



THE CUSTOMER CONNECTION



A bi-monthly newsletter for logistics professionals to assist and support customers

DLA Headquarters CENTCOM & SOCOM Europe & Africa Indo-Pacific
Weapons Support Troop Support Energy Distribution Disposition Services

Volume 14 Issue 1

January/February 2026

DLA MISSION

Drive and sustain Warfighter readiness by delivering unmatched global support as the Nation's Logistics Combat Support Agency.

DLA VALUES

Respect, Trust, Service, Excellence, and Innovation

[DLA Weapons Support](#)

[DLA Energy](#)

[DLA Troop Support](#)

[DLA Distribution](#)

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REGIONAL COMMANDS
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www.dla.mil

Make AI Part of Your Workday

In a memo dated Dec. 10, 2025, the Secretary of War Peter Hegseth introduced the artificial intelligence platform [GenAI.mil](#) to DOD workforce employees and encouraged them to begin using immediately. According to the memo, Google Gemini, is a frontier AI application that can be used to write documents, ask questions, conduct deep research, format content, and unlock new possibilities. Gemini is the first of several enterprise AI applications that will be rolled out on the GenAI platform.

DLA also launched its own GPT capability [LOGGIE](#). Loggie uses Google Gemini and has access to DLA-centric information such as policies and issuances. DLA data can be safely uploaded and includes CUI. PII or PHI, however, is not allowed. Loggie can be used to write documents, ask questions, conduct research, and format content. Developers are still working to integrate additional DLA data.

Additionally, Copilot Chat (not the licensed version) can be used to assist with writing better emails, reports, summaries, and presentations. It is not connected to any DLA data or web search, but it can be helpful with the information provided by the user. Copilot Chat is approved for CUI documents, but no PII/PHI.

Using good prompts provides the best results with these AI tools. Visit [prompt engineering tips](#) in LOGGIE or watch this [video](#) to learn the basics.

Employees should review the AI Rules of Behavior outlined in the [Generative AI Guidance Memo](#) before using AI tools.

Reminder: Traditional search and GPT have different purposes. Use a traditional search when you need to find facts, sources, or real-time info. Use these GPTs when you need to create drafts, summaries, ideas.

NIPRGPT Sunset

NIPRGPT is no longer available due to the launch of the Department of War's new AI enterprise capability - GenAI.mil. DLA employees can contact the DAF CDAO saf.cndi.workflow@us.af.mil for concerns or issues. More information is at NIPRGPT SUNSET FAQs: <https://chat.niprgpt.mil/resources/niprgpt-transition-faq>. Access the GenAI.mil tool at <https://genai.mil>.



For access, click on the Genai icon on your desktop and select Gemini.

LOGGIE

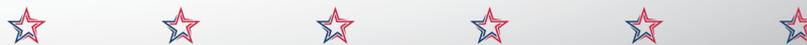
The Loggie button can be found in the top right corner of the DLA Connect page.



Access CoPilot Chat by clicking on Apps on the left side in the TEAMS desktop.



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2025 GCFS: It's a Wrap

The DLA Customer Support directorate hosted a successful three-day virtual Global Customer Facing Summit (GCFS) in November bringing together more than 200 DLA customer-facing personnel from around the world to collaborate, learn, and share insights on critical logistics topics.

The agenda featured topics designed to further strengthen the knowledge and abilities of customer-facing personnel. Agenda items included an overview of the Customer Service Management (CSM) process and platform, a military service integration brief, and a Nuclear and Space Enterprise Support Office presentation. Other sessions included an in-depth overview on Class I, II, III, and XII supplies, available logistics training courses, the weapon systems support program and engineering support requests. The event also included a demo of the www.dla.mil/Customer-Support/CFP-Toolbox/.

First-time attendee Michael Harris-Smith remarked on gaining valuable insights into the 339 processes and the CSM training. He also added that he appreciated hearing the presenters from the different MSCs about their daily operations, processes and pitfalls. Harris-Smith praised the preparedness, enthusiasm and expertise demonstrated by the presenters.

Similarly, Dennis Hoover, also attending for the first time, noted that the overview of different classes of supply was particularly beneficial.

"Even with my experience as a UCAS and the broad knowledge required for that role, the summit provided a valuable refresher on the diverse support we can offer our customers," he said.

He added that he was also excited to see the new features coming to CSM and how AI is being used to make jobs easier and improve customer support.

