

The Seafarer

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Customer Service Bulletin

July 2004

New FISC Norfolk Logistics Support Officer



Lieutenant Kerry E. Baker is a native of Coleman, Texas. He entered the Navy in 1988 and attended recruit training in Orlando, Florida.

Following basic training he attended Photographer's Mate "A" School in Pensacola, Florida, and then reported to the *USS CARL VINSON (CVN-70)* where he served as flight deck photographer, work center supervisor for CVIC, and quality control petty officer. In July 1993, he transferred to the Fleet Imaging Center Pacific in Hawaii serving as the AOIC of FLTIMAGCENPAC Det, Pearl Harbor and as aerial photographer.

In October 1997, he reported to Patrol Squadron Forty-Seven, where

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NAVSUP awarded Secretary of the Navy's Meritorious Unit Commendation

The Secretary of the Navy has awarded the Naval Supply Systems Command (NAVSUP) 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

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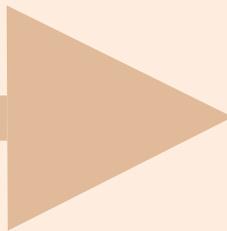
Captain L.V. Heckelman, commanding officer of FISC Norfolk and Sid Etherington, FISC's executive director, raise the MUC pennant on the FISC Norfolk flagpole in front of Bldg. W143.

ATAC offers new "Up-Front" processing for SURFLANT

The Advance Traceability and Control Program (ATAC) now offers COMNAV-SURFLANT ships and activities in the Norfolk area a new "up-front processing" service as an alternative to the current turn-in process for retrograde repairable equipment. In the presence of the ship's representative, ATAC will screen all incoming retrograde to ensure part number to NIIN match, and that all required documentation (DD1348-1a, 2 Kilo/MAF, non-RFI tag) is attached to the item. Any ATAC exclusions, misidentified or items that lack required documentation will be returned to the ship for correction. ATAC will generate the DD1348-1a BC2 document and the corresponding Transaction Item Report (TIR). ATAC will then provide a copy of the signed and dated BC2 document to the ship's representative as proof of ATAC receipt and to release the ship from carcass and financial responsibility for the turned-in item.

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Waterfront Conference Successful - New FISC CO Arriving

Thank you for the tremendous turn out for our last Quarterly Customer Service Conference. The house was packed and the dialogue was valuable for us as service providers and for you as our customers. As you know, we have over the past several conferences used them as a forum to get both “big Navy” as well as local support information out to all hands. In addition, they serve as a convenient forum to show you what new things are available for our Sailors in the way of food and other services. At this conference we also said farewell to RADM (Select) Maas and welcomed RDML (Select) Berube as the new Fleet Supply Officer. We were very fortunate to have each of the TYCOMs and other key logistics service providers on hand to provide updates and answer questions as well. We work hard to make these conferences valuable and meaningful to you because we know your time is valuable and it is often difficult to get away for half a day to attend this kind of session. We remain committed though to building our agendas for these conferences so that they will be of benefit to you - - our customers. If there’s something you’d like to hear about, let us know and we’ll get it on the agenda.

You all should have seen a message in the traffic (FISC NORFOLK VA 241538Z JUN 04) about a series of “Lunch and Learn” sessions being offered at FISC Norfolk over the course of the next several weeks. These sessions are being held in different venues all across the Navy in response to RADM McCarthy’s request that the leadership of the Supply Corps gather small groups of officers together to view and discuss the Navy Supply Corps Guiding Principles video which has recently been released. Local area Supply Corps Captains will be facilitating the discussions. Due to our close proximity to the waterfront, FISC offered to host a number of these sessions over the noon hour in an attempt to make it convenient and easy to participate in them. If you have questions or would like to reserve a seat in one of the sessions, call LT Kerry Baker, the FISC Norfolk LSC officer at (757) 443-1224 or email him at Kerry.Baker@navy.mil. If coming to the FISC building or the noon hour isn’t convenient for a group of you, contact any Supply Corps O-6 you may know or work with or contact me directly at Loren.Heckelman@navy.mil and we’ll figure out an alternative means or we’ll just bring the video and discussion to you. I do encourage you to view the video and participate with a number of your fellow Supply Corps officers in what the guiding principles mean to us.

This is my last column in the Seafarer as FISC Norfolk’s CO. By the time most of you read this, I will probably have turned over command of Fleet and Industrial Supply Center, Norfolk to Captain Tim Ross. The change of command ceremony is scheduled for July 7th at 1000 on the lawn across from the Pennsylvania House on Dillingham Avenue. It has been my honor and privilege to serve as the Commanding Officer of the Navy’s largest and oldest supply center, providing “Service to the Fleet since 1919.” I’ll just be moving down the road to U.S. Fleet Forces Command so while I won’t be your contact for FISC business any longer, I remain available for Supply Corps career advice and mentoring and will always jump at an invitation to visit your ship or activity and talk to the supply corps officers and supply personnel you have doing the great work of our community and our supply system in support of the war fighters each and every day. Thank you for your support and cooperation throughout these past two years and thank you for your service to our Navy and our Nation.



Capt. L.V. Heckelman, Commanding Officer FISC Norfolk and Program Manager, Supply/Logistics, Navy Region Mid-Atlantic

A handwritten signature in black ink that reads "L.V. Heckelman". The signature is written in a cursive style with a long, sweeping underline that extends to the right.

Rear Adm. Stone to Become Commander, Naval Supply Systems Command and 43rd Chief of Supply Corps

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

Rear Adm. 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 AFB, CO. He will assume his new responsibilities at a Change of Command ceremony this summer at the Naval Support Activity, Mechanicsburg.

Rear Adm. 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), 1987-89, and the nuclear guided missile cruiser, USS *Long Beach* (CGN 9) from 1982-84; and as the aviation supply officer aboard the aircraft carrier, USS *Constellation* (CV 64) from 1976-78. He is qualified as a naval aviation supply officer.

His shore assignments have included Deputy Chief of Staff for Logistics, Fleet Supply and Ordinance, 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.



FISC Norfolk and MSC Take Next Step In Transformation

Fleet and Industrial Supply Center (FISC) Norfolk has signed an Intra-Service Support Agreement (ISSA) with the Military Sealift Command (MSC). On July 14, 2004, Captain Timothy Ross, FISC Norfolk's Commanding Officer and Captain Robert Jackson, Commander, Sealift Logistics Command, Atlantic signed the agreement that transfers responsibility for all waterfront logistics services needed by MSC to FISC's Logistics Support Center. The ISSA will reduce overall support costs. The signing of this agreement marked another step toward the Naval Supply Systems Command's transformation efforts to make the FISCs the waterfront logistics integrators for the entire Navy.

The objectives achieved as a result of this partnership include: eliminating or transforming functions that are redundant or unnecessarily compete for resources, create strategic partnerships and divest non-core functions wherever practical, improve business processes, create more efficiency and synergy and reduce or offset some costs while sustaining the ability to accomplish the mission.

Over the past eight months numerous meetings were held at various levels throughout both the FISC and MSC organizations to accomplish this significant step toward transformation. The success that resulted in this ISSA was a team effort. Lieutenant Commander Paul Armstrong, Lieutenant Timothy Lott and Ms Kay Hood, working closely with MSC's Fleet Logistics Liaison Manager Charles Cyrus, were instrumental in bringing the agreement to fruition.

A number of policies to ensure that the outstanding personnel, who have supported MSC East Coast ships so extraordinarily well over the last several decades, were able to take advantage of several different options ranging from retirement with an incentive (SIP/VERA) program to relocation to the FISC organization. At the end of the day, FISC will gain four highly skilled employees thereby insuring uninterrupted support to MSC ships and federal civilian mariners.



