



**DEFENSE LOGISTICS AGENCY**

**SELF HELP  
TOOLS**

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*The Defense Logistics Agency has provided supplies to America's fighting forces for 50 years. DLA was, and is, a vital player in America's national security infrastructure.*

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## **Self Help Tools**

DLA's network of customer support personnel stands ready to assist customers place orders or track items. DLA also offers self help tools accessible 24 hours a day.

This booklet is divided into tabs answering frequently asked questions about DLA's ordering programs and instructions on how to access on-line tools to track orders, find status of current or backordered items and how to turn in excess material.

**DLA's Customer Interaction Center  
(CIC) Automated Agent is available  
24 hours a day, seven days a week.**

**Call 1-877-DLA-CALL  
(1-877-352-2255), DSN 661-7766,  
press "1" or say "Auto Agent."**

**The CIC is also available via email:  
dlacontactcenter@dla.mil**

## Customer Links

Customer Support Network **1-877-DLA-CALL**  
Toll-free number for customers to contact DLA.

### **Customer/Military Service Support (.MIL Only)**

DLA's source for customer operations and service support information with the latest information on training, partnering initiatives and how to obtain the DLA Customer Assistance Handbook. Access is restricted to customers with a .mil IP address. All other customers should use [https://headquarters.dla.mil/DLA\\_Customer](https://headquarters.dla.mil/DLA_Customer)

### **DLA Customer Assistance Handbook (.MIL Only)**

Customer's with a .MIL IP address can access the online handbook.

[https://headquarters.dla.mil/DLA\\_Customer/Operations/Publications.aspx](https://headquarters.dla.mil/DLA_Customer/Operations/Publications.aspx)

## Public Sites

### **Customer/Military Service Support**

DLA's source for customer operations and service support information

<http://www.dla.mil/logisticsoperations/Pages>

### **DLA Interactive Customer Evaluation (ICE)**

ICE is a web-based tool that collects feedback on services provided by various organizations throughout DoD.

<http://ice.disa.mil/>

## **DLA Command Chaplain**

Information on ordering Ecclesiastical Supplies for customers outside the Department of Defense.

<http://www.dla.mil/chaplain>

## **DLA Pricing Web site**

Pricing rules, tools and training.

<http://www.dla.mil/Acquisition/Pages/ProcurementIntegrityandPricing.aspx>

## **Law Enforcement Support Office (LESO)**

The LESO transfers excess DoD equipment to federal and state law enforcement agencies.

<https://www.dispositionservices.dla.mil/rtd03/leso>

## **Supplier Assessment and Capability**

This tool used to collect and assess information from DLA's suppliers, helping DLA identify risks and gaps in requirements.

<https://wicap.hq.dla.mil/wicap>

**To access DLA's Customer Support website using your smart phone, point and click tag.**



# We Are DLA

In 2010, many DLA organizations underwent a name change to provide a clearer link to its contributions.

<b>OLD NAME</b>	<b>NEW NAME</b>
Defense Supply Center Columbus	DLA Land and Maritime
Defense Supply Center Philadelphia	DLA Troop Support
Defense Supply Center Richmond	DLA Aviation
Defense Energy Support Center	DLA Energy
Defense Reutilization and Marketing Service	DLA Disposition Services
Defense Distribution Center	DLA Distribution
Logistics Operations and Readiness	DLA Logistics Operations (J3)
DLA Europe and Africa/Central/ Pacific	DLA Europe & Africa; DLA Central; DLA Pacific
Defense Logistics Information Service	DLA Logistics Information Service
Document Automation & Production Service	DLA Document Services
Defense Automatic Addressing System Center	DLA Transaction Services
Defense National Stockpile Center	DLA Strategic Materials

## What Item Do I Need?

### **Federal Logistics Information System Web Inquiry (WEBFLIS)**

Provides Internet access to the Federal Logistics Information System (FLIS) data.

<http://www.logisticsinformationservice.dla.mil/webflis/>

### **Reference Master Data Environment (RMDE)**

Access to FLIS Item data as well as other DoD item, vendor and customer data.

<http://www.logisticsinformationservice.dla.mil/fixr/>

### **Defense Automatic Addressing System Center Inquiry (DAASINQ)**

Provides information on Communication Routing Identifiers (COMMRI), DoD Activity Address Codes (DODAAC), Routing Identifier Codes (RIC), Military Assistance Program Address Codes (MAPAC) and National Item Identification Number (NIIN) Codes.

<https://www.transactionservices.dla.mil/daashome>

### **DLA Map Catalog**

Provides our military and government agencies the ability to locate and order maps, charts and related publications.

<https://www.logisticsinformationservice.dla.mil/mapcatalog/>

## **Hazardous Material Information Resource System (HMIRS)**

The central repository for Material Safety Data Sheets (MSDS) for the military services and civil agencies.

