



# 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 2

March/April 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](#)

[DLA Disposition Services](#)

REGIONAL COMMANDS  
[DLA INDO-PACIFIC](#)  
[DLA CENTCOM & SOCOM](#)  
[DLA EUROPE & AFRICA](#)

[www.dla.mil](http://www.dla.mil)

## DLA is Source for Drones

The Defense Logistics Agency is taking measures to become the premier unmanned aerial systems (UAS) and counter-UAS procurement source for the Department of War and other federal agencies.

A July 2025 memorandum from the DOW outlined a threefold mission to maintain superiority in UAS operations, which includes bolstering the U.S. drone manufacturing base, arming combat units with low-cost American-made drones, and integrating UAS into all relevant combat training.

In response, DLA Troop Support's Construction and Equipment supply chain, created an online [Drone Corridor Marketplace](#) on [FedMall](#), where customers can purchase DoW-approved UAS, C-UAS systems, accessories and incidental services. The site went live earlier this month.



A central pillar of C&E's initiative is the new [Drone Corridor Marketplace](#), an e-commerce ordering platform operated by the DoW. The marketplace, created in collaboration with DLA's Information Technology office, offers a streamlined process for ordering a wide array of UAS, C

-UAS, and related accessories from the Defense Contract Management Agency's "[Blue List](#)," which certifies that systems are secure, reliable and compliant with the National Defense Authorization Act.

For customers looking for customized systems or capabilities not found within the DCMA Blue List catalog, the C&E REAPr team and suppliers can work with them to build and procure drones that fit their operational demands, said Army Lt. Col. Matthew Szarzynski, C&E executive agent REAPr team member. Visit the complete article at [DLA Today](#). Additional information about ordering UAS can be found on page 3.

SPOTLIGHT

## Drone Dominance

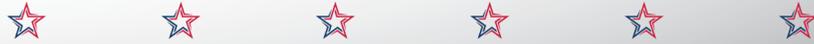
The War Department is unleashing American drone dominance by bolstering the U.S. drone manufacturing base, harnessing the ingenuity of warfighters, arming combat units with low-cost attack drones, and training senior officers to overcome bureaucratic risk-aversion culture in drone procurement and training. Joint Interagency Task Force 401 is leading the way, synchronizing counter-drone efforts and rapid delivery of joint capabilities across DOW.

Visit: [drone dominance](#)

PEOPLE    PRECISION    POSTURE    PARTNERSHIPS



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## 2026 CSM Summit

The virtual DLA Customer Service Management (CSM) Summit, held January 27-29, brought together 65 customer-facing employees to discuss tools and initiatives to enhance customer support. Key topics included the electronic standard operating procedure for consistent case management, the analytics dashboard for actionable insights, and the upcoming launch of the [Customer Experience Office](#) (CXO) to centralize feedback analysis and drive data-driven decisions.

The summit also highlighted the development of the External Customer Portal (ECP), a one-stop shop for inquiries, offering self-service options like dashboards, a virtual agent, and centralized order tracking. Once operational, the ECP is expected to improve resolution times, reduce calls, and enhance customer satisfaction. Despite access challenges, optimism remains high for its transformative impact.

The event reinforced DLA's commitment to leveraging technology and training to deliver efficient and transparent support to its customers.

## DLA FY25 Support

### ARMY

- 444,782 Meals
- 86 Medical Items
- 3,014 Turn-Ins
- 22,466 Uniform Items
- 813 Class IV Items
- 630,137 gallons of fuel

### USMC

- 79,083 Meals
- 15 Medical Items
- 277 Turn-Ins
- 7,123 Uniform Items
- 128 Class IV Items
- 31,507 gallons of fuel

### NAVY

- 225,340 Meals
- 82 Medical Items
- 934 Turn-Ins
- 8,767 Uniform Items
- 630 Class IV Items
- 3,013,699 gallons of fuel

### AIR FORCE

- 114,556 Meals
- 88 Medical Items
- 1,063 Turn-Ins
- 7,397 Uniform Items
- 355 Class IV Items
- 4,109,589 gallons of fuel

\*Source: [DLA 101](#)

## DLA Energy Training



### FuelsTraining®

Did you know that [FuelsTraining](#) is a great resource for DLA Energy training? The site provides access to: Technical Guides and Instructions, Publications, Instructional Videos, Training courses, and DLA Energy POCs.

Access to FuelsTraining is restricted and users must create an account to view the information.

### Here's What's Trending on FUELSTRAINING

- FuelsManager® Defense v9 Quick Start
- FMD 8 Base Level Accounting Process to FMD 9
- DLA Energy P-7
- DLA Energy AIR Card User Training
- Investigating Fuel Gains and Losses CBT
- DLA Energy AIR Card Program Accountable Official (AO) Training
- Demand Planning Collaboration
- Gauging for Physical Inventory



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## SOE Drone Procurement

The DLA Special Operations Equipment (SOE) TLS Program supports nearly all Unmanned Aerial Systems (UAS), C-UAS, and accessories. The program has the ability to leverage its vendors to provide possible solutions for your mission need by canvassing industry.

