

Navy "SMART ERP" pilot goes live, reaches milestone

Mike Randazzo
 Naval Supply Systems Command Public Affairs Office

On Jan. 3, the Supply Maintenance Aviation Reengineering Team Enterprise Resource Planning program became a reality. The single software and process solution for E-2C Hawkeye aircraft and LM-2500 marine gas turbine engines incorporates maintenance, supply and financial operations in one system.

A joint venture between the Naval Supply Systems Command and the Naval Air Systems Command, SMART ERP is a pilot program that replaces outdated supply, maintenance, and financial management systems with a modern, responsive, accurate, and integrated system.

SMART ERP improves parts management, providing total asset visibility, increasing inventory modeling capability, and facilitating data sharing among commands.

"This pilot program is a significant milestone and the beginning of a revolutionary change in Department of Navy business practices," said Kevin Fitzpatrick, SMART ERP's program executive at NAVSUP. "SMART ERP will allow our leadership to make better decisions based on real-time data and achieve a level of accountability we



The SMART ERP Project Office in Camp Hill, Pa., was the location for the ribbon-cutting ceremony on Jan. 3. Taking part in the celebration from left is Kevin Fitzpatrick, SMART ERP program executive; Joe Dougherty, program manager; Judy Keim, deputy program manager; Tondy Myers-Burton, EDS; RADM J.D. McCarthy, Chief of Supply Corps; Mike Madden, process owner; Sheila Tyner, technology lead; Susan Bailey, process owner; and CAPT Jerrold Twigg, process owner. Photo by Jody Kann

have never had before with our current legacy software."

In addition to NAVSUP and NAVAIR, various industry partners, including EDS, Manugistics, and Deloitte, are supporting the effort. Initial pilot participants include approximately 400 users at the Naval Inventory Control Point, Mechanicsburg and Philadelphia, Pa., the Fleet and Industrial Supply Center San Diego, and the Aircraft Aviation Intermediate Maintenance Detachment and Regional Supply

Office Norfolk. The Defense Finance and Accounting Service, Norfolk, will provide accounting support.

On Jan. 3, aviation storekeepers from Helicopter Combat Support Squadron Eight, Norfolk, placed the first two orders into the SMART system. Four shear bolts were ordered from RSO Norfolk. Within minutes of the order being initiated by the squadron, the SMART ERP system responded, the location of the parts

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Captain's Call

The majority of our afloat customers are underway. The surge that occurred during the last month resulted in a 300 percent increase in support provided from the Logistics Support Center, Fuel Terminal, SPV load outs, emergent contracting actions, hazardous material support, and non-temporary storage requirements. The feedback I received indicates to me that the logistics support processes are working well.

The SMART Enterprise Resource Planning system has gone live and is off to a great start. I encourage you to read the article on our ERP pilot on page 1.

For those Supply Corps officers and professionals not deployed, I would like to remind you that the annual Supply Corps Birthday Ball will be held in San Diego April 5 at the Hyatt in La Jolla. RADM Justin D. McCarthy, Commander, Naval Supply Systems Command and Chief of Supply Corps, will be the guest speaker. For more information visit the San Diego Supply Corps Association Web site at www.sdsca.org.

R. E. Berube



The FLASH

The Flash is an authorized publication published quarterly for customers of the Fleet and Industrial Supply Center San Diego and its sites.

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FISCSD Logistics Support Representative, Pete Leary, was recognized by the commanding officer of USS Stetham (DDG 63), CDR David Melin, during an All Hands award ceremony on Dec. 6. Leary was recognized for providing "outstanding logistics support" which helped Stetham meet all operational commitments for fiscal year 2002. Photo by Jose Moralina

We want to hear from you!

Let us know what you would like to see in future issues of the FLASH.

Email your suggestions and story ideas to: susan_a_civitillo@sd.fisc.navy.mil



In the last Shore Line article some hints and suggestions were provided to get the most from your Logistic Support Representative and Logistics Support Center. I'm happy to report many of you are way ahead of the power curve!

Over the December holiday period we stayed busy and, during the first two weeks of January, the LSC completed approximately three times as many tasks as our "average" for a similar period. We were able to complete those tasks as a direct result of the close communication from you and impressive performance by the entire shore support structure. Type Commander staff, Port Operations, Port Engineer, Public Works Center, Fitting Out & Supply Support Assistance Center, Defense Distribution Center San

Diego, Material Processing Center, Priority Material Office and Helicopter Combat Support Squadron 11, plus FISC's Contracting, Hazardous Material/CHRIMP, NAVXPRESS, Supply Chain Management, LSC and other departments, all did their very best to ensure your most critical requirements were met.

That said, I'm sure there are lessons learned and I encourage each of you to pass that feedback to the LSC. It's only when you truly "stress the system" that you find critical weak (or strong) points. Please do not let this opportunity for a hard look at shore support slip away.

A few hints from the LSC are also in order. As I'm sure you have heard many times before, using your TYCOM's checklist is a must in

preparation for deployment. In addition, during the work-up period your LSR will provide regular reminders (Soup of the Day) and pass on recent lessons learned.

Your Supply Department's experience and TYCOM instructions are much more complete than anything you'll find in this column but I suggest you consider discussing these topics with your team (including your LSR). From our perspective, recurring problem areas include weapons shipments, UHT/ESL milk, HAZMAT, HAZWASTE, purchase card buys/receipts, not carried consumables, vaccines, medical requirements, load scheduling, not-in-stock material, and supply status. We'll include more depth on these areas in another Flash article so please watch for it.

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SMART ERP

continued from page 1

was identified, a picking ticket was printed, and the proper financial and inventory transactions were performed real-time and all within a single, integrated system. Moreover, the HC-8 technicians received the bolts within 30 minutes.

Teams in San Diego, Norfolk, Philadelphia, and Mechanicsburg have worked diligently to resolve transition and legacy data issues common to the



Michael Quigg, material receiver, FISCSD NADEP North Island site, scans a receipt into an SAP Receive Material transaction. The transaction allows users of SMART ERP a way to track material in real-time using a single, integrated system.

implementation of new information technology systems. Users can now access the system and use it to conduct normal business for the E-2C and LM2500 weapons systems. Other shore-based and deployed sites with these weapons systems will have their requirements seamlessly processed by the SMART system.

When fully implemented, SMART ERP could reduce inventory costs and lower inventory management-related infrastructure expenses by an estimated \$100 million annually.