(L-R) Capt. Timothy Ross, FISC Norfolk Commanding Officer; Polk Rutherford, Deputy, Customer Operations; Kay Hood, Customer Operations Analysis; Charles Cyrus, MSC's Fleet Logistics Liaison Manager; and Capt. Robert Jackson, Commander, Sealift Logistics Command, Atlantic pose for a picture after the signing of the ISSA between FISC and MSC.

Another piece to this success story was the deployment of the Logistics Customer Asset Visibility (LCAV) system within the waterfront material consolidation operation supporting MSC ships that deploy from Norfolk. This system provides afloat federal civilian mariner supply officers and ashore logistics personnel visibility of all MSC material received, on hand and transshipped from the FISC warehouse in Norfolk. LCAV deployment results in an annual \$115,000 savings to the new SEALOGLANT organization while increasing the level of logistics support to MSC ships. A true win-win not only for FISC Norfolk and the Military Sealift Command but the United States taxpayer as well.

Super Servmart - Committed to Customer Service



The SUPER SERVMART is a Third Party Logistics initiative between FISC Norfolk and the Service Provider (currently MAN-CON). This contract significantly reduces the time and costs associated with customer shopping, purchase card use and FISC procurements. By bringing together contractors selling the most common supplies FISC can quickly support most high-volume needs, eliminating multiple procurements and using the most cost-efficient processes. There have been a few changes during the last year with the most recent being the mandatory use of the Government Commercial Purchase Card (GCPC) as a method of payment.

Current guidance mandated all activities use the Government Commercial Purchase Card (GCPC) as a **method of payment** up to the following dollar thresholds:

- \$25,000 (CV/CVN/LHA/LHD SHIPS)
- \$10,000 (other AFLOAT ACTIVITIES)
- \$100,000 (ASHORE ACTIVITIES)

To accommodate this change, purchase cardholders should contact their APC and Citibank to increase their method of payment threshold limit. The AO limit and overall cardholder monthly limits may also have to be changed. Commands are reminded that the purchase cardholder is authorized to shop at SUPER SERVMART at any time. If the cardholder is not

personally picking up material from SUPER SERVMART, the following procedures must be followed. To ensure the purchase card number is not compromised in instances when the purchase cardholder is not accompanying the shopper to the SUPER SERVMART store, the purchase cardholder is required to provide a letter to the store manager as described below to authorize shoppers. The number of authorized shoppers will not be limited, however, prudent oversight by the command is advised:

A. An initial letter from the Commanding Officer (or designee of authority to sign by direction is delegated) printed on command letterhead addressed to SUPER SERVMART, in the following format:

1. UIC (with service code i.e. N00189)
2. Purchase Card Information
 - a. Purchase cardholder's rate, rank, name (as it appears on the purchase card), signature and phone number
 - b. Purchase Card Number
 - c. Expiration Date

The following individuals are hereby authorized to sign for and receive items at SUPER SERVMART: Rate/rank, name, signature, and phone number

- a. Commanding Officer's (or designee I authority to sign by direction is delegated) signature.

B. All authorized shoppers shall have a "SUPER SERVMART Shopping List" which specifies the items to be purchased and is **signed by the purchase cardholder of the specific amount for which he/she is authorized.** *** NOTE: The purchase cardholder's signature is in-addition to, not in-lieu of, your command's normal chain of approval. This document effectively acts as an order from the purchase cardholder to the SUPER SERVMART service provider. The shopper is effectively the receiver of the material and should not be the funds approval authority.

C. Upon the authorized shopper's return to the command with the purchased items, the purchase cardholder shall

validate the shopping list with the SUPER SERVMART receipt. The shopping list and receipt must be retained in the purchase cardholder's file.

NOTE: The requesting command is responsible for updating its letter to the SUPER SERVMART service provider every six months from the date of its last letter, or upon the closure of the purchase cardholder's account.

FISC Norfolk Purchasing Agents will only process delivery orders against the contract above the thresholds identified above.

SUPER SERVMART is located on the Norfolk Naval Station at 9610 Decatur Avenue (directly across from Pier 8 on the water front). The SUPER SERVMART facility is open 0700 to 1600 Monday through Friday, except Federal Holidays. An electronic catalog of items stocked in SUPER SERVMART is available on CD ROM and/or a 3.5 floppy disk. Customers may visit the SUPER SERVMART Customer Service desk or download the catalog from the FISC Norfolk web site at <http://www.nor.fisc.navy.mil> under Products and Services/Super Servmart. SUPER SERVMART is a participant on the DoD EMALL where the customer can place an electronic order and have the material delivered, free of charge, directly to them.

Contractor Personnel (MANCON)

**Customer Service Desk
(757) 451-8030**

**Special Order Desk
(757) 451-8019**

451-5249

**Super SERVMART Store Manager
(757) 451-4956**

OBA Canister Exchanges for the Fleet

Fleet Forces Command and Naval Inventory Control Point, Mechanicsburg issued an advisory (Naval Message 161529ZMAR04), which directed fleet-wide replacement of suspected defective Oxygen Breathing Apparatus (OBA). Local area ships began exchanging potentially defective OBA canisters in late May. COMNAVSURFLANT schedules and notifies ships when canisters are available for delivery. Ships will also receive instructions for exchanging the OBAs. The Logistics Support Center, FISC Norfolk will coordinate with ships to ensure the process is conducted smoothly.

Once a ship is scheduled for the swap, they will receive empty containers from Defense Distribution Norfolk Virginia (DDNV). Ships will place the old canisters in the empty cartons on a one-for-one swap. Each shipment will require a Material Safety Data Sheet (MSDS) and a DD1149 for the exact quantity, the appropriate TAC and the shipping information be placed on each container or pallet. Ships are required to stage the filled cartons on pallets pier-side and arrange with DDNV for pick up. New canisters will also be delivered to the ships by DDNV.

Ships operating in the Little Creek area will coordinate the exchange with RSO Norfolk and the Material Processing Center (MPC) located in Bldg. 3090. RSO Norfolk will pick up canisters requiring packing and certification and will be responsible for



DC2 Shawn Hoeflich, a member of the Damage Control Training Team (DCTT) ensures MM3 Emily Stailey has a good seal on her Self Contained Breathing Apparatus (SCBA) mask during a General Quarters (GQ) drill aboard the amphibious assault ship USS Kearsarge (LHD 3). (PH3 Angel Roman-Otero/USN)

shipping canisters to the repair facility when notified by the ship's Logistics Support Representative.

Logistics Support Representatives will be available to coordinate and resolve issues identified by Fleet Units. POCs are:

- Logistics Support Representatives - 443-1861.
- RSO Norfolk - Pam Wade - 445-9517
- MPC Little Creek - Allen Williams - 462-8706/7
- DDNV - William Davis - 443-3243

Planning is key to inventory management

By CSCS(SW/AW) Jim Gehlhoff, Navy Food Management Team Norfolk

One of the challenges throughout the fleet is the management and maintenance of proper inventory validity. In accordance with the NAVSUP P-486, para 7101, the Food Service Officer will be expected to maintain an inventory validity of at least 95 percent. Loss of issue, receipt and expenditure documents and incorrect records posting are the main reason for not maintaining the accuracy goal. Food Service Officers and leading Culinary Specialist showing an interest in the storerooms and assisting the bulk storeroom custodian can provide significant dividends on the time invested.

There are three primary inventory procedures that will provide for an effective inventory management plan. These procedures are Spot Inventories, Storeroom Inventories and Breakout or Perpetual Inventories. Spot Inventories and Storeroom Inventories are the two that most everyone is familiar with because they are mandatory. Breakout or Perpetual Inventories are another option to help maintain that high inventory validity goal and they are vastly underused. This procedure is used when the bulk storeroom custodian inventories the remaining subsistence items after each breakout or issue is made. They then annotate the balance on hand for each item on the NAVSUP Form 1282. The records keeper will compare this balance after accounting for the daily issues. Differences will be examined and appropriate entries made. Keep in mind that Storeroom Inventories, although required every 90 days, they can be done more often to assist in managing your inventory Validity.

