

# The Seafarer

## Navy FMT, FAT Transfer To FISC



The organizational transfer of the Navy Food Management Team and the Navy Exchange Command Fleet Assist Team to the Fleet and Industrial Supply Norfolk has officially been accomplished.

The NFMT function transferred from Naval Supply Systems Command (SUP 05) while the FAT transferred its functions from NEXCOM's Ship's Store Division.

The decision to transfer these functions was the result of the ongoing NAVSUP transformation process. By being aligned organizationally with FISC, the teams will provide better claimancy support and operational forces support from one key location on the waterfront. Both

*Continued on Page 3*

## Norfolk Navy/AMC Air Terminal wins 2002

# Air Terminal of the Year Award

The Navy Air Terminal on Naval Station Norfolk has won the Air Mobility Command (AMC) Navy Air Terminal of the Year (large) Award for 2002. The award covered the period January - December 2002.

The award is presented annually by AMC to the Navy Air Terminal that demonstrates the highest levels of proficiency in cargo and passenger handling and movement. The Norfolk Navy/AMC Air Terminal competed with Naval Air Station Sigonella, Italy and Naval Air Station Rota, Spain for the award.



*Norfolk Naval Station - Navy Air Terminal as seen from the air with the 2002 Air Terminal of the Year Award Trophy.*

During the evaluation period, Norfolk Navy Air Terminal successfully managed workload increases of 120 percent in cargo throughput and 41 percent in aircraft handling in support of contingency operations. This feat was accomplished with only a temporary ten percent increase in manning and two additional 60K loaders. It also reduced terminating cargo port hold time by more than 50 percent through process re-engineering; established shipment consolidation and pallet building customization to meet customer requirements; and transported over 90,000 passengers and 43,000 tons of cargo on 5,518 airlifts.

While at this increased level of operation, the Air Terminal executed a 67-day runway closure of Norfolk's Chamber's Field. This required a relocation of aerial port operations to Langley Air Force Base in Hampton, transporting of over 12,000 military and dependant passengers; 4,800 tons of cargo and the accommodation of 615 AMC airlift flights. During this same period they continued to support: *Continued on Page 3*

## Former CO of FISC Norfolk and Two Others Selected for Flag

Navy Capt. William A. Kowba, Supply Corps, former commanding officer of FISC Norfolk, has been nominated for appointment to the grade of rear admiral (lower half). Kowba is currently serving as strategic studies group fellow, Naval War College, Newport, R.I. Also selected were Capt. Martin J. Brown, Supply Corps, currently serving at Commander, Naval Supply Systems Command (N132), Arlington Detachment, Washington, D.C., and Capt. Michael J. Lyden, Supply Corps, currently serving as executive assistant to the Director, Logistics Agency, Washington, D.C.

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## New XO reports to FISC Norfolk

Captain Robert E. Bjelland, SC, USN, has reported aboard as Executive Officer, Fleet and Industrial Supply Center, Norfolk, Virginia.

A native of Brea, California, he enlisted in the Navy in August 1969 and was selected for commissioning as a Supply Corps Limited Duty Officer in April 1981. He was awarded a bachelor of science degree in business and an MBA from Brenau College, Gainesville, Ga. He is a graduate of the Advanced Executive Program at the Darden Graduate School of Business Administration, University of Virginia.

Captain Bjelland's sea tours include SK3 on *Richard B. Anderson (DD 786)*; SK2 on *USS Brooke (DEG 1)*; SK1(DV) on *USS Tuscaloosa (LST 1187)*; SKC(DV/SW) on *USS O'Brien (DD 975)*; Food Service Officer on *USS Ssamual Gompers (AD 37)*; Stores/ADP Officer on *USS Ajax (AR 6)*; Stores Officer/ASO on *USS Iowa (BB 61)*; Supply Officer on *USS Mobile Bay (CG 53)*; and Supply Officer on *USS Arctic (AOE 8)*.

