



Defense Logistics Agency

Logistics Information Services

As a business service activity of the Defense Logistics Agency, Logistics Information Services mission is to enhance global defense readiness through logistics information. Logistics Information Services accomplishes its mission by optimizing the effectiveness and efficiency of the Department of Defense (DoD) supply chain. We provide interoperable, integrated logistics data and enterprise IT solutions for the Military Services, DoD, Federal agencies and international partners. Services provided include the management of the Federal Catalog and Joint Certification Program.

Logistics Information Services is designated as the United States (U.S.) National Codification Bureau and represents the U.S. on the North Atlantic Treaty Organization Allied Committee 135 responsible for cataloging policy that governs the NATO Codification System.

Logistics Information Services is responsible for the operation of the DLA Customer Interaction Center (CIC). The DLA CIC is your "One Call Resolution" point of contact for all logistics issues related to DLA. The DLA CIC is staffed 24 hours a day, 7 days a week, including Government holidays. Dedicated, knowledgeable agents are standing by to provide real time answers to your real world logistics needs.

Major Business Services:

- DLA Customer Interaction Center (CIC)
- Federal and International Cataloging (Assign the NSN)
- Logistics Applications (Distribute the Data)
- Customer Outreach (Share the Data)
- Training and Reference (Understand the Data)
- Demilitarization Code Validations (DEMIL)
- Joint Certification Program (JCP)

<https://www.dla.mil/HQ/LogisticsOperations/About/Organizations/LogisticsInformationServices/>



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, with 315K contacts in 2017 leveraging 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: dlacontactcenter@dla.mil Web: <http://www.dla.mil/CustomerSupport.aspx>

Training

Logistics Information Services offers comprehensive training and education on several DLA products and services. Many of our courses offer classroom instruction as well as delivery by Computer Based Training (CBT), Web Based Training (WBT), Satellite/VTC Training, and Webinar. Tailored courses are developed to meet individual service or agency needs.

Email: dla.tng@dla.mil Web: <https://www.dla.mil/HQ/LogisticsOperations/TrainingandReference/>

DLA Customer Analysis Report & Engagement Summary

The Customer Relationship Management (CRM) Analytics team 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 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, E-mail, and Face-to-Face engagement to represent DLA to high/mid level, product user and private industry customers worldwide.

Email: customeroutreach@dla.mil Web: <https://www.dla.mil/HQ/LogisticsOperations/Services/CustomerOutreach/>

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: dlacontactcenter@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: dlacontactcenter@dla.mil Web: <https://www.dla.mil/HQ/LogisticsOperations/Services/FIC/DEMILCoding/>

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: dlacontactcenter@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, FedMall), DOD, Federal Agencies, and International Allies ensures data is available and actionable for military supply chains worldwide.

Email: dlacontactcenter@dla.mil Web: <http://www.dla.mil/HQ/InformationOperations/Offers/Products/LogisticsApplications.aspx>

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

LOGISTICS APPLICATIONS – ACQUISITIONS PRODUCTS AND SERVICES:

FedMall	DLA Map Catalog
FED LOG	WebFLIS
PUB LOG	Joint Certification Program (JCP)
PUB LOG FLIS Search	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 / 269-704-7930 (fax)

Defense Switched Network (DSN): xx-877-352-2255

Email: dlacontactcenter@dla.mil

Visit us at:

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