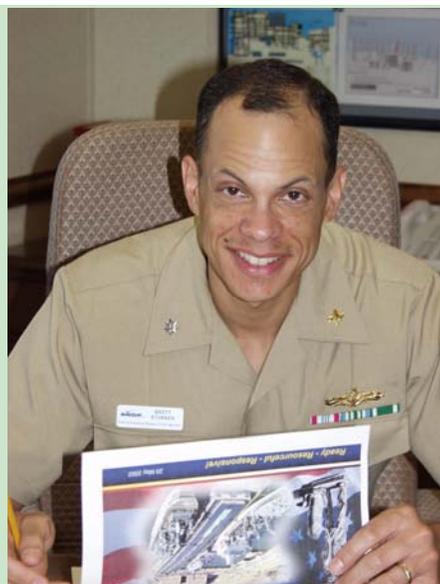


# The Seafarer

Volume 4, Issue 7

Customer Service Bulletin

July 2002



## New Customer Ops Officer at FISC

Commander Brett Sturken, has assumed duties as FISC Norfolk's Customer Operations Officer.

A native of Los Angeles, Calif., Cmdr. Sturken enlisted in the Navy in 1981 and was selected for the BOOST (Broadened Opportunity for Officer Selection and Training) Program. Following successful completion of BOOST, he entered the United States Naval Academy and graduated with a bachelor of science degree in May 1986.

Upon graduation from USNA, Cmdr. Sturken was assigned to the USS Flint (AE-32) as RASE (Replenishment at Sea Equipment) division officer. Following an abbreviated tour

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An alternative to the Tri-wall being used at FISC Norfolk

## Testing "A Better Box"



**FISC Norfolk, Va.** - AK2 Ricky Reed (COMNAVAIRLANT) checks manifested material being loaded into a Reusable Bulk Shipping Container (RBC) by AK2 Andrew Williams and AK2 (AW) Larry McIntosh (USS Eisenhower CVN-69). These newly introduced reusable containers feature built-in sling hangers, drop doors for easy loading and unloading, and collapsible side walls for easy storage. **Photo by Bill Pointer**

**T**o improve customer service, the Norfolk area Material Processing Center (MPC) is now using Reusable Bulk Containers (RBC) to consolidate material for delivery to pier-side customers. The heavy-duty RBCs protect material in transit and don't create a house-keeping mess of wooden splinters and paper fiber like tri-wall boxes and pallets.

The RBCs also offer other advantages over short-life fiberboard tri-wall boxes. Side drop-doors make unloading supplies easier on the back especially when reaching down to material at the bottom of the container. The reusable containers can be set-up or

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## FISC Change of Command set for 16 August 2002



*Captain William A. Kowba, SC, USN*

Captain Lorren V. Heckelman, Supply Corps, United States Navy, will relieve Captain William A. Kowba, Supply Corps, United States Navy, as Commanding Officer of the Fleet and Industrial Supply Center, Norfolk (FISC) in a ceremony on Friday, August 16, 2002 beginning at 9:00 a.m.

The ceremony will take place in front of the Pennsylvania House aboard Norfolk Naval Station. About 500 guests are expected to attend the ceremony. Music will be provided by the U.S. Atlantic Fleet Navy Band.

Rear Admiral Justin D. McCarthy, Supply Corps, United States Navy, Commander, Naval Supply Systems Command and Chief of Supply Corps, will preside over the ceremony and deliver the keynote address following invocation by Captain Victor Smith, CHC, U.S. Navy.

After two years at the helm of the Navy's largest supply center, Captain Kowba will

transfer to the Chief of Naval Operation's Strategic Studies Group in Newport, R.I. Reporting in June 2000, Captain Kowba is the 34th commanding officer, he has presided over considerable change to this historic center.

Captain Heckelman is a 1979 graduate of Miami University with a bachelor of science degree in marketing management he also has an MBA degree from the University of Michigan. He is an MIT Center of International Studies fellow, having completed their seminar on Foreign Politics, International Relations and the National Interest program. He received his commission through the Naval Reserve Officer Training Corps Program.

Captain Heckelman has served in a variety of key leadership positions afloat and ashore. At sea, he served as Assistant Supply Officer and Supply Officer on USS Bigelow (DD-942). He deployed twice aboard USS Carl Vinson as Stock Control Officer and Readiness Officer. In 1997, he reported aboard USS Abraham Lincoln as Supply Officer and completed a deployment to the Persian Gulf and North Arabian Sea.

His shore duty assignments have included Commissary Store Division Officer, Navy Resale and Services Support Officer, Field Support Office Jacksonville, Florida. After completing his MBA, he reported to the Naval Aviation Supply Office in Philadelphia where he served as A-7/A-4/T-2/T-45 weapons manager and then as strike/fighter procurement division director. He served as EA to the Commander, Naval Information Systems Management Center in Washington, D.C. and followed that tour with duty at NAVSUP as the head of the Navy Stock Fund Policy, Programs and Management Branch. In January 1994, he was selected



*Captain Loren V. Heckelman, SC, USN*

by the Undersecretary of the Navy to serve in the Department of the Navy's 1995 Base Realignment and Closure Project Office as the senior Supply Corps officer and an infrastructure analyst for operational and logistics activities. Following completion of that assignment in 1995, he reported to FISC Yokosuka as Executive Officer. Capt Heckelman reported to his last assignment at the Programming Division (N80) on the staff of the Chief of Naval Operations in March 1999.

Captain Heckelman is a qualified Surface Warfare Officer; an Aviation Supply Officer and Surface Warfare Supply Officer. His awards include the Meritorious Service Medal (three awards), Navy Commendation Medal (three awards), Navy Achievement Medal, Military Outstanding Volunteer Service Medal, Meritorious Unit Commendation (four awards), Navy Expeditionary Medal, Defense Service Medal, Sea Service Deployment Ribbon (four awards) and Overseas Service Ribbon (two awards).

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## One Touch Support is now available through the Web

One Touch Support, a Web site for research and procurement of government and commercial parts and material, is now available on the World Wide Web at [www.onetouch.navy.mil](http://www.onetouch.navy.mil).