The SOE TLS Program also supports incidental services needed to use the supply item such as training for a UAS, or installation of a C-UAS system. Incidental services must be ordered at the same time as the supply items they support.

Registration in the SOE TLS Program is required. To begin the process, complete the [Customer Registration/Bidwiser FOPOC designation Form](#). Registration requires a valid DoDAAC, a Customer POC, and a Financial Office Point of Contact (FOPOC). These [instructions](#) (PDF) detail the FOPOC requirement. Send the completed form to [SOECustomerRegistration@dla.mil](mailto:SOECustomerRegistration@dla.mil).

Complete registration instructions and more information can be found at [SOE TLS Program](#).



## Did you miss the February Customer Connection Lunch and Learn about DLA Distribution?

This informative session covered consolidating and containerizing material, markings and packaging, frustrated cargo, TRANSCOM, and UMIPS compliance. Email [customeroutreach@dla.mil](mailto:customeroutreach@dla.mil) to receive the slides and recording.

## Deployment Handbook

The [Contingency and Disaster Relief Operations Commodity Self-Help Book](#) contains information on DLA and other agency -managed materials, programs, and information that can be used to supplement information available on the DLA Enterprise web sites and other DOD/Federal Agencies.

The Self-Help book provides Material and National Stock Number (NSN) level of detail for critical supplies, equipment, products, and services that can be used for planning and execution of tasks in support of Contingency and Disaster Relief Operations. Use WebFLIS®, FED LOG®, DLA EBS-MM03, SCS, One Touch, FedMall-DLA Orders and / or WebVLIPS to view the NSN's Total Item Record, the IMM, and the current information regarding the order fulfillment/procurement status details of the NSN.

The Self-Help book drills down and provides links to the various supply items. Below is a screenshot of some the detailed information and links available when deploying.

**CONTINGENCY AND DISASTER RELIEF OPERATIONS COMMODITY SELF-HELP BOOK**

- [Subsistence](#)
  - [Ration Programs/Products](#)
  - [Personal Demand Items](#)
  - [Operational Rations Weight & Cube](#)
  - [Field Feeding and Food Equipment](#)
- [Clothing and Textiles](#)
  - [Uniforms and Basic Issue Items](#)
  - [Tents and Shelters](#)
  - [Flags and Guidons](#)
- [Construction and Equipment](#)
  - [Barriers-Bastions - Wall, Protective](#)
  - [Fighting Position/Observation Post Material Build](#)
  - [Ground Stabilizing Products](#)
  - [Maintenance, Repair and Operations](#)
  - [Special Operational Equipment \(SOE\), Diving and](#)
  - [Fire and Emergency Services Equipment \(FESE\)](#)
  - [Lighting, HVAC, and Commercial Hardware](#)
  - [Heavy Equipment Procurement Program \(HEPP\)](#)



Did you know that DLA provided \$102.83M in support to the USFS in FY25?



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## Supply Chain Reference Tool

### DLA SUPPLY CHAINS



STRATEGIC MATERIALS



WEAPON SUPPORT



CLOTHING & TEXTILES



CONSTRUCTION & EQUIPMENT



SUBSISTENCE



MEDICAL



ENERGY



DISTRIBUTION



DISPOSITION

Being the nation’s logistics combat support agency is a complex business. To understand the DLA supply chains and supply chain management, a new resource is available. The 29-page slide presentation includes useful links to DLA commodities, products, services and programs.

The fundamental objective of the DLA supply chain is to understand the requirements, maximize force readiness, and optimize the allocation of joint resources.

DLA’s core logistics functions are deployment and distribution, supply, maintenance, logistics services, operational contract support, engineering, and joint health services.

Email [customeroutreach@dla.mil](mailto:customeroutreach@dla.mil) to receive a digital copy.

## Data Integrity

To receive the most accurate support from the DLA Customer Interaction Center (CIC), providing a correct National Stock Number (NSN) or National Item Identification Number (NIIN) is essential. Inaccurate submissions, often resulting from human error, outdated information, or miscommunication, can lead to significant delays and incorrect item fulfillment. Before contacting the CIC, please verify the accuracy of your NSN using tools such as [WebFLIS](#)® to ensure a swift and precise response.

For data integrity, it is critical to recognize that numbers sourced from outdated technical manuals (TMs) are frequently unreliable. Always validate NSNs against current, authoritative data sources before submission. Attention to detail is crucial, as even minor errors, such as transposed digits, can prevent the correct identification of an item and delay your request. To ensure accuracy and expedite support, systematically double-check all numerical data prior to your call.