The SMART ERP project replaces 1960s-vintage Legacy supply, financial and maintenance systems (Uniform Inventory Control Point (UICP), U2, and the Naval Aviation Logistics Command Management Information System at Norfolk, San Diego and the NAVICP with a single integrated system. NAVICP manages the two systems, Norfolk operates and maintains E-2C aircraft, and FISC San Diego provides supply support for depot repair of both the E-2C and the LM2500.



On Jan. 3, Brigadier General Kathleen Gainey, Commander, Defense Distribution Center, visited Defense Distribution Depot San Diego, the FISCSD Logistics Support Center, and also met with FISCSD commanding officer, CAPT Ray Berube. Bill Cording, LSC deputy director, greets Gainey before leading her on a tour of the LSC. Photo by Paul Stuhler



United States Ship *Comstock* (LSD 45) was commissioned Feb. 3, 1990. *Comstock* is 609 feet and 7 inches long with a beam of 84 feet. She is the fifth ship of the Whidbey Island class, and the fourth ship of the class to serve in the Pacific Fleet. The Landing Dock Ship is an integral part of the continually ready, large-scale, amphibious landing force.

The mission of the LSD is to transport U. S. Marines and their combat equipment ashore to designated areas, worldwide, whenever the need arises. When on station, *Comstock* will launch and support assault craft and helicopters throughout amphibious operations against hostile shores. *Comstock's* floodable well deck is essential to her mission accomplishment and can be flooded up to 6 feet forward and 10 feet aft when embarking or launching assault craft.

In her vast well deck, *Comstock* can carry up to four Landing Craft Air Cushion vehicles. In addition to LCACs, *Comstock* can carry a wide array of other assault craft in the Navy/Marine Corps arsenal. From high-speed Combat Rubber Raiding Craft to Amphibious Assault Vehicles, *Comstock* delivers all assets essential to the successful prosecution of missions from the sea.

Once assault craft have left the ship, they are directed ashore by *Comstock's* Combat Information Center. *Comstock* utilizes the Navy's latest command and control technology to provide the continuous support the assault force requires. *Comstock* is equipped with updated communication and combat systems gear, both a 20-ton and a 60-ton crane, expanded repair facilities, two helicopter landing areas, complete medical and dental facilities, and an automated computer based supply system. The Rolling Airframe Missile and Ship Self Defense System represent the state-of-the-art in combat systems.

As part of USS *Peleliu* (LHA 5) Amphibious Readiness Group, *Comstock* was the first LSD on station and actively supported the Marines' initial operations inside Afghanistan.

Comstock departed Naval Station San Diego on Jan. 17 along with seven other ships and is currently on deployment.

From the Chief CWO5 Program approved

Secretary of the Navy Gordon R. England recently announced a decision to implement the grade of Chief Warrant Officer 5 (CWO5) commencing with the fiscal year 04 selection board cycle. NAVADMIN 337/02 was recently released to announce this exciting new opportunity.

The Navy's Chief Warrant Officers are our foremost technical experts. The experience they have gained through years of service in repetitive tours within their specialties is a valuable resource for our Navy and our Supply Corps.

Implementation of the CWO5 rank will enable the Navy to attract and retain the very best technical leadership.

The total authorized CWO5 billets will not exceed five percent of the total overall CWO end strength. The Navy expects to phase in approximately 84 billets over the next five years. Within the Supply Corps, we identified three Navy Food Management Team OIC positions as billets authorized for the rank of CWO5.

Competition for selection to CWO5 will be on a Navy wide "Best and Fully Qualified" standard. There will not be specific selection quotas for specific designators.

There will be a two-year minimum time-in-service payback requirement and the 30-year high year tenure law is still in effect. However, in the event a CWO5 selectee will not promote before reaching the high year tenure mark, the officer will be allowed to serve until his or her promotion date plus 30 days.

For additional information contact our LDO/CWO Detailer, LCDR Doug Bryan at (901) 874-4613; DSN 882-4613; or by e-mail to p4412a@persnet.navy.mil.

SMARTWebMove now available to all Sailors in the continental U.S.

NAVSUP Public Affairs

Tired of the hassles and stresses of arranging a move? With more functions and greater ease of use, the U.S. Navy's SMARTWebMove service is making Permanent Change of Station (PCS) moves for Sailors in the continental United States as easy as online banking or shopping.

Developed by the Personal Property Division, Support Services Directorate, at the Naval Supply Systems Command, Mechanicsburg, Pa., SMARTWebMove is a web-based application available to Sailors and their families to arrange household goods moves. SMARTWebMove is designed for Navy families who have moved before and for those embarking on their first PCS move.

"Moving can be a very stressful and time-consuming experience," said Richard McIntire, SMARTWebMove program manager. "SMARTWebMove can help improve the quality of life of our Sailors and their families and is the least stressful way to arrange a move."

SMARTWebMove features functions like auto fill and auto save,

an easier navigation status bar, and encrypted data transmission. Multi-session access also allows users to stop the application process at any time and pick up where they left off. After answering a short eligibility questionnaire, users can choose dates for household goods pick-up, additional shipments, and non-temporary storage.

More than 3,200 service members have used SMARTWebMove since it was launched in June 2001. SMARTWebMoves are being processed at all 30 Navy Personal Property Offices (PPOs) located in the continental U.S. for intra- and interstate moves based on a Sailor's PCS orders.

Once PCS orders are issued, the Sailor, or spouse, can log on to the secure Web site at www.smartwebmove.navsup.navy.mil—24 hours a day, everyday, from work, home, underway, or anywhere there is access to the Internet. If the Sailor is unavailable, his or her spouse can arrange the move with a Power of Attorney.

"With SMARTWebMove, moves are now much easier to set up than having to find the Personal Property Office and go in person. Furthermore, peak moving season and school rotations will no longer affect a Sailor's ability to schedule an appointment for counseling," McIntire added.

After completing the online counseling session, the user will be asked to e-mail, fax, or mail a copy of his or her orders and other supporting documentation. If a person other than the military member arranges the move, a copy of a Power of Attorney must be faxed, mailed, or hand carried to the local PPO. Once the requested documents are received, the Sailor will receive information confirming move dates, moving company, and the regional PPO representative.

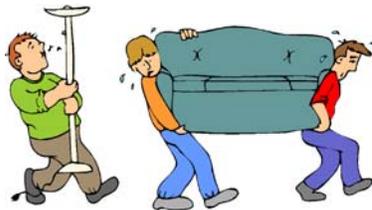
SMARTWebMoves are not currently available for mobile homes, boat shipments, or personally procured moves.