One Touch Support gives Fleet sailors, industrial activities, and other support providers the capability to perform integrated technical screening, stock checks, requisition input, requisition status checks and shipment tracking from over 20 government and commercial data sources. The Web site also includes a streamlined registration process with email notification of approval, single sign on for all one touch applications, the ability to personalize the site, text only or full graphics views, mouse-over supply code definitions, site and registration tours, on-screen help and much more.

One Touch Support, developed by the Naval Supply Systems Command (NAVSUP), replaces seven existing supply related Web sites. For more information on One Touch Support, contact Ms. Bonnie J. Brown at 717-605-4166, DSN 430-4166, or by email at [netouch\\_navsuphq@navsup.navy.mil](mailto:netouch_navsuphq@navsup.navy.mil).

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# ATAC establishes a new node at NAS Oceana

The Advanced Traceability and Control Program (ATAC) is the Navy's program for tracking and expediting depot level repairable components in the repair pipeline. These components, known as depot-level repairables or DLRs, are assets



that the Navy has determined are more economical to repair than to discard and replace. Parts range from small electronic circuit boards to large steam driven deck winches and are generally expensive and critical to Navy and Marine Corps operational requirements. DLRs represent a significant investment in inventory and therefore, accountability and control of DLRs are essential.

On April 30, 2002, the FISC Norfolk ATAC Eastern Region established the NAS Oceana node. The NAS Oceana node will provide faster DLR service for the F-14 and F/A-18 aircraft at Oceana by reducing the overall DLR processing times. Several other major benefits are also achieved including:

- almost immediate transaction item reporting and visibility of DLR retrograde.
- reduction in DLR carcass losses.
- direct shipment of DLR retrograde to repair facility.
- improved DLR transit times.

**For more information on ATAC visit the ATAC webpage at: [www.nor.fisc.navy.mil](http://www.nor.fisc.navy.mil) and click on "ATAC."**

## - Customer Ops officer from Page 1

aboard Flint, he was assigned to NMPC (N411) to administer budgets and finance for surface officer assignments and was promoted to Lieutenant Junior Grade in May 1988.

While at NMPC, he received a lateral transfer to the Supply Corps and entered supply training in August 1989. Upon completion of his training, Cmdr. Sturken was assigned to the USS Samuel Eliot Morison (FFG-13) as Supply Officer. He was promoted to Lieutenant in August 1989.

In March 1992, Cmdr. Sturken was assigned as Supply Officer, Naval Support Activity, Souda Bay, Crete. He served concurrently as Port Liaison Officer until his transfer to Military Sealift Command (MSC) in April 1993. While at MSC, he served as a Navy Acquisition and Contracting Officer (NACO) Intern and qualified as a DAWIA Level II Contracting Specialist.

Commander Sturken reported aboard USS America (CV-66) in April 1995 as Material Division Officer (S-8). He "fleeted up" to primary assistant for logistics (Stores Officer) in November 1995, and was responsible for the management of the aviation repair parts inventory, ship repair parts inventory, financial record keeping, Hazardous

Materials inventory, and Postal operations. Cmdr. Sturken was promoted to Lieutenant Commander in July 1996.

Following his tour on USS America, Cmdr Sturken attended the Naval War College (College of Command and Staff) graduating in June 1997 with a master's degree in national security and strategic studies. He attended Armed Forces Staff College to complete JPME Level II education en route to U.S. Special Operations Command, Acquisition and Logistics Center (SOAL).

While assigned in USSOCOM contracting office (SOAL-K), Cmdr. Sturken provided direct contracting support to special operations forces and spent five months in Bosnia-Herzegovina in support of Operation Joint Forge as the NATO Theater Head of Contracts and Director of Customs Operations.

Commander Sturken reported to FISC Norfolk in October 2000 as Director, Fleet Support Division in the Acquisition Department. In May 2002 he became Director of Customer Operations. Commander Sturken is a member of the Acquisition Professional Community (APC), has a DAWIA Level III Acquisition certification and is a graduate of the Advanced Management Program at the Tench Francis Business School at the Navy Supply Corps School in Athens Ga.

## **New "Separation of Function" Policy Letter Outlines Navy Purchase Card Process of Checks and Balances**

A new Policy Letter issued on June 10, 2002 by the Naval Supply Systems Command (NAVSUP), outlines the process for protecting the integrity of the Navy's Purchase Card Program. Integrity is accomplished by ensuring that independent receipt and acceptance of all goods and services is properly documented and that all organizations maintain a three-way separation of function. Agency Program Coordinators (APCs) throughout the NAVSUP claimancy are reminded that Approving Officials (AOs) should be in the cardholder's direct chain-of-command and should not have responsibility for initiation of the requirement, purchasing, ordering, receipt, inspection or acceptance of supplies and services. Strict adherence to the separation of function guidance is required.

The "Separation of Function" is a process in which a single individual performs only one of the following functions: initiation of the requirement; award of contract or placement of the order; receipt, inspection, or acceptance of the supplies or services. If the cardholder is picking up the material at the contractor's location, the end user or designated receiving personnel should sign for final receipt. In the event the cardholder is the end user, another designated individual must sign the receipt. Each procurement file shall include a property signed and dated final vendor receipt as documented evidence of independent receipt and acceptance.

"Separation of Function" is a key element in preventing fraud, misuse and abuse within the DoN Purchase Card Program. In order to protect that integrity, a three-way organizational separation of function is required for all NAVSUP activities. Failure to adhere to these fundamental programmatic checks and balances could result in suspension of card privileges and or disciplinary action.

## Navy's Senior Supply LDO to Retire

# Captain Cris Toledo ends Successful 38 Year Navy Supply Corps Career



**FISC Norfolk – June 11, 2002** - Cutting the cake at a retirement luncheon held in honor of Captain Cris Toledo, are (l-r) Rear Admiral Paul Soderberg, Supply Officer, U.S Atlantic Fleet, Mrs. Hazel Toledo, Capt. Cris Toledo and Capt. Bill Kowba, FISC Norfolk's Commanding Officer. Photo by Bill Pointer

In San Diego he served on the staff of Commander Naval Surface Force, U.S. Pacific Fleet (COMNAVSURFPAC). His first assignment was as Officer-in-Charge, Navy Stock Fund Management Assistance Team. He then became the Training and Readiness Officer for COMNAVSURFPAC SNAP I and II ships.

