



THE DLA DISPOSITION SERVICES QUARTERLY INSIGHT

CUSTOMER SUPPORT NEWSLETTER



JANUARY, 2013
VOLUME I, ISSUE I

Links to Policies/ References

DOD 4160.21-M DEFENSE MATERIAL DISPOSITION MANUAL
<http://www.dtic.mil/whs/directives/corres/pdf/416021m.pdf>

DOD 4160.28-M Vol 1 DEFENSE DEMILITARIZATION: PROGRAM ADMINISTRATION
http://www.dtic.mil/whs/directives/corres/pdf/416028m_vol1.pdf

DOD 4160.28-M Vol 2 DEFENSE DEMILITARIZATION: DEMILITARIZATION CODING
http://www.dtic.mil/whs/directives/corres/pdf/416028m_vol2.pdf

DOD 4160.28-M Vol 3 DEFENSE DEMILITARIZATION: PROCEDURAL GUIDANCE
http://www.dtic.mil/whs/directives/corres/pdf/416028m_vol3.pdf

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Welcome!

Welcome to our new DLA Disposition Services newsletter, the “Quarterly Insight”! This publication is designed with our customers in mind. The goal will be to include lots of valuable information and material that you can use to make working with DLA Disposition Services a better and ultimately a “delightful” experience! Each quarter we will include information about recent policy changes and also attempt to break down various procedures you may find complicated or confusing. We will also highlight different programs and services we offer with each edition. Lastly, we intend to share some of the feedback we are getting from YOU through our customer surveys and more importantly – what we are doing with that feedback. We sincerely hope you enjoy this publication and would welcome any ideas you may have for future editions. Happy reading!

Tina M. Aldrich
Director Customer Support

The Transition to Reutilization Business Integration (RBI)

The transition to our new property accounting system RBI is in full swing! As with any transitional period - questions, concerns, and growing pains are the norm. The RBI team is working diligently on all of these concerns as we all adapt to an updated, auditable, property accounting system. One of the major changes that the customer base is noticing with RBI, is the requirement to create an account to access our web tools. Customers turning in property to our sites using Electronic Turn-in Document (ETID), or who receive property from us through our Reutilization, Transfer and Donation (RTD) program, will need to create an account in AMPS. Instructions are available on our web page at www.disposition-services.dla.mil Click on the CHANGE IS HERE



image. The registration process varies depending on if a customer is a service member, from DLA, or the general public, so be sure to refer to the correct instructions.

Additionally, customers are encouraged to become familiar with the updated RTD page by viewing the RTD presentation, information on Disposition Services special programs such as the Law Enforcement Support Office or Humanitarian Assistance Program are posted here as well. All questions should be directed to the DLA Customer Interaction Center:

1-877-DLA-CALL (1-877-352-2255) or send an email to:

DLACustomerCenter@dla.mil Accessible 24 hours a day, 7 days a week!

Thank you for your patience as we work through this transitional phase.

Disposition Services Lends Support in Hurricane Sandy Relief Efforts



The magnitude of hurricane Sandy required herculean emergency response efforts by local, State, and Federal Law Enforcement Agencies tasked with natural disaster recovery operations. Disposition Services Law Enforcement Support Office acted as a force-multiplier for responding Law Enforcement Agencies by allocating over three-million dollars' worth of equipment that included trucks capable of deep water fording, heavy equipment used to clear roads and remove debris, and generators that restored power, heat, and communications. All property used in hurricane Sandy efforts was acquired as excess from the U.S military; so although the DOD no longer needed this equipment its usefulness lives on in Department of Defense special programs such as the Law Enforcement Support Office.

“The vehicles acquired through the Law Enforcement Support Office provided first responders with access to isolated areas, but perhaps more importantly, with the reassurance that even under severe weather conditions, we would be able to respond to residents in need,” said Rye Police Commissioner William Connors.

Changes With Electronic Turn-in Document

ETID is a Web-based Electronic Disposal Turn-in Document program. Customers may use ETID to prepare, submit, and print turn-in documentation (DD Form 1348-1A, certifications, and labels) electronically. Many changes have taken place in the new ETID format. To mention a couple: Changes in the new ETID system are standardized local stock numbers (LSNs) and scrap stock numbers. They are both time-savers when the customer is familiar with them. More upgrades are planned for ETID, including revised help pages, and a new training version that mirrors the new system so customers can practice creating documents. Below is a link which contains information on ETID's, how to gain ETID access, and changes that have taken place or are planned to take place with the system in the future.