For more information on SMARTWebMove, please contact Richard McIntire at (717) 605-1927 or DSN 430-1927.

Tips for successful household goods delivery

The Fleet and Industrial Supply Center San Diego Personal Property Shipping Office offers the following advice to prepare you for receiving your household goods at delivery time:

1. Know beforehand where you want your large items placed (rugs, sofa, furniture, etc.).
2. Check off items on your copy of the inventory as they are brought into the house.
3. Note damage or lost items on the DD Form 1840 provided by the delivery crew (follow instructions on the form).



4. Make sure empty cartons and debris are removed. Carriers are not required to return to your residence for packaging material pick up even if the driver promises. Do not waive unpacking unless you plan on unpacking and hauling away the material yourself.

5. Always be courteous to the crew.

6. If at any time there is a problem that cannot be resolved between you and the crew, call our after-hours contact for assistance at 1-800-626-4819.

7. Please let us know how satisfied you were with the crew and service on the DD Form 1840.

8. If you have a residence at destination and want a direct delivery, the PPSO must be able to contact you.

See **Tips** page 6

LSRs helped ready ATF West ships for deployment

Royal Navy LCDR Aidan Talbott
Logistics Support Center Director

Getting the Amphibious Task Force West ships ready for deployment was a very important and exciting time for the FISC San Diego's Logistic Support Center. Over the middle two weeks of January leading up to the ships sailing on the 17th, the Logistics Support Representatives effectively tripled their workload with the outstanding help from many others within FISCSD and elsewhere.

The LSRs were determined to support their ships at a top 100 percent and made sure that they departed with the minimum left behind, taking care of last minute requests for their ships by contacting service providers within and outside the government. They made contact with item managers and expeditors across the country in order to satisfy all their ship's requirements on time for deployment. The LSRs regularly briefed supply officers and

division officers, making sure they were informed of the latest information available prior to their upcoming deployment.

It is important to emphasize that LSRs did not do this alone. They worked very closely with local service providers such as FISCSD Purchasing, making sure they had all the relevant information required to place contracts or make purchases on the ships' behalf. The LSRs also used the Navy Integrated Call Center (NICC) to assist with their ship's outstanding requisition status.

Subsistence personnel were very proactive in fulfilling all their food orders, and communication with stevedores was equally important as they helped with hundreds of food pallets for our deploying ships.

In total, over 85,000 cases of food were shipped in the two weeks leading up to the ATF West sailing, with the first week of that period being the busiest week ever in the history of the five-year subsistence contract.

LSRs also coordinated with the Public Works Center to schedule forklifts, pier cranes, and floating cranes to onload as much of the stores and deliveries as possible. Teamwork and communication between LSRs and other supply agencies were essential as they sought to give their best support to one another and meet their ships' requirements.

Supply officers showed their appreciation by recognizing and praising the hard work and support they obtained from the shore supply system before deployment.

But, the work of an LSR does not end upon their ships' departure. They continue to take care of their forward-deployed ships' logistics needs wherever they may be and whatever they may be doing in support of Operation Enduring Freedom.

Tips

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Once your shipment arrives in the San Diego area, the PPSO has two hours from the time the carrier offers the shipment for delivery to contact you to arrange delivery. We cannot send a driver to your residence without confirmation that someone is home.

9. If you provide contact numbers, we will call you anywhere in CONUS to advise you of your shipment arrival. When you call, you can schedule your delivery for a later date or place the shipment in temporary storage for 90 days.

10. Deliveries from storage can take from five to 10 working days after notice to the carrier. Agent crews and equipment availability determines your wait time for delivery.

To check on your inbound shipment status, call the PPSO at (619) 556-6683 or DSN 526-6683.



LSC Shore Line

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I'm sure it's no surprise to you, but anytime a large group gets underway the big and small decks typically have essentially the same period to get everything done. The impact of this situation is that things, which are normally relatively easy, become more difficult to accomplish. A few recent examples for illustration purposes. Visiting carriers, local ops and deployer's (especially multiple "L" decks) requirements for fish and chicken stripped the vendor's cupboard essentially bare. Nobody left hungry but, if you were a non-deployer, you may have experienced a slightly higher than normal NIS rate.

Another example is, we had carefully orchestrated a delivery

schedule for four ships on the same pier (cranes, forklifts, working parties, multiple vendors trucks, concurrent equipment off loads and GSK loads). As can happen, all pier access was halted before the deliveries could begin while fuel was loaded on the same pier. The result was more than four hours delay and a ripple effect for every delivery, crane, and other requirement for the entire day. This cost not just money and valuable time but also held up liberty call! Good communications and a courtesy call could have avoided this one.

For those of you off the coast, stay safe! Please don't forget that even though we may hand you off as you cross the pond to the other LSCs, your San Diego LSRs stand ready to assist.

FROM THE CHIEF

Supply Corps Vision

Following the Senior Leadership Conference in March, I commissioned a group of Supply Corps captains who, collectively, bring a wide breadth of experience and functional expertise to serve as a Senior Leadership Advisory Council, reporting to me and the rest of the Supply Corps Flag community. This group is charged with fleshing out issues raised at our annual Senior Leadership Forum and within the community during the intervening periods.

I have worked closely with this group to develop a vision and guiding principles for our Corps. Members of the Supply Corps Flag community have reviewed and endorsed what is outlined below. It provides a concise yet powerful statement of where we are headed as a Corps. The purpose, vision, and guiding principles follow:

Navy Supply Corps

Purpose

Deliver combat capability through logistics

Vision statement

Navy Supply Corps... one team, one focus...

bringing logistics to the fight!

Guiding Principles

Honor, Courage, and Commitment

* We are first and foremost Naval officers, integral members of the Warfighting Team, focused on mission accomplishment.

* We are dedicated to the professional growth and development of all entrusted to our leadership... to building leaders for the Navy of the future.

* We support current and future readiness by remaining responsive to the Fleet, responsible in our use of resources, and always... Ready for Sea.



RADM J.D. McCarthy

* We continually seek to improve the life-cycle support of our weapons systems, from the time we acquire them to the time we retire them.

* We are responsible for the performance of the Supply System... the network of diverse elements bound by the common purpose of providing world-class support to the operating forces.

* We set the standard for professionalism, ethical conduct, and moral courage.