In March 1993, he reported to Fleet and Industrial Supply Center (FISC), Norfolk, Virginia, as Material Requirements Director and was subsequently assigned as the Director of Customer Operations Department in May 1994. From June 1995 to July 1998, he served as the Officer-in-Charge of FISC Norfolk's Cheatham Annex. He left the Norfolk area in 1998 to become Deputy Commander for Support Services (Quality of Life) at the Naval Supply Systems Command. He served in that job until June 2001. In July 2001, he returned to FISC, Norfolk to be the Director of Customer Operations.

Captain Toledo received a Bachelor of Science Degree (Magna Cum Laude) in Business Administration from National University, San Diego, California and holds a Master Certificate in Project Management from The George Washington University. Additionally, he is a graduate of the Duke University Business Executive Program.

Captain Toledo's personal decorations include the Legion of Merit with Gold Star, Meritorious Service Medal, Navy Commendation Medal with three Gold Stars, Navy Achievement Medal with one Gold Star, Good Conduct Medal with two Bronze Stars, Vietnam Service Medal with three Bronze Stars and various service and campaign medals. He is married to the former Hazel McCluskey of Belfast, Northern Ireland. They have one daughter, Jennifer.

*"I was a sailor once, part of the Navy and the Navy will always be part of me"*

Captain Crispin Toledo, the Navy's senior LDO Supply Corps officer ends a distinguished career in Norfolk, Virginia. He officially retires on September 1, 2002. He began his journey 38 years ago when he enlisted in the U.S. Navy as a steward from the Philippines. He subsequently became a disbursing clerk and attained the rank of Petty Officer First Class.

His enlisted duty stations included USS Tulare (LKA 112); Naval Station, Annapolis, Maryland; Naval Air Station, Imperial Beach, California; Navy Regional

Finance Center, San Diego, California; AUTEK, Andros Island, Bahamas; and USS Canopus (AS 34) and USS Holland (AS 32) at Submarine Refit Site ONE in Holy Loch, Scotland.

From July 1983 to October 1985, he served as Supply Officer of the Spruance class guided missile destroyer USS Chandler (DDG 996). Upon completion of his tour as the Storage and Requirements Director of Naval Supply Depot, Subic Bay, Philippines in June 1989, he returned to San Diego, California.

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## FISC Det Washington Receives GSA Award for Mail

The General Services Administration (GSA) has awarded FISC Norfolk's Detachment Washington Postal Operations Division the GSA Federal Mail Center Excellence Award for 2002. This award is presented each year from a nationwide competition as part of GSA's Federal Mail Best Practices Program - and was presented by the Deputy Director of GSA. Captain Mark Westin, FISC Det Washington accepted the award at GSA's Headquarters in downtown Washington, D.C. Accompanying Capt. Westin to the ceremony were Mr. Ernest Terry, Director of the DoN/NDW Regional Postal Consolidation Facility at Naval Station Anacostia, his assistant and Postal Inspector Mr. John Gvozd, and Ms. Daphne Cook representing the other 18 FISC civil service employees who work at the facility. In addition to a nice award plaque for the office, each of the 21 employees received a personal award certificate and will get their share of the \$2500 prize GSA includes with the award.

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# Rules for Early submission of FY-03 Renewals

Early submissions of FY-03 renewal requirements is highly encouraged by FISC Norfolk. Our contracting personnel are waiting to help customers now. Contact one of the following individuals with your requirements:

<b>Shore Support:</b>	<b>Phone Number (Area Code 757)</b>
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Jan Brindley	443-1370
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Donnel Cabarras	443-1374
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Linda Mathews	443-1329
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<b>Fleet Support:</b>	
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Kay Hood	443-1369
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Sharon Hundley	445-2696
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To speed fulfillment of your requisition, please ensure each requisition contains a signature by proper authority; a statement as to the “availability of funding contingent upon approval of FY-03 appropriation or passage of a CRA” annotated in the requisition; appropriate line of accounting; amplifying information citing current contract number and modification number if applicable; desired changes to existing contract for FY-03.

Requisitions requesting renewal of existing leases should include: a statement that screening for excess government property has been performed; a lease vs. Purchase justification that considers the estimated length of period equipment is to be used; financial and operating advantages of alternative types and makes of equipment; cumulative rental payments for the estimated period of use; net purchase price; transportation and installation costs; maintenance and other service costs; potential obsolescence of equipment due to technological advances.

Fleet units may submit renewal requisitions via message. In order to avoid September 1, 2002 service degradation problems, we recommend you submit your requirements no-later-than August 15, 2002.

Fiscal Year 03 renewals under \$2,500 must be made via the purchase Card unless one of the exceptions apply. Those exceptions are: Safety/Safety of Flight; configuration control; weapons related parts; lease/rental of vehicles; foreign military sales; and, hazardous material (other than commonly used)

All purchase obligations under \$2,500 not made via the Purchase Card will provide for use of the Purchase Card as method of payment. If the FY-03 Appropriations Act is not passed by October 1, 2002, a Continuing Resolution Authority (CRA) is anticipated. Absent passage of an Appropriations Act or a CRA, no orders obligating funds may be placed. During the period of a CRA, Purchase Card orders may not exceed the timeframe of the CRA. If more than one CRA is passed, a new Purchase Card order must be placed each time.. CRAs also normally limit authorization and amounts not exceeding the amounts obligated during the same period of time the preceding fiscal year. Questions relative to this information may be addressed to MS. Susie Garrow at 757-443--2063 or DSN 646-2063.

Once the Appropriations Act has been passed, a Purchase Card order can be placed for remaining period of FY-03. Requirements with FY-02 funding which expires September 30, 2002 should be submitted as soon as possible to ensure timely obligation of the funds.

