

SECNAV awards NAVSUP with Meritorious Unit Commendation

The Secretary of the Navy has announced that the Naval Supply Systems Command has been awarded the Secretary of the Navy's Meritorious Unit Commendation.

The award was presented for the dedicated and professional efforts of the entire NAVSUP organization during the 2003 fiscal year.

NAVSUP effectively executed their strategic mission of providing Navy, Marine Corps, Joint, and Allied forces quality supplies and services on a timely basis while successfully implementing a series of transformational actions across the enterprise. With the onset of *Operations Enduring Freedom/Iraqi Freedom*, they demonstrated superb

mission performance despite demand surge peaking at 150 percent in the forward-deployed arena and 400 percent here at home.

At the same time, the organization's transformation initiatives drove down the cost of the Navy's infrastructure and improved business practices. These efforts will generate \$1.8 billion in savings to our Navy over the five-year defense plan. This series of initiatives was fostered in direct support of the Navy's Sea Power 21 vision, and has allowed NAVSUP to better structure and align their organization to deliver even greater logistics support in the future.

See MUC next page

Regional Contracts department making "house calls" to ships

Fleet and Industrial Supply Center San Diego's Regional Contracts Department is offering a valuable and convenient training program for ships to increase their knowledge of the contracting process.

This open purchase training is conducted on-site for any ship that requests the training. The training is open to everyone in the ship's Supply Department (especially the S-1 Division), as well as divisional RPPOs, supply petty officers, supply officers and division officers.

This customer-specific training offers many useful training tools and resources for future use by shipboard supply personnel. Other benefits include on-site experts to answer any contracting questions supply personnel may have, as well as individualized attention by the instructors. The curriculum includes:

- FISCSD Regional Contracts
- Department Customer Guide

See House Calls page 6

This is how we do it



Ernest Wright, logistics support representative for Submarine Squadron 11, inspects dairy products to ensure they have the proper shelf life during a recent subsistence onload for USS Asheville (SSN 758). CS2 (SS) Grant Lonski checks the items against his list. Asheville's supply officer is LTJG Chris Seifert. (Photo by LT Ron Flanders)

Inside

PAGE 4- Flashes from the Chief - *RADM Stone to relieve RADM McCarthy*

PAGE 5- Decision reached in A-76 study

PAGE 6- 2004 Ney and Hill Award winners

PAGE 11- SMARTWebMove now available in England, Iceland



Admiral's Quarters

In this quarterly column of the Flash, I want to address a topic of ongoing interest—the continued transformation of the Naval Supply Systems Command. I note that the transformation is a constant journey, shaped by our commitment to you the customer, Sea Enterprise, and building the Navy our nation will need to win the wars of the future. Nowhere is the vital recapitalization of funds more of a focus than at the NAVSUP, where our fundamental transformation has entered its second phase.

First, let me tell you that NAVSUP Transformation Phase I was a tremendously successful undertaking. By establishing Commander, Fleet and Industrial Supply Centers (COMFISCS) and realigning with the Commander, Navy Installations and the hardware systems commands, we have been able to more effectively focus on you, the customer, achieving efficiencies and increasing savings at the same time. By linking to the *customer* through the NAVSUP assistant chief of staff (ACOS) roles, we changed the way we do business, and are

striving to serve you better in the process.

NAVSUP Transformation Phase II is where we are today. This is an enterprise-wide effort to define our products and services, and help us to understand, in great depth, the inputs, outputs, and costs associated with them.

How engaged in the product and services concept is NAVSUP? We are building our entire FY-05 business plan allocations based on the product and services framework. We are serious about this way of doing business.

The 19 products and services you receive from COMFISCS, ranging from regional integrated supply chain management to requisition processing, to fuel and mail, to logistics support coordination, are at the center of workload prioritization and resource allocation.

Earlier this month, the six FISC commanding officers and I had a chance to brief the Chief of Supply Corps, RADM Dan McCarthy, on where the COMFISCS team is in regards to products and services. We presented our efforts to identify costs, and opportunities in the entire product mix.

RADM McCarthy was pleased with our progress. He validated that we are going in the right direction but, as a team, we are far from finished. We have only scratched the surface of investigating what is really driving our costs.



RDML William A. Kowba

In the past four months, we have built a new cost allocation database and appointed products and services champions to analyze the resource and process breakdowns. In the months ahead, we will expand our understanding of unit costs, revalidate metrics from the customer perspective, substantiate productivity measures and, finally, enter into customer agreements.

Our unwavering commitment to the warfighter remains resolute. We will continue to deliver cost-conscious readiness, secure in the fact that our new NAVSUP organization will bring more value to you, the customer, than ever before.

The FLASH

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

Commander

RDML William A. Kowba

Executive Officer

CAPT Harry W. Davis

Technical Director

Mike Stames

Public Affairs Officer

Nannette Davis

Deputy Public Affairs Officer

LT Ron Flanders

Public Affairs Specialist/Editor

JO1 Jessica Bailey

Public Affairs Specialist/Photographer

Kim Longstaff

The Flash's editorial content is prepared and edited by the Public Affairs Office of the Fleet and Industrial Supply Center, San Diego. Its contents do not necessarily reflect the official views of the U.S. Government, the Department of Defense, or the U.S. Navy, nor does it imply endorsement thereof. The editorial office is located in Bldg. 1, Fleet and Industrial Supply Center, 937 North Harbor Drive, San Diego, CA 92132. Telephone: (619) 532-3432. To submit articles, e-mail: jessica.m.bailey@navy.mil

Visit our Website at www.sd.fisc.navy.mil.

MUC

continued from front page

In a message to the NAVSUP workforce RADM Justin D. McCarthy, NAVSUP's Commander, congratulated the entire NAVSUP team on their efforts. "You are making a significant contribution, not only in the actions you are taking within NAVSUP, but also in providing an example to others in demonstrating how to undertake

and deliver truly transformational solutions to our Navy. Thank you for what you are doing on behalf of our Navy."

All NAVSUP employees — active duty, Reserves and civilians — who were permanently assigned or attached to the command any time between Oct. 1, 2002 to Sept. 30, 2003, are authorized to wear the appropriate symbol permanently.

Bill Cording

LSC Deputy Director

Summer's almost here, and now is the time to get ready for the turnover of personnel. If you're having a change of command, you can expect the requests for Navy Band, equipment rental, and picnic areas to start filling up fast. You also can expect the usual turnover of department heads, division officers and leading petty officers as the summer progresses.