Supply Corps 208th Birthday Message

Each year at this time, we reflect upon our Corps' rich heritage of more than 200 years of service to our Navy and our nation. We are part of the world's greatest military organization and our Corps is looked upon as a group of professionals, dedicated and depended upon to deliver combat capability through logistics. Our focus is on that capability ... both in achieving required readiness levels and ensuring we have the ability to sustain those levels. As an important element of our Navy's logistics community, we are meeting the challenge.

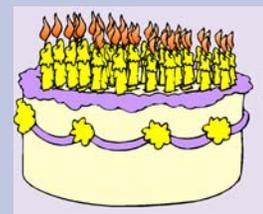
Today, 208 years after Congress appointed Tench Francis as the first

"Purveyor of Public Supplies," the men and women of our Corps are working together to support the Navy of the future. The Chief of Naval Operations has outlined a new vision for our Navy, "Sea Power 21." Comprised of a triad of Sea Strike (offensive power), Sea Shield (defensive capability) and Sea Basing (a new concept in logistics support), "Sea Power 21" is focused on the future and the role our Navy will play in supporting joint operations.

Each of us will play a key role in the achievement of the "Sea Power 21" vision as we work to achieve our own vision of: "one team, one focus: bringing logistics to the fight!" The rich heritage that has formed the

foundation of our Corps over the last 208 years will serve us well as we work to achieve this new vision of the future. We have much to be proud of, and I look forward with excitement toward the future with the knowledge that together, we will continue to strengthen our Corps and its contribution to our Navy.

Happy 208th birthday!



Process changed for offloading and requisitioning HAZMAT

Effective today, all fleet activities will contact their respective Fleet and Industrial Supply Center logistics support representative to coordinate excess hazardous material offloads in their assigned homeport. The LSR will then coordinate the turn-in of this material with the regional Hazardous Material Minimization Center. If special circumstances arise, fleet units are to advise their LSR in advance for possible coordination with appropriate Type Commander personnel.

This effort is designed to enhance the availability of reuseable hazardous material. Recent reviews by the Navy Inspector General show that HAZMAT declared as excess and offloaded is often disposed of as hazardous waste. This expense can be many times more than the original cost of the material. Using the LSRs to offload excess HAZMAT to regional HAZMIN Centers and Consolidated Hazardous Material Reutilization and Inventory Management Program activities will maximize availability of reuseable hazardous material and provide cost savings to the fleet.

Prescreening new HAZMAT orders is key to reducing the material that is eventually offloaded. Under new procedures, transparent to afloat units, all hazardous material will be screened first for reuse/free issue material at the regional HAZMIN Center. If reuse material is not available, the requisitions will be screened against BP28 excess offloaded stock for issue.

If neither of these sources is available, the requisitions will be passed to the supply system. Fleet activities should order virgin hazardous material only if absolutely necessary, using exception data that clearly identifies the requirement and justification.

Navy Working Capital Funded ships citing KZ fund code on requisitions will not be issued reuse hazardous material. It is recommended that NWCF ships coordinate with their shipboard HAZMIN Center to ensure HAZMAT deep stock reorders are in accordance with their tailored shipboard hazardous material list and that quantities ordered are consistent with historical demand consumption.

All ships must submit SHML Feedback Reports for items not already approved for shipboard use. This will reduce excess and unauthorized hazardous material from entering the waste stream.

All personnel must ensure that only hazardous material that is needed is ordered, only what is truly unreuseable hazardous waste is disposed of, and all useable HAZMAT is reused to the maximum extent possible.

For more information contact CDR Smith at (757) 836-6869, DSN 836-6869 or by e-mail to barry.smith@navy.mil.

Trying to get status for a list of requisitions? Have you considered using NAVSUP's One Touch Support Web site as an alternative to SALTS?

Visit OTS at <http://www.onetouch.navy.mil/Portal/PortalCDA/DisplayPortal/0,3135,,00.html>.

OTS accepts batch inputs (requisitions or status requests) up to 50 documents/lines at a time. Output is available in several formats which can be formatted for input into other data systems. The site offers a "tour" to introduce you to OTS and registering for access is straightforward and fast. Training is also available from ATG. Contact your LSR for more information.

Ships, shore installations required to implement CHRIMP

Recent Navy Inspector General efforts have shown that significant amounts of unused Navy hazardous material items are being disposed of as hazardous waste without being screened for potential reuse. This means that the Navy is using scarce resources to purchase unneeded HAZMAT and to dispose of hazardous waste that should not be generated.

The major causes of this problem are a failure to fully implement the Consolidated Hazardous Material Reutilization and Inventory Management Program (CHRIMP) at naval installations and aboard ships, as well as a lack of coordination among ships, port facilities, and local supply organizations.

To enhance the effectiveness of CHRIMP, the Deputy Chief of Naval Operations (Fleet Readiness and Logistics) will develop and promulgate policy to establish regional programs.

The Naval Supply Systems Command will take actions necessary to fully implement the Enhanced CHRIMP Afloat Program. In addition, NAVSUP, in cooperation with the fleet, will review ship HAZMAT inventory and management practices.

All ships and shore installations are required to cooperate fully in implementing these policies.

Want to save money?

Let the CMF produce your newsletters, familygrams

The Fleet and Industrial Supply Center San Diego Consolidated Mail Facility has a new service to offer Pacific Fleet customers. Their newly acquired Pitney/Bowes DocuMatch Integrated Mail System provides customers the capability to efficiently produce and mail Ombudsman newsletters, familygrams, flyers, and other similar documents for mass distribution.

DocuMatch prints a four-page 8 ½ x 11 inch document (front and back) in black and white; folds and inserts the document into an envelope; and addresses, seals, and bar codes the envelope. The state of the art printing and mailing machine greatly reduces the time required to prepare and produce mass mailings while ensuring a quality product. The system also allows customers to take advantage of discounted mail rates.

The cost of this service, which includes paper, envelopes and postage, is 34 cents per newsletter/familygram.

Any afloat or ashore command in the Pacific Area of Responsibility (AOR) can use this new service, which has proven successful in the Norfolk, Va., area. Simply e-mail your document and your mailing address database to the CMF at

craig_w_boehringer@sd.fisc.navy.mil in the following format:

1. Newsletters, familygrams, flyers and so on must be in Microsoft Word format, single-spaced in either Times New Roman, Arial or Courier font.

2. Documents must be no more than four pages, double-sided.

3. Graphics should be held to a minimum and must be in gray scale only. No photographs.

4. One additional insert can be included in the envelope; that is, a #9 envelope, 3x5 inch to 3 7/8 x 8 7/8 inch post or index card, or a C-folded 8 ½ x 11 inch sheet of paper.