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## Batchelder Navy League Awards Winners Announced

Rear Admiral Justin McCarthy, Commander, Naval Supply Systems Command has announced that the following Supply Corps officers have been selected to receive the Vice Admiral Robert F. Batchelder, SC, USN, Navy League Award for calendar year 2001. In his announcement McCarthy said, “These officers, nominated by those they served, live Fleet operations everyday.” said McCarthy. Every one of the 86 active duty and 6 reserve officers who were nominated can be justifiably proud of their extraordinary contributions to the supply readiness of our operating forces.”

### ACTIVE DUTY

- ✓ LCDR Richard M. Nalwasky, Supply Officer, USS Klakring (FFG-42)
- ✓ LT Kristin K. Acquavella, Supply Officer, USS Vella Gulf (CG-72)
- ✓ LT Cory D. Schemm, Stock Control Officer, USS Theodore Roosevelt (CVN- 71)
- ✓ CWO2 Wilfredo D. Orozco, Stock Control Officer, USS Niagara Falls (TAFS-3)



### RESERVE

- ✓ LT Zenobia D. Jordan, Supply Officer, USS Ross (DDG-71)

The awards will be presented in August 2002 at Navy Supply Corps School in Athens.

## **A Message From: From the FISC Customer Operations Officer**

Shipmates,

I've relieved Captain Cris Toledo as Customer Operations Officer in FISCN, and am grateful for the opportunity to get back to front-line fleet support. As most of you know, we've got several great programs at FISC to help you accomplish your demanding jobs. The Logistics Support Center (LSC) lead by CWO4 John Collins and Ms. Joan Duke, can assist you with husbanding services to numerous to list here. Call them and put them to the test. The Material Processing Centers (MPCs), provide "customized" receipt (detrash-debulk-RIP-sort-manifest-deliver) and enhance shipment visibility. The Navy Integrated Call Center (NICC) provides a wealth of information and services, including requisition input and status, to tracking your household good shipment. The NICC has also taken on release authority for NAVICP material. The Navy Cash/ATMs At Sea Office can assist in troubleshooting and upgrading your onboard ATM's and coordinate your ship's introduction to Navy Cash once it's been nominated for the program

My staff and I are *committed* to your success. We can provide (or find) the assistance you need to make your tour as success. Please don't hesitate to contact us.

All the best,

Brett Sturken, CDR, SC, USN  
(757) 443-1165

**LSC/MPC -757.443.1861**

**NICC - 1-877-41-Touch**  
(8-6824)

**Navy Cash/ATMs at Sea**  
Mr. Bill Freeman  
757.443.1203

# **DOD Moves To Improve Charge Card Programs**

Under Secretary of Defense (Comptroller) and Chief Financial Officer Dov Zakheim announced June 27 the results of a task force review into use and management of government charge cards by the Department of Defense.

In March 2002, Secretary of Defense Donald Rumsfeld directed Zakheim to review the Charge card programs following reports of charge card misuse within the department and to recommend changes to improve DoD charge card performance.

Key task force recommendations include holding DoD-accountable officials liable for misuse of purchase cards through new financial measures; pursuing alternative channels for prosecuting fraud; and deploying new data mining technology to automatically detect suspicious transactions.

Many of the recommendations focus on tightening management of DoD charge card programs. DoD intends to strengthen internal controls and training, reduce the number of travel cardholders, limit the number of purchase card accounts within the scope of each responsible reviewing official, and reinforce the range of sanctions available to commanders and supervisors who misuse or abuse the charge cards.

In highlighting the findings of the task force, Zakheim also stressed that the vast majority of DoD personnel manage government credit cards appropriately.

DoD uses two major charge card programs: purchase cards to buy certain goods and services directly from private sector vendors, and travel cards to pay expenses of DoD personnel during official travel.

Purchase cards allow DoD to save an estimated \$20 per transaction compared to the previous system of tedious processing of purchase requests. Savings over the past eight years exceed \$900 million. In fiscal 2001, the department had 207,025 purchase card accounts totaling \$6.1 billion in DoD spending. This extensive, decentralized use of purchase cards facilitates the efficient procurement of goods and services, but it also requires reliable controls to prevent misuse.

The travel card virtually eliminates costly processing of advanced travel payments to DoD personnel. DoD, its civilian employees, and its military members have a combined total of more than 1.4 million travel card accounts and made \$3.4 billion in charges in fiscal 2001. Problems in the travel program targeted for correction include improper purchases and late payment of charges.

The task force included representatives from major DoD organizations and was assisted by the Office of Management and Budget, Office of Personnel Management, the Department of Justice and the General Services Administration. A copy of the report, "Task Force on DoD Charge Card Programs Final Report," is available on the Internet at [www.dtic.mil/comptroller/financialindex.html](http://www.dtic.mil/comptroller/financialindex.html).

## **Postage Stamp Rates Going Up**

Service members and veterans are reminded that a first-class stamp now costs 37 cents, up from 34 cents. In other changes, the flat rate for priority mail will be tied to a one-pound rate, which increases from \$3.50 to \$3.85. Overall express mail rates will increase 9.4 percent, and the flat rate also will switch from a 2-pound rate to a ½-pound rate. New 37-cent First-Class Mail stamps are available now. A new 3-cent "Star" stamp is also available, to add to 34 cent stamps customers may still have on hand. To order stamps, one can go online to The Postal Store at <http://www.usps.com>. The Postal Store is selling special rate-change combo packs containing both 37-cent and 3-cent stamps as well as a rate card. You can also order stamps by phone by calling 1-800-STAMP24.

# Website Helps Make Moving a Little Easier and More Fun

Recently, some sailors serviced by the Fleet and Industrial Supply Center Norfolk's Personal Property Office (PPO) have been using **SmartWeb Move** to arrange for their household goods (HHG) moves. Their shipments have been within the Continental United States (CONUS) and were associated with deployment orders, separation or retirement from active duty, or home port changes to both arduous and non-arduous designated ships and shore based

**SmartWeb Move**, an Internet-entitlement counseling program, is their families to arrange their 24-hours a day, 7-days a week. The moving service that is available from board ship, or anywhere you have convenience, those that have used the fast and fun. Ltjg Benjamin Johnson arrange his move to his new duty service that he had to tell his former *Wood* (LHA 3).