If you are experiencing difficulty in managing your subsistence inventory effectively and maintaining adequate inventory validity, contact your nearest Navy Food Management Team and they will be more than happy to assist you.



New Logistics Officer - Continued from page 1

he served as the leading petty officer for the Aviation Intelligence Center and basic Intelligence photography instructor for the aircrew, SDVT-1, and FLTIMAGCEN, Hawaii. In March 1999, he detached from VP-47 and reported to Officer Candidate School (OCS) in Pensacola, Florida.

After graduation from OCS on June 19, 1999, he was appointed an Ensign in the Supply Corps and was off to Navy Supply Corps School in Athens, Georgia. Following graduation from Supply Corps School, he reported to *USS LA MOURE COUNTY (LST-1194)* in April 2000. During his tour on board he served as Disbursing Officer, Sales Officer, and HAZMAT Officer. He participated in two CINCLANTFLT Disbursing Audits, NEXCOM assist visit, and demonstrated an unprecedented closeout of the ship's

store and disbursing office during a three-week emergency decommissioning in Valparaiso, Chile. He departed *USS LA MOURE COUNTY (LST-1194)* DET Little Creek, Virginia in January 2000 and reported to the *USS TRENTON (LPD-14)* in Norfolk, Virginia.

From January 2001 to October 2001, he served aboard the *USS TRENTON (LPD-14)* as Disbursing Officer, Sales Officer, and qualified as Repair Locker Officer. As Sales Officer, he achieved a score of 93 percent during Supply Department SMA. Exempt from the SMI, his ship's store was nominated for and won the store of its class excellence award. In August 2001, he was screened and interviewed by Commander, Fleet Forces Command to serve as supply officer for the Chief of Naval Operation's research and development project "Joint Venture" (HSV-X1). He departed *USS TRENTON (LPD-14)* in October 2001.

From October 2001 to December 2003, He served in "Joint Venture" as

supply officer. He deployed for exercises "Strong Resolve/Battle Griffin 2002," "Millennium Challenge 2002," and "Operation Iraqi Freedom" where he qualified as a ship's navigator. His experience with contracting, logistics, food service, weapons, and HAZMAT provided lessons learned that paved the way for future high-speed catamaran hulls. He departed "Joint Venture" (HSV-X1) in December 2003 and reported to Fleet and Industrial Supply Center, Norfolk.

He is currently assigned as Logistic Support Officer in the Logistic Support Center, FISC Norfolk.

Lieutenant Baker's personal awards include the Navy Commendation Medal, Navy Achievement Medal (three awards), Good Conduct Medal (two awards), Expert Rifle Medal, and Expert Pistol Medal.

Lieutenant Baker is married to the former Tara L. Mazey of Toledo, Ohio.

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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.

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," said McCarthy.

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

ATAC from page 1

This new process will validate that what is turned in matches the information on the paperwork. However, this process does not match up what you are turning in with what NAVICP says you owe them. This new service should help reduce carcass charges and NIIN re-identifications from ships turning in parts that do not match their paperwork. The existing procedures will continue to be an option.

Just for clarification, if you ordered NIIN "X" under document number 2365-W004, NAVICP is waiting for you to turn in NIIN "X" under document number 2365-W004. If you turn in a part with NIIN "Y" and it is not a substitute for NIIN "X" under document number 2365-W004, ATAC will accept what you have, NIIN "Y" will show up on your D6 list and you will receive a "BK" for NIIN "X" since this is the NIIN NAVICP is waiting for. The new process just ensures that your paperwork matches what you are turning in. The ship still needs to ensure they are turning in the proper carcasses for items ordered.

Up-front processing is available in building SP-237, 8:00 a.m.- 2:30 p.m. daily, Monday through Friday excluding holidays. Ships must schedule times to drop off retrograde DLR's. Appointments can be made up to 72-hours in advance, but not less than 24-hours, except in emergent situations. Ships requesting up-front processing should call ATAC at 444-8172, ext. 118. Ships must provide ship's name and UIC, number of DLR's being turned-in, any special requirements, such as ATAC pickup or special weight or dimensions, and point of contact (POC) name, telephone number and e-mail address. Up-front processing requires a ship's representative to be present during the ATAC processing.

For more information, questions or concerns contact Lt. Cmdr. Spangler at 757-836-3151.

Habitability and the End of Fiscal Year 2004

The end of the fiscal year is approaching and FISC Norfolk is preparing for another busy year-end. In order to better serve the Fleet and our regional customers, many new initiatives are being put in place to improve timely delivery for all customers. A premier time-tested contract package offered at FISC Norfolk is the Habitability Indefinite Delivery-Indefinite Quantity (IDIQ) contract with Davis Interiors, South Bay Industries, Tecnico Corp., and Baker Sheet Metal. These four contracts have awarded millions of dollars in habitability renovations for ships under all type commanders. This article is intended to assist Supply Officers in their fiscal year end planning for habitability projects.

The FISC Habitability Branch is located in building CEP 170 located directly next door to the McDonalds inside Gate 5. No appointments are necessary and customers are encouraged to bring by their documentation and/or request for technical information regarding current or potential habitability projects under consideration. Habitability's contracting procedure has been a very efficient process and coordinates information exchange and dialogue between the major stakeholders; government and industry (see Figure 1.1). The key to success is active participation by all interested parties: the ship's designated representative, FISC Habitability Branch, and the contractors.

The FISC Habitability Branch is recommending Supply Officers begin planning for possible funding availability at the end of the fiscal year by scheduling ship visits with the branch early. Government estimates can be developed and submitted to CNSL and CNAL for prioritizing when funds become available. Once Supply Officers have identified their potential projects, a Contract Specialist and a Naval Architect Technician will visit the ship and discuss the scope of planned projects. The habitability team will then return to the office and complete a government estimate to perform the planned projects. With government estimate in hand, Supply Officers can request funding augments from their TYCOMs and begin the actual procurement phase of the habitability project.

Once funded, procurement requests are made available to the Habitability Branch, the Contract Specialist and Naval Architect Technician team will complete a statement of work and it will be issued in a request for proposal (RFP) to the four IDIQ habitability contractors. Contractors will be given a predetermined amount of time to complete a competitive bid. Bid time will vary depending on the scope of work and requested delivery date (RDD). It is critical to give the contractors enough time to complete a competitive bid because they are working on many bids during the months of August through September. Attempting to shorten the response beyond a reasonable timeframe only increases the likelihood of paying a premium for the habitability project. After bids are collected and compared to the habitability pricing database, a successful bidder will be chosen. If additional funds are required to cover the delta between the contractor's quote and the government estimate, the FISC habitability office will work with the Supply Officer to determine the best solution to get the most comprehensive project awarded through additional funds or down scoping the statement of work. The FISC habitability office will distribute copies of the final contract to the Supply Officer and the contractor will set up a meeting with ship's representatives to finalize the scope of work and completion schedule.

In conclusion, with the approaching end of the fiscal year the FISC Habitability Branch is recommending that Supply Officers plan for possible habitability projects. FISC strongly recommends scheduling ship visits soon so that government estimates can be developed and Supply Officers will be prepared to submit augments to their TYCOMs when and if funds become available. FISC Norfolk has been working hard this year to put in place many new contracting initiatives, including award of a new Marine Industrial Mart (MIM), raising of the SERVMART and XEROX purchase card thresholds, and moving these and more contracts to the DoD E-Mall. A small amount of initial planning in the next few months will help Supply Officers avoid the rush at the end of the fiscal year when the small habitability office will already be every busy issuing awards and trying to complete estimates, and ensure all are getting the maximum amount of readiness for every taxpayer dollar.