Shore assignments include Naval Support Activity, DaNang, RVN; Presidential Yacht *SEQUOIA*; Reserve Harbor Clearance Unit One, Det 419; Navy Supply Corps School as Retail Operations and Food Service Instructor; Material Control Officer at Naval Shipyard Pearl Harbor and Trident Refit Facility, Kings Bay, Ga.; Logistics Department Head at Afloat Training Group, Western Pacific; Configuration and Allowance Department head at Navy Inventory Control Point, Mechanicsburg, Pa.; and head of the Logistics Operations Program Branch (N413), Office of the Chief of Naval Operations.

Captain Bjelland is qualified to wear the Surface Warfare Supply Corps Officer insignia, Navy Scuba Diver insignia and the Presidential Service Badge. He has been awarded the Legion of Merit, two Meritorious Service Medals, four Navy Commendation Medals, two Navy Achievement Medals, two Good Conduct Medals and various unit and campaign awards.



## Information Shorts

**When will the Lead FISC Stand Up?** - Flag assignment coordination issues have delayed the arrival of the flag officer scheduled to assume command of the Lead FISC. The stand-up of COMFISCS has been temporarily postponed as a result. Captain Harry Davis will assume command as Acting Commanding Officer at a ceremony at FISC San Diego on June 11, 2003. Its expected that the standup of COMFISCS to occur not later than August. The date will be announce when set.

**What other organizations are participating in Transformation** - Cost reductions and transformation initiatives are impacting a wide range of Navy activities. The focus on each activity varies and there are many different approaches being taken. The impact of these transformational activities is being felt from the Navy Secretariat down through individual field activities within all major claimants. In some cases, the impacts have only recently begun.

## OTS Exceeds One Million System Transactions and 10,000 Users

One touch support (OTS) was designed to replace legacy systems known as Regional One Touch and Global One Touch, which provided similar functionality to allow users to perform various supply chain transactions over the Internet. The mandate for OTS was to provide equal to or better functionality plus improved system availability and logistics content of interest to users. Bases on an evaluation of a number of metrics, it is safe to say that OTS has exceeded that mandate.

During a month of unprecedented system usage, the one-millionth supply system transaction was submitted from OTS in January 2003. January OTS usage broke records across the board for transactions, page hits, log-ins, MILSTRIP records sub-

mitted, and page views. MILSTRIP requisitions nearly doubled from December to January and MILSTRIP transactions totaling 124,908 were nearly 50 percent higher in January than any previous month.

Following the record transaction volume milestone in January, the 10 thousandth user registration was recorded in February when an employee from a Naval Aviation Support Activity registered to use the OTS system.

Except for an occasional minute here and there on a holiday, OTS is serving up pages of content and data to users every minute of every hour, 7 days-a-week. There are users from small and large afloat units and the Marines, who are true power users of the system. There are users lo-

cated in Guam, Guantanamo Bay, Japan, Iceland, Diego Garcia, Italy and Bahrain just to name a few. Besides the Navy and the Marine Corps, there are users from the Air Force, Defense Logistics Agency, universities, government laboratories, and defense contractors.

Systems transactions include requisitions, follow-ups, cancellations, modifiers and other MILSTRIP transactions, as well as requisition status, ship status detail, stock check and technical screening requests, and batch queries.

OTS provides the capability to deliver logistics information of interest to users in addition to the applications to perform supply chain related transactions.

### Air Terminal from Page 1

\* Four Carrier Battle Groups and four Amphibious Readiness Groups simultaneously consisting of 420 aircraft, 52,000 personnel and 48 ships whose logistics requirements changed frequently.

\* War fighters through movement of passengers, mail, and cargo during Operations Enduring Freedom, Fundamental Justice, Southern Watch Justice, Kosovo, and Counter Narcotics Operations.

\* The airlift needs for three unified commanders, 50 OCONUS installations and 130 Navy-Marine Units worldwide.