Getting the change of command program printed may be only one of the many tasks you can expect over the weeks and months ahead. These recurring activities, along with summer vacations, could make for challenging times under normal circumstances (I'll let you decide if it's normal where you are).

Open purchase cutoff dates are just around the corner, and although I personally don't expect to receive a pile of end-of-year money, that

doesn't mean there won't be a lot of competition to get quotes and contracts placed in time for expiring funds. Likewise, this is a good time to check up on the status of funds for all your open job orders with the Public Works Center, etc. None of us want to be surprised in the fourth quarter with a "big hit" on the Summary Filled Order Difference Listing.

While I'm harping on lessons learned again, allow me to remind you to update your Fleet Freight Routing instructions and to include the Material Processing Center's (MPC) address when coming to San Diego for all the MPC ships. Properly marked packages (containing at the very least the name of the ship on purchase card transactions) and timely updates to the FFR can make a big difference in your material availability.

LCDR Carl Taylor, LTJG Pamela Saucedo (both with San Diego's Logistics Support Center), LT Wes

Johnson (SURFPAC) and I visited 16 local ships during the end of March and first week of April. We've taken the input, comments, and suggestions from those meetings and are pursuing solutions/passing on your input. Thank you for hosting the visits and particularly for your candid comments.

We've had a few cases lately where material turn into stock (MTIS) customers have turned in Defense Distribution Depot San Diego (DDDC) "A" condition hazardous material. Remember, the HAZMIN center is there to help you reuse hazardous items. If in doubt about the proper disposition of excess material, you may contact your LSR, and they will get you the right answer.

Here are a couple of items where we could really use your

See LSC page 13

Food Expo tantalizes taste buds, sizzles with success

JO3 David C. Holmes

Public Affairs Center San Diego

Pavlov's Theory was in full effect at the Naval Base San Diego Dining Facility April 29. A Food Expo held there tantalized taste buds and deliciously danced about the olfactory senses of those fortunate enough to be present.

The Navy's finest Food Management Team San Diego, in conjunction with the base dining facility, combined hospitality with innovation to serve up the highly praised expo. A wide array of vendors, introducing new products and a smorgasbord of delectable goodies to savor and sample, were in abundance. "The food is outstanding and everyone is having



CSCS Russell S. Paje and CSCM Arnel G. Cayabyab, both from the Navy Food Management Team at FISC, review and sample goods from a vendor's display during a Navy Food Expo at the Naval Base San Diego dining facility. Expos, like the one at the base galley, are periodically conducted to inform Navy buyers of new product innovations and cost saving methods. (Photo by JO3 David C. Holmes)

See Expo page 10

Flashes from the Chief

RADM Stone to relieve RADM McCarthy as 43rd Chief of Supply Corps

The Secretary of the Navy has approved the selection of Rear Admiral Daniel H. Stone to relieve RADM Justin D. McCarthy as Commander, Naval Supply Systems Command and 43rd Chief of Supply Corps.

RADM Stone is currently assigned as director of logistics and engineering for North American Aerospace Defense Command (NORAD) and United States Northern Command, both headquartered at Peterson Air Force Base, Colo. He will assume his new responsibilities at a change of command ceremony this summer at the Naval Support Activity, Mechanicsburg, Pa.

RADM Stone was commissioned as an ensign in the United States Navy, upon graduation from Villanova University in 1971. At sea, he served

as supply officer of the aircraft carrier, USS *Ranger* (CV 61), from 1987 to 1989, and the decommissioned nuclear guided missile cruiser, USS *Long Beach* (CGN 9) from 1982 to 1984; and as the aviation supply officer aboard the aircraft carrier, USS *Constellation* (CV 64) from 1976 to 1978. He is qualified as a naval aviation supply officer. His shore assignments have included deputy chief of staff for Logistics, Fleet Supply and Ordnance, U.S. Pacific Fleet, Pearl Harbor, Hawaii; director, logistics operations, Defense Logistics Agency, Fort Belvoir, Va.; Commander, Defense Logistics Support Command, Fort Belvoir, Va.; Commander, Defense Supply Center Richmond; and deputy commander for Fleet Logistics Operations, Naval Supply Systems Command, Mechanicsburg, Pa.



RADM J.D. McCarthy

Supply Corps Captains selected for promotion to Rear Admiral

The Navy announced today that Captain Raymond E. Berube and Captain John J. Prendergast have been selected for promotion to the rank of Rear Admiral (Lower Half).

CAPT Berube is currently assigned as assistant commander for Business Operations/Comptroller, Navy Personnel Command. Prior to his current assignment, he served as commanding officer, Fleet and Industrial Supply Center San Diego.

After receiving his bachelor's degree in economics from Boston College, CAPT Berube was commissioned in 1979 through Officer Candidate School as an ensign in the U.S. Navy Supply Corps. He received a master's degree in financial management from the Naval Postgraduate School, Monterey, Calif. He is also a graduate of the Strategic

See Promotions page 12

Supply Corps Rear Admiral selected for promotion

The Navy announced that Rear Admiral Alan S. Thompson has been selected for promotion to the rank of Rear Admiral (Upper Half).

RDML Thompson is currently assigned as director, Supply, Ordnance and Logistics Operations Division (N41), Office of the Chief of Naval Operations. Prior to his current assignment, he served as Commander, Defense Supply Center Columbus.

After earning his bachelor's degree in economics from the University of California at Los

Angeles, RDML Thompson was commissioned in 1976 through the Naval ROTC program. He earned a master of business administration degree from the University of Florida. He is also a graduate of the Columbia University Graduate School of Business Senior Executive Program and a member of the Department of the Navy Acquisition Professional Community.

The more than 3,800 regular and Reserve officers of the Navy Supply Corps are responsible for supply and logistics support for the ships of the active fleet and hundreds of Naval shore installations worldwide, providing combat capability through logistics.

Decision reached in Inventory Accuracy Support A-76 Study

The Naval Supply Systems Command, Mechanicsburg, Pa., announced that it will retain the Inventory Accuracy and Quality Deficiency Report (QDR) Screening Support functions at the Naval Inventory Control Point in Mechanicsburg and Philadelphia. The decision is the result of a competitive study conducted in accordance with the Office of Management and Budget Circular A-76.

The Inventory Accuracy Department ensures visibility of inventory and financial accuracy for Navy-owned material at Navy, commercial, and other DOD activities. The department also provides support to inventory managers, stock points, contractors, repair activities, and fleet units concerning material movement, inventory accuracy, and the billing of stock fund material.

