

Frequently Asked Questions

Q1 – What is BRAC?

A1 - "BRAC" is an acronym that stands for Base Realignment and Closure. It is the congressionally authorized process DoD has used to reorganize its base structure to more efficiently and effectively support our forces, increase operational readiness and facilitate new ways of doing business.

Q2 – What if I am looking for a wheel assembly?

A2 - All wheel assemblies are managed by the TACOM tire and wheel assemblies group. DLA manages tires and down parts. If you are unable to find a POC at TACOM you can reach the DLA tires team at DSCC.TiresTeam@dla.mil

Q3 – Where can I find the latest tire e-Catalog?

A3 - DLIS is the official source for information related to NSN's. EMALL had the functionality to export the tire and accessory catalogs to PDF or Excel, search by size, weapon system, and other characteristics etc. FEDMALL replaced EMALL and at this time, they are still working on a solution to this issue; however, there is no tires catalog functionality now. If you have a specific question or need help matching a tire to a NSN please contact the tires team at DSCC.TiresTeam@dla.mil

Q4 – What does the term Global Tires Program (GTP)?

A4 – Under this contract, a contractor will have the responsibility for procurement, storage, distribution and disposal of tires and tire-related equipment previously under the responsibility of the government. The privatization effort provides the warfighter benefits since they can receive their supplies from a contractor, who will provide direct deliveries of these commodities from their stock. Privatization of aircraft and land tires and tire related equipment will save the DoD money on costs associated with the procurement, storage, maintenance and disposal by placing these requirements on the contractor.

Q5 – When will this Tire Successor take effect?

A5 – On November 09, 2018, took effect on December 01, 2018, goes live for DOD on April 01, 2019, and August 04, 2019 for the Navy. Science Applications International Corporation (SAIC) was awarded a contract for the privatization of all aircraft tires and tire-related equipment.

Q6 – How will this new contract change my ordering process?

A6 – This privatization effort is designed to be seamless to the warfighter. The MILSTRIP ordering processes via Electronic Data Interchange (EDI), Global Combat Support System (GCSS), and FEDMALL will remain intact. DLA Land & Maritime will continue to work with SAIC to ensure there is no gap in customer support. Communications with customers during this process will be the key to creating a successful partnership.

Q7 – What should I do if I have a problem with my order?

A7 - SAIC will be providing a toll-free 24-hour access number (1-855-874-7242) to customers. The toll free number will allow customers to track both requisitions and shipments.

Customers may also track their requisitions and shipments by contacting either their local assigned Customer Support Representative (CSR) or Supply Center designated Customer Account Specialist (CAS). CSR or CAS contact information is available by calling 1-877-DLA-CALL (352-2255).

Q8 – Who do I contact if I have a question on the Global Tires Program ?

A8 - A DSCC Tires Team is dedicated to managing and supporting the aircraft tires contract. For specific contract, supply, or quality related questions pertaining to GTP contact a DSCC Tire Team representative via email at: DSCC.TiresTeam@dla.mil

Q9 – What is SAIC responsible for?

A9 - SAIC is responsible for integrated support for all of DLA's land and aircraft tires and tire related

equipment customers, including worldwide support through customer direct (CD) shipments.

Q10 – What are some of the services that SAIC will offer under this contract?

A10-

- Order Processing and Fulfillment
- Planning
- Quality Control
- Procurement/Purchasing
- Supplier Management
- Item Management
- Finance (Contractor owned inventory)
- Management of the Inventory
- Warehouse Management and Operation
- Transportation Management
- Packaging/Shipment Preparation
- Transportation (CONUS and OCONUS)
- U.S. and Foreign Customs Clearance
- Obsolescence Management
- Customer Support Services
- Data Management
- Environmental, Safety and Occupational Health (ESOH) matters relating to the above Services

Q11- How do I have my Scrap/Retreads picked up?

A11- Fill out the request form found on the SAIC website and forward to SAIC via email or fax to the email or fax number below.

GTP_customersupport@saic.com or Fax: 973-860-1638