\* Direct airlift support for construction, outfitting and sustainment operations of Camps X-Ray and Delta at Guantanamo Bay ... 2,293 tons on 395 missions.

\* Conducted airlift support for the Southwest Asia theatre of operations transporting 1,400 passengers and over 1,200 tons in unit movements on 250 missions.

The Navy/AMC Air Terminal is under the operational and administrative control of Fleet and Industrial Supply Center, Norfolk's Regional Program Manager for Supply Logistics t, whereas AMC manages almost all other military air terminals worldwide. With a staff of 189 civilians, 18 contractors, and eight active duty military personnel, the terminal boasts one of the best on-time delivery rates in the system. On average it services 480 aircraft, moving 9,000 passengers and 2,500 tons of cargo and mail every month. Lately however, due to the war effort, those figures have jumped significantly. The key to the terminal's success can be attributed largely to low personnel turnover, the average experience level among civilian employees is 18 years. While the assigned military personnel rotate on a regular basis, the civilian workforce remains stable, with most beginning and ending their civil service careers at the terminal. The air terminal supports regularly scheduled channel flights to Keflavik, Iceland; Guantanamo Bay, Cuba; Roosevelt Roads, Puerto Rico; Rota, Spain; Naples and Sigonella, Italy; Bahrain, and the UAE. In addition, contingency missions are supported, as assigned by AMC, during periods of increased operational airlift demands worldwide.

On January 24, 2001 the ribbon was cut on a new state-of-the art passenger air terminal. The Air Force-owned, Navy-operated terminal offers the latest in quality of life amenities including: computer terminals for passenger access to world wide flight information and the Internet; direct satellite television with the latest news and other programming; a Navy Exchange cafeteria offering snacks, meals, and health foods; and, a complete play room for children. The terminal also features numerous security and anti-terrorism safeguards. It is one of the most modern Air Mobility Command terminals in the world. With the arrival of regionalization and future military infrastructure consolidation efforts, Norfolk's Air Terminal will continue to play an ever increasing role in the effective and efficient movement of passengers and cargo to virtually anywhere in the world.

## Decision Reached in NAVSISA Streamlined A-76 Study

The Naval Supply Systems Command (NAVSUP), Mechanicsburg, Pa., announced that the Navy will retain in-house operation of training, facilities, mailroom, and administrative support at the Navy Supply Information Systems Activity (NAVSISA).

This decision is the result of a competitive study conducted in accordance with the Office of Management and Budget Circular A-76. The Streamlined Study is a method of conducting an A-76 Study that is specifically designed to review functions where 65 or fewer Full-Time Equivalent employees are performing the work.

Training includes the development of instructional materials and curricula, workshops, classes, lectures, and seminars. Facilities entail the processing of work requests, redistributing automatic data processing equipment, relocating employees within NAVSISA, and the purchasing and processing of required materials. Mailroom support provides the daily pickup and distribution of mail within the command, and front desk and informational support to visitors. Administrative support covers office support functions such as typing memorandums, answering

telephones, scheduling meetings, preparing travel orders, and entering data into multiple systems.

The NAVSISA study included 58 civilians. The U.S. government's proposal called for a workforce of 30 civilian employees. The decision to retain the operations in-house was made after the streamlined cost comparison indicated that it was more cost effective to continue to perform the functions with Government personnel. This work will continue to be performed by NAVSISA employees.

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 workforce of more than 24,000 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.