The study included 143 civilian and 25 contractor positions. The government's most efficient organization calls for a workforce of 161 civilian employees. The decision to retain the operation in house was made after no commercial offers were received in response to the A-76 solicitation.



Nimitz culinary specialists get bakery experience

JO2 Ahron Arendes
USS Nimitz Public Affairs

Since January, USS *Nimitz* (CVN 68) culinary specialists have been improving their baking skills while training at S&S Bakery in San Diego. The training, as part of Task Force Excellence through Commitment and Learning (EXCEL), focuses on upgrading the skills for culinary specialists.



Working with a local bakery, CSSN Jennifer Looney of Newburgh, N.Y., prepares to decorate a cake. (Photo by PH2 Tiffini Jones)

"It's important for the CSs to get extra training, because Task Force EXCEL came about and it told us to make more use of educational opportunities," said Senior Chief Culinary Specialist (SW/AW) Bruce Binda, *Nimitz*' leading culinary specialist.

According to Head Baker Mark Smith, S&S Bakery provides baked goods for all Navy ships in San Diego. It's relationships like these that allow the Navy to institute bakery training into Sailors' careers.

"It excites the Sailors to come in here and learn," said Smith. "This is the first time we've worked hand-in-hand with the Navy. I think it's a great idea, and so far, it's been a positive experience."

According to *Nimitz* Culinary Specialist Seaman Jennifer Looney, her decorating skills have improved since she began training at the bakery.

"I've learned how to make sunflowers and daisies with icing, and how to make some desserts, such as éclairs and cream puffs," said Looney.

"Baking is really where we wanted to start our training on *Nimitz*, because this is what affects the crew's morale every day," Binda said. "So what better way than to send our cooks out into the civilian world and actually make the products that are normally delivered to us? They're working hard with their civilian counterparts, and it's all falling in line with Task Force EXCEL and the 5 Vector Model (5VM)."



CS3 Nickie Amoroso, of Delta, Colo., adds apricots to fruit-filled pastries. (Photo by PH2 Tiffini Jones)

2004 Ney and Hill Award winners named

Navy Secretary Gordon R. England has announced the 2004 winners of the Navy Captain Edward F. Ney Memorial Awards and the Marine Corps Major General W.P.T. Hill Memorial Awards for outstanding food service.

Formal presentation of the awards to the winners was made during the Joint Military and Food Service Excellence awards at the International Food Service Executives Association (IFSEA) conference on April 26, in Denver, Colo.

Ney Afloat General Mess winners in the Atlantic Fleet are:

Submarine category:

first place: USS *Maine* (SSBN 741) (GOLD)

runner-up: USS *Augusta* (SSN 710)

Small Afloat category:

first place: USS *Pelican* (MHC 53)

runner-up: USS *Carr* (FFG 52)

Medium Afloat category:

first place: USS *Cape St. George* (CG 71)

runner-up: USS *Gonzalez* (DDG 66)

Large Afloat category:

first place: USS *Iwo Jima* (LHD 7)

runner-up: USS *Kearsage* (LHD 3)

Aircraft Carrier category:

first place: USS *Enterprise* (CVN 65)

runner-up: USS *Theodore Roosevelt* (CVN 71)

Ney Afloat General Mess winners in the Pacific Fleet are:

Submarine category:

first place: USS *Salt Lake City* (SSN 716)

runner-up: USS *Honolulu* (SSN 718)

Small Afloat category:

first place: USS *Crommelin* (FFG 37)

runner-up: USS *Ford* (FFG 54)

Medium Afloat category:

first place: USS *Stethem* (DDG 63)

runner-up: USS *Germantown* (LSD 42)

Large Afloat category:

first place: USS *Blue Ridge* (LCC 19)

runner-up: USS *Essex* (LHD 2)

Aircraft Carrier category:

first place: USS *John C. Stennis* (CVN 74)

runner-up: USS *Nimitz* (CVN 68)

Ney Ashore General Mess winners are:

Overseas General Mess category:

first place: Naval Air Facility Atsugi, Japan

runner-up: Naval Station Pearl

Harbor, Ewa Palms Inn

West Coast General Mess category:

first place: Sub Base Bangor

runner-up: Assault Craft Unit Five

East Coast General Mess category:

first place: Naval Station Mayport

runner-up: Weapons Station

Charleston

Hill award winners are:

Best Full Food Service Garrison

Mess Hall category:

first place: Mess Hall 710, Headquarters and Headquarters Squadron, Marine Corps Air Station, Yuma, Ariz.

Best Joint Operated Garrison Mess

Hall category:

first place: Mess Hall 222, Headquarters and Headquarters Squadron, Marine Corps Air Station, Iwakuni Japan

Best Active Field Mess Category:

first place: Marine Wing Support Squadron-172, Marine Wing Support Group-17, 1st Marine Aircraft Wing, III Marine Expeditionary Force, Okinawa Japan

“The Captain Edward F. Ney and Major General W.P.T. Hill Memorial Awards recognize a proud tradition of culinary excellence,” said Rear Admiral Justin D. McCarthy, Commander, Naval Supply Systems Command.

“This year’s award winners have clearly demonstrated their steadfast commitment to improving the quality of life of our war fighters through

world-class customer service, cleanliness, and food service management.”

The Ney Memorial Awards Program is co-sponsored by the Secretary of the Navy and IFSEA. IFSEA is a non-profit food service association dedicated to enhancing the professional image and growth of persons serving the food service industry. The evaluation teams were made up of senior Navy and Marine Corps culinary specialists and IFSEA representatives.

NAVSUP’s primary mission is to provide U.S. Naval forces with quality supplies and services. With headquarters in Mechanicsburg, Pa., and employing a worldwide work force of more than 23,000 military and civilian personnel, NAVSUP oversees logistics programs in the areas of supply operations, conventional ordnance, contracting, resale, fuel, transportation, and security assistance. In addition, NAVSUP is responsible for quality-of-life issues for our Naval forces, including food service, postal services, Navy Exchanges, and movement of household goods.

House Calls

continued from front page

- Requisition Development
- Market Research/Source Info
- DOD E-Mall Requirement Submission
- Requirement Administration
- Issue Resolution

The training lasts about an hour and follow-up reports are provided. To schedule the training, contact LT Cielo Almanza at (619) 532-2579 (DSN 522).

Military Phone Card Donation Program goes public

The Department of Defense has announced that any American can now help troops in contingency operations call home.