<http://www.dispositionservices.dla.mil/change.shtml>

1. AGENCY USE ONLY (DO NOT WRITE IN THESE SPACES)	2. TOTAL PRICE	3. SHIP FROM	4. SHIP TO
A5J	6522586	FB4835	SX1465
5. QUANTITY	6. UNIT PRICE	7. MARK FOR	8. MARK FOR
EA00001	6522586	NH	NH
9. SUPPLY CENTER ADDRESS	10. DOLLARS	11. UNIT WEIGHT	12. UNIT CUBE
A NAN 6G	6522586	0	0
13. FREIGHT CLASSIFICATION	14. FREIGHT CLASSIFICATION	15. ITEM NAME	16. ITEM NAME
NH	NH	TOOL KIT, PIONEER PL	TOOL KIT, PIONEER PL
17. TOTAL WEIGHT	18. TOTAL CUBE	19. RECEIVED BY	20. DATE RECEIVED
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DD FORM 1348-1A, JUL 91 (EO) ISSUE RELEASE RECEPT DOCUMENT
 1. AGENCY USE ONLY (DO NOT WRITE IN THESE SPACES)
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 11. UNIT WEIGHT
 12. UNIT CUBE
 13. FREIGHT CLASSIFICATION
 14. FREIGHT CLASSIFICATION
 15. ITEM NAME
 16. ITEM NAME
 17. TOTAL WEIGHT
 18. TOTAL CUBE
 19. RECEIVED BY
 20. DATE RECEIVED
 21. RECEIVED BY
 22. DATE RECEIVED

Point of Contact: Yogi Bear Telephone No: 5555555555 This is an APPROVED ETID generated document. (DRM0001)

This is an example of a Disposal Turn-in Document created via the ETID program.



Customer Survey News

Each quarter we send out 12-15 thousand customer surveys and receive written comments about Disposition Services. The survey is delivered via an e-mail link to the Interactive Customer Evaluation or “ICE” tool, where the questions reside. The questions cover five different business areas: Reutilization, the Law Enforcement Support Office (LESO) program, Environmental, Transportation and Property Turn-ins. We started the program in FY12 and considered it a great success as you, our customers, were given a real voice and we were offered an opportunity to learn what issues are most important to you. This is invaluable information as we strive for continuous improvement in our service to the warfighter.

One thing the FY12 surveys consistently showed, is that customers would like to see more photos and better descriptions of property which the disposition services team is working to make possible. There is a pilot study at select Disposition Services locations to test new IPAD technology. The hope is that this will make the process for uploading of pictures easier and faster, and therefore, more routine. The ultimate goal is to have more photos and better descriptions to assist you in your requisitioning decisions.

In our FY13 1st quarter results, as anticipated, there were several concerns voiced about our transition to new systems via our RBI initiative. Comments ranged from customer struggles with system access problems, to not being happy with having to learn the new on-line processes for requisitioning and turning in property to name a few. All ideas for improvement in the new systems have been sent to the RBI program office for review and consideration.

We also noted that many of you would like more training or updated user-friendly training to be made available. We heard you and are currently working to improve training materials available on the web, and will include helpful training tidbits in this newsletter! Also, our Reutilization team is offering additional customer training sessions this month.



End of Year Stats

It's been another banner year for all the military services.

Below are Fiscal Year 2012 statistics. Thanks to everyone for your hard work!

ARMY FY12

USEABLE TURN-INS (Acq Value)	\$13,937,206,272
USEABLE TURN-INS (Line Items)	456,212
SCRAP TURN-INS (Transactions in Lbs)	226,456,677
HAZARDOUS PROPERTY DISPOSAL (Lbs)	79,560,770
REUTILIZATION (Acq value)	\$838,861,824
REUTILIZATION (Line Items)	27,446

AIR FORCE FY12

USEABLE TURN-INS (Acq Value)	\$ 5,178,831,329
USEABLE TURN-INS (Line Items)	158,447
SCRAP TURN-INS (Transactions in Lbs)	62,996,170
HAZARDOUS PROPERTY DISPOSAL (Lbs)	22,294,408
REUTILIZATION (Acq value)	\$ 303,951,241
REUTILIZATION (Line Items)	9,015

NAVY FY12

USEABLE TURN-INS (Acq Value)	\$ 3,445,036,132
USEABLE TURN-INS (Line Items)	165,137
SCRAP TURN-INS (Transactions in Lbs)	49,846,454
HAZARDOUS PROPERTY DISPOSAL (Lbs)	31,376,643
REUTILIZATION (Acq value)	\$ 87,980,307
REUTILIZATION (Line Items)	12,135

MARINE CORP FY12

USEABLE TURN-INS (Acq Value)	\$ 1,726,802,822
USEABLE TURN-INS (Line Items)	59,464
SCRAP TURN-INS (Transactions in Lbs)	43,583,814
HAZARDOUS PROPERTY DISPOSAL (Lbs)	19,230,846
REUTILIZATION (Acq value)	\$ 61,786,595
REUTILIZATION (Line Items)	4,689

Get Your Name on the Board!

The Million Dollar Board was created by Ms. Twila C. Gonzales, Senior Executive Service, Director of DLA Disposition Services to recognize the fiscal diligence of Commands taking advantage of Government excess property requisitioning an acquisition value of a million dollars or more.

Congratulations to the million dollar achievers!!

Click the link below to view the Fiscal Year 2012 Winners!

<https://www.dispositionservices.dla.mil/gov/MillionDollarBoard.pdf>



If you have a question you'd like answered or have topics/suggestions for the newsletter, please email: DLADISPSVCS CustomerFeedback@dla.mil

DLA Disposition Services Contact

ADDRESS:

Hart-Doyle-Inouye Federal Center

74 Washington Ave, N.

Battle Creek, MI 49037-3092

Website: www.dispositionservices.dla.mil

24hr Customer Interaction Center

PHONE: 1-877-352-2255

E-MAIL DLA CONTACTCENTER@DLA.MIL