## Top Ten Things To Know About The Navy-Marine Corps Internet

Here are the top 10 things you need to know to use the Navy-Marine Corps Intranet (NMCI) effectively:

- 1. If you are not getting the service you think you should be getting, report the issue up the chain of command.** A trouble ticket number is always required when addressing an NMCI issue.
- 2. Everyone must have an account to use an NMCI computer seat.** If NMCI is deployed to your site and you don't have an account, please notify your local NMCI representative.
- 3. Your account grants you privilege to log onto any NMCI computer at any Navy command.** At a minimum web browsing, e-mail, personal file storage and Microsoft applications will be available from any computer.
- 4. Online training is available for most NMCI related topics.** The web site is [www.nmci-eds.com/userinfo.htm](http://www.nmci-eds.com/userinfo.htm).
- 5. To access Outlook Web Access (OWA), the Web-based version of your NMCI e-mail account, go to <https://webmail.nmci.navy.mil>.** You must have a PKI certificate to access the site. This should be done with your Common Access Card (CAC) and a CAC reader.
- 6. Only Navy approved and authorized applications are permitted on an NMCI computer.** If there is an application missing from your NMCI computer that you need to accomplish your job, report this fact to your local NMCI representative.
- 7. To use an NMCI laptop computer, the user must have logged onto the laptop computer at least once with it connected to the network.** To gain remote access to NMCI from a laptop, a user must have a PKI certificate or CAC.
- 8. By October, all users will be required to have a CAC to sign e-mail digitally.**
- 9. By October 2004, all users will be required to have a CAC to log onto an NMCI computer.**
- 10. NMCI is your network.** Make it work for you. Feedback is the main way a user can improve the capability and performance of NMCI.

# Super SERVMART Grand Re-Opening

Fleet and Industrial Supply Center Norfolk Commanding Officer, Capt. L.V. Heckelman, officiated the grand re-opening ceremony of Super SERVMART on May 22, 2003 at the store's location across from Pier 8 onboard Norfolk Naval Station.

On March 6, 2003, Management Consulting Inc. (MANCON) and primary subcontractor Virginia Industries for the Blind (VIB) began operation and management of the Fleet and Industrial Supply Center (FISC), Norfolk's Super SERVMART.

Super SERVMART is a 50,000 sq. ft. facility (30,000 sq. ft. of retail space; 20,000 sq. ft. of warehouse space) serving more than 281 shore-based commands or activities, and nearly all the ships in the Atlantic Fleet. Super SERVMART is also available to the U.S. Army, U.S. Air Force, U.S. Coast Guard, and other government agencies in Hampton Roads.

Super SERVMART is operated under a Third Party Logistics Program (3PL) with the mission to provide customers direct access to vendors of materials and goods, with the goal of decreasing delivery time, warehousing cost, inventory reduction and other costs associated with supply operations.

MANCON has updated the store to create a modern retail environment similar to other office product, hardware and cleaning supply stores. Available in-store inventory consists of thousands of items, with thousands of additional items available through catalog orders. Besides walk-in shoppers, orders can be placed via FAX or phone, and delivery service is available to

the customer's destination in the Hampton Roads area. Super SERVMART will also be available on the Internet with a dedicated e-Commerce website that will be part of the DoD e-Mall program.



*Capt. L.V. Heckelman, commanding officer of FISC Norfolk; Bob Barrang, Virginia Industries for the Blind; and Mr. Rick Clark, president of MANCON cut the ribbon officially re-opening the Super SERVMART to its fleet and shore customers.*

Virginia Industries for the Blind, headquartered in Charlottesville, Virginia, provides operations support to the Super SERVMART. The VIB provides career and employment opportunities for Virginia's visually impaired citizens. MANCON and VIB work closely together to bring the Super SERVMART workforce toward our goal of providing outstanding customer support and service.

At Super SERVMART, you are able to purchase a wide range of supplies from office products to tools, to cleaning supplies, to galley supplies from one convenient location. The Third Party Logistics (3PL)

initiative saves time and money.

Over 20 local and national vendors stock thousands of items at Super SERVMART, and thousands of additional items are available through the special order desk. Any item available in the vendor's catalog can be ordered and delivered to your door.

Super SERVMART vendors have representatives in the store to help customers. For example, when deploying customers visit Super SERVMART to purchase last minute supplies necessary before deploying, store employees and vendors will do what is necessary to ensure supplies from the store and in the market place can be supplied to the ship before its departure.