The Defense Department has authorized the Armed Services Exchanges to sell prepaid calling cards to any individual or organization that wishes to purchase cards for troops who are deployed.

The "Help Our Troops Call Home" program is designed to help service members call home from *Operation Iraqi Freedom* and *Operation Enduring Freedom*.

Those wishing to donate a prepaid calling card to a military member may log on to any of the three Armed Services Exchange Web sites: the Army and Air Force Exchange Service at www.aafes.com, the Navy Exchange Service Command at www.navy-nex.com, at and the Marine Corps Exchange at www.usmc-mccs.org. Click the "Help Our Troops Call Home" link. From

there, a prepaid calling card may be purchased for an individual at his or her deployed address or to "any service member" deployed or hospitalized. The Armed Services Exchanges will distribute cards donated to "any service member" through the American Red Cross, Air Force Aid Society and the Fisher House Foundation.

The Armed Services Exchanges operate telephone call centers in Iraq, Kuwait, Afghanistan, and other countries and aboard ships — anywhere service members are deployed in support of *Operation Enduring Freedom* and *Operation Iraqi Freedom*. All of these locations stay busy around the clock to keep up communication between deployed troops and their loved ones. The cards available through the "Help Our Troops Call Home" program offer the best value for calls made from the call centers, never expire, and there are no added charges or connection fees.

Individuals and organizations also can show their support to deployed troops and their families with gift certificates. The "Gift of Groceries" program allows anyone to purchase commissary gift certificates at www.commissaries.com or by calling toll free 1-877-770-GIFT. The Armed Services Exchanges offer the "Gift From the Homefront" gift certificate for merchandise at these exchange Web sites: www.aafes.com, www.navy-nex.com or by calling toll free 1-877-770-GIFT. Gift certificates may be purchased to be mailed to service members and family members, or will be distributed to "any service member."

Only authorized commissary and exchange patrons may redeem the gift certificates at military commissaries and exchanges, including those stores supporting deployed personnel around the globe.

Navy Cash goes live aboard USS Ronald Reagan

JO3 Shane Tuck

USS Ronald Reagan Public Affairs

Sailors aboard USS *Ronald Reagan* (CVN 76) received a first-rate service April 27, when the Navy Cash Program went live, eliminating the necessity for paper money.

From vending machine purchases to Morale, Welfare and Recreation tickets, any cash purchase aboard ship will require a Navy Cash card. The card automates the financial process aboard the ship and frees departments that handle money so they can assist Sailors better.

"Not needing cash on board will make things easier and faster," said Airman Apprentice Wyatt Coppernoll, Air Department. "All we have to do is swipe the card through a machine and we're done."



The Navy Cash card does more than make purchases aboard the ship convenient. The card makes funds more secure because it requires a personal identification number (PIN).

"Cards are PIN protected and will decrease theft on board," said Disbursing Clerk 2nd Class Willie J. Hogan of the Supply Department. "It also gives you more control over your money."

The Navy Cash card is accepted wherever you see the MasterCard logo. The account is used as a debit

card, so you can't spend money not in the account.

There are five cashless ATMs aboard located throughout the aft mess decks. Unlike a normal ATM, this ATM doesn't issue a receipt or dispense cash. Although the cashless ATM doesn't issue statements, you can access account information at www.navycash.com. Up to 13 months of transactions may be viewed at the Web site.

"I love the new cards," said Airman Heather Beckham, a native of Phoenix, Ariz. "I don't have to carry change around to get something out of the vending machine. I can just stick my card in, and I get the same service."

Navy Exchange Command's Customer Satisfaction Index score remains strong

Kristine M. Sturkie
NEXCOM Public Affairs

The Navy Exchange Service Command received high marks for customer service in the 2003 Customer Service Index scores. Each year, NEXCOM surveys its customers to determine how satisfied they are in a variety of areas, including pricing, merchandise availability, savings, and store policies and procedures. The Customer Satisfaction Index scores for last year remained high at 76, keeping NEXCOM 15 points above its baseline established in 1998.

"According to the American Customer Satisfaction Index, the retail industry satisfaction average is

76," said Elliot Zucker, NEXCOM's chief operating officer. "Our goal is 80, which will put us in the top 10 percent of retailers."

As in recent years, the top priorities for improvement focus on merchandise selection, merchandise availability, customer service and one-stop shopping. NEXCOM will also continue to emphasize improvement in problem resolution, which is a high-impact driver for customer satisfaction.

The five key performance indicators also either showed an increase or remained the same from 2002. "Over the past six years since we've been doing this survey, these key indicators have steadily risen," said Mike Conner, NEXCOM's

marketing director.

While satisfaction with pricing was relatively high, customers clearly said in the survey that saving them money is a top priority. When asked what their major reasons were for shopping the Navy Exchange, savings over other retailers was top, along with tax savings. Customers also cited the importance of value-priced merchandise.

"These surveys are important to us," said Conner. "Not only do they tell us the areas we need to improve, they also directly relate to customer retention and store loyalty. Any improvements we can make based on information our customers give us will truly make the Navy Exchange the 'Navy Family Store.'"

Nearly 15,000 customers participated in the worldwide survey in October.

New U.S. Navy Premier Uniform Collection introduced

Kristine M. Sturkie
NEXCOM Public Affairs

In an effort to provide Navy officers and senior enlisted Sailors another alternative when purchasing Navy uniforms, the Navy Exchange Service Command has introduced a new Premier Collection of Navy uniforms for men and women E-7 and above.

"The Premier Collection was developed to meet a long-standing desire for a higher quality service dress blue uniform," said Jo Johnson, from NEXCOM's Uniform Program Management Office. "These new uniform items offer improved professional appearance and increased comfort for the wearer."

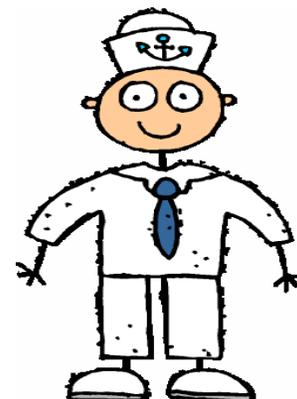
The new Premier Collection, manufactured by Brooks Brothers, offers a 100 percent worsted wool service dress blue jacket, trousers, slacks and skirt, a 100 percent cotton non-iron dress shirt, 100 percent silk

tie and an all leather men's and women's shoe from Bates. The uniform is comfortable enough to wear year round, repels stains, brushes clean and requires minimal dry-cleaning. Prices include any size-related tailoring necessary on the uniform items. The premium leather oxford shoe by Bates offers a leather outsole, leather lining and premium full cushioned foot bed, and comes in a protective shoe bag.