<http://www.logisticsinformationservice.dla.mil/HMIRS/>

## **Universal Data Repository (UDR)**

An automated information system consolidating medical and pharmaceutical information.

<https://www.logisticsinformationservice.dla.mil/UDR/FRMLOGON.ASPX>

## **Medical Reconciliation Application (MRA) (.MIL Only)**

Captures and screens all Medical Tailored Vendor Relationship Electronic Data Interchange transactions (850/855/856/527R/810) for Intermediate Document (IDoc) issues.

<https://www.medical.dla.mil/registration/consent/default.aspx>





# Is the Item Available for Order?

## DoD Wide

### **Asset Visibility (AV) (.MIL Only)**

Provides the warfighter end-to-end asset visibility in the DoD logistics operational pipeline.

<https://www.av.dla.mil/welcome/welcome.jsp>

### **Medical Reconciliation Application (MRA) (.MIL Only)**

Captures and screens all Medical Tailored Vendor Relationship Electronic Data Interchange transactions (850/855/856/527R/810) for Intermediate Document (IDoc) issues.

<https://www.medical.dla.mil/registration/consent/default.aspx>

## DLA Only

### **DoD Electronic Mall (DoD EMALL)**

Use to search, find, compare and buy commercial and military products and services.

<https://dod-emall.dla.mil/acct>

### **Civil Air Patrol (CAP)**

Assists the Civil Air Patrol in controlling requisitioning.

<https://www.dispositionservices.dla.mil/cap>

### **Computers For Learning Program (CFL)**

Provides IT equipment to schools and educational organizations and this program streamlines the process.

<https://www.dispositionservices.dla.mil/rtd03/cfl>

IS THE  
ITEM  
AVAILABLE  
FOR  
ORDER?

## **Fire Fighters Program (FFP)**

Provides visibility of DoD excess firefighter related property to federal, state and local government customers.

<https://www.dispositionervices.dla.mil/usdafs>

## **Foreign Military Sales (FMS)**

Streamlines the process of identifying FMS customers.

[http://www.dsca.osd.mil/home/foreign\\_military\\_sales.htm](http://www.dsca.osd.mil/home/foreign_military_sales.htm)

## **Inventory Search**

DLA Disposition Services Web site has a designated set of inventory search and MILSTRIP applications. Each application presents some aspect of inventory and inventory status. Different versions are in place to support foreign sales customers, public users, donation customers, transfer customers, and reutilization customers. NSN data available with some searches.

<https://www.dispositionervices.dla.mil/rtd03>

## **Web-Based MILSTRIP (.MIL Only)**

Issues excess property at the Disposition Services field offices and depot.

<https://pontiac.dispositionervices.dla.mil/>

IS THE  
ITEM  
AVAILABLE  
FOR  
ORDER?

## **Help with Orders?**

### **Auto Agent**

EBS Customer Service Manager SSMAA is an automated self-help tool for tracking DoD supply requisitions and inventory items, and for placing or modifying DoD requisitions.

<https://autoagent.logisticsinformationservice.dla.mil>

### **DoD Electronic Mall (DoD EMALL)**

Use to search, find, compare and buy commercial and military products and services.

<https://dod-email.dla.mil/acct/>

### **Web Requisitioning (WEBREQ)**

Provides customers a way to input materiel requisitions, cancellations, follow-ups, modifications, and Materiel Obligation Validation (MOV) documents. WEBREQ can also provide status documents.

<https://www.transactionservices.dla.mil/daashome/webreq.asp>

### **DLA Disposition Services specific— (DLA)**

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Assists the Civil Air Patrol in controlling requisitioning.

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<https://www.dispositionservices.dla.mil/rtd03>

## **Law Enforcement Support Office (LESO)**

The LESO transfers excess DoD equipment to federal and state law enforcement agencies.

<https://www.dispositionservices.dla.mil/rtd03/leso>

HELP  
WITH  
ORDERS

## **Web-Based MILSTRIP (.MIL Only)**

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*For the last half century DLA has been a leader in defense logistics, dedicated to advancing the art and science of acquisition and supply chain management.*

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*DLA's goal has always been  
the best logistics support for  
Warfighters, at the best cost  
for America's taxpayers.*

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**DLA's 27,000 employees, both civilian and military, are located in 48 states and 28 countries. Daily, DLA:**

- Processes 114,000 requisitions
- Produces over 11,000 contracts
- Staffs 26 Distribution Depots
- Manages 5 million items
- Eight supply chains
- Supports 2,178 weapons systems
- Provides 84 percent of Services' repair parts
- Provides 100 percent of Service's subsistence, fuels, medical, clothing and textile, construction and barrier materiel

# What is the status of my order, has my material shipped?

## **Auto Agent**

EBS Customer Service Manager SSMAA is an automated self-help tool for tracking DoD supply requisitions and inventory items, and for placing or modifying DoD requisitions.