Navy Integrated Call Center

Provides supply and logistics information
1-877-418-6824 (CONUS) or 510-428-6824 (OCONUS)



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or SALTS to eby@salts.icpphil.navy.mil

or

FAX to 757-443-1655



LITTLE KNOWN NAVAL HISTORY

The U.S.S. Constitution (Old Ironsides) as a combat vessel carried 48,600 gallons of fresh water for her crew of 475 officers and men. This was sufficient to last six months of sustained operations at sea. She carried no evaporators (fresh water distillers). However, let it be noted that according to her log, "On July 27, 1798, the U.S.S. Constitution sailed from Boston with a full complement of 475 officers and men, 48,600 gallons of fresh water, 7,400 cannon shot, 11,600 pounds of black powder and 79,400 gallons of rum." Her mission: "To destroy and harass English shipping." Making Jamaica on 6 October, she took on 826 pounds of flour and 68,300 gallons of rum.

Then she headed for the Azores, arriving there 12 November. She provisioned with 550 pounds of beef and 64,300 gallons of Portuguese wine. On 18 November, she set sail for England. In the ensuing days she defeated five British men-of-war and captured and scuttled 12 English merchantmen, salvaging only the rum aboard each.

By 26 January, her powder and shot were exhausted. Nevertheless, and though unarmed, she made a night raid up the Firth of Clyde in Scotland. Her landing party captured a whiskey distillery and transferred 40,000 gallons of single malt Scotch aboard by dawn. Then she headed home. The U.S.S. Constitution arrived in Boston on 20 February 1799, with no cannon shot, no food, no powder, NO rum, NO wine, NO whiskey and 38,600 gallons of stagnant water. GO NAVY! Now these guys knew how to party!

Wood selected as COMFISCS Washington Liaison

Debra Wood, a former Naval Sea Systems Command employee was selected as Logistics Area Director/Washington Liaison, a newly created COMFISCS position. Prior to coming to COMFISCS, Wood served as the NAVSEA Configuration Management Division deputy director, working in the Ship, Maintenance and Fleet Logistics directorate. She has also served as the director of logistics for the Strategic Sealift Program on the TAKE new construction shipbuilding program. She is a former inventory manager and business financial manager for the Maritime Initial/Interim Support Budget, and has led several key fleet initiatives while working in NAVSEA. She has both acquisition and operational logistics experience and has managed numerous fleet waterfront and shipboard programs. Wood will take the lead for the Virtual SYSCOM alignment focusing on NAVSEA, Space and Naval Warfare Systems Command, Naval

Air Systems Command, Regional Maintenance Center/Program Executive Office/FISC partnering; Converged Enterprise Resource Planning; Human Systems Integration; and many other issues.

(Debra Wood)



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 Department of Defense 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.

A-76

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.

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.

Smartwebmove - The way to move

Do you never have enough time to get everything done that needs to be done? Are you not sure where to go or which way to turn for help with getting your move done? Why not try the Smart Web Move. All you do is Log on to www.smartwebmove.navsup.navy.mil and complete your application.

All branches of services can use SmartWebMove for CONUS to CONUS moves only. Army, Air Force, Navy, Marine Corp, and Coast Guard. However, only Navy personnel can use SmartWebMove for shipments overseas (including Alaska and Hawaii). Currently, civilian employees are not authorized to use Smart Web Move. Another exclusive to Navy personnel is the use of electronic signature. All Army, Air Force, Marine Corp, and Coast Guard personnel must sign the first page of the customer summary, printed from the SmartWebMove site, and FAX to the Personal Property Office at (757) 443-3725. Make sure you check that the Personal Property Offices receives a copy of the orders authorizing your move. Forward orders to the FAX number, email address or mailing address shown below.

Smart Web can be used for doing the following types of moves:

- **In CONUS Government Moves From** Southside Hampton Roads, Norfolk, Chesapeake, Virginia Beach, Portsmouth, Suffolk, Isle of Wight County, South Hampton County, All of the Eastern Shore, North Carolina counties and cities; Gates County, Currituck County, Hertford County, Bertie County, Moyock, Elizabeth City NC **To any where in CONUS.**
- **Goods being placed into Non Temporary Storage (NTS) from one of the above locations in (1).**
- **Goods being moved out of NTS** from any location in CONUS to any location in CONUS.
- **For Navy service members only** goods being shipped from the above locations (1) to the following Overseas locations as of 9 May 2004: London, England; St. Mawgan England; Pearl Harbor, Hawaii; Keflavik Iceland; Lamaddalena, Italy; Naples, Italy; Sigonella, Italy; Atsugi, Japan; Sasebo, Japan; Yokosuka, Japan; Lisbon, Portugal; Republic of Singapore, Guantanamo Bay, Cuba and Rota, Spain. Navy can also release NTS from any CONUS location to one of the overseas locations listed above.

You must be on PCS orders moving from your last permanent duty station, retired moving to your home of selection or NTS, separating moving to Home of Record, to NTS or Place of Enlistment. If you are moving from other locations not authorized you cannot use Smart Web Move you will need to come in and do an application in a class. Personally procured moves (the old duty move) currently must be done in a class setting.

FAX your orders to_DSN: 646-3725 Commercial: (757)443-3725

EMAIL orders to: NRFK-FISC_Smartwebmove@navy.mil

MAIL your orders to:_FISC Personal Property Office,7920 14th Street, BLDG SDA-336, Norfolk, Virginia 23505-1216, Attn: Smartwebmove

FOR TECHNICAL PROBLEMS CALL: 866-562-3121

City addresses may slow overseas mail

Well-wishers attempting to speed along mail and packages to service members overseas by including the city and country where the service member is stationed may actually contribute to delays and the misroute of military mail.

Automated processing equipment used by the US Postal Service is programmed to differentiate a domestic and foreign address format. Military addresses are automatically processed in the same manner as regular domestic mail throughout the country, postal officials said.

However, well-wishers who include the geographic city and country where service members are stationed may unwittingly prevent systems designed to speed mail to their loved ones from working properly, officials said.

Mail with a foreign city or country in the address is automatically diverted to the international mail system. This requires the mail to be reprocessed, sometimes repeatedly, and runs the risk of being delayed even further because international postal services are not always familiar with the U.S. military postal system.

In order to ensure the quickest service, senders should address their letters and packages with only the service members name, specific military unit, and complete last line of the military address (consisting of APO or FPO, the 2 letter abbreviation AA, AE, or AP, and a 5- or 9-digit ZIP Code.) This allows friends and family to write and send packages at the same manner and rate as domestic service, military postal officials said, regardless of where a service member is stationed in the world.



Reuse and Refurbishment saves Navy big Money



Wilber Jones removes an old label from a shipping container during the refurbishment process in building CEP-201. Containers range in value from \$4.00 to \$4,000. The CRRC program has saved the Navy more than \$85 million since 1997.

In today's throwaway society, you don't frequently hear about people trying to get the most possible use out of an item, especially when that item is a shipping container. We're usually more interested in what's inside of the container than the container itself. But there is a little-known group of people in Building CEP-201 that cares a lot about shipping containers, and their interest has saved the government more than \$85 million since 1997.

It's called the Container Reuse and Refurbishment Center (CRRC). According to James Wilson, CRRC site manager, their mission is to recover and repair shipping containers of various sizes and get them back into the system. "If you've got any excess containers, our doors are open," said Wilson. "We are trying to make sure we get the most out of the container program."

Wilson and his small crew of two government employees and three contractors receive and repair containers ranging in size from small clamshell-type containers to jumbo crates. Their values range from \$4 to large engine containers worth more than \$4,000. "If it can be reused, we try to get it back into the system," said Wilson. "Why turn a container into DRMO when it can be reused?"

There are five other CRRCs in the Navy, but the Norfolk CRRC was the first and is by far the busiest. They handle one third of all containers in the CRRC system. They work closely with the

Norfolk ATAC hub, and are working on developing relationships with the ATAC nodes as well.

The CRRC has developed relationships with other services as well. "We also work with the Army, Air Force and Coast Guard," explained Wilson. "If we can figure out where a container came from, we'll get it back to them."