## 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](mailto:dlacontactcenter@dla.mil)

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

*Open 24 hours every day, including holidays!*

*“Our mission carries immense significance. The trust placed in us by the American people is not automatic—it is earned every day through our steadfast adherence to the highest ethical standards. This trust is the foundation of our authority and the cornerstone of our service.”*

*LTG Mark T. Simerly, USA, DLA Director*



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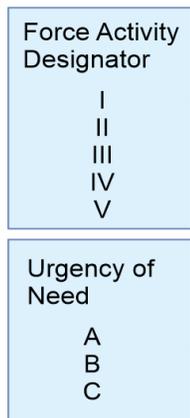
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## Understanding the Shipment Priority Process

### Sustainment Priority Determination

Assigned to Customer by JCS or Designee



Determines PD of Requisitions

Urgency of Need				
F/AD	A	B	C	
I	01	04	11	
II	02	05	12	
III	03	06	13	
IV	07	09	14	
V	08	10	15	

Determined by Customer

Urgency of Need:

- A = unable to perform operational mission
- B = capability impaired to perform mission
- C = scheduled repair or stock replenishment

ICP System

Rank Order Processing of Requisitions in PD Sequence When Assets Limited

- PD tie-breakers:
- OSD/JCS Project Code
- Expedited Handling 999
- NMCS
- May be modified by DSS/ALOC authority

Stock Point System

Depot Processing and Mode Selection

- May be modified by Project Code or RDD or air challenge or prior agreement
- May be modified by DSS/ALOC authority

Transportation System

PD = TP  
 1-3 = 1  
 4-15\* = 2  
 4-15\* = 3

\* Depends on RDD

DoD 4140.1R, App 8  
 CONUS  
 TP 1 = Air  
 TP 2 = Air/surface  
 TP 3 = Surface

DoD 4140.1R, App 8  
 OCONUS  
 TP 1,2 = Air  
 TP 3 = Surface

May be modified by Project Code or RDD.

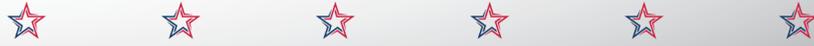
#### Legend

CONUS	continental United States	NMCS	not mission capable, supply
DoD	Department of Defense	OCONUS	outside the continental United States
DSS/ALOC	direct support system/air line of communications	OSD	Office of the Secretary of Defense
F/AD	force/activity designator	PD	priority designator
ICP	inventory control point	RDD	required delivery date
JCS	Joint Chiefs of Staff	TP	transportation priority

\*Derived from J P4-09



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## DLA Connect Virtual Agent

The new [DLA Connect](#) Virtual Agent is a powerful tool designed to streamline day-to-day IT tasks and focused on the mission. We are also committed to refining the Virtual Agent to meet your unique needs. Please provide feedback at [servicenow.ai.enablers@dla.mil](mailto:servicenow.ai.enablers@dla.mil).

**DEFENSE LOGISTICS AGENCY CONNECT**

**VIRTUAL AGENT**

**USE THE AGENT TO:**

- SUBMIT REQUESTS IN SECONDS
- CHECK TICKET STATUSES INSTANTLY
- ACCESS KNOWLEDGE ARTICLES

Please type your request

**ASK QUESTIONS LIKE:**

"HOW DO I REQUEST AN IPHONE?"  
"CHECK IT TICKET STATUS."

CLICK THE CHAT ICON AT THE BOTTOM RIGHT OF YOUR SCREEN TO CHAT WITH THE VIRTUAL AGENT.

## 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](mailto: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](mailto:customeroutreach@dla.mil).

### 2026 Schedule

- 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 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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### FLIS Transformation Hub

DLA is excited to continue advancing the Cataloging Transformation, a critical Digital-Business Transformation initiative pivotal to supporting supply chain operations and DLA's overall strategic plan. This effort reflects DLA's commitment to modernizing and enhancing current legacy systems to better support the mission and our warfighters. The new FLIS system offers significant improvements in how cataloging information is managed and shared, including:

- Enhanced user experience
- Improved data accuracy
- Increased operational efficiency
- Better data integration
- Advanced reporting and analytics
- Scalability to meet our growing needs

In support of this transformation and as we prepare for FLIS Go-Live, DLA is introducing the [Cataloging Transformation Knowledge Hub](#), a central resource for initiative-related information. The site provides access to key materials, including details on the transformation effort, its timeline and training information. As we approach Go-Live, we encourage you to leverage the site to enable a smooth transition and maximize the benefits of the new system.