For those customers who may require a more custom fit or prefer a choice of fabrics, the Premier Collection has a custom-made program. "The custom program will be made available through regularly scheduled 'trunk shows,' where Brooks Brothers personnel will personally work with customers to offer a customized fit," said Johnson. Custom orders take 8-12 weeks for delivery, and prices vary depending on the custom fabric used in the garment.

The Premier Collection will be available at NEX Norfolk; NEX Arlington, Va.; NEX San Diego; NEX Pensacola, Fla.; and NEX Newport, R.I., uniform shops by June 2004. The shirts, shoes and ties will be available through the Uniform Support Center 24 hours per day, seven days a week, as well as online at www.navy-nex.com.

Got uniforms?



Mobile Bay Sailors get a new taste of Navy chow

JO2 Lisa Wassilieff

Public Affairs Center San Diego

The Ticonderoga-class guided-missile cruiser USS *Mobile Bay* (CG 53) has become the first Pacific Fleet ship to install updated and modern meal preparation equipment, use pre-cooked meals and develop an Advanced Food Service System (AFSS) concept. The crew celebrated with an opening ceremony recently. AFSS is the latest multifunctional food preparation system to be used in a Navy shipboard galley. The system involves the removal of all the deep-fat fryers and the use of combination ovens, skittles, induction plates and blast chillers.

The combination oven can cook different foods simultaneously with the flavors intertwining. It also cooks food in half the time of a regular oven. With its unique ability to inject steam, its functions range from cooking with the capability of two high-pressure steamers to baking with dry heat and steam.

Another part of the AFSS is the skittle, a versatile piece of equipment that can perform many functions, to include acting as a high-pressure steamer. Then, with the closing of a lid and turning of a cap, it can grill.

A third piece of *Mobile Bay's* new galley includes an induction plate, which is a method for cooking soups and sauces. It has a specialized burner that responds to the magnetism of pots and pans being cooked on it. With the induction plate there is no open flame, and nothing gets heated but the food inside the plate.

The final element of the cruiser's AFSS is a blast chiller, which is used when the pre-cooked meals are being brought aboard the ship. It quickly brings the temperature of the food down, so it can be stored in the refrigerator before it is used.

I'll have fries with that



ET2 William Rakoski, gets a large helping of lobster and shrimp aboard Mobile Bay. The guided-missile cruiser is celebrating the grand opening of the Advanced Food Service System. AFSS is the latest multifunctional food preparation system to be used in Navy galleys and uses pre-cooked microwavable meals for a ship's crew. (Photo by JO1 Ralph Radford)

Along with the advanced and more modern equipment, healthier, pre-cooked meals will be incorporated on the menu. These meals, along the lines of Army and Marine Corps Meals, Ready-To-Eat (MRE), are defined as high quality, heat-and-serve meals that include an entrée and vegetables.

Culinary Specialist 1st Class Lamont G. Moore feels the new menu is not only easier to prepare, but it is full of variety, as well.

"We are no longer using our old menu. Now we have different kinds of

meals from week to week. Meals like lasagna, spaghetti and meatloaf are on our menus now.

They come ready-made, and we just heat and serve. The same applies to soups. Even gravy requires little effort. They come in a powder, and all we have to do is add water and stir," said Moore, 36, from East Orange, N.J., who works with the advanced system in the galley.

According to *Mobile Bay's* Food Service Officer, LTJG Melissa A. Richardson, the percentage of prepared foods being served is 75 percent in port, but once the ship deploys, the percentage will drop to 50. Richardson also noted that improving the food would improve the overall quality of life aboard the San Diego-based ship.

"The quality of life is already changing," Richardson said. "The crew has been responding well to these changes, and the food has been consistently good. Even visitors who stay on the ship are impressed with the food."

In addition to shortened preparation times and higher quality food, the cleanup process has also been shortened with the use of sheet and strap pans covered with a nonstick coating similar to Teflon or Silverstone that decreases food buildup during cooking.

According to Culinary Specialist 3rd Class Omar J. Cranford, he has already noticed significant differences in his daily workday.

"The food is pre-cooked, and there is less room for error in preparing it. We also get off work earlier and have more time for training," Cranford said.

Expo

continued from page 3

such a great time,” said Storekeeper 2nd Class Ratana Oden, who works at the Transient Personnel Unit on the base.

The expo showcased several new and improved products geared towards catering to deployed Sailors at sea. Among the 27 vendors represented were companies such as; Sara Lee, Del Monte, and Arctic Foods, which carries a line of food products endorsed by former professional football and baseball star, Bo Jackson. All were eager to share their latest and greatest creations.

One attendee, Postal Clerk 3rd Class Kristin Spartz Griffin, also from TPU, said, “Being one of the first to see the new products offered here is exciting. The stuffed salmon is outstanding!”

Other samplers, such as cookie dough that can be dry stored for up to 90 days, in addition to fully

cooked, heat and serve knockwurst sausages, were among the cornucopia of sensible and tasty food treats.

“Ready-made foods, dry storage capabilities, packaging, and nutrition - these are top concerns when selecting the right product to order,” said Master Chief Culinary Specialist William T. Lund, a certified instructor on the Navy Food Management Team.

Product choices are at an all time peak for the naval food service community. Now, Navy buyers have the option and luxury of choosing from a large grocery list of civilian store and restaurant quality name brands.

Joey F. Morales, a retired mess specialist master chief who now works for Supreme Foodservice Sales said, “It’s great that Navy food services are now open to so many product choices in today’s Navy. It gives an advantage to both purchaser and supplier. I remember in my day while serving in the Navy

you got what you got and didn’t have so many options, if any.”

“The show went extremely well. Vendors were telling me it was the best expo they’ve been to. It was a great turnout for customers (culinary specialists from ships and shore commands) to learn of the cost saving methods and innovations,” said Senior Chief Culinary Specialist Russell S. Paje, a certified instructor with the Navy Food Management Team. Nine afloat commands and nine shore commands turned out for the expo. Paje spearheaded the event, but reiterated it was undoubtedly a team effort. Future food expos are being planned to take place quarterly in order to cater to deployment rotations for ships homeported in San Diego. The next show is scheduled for late July or early August. San Diego’s Navy Food Management Team will continue to raise the food bar in seeking to bring quality culinary products and events to the table.