"I recently used **SmartWeb Move** easy and convenient it was to use," said answer a series of questions concerning choose a date that you want your You will be instructed to e-mail or mail a copy of your orders, Power of Attorney documents (if applicable), and dependency documentation. Once they receive these documents, you will get an e-mail confirming your move date with information on the moving company. You are assigned a personal representative who will e-mail you all the information and who is available for questions. You no longer need to go to the Personal Property Office. It can all be done online in less than an hour. Believe me, **SmartWeb Move** makes your household goods move a whole lot easier," Johnson declared.

**SmartWeb Move** eligibility is based on member's orders and what property they are shipping To see if you are eligible to use the program, check the web site at [www.smartwebmove.navsup.navy.mil](http://www.smartwebmove.navsup.navy.mil).



based move application and available now for Sailors and household goods moves online website provides a quality the comfort of your home, on Internet access. Besides site have reported that it is easy, used **SmartWeb Move** to station and was so happy with the shipmates on the USS *Belleau*

and wanted to pass along how Johnson. "You simply log on, your upcoming move, and household goods to be moved.

## RDML (sel) Mike Roesner assumes duties as NAVSUP Chief of Staff



Rear Admiral (Sel) Mike Roesner

Rear Admiral Justin McCarthy, Commander, Naval Supply Systems Command (NAVSUP), has announced that Rear Admiral (Sel) Mike Roesner

has been given the additional collateral duty of Chief of Staff for NAVSUP. This assignment comes as a result of the vacancy which exists in the NAVSUP Vice Commander position. Roesner will divide his time between his current duties as Navy Supply Information Systems Activity Commanding Officer and NAVSUP Chief of Staff until such time as a new Vice Commander is designated.

## Supply Flag Officer Moves

The Chief of Naval Operations has announced the following Navy Supply Corps flag officer moves.

Rear Admiral Steven W. Maas, who served as Commander, Navy Exchange

Service Command, has relieved retiring Rear Admiral Paul O. Soderberg as Director, Logistics/Fleet Supply Officer, U.S. Atlantic Fleet. Rear Admiral William J. Maguire, who served as Vice



Rear Admiral Maas

Commander, Naval Supply Systems Command, relieved RDML Maas as Commander, Navy Exchange Service Command. In other Supply Corps flag officer news, Rear Admiral Raymond Archer will be retiring as Deputy Director, Defense Logistics Agency. Rear Admiral Thomas Hill, the senior reserve Supply Corps officer, will also be retiring from his position as Assistant Commander for Mobilization, Theater Logistics and Strategic Mobility, NAVSUP.

All moves are expected to take place in the second half of 2002.

# New “Metal Prime Vendor” Program shortens procurement times and increase range of products

The Defense Logistics Agency, through its Defense Supply Center Philadelphia {DSCP} organization, has a new program for ordering metal, called “Metal Prime Vendor.” This program significantly shortens procurement lead times and increases the range of metal products available to federal procurement activities, including the Foreign Military Sales {FMS} Program.

Metals USA, (MUSA), was awarded the first ever Metal Prime Vendor Contract (SP050098D0015) by DSCP. This contract enables MUSA to furnish a broad array of metal products to military facilities in the Southeastern part of the United States. The Northeast and Western CONUS are supported under a similar contract (SP050099D0035).

The contractor provides metals from basic carbon steels, alloys, stainless steel, aluminum, nickel products, titanium, copper, brass, copper-nickel, and others. All product forms are furnished, from sheets, plates and structurals to bars, pipe and extrusions. In addition, MUSA furnishes both NSN items as well as cut to size, unique, and non-NSN products. Customers buy only what they need for the job and eliminate costly scrap or excess inventory.

According to the contractor, they can furnish virtually any quantity of material in a very quick timeframe. This contract was pre-competed thus there is no dollar limitation and no need to expend time preparing and soliciting bids. The contractor’s ability to furnish material in rapid fashion has been key to eliminating expensive equipment and vehicle downtimes and is a significant factor in supporting the readiness mission of many military units throughout the country and overseas.

With an online catalog containing over 8000 stock numbers 95XX and 4710 FSC and electronic order entry system available on the Internet, exclusively for military customers, Metals USA can be accessed by PC from virtually anywhere. Within seconds orders can be placed directly to the contractor.



## Looking for a contractor or maybe a sub?

# Consider NTAPP As A Source

The companies listed below are currently active in the Navy Technical Assistance Pilot Program (NTAPP). The program's mission is to help small businesses increase technical proficiency and improve corporate infrastructure through innovative methods of teaching and coaching. For more information on NTAPP or any of our companies, go to [www.ntapp.org](http://www.ntapp.org). Look for additional participants in the NTAPP program in the next issue of the Seafarer.



- **Hampton Roads Marine, LLC** - Paul Jones and Jay Mansourzadeh, Managers, 1029 Sherry Avenue, Virginia Beach, VA 23464 (757) 472-1740
- **Ideas and Concepts, Inc.** - Isaac Mabry, President, 808 Loudoun Avenue, Suite 3, Portsmouth, VA 23701 - (757) 391-0580
- **Lowe’s Percision Machining, Inc.** - Rebecca Lowe, President - B E Street, Hampton, VA 23661 - (757) 826-7259
- **M&S Marine and Industrial Services, Inc.** - Kenneth Wright, President, 3250 Elmhurst Lane, Portsmouth, VA 23701 - (757) 405-9623
- **Marine Chemist Services** - Robbie Walker, President, 11850 Tug Boat Lane, Newport News, VA 23606 - (757) 873-0933
- **Network Industries, Ltd.** - Anina Thurmond, Presidents, 2241 Barraud Avenue, Norfolk, VA 23504 - (757) 625-3200
- **TABET Manufacturing Company** - Paul Aquilino, President, 1336 Ballentine Blvd., Norfolk, VA 23504 (757) 627-1855
- **The Sigmon Group** - Kenis Sigmon, President, 5504 Club Head Road, Virginia Beach, VA 23455 - (757) 647-0069
- **Thermo-Tech II** - Beverly Joyner, President, 1803B High Street, Portsmouth, VA 23704 - (757) 397-8845
- **Vanwin Coatings of Virginia, LLC** - James Whitham, President, 2601-A Trade Street, Chesapeake, VA 23323 - (757) 487-5080

# Capt. Horres turns over command of Fleet Hospital Support Office

Captain Edward J. Horres has turned over command of the Fleet Hospital Support Office in Williamsburg, Va. to Captain Eric W. Carlson, SC, USNR following three years at the helm.