The containers that find their way to the CRRC aren't always empty. Sometimes they contain parts or equipment and for whatever reason, the container didn't make it to its destination. "If we find material in a container, we track down the intended recipient and make sure it gets there," said Wilson. Last year alone, CRRC recovered more than \$6 million in parts or components that otherwise would have been lost. Since 1997, CRRC has recovered more than \$36 million in lost parts and components.

So the next time you receive material in a reusable container, don't discard it. Think about CRRC. They'll get it back in the system and help get the most out of the container's life. For more information on CRRC, call them at (757) 444-7800, or fax to (757) 444-1440. Their address is CRRC FISC Code 301.2, 9248 Virginia Ave. Bldg CEP-201 Dwy 38, Norfolk, Virginia 23511. "Anywhere we can save money – that's what it's all about," said Wilson.

NAVSUP Financial Management Team Earns Three Awards

The Naval Supply Systems Command's (NAVSUP) financial management community has been recognized for its financial transformation efforts in finding efficiencies to help address the Navy's need to recapitalize the fleet.

Three separate awards were recently given to the NAVSUP Financial Management community: the American Society of Military Comptrollers (ASMC) Meritorious Team Achievement Award; the Assistant Secretary of the Navy (Financial Management and Comptroller) Financial Management Team, Echelon II award; and the Under Secretary of Defense (Comptroller) Financial Management Initiative award.

The NAVSUP financial management transformation vision was to breakdown traditional stovepipes to better support the Navy and the NAVSUP enterprise through more efficient use of resources. Within a one-year period, 14 field comptroller offices were consolidated into four sites resulting in savings of 33 percent within the NAVSUP financial community and generating savings of over \$72 million over the Future Year Defense Plan. The proposed consolidation resulted in local

financial management support being eliminated and placed at consolidated sites that were hundreds, if not thousands, of miles away.

The key to this effort was minimizing manual efforts through automation. Improvement and consolidation of several financial management processes and accomplishing this without delaying the process or imposing undue requirements on personnel was critical to a successful implementation. Integrating systems to allow management from remote sites, performing time and attendance duties on desktops, and centralizing document control and approval are some examples of the consolidations made.

"All members of the NAVSUP financial management community are to be congratulated," said Rear Admiral Justin D. McCarthy, Commander, Naval Supply Systems Command. "Their ability to embrace the cultural changes brought on by this effort and the speed at which it was implemented proved to be the critical elements that led to financial management transformation being a success and will, most likely, ensure that NAVSUP's future transformation efforts will be successful."

Representing the NAVSUP financial management community and accepting the awards at the ASMC Professional Development Institute held June 3-4, 2004, in Cleveland, Ohio, were: Mike Madden, Dale Criswell, Robin Porterfield, Scott Dorsey, Roger Walton, Karen Rhoad, and Thad Malone of NAVSUP Headquarters; Chachi Gorman of Fleet and Industrial Supply Center (FISC) San Diego; David Ball of FISC Norfolk; and Grace Betts of the Naval Inventory Control Point.

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.

2004 Presidential election voting requires advance planning if deployed

The right to cast your vote for the candidate of your choice in a Presidential, or any other election, is an important right we sometimes take for granted. For Navy men and women assigned to deployed ships and overseas activities, the ability to participate in our nation's electoral process requires advance planning and an awareness of key mailing dates and information resources.

The following recommendations are provided to ensure all of our Sailors at overseas locations and aboard deployed ships desiring to vote by absentee ballot are afforded the opportunity:

- Review the 2004-05 Voting Assistance Guide for state requirements at <http://www.fvap.gov/pubs/vag/vagintro.html>.
- Request your absentee ballot by submitting an SF 76-A (Registration and Absentee Ballot Request-Federal Post Card Application (FPCA)) before **August 15, 2004**. The on-line version of the application is an alternative to the cardstock Federal Post Card Application, and can be found at <http://www.fvap.gov/pubs/onlinefzca.html>. It's important to make sure you provide your correct mailing address.
- Contact your command Voting Assistance Officer (VAO) if you need assistance in applying for an absentee ballot.
- If you do not receive your absentee ballot by **October 2, 2004**, obtain a Federal Write-in Absentee Ballot (FWAB) from your VAO. A FWAB can be used to meet the mailing deadline.
- If deployed in support of Operation Enduring Freedom (OEF) or Operation Iraqi Freedom (OIF) or any other location, mail your completed ballot by **October 11, 2004**.
- If you transfer after ordering your ballot, make sure a complete and correct forwarding address is on file at the command you are transferring from so your ballot can get to you in time.

For additional information on the Voting Assistance Program, contact Lt. Cmdr. Mark Lofton by email at mill_navyvote@navy.mil, by phone at DSN 882-4606 or 901-874-4606, or visit the Navy Personnel Command's Navy Voting Assistance Program web site at <https://www.persnet.navy.mil/nvap>.

Your help in getting the word out to our forward-deployed shipmates is greatly appreciated.

COMFISCS Celebrates a Successful First Year

July, 25, 2004 marks the one-year anniversary of the establishment of Commander, Fleet and Industrial Supply Centers (COMFISCS), a major milestone in the Naval Supply Systems Command's three phased transformation effort.

"The stand up of COMFISCS last July allowed NAVSUP to pursue an optimal

*The stand up of
COMFISCS last July
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an optimal supply strategy*

supply strategy, which encompassed a regional operations approach, including structural alignments, realignments, consolidations and cost reductions," said Rear Adm. William Kowba, the first COMFISCS commander.

The COMFISCS community is comprised of six Fleet and Industrial Supply Centers located in Norfolk, Va.; San Diego, Calif.; Bremerton (Puget Sound), Wash.; Jacksonville, Fla.; Yokosuka, Japan; and Pearl Harbor, Hawaii. "Joining the supply centers under COMFISCS has created an organization of more than 4,000 people, working together to achieve greater efficiency and effectiveness and to institute best business practices in support of the war fighter and our other valued customers," said Kowba.

During its first year, COMFISCS focused on nurturing a blended culture of success, creating strong links to Commander, Navy Installations, regional commanders, and industrial stakeholders in the shipyards, Naval Air Depots and regional maintenance commands. A COMFISCS leadership cadre of commanding officers, executive officers, executive directors, and functional leads drove business process improvements, developed common practices and



FISC Norfolk is located on the waterfront in front of the customers it serves.

leveraged the collective capability across all six FISCs.

"Our concept of operations included building a program management framework, centralizing the comptroller function, and establishing a Lead Contracting Executive role," said Kowba. "Subject matter experts were empowered to construct networks for specific functions and products and services across the FISCs, and to collectively standardize and re-engineer common processes."

"Our team is also actively engaged in refining a customer service triad linking the Logistics Support Centers, Navy Integrated Call Centers, and One-Touch Support."

This fall a seventh supply center will be added to the COMFISCS team when FISC Sigonella, Italy stands up to become Europe's logistics hub. "The addition of FISC Sigonella is a critical milestone in our efforts to optimize the performance of base operating support (BOS)-funded supply functions, and to standardize levels

of service across all Navy installations and regions," said Kowba.

The COMFISCS transformation journey continues with the refinement of the products and services construct, and the development of a standard organization model that balances uniformity with waterfront differences.

"We had a very busy year, refining and evolving our CONOPS while supporting our daily operational requirements," said Kowba. "There are even greater things ahead for the COMFISCS team in our second year as we continue to blend the wonderful legacies of our six supply centers into a new culture of success."



NAVSUP Employee Named Admiral Stan Arthur Civilian Logistician of the Year

Mr. Larry Garvey, Director, Supply Chain Solutions Office, Naval Inventory Control Point (NAVICP), Philadelphia, a Naval Supply Systems Command (NAVSUP) activity, was recently named the 2004 Admiral Stan Arthur Civilian Logistician of the Year.