MPCC system for check cashing a huge success

The Naval Supply Systems Command launched the Military Paper Check Conversion system to afloat and shore Navy and Marine Corps activities during its yearlong prototype.

MPCC is the process that converts check writers’ paper checks into electronic debits to their accounts using scanning technology. Since the paper check conversion (PCC) process is automated, the collections and reporting process is more efficient. After the transaction is approved, the cashier returns the voided paper check to the customer.

This system eliminates manual work in preparing and mailing checks for clearing, reduces the volume of check records to maintain, and significantly reduces check-clearing

time from two weeks to as few as 24 hours. MPCC also reduces the time spent by disbursing officers to process bounced checks.

Now, the U.S. Navy is deploying MPCC along with the Navy Cash™ System. “As an integral part of the Navy Cash™ offering, MPCC will enhance the quality of life for our Sailors and greatly improve our disbursing processes at sea and ashore,” said NAVSUP Commander RADM Justin D. McCarthy.

As of Jan. 30, 2004, the MPCC program was deployed to 37 Navy and Marine Corps ships and shore sites in the U.S. and overseas, and has processed 32,668 checks valued at about \$24,271,328. According to the U.S. Treasury Department, many other agencies are taking advantage

of this new PCC technology. PCC has been deployed to approximately 32 agencies, including the U.S. Army, Air Force and Marines, the Federal Trade Commission, Department of Transportation, and has even been deployed to the FBI.

NAVSUP offers worldwide technical support for MPCC through the Integrated Call Center. Users can dial 1-877-4-1-TOUCH or DSN 510-4-2-TOUCH from anywhere in the world toll free and get technical support for MPCC by hitting Option 6-4. The MPCC point of contact for NAVSUP is Senior Chief Disbursing Clerk Rey Mayo at (717) 605-6941 or by e-mail at renato.mayo@navy.mil.

SMARTWebMove now available to Sailors in England, Iceland

Navy members and their families can now more easily arrange their moves to and from England or Iceland via the Internet with SMART WebMove, a web-based program that eliminates the often time-consuming appointments and visits to the Personal Property Office to schedule a move. It services most routine moves based on permanent change of station (PCS) orders.

“The customer is in control, with access 24 hours a day, 7 days a week,



anywhere they have Internet access—at home, work, even aboard ship,” said Richard McIntire, program manager for SMARTWebMove, Naval Supply Systems Command.

“The customer can enter and exit the program and work on their household goods application as often as they want,” McIntire said.

Service members have placed more than 21,000 move applications using SMARTWebMove since it was launched in June 2001. SMART WebMoves are currently being processed at 30 Navy personal property offices located in the continental United States for routine intra- and interstate moves based on a Sailor’s PCS orders.

SMARTWebMove currently services overseas Navy Personal Property Offices in Hawaii, Japan, Singapore, Italy, Portugal and Spain.

The following overseas locations are slated to come online in FY 2004: Guantanamo Bay, Crete, Egypt, Diego Garcia, Guam and Bahrain.

SMARTWebMove can be accessed by logging on to www.smartwebmove.navsup.navy.mil.



Editor’s Note: There are current plans to have all Navy Personal Property Offices online by the end of September 2004. SMARTWebMove is also open to those who are retiring or separating. More than 18,000 service members have used SWM since the program was launched in June 2001.

Chilean tall ship visits San Diego

On April 23, the magnificent Chilean tall ship, Esmeralda, with its 157-foot mast, received a 16-gun salute from Naval Base Point Loma as it sailed into San Diego Harbor. Her first stop was the FISC San Diego La Playa Fuel Pier where she cleared customs before refueling and sailing on to the Broadway Pier in downtown San Diego for a five-day official visit. This was the third time Esmeralda took on fuel at the La Playa Fuel Pier; she last visited in 1977 and 1978. The Chilean Navy uses Esmeralda, a four-masted schooner, as a training vessel. It was originally intended for the Spanish Navy and is considered a near sister ship of Spain’s training ship, Juan Sebastian Elcano.



Advanced Management Program hones managerial skills

The Advanced Management Program (AMP), offered by the Tench Francis School of Business, bridges the education gap by creating a longer return on investment in management education for our middle managers and future executive leaders.

AMP is a three-week course equivalent to civilian executive education programs. Located at the Navy Supply Corps School (NSCS) in Athens, Ga., the AMP Program is designed for officers and civilians with significant responsibility and exceptional records of achievement. It is an innovative program that prepares experienced middle and upper middle level managers for the leadership challenges of the future. It incorporates workshops and traditional learning to develop key competencies needed for higher levels of strategic leadership.

AMP provides the tools necessary to formulate and implement strategy, develop and manage networks of people, and incorporate

experiences into a broadened policy-level perspective. Through topics such as activity-based costing/management, benchmarking, metrics management, managing organizational change, competitive strategy and execution, e-business, Enterprise Resource Planning (ERP) and information systems solutions, AMP hones managerial and leadership skills.

After completing AMP, graduates will be able to coordinate functional areas to support overall strategy implementation, formulate customer driven strategies for leadership in quality, cost avoidance and service, and improve the organization's mission support capability.

Remaining FY04 Class Dates:

June 7-25

August 9-27

Prerequisites: Must be an O-5, O-5 select or civilian GS-13/14

Certifications: AMP recently received accreditation from the American Council on Education

(ACE) for three graduate level management credit hours. The information is available at <http://www.militaryguides.acenet.edu>. Course number A-8B-0060 applies.

Selection: Officers and civilians desiring to attend one of the FY04 sessions should complete the application found on the AMP web site at www.nscs.cnet.navy.mil/amp. Selection will be based on performance, current/future assignment, and availability.

Questions should be directed to LCDR Nick Rapley at (706) 354-7259, DSN 354-7259, nick.rapley@cnet.navy.mil or LT Monica Agarwal at (706) 354-7277, DSN 354-7277, monica.agarwal@cnet.navy.mil or amp@cnet.navy.mil.

Promotions

continued from page 4

Leadership Institute, Anderson School of Management (University of California, Los Angeles) Executive Education Program.

CAPT Prendergast is currently assigned as chief of staff, Naval Supply Systems Command, Mechanicsburg, Pa.

Prior to his current assignment, he served as deputy commander for Fleet Logistics Operations, Naval Supply Systems Command Headquarters. Prendergast holds a bachelor's degree in mechanical engineering from the University of Notre Dame, where he earned his commission in 1979 through the regular Navy ROTC Program. He is a distinguished graduate of the Naval Postgraduate School where he earned a master's degree in management with a subspecialty in contract and acquisition management. He is also a graduate of the Kellogg Graduate School of Management (Northwestern University) Executive Education Program.