The Fleet Hospital Program mission is to provide comprehensive shore-based medical support to Fleet and Fleet Marine Forces engaged in combat operations. These portable hospitals deliver definitive health care (surgical or other acute care necessary to stabilize and treat patients in theater. The contain their own public works department and base operating support facilities such as a kitchen, laundry, generators and vehicles.

The Fleet Hospital Support Office (FHSO) is responsible for the maintenance of the Navy's Fleet Hospitals. The FHSO designs, builds, and maintains Fleet hospitals to include all process elements such as procurement, integration, storage, shipment and lifecycle support. The Navy's FHSO is located on Cheathan Annex in Williamsburg, Virginia and works for the Naval Medical Logistics Command within the Navy's Bureau of Medicine and Surgery. Currently there are ten 500-bed Fleet Hospitals pre-positioned afloat aboard Maritime Pre-positioned Ships and at overseas sites.



*Captain Edward J. Horres, SC, USNR salutes Captain George H. Crittenden, MSC, USN, Program Manager, Fleet Hospital Program, Naval Medical Logistics Command as he turns over reins of the Fleet Hospital Support Office to Captain Eric W. Carlson, SC, USNR. Guest speaker (seated) for the ceremony was Vice Admiral Keith W. Lippert, SC, USN, Director, Defense Logistics Agency. Photo by Bill Pointer*

Captain Carlson comes to the FHSO from the Naval Supply Systems Command's BUPERS Detachment in Millington, Tennessee where he was the Supply Corps TAR and Selected Reserve community manager.

Captain Horres' next assignment will be as Director of Global Distribution at the Military Traffic Management Command at Ft. Eustis, Va.

## - "A Better Box" from Page 1

collapsed in seconds with the simple-to-use slam latches. This is a real time saver over wrestling with tri-walls and wood pallets. Whether in the collapsed or erect state, the containers can be safely stacked as they "interlock" with one another. A forklift can pick up an RBC on any of its four sides. A cut-out along the base allows the RBCs to be hoisted aboard ship using all currently available slings. Straddle trucks use the same cut-out to lift the RBC just like a pallet.

When emptied, the collapsed containers should be stacked on the pier for pick-up just like wood pallets. Users should remember to orient them so that straddle trucks can interface with the recessed handling area of the container base just like they do with Navy "winged" pallets.

Two sizes of the container are available through the Navy supply system. The large container is roughly the same size as the current tri-wall box. It has a 48" x 40" pallet base, is 39" tall, and is available under NSN: 3990-01-477-1832. A smaller container has the same 48" x 40" footprint but is only half as tall. The smaller container is available under NSN 3990-01-477-1838.

# New Super SERVMART Purchase Card Procedures Announced

A recent TYCOM-FISC Norfolk coordinated message provides guidance for Super SERVMART shopping when the purchase cardholder is not accompanying the shopper. The purchase cardholder is authorized to shop at any time. Commands with previously established accounts are being contacted by representatives of the FISC Norfolk Logistics Support Center to modify their authorization letters to effect the latest change.

To ensure that the purchase card number is not compromised, the cardholder must present a letter to authorize additional shoppers, to the SERVMART store manager, located in the SERVMART offices, Bldg. W-135. The number of authorized shoppers is not limited; however, the names of all personnel authorized by their command to shop at SERVMART must be listed in the letter. This will require oversight by the individual command to ensure integrity of the system.

The following are the step-by-step procedures:

**Step One**, for non-purchase cardholders buying material at SERVMART, the commanding officer (or designee if authority to sign by direction is delegated) should submit on command letterhead a list of all authorized shoppers to EG&G / Super SERVMART (in the following format):

- (1) UIC (with service code, e.g. N00189)
- (2) Purchase Card information (multiple cardholders may be listed in the same letter)
  - (a) Cardholder's rate / rank, name (as it appears on the purchase card), signature and phone number
  - (b) Purchase Card number
  - (c) expiration date
- (3) The following individuals are hereby authorized to sign for and receive items at Super SERVMART:
  - (a) Rate / rank, name, signature, and phone number
- (4) Commanding officers (or designee if authority to sign by direction is delegated) signature.



**Step Two**, all authorized shoppers must have a SERVMART shopping list that specifies the items to be purchased. The shopping list must be signed by the cardholder of the specific account to be used prior to the purchase.

**Step Three**, upon the authorized shopper's return to the command with the purchased items, the cardholder will validate the shopping list with the receipt. The shopping list and receipt shall be retained in the purchase cardholder's file. Shopping receipts from purchases made by the cardholder shall be validated by the authorizing official during the monthly purchase card account reconciliation.

Commands are responsible for updating its letter every six months from the date of its last letter, or upon the closure of the purchase cardholder's account.

A FISC Norfolk purchasing agent is located in the Super SERVMART store to place orders for shoppers with requirements exceeding \$2,500. Customers should bring their "shopping list" and DD1 149 to the purchasing agent for processing. The customer may then shop for the authorized items. Cardholders can also shop on-line. First-time users can register at [https://demo.supplyworks.com/SERVMART\\_guest](https://demo.supplyworks.com/SERVMART_guest) or contact Mss. Maryanne Bragg at EG&G at (757) 480-1646 or e-mail [mbragg@egginc.com](mailto:mbragg@egginc.com). Super-SERVMART will deliver on-line purchases within 24-hours.

FISC's point of contact for SERVMART procedures is Mr. Glen Boone at (757) 443-1273 or [glenn\\_m\\_boone@nor.fisc.navy.mil](mailto:glenn_m_boone@nor.fisc.navy.mil).