The Admiral Stan Arthur awards recognize military and civilian logisticians who epitomize excellence in logistics planning and execution. A panel of flag officers and Senior Executive Service representatives reviewed candidates for these awards and selected winners based on innovations that merit special recognition.

"Larry Garvey has been the catalyst in transforming the NAVICP's acquisition strategy to one of buying performance-based outcomes," said Mr. Jeff Orner, NAVSUP executive director. Through initiatives such as Performance Based Logistics contracts and Logistics Engineering Change Proposals, Garvey is providing the NAVICP with a creative alternative solution to effectively combat today's readiness challenges.

The award recognizes Garvey's accomplishments encompassing both aviation and maritime weapon systems to enhance material availability, obsolescence management, and reliability improvements. "Through execution of these new strategies, he is a visible leader in helping NAVSUP elevate customer support levels, while reducing overall operating costs to support CNO Sea Power 21/Sea Enterprise objectives," Orner added.

RADM McCarthy appointed to Vice Admiral



The Senate confirmed RADM McCarthy's nomination for appointment to the grade of Vice Admiral and assignment as Director for Material Readiness and Logistics, N4, Office of the Chief of Naval Operations, Washington, D.C.

Summer Vacation & Food Safety Tips

By SFC Sandra Lee Edwards, Navy Food Management Team Norfolk

Summer is here! Simple food safety rules can save your summer vacation from being a disaster. Follow the below listed advice and you could make the difference between a summer to remember or that is remembered because people got sick from improperly handled food.

PLAN AHEAD - Have plenty of ice or frozen gel-packs on hand before starting to pack food and consider freezing small bottles of water that can be consumed once they have thawed out. When traveling with perishable foods (for example, meat, poultry, eggs, and salads), keep them in a cooler with ice or freezer packs at a temperature no greater than 41°F. Use a separate cooler for drinks to avoid frequent opening of your perishable foods cooler.

PACK SAFELY - Pack perishable foods directly from the refrigerator or freezer into the cooler. To keep meat and poultry cold longer, pack them while they are still frozen. Prevent cross-contamination by keeping raw meats and poultry separate from cooked or ready-to eat foods. Thoroughly wash all produce in running water before packing.

Always pack a full cooler. A full cooler will maintain its cold temperatures longer than one that is only partially filled. Only take along the amount of food that can be eaten to avoid having leftovers. If your cooler is only partially filled, either pack the remaining space with more ice or with fruit and some non-perishable foods such as peanut butter or some hard cheeses.

When traveling, keep your cooler in the air-conditioned passenger compartment of your car, rather than in a hot trunk.

Limit the times your cooler is opened and always close the lid quickly to retain its temperature.

KEEP CLEAN - Make sure all food preparation areas, hands, and utensils are thoroughly cleaned and sanitized. Always, wash your hands with hot, soapy water before and after handling food or use sanitizing towelettes. Remember many water sources, such as streams and rivers, are not safe for use as a potable water source (Water of a quality suitable for drinking or to sanitize food contact surfaces). Consider using water purification tablets that are available at camping supply stores or bring extra bottled water to wash and clean.

WHILE SERVING - Keep your cooler in a shady spot or covered with a blanket or tarp that is light in color to reflect heat. If you are at the beach, partially bury your cooler in the sand, cover with blankets, and shade it with a beach umbrella.

Don't eat food that has been sitting out in the hot sun. This is an invitation for foodborne illness and a spoiled vacation. In accordance with NAVMED P-5010, perishable foods held in the temperature danger zone (41°F-140°F) for more than 4 hours are not safe. Cook all foods thoroughly to their required temperatures and ensure that hot foods are served hot (above 140°F) and cold foods are served cold (41°F or below). To better ensure food safety, consider using shelf-stable foods.

Have fun and be safe!

Are your uniforms uniform?

By FLTCM(SW/AW) "Buck" Heffernan

The other day I sat in my car at the Navy Exchange and watched as Sailors entered and exited the Exchange. What was I watching? I think I watching a fashion show. The number of Sailors wearing faddish or outlandish sunglasses amazed me. I'll bet 70 percent of the people I saw coming and going had on glasses that were not, in my opinion, authorized to be worn in uniform...and that got me thinking about our uniforms, and where the standard is today.

The simple answer is we have uniform regulations that govern what we shall and shall not wear in uniform. Sunglasses, for instance, are supposed to be conservative. That means they should not be conspicuous, which means obvious to the eye, attracting attention, striking, or bright in color. The glasses I saw the other day were all that and then some. The reds, greens, blues, and neon colors need to go!

Another thing I noticed was a large number of things hanging off uniforms, including pagers and cell phones. Most of what I saw must be personal cell phones because the colors were bright green, blue, red, etc. Unless I'm mistaken, most of the official cell phones are either black or silver.

Shipmates, I'd like to challenge you all to do two things. One, to learn the uniform regulations that govern how you dress while in the Navy. The uniform regulations are the same for everyone. Rank has nothing to do with how applicable the regulations are. In many cases, there is only one standard, from Seaman to Admiral.

The second thing I would like to challenge you to do is to do your part to raise our standard. I doubt many people grab a pair of red sunglasses and put them on in uniform not knowing they are not authorized. If you went to boot camp, you understand. The disconnect must be that people don't say anything about it, or you think that even if someone does call you on your appearance, it's a relatively small foul and you can usually brush it off by saying something like, "Oh, I'm sorry...I forgot, or didn't know."

Most of us are extremely proud to serve in the Navy. When others see Sailors, they instantly recognize us as such because of our appearance. The very word uniform provides us that instant recognition. Every time a Sailor decides to alter their appearance to make them look a little different, probably for many different reasons, they call into question how uniform we really are. Yes, we are all different people, but we serve on the same team and our team colors are well defined. You should be proud to wear our colors and not deviate.

So how proud are you of your uniform? Do you look in the mirror as you dress and give yourself a quick self-inspection to ensure you looked squared away? I've been in the Navy for more than 30 years and, although I know the regulations, still look in the mirror often to ensure my uniform is neat, and most of all, correct. It's difficult to correct others if you do not set the standard yourself.

As many of you are aware, Task Force Uniform is testing some new uniforms that may become part of our seabag. However, the task force's work is in the area of fabrics and styles, not in the area of accessories. It is, and always will be up to you to ensure your uniform complies with the standard. That standard is not optional.

The final thing I would like to discuss concerning uniforms is saluting. Everyone is taught to carry items (if possible) in their left hand so if they encounter a saluting situation, the right hand is free to provide the salute. More and more I see Sailors carrying things over their shoulders and in their right hands and ignoring salutes. That kind of apathetic approach to our standard affects us all. Salutes are a mutual sign of respect initiated by the junior person. A crisp salute should be rendered in every case, with a proper greeting of acknowledgement, such as, "Good morning Commander," or "Good afternoon Ma'am." Of course, the person being saluted is also supposed to return the salute in the same crisp, respectful manner. That tradition is time-honored and should never be reduced to an inconvenience.

If you have questions about what is or isn't authorized to be worn on your uniform, with your uniform, or in uniform, you have many options. Many would suggest you should first, "Ask the Chief." That's never a bad answer, but I would recommend, in this instance, you consult the uniform regulations yourself. The more you use them as a reference, the more of an authority you become on our uniform standard. It's important every Sailor learn our standard quickly and then do everything they can to uphold it personally, and by correcting others if the need arises.

Since our uniform is what clearly gives us identity in the military and in our communities, we all owe it to each other to do our best to look good and represent our Navy in the best possible way. Thanks in advance for your attention to this! See you around the fleet!



B.L. "Buck" Heffernan, Jr., USN
Fleet Master Chief
U.S. Fleet Forces Command

Automation Effort at the FISC Norfolk Captures Much Attention

It all started out innocently enough; a small quality control project to track down and correct the problem of un-manifested shipments in SEAVAN shipping containers. However, the small project captured the attention of senior Department of Defense leadership, and quickly became a hot topic of conversation. The project: using a relatively new technology to automatically update computer databases during freight processing.