Plans are to hold the virtual event on a reoccurring basis.

Note: DLA Distribution was not able to present at the summit, however, they are participating in the DLA Lunch and Learn Session on Feb. 3, 2026 via TEAMS. See the complete schedule on page 4.

DLA CATALOGING

The Federal Logistics Information System (FLIS) is used worldwide for logistics information and to access the data behind the National Stock Number (NSN). Together, FLIS and the NSN make sense of the often confusing array of suppliers and supply parts, and provides affordable readiness and reduction of total ownership cost.

Assigning a NSN is a detailed process consisting of 12 tasks.

- Item Name Assignment
- Federal Supply Class
- Item Identification
- Item Entry Control
- Technical Data Validation
- Provisioning Support
- Data Recordation and Maintenance
- Cataloging Tools
- Supply Support Request Processing
- Data Dissemination
- Cataloging Procedures and Systems
- Cataloging Policy

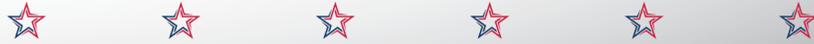


SDDC renamed ARTRANS

Army Secretary Dan Driscoll officially redesignated the Military Surface Deployment and Distribution Command (SDDC) as the U.S. Army Transportation Command (ARTRANS) September 24, 2025. [ARTRANS](#) is the Army service component command to the U.S. Transportation Command and a major subordinate command of the U.S. Army Materiel Command.



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Weapon Systems

The Weapon Systems Support Program (WSSP) provides analysis tools and intensive management techniques for the service Weapon Systems. The system provides visibility of National Stock Numbers (NSNs) by weapon system and allows NSN ranking to support enhanced management of items by weapon system criticality and NSN essentiality to the weapon system mission.

The Services owning the weapon systems provide the level of criticality for each. DLA makes final determination of criticality group assignment for overall support of the systems and NSNs within the WSSP. WS coding is critical to stocking & levels setting decisions.

DLA and the services partner together to support the Warfighter and provide resources for readiness support.

WSSP mailbox: wssp.support@dla.mil

WSSP website: <https://origin-today-p.dla.mil/LogisticsOperations/WeaponSystemsSupportProgram/Pages/WSSP-Home.aspx>

Find Tech Data in cFolders

Vendors may find DLA's Collaboration Folders (cFolders), which contain non-restricted technical data or drawings, helpful when bidding on open solicitations.

- Technical data (i.e. technical drawings) for open DLA solicitations are posted to DLA cFolders.
- To access cFolders, suppliers will need to first obtain a DLA Internet Bid Board (DIBBS) account. Upon creation of a DIBBS account, suppliers can then establish a cFolders account.
- To establish a cFolders account go to the DIBBS Home Page, select the DLA Collaborations Folder link <https://pcf1x.bsm.dla.mil/cfolders/> and follow the instructions for establishing a cFolders password and user ID.

Upon cFolders account creation, suppliers have access to *non-restricted* tech data. Access to *restricted* technical data requires an enhanced [JCP](#) certification.

To learn more about how to do business with DLA visit:

www.dla.mil/Small-Business/

WebFLIS® 4.0 Update

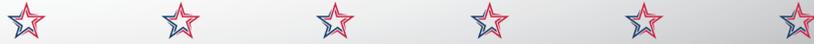
Now scheduled for release in February 2026, WebFLIS® 4.0 will have a new look, feel, and enhanced functionality for users. It will employ an ICAM compliant authentication solution using DLA's single sign-on on OKTA. WebFLIS® 4.0 leverages modern, AI-driven search capabilities to provide a more intuitive user experience. The new version uses a single field "universal" search and "filters" much like e-commerce sites. Users include: military services, federal employees and contractors, whole of government, foreign nationals working for the U.S. Government and foreign military sales/NATO.

WebFLIS® 4.0 registration began in October 2025 for beta testers and will open to all users in February 2026. Registration for legacy WebFLIS® will also end at that time. ICAM is a zero-trust platform. Existing accounts cannot be transferred to the new system. **ALL EXISTING WEBFLIS® USERS MUST REGISTER FOR WEBFLIS® 4.0.** Legacy WebFLIS® will remain available until 1 Apr 2026, affording users 60 days to establish their account and transition to using WebFLIS® 4.0. Requests for WebFLIS® 4.0 accounts will still be submitted through AMPS. Users can access WebFLIS® 4.0 through the direct URL, or users may go to the DLA SSO website and log in by selecting the WebFLIS® tile or icon.