<https://autoagent.logisticsinformationservice.dla.mil>

## **DoD Supply Chain**

### **Asset Visibility (AV) (.MIL Only)**

Provides the warfighter end-to-end asset visibility in the DoD logistics operational pipeline.

<https://www.av.dla.mil/welcome/welcome.jsp>

## **Transaction History**

### **Logistics Data Gateway (LDG)**

Provides for easy web access to the current and historical data that flows through the DAASC and provide these data in an integrated fashion.

<https://www.transactionservices.dla.mil/daashome/ldg.asp>

ORDER  
STATUS

## **MILSBILLS Inquiry System (MILSINQ)**

A query system providing users the capability to query and display Interfund Bills (MILSBILLS) and Materiel Obligation Validation (MOV) files and generate retransmit requests on-line.

<https://www.transactionservices.dla.mil/daashome/milsinq.asp>

## **Requisition Status**

### **WEB Visual Logistics Information and Processing System (WebVLIPS)**

Customers can track requisitions from their release into the DoD pipeline, until the materiel is posted to the accountable records at the destination activity.

<https://www.transactionservices.dla.mil/daashome/webvlips.asp>

## **Depot and Shipping Status**

### **Distribution Standard System (DSS)**

MRO Tracking System allows the user to enter a requisition number and obtain the current status of previously processed requisitions.

<https://wegal.ogden.disa.mil/mrostatus/index2.html>

### **Medical Reconciliation Application (MRA) (.MIL Only)**

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<https://www.medical.dla.mil/registration/consent/default.aspx>

ORDER  
STATUS



## **DLA Disposition Services — (DLA)**

### **Bid System**

Customers can see items available for bids and register bids against those items.

<http://www.dispositionservices.dla.mil/sales/place-bid.shtml>

### **Civil Air Patrol (CAP)**

Assists the Civil Air Patrol in controlling requisitioning.

<https://www.dispositionservices.dla.mil/cap>

### **Computers For Learning Program (CFL)**

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<https://www.dispositionservices.dla.mil/rtd03>

## **Law Enforcement Support Office (LESO)**

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<https://www.dispositionservices.dla.mil/rtd03/leso>

## **Web-Based MILSTRIP (.MIL Only)**

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<https://pontiac.dispositionservices.dla.mil/>



## How do I report order problems?

### **Web Supply Discrepancy Reporting System (WebSDR)**

Access controlled SDR System that allows you to input your shipping or packaging SDRs on line and it accesses the Logistics On-line Tracking System (LOTS). Help is available on-line and Program Management and SDR system experts work with customers to ensure their requirements are satisfied.

<https://www.transactionservices.dla.mil/daashome/websdr.asp>



ORDER  
ISSUES

## DoD WebSDR Features:

- Submit new SDR's on-line
- Submit follow-up, cancellation, correction, and reconsideration SDR's
- Submit Ad Hoc Queries for data
- Upload/download attachments/documents
- On-line detailed training slides
- Auto-fill feature uses DAAS requisition history to populate SDR
- International Logistics Control Office (ILCO) will interface with WebSDR on behalf of Foreign Military Sales (FMS) customers
- DoD Component processing systems will interface with WebSDR
- Allows for near real time SDR reporting and reduces response delays
- Web-based input of SDR resolution responses

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*DLA employees are an integral part of the agency's past success and they play a key role in the future potential and effectiveness of the enterprise.*

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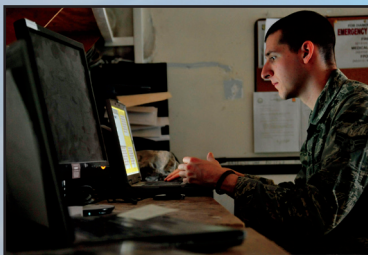
# How do I turn in excess material?

## Disposal

### **Electronic Data Turn-In Document Program (ETID)**

An electronic method for preparing a disposal turn-in document (DD Form 1348-1A) and simplifies and improves the process. ETID allows electronic submission of turn-in documentation to the servicing Disposition Services field office. ETID will pre-populate many of the fields for NSN items, nomenclature, DEMIL code, unit price, etc. It includes drop down menus for other fields for quick reference. ETID will also provide the required DEMIL certification for the property. In addition, it will print a completed DD 1348-1A, shipping paper, required DEMIL certifications, and bar code labels on the DD 1348-1A.