On the road again



SK2 (SW) Travis Ferguson of the USS Kitty Hawk (CV 63) receives an aircraft seat from George Cruz, an employee of the Fleet and Industrial Supply Center San Diego's warehouse at Naval Air Station North Island. Ferguson is a member of Kitty Hawk's beach detachment. (Photo by LT Ron Flanders)

LSC

continued from page 3

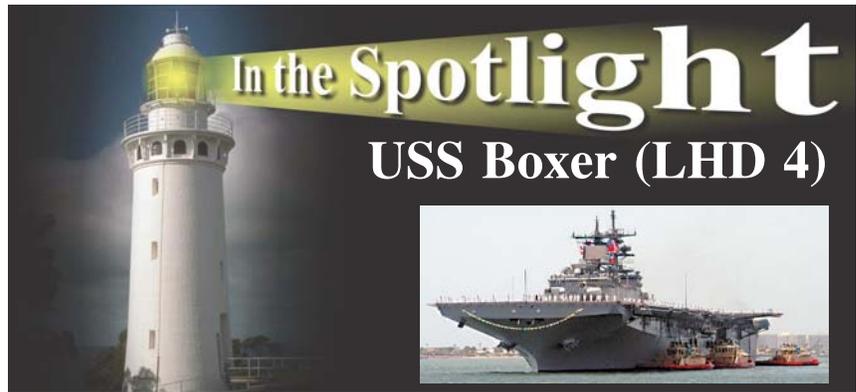
help. Customers order bulky items, antenna or mattresses for example, and then are not ready to receive them - sometimes asking for months of courtesy storage. Please make sure you have an installation plan you can execute before ordering oversized or truck loads of material, as there is very limited courtesy storage available. Ordering a 40-foot container of steel that you want stored until completing inspection and survey (INSURV) three months from now is a big problem for all of us.

We expect a new medical prime vendor (MPV) contract in the next few weeks/month or so. The new contract is expected to emphasize Web ordering for all direct turnover pharmaceuticals. Before we start under the new contract, there are a few observations of our progress to date under the current web-based contract.

A few customers have been tardy paying their MPV bills. All our vendors expect to be paid when they provide a service. Please make sure your ship's procedures include ensuring the bills are paid. It's important that supply and medical work together on this program or either the material won't get ordered or the company might not get paid. Both situations are very bad.

FISC San Diego and the LSC in particular would like to welcome home USS *Pinckney* (DDG 91) and USS *Ronald Reagan* (CVN 76) to San Diego.

On a final note, the next quarterly customer service meeting is scheduled for June 11 in building 116, 2nd floor, Greyhound room, from 10 to 11 a.m. Hope to see many of you there.



Boxer returns to San Diego after supporting *Operation Iraqi Freedom*

PH2 (AW) Amanda J. Stuart and
JO1 Karen M. Golembieski
USS Boxer Public Affairs

USS *Boxer* (LHD 4) will return to its homeport of San Diego April 29, after completing a three-and-a-half month deployment in support of *Operation Iraqi Freedom*.

This was *Boxer's* second deployment in less than a year's time, during which *Boxer* provided amphibious lift of essential personnel and equipment for 1st Marine Expeditionary Unit and 3rd Marine Aircraft Wing.

Upon arrival in the Persian Gulf, *Boxer* spent five days offloading more than 200 U.S. Marine personnel and their equipment onto Kuwait Naval Base. In total, *Boxer* transported and offloaded 16 CH-53 Sea Stallion helicopters from Marine Heavy Helicopter Squadron (HMH) 466, 150 trucks with trailers, several aircraft towing vehicles and associated support equipment, and multiple large containers of ammunition.

"Our mission was to deliver 16 helicopters and other supplies that Marine Aircraft Group 16 needed for their base of operations," said Operations Department Leading Chief Petty Officer Senior Chief Operations Specialist James E. Marshall, of Ralls, Texas. "We got short notice to deliver. The crew stepped up and did what we needed to do. They

completed the mission flawlessly. We were able to support a rapid turnover and support the Marine Corps insertion in the field to give the Army some help."

After the offload, *Boxer's* crew began their journey back to San Diego, making short port visits in Dubai, United Arab Emirates; Goa, India; Sembawang, Singapore; Sasebo, Japan; and Pearl Harbor, Hawaii.

In addition to taking a break from the rigors of life at sea in these ports, *Boxer* Sailors continued to invest themselves by completing some much-needed ship preservation and maintenance. The crew put in many hours painting the exterior of the ship and replacing valves in engineering spaces, which greatly improved and sustained their quality of life.

"We replaced eight low pressure drain valves for the auxiliary steam system," said Chief Machinist's Mate Trent Roberts, of Austin, Texas. "The valves were leaking and could have caused a heat stress situation in the engineering spaces now that we are traveling to tropical waters."

Before traveling to the warmer climate of Hawaii, *Boxer* completed her final operational mission for the deployment, which was to exchange

See **Boxer** next page

Purchase Card Videoteletraining opportunities

The Department of the Navy eBusiness Operations Office through the Navy Supply Corps School is providing comprehensive Government Commercial Purchase Card Video Teletraining (VTT) for Agency Program Coordinators (APCs), Approving Officials (AOs), and Cardholders (CHs).

Courses are elective, free of charge, and provide additional insight on specific roles and responsibilities within the Purchase Card Program. Travel costs, if required, to attend training are at each participant's agency's expense.

VTT, available on certain ships, is also available at 25 shore locations in the United States. Each classroom has seating for 18-25 participants. Video teleconferencing is available for activities unable to locally participate at a VTT location.

Class registration closes one week prior to class start date.

Activities outside the U.S. should contact the NSCS network scheduler at (706) 354-7378 (DSN 354-7378) to find out how to arrange an exception special request class.

Follow these easy steps to participate in this valuable training: Go to www.nscs.cnet.navy.mil; select Training, select Government Purchase Card Training, select the desired course (do not select schedules on the left), and select schedule to see available dates. After viewing the schedule, click the back button, select VTT info, select VTT shore locations and follow directions to choose desired VTT location and obtain contact information for class registration and inquiries.

VTT locations with computer labs include Athens, Balboa, Bangor, Bethesda, Bremerton, Camp Lejeune, Camp Pendleton, Dam Neck Hub, Everett, Great Lakes, Groton, Guam,

Ingleside, Kings Bay, Mayport, New Orleans, Newport, Norfolk, Pascagoula, Pearl Harbor, Pensacola, Portsmouth, San Diego Hub, Tactical Training Group Pacific, and Whidbey Island.