Watch the Legacy WebFLIS® Home Page for further updates. <https://www.dla.mil/Information-Operations/Services/Applications/WebFLIS/>.



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CIIL Link now on DLA Today

In July 2025, DLA Intelligence and Security released the overarching DLA Critical Information Indicators List (CIIL). The CIIL is a comprehensive, living document that provides the DLA workforce with unclassified, mission-specific information and indicators that require an additional layer of handling and dissemination controls. The intent is to prevent adversaries from acquiring and exploiting our data, compromising mission effectiveness and warfighter safety.

Located under the “Business Operations” dropdown menu of the DLA Today intranet site, DLA personnel can now click on the “DLA CIIL” link. This action directs users to the DLA/DI&S OPSEC page, where the DLA CIIL PDF can be accessed by clicking the first link on the page.

DLA/DI&S appreciates all the feedback received on the new DLA CIIL, especially the constructive comments on ways to improve the list in the future. Users can submit feedback on the CIIL or request further information by sending an email to dlaopsec@dla.mil.

SSI/CAM, WSR/CSR Crosstalk

The DLA J3 Customer Support Division’s analytics team presents a wide range of topics for DLA Customer Facing employees twice a year via their virtual Crosstalk. Topics include DLA products and services as well as other pertinent customer-facing subjects. Targeted at DLA customer-facing offices (such as Customer Support Reps, Warfighter Support Reps, and LNOs) that interact with our external clients, the hour-long event facilitates the sharing of ideas and concerns.

Send an email to csmanalytics@dla.mil for the link to the Crosstalk, or with suggestions for future topics.

Save the date!

April 29, 2026 1300 EST

Lunch and Learn Schedule

The DLA J3 Customer Support Division hosts a series of short, virtual lunch and learn sessions the first Tuesday of every month that **start promptly at 12:30 EST**. The programs are geared specifically for DLA customer-facing and uniformed personnel.

The TEAMS link will be sent out approximately 1–2 weeks prior to the program. If you do not receive the link, please email customeroutreach@dla.mil.

2026 Schedule

- 03 JAN FED LOG[®] overview
- 03 FEB Distribution Topics
- 03 MAR Overview of Training Courses
- 07 APR FedMall Orders overview
- 05 MAY WebFLIS[®] 4.0 overview
- 02 JUN Price Challenge
- 07 JUL Technical Data Interpretation overview
- 04 AUG WebVLIPS Course overview
- 01 SEP DEMIL Codes
- 06 OCT Provisioning
- 13 OCT NSN Assignment
- 20 OCT NSN Segments/LDI Course
- 03 NOV WSDC Concept and Assignment
- 01 DEC The Disposition Process



Benefits of attending the L&L session include: tools to aid you, or your customers, training opportunities for your staff, maintain system and program awareness, and visibility of modernization efforts within platforms. Time is also allotted for any specific questions you may have.



DLA LOGISTICS POLICY AND STRATEGIC PROGRAMS (J34)

Federal and International Cataloging

Visit: [Federal and International Cataloging \(dla.mil\)](https://dla.mil)

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RGT to Replace E-Cat

The Request Generation Tool (RGT) is set to replace the Electronic Cataloging (E-Cat) tool which sunsets in the coming months. The new RGT tool allows registered users to submit cataloging related requests to DLA including new NSNs and NSN maintenance related requests, among others. The sunset of E-Cat and launch of RGT provides many benefits. They include:

- **Effortless Update Requests** – NSN data auto-populates, ensuring accuracy and saving time.
- **Streamlined Mass Load** – Create a simple template, upload it instantly, and skip the hassle of manual data mapping.
- **Immediate Error Detection** – Required fields are clearly flagged, with errors surfaced right away instead of at the end.
- **Smart Timeout Control** – The system only times out when truly inactive, recognizing when data entry is in progress.
- **Enhanced Request Details** – Add website URLs with comments to provide additional context and supporting information.
- **Robust On-Screen Inquiry** – View a comprehensive life cycle path of each request directly entered into the RGT.

The DLA Logistics Operations Training Branch demonstrated the new RGT system, which is in its final stages of development in December. To receive a link to the presentation, contact dla.tng@dla.mil. Visit [RGT DEMO FAQ](#) for more information.