# Understanding the Homeland Security Advisory System

By Bobby Whittington, Security Director

The Homeland Security Threat Condition Advisory System uses a color-code to describe the particular condition. These color codes are NOT intended to correlate directly with our military Force Protection Conditions (FPCONS), which uses alphabetical indicators of the condition (Alpha, Bravo, etc.). During our annual Anti-Terrorism/Force Protection (ATFP) training, there were several questions regarding what the Homeland Security System actually means to the public. Following is a simplified explanation of what the color-codes signify:

These threat conditions each represent an increasing risk of terrorist attacks. Beneath each threat condition are some suggested protective measures, recognizing that the heads of federal departments and agencies are responsible for developing and implementing appropriate agency-specific protective measures (our Force Protection Conditions):

 **Low Condition (Green).** This condition is declared when there is a low risk of terrorist attacks. Federal departments and agencies should consider the following general measures in addition to the agency-specific Protective Measures they develop and implement:

- Refining and exercising as appropriate preplanned Protective Measures;
- Ensuring personnel receive proper training on the Homeland Security
- Advisory System and specific preplanned department or agency Protective Measures; and
- Institutionalizing a process to assure that all facilities and regulated sectors are regularly assessed for vulnerabilities to terrorist attacks, and all reasonable measures are taken to mitigate these vulnerabilities.

 **Guarded Condition (Blue).** This condition is declared when there is a general risk of terrorist attacks. In addition to the protective measures taken in the previous threat condition, federal departments and agencies should consider the following general measures in addition to the agency-specific protective measures that they will develop and implement:

- Checking communications with designated emergency response or command locations;
- Reviewing and updating emergency response procedures; and
- Provide the public with any information that would strengthen its ability to act appropriately.

 **Elevated Condition (Yellow).** An Elevated Condition is declared when there is a significant risk of terrorist attacks. In addition to the Protective Measures taken in the previous Threat Conditions, Federal departments and agencies should consider the following general measures in addition to the Protective Measures that they will develop and implement:

- Increasing surveillance of critical locations;
- Coordinating emergency plans as appropriate with nearby jurisdictions;
- Assessing whether the precise characteristics of the threat require the further refinement of preplanned Protective Measures; and
- Implementing, as appropriate, contingency and emergency response plans.

 **High Condition (Orange).** A High Condition is declared when there is a high risk of terrorist attacks. In addition to the Protective Measures taken in the previous Threat Conditions, Federal departments and agencies should consider the following general measures in addition to the agency-specific Protective Measures that they will develop and implement:

- Coordinating necessary security efforts with Federal, State, and local law enforcement agencies or any National Guard or other appropriate armed forces organizations;
- Taking additional precautions at public events and possibly considering alternative venues or even cancellation;
- Preparing to execute contingency procedures, such as moving to an alternate site or dispersing their workforce; and
- Restricting threatened facility access to essential personnel only.

 **Severe Condition (Red).** A Severe Condition reflects a severe risk of terrorist attacks. Under most circumstances, the Protective Measures for a Severe Condition are not intended to be sustained for substantial periods of time. In addition to the Protective Measures in the previous Threat Conditions, Federal departments and agencies also should consider the following general measures in addition to the agency-specific Protective Measures that they will develop and implement:

- Increasing or redirecting personnel to address critical emergency needs;
- Assigning emergency response personnel and pre-positioning and mobilizing specially trained teams or resources; Monitoring, redirecting, or constraining transportation systems; and
- Closing public and government facilities.

# CNO Approves “A Culture of Readiness”

Congratulations on your success in operation Iraqi Freedom. When the president called on the men and women of the United States Navy, you were ready. More than 160 ships surged half a world away to provide decisive combat power as part of our joint and coalition forces. You can be proud of your service at a time when the well-being of our nation depends upon the character and courage of the armed forces.