For VTC, select the 'Off Network Procedures For Sites With VTC Capabilities' link for complete instructions to certify your VTC equipment with Dam Neck Hub (must be done prior to class start date/time) and for the number to call the network scheduler to make the VTC arrangements.

This and additional information may be found at the DON eBusiness Web site at www.don-ebusiness.navsup.navy.mil. Click on Purchase Card Training (under quick links), and then on the link Video Teletraining Announcement. You can also contact the DON EBUSOPSOFF by e-mail to donebustraining@navsup.navy.mil.

June 2004 VTT Schedule

**All start times are east coast standard.*

Course	Date	Time
PC Program Overview for the APC	June 7, 2004	10:30 a.m. and 1 p.m.
PC Citidirect Invoice Certification and Standard Reports for the AO	June 7, 2004 June 8, 2004	3:30 p.m. 8 a.m. and 1 p.m.
PC Policy and Procedure for the Citidirect Cardholder	June 7, 2004 June 8, 2004	8 a.m. 10:30 a.m. and 3:30 p.m.

Boxer

continued from previous page

two landing craft air cushion (LCAC) vehicles that had been brought from San Diego with two from Sasebo. Assault Craft Unit 5 took charge of the two Sasebo LCACs, which *Boxer* is transporting back to Camp Pendleton, Calif., for a routine overhaul.

In Hawaii, the final stop before home, *Boxer* embarked several members of the Afloat Training Group, Pacific, to conduct the Command Assessment of Readiness and Training (CART), which tests *Boxer's* battle readiness.

"CART is a snapshot of how well we're doing our training and systems maintenance," said *Boxer's*

Damage Control Assistant LCDR Steven W. Ligler, of Spooner, Wis.

"Although engineering and damage control get a lot of attention, primarily due to the highly visible drills we conduct, pretty much everyone has a stake in the process. How we train ourselves and maintain our gear directly affects how well we can execute the ship's mission."

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

Numbers starting with 545, use DSN 735

Broadway Headquarters

Commander 532-2203
 Executive Officer 532-2202
 Technical Director 532-1689
 Command Master Chief 556-0412
 Counsel 532-2197
 Public Affairs Director 532-1442
 Flash Editor 532-3432

Reserve Coordinator

Reserve Coordinator 532-4283
 Assistant Reserve Coordinator 556-6234

Supply Chain Management

Director 532-2024
 Deputy Director 532-4225
 Customer Services Officer 532-1932
 Deputy Customer Service Officer 532-2103
 NICC Manager 532-1601

Logistics Support Center

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

Inter-Service Supply Support

Operations Program

West Coast Operations Director 556-7401

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

NAS North Island Site

Director 545-3247
 Customer Service 545-4468

NADEP Site

Director 545-4142
 Deputy Director 545-4157

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 Site

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

Point Mugu Site

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 Site

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

Miscellaneous

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



FISC San Diego Key Contact List

Logistics Support Representatives
Commercial Area Code: (619) DSN: 526
E-mail: LSC_FISCSD@navy.mil

<u>USS SHIP</u>	<u>PHONE</u>	<u>CELL</u>	<u>USS SHIP</u>	<u>PHONE</u>	<u>CELL</u>
ACU-5	553-9034	572-2839	John Paul Jones (DDG 53)	556-0416	778-4712
Antietam (CG 54)	556-0170	778-5138	Lake Champlain (CG 57)	556-0435	778-4710
Asheville (SSN 758)	553-9034	572-2839	Lassen (DDG 82)	556-0358	778-4755
Belleau Wood (LHA 3)	556-0354	778-4914	McClusky (FFG 41)	556-0170	778-5138
Benfold (DDG 65)	556-0378	778-4711	McCampbell (DDG 85)	556-2431	778-5479
Bonhomme Richard (LHD 6)	556-2558	572-2968	USNS Mercy (T-AH 19)	556-0174	778-5808
Boxer (LHD 4)	556-0340	778-5140	Milius (DDG 69)	556-0359	778-3661
Bunker Hill (CG 52)	556-0183	778-6475	Mobile Bay (CG 53)	556-0183	778-6475
Chase CG (WHEC 718)	556-0378	778-4711	Mustin (DDG 89)	556-0183	778-6475
Cleveland (LPD 7)	556-2431	778-5479	Nimitz (CVN 68)	767-7582	778-5470
Comstock (LSD 45)	556-0174	778-5808	Ogden (LPD 5)	556-0378	778-4711
Coronado (AGF 11)	553-9041	778-5296	Pearl Harbor (LSD 52)	556-0416	778-4712
Curts (FFG 38)	556-0358	778-4755	Peleliu (LHA 5)	556-2431	778-5479
Decatur (DDG 73)	556-0172	572-2971	Pinckney (DDG 91)	556-0381	572-7143
Denver (LPD 9)	556-0170	778-5138	Portsmouth (SSN 707)	553-9041	778-5296
Dubuque (LPD 8)	556-0435	778-4710	Preble (DDG 88)	556-0172	572-2971
Duluth (LPD 6)	556-0354	778-4914	Princeton (CG 59)	556-0340	778-5140
Fitzgerald (DDG 62)	556-0416	778-4712	Reagan (CVN 76)	767-7582	778-5470
Fletcher (DD 992)	556-0353	778-3659	Rentz (FFG 46)	556-0405	778-5275
Germantown (LSD 42)	556-0359	778-3661	Rushmore (LSD 47)	556-0405	778-5275
Hamilton CG (WHEC 715)	556-0378	778-4711	Salt Lake City (SSN 716)	553-9034	572-2839
Harpers Ferry (LSD 49)	556-0359	778-3661	Shiloh (CG 67)	556-0359	778-3661
Helena (SSN 725)	553-9041	778-5296	Stethem (DDG 63)	556-0353	778-3659
Higgins (DDG 76)	556-0416	778-4712	Tarawa (LHA 1)	556-0358	778-4755
Houston (SSN 713)	553-9034	572-2839	Thach (FFG 43)	556-0353	778-3659
Howard (DDG 83)	556-0174	778-5808	Valley Forge (CG 50)	556-0354	778-4914
Stennis (CVN 74)	767-7584	778-4913	*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: nice@navy.mil
operating 24 hours

SALTS: bzz@salts.icpphil.navy.mil