(Please note that this is not the Medical Electronic Cataloging tool (ECAT).

Annual Price Updates Completed

The DLA Logistics Information Services (J34) successfully updated over 4.8 million Annual Price Updates (APU) for Fiscal Year 2026. These updates provide services and agencies with accurate pricing for budget and procurement planning, minimizing the need for disruptive, out-of-cycle price changes and improving budget forecasting.

Who Assigns an NSN?

The DLA Logistics Information Services, in Battle Creek, Michigan, assigns the majority or most NSNs at the request of the Military Services, certain Federal and Civil Agencies, and International partners. Vendors cannot request an NSN.

Each NSN assigned to an item of supply is the result of a careful review process known as cataloging. Cataloging is the process whereby each item of supply is named, assigned a Federal Supply Class, described to identify all known characteristics and performance data, and ultimately assigned a NSN.

This information is contained and maintained in the Federal Logistics Information System (FLIS), which is managed by DLA Logistics Information Services. Requests for NSNs are initiated whenever a non-stocked item is repeatedly ordered or when a new weapons system is being developed.

Whenever a new weapon system is deployed by a Military Service, the service engages in an upfront review known as a provisioning process. This process identifies all potential spares to ensure weapon system support throughout the life cycle of the weapon system. This step is essential to properly provide support to the warfighter. During the provisioning process all potential spare parts are identified and requests for NSN assignment are submitted to Logistics Information Services.

CNAD Fall Plenary Session

The DLA Logistics Information Services (J34) served as the NATO Allied Committee 135 (AC/135) Representative to the CNAD Fall Plenary Session in Brussels, Belgium at NATO Headquarters, October 29-30, 2025.

Special guests included U.S. National Armaments Director, Hon. Mike Duffey, Under Secretary of War for Acquisition and Sustainment who represented the U.S.

During the event, three CNAD priorities were identified:

- Defense Spending: Ensure 5% target is met
- Defense Production: Increase Defense production while increasing suppliers
- Support Ukraine



DLA LOGISTICS TRAINING COURSES (J31CT)

<https://www.dla.mil/Logistics-Operations/Training-and-Reference/>

Contact the Training Team for questions, registration or course information at:

dla.tng@dla.mil

This extensive Drawing and Technical Data Interpretation course teaches students how to identify the various sections of Engineering Drawings and Blueprints in order to extract characteristics, technical, and identification data.

Drawing and Technical Interpretation

Dates: Feb 4, 2026 1200-1500 EST
Feb 18, 2026 1200-1500 EST
Mar 4, 2026 1200-1500 EST
Mar 18, 2026 1200-1500 EST
Apr 15, 2026 1200-1500 EST

Webinar link: <https://www.zoomgov.com/j/16106091581>

The DLA Map Catalog team hosts this course that covers how to access maps via the traditional standalone edition and the interactive edition on FedMall.

Map Catalog

Dates: Email DLAMapCatalog@dla.mil for upcoming dates.

The Electronic Cataloging (E-Cat) course provides students with a knowledge of how to use the E-Cat system to submit cataloging requests for action. Webinar classes will be held during the following dates and times. No registration is required.

E-Cat / RGT

****Attention: This is not the Medical Catalog (ECAT) training**

Dates: Feb 3, 2026 0900-1200 EST
Mar 4, 2026 1100-1400 EST
Apr 2, 2026 0900-1200 EST

Webinar Link: <https://www.zoomgov.com/j/1603554179>

Note: E-Cat will be replaced by RGT (Request Generation Tool) and taught once RGT is deployed.

FedMall is a government e-commerce acquisition platform. The class teaches students how to search and place orders, manage shopping carts, and check the status of DLA requisitions. The course covers both FedMall Shopping and DLA Orders.

FedMall

Dates: Jan 27, 2026 0900-1200 EST
Jan 29, 2026 1100-1400 EST
Feb 24, 2026 0900-1200 EST
Feb 26, 2026 1100-1400 EST
Mar 24, 2026 0900-1200 EST
Mar 26, 2026 1100-1400 EST

Webinar link: <https://www.zoomgov.com/j/1604247448>

The FED LOG® course teaches students how to retrieve key elements and management data from routine daily research to weapons system support analysis. FED LOG® provides users the ability to access Federal Logistics Information System (FLIS) data during instances when internet connectivity is not available.