The Ocean Terminal Division of the Fleet and Industrial Supply Center, Norfolk's Material Operations Department, operates a common-user container freight station. This container facility processes more than 60,000 shipment units into approximately 3,000 SEA-VAN shipping containers each year.

These shipments range in size from small envelopes containing a single nut, bolt, washer, or other similar component, to large, bulky shipments that require multiple pallets. Arriving at the FISC facility from all over the continental United States, the shipments are grouped together into SEAVAN shipping containers based on the country to which they are destined. These shipping containers are then delivered to commercial ocean carriers for transport overseas. The Ocean Terminal container facility also performs a similar function, in reverse, for shipments arriving as import cargo on commercial container ships.

Since the beginning of the war, customers in the Persian Gulf region have required new levels of visibility of their shipments throughout the logistics pipeline. Also, because of new strict documentation requirements for customs clearance as cargo arrives in allied countries, manifest accuracy has become a paramount issue. As a result, managers at the container freight station branch set out to resolve the issue of shipments occasionally making it into shipping containers without being manifested.

"Our current documentation process has been automated with barcodes," explains Dave Cass, a transportation systems analyst for the division. "However, it's still a somewhat manual process that requires the strict attention of the checker." Cass went on to explain that, while the warehouse workers performing the barcode scans are consummate professionals who endeavor to document everything correctly, the very nature of the freight often leads to the problems. "Imagine a small envelope sitting on top of a large crate. It's entirely possible that the envelope could be overlooked when the barcode on the crate is scanned. Or, consider a pallet with thirty small boxes, each of which needs to be scanned. Regardless of how careful the checker is, or how good the checker is, one of those boxes is going to get missed from time to time." said Cass.

"We have a highly trained, highly motivated, and highly dedicated workforce at FISC Norfolk's Ocean Terminal," says Kerry Foerst, who heads the Ocean Terminal Division's Container Freight Station Branch. "Our people understand the importance of what they're doing, and how it has a direct impact on the war effort," he continues. "What we needed to find was an enabler that allowed them to do their job more effectively and more efficiently," he said.

The enabler they found was radio frequency identification tags, or RFID for short. RFID is nothing new to the Ocean Terminal; their first exposure to it was in the mid-1990s when the division became an early adopter of active radio frequency tags

manufactured by a company called Savi Technology. The active RFID tags, which are affixed to the outside of the SEAVAN shipping containers, are used to communicate detailed information about their contents. The tag can be queried by any of a series of interrogators installed at commercial and military transportation facilities. These interrogators then transmit the container's location to several customer-accessible tracking systems, such as the In-transit Visibility (ITV) Server and the Global Transportation Network (GTN).



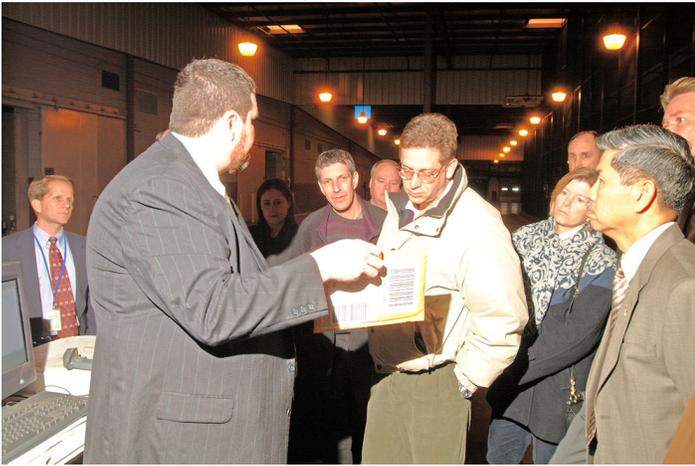
Dave Cass, a transportation systems analyst, explains how FISC Norfolk is using RFID to Vice Admiral Gordon S. Holder, Director for Logistics, J-4, The Joint Staff during his recent visit to Norfolk.

The Army has embraced active RFID technology for many years, and has invested in a substantial infrastructure to support it. Recently, the Commander of the United States Central Command mandated that all services would utilize the technology for any SEAVAN shipping container or 463L air pallet destined to the Central Command's area of responsibility. The use of active RFID tags on SEAVANs and air pallets has now been adopted as a Department of Defense policy.

However, the drawback of active RFID tags is their cost. While it is practical to utilize a \$99.00 device on a SEAVAN shipping container or a 463L pallet, it is certainly not practical to adopt their use on each individual box or warehouse pallet.

This is where passive RFID has come into play. Only recently gaining wide scale attention, passive RFID, while in existence for more than fifty years, is just now becoming a viable alternative. New technology discoveries as well as market demand have brought the price of a passive RFID tag well below a dollar. While much less capable than their relatively expensive active counterparts, there is sufficient functionality in the small tags to develop and adopt business practices to utilize the devices to drive automatic transactions at the pallet and case level.

Continued on Page 16



Dave Cass (left foreground) and Cris Toledo (director) (right foreground) from FISC Norfolk's Ocean Terminal explain how the system works to Alan Estevez, the Deputy Undersecretary of Defense (Supply Chain Integration).

Landmark decisions by companies such as WalMart, Target, and Albertsons to utilize the technology in their supply chains have focused new attention on passive tags. The Department of Defense is also a leader in adopting this technology, issuing a policy letter in December 2003 that all Defense Department contracts awarded after October 2004, for delivery after January 2005 will contain a clause requiring the vendor to affix a passive RFID device to the shipment.

The specific RFID being used in these cases is known as an electronic product code (EPC). An EPC tag looks like a small address label with an embedded computer chip and antenna. The tag contains no battery and no transmitter, hence the lower cost. The trade-off, though, is that the EPC must be within approximately three meters of the antenna to be read. Also, things such as metals and liquids can easily block the RF signal, making the tagging of typical sustainment materials a challenge. With proper technique, however, and a business process that accommodates these physical limitations, EPC tags can still be extremely successful.

“When we first received the equipment in November 2003 and began to play with it,” explains Cass, “we were surprised by how well it worked. We were getting far better read rates than we anticipated possible. It wasn’t a hundred percent, but it was good enough that we were confident that we could develop a business process in which it could be successful.”

Cass, along with a team of consultants from Science Applications International Corporation (SAIC) and Alien Technology, Incorporated, developed just such a business process. The technology was successfully integrated into their container freight operations within a few short months, and is currently nearing the end of its pilot tests.

The process automatically updates the manifest of a SEAVAN shipping container based on reads of EPC tags by a reader designated for that container. Unlike barcodes, the EPC tags do not need to be manually read one at a time with a wand or laser, nor do they need to be in line-of-sight with the reader. Passing them within the three-meter range of the antennas, while they are being driven past on a forklift, is all that’s required.

“I don’t mean to oversimplify the process,” warns Cass. “There is still a degree of human intervention. While we don’t require the checker to read a barcode on each box, they are responsible to ensure the number of boxes on the pallet matches the number of EPC tags read.”

The technology isn’t perfect, and employees must be careful that shipments are not missed. Shipments with large amounts of liquid or metal pose problems for the EPC reader, because of simple laws of physics. The business process at the FISC Norfolk facility accommodates these less-than-optimized shipments by allowing them to be processed using “fall-back” automatic identification technologies, such as the two-dimensional or linear barcodes on the military shipping label. Cass emphasizes, though, that the cases where the barcode must be used in lieu of the EPC are truly the exceptions.

“Mr. Alan Estevez, the Deputy Undersecretary of Defense (Supply Chain Integration) heard about what we were doing, and asked to come visit,” says Cris Toledo, the division’s civilian director. “He and his boss, Mr. Brad Berkson, Principal Deputy Undersecretary of Defense (Logistics and Material Readiness), visited us in January and were totally impressed with what we’d done,” added Toledo.

