and Printing Services

- ❖ FedMall - DLA Orders Web site:
www.dla.mil/info/fedmall
- ❖ DLA Data Production Operation Web site:
<https://www.dla.mil/HQ/InformationOperations/DocumentServices.aspx>
- ❖ Integrated Data Environment (IDE)/Global Transportation Network (GTN) Convergence (IGC) program Web site:
<https://www.igc.ustranscom.mil/igc/>
- ❖ The Distribution Standard System (DSS) Material Tracker Web site:
<https://dssweb-prod.dla.mil/materialtracker/>

Logistics Support for the United States Military Services Web site:

<https://www.dla.mil/CustomerSupport/WarfighterSupport/>

Visit us at:

<http://www.dla.mil/CustomerSupport.aspx>



DEFENSE LOGISTICS AGENCY

DLA ORGANIZATIONS

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: <http://www.dla.mil/>

DLA MAJOR SUBORDINATE COMMANDS (MSCS)

DLA Land and Maritime, headquartered in Columbus, Ohio, is the primary source for over 420,000 repair parts and 1.5 million operating supply items, for land and sea-based weapon systems. They provide product testing, engineering, and technical support to the Military Services. Furthermore, the DLA Land and Maritime Supply Chains provides logistical services directly to Navy shipyards, Army and Marine Corps industrial sites.

Web site: <http://www.dla.mil/LandandMaritime/>

DLA Aviation, headquartered in Richmond, Virginia, is the primary source for over 1.1 million repair parts and operating supply items for more than 1,340 major weapon systems. The DLA Aviation Supply Chain provides mapping, kitting, chemical, petroleum packaging, gases, cylinder, engineering, sustainability, ozone depleting substances reserve, and industrial plant equipment services.

Web site: <http://www.dla.mil/Aviation/>

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: <http://www.dla.mil/TroopSupport.aspx>

DLA Distribution, headquartered in New Cumberland, Pennsylvania, is responsible for the receipt, storage, issuance, packing, preservation, and transportation of more than 4 million items worldwide. It operates a network of 26 distribution centers around the world that provide timely and quality support to the Warfighters. Its Global Stock Position Plan ensures rapid distribution of critical military items.

Web site: <http://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.

Web site: <http://www.dla.mil/Energy/>

DLA Disposition Services, headquartered in Battle Creek, Michigan, receives excess, obsolete, and unserviceable (EOU) DOD property, providing ultimate disposition through reutilization, transfer, donation, and sales. DLA Disposition Services sales generated approximately \$84 million of revenue in FY 2018, offsetting operational costs.

Web site: <http://www.dla.mil/DispositionServices/>

OTHER SERVICE ACTIVITIES

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.

Web site:

<http://www.dla.mil/HQ/Acquisition/StrategicMaterials>

Logistics Information Services mission is to develop logistics data strategies for creating, obtaining, managing, and integrating logistics data for dissemination to support the Department of Defense (DOD), Federal agencies, and the North Atlantic Treaty Organization (NATO) operational supply chain needs and defense objectives.

Web site:

<https://www.dla.mil/HQ/LogisticsOperations/Services/FIC/>

DLA Data Production Operation has a mission to transform the Department of Defense (DOD) from a high volume printing to an on-demand and on-line document printing, electronic content and records management. They provide a full portfolio of document services ranging from traditional offset printing, through on-demand output to on-line document services.

Web site:

<http://www.dla.mil/HQ/InformationOperations/DocumentServices.aspx>

Defense Automatic Addressing System (DAAS) designs, develops, and implements logistics solutions that improve customers' requisition processing and logistics management processes worldwide. They receive, edit, and route logistics transactions for the Military Services and Federal Agencies.

Web site:

<http://www.dla.mil/HQ/InformationOperations/Offers/Services/transaction-Services/>

Enterprise Business Standards Office facilitates continuous enterprise integration process improvements to logistics management and operations.

Web site:

<http://www.dla.mil/HQ/InformationOperations/DLMS/>

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: <http://www.dla.mil/EuropeandAfrica/>

DLA Indo-Pacific is the agency's primary liaison to U.S. Pacific Command, U.S. Forces Korea, U.S. Forces Japan and Alaska Command. DLA Pacific provides a unified DLA interface for warfighters throughout the USPACOM 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: <http://www.dla.mil/Pacific.aspx>

DLA CENTCOM & SOCOM integrates and synchronizes DLA enterprise operations in the USCENCOM and USSOCOM areas of responsibility. The organization provides supported 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 USCENCOM area of operations.

Web site: <http://www.dla.mil/CENTCOM-SOCOM/>