# Enterprise Resource Planning (ERP) - Our Future

*By Captain Bill Kowba, Commanding Officer*

*Fleet and Industrial Supply Center, Norfolk*

What is Enterprise Resource Planning, otherwise known as ERP? Many among our senior Navy leadership view ERP as our future. Given this significance, it is certainly worth sharing some insights with you. ERP is an information management concept that first took root in the business sector a few years ago. Most companies of any notable size have different processes and supporting software to handle personnel, financial, inventory, maintenance, and various other functional needs. In many cases, the different software cannot readily share information across systems. There is a certain amount of inefficiency and cost associated with running several software suites that may have a narrow focus, cannot communicate with each other, and are yet dependent on information from another stand-alone database.

As corporations have sought ways to gain a competitive edge and achieve new levels of streamlining, they have taken a hard look at their multiple and sub-optimal information systems. There had to be a way to consolidate and perhaps simplify them. In parallel, the information technology (IT) industry has reached a new degree of sophistication and capability where it could develop a robust and comprehensive core information system. ERP is an approach that uses a single software with multiple modules to take the place of several independent process softwares. Today, there are various companies producing the ERP software that can be fitted to handle most of a company's functional software needs with a single system. Converting an organization to an ERP work environment is a very expensive, risky, and lengthy endeavor. Some firms have successfully implemented ERP while others have failed after spending millions of dollars and expending hundreds of man-years of effort.

The Department of Defense has determined there is great value in adopting the ERP technology for certain missions. In the Navy, we have four major ERP projects evolving concurrently. SPAWAR is building an ERP effort to satisfy Navy Working Capital Fund management needs. NAVSEA is constructing an ERP initiative that will effectively link information flow for maintenance systems in the afloat, intermediate, and depot areas. NAVAIR has started an ERP undertaking to deal with program management for weapons system acquisition. Finally, NAVAIR has also partnered with NAVSUP to create an ERP framework for coordinating aviation supply chain and maintenance processes.

All of these ERP solutions are designed to: 1) integrate business processes; 2) share common data; 3) produce and access information in a near real-time setting; and 4) provide consistent information for timely decision-making and project management. Think about how beneficial it would be to use the same software in a functional area regardless of where you performed the function. Let's take a look at the supply field. In my time in the Navy, I have used a multitude of inventory and financial management systems such as SUADPS onboard a ship, FMSO Level II at a naval air station, and U2 at a supply center. One system applied across all of these work environments would have made it so much easier to gain some expertise and a better appreciation of all of the dimensions of the Navy supply system. Our future in ERP is all about eliminating these "old technology" or legacy systems and creating an ERP approach.

ERP is not a quick fix. The four different ERP projects I discussed earlier have extended time lines well into the future. They will proceed through various phases that stretch across much of this decade. We are fortunate to have two of the ERP projects unfolding in our own fleet concentration area. NAVSEA is developing its maintenance project at Norfolk Naval Shipyard and SIMA Norfolk. FISC Norfolk provides supply support for both of these commands and is starting to engage in some of the ERP design and planning. Similarly, the NAVAIR-NAVSUP ERP is being piloted at Regional Supply Office (RSO) Norfolk to provide logistics and maintenance support to E-2C aircraft. RSO Norfolk is one of our U2 partners. We are working closely with the RSO staff to determine how to cross over from U2 to ERP software.

Clearly, we are at the beginning of a tremendous change in our business processes, one that will affect a great majority of us over time. I ask that you listen up to ERP conversations, read ERP articles as they become available, and become ERP literate. It is our future.

## **SUPPLY OFFICERS CONFERENCE - ANNUAL WATERFRONT EXPO**

To minimize impact on shipboard activity, FISC Norfolk will hold its quarterly Supply Officer's Conference in conjunction with the LSC's Annual Waterfront Expo at Pier 26 on Thursday July 25, 2002.

The Supply Officer's Conference will be held from 0800-1000 and the Annual Waterfront Expo from 1015-1400.

For more information contact SKC Steven Hughes or SKC Tracy Davis at (757) 443-1250/DSN 646-1250 or [Steven\\_G\\_Hugues@nor.fisc.navy.mil](mailto:Steven_G_Hugues@nor.fisc.navy.mil) or [Tracy\\_A\\_Davis@nor.fisc.navy.mil](mailto:Tracy_A_Davis@nor.fisc.navy.mil)

## Hazardous Off-Loads

# One Call - Hauls it All

FISC Norfolk provides hazardous material off-load services to the fleet. All non-deployed local fleet customers should contact the Logistic Support Center (LSC) at 1-757-443-1861 or by email at [LSC@nor.fisc.navy.mil](mailto:LSC@nor.fisc.navy.mil) for assistance.

The FISC team will schedule a ship visit, determine the best means to accomplish the download IAW the ships schedule, identify both HM and HW for removal, assist in the preparation of the required documents, and arrange transportation ashore.

Once the HM leaves the ship, FISC will complete the requirements to move the HM to DRMO, the Reuse Store, or to the BP-28 inventory. The LSC will interface with the PWC to ensure that the HW is promptly removed from the ship. Small HW offloads of four or less pallets may be conducted daily at the PWC pier pickup points. This service is for HW only. All HM offloads shall be handled IAW the above paragraph.

## NICC Can Now Release NAVICP Parts & Spares

Navy Integrated Call Center (NICC) now has release authority for repair parts and spares managed by the Navy Inventory Control Point (NAVICP). Prior to 21 May 2002, aviation parts that are managed in Philadelphia Pa. and ship's parts that are managed in Mechanicsburg, Pa. often required Item Manager intervention in the requisitioning process.

The NICC Customer Service Representatives now provide this service in addition to providing requisition status, procurement status, material availability, cargo tracking and expediting, emergency supply information and requisition input.

The Marine Corps has also agreed to integrate with the NICC. Beginning October 1, 2002, Marine customers will be able to select option #8 from the Call Center menu and be routed to Marine Corps customer service representatives. Customers can contact the NICC at 1-877-41-TOUCH.