That kind of readiness didn't just happen. You made it a priority, we invested in it, and it paid off. It is imperative that we sustain this kind of focus and flexibility. I asked the Commander, Fleet Forces Command (CFFC) to develop an inter-deployment readiness profile that will improve our speed of response. As a result, CFFC, in concert with COMPACFLT, has developed the "Fleet Response Concept" (FRC). This FRC modifies current ship and squadron operating cycles by adjusting maintenance intervals along with training and manpower processes to increase unit availability for surge operations. These changes will be good for sailors and will improve our ability to meet the challenges of the 21st century. I have approved the FRC and tasked CFFC to develop a fleet response plan (FRP) to make the concept a reality.

Today's strategic environment requires naval forces that can deliver persistent, credible combat power through both rotational deployments and surge readiness. This is going to require a change in focus by both the fleet and our supporting commands. The FRP will help guide our inter-deployment readiness processes and milestones to create that more employable and responsive force.

Your contributions to Operations Enduring Freedom and Iraqi Freedom have been superb by every measure. Our ability to respond to future taskings will continue to be critically important to the war on terrorism. Our job is to provide the president with options; when called, we must be ready. I know your leadership and the genius of our sailors will ensure the FRP's success.



*Admiral Vern Clark, Chief of Naval Operations*

## Cmdr. Brett Sturken receives orders to DCMC San Diego



*Commander Brett Sturken, SC, USN, FISC*

Commander Brett Sturken, FISC Norfolk's Customer Service Officer has received orders and will be heading west to San Diego. His order detail him to become the Commander, Defense Contract Management Command San Diego.

The Defense Contract Management Command (DCMC) is the Department of Defense (DoD) contract manager, ensuring acquisition programs are delivered on time, within cost, and meet performance requirements. DCMC is integral to the entire end-to-end acquisition process—from pre-award through contract closeout. Managing more than 352,000 prime contracts with remaining work of more than \$90 billion, DCMC monitors more than 23,000 contractors.

DCMC is headquartered in Ft. Belvoir, Va., and structured into three Districts (East, West, and International) which oversee 70 contract administration offices responsible for contract management performed at over 900 operating locations worldwide.

Commander Sturken will depart FISC Norfolk in August. His replacement is Capt. (SEL) Robert Carter who recently arrived at FISC Norfolk from the *USNS Saturn (TAFS 10)*.

## Pier 7 to be completed in April 04



## New Address for Shipments to FISC Norfolk

Fleet and Industrial Supply Center Norfolk has a new address for overnight and sensitive deliveries that require a signature upon receipt. It is very important that a name be in the address line. Address mail to:

FISC Mail and Material Processing Center  
Attn: Department/Code with name  
9550 Decatur Ave.  
Norfolk, VA 23511-3328

Two new double-deck piers have been completed at Naval Station Norfolk where most of the piers were built just after World War II, but the oldest was built in the 1920s. The new design, by the Naval Facilities Engineering Command, will make life easier for Sailors and maintenance personnel and will provide better mooring during heavy weather.

The concrete piers are 1,500 feet long and 93 feet wide. The lower deck is made of pre-cast pieces that fit together like building blocks. The upper deck is cast-in-place concrete. Each pier costs between \$35 and \$40 million, depending upon the amount of dredging and demolition needed, and takes about two years to build. Pier 6 was completed in November 2001 and Pier 2 in March 2002. A construction contract for the Pier 7 (pictured) was awarded in February 2002.

The first deck is enclosed with a nine-foot ceiling to allow trucks to service telephone lines, fiber optic cables, electric cables, and fuel, water and sewage connections. On current piers, these are under the piers where they are exposed to the elements and can only be accessed by boat at low tide.

The second deck will be 21 feet above water level and open. It will be used by ship's crews and visitors, and by vehicles bringing supplies and equipment to the ships. The taller piers will also provide more secure mooring in high winds.