5. Your mailing address database must be in Excel worksheet format and contain the following information in separate fields: name, address, suite or apartment number, city, state, and zip code. The font should be the same as that used for the newsletter.

"You can save time and money by using our DocuMatch printing and mailing service," states Richard Whitmore, CMF director. "We provide all the supplies and do all the work for you, taking workload off ship or command personnel. And, we're able to take advantage of United States Postal Service discounts offered for bulk mailings."



Dann Resurreccion, FISCSD Code 071, holds an example of a familygram produced by the Consolidated Mail Facility's recently acquired DocuMatch Integrated Mail System. Photo by Paul Stuhler

According to Craig Boehringer, CMF business analyst, deployed ships can cut 10-14 days transit time off their mailing. "With our new system, newsletter and familygrams can be processed anytime during the month," he said. "And because we mail them from San Diego and not overseas, the lead time for mailing is shorter."

For more information, or to take advantage of this opportunity, contact Richard Whitmore at (619) 556-7479, DSN 526-7479, or by e-mail to richard_1_whitmore@sd.fisc.navy.mil; or Craig Boehringer at (619) 556-9304, DSN 526-9304, or by e-mail to craig_w_boehringer@sd.fisc.navy.mil.



EM3(SW) Don Barron and EM3(SW) Lashawna Wright from USS Decatur (DDG 73) receive "walk-thru" assistance from Jane Young at the customer service desk in the Logistics Support Center on Feb. 6. When there is a request for immediate issue of Navy-owned material, the customer service desk is responsible for processing the "walk-thru." These requests can be made either in-person or by fax for high-priority material requirements on FISC San Diego's records. Issued material is stored in various locations throughout the region.

Photo by Paul Stuhler

Strawmyer and Delgado selected as Sailors of the Year



SK1(SW) Grant Strawmyer



SK2 Maria Delgado

CAPT Ray Berube, FISC San Diego's commanding officer, selected Storekeeper 1st Class (Surface Warfare) Grant Strawmyer as FISCSD Senior Sailor of the Year, and Storekeeper 2nd Class Maria Delgado as FISCSD Junior Sailor of the Year, for 2002.

Strawmyer presently serves as Material Division leading petty officer at FISC's SIMA site. His expeditious processing of thousands of material requisitions has contributed immensely to fleet readiness and the command's mission. Strawmyer was FISCSD Senior Sailor of the Quarter for second quarter fiscal year 2002.

Delgado is currently assigned to the Expediting Division of FISC's SIMA site. She has been instrumental in increasing inventory accuracy and was a major contributor to the division's cost savings. Delgado was FISCSD Junior Sailor of the Quarter for fourth quarter fiscal year 2002.

SDSCA to host Spring Golf Tournament

The San Diego Supply Corps Association will host a Spring Golf Tournament March 14 at the MCAS Miramar golf course. Show time is 6:45 a.m. with an 8 a.m. shotgun start. The format is four-person scramble.

Cost is \$60 per person for military and retirees, \$65 per person for civilians, and includes green fees, cart, prizes, continental breakfast and buffet lunch. Prizes will be awarded for first, second and third place, two "long drive" holes, two "closest to the pin" holes, and a \$10,000 hole-in-one.

Applications are available from LT Davis at (858) 577-4540, DSN 267-8639, or by e-mail to davisjp@miramar.usmc.mil; or from the SDSCA Web site at www.sdsca.org.

Advance registration and payment is required no later than Feb. 28 by cash, check or money order made out to "SDSCA Miramar" and mailed to Director Logistics Division, PO Box 452001, San Diego, CA 92145-2001.

Play is limited to 144 golfers, so don't delay, register today!

NEXCOM goes to Sailors for uniform matters

Journalist Seaman Woody Paschall
Navy Submarine Base New London
Public Affairs

The Navy Exchange Service Command visited Navy Submarine Base New London Jan. 14 to query Sailors about issues they have regarding the fit, quality and availability of their uniforms.

The focus groups consisted of members ranging from the textiles industries that make the uniforms to the Sailors who wear them. All involved had the same desire - to ensure uniforms are as high of quality as the Sailors who wear them.

NEXCOM gathers information about the fit, sizing and durability of

uniforms while getting the chance to make Sailors aware of their 800 number (1-800-368-4088) and Web site at www.navy-nex.com. The local Navy Exchange gets feedback about their service, as well.

"We are always looking for ways to better serve the Sailors," said Josephine Arena, SUBASE's Navy Exchange uniform supervisor. "We get to find out what the Sailors' needs, wants and issues are. Everyone who volunteered their time to give their input helped us to better serve all of the Sailors who come into the uniform shop."

By visiting Sailors where they work, NEXCOM's Uniform Program Management Office can find out what Sailors think about uniforms

and their effectiveness in the work environment.

"When we make a business decision they need to be economical, practical and feasible," said Daniels. "When using Navy Exchange dollars, which are Sailors' dollars, we strive to access the Sailor's input regarding the uniform items...It's a good business decision to talk to the customers first."

Getting quality uniforms to the Sailors on the deckplate is the most important part of what the NEXCOM's Uniform Program Management Office does. That doesn't end in the uniform shop, though. From the uniform shop to the electronics department, quality is guaranteed at every Navy Exchange.



Jun Teofilo Garcia, logistics support representative, shows SK1 Katherine Dee of USS McCampbell (DDG 85) how to get information from his workstation so that she can conduct ship's business ashore. Photo by Paul Stuhler

NEXCOM implements enhanced Civil Recovery Program

Kristine M. Sturkie
NEXCOM Public Affairs

The Navy Exchange Service Command (NEXCOM) has implemented an enhanced Civil Recovery Program to aggressively pursue administration costs for the detection and prevention of shoplifting. Civil Recovery allows a retailer to collect the costs associated with theft detection and apprehension from the person committing the offense.

“Recent legislation now allows federal retail stores to administer civil recovery worldwide,” said Ron Passarge, NEXCOM’s loss prevention specialist. “These changes grant NEXCOM the authority to pursue all cases of shoplifting, including active duty personnel and NEX associates committing internal theft for the costs associated with their apprehension. This is above and beyond our normal criminal prosecution.”

In addition, military sponsors are responsible for their family members. A parent, guardian or other person having legal custody of a minor who commits a theft will be liable for damages and costs. NEXCOM will also pursue those associates stealing from the Navy Exchange during their employment. Previously, NEXCOM

was only permitted to attempt civil recovery on civilians within the continental United States.