FED LOG®

Dates: Feb 18, 2026 0900-1200 EST
Mar 18, 2026 0900-1200 EST
Apr 22, 2026 1100-1400 EST

Webinar link: <https://www.zoomgov.com/j/1608086267>

The ServiceNow Customer Service Management (CSM) application enables users to provide service and support for customers through communication channels such as web, email, chat, and telephonic. Students will understand the life cycle of a case where customer interactions are documented.

CSM

Dates: Jan 28, 2026 1200-1500 EST
Feb 11, 2026 1200-1500 EST
Feb 25, 2026 1200-1500 EST
Mar 11, 2026 1200-1500 EST

Webinar link: <https://www.zoomgov.com/j/16106091581>



Would you like to be added to the Customer Connection email distribution list? Just send an email to: customeroutreach@dla.mil



DLA LOGISTICS TRAINING COURSES (J31CT)

<https://www.dla.mil/Logistics-Operations/Training-and-Reference/>

Contact the Training Team for questions, registration or course information at:

dla.tng@dla.mil

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The LOAC (Logistics Operations Application Course) provides a broad overview of DLA applications and self-help tools to include FED LOG®, WebFLIS®, FedMall, WebVLIPS and IGC applications. Students learn how to apply the apps when conducting logistics planning or research.

LOAC

Dates: Feb 19, 2026 1130-1530 EST
Apr 30, 2026 1130-1530 EST
May 28, 2026 1130-1530 EST

Webinar link: <https://www.zoomgov.com/j/16106091581>

The WebVLIPS/eDASSINQ course teaches students how to run queries using Requisition Numbers, DODAAC/UICs, Transportation Control Numbers along with creating Ad Hoc query reports. WebVLIPS enables customers to track their requisitions or excesses through their entire life cycle.

WebVLIPS

Dates: Apr 1, 2026 0900-1100 EST
Jul 1, 2026 0900-1100 EST

Webinar link: <https://www.zoomgov.com/j/1600726003>

MEDALS is the central index for DOD technical data and allows for the ability to locate engineering drawings throughout the DOD community. This is a basic introduction and covers items such as Part Number, National Item Identification Number, Commercial and Government Entity Code, Document Number and Document Title information.

MEDALS

Dates: Jan 27, 2026 1200-1500 EST
Feb 24, 2026 1200-1500 EST
Mar 24, 2026 1200-1500 EST
Apr 28, 2026 1200-1500 EST

Webinar Link: <https://www.zoomgov.com/j/16106091581>

The Logistics Data Research Techniques (LDRT) course provides students with a basic knowledge of the TIR elements and data definitions through functionality demonstrations of FED LOG® and WebFLIS®. WebFLIS® is taught day one, FED LOG® is taught day two. Webinar classes are held for three hours on both days, for the following dates and times:

LDRT

Dates: Jan 28-29, 2026 0900-1200 EST
Feb 04-05, 2026 1100-1400 EST
Feb 17-18, 2026 0900-1200 EST
Mar 17-18, 2026 1100-1400 EST

Webinar Link: <https://www.zoomgov.com/j/1605424138>

This course teaches you the power of WebFLIS® which provides NSN visibility to more than 16 million items of supply used by DLA, military services, government agencies, and NATO allies.

WebFLIS®

Dates: Jan 28, 2026 0900-1200 EST
Feb 04, 2026 0900-1200 EST
Feb 11, 2026 1000-1300 EST
Feb 17, 2026 1000-1300 EST
Feb 25, 2026 0900-1200 EST
Mar 04, 2026 0900-1200 EST

Webinar link: <https://www.zoomgov.com/j/1608086267>

WebFLIS 4.0 will be taught as soon as it is deployed.

The Defense Demilitarization Program Course (DDPC) is mandatory for DOD Component personnel involved with the DOD DEMIL Program. After successful completion of the DDPC, students are eligible for the Web-based Defense DEMIL Program Refresher Course for a period of one year from DDPC completion date.

DDPC

Dates: Email dla.tng@dla.mil for dates available.

DLA Customer Interaction Center 1-877-DLA-CALL (1-877-352-2255)

DSN CONUS/OCONUS: 877-352-2255 COMM: 269-704-7921

dlacontactcenter@dla.mil <https://www.dla.mil/Customer-Support/>

Open 24 hours every day, including holidays!