Word then began to spread, and many members of the Navy and Department of Defense’s senior leadership have since visited FISC Norfolk’s Ocean Terminal to receive a brief and observe a demonstration of the pilot project. Visitors have included Vice Admiral Gordon S. Holder, USN, Director for Logistics, J-4, the Joint Staff; Major General Daniel G. Mongeon, USA, Director, Logistics Operations (J-3), Defense Logistics Agency; Rear Admiral Steven Maas, Supply Corps, USN, Director of Logistics / Fleet Supply Officer, Commander U. S. Fleet Forces Command; Rear Admiral Alan S. Thompson, Supply Corps, USN, Director, Supply, Ordnance, and Logistics Operations Division (N41), Office of the Chief of Naval Operations; Rear Admiral Linda Bird, Supply Corps, USN, Commander of Defense Supply Center Columbus; and a group of six Navy Supply Corps Captains from the annual Supply Corps Senior Leadership Conference who were conducting site visits.

The parade of visitors will continue when the Ocean Terminal opens its doors for 200 representatives of commercial industry for an Open House. The purpose of the Industry Open House is to demonstrate the division’s implementation of EPC technology, showing the defense suppliers how the EPC tags they will be required to affix after January 2005 will be utilized in the Department of Defense supply chain.

In the next few months, the FISC Norfolk EPC implementation will be folded into a larger Department of Defense project that will include three nodes: FISC Norfolk; the Defense Distribution Depot, Susquehanna, Pennsylvania; and the Supply Management Unit, 2nd Supply Battalion, 2nd Force Service Support Group, Camp Lejeune, North Carolina. EPC tags will be used to automatically process receipts into both transportation and supply systems of record, for freight shipped between these facilities.

Despite the obstacles of deploying RFID systems, leaders in industry think the adoption of RFID for tracking pallets and cases in the supply chain will reach critical mass in 2007. “We are developing a knowledge base at FISC Norfolk. We will tap into best-in-class solutions providers to perfect our processes as we move ahead,” said Captain L.V. Heckelman, Commanding Officer, FISC Norfolk.

Logistics Support Representatives

Ship	Representative	Telephone	Cell
USNS Big Horn (T-AO 198)	Al Ford/Alma Henry	443-1877/76	544-5464
USNS John Lenthal (T-AO 189)	Al Ford/Alma Henry	443-1877/76	544-5367
USNS Kanawha (T-AO 196)	Al Ford/Alma Henry	443-1877/76	544-5464
USNS Laramie (T-AO 203)	Al Ford/Alma Henry	443-1877/76	544-5367
USNS Leroy Gruman (T-AO 195)	Al Ford/Alma Henry	443-1877/76	544-5464
USNS Mount Baker (T-AE 34)	Al Ford/Alma Henry	443-1877/76	544-5367
USNS Patuxent (T-AO 201)	Al Ford/Alma Henry	443-1877/76	544-5464
USNS Saturn (T-AFS 10)	Al Ford/Alma Henry	443-1877/76	544-5364
USNS Sirius (T-AFS 8)	Al Ford/Alma Henry	443-1877/76	544-5364
USNS Spica (T-AFS 9)	Al Ford/Alma Henry	443-1877/76	544-5464
USNS Supply (T-AOE-6)	Al Ford/Alma Henry	443-1877/76	544-5364
USNS Artic (TAOE 8)	Al Ford/Alma Henry	443-1877/76	44-5364
USS Albany (SSN 753)	SK2 Trisha Marshall	443-1806	544-1232
USS Anzio (CG 68)	SK2 Josue Negron	443-1855	544-5365
USS Arleigh Burke (DDG 51)	SK2 Josue Negron	443-1855	544-5365
USNS Artic (TAOE 8)	Al Ford/Alma Henry	443-1877/76	544-5464
USS Ashland (LSD 48)	SK1 Claudia Riley	443-1866	544-5456
USS Austin (LPD 4)	Aquatta Arnold	443-1864	544-5450
USS Barry (DDG 52)	John Gant	443-1242	544-5379
USS Bataan (LHD 5)	Gary Humphries	443-1859	544-5419
USS Boise (SSN 764)	Vivian Hardy	443-1867	544-5436
USS Briscoe (DD 977)	Gary Humphries	443-1859	544-5419
USS Bulkeley (DDG 84)	Joyce Ford	443-1857	544-5403
USS Cape St. George (CG 71)	Gary Humphries	443-1859	544-5419
USS Carr (FFG 52)	John Gant	443-1242	544-5379
USS Carter Hall (LSD 50)	SK1 Claudia Riley	443-1866	544-5456
USS Cole (DDG 67)	Kevin Brunner	443-1875	544-5442
USS Detroit (AOE 4)	Al Ford/Alma Henry	443-1877/76	544-5364
USS Deyo (DD 989)	Kevin Brunner	443-1875	544-5442
USS Donald Cook (DDG 75)	Joyce Ford	443-1857	544-5403
USS Dwight D. Eisenhower (CVN 69)	James DeBerry	443-1856	544-5383
USS Elrod (FFG 55)	Marie Moss	443-1862	544-5395
USS Enterprise (CVN 65)	Maurica Johnson	443-1851	544-5440
USS Estocin (FFG 15)	Joyce Ford	443-1857	544-5403
USS Florida (SSBN 726)	Janis Hayes	443-1863	544-5438
USS George Washington (CVN 73)	SK2 Trisha Marshall	443-1806	433-1232
USS Gettysburg (CG 64)	Gary Humphries	443-1859	544-5419
USS Gonzales (DDG 66)	Virginia Nichols	443-1865	544-5452
USS Grapple (ARS 53)	SK1 Claudia Riley	443-1866	544-5456
USS Grasp (ARS 51)	Teresa Wiggins	443-1849	544-5460
USS Gunston Hall (LSD 44)	Marie Moss	443-1862	544-5395
USS Hampton (SSN 767)	Maurica Johnson	443-1851	544-5440
USS Harry S. Truman (CVN 75)	Janis Hayes	443-1863	544-5438
USS Hawes (FFG 53)	John Gant	443-1242	544-5379
USS Hayler (DD 997)	Joyce Ford	443-1857	544-5403
USS Hyman G. Rickover (SSN 709)	James DeBerry	443-1870	544-5383
USS Iwo Jima (LHD 7)	Kevin Brunner	443-1875	544-5442

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
Acquisition			
Acquisition Executive	646	(757) 443-1601	443-1605
Operations Director	646	(757) 443-1628	443-1605
Contract Ops (Fleet)	646	(757) 443-1375	443-1424
Contract Ops (Ashore)	646	(757) 443-1347	443-1424
Pierside Purchasing	646	(757) 443-1369	443-1376
Purchasing Ops (Ashore/Overseas)	646	(757) 443-1370	444-1376
Purchasing Ops (CONUS)	646	(757) 443-1394	443-1389
Purchasing Ops (Habitability)	646	(757) 443-1444	443-4417
Business Support			
Director	646	(757) 443-1565	443-1883
Business Operations			
Director	646	(757) 443-1075	443-1064
E-Business	646	(757) 443-1502	443-1543
Customer Operations			
Customer Operations Officer	646	(757) 443-1165	443-1175
Logistics Support Officer	646	(757) 443-1224	443-1175
Logistic Support Center	646	(757) 443-1211	443-1175
Navy Integrated Call Center		1-877-418-6824	443-1175
Material Operations			
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
HAZMAT	564	(757) 444-5809	443-1293
Regional Navy Mail Center	564	(757) 444-9126	444-9796
Cheatham Annex	953	(757) 877-7100	887-7223
Fuel			
Fuels Officer	262	(757) 322-9003	322-9005
Washington, DC Det	288	(202) 433-2901	685-0000
Philadelphia Det	442	(215) 697-9550	697-9554