<https://www.dispositionservices.dla.mil/etid.html>



## Disposal Service Representative (DSR)

The direct link between our customers and the Disposition Services site. The DSR is the first contact for turn-in customers and is there to help with your disposal needs. They provide customer service via phone, email, in person, and can make disposal decisions at the turn-in customer's activity location.

<http://www.dispositionservices.dla.mil/turn-in/usable/drmo-delivery-or-receipt-in-place.shtml>

## Environmental

Disposition Services sites manage the disposal of hazardous property for DoD activities. Hazardous property is handled according to the same priorities as other property: reutilization within DoD, transfer to other federal agencies, donations to qualified state and nonprofit organizations, and sale to the public including recyclers. This process maximizes the use of each item and minimizes the environmental risks and the costs associated with disposal.

<http://www.dispositionservices.dla.mil/newenv/index.shtml>



## Scrap

*Note: This does not include hazardous property, used oil or lead-acid batteries.*

Scrap property is material that has no value except for its basic material content.

Scrap segregation at the generator's location is mandatory to keep the cost of handling scrap property to a minimum, and to enhance the value of the scrap. The DLA Disposition Services site is available to furnish scrap segregation guidance.

If scrap proceeds are to be deposited to a Qualified Recycling Program (QRP) account, the account number must be annotated on the turn-in document.

The turn-in document (DD Form 1348-1A) for scrap will include:

- The basic material content
- Estimated weight
- Reimbursement data, if applicable
- Precious metals indicator code, if applicable
- Demilitarization (DEMIL) Code

Munitions List Item (MLI) requiring DEMIL may not be turned in as scrap.

## Reutilization, Transfer, & Donation

DLA Disposition Services offers excess and surplus property for reuse within DOD, Federal Agencies, and State and Local Governments and other eligible Donees. Excess DOD property is first offered up for reuse within DOD, it is then reported to the General Services Administration (GSA) for screening and allocation to Federal, State and Local entities. RTD screening and ordering is primarily done on-line. DLA Disposition Services pays for transportation for DOD customers.

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

## Recycling Control Point (RCP) Program Information

Offers excess and surplus property for reuse within the government and for sale to the Disposition Services sales partner, Government Liquidation, after screening. It includes almost all Federal Supply Classes (FSCs), such as: electrical and electronic hardware, industrial parts and supplies, aircraft parts, clothing and textiles, construction materials and much more.

<http://www.dispositionservices.dla.mil/turn-in/rcp.shtml>





## DEMIL-Required items

DEMIL required items are coded C, D, E, F, G or P.

DEMIL C, D and E items are generally acceptable for turn-in to your local DLA Disposition Services Field Site.

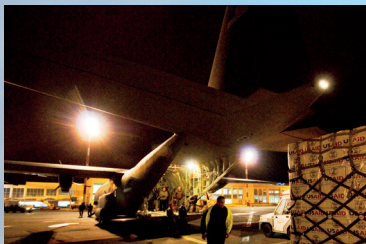
DEMIL F items have instructions for action by the generator prior to turn-in. In the event instructions are not posted contact the item manager for assistance.

<https://tulsa.tacom.army.mil/demil/codefmain.cfm>  
(.MIL Only)

DEMIL G items- Contact the Local Disposition Services site for guidance. Any DEMIL G items deemed acceptable for turn in will require "Material Documented as Safe" (MDAS) certification.

DEMIL P items are items that are classified. Any DEMIL P item presented for turn-in MUST have been declassified prior to arrival and proper certification documents must be presented.

<http://www.dispositionsservices.dla.mil/index.shtml>



# Schedule Appointment

Property being delivered to any site must be scheduled. Open sites are responsible to schedule their own appointments.

<https://www.dispositionservices.dla.mil/scheduling/generator/turn-in>

## Sales

DLA Disposition Services sells eligible surplus property to the general public. Property consisting of usable, scrap, and hazardous material items that have been determined safe to sell are often offered for sale in the Continental US, Europe, Africa, Japan, Korea, Afghanistan, and Kuwait. In some cases, long term contracts are in place for property while other items are sold on a one-time basis.

Property sales opportunities can be found by visiting,

<https://www.dispositionservices.dla.mil/sales/typesale.shtml>











## For more information

DLA Customer Interaction Center

Toll Free: **1-877-DLA-CALL**

Commercial: 269-961-7766

DSN: 661-7766

OCONUS: 312-661-7766

FAX: 269-961-7791

DSN: 661-7791

**[dlacontactcenter@dla.mil](mailto:dlacontactcenter@dla.mil)**



For information on this booklet, visit  
<http://www.dla.mil/Pages/Customers.aspx>

*In 1961, DLA was created to build the logistics system of the future. Work towards that goal continues today. Our commitment to fulfilling our responsibilities to America's Warfighter is part of our history and intrinsic to our operations today and in the future.*