# How to Request Ship Fuel Services from FISC Norfolk

Bulk fuel and lube oil service requirements from ships at Naval Station Norfolk, Craney Island, NAB Little Creek (bulk lubes only), and local shipyards and anchorages should be made directly to the FISC Fuels Scheduler at Craney Island. Primary hours for scheduling are Monday to Friday, 0700 -1530 hours. The FISC Fuel Scheduler can be reached at 322-9045, or via e-mail at [fiscfuelscheduler@trajen.com](mailto:fiscfuelscheduler@trajen.com), or through the FISC Fuels website Fuel/Lube Requisition Form at [www.nor.fisc.navy.mil](http://www.nor.fisc.navy.mil)



(Select Product & Services, then go to Fuel Services, and click on Fuel Requisitioning on the left hand side under "Important Links"). Ships at sea can also send LOGREQs with fuel requests cited in paragraph FOXTROT, but should follow-up with the FISC Fuels Scheduler to coordinate details on flange, hose, pressure, delivery time, and other specific requirements. To ensure there are no conflicts with available refueling assets and pier berths, fueling requirements should be submitted as soon as known, and preferably five working days prior to the desired date/time. For large quantities that may require a commercial barge, and for defuels, a seven-day advance notice should be provided. Additional information on Craney Island is available in the Craney Island Port Guide, which is on the FISC Fuels website under "Important Links." Also, in the Craney Island Port Guide Appendix B, ships can find specific guidance on JP-5, F-76, and lube oil off-loads/defuels for Hampton Roads.

## MTIS **Tips** From DDNV

- Every MTIS line item must be properly identified with a National Stock Number and must be "A" condition material
- Three legible copies of DD1348-1A document must accompany each line item
- Shrink wrapped pallets or covered tri-walls must be annotated with the number of line items contained/packaged, 1348-1A attached to each item and one copy of the 1348-1A for each line item will be placed on the outside of the tri-wall containers or pallets.
- Small parts must be packaged in zip lock plastic bags with 1348-1A attached. Larger items should be packed in cardboard cartons or crates suitable for the item with 1348-1A attached.
- For multi-pack material use stackable cartons in good condition and mark the carton MULTI-PACK, number of items enclosed or number of cartons (1 of\_, 2 of\_, etc). One copy of the 1348-1A for each item contained should be attached to the outside of the cartons.
- Strap large items to pallets with 3 copies of 1348-1A attached in packing envelopes.
- Do not double strap pallets
- Avoid double stacking heavy items. All heavy items should be palletized separately.
- Segregate all material with an extended dollar value greater than \$1,000. These items will be processed first so credit can be extended.
- Five pallets of less and less than 100 items do not require an appointment. To make a scheduled appointment for over 5 pallets or 100 items.

**MTIS Point of Contact at DDNV is Carolyn Williams at 443-3191.**

# FISC Norfolk Key Telephone Numbers

	DSN	Telephone	FAX
Commanding Officer	646	(757) 443-1001	443-1000
Executive Officer	646	(757) 443-1001	443-1000
Executive Director	646	(757) 443-1001	443-1000
Public Affairs Officer	646	(757) 443-1013	443-1015
Small Business Office	646	(757) 443-1435	443-1355
Security Officer	646	(757) 443-1510	443-1537
Counsel	646	(757) 443-1092	443-1090
Reserve Coordinator	646	(757) 443-1012	443-1549
Command Master Chief	646	(757) 443-1153	443-1015
<b>Acquisition</b>			
Acquisition Executive	646	(757) 443-1601	443-1605
Operations Director	646	(757) 443-1628	443-1605
Contract Operations (Fleet)	646	(757) 443-1375	443-1424
Contract Operations (Ashore)	646	(757) 443-1347	443-1424
Pierside Purchasing	646	(757) 443-1369	443-1376
Purchasing Operations (Ashore/Overseas)	646	(757) 443-1370	444-1376
Purchasing Operations (CONUS)	646	(757) 443-1394	443-1389
Purchasing Operations (Habitability)	646	(757) 443-1444	443-4417
<b>Resource Management</b>			
Director	646	(757) 443-1565	443-1583
<b>Business Operations</b>			
Director	646	(757) 443-1075	443-1064
E-Business	646	(757) 443-1502	443-1543
<b>Customer Operations</b>			
Director	646	(757) 443-1165	443-1175
Logistic Support Center	646	(757) 443-1861	443-1148
Navy Integrated Call Center		1-877-418-6824	443-1175
<b>Material Operations</b>			
Requirements Division	646	(757) 443-1271	443-1277
Ocean Terminal	564	(757) 444-2395	444-2352
ATAC	565	(757) 444-2060	445-8607
Personal Property	646	(757) 443-3795	443-3737
SERVMART	646	(757) 443-1273	443-1293
Special Material	564	(757) 444-4037	444-3760
HAZMAT	564	(757) 444-5809	443-1293
Regional Navy Mail Center	564	(757) 444-9126	444-9796
<b>Fuel</b>			
Fuels Officer	262	(757) 322-9003	322-9005
<b>Cheatham Annex</b>			
	953	(757) 877-7100	887-7223
<b>Washington, DC Det</b>			
	288	(202) 433-2901	6850000
<b>Philadelphia Det</b>			
	442	(215) 697-9550	697-9554
<b>Earle Det</b>			
	449	(732) 866-2238	866-1106

# The CNO has set his top 5 priorities . . .

**Manpower**  
**Current Readiness**  
**Future Readiness**  
**Quality of Service**  
**Alignment**



Photo by Bill Pointer

## NAVSUP's 5 Strategic Goals

- Goal 1: Deliver products and services that provide effective **Combat Capability** while ensuring best value to the warfighter.
- Goal 2: Develop our **People** into a skilled and flexible logistics team that is involved, motivated and focused on enterprise goals.
- Goal 3: Demand and achieve the highest standards of **Quality Of Service**.
- Goal 4: Become a leader in **Joint Logistics**.
- Goal 5: Be the pre-eminent military logistics enterprise by leveraging **Technology**, best **Business Practices** and world-class **Communications**.