### Request Generation Tool (RGT) FAQs

Learn more about the new RGT tool by reviewing the [RGT FAQ](#). You will find answers to questions such as: *Are JLCs going away with the upgrade? The priority on requests is either Routine or Emergency – will Accelerate still be something that can happen to a request? and How often do I need to log into RGT to keep my account active?*

### Transformation Go-Live Dates

Upcoming dates for the FLIS Cataloging Transformation are:

- **Go-Live May 6, 2026**
- **System Blackout April 24 -May 5, 2026**

Visit the [Cataloging Transformation Knowledge Hub](#) for the latest updates. The site also includes a section for comments.

### WebFLIS 4.0<sup>®</sup> Update

WebFLIS is set to sunset and will be replaced with the new WebFLIS 4.0. The WebFLIS 4.0 is set to Go-Live on May 6, 2026.

DLA Account Management and Provisioning System (AMPS) review is currently underway to determine if it is possible to transfer all existing WebFLIS registered users to WebFLIS 4.0. This would eliminate the need for users to re-register for WebFLIS 4.0 as previously planned.

### DLA Logistics Training

With the Digital Business Transformation occurring, you may notice differences with some of the logistics courses offered by the J31 Training Team. For example, the E-Cat class has been replaced with RGT (Request Generation Tool). Other changes to occur in the future include WebFLIS<sup>®</sup> progressing to WebFLIS<sup>®</sup>4.0 and MEDALS will be absorbed by the Drawing Interpretations course. The FLIS Portfolio Workbench (FPW) will be replaced with the Input Tool. Structured Query Language (SQL) is being revamped due to FLIS transformation.

For questions about logistics classes, email [dla.tng@dla.mil](mailto:dla.tng@dla.mil). View descriptions at: [Course-Descriptions](#).



## Cataloging Transformation Knowledge Hub

This site is your primary resource for essential information regarding the Cataloging Transformation.

Stay informed with operational updates, gain insights into new capabilities, and find support contacts. Our mission is to ensure a seamless and efficient transition for all personnel.



# 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](mailto:dla.tng@dla.mil)

This extensive Drawing and Technical Data Interpretation (DTDI) 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 Data Interpretation**

**Dates:**

Mar 18, 2026	1200-1500 EST
Apr 15, 2026	1200-1500 EST
Apr 29, 2026	1200-1500 EST
May 6, 2026	1200-1500 EST
May 20, 2026	1200-1500 EST

**Webinar link:** <https://dla.zoomgov.com/j/16271793721>

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](mailto:DLAMapCatalog@dla.mil) for upcoming dates.

The RGT (Request Generation Tool) course provides students with a knowledge of how to use the RGT system to submit cataloging requests for action. Webinar classes are held during the following dates and times. No registration is required.

**RGT**

**\*\*The E-Cat course has been replaced with RGT. The medical ECAT course remains the same.**

Apr 2, 2026	0900-1200 EST
May 5, 2026	1100-1400 EST
Jun 4, 2026	0900-1200 EST

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

## DID YOU KNOW?

Did you know that the training courses are available online or in-person? Each course can be shortened, lengthened or tailored to your needs. There is no charge for classes, but a minimum of 10 for each on-site class is suggested. Contact [dla.trg@dla.mil](mailto:dla.trg@dla.mil) for more information.

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:**

Mar 24, 2026	0900-1200 EST
Mar 26, 2026	1100-1400 EST
Apr 28, 2026	0900-1200 EST
Apr 30, 2026	1100-1400 EST
May 26, 2026	0900-1200 EST
May 28, 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:**

Mar 18, 2026	0900-1200 EST
Apr 22, 2026	1100-1400 EST
May 13, 2026	0900-1200 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:**

Mar 25, 2026	1200-1500 EST
Apr 8, 2026	1200-1500 EST
Apr 22, 2026	1200-1500 EST

**Webinar link:** <https://dla.zoomgov.com/j/16271793721>



# 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](mailto: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:** Apr 30, 2026 1130-1530 EST  
May 28, 2026 1130-1530 EST  
Jul 9, 2026 1130-1530 EST

**Webinar link:** <https://dla.zoomgov.com/j/16271793721>

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:** Mar 24, 2026 1200-1500 EST  
Apr 28, 2026 1200-1500 EST  
May 19, 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:** Mar 17-18, 2026 1100-1400 EST  
Mar 24-25, 2026 0900-1200 EST  
Apr 7-8, 2026 1100-1400 EST  
Apr 22-23, 2026 0900-1200 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:** Mar 17, 2026 1000-1300 EST  
Mar 25, 2026 0900-1200 EST  
Apr 9, 2026 0900-1200 EST  
Apr 23, 2026 1000-1300 EST  
May 7, 2026 0900-1200 EST  
May 14, 2026 1000-1300 EST

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

*WebFLIS 4.0 will be offered once it is available.*

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](mailto:dla.tng@dla.mil) for dates available.



To view the FY26 schedule for all logistics courses, click on [Training Schedule](#).