NEXCOM’s Loss Prevention Department will transfer all applicable theft cases to its outside service, Civil Demand Associates, and cases will be acted upon within 48 hours. The short time frame allows for increased collections and eases the burden on store personnel. If collection is not completed within 30 days, NEXCOM can further pursue collection through Command intervention, salary deduction and tax offset. In addition, the military member or sponsor’s check cashing and Military Star card privileges can be suspended for up to one year. The Civil Recovery Program remains separate from criminal prosecution or disciplinary action.

The National Defense Authorization Act for fiscal year 2002 amended the Federal Claims Collection Act by redefining a “debt” as it relates to non-appropriated funds. The amendment allows federal retailers like NEXCOM to pursue losses and administrative costs directly relating to theft, theft detection and theft prevention as claims that the U.S. government can recover through existing federal debt collection methods.

Three FISCSD Reserve units recognized for excellence

Each fiscal year the Commander, Naval Reserve Forces Command recognizes those Naval Reserve units which have achieved high levels of mission effectiveness. This recognition takes place through the presentation of the Captain Leo V. Bilger Award.

Three FISC San Diego Reserve units, which reside in Naval Reserve Readiness Command (REDCOM) Southwest, were the recipients of the Bilger Award for 2002. Congratulations to Reserve commanding officers CAPT John Zarem, CDR Pete Budi and LCDR Jon Watson and to the personnel of FISCSD Reserve units 119, 219 and 319 for this great achievement.

The Leo V. Bilger award was established in 1984 and named after the late Reserve Captain Leo V. Bilger, who served as Naval Reserve Activity president of the Sutter Chapter, president of the NRA 12th District, national vice president for Budget and Finance, and chairman of the National Constitution and By-laws Committee. Initially the award was presented annually to the best Naval Reserve unit in the Naval Surface Reserve Force; however, in 1996 the award was changed to recognize those Naval Reserve units that had achieved high levels of mission effectiveness.

Naval Reserve units are nominated for award recognition by their supporting NRA. The nomination process gives consideration to sustained accomplishment in mission areas to include support of the gaining command, the community, and the unit’s assigned personnel.

NEXCOM launches worldwide Shoplifter Education Program

Cheryl Budka Freeley

Navy Exchange Service Command Public Affairs

The Navy Exchange Service Command (NEXCOM) will offer the Youth Educational Shoplifting (Y.E.S.) Program to all juveniles apprehended for shoplifting in Navy Exchanges.

This program provides offenders with an alternative to the court system through the services of Shoplifters Alternative (SA), who will administer the program.

“NEXCOM recognizes that kids make mistakes and wants to help and support those juveniles willing to take responsibility for their actions, and prevent repeat offenses in the future,” said Ron Passarge, NEXCOM loss prevention specialist. “By offering access to and encouraging participation in the Y.E.S. Program, NEXCOM supports the Navy family by helping kids get their lives back on the right track.”

In NEXCOM’s past program, parents had the opportunity to enroll their child in the Y.E.S. program in conjunction with civil demand. This provided access to only small portion of those who could benefit from the program.

To provide this service to every Navy family affected by juvenile shoplifting, all juvenile shoplifting cases will now be transferred to Shoplifters Alternative.

NEXCOM is the first company to use SA’s free service to proactively help as many juvenile shoplifters as possible, while simultaneously addressing a costly retail industry problem. Educational programs for shoplifters have proven to be up to 98 percent effective in eliminating repeat offenses.

“While most juvenile shoplifters already know right from wrong, the Y.E.S. Program takes them through a step-by-step process which gives them a wake-up call presented in a compelling but caring manner,” said Peter Berlin, executive director of SA. “It addresses the root cause of their behavior and its negative impact on their life, even its potential to become a habit or an addiction.”

SA, a division of Shoplifters Anonymous, Inc., is the world’s leading non-profit provider of shoplifter research and rehabilitation programs.

SA currently provides its education programs and support services to approximately 25,000 shoplifters per year, most of whom have been referred by courts or retailers. SA is behind a nationwide movement to reach more shoplifters by expanding shoplifter education at the retail level. That provides a more proactive and effective way for retailers to help rehabilitate individuals, prevent repeat offenses and reduce shoplifting throughout the nation.

Mark your calendars for Supply Corps OP Roadshow interviews, luncheon

The Supply Corps Officers OP Roadshow will be held Feb. 27-28 at Naval Station San Diego (32nd St.) building 116, second floor.

Interviews with Supply Corps officer detailers will be conducted every half-hour from 8 a.m. to noon, and 1 to 4:30 p.m. on Feb. 27; and from 8 to 10:30 a.m. and 2 to 4:30 p.m. on Feb. 28. To arrange your interview time go to the San Diego Supply Corps Association Web site at www.sdsca.org/upcomingevents/roadshowinterviews.htm no later than Feb. 19.

The San Diego Supply Corps Association invites you to attend the OP Roadshow Luncheon at the Bay View Restaurant, MCRD San Diego on Feb. 28 at 11:30 a.m. CAPT Valenti will present an OP Roadshow brief during the luncheon. The cost of the luncheon is \$12 and will be collected at the door.

R.S.V.P. no later than Feb. 21 online at <http://www.sdsca.org/roadshowluncheon.htm>, or by contacting LTJG Danielle Chirco at (619) 553-1318 (DSN 553) or by e-mail to danielle_r_chirco@sd.fisc.navy.mil. When you reply online, please review your member information and e-mail any changes to LTJG Chirco.

For directions to the MCRD Bay View Restaurant, call (619) 524-6878, or log on to <http://mcx-mcrdsandiego.com/contact/road.html>.

FROM THE CHIEF

Opportunities at presidential retreat Camp David

Being a member of the Camp David team is one of the most prestigious support assignments the Navy has to offer. Mess management specialists serve an increasingly vital mission in direct support of the President of the United States. Camp David offers unparalleled technical training opportunities and one-of-a-kind experiences found nowhere else within the Department of the Navy. Working alongside a team of dedicated professionals, the ideals of honor, courage and commitment are practiced daily in providing the highest quality of service for the President, First Family and guests.

Top performing, highly motivated Sailors with a proven history of military excellence ready for the ultimate assignment for both themselves and their families are encouraged to volunteer to join the Camp David team. This assignment requires a top-secret clearance and U. S. citizenship.

