

DEFENSE LOGISTICS AGENCY



DOCUMENT AUTOMATION AND PRODUCTION SERVICE (DAPS)



FORMERLY KNOWN AS "DEFENSE AUTOMATED PRINTING SERVICE (DAPS)"
NAME CHANGE OCCURRED IN NOVEMBER 1999

ORGANIZATIONAL HIERARCHY

HEADQUARTERS: MECHANICSBURG, PA

4 REGIONS:

NORTHEAST
PHILADELPHIA, PA

SOUTHEAST
CHARLESTON, SC

SOUTHWEST
SAN ANTONIO, TX

WESTERN
SAN DIEGO, CA



HEADQUARTERS FUNCTIONS

- **Manages Worldwide Mission through:**
 - 105 major field locations and 175 smaller document automation facilities

- **Operates in a Business Like Manner by:**
 - Accounting for all Revenues and Costs
 - Supporting its Mission on a Reimbursable Basis
 - Continuing to strive to:
 - Reduce Costs
 - Increase Revenue
 - Reach new Customers



DIRECTORATES

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- **Budget:** Prepare Program Objective Memorandum (POM), Budget Estimate Submission (BES), President's Budget, and monitor execution and report monthly to DLA Comptroller and DAPS Director and quarterly to OSD Comptroller. Participate in OSD Budget Review Process. Update DLA Performance Contract.
 - **Finance:** Review and analyze Financial Statements, work closely with DFAS-CH, and System contractor to detect and correct inadequate DWAS (DAPS Accounting System) transaction codes and detect erroneous input. Monitor and clear Unmatched Disbursements (UMDs).
 - **Information Technology (IT):** New to DAPS HQ. DAPS is going from "Print" to "Document Management" Business. HQ provides guidance to the field, evaluates new technology, and provide IT solutions for new business.



DIRECTORATES

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- **Business Development:** Three components: Marketing Research and Analysis to understand customer needs, promotion and advertising; Sales staff to sell product and services; and Customer Relationship Management (CRM) to measure customer satisfaction and address customers issues and comments.
 - **Administration:** Prepare personnel action requests for Headquarters; monitor organizational codes for DCPDS and DCPS. Prepare and monitor Travel Orders for HQ and A-76 Team; clear UMDs for Travel, Printing and GSA bills.