## **Super SERVMART Online**

MANCON will soon be on line with a Super SERVMART e-Commerce website associated with the DoD e-Mall program. It will be a fully functional secure website that will feature thousands of items available through participating vendors. Orders received before noon on the website will be delivered on the next business day. The on line ordering site was designed with assistance of FISC's Logistics Support Center to provide secure ordering and workflow management with easy customization for each individual command, department or division.

Shopping rules are defined for each registered user, ensuring that ordering procedures are well defined documented and controlled. Visit the FISC Norfolk website at [www.nor.fisc.navy.mil](http://www.nor.fisc.navy.mil) to find out more and for on-line registration information.

## **Fleet Purchasing Support**

Under MANCON, Super SERVMART will continue to support fleet and ashore procurement requirements by providing "one stop shopping" services that include everything from a first-class, full product store, to staging and delivering products pierside, to developing and hosting an on-line ordering system with access to more than 500,000 items from multiple vendors, from one secure, easy-to-use website.

Training on procedures and processes will be offered to all local area commands. The training covers shopping procedures for orders under \$2,500 processed via credit card and orders over \$2,500 requiring a DD1149; an overview of product selection and the customer service available through the SERVMART including the SERVMART catalog and shopping list application; and an overview of the Super SERVMART On-line ecommerce website including information on setting up user accounts and assigning user privileges. Training will be available at the user's site, or at the SERVMART. All commands are encouraged to schedule a training session to provide up to date information about the FISC Norfolk's Super SERVMART.

## **Navy FMT, FAT from page 1**

teams are now fully integrated into the FISC Norfolk's Logistics Support Center.

The NFMT and FAT are aligned functionally under NAVSUP's Assistant Chief of Staff for Navy Family, but organizationally assigned to the FISC for management.

NFMTs co-located with other FISC sites in San Diego, Calif.; Bremerton, Wash.; Jacksonville, Fla.; Pearl Harbor, Hawaii; and Yokosuka, Japan underwent the same transfer on April 1. The remaining NFMT in New London, Conn., was transferred to FISC Norfolk.

# DON eBusiness Office Issues New Purchase Card Program Guidance

Purchase cardholders, approving officials and others involved in the purchase card program should be aware the DON Ebusiness office has assumed program management responsibilities for this critical program. The NAVSUPINST 4200.94, which has been the primary guide and “how to manual” for the purchase card, was cancelled effective September 19, 2002 and replaced by DON eBusiness Operations Office Instruction 4200.1.

While this instruction addresses the general policies, procedures and regulations governing the purchase card program, one of its best features is that individual desk guides are now available for the cardholder, the approving official, the Agency Program Coordinator and the head of the activity. These guides provide not only the rules and regulations, but also the information that each participant in the program needs in order to perform his or her specific job. The desk guides feature a detailed Table of Contents to make finding a topic easy and a step-by-step approach that most participants will find useful.

The Citidirect process is covered using copies of the actual screens from Citidirect with both written directions and arrows



pointing to the appropriate screen location to guide you through the process. In addition, there are appendices to cover “don’t buy” items, definitions, exceptions to the mandatory use of the purchase card for requirements less than \$2,500, the blocked merchant category codes, samples of delegation letters and “The Commanding Officer’s Top Ten Purchase Card Management Tips” which are a “must read” for all, not just the CO.

If you would like to review or download this new instruction or look at other related purchase card information, visit the new website at:

<http://www.don-ebusiness.navsop.navy.mil/>.

# 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	443-1512
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
Resource Management Director	646	(757) 443-1565	443-1583
Business Operations Director	646	(757) 443-1077	443-1064
E-Business	646	(757) 443-1502	443-1543
Customer Operations 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
Material Operations Director	646	(757) 443-1264	443-1293
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
Fuels Officer	262	(757) 322-9003	322-9005
Detachment Cheatham Annex	953	(757) 877-7100	887-7223
Detachment Washington, DC	288	(202) 433-2901	685-0000
Detachment Philadelphia	442	(215) 697-9550	697-9554
Detachment Earle	449	(732) 866-2238	866-1106