Our recruiting team stands ready to assist with interviews and to answer any questions you may have. For additional information regarding this outstanding assignment, contact YNCS(AW) Edwards at (301) 271-1406/1400, DSN 376-9000, extension 4-1406/1400, or by e-mail to tedwards@whmo.mil; or YN1(SW/AW) Gross at (301) 271-1404/1400, DSN 376-9000, extension 4-1404/1400, or by e-mail to cgross@whmo.mil.

I encourage mess management specialists to apply for this unique opportunity. In addition, Supply Corps officers are encouraged to assist in ensuring their top performing mess management specialists are aware of this unique opportunity.



Camp David

JWOD offers quality supplies at reasonable prices

Steve Barclay

National Industries for the Blind

The Javitts-Wagner-O'Day (JWOD) Program is a unique federal procurement program administered by the Committee for Purchase From People Who Are Blind or Severely Disabled, in partnership with National Industries for the Blind (NIB) and National Industries for the Severely Handicapped (NISH).

Since its inception, JWOD, together with NIB and NISH, has provided employment for more than 38,000 people who are blind or have other severe disabilities, enabling them to lead more productive and independent lives.

While providing work for people with disabilities, federal contracts placed under JWOD provide government personnel with quality supplies and services at reasonable prices.

The Procurement Executive is committed to assisting the JWOD Program in its efforts to increase federal sales, thereby creating new positions for workers who are blind, or suffer severe disabilities. All military personnel should support JWOD whenever possible. In particular, military purchase cardholders should buy items furnished by JWOD before considering other commercial supplies if the items meet their needs.

Supplies available under JWOD are mandatory source items, and include a wide range of office supplies, cleaning products, medical/surgical items, hardware supplies, food service products, and textiles. JWOD products are distributed through a variety of government and commercial channels, including eMall MAS suppliers, GSA Advantage, and the JWOD electronic Web site at www.jwod.com. JWOD supplies are

also available through the Defense Logistics Agency, Servmarts, and authorized commercial distributors.

The JWOD Program also performs a wide range of services at federal locations, including administrative services, food service, grounds maintenance, janitorial/custodial, mailroom operations, switchboard operation, and warehousing activities. If any of these opportunities exist at your location, you are encouraged to contact your local representative from NIB or NISH.

You may also contact your local representative to arrange a JWOD briefing or to suggest new products and services which could be made available to you through JWOD.

For more information, contact Steve Barclay, JWOD representative, at (858) 486-5157; cell (703) 338-0377 or by email to IowaYankee@aol.com.

Video teletraining opportunities for travel and purchase card users

The Department of the Navy eBusiness Operations Office through the Navy Supply Corps School is providing comprehensive video teletraining to cardholders, commanding officers/supervisors, agency program coordinators, approving officials, and heads of activity.

Training for both card programs is conducted on a weekly basis each month through September 2003. Travel card courses are conducted on Monday and Friday. Purchase card courses are conducted on Tuesday, Wednesday, and Thursday. All courses are approximately two hours in duration and are taught via distance learning at all VTT classrooms. They are free of charge.

The following are brief descriptions of the travel and purchase card courses.

The **Refresher Cardholder Training** course provides cardholders information on the Travel Card Program, including policy, procedures, and proper usage.

The **Commanding Officer/Supervisor Training** course provides commanders, commanding officers, officers in charge, or supervisors information on roles and responsibilities, establishment and management of the Travel Card Program, program monitoring, DON and BOA policy, and delinquency management.

The **Agency Program Coordinator Policy Training** course provides the APC information on DON and BOA policy.

The **Agency Program Coordinator Delinquency Management/Reporting Tool for EAGLS** course provides the APC information on delinquency management by utilizing BOA's web-based application reporting tool, EAGLS. This course reviews scheduling and viewing of critical reports to aid in portfolio and

delinquency management. A working knowledge of EAGLS is required.

The **PC Program Overview for the APC** course provides a new APC with a comprehensive overview of the Purchase Card Program and the responsibilities of an APC. The course includes procedural information needed to establish, run, manage and maintain a purchase card program. It also covers the major policies and issues that guide program oversight. The course is suitable for new APCs working in either a Citidirect or WINSALTS environment.

The **Citidirect Ad Hoc Reporting for the APC** course provides the APC with training on the use of the Citidirect Ad Hoc reporting tool. It offers several examples of custom ad hoc reports that are used by APCs to manage and monitor their PC programs.

The **Citidirect Invoice Certification and Standard Reports for the AO** course provides the AO with the necessary knowledge and skills to use the Citidirect system to certify their cardholders' monthly statements. Course content includes an introduction to the Citidirect system with the primary emphasis on the statement certification process, and an introduction to the various standard reports available to the AO for program management.

The **PC Policy and Procedure for the Citidirect CH** course is designed for the CH operating in a Citidirect environment. It provides the necessary knowledge and skills to use the purchase card to make mission critical acquisitions in a timely and effective manner. The course emphasizes PC policy to ensure the CH performs within program guidelines, and covers the complete procedure for making an acquisition from funding and screening sources to receipt, documentation, and statement reconciliation.

The **PC Policy and AO WINSALTS Invoice Certification**

course provides the AO with the necessary knowledge and skills to use the WINSALTS system to certify their cardholders' monthly statements.

The **PC Policy and Procedure for the WINSALTS CH** course, designed for the CH who uses the WINSALTS system for statement reconciliation, provides the necessary knowledge and skills to use the PC to make mission critical purchases in a timely and effective manner. The course emphasizes policy to ensure the CH performs within program guidelines, and covers the complete procedure for making an acquisition from screening sources to receipt of material, documentation, and statement reconciliation through the WINSALTS system.

To access detailed information on VTT locations, course schedules, and how to reserve training quotas go to www.don-ebusiness.navsup.navy.mil. Click on card management, financial cards, travel card or purchase card, what's new, and VTT.

You may also go to www.nscs.cnet.navy.mil. Select training, either government travel or purchase card training, class descriptions to see available dates, and VTT registration, which will take you to www.nlnvtt.fctclant.navy.mil/usn_vtt.htm where you must click on the VTT facility nearest you.

Off network procedures or sites with video teleconferencing capabilities must certify equipment prior to class participation. To certify your VTC equipment, go to www.nscs.cnet.navy.mil. Select training; either government travel or purchase card training, class descriptions to see available dates, VTT info; and link for off network procedures or sites with VTC capabilities.

For more information contact Sandra Willey, DON EBUSOPSOFF, at (717) 605-9367, DSN 430-9367, or by e-mail to donebustraining@navsup.navy.mil.

FISC San Diego Key Contact List

Commercial (619) unless otherwise noted.
Numbers starting with 532, use DSN 522
Numbers starting with 556, use DSN 526

Broadway Headquarters

Commanding Officer 532-2203
 Executive Officer 532-2202
 Technical Director 532-1689
 Command Master Chief 556-0412
 Public Affairs Director 532-1442
 FLASH Editor 532-3432

Reserve Coordinator

Reserve Coordinator 532-4283
 Assistant Reserve Coordinator 532-2800

Supply Chain Management

Director 532-2024
 Deputy Director 532-4225
 Customer Services Officer 532-1932
 Deputy Customer Service Officer 532-2103
 Navy Integrated Call Center 532-1601

Logistics Support Center

Director 556-0401
 Deputy Director 556-0402
 Customer Service Officer 556-6004
 Fleet Liason 556-0420

Regional Contracts

Director 532-3435
 Deputy Director 532-3435

HAZMAT

Director 556-6208
 Deputy Director 556-6209

Supply Operations

532-4723

Freight Transportation

532-2059

ATAC HUB

545-8376 DSN 735

NAS North Island

Director 545-3247 DSN 735
 Customer Service 545-4468 DSN 735

NADEP Site

Director 545-4142 DSN 735
 Deputy Director 545-4157 DSN 735

FISC Det Seal Beach

Director (562) 626-7514
 Customer Service (562) 626-7607
 Personal Property Outbound (562) 626-6158
 Personal Property Inbound (562) 626-6159/60

Ventura County

Director (805) 989-7307
 Deputy Supply Officer (805) 989-8478

PT Mugu

Director (805) 989-8478
 Customer Service (805) 989-8172/1794

NAVSTA San Diego Site

Director 556-0401
 Customer Services Officer 556-6004
 Assistant Cust Serv Officer 556-5044
 Subsistence 556-7696

SIMA San Diego

Supply Officer 556-2139
 Assistant Supply Officer 556-2141
 Master Chief 556-2140
 Senior Chief 556-1904
 Customer Service 556-2161/6442
 Inventory 556-1913
 Quality Assurance 556-1913

Point Loma Site

Director 553-1312
 Fuel Director 553-1314
 Deputy Fuel Director 553-1317
 Customer Service 553-1313

Personal Property

Customer Service 556-MOVE (6683)
 Client Service Team A 556-9974
 (Last names A-L)
 Client Service Team B 556-9714
 (Last names M-Z)
 Seal Beach Site (562) 626-7032

Miscellaneous

Consolidated Mail 556-7479
 Fraud/Waste/Abuse Hotline 532-1408

Continued on back page...



FISC San Diego Key Contact List

Logistics Support Representatives
Commercial Area Code: (619) DSN: 526
Email: LSC_FISCSD@sd.fisc.navy.mil

<u>USS SHIP</u>	<u>PHONE</u>	<u>CELL</u>	<u>USS SHIP</u>	<u>PHONE</u>	<u>CELL</u>
Anchorage (LSD 36)	556-0381	572-7143	John C. Stennis (CVN 74)	767-7584	778-4913
Antietam (CG 54)	556-0170	778-5138	John Paul Jones (DDG 53)	556-0381	572-7143
Belleau Wood (LHA 3)	556-0354	778-4914	John Young (DD 973)	556-2558	572-2968
Benfold (DDG 65)	556-0416	778-4712	Kinkaid (DD 965)	556-0183	778-6475
Bonhomme Richard (LHD 6)	556-2558	572-2968	Lake Champlain (CG 57)	556-0435	778-4710
Boxer (LHD 4)	556-0340	778-5140	Lassen (DDG 82)	556-0358	778-4755
Bremerton (SSN 698)	553-9041	778-5296	McClusky (FFG 41)	556-0170	778-5138
Bunker Hill (CG 52)	556-0183	778-6475	McCampbell (DDG 85)	556-2431	778-5479
Cleveland (LPD 7)	556-2431	778-5479	USNS Mercy (T-AH 19)	556-0174	778-5808
Comstock (LSD 45)	556-0174	778-5808	Milius (DDG 69)	556-0359	778-3661
Constellation (CV 64)	767-7583	778-5409	Mobile Bay (CG 53)	556-0183	778-6475
Coronado (AGF 11)	553-9041	778-5296	Mount Vernon (LSD 39)	556-0435	778-4710
Curts (FFG 38)	556-0358	778-4755	Nimitz (CVN 68)	767-7582	778-5470
Decatur (DDG 73)	556-0172	572-2971	Ogden (LPD 5)	556-0378	778-4711
Denver (LPD 9)	556-0170	778-5138	Oldendorf (DD 972)	556-0340	778-5140
Dubuque (LPD 8)	556-0435	778-4710	Pearl Harbor (LSD 52)	556-0416	778-4712
Duluth (LPD 6)	556-0354	778-4914	Peleliu (LHA 5)	556-2431	778-5479
Elliott (DD 967)	556-0353	778-3659	Portsmouth (SSN 707)	553-9041	778-5296
Fitzgerald (DDG 62)	556-0416	778-4712	Princeton (CG 59)	556-0340	778-5140
George Philip (FFG 12)	556-0172	572-2971	Rentz (FFG 46)	556-0405	778-5275
Harpers Ferry (LSD 49)	556-0359	778-3661	Rushmore (LSD 47)	556-0405	778-5275
Helena (SSN 725)	553-9041	778-5296	Salt Lake City (SSN 716)	553-9034	572-2839
Higgins (DDG 76)	556-0378	778-4711	Shiloh (CG 67)	556-0359	778-3661
Houston (SSN 713)	553-9034	572-2839	Stetham (DDG 63)	556-0353	778-3659
Howard (DDG 83)	556-0174	778-5808	Tarawa (LHA 1)	556-0358	778-4755
Jarrett (FFG 33)	556-2558	572-2968	Thach (FFG 43)	556-0353	778-3659
Jefferson City (SSN 759)	556-9034	572-2839	Valley Forge (CG 50)	556-0354	778-4914
*All Visiting Ships	556-0420	778-8182			

Logistics Support Center
Customer Service Hours

Monday - Friday, 0600-2000

**After hours call 1-877-41TOUCH or
 1-877-418-6824 for service 24 hours a
 day, 7 days a week.**

Navy Integrated Call Center

Commercial: 1-877-418-6824
Worldwide DSN: 510-428-6824
Email: fisc.sd_cic@sd.fisc.navy.mil
Operating 24 hours

SALTS: bzz@salts.icpphil.navy.mil

