

The Seafarer

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Customer Service Bulletin

September 2004

New CO takes helm AT FISC Norfolk



Capt. Tim Ross, Commanding Officer FISC Norfolk and Program Manager, Supply/Logistics, Navy Region Mid-Atlantic

Captain Timothy J. Ross relieved Capt. Loren V. Heckelman on July 7, 2004 as commanding officer of FISC Norfolk. Capt. Ross is a native of Kansas City, Missouri, and graduated from the University of Missouri with a Bachelor of Science in Business Administration in 1980. He was commissioned as a Supply Corps Officer in 1981 from Officer Candidate School, Newport, Rhode Island. He holds a masters degree in management from the Navy Postgraduate School.

Captain Ross has served in a variety of sea and shore duty assign-

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FISC reorganization will

Standardize all FISCs

Beginning in October, Fleet and Industrial Supply Center Norfolk and the other five FISCs worldwide will realign their organizational structures, creating a standard organizational framework that will be similar across the FISCs.

“The new organizational structure will be similar to our parent organization, the Naval Supply Systems Command,” said Mr. Elliot Fields, COMFISCS executive director. He added that having a similar basic structure improves COMFISCS’ ability to serve its expanding global customer base. “When customers look at us from the outside, they will have a better idea of where to go to get a certain service,” Fields said.

Currently, certain functional codes differ in title and coding from one FISC to another. For example, at the FISCs in Jacksonville and San Diego, Code 100 is Supply Chain Management. In Yokosuka, the same



Mr. Elliot Fields, COMFISCS Executive Director

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LSR Recognized by USS Normandy

The Norfolk based *USS Normandy (CG 60)* recently took time out of its busy schedule to recognize Cynthia Griffin from FISC Norfolk’s Logistics Support Center. “I had the privilege of working with Cynthia for the past two years, said Cmdr. Patrick Blesch, *USS Normandy*’s Supply Officer. “She never once told me (or one of my folks) that she could not accomplish something she had been asked to do . . . nothing was too daunting for her,” he added. “She is obviously well known by all the Supply Department personnel, but that extends out to the rest of the crew as well . . . it is not uncommon to hear someone yell ‘Hey Cynthia’ from the brow down to her on



Commander Patrick Blesch, USS Normandy (CG 60) Supply Officer, presents Cynthia Griffin a Letter of Appreciation for her efforts. Captain Tim Ross (left), FISC Norfolk’s CO attended the event onboard USS Normandy.

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Admiral's Quarters

As fiscal year 2004 ends, the COMFISCS team is fully engaged in the execution of today's many missions. At the same time, we have an eye on the exciting events looming in fiscal year 2005, like the stand up of our newest FISC in Sigonella, Italy and the refinement of several key partnerships. For our centralized operational staffs at COMFISCS, there is no busier month than September. Let me share with you what our Lead Contracting Executive and the COMFISCS Program Management Department have been doing lately.

The COMFISCS Lead Contracting Executive is in the process of coordinating the close out of the fiscal year across six supply centers. Among the LCE's major successes is the process of workload brokering. This is consistent with the CNO's press for efficiency and cost effectiveness to support modernization goals. We need business processes that adeptly allocate resources while maintaining historically high levels of customer service and satisfaction. The contracting community's answer was workload brokering.

The LCE staff and the FISC contracting departments have teamed to filter customer needs and move procurement taskings, as appropriate, from one FISC to another in order to balance capacity and optimize personnel skills. The efforts are striving to satisfy the procurement lead-time metric for timeliness and also our customers' expectations for quality, delivery, service and satisfaction. To date, 56 simplified acquisition procedures less than \$100,000 and five large contract procurements have been successfully transferred from one FISC to another with no reported loss of productivity or customer satisfaction. We are achieving global and virtual workload management.

Another centralized COMFISCS office pursuing a new operating environment is the Logistics Program Management Department. This organization directs four enterprise-wide programs for the NAVSUP claimancy—One Touch Support, the Navy Integrated Call Center, the Logistics Support Center, and HAZMAT/ CHRIMP operations. We provide face-to-face support via the LSCs for our fleet customers, voice support via the NICC,

and self-service support via OTS. Our goal is to integrate these services into a seamless customer service system within a triad framework. Concurrently, in the HAZMAT area we're moving toward joint HAZMAT support centers using the DLA-sponsored Joint Environmental Material Management Service.

We have successfully implemented JEMMS in Okinawa, and are in the process of rolling out the system in Guam.

As we continue Material Support Integration initiatives across the Navy, we will establish a Shore Logistics Support staff within the COMFISCS Logistics Program Department. This entity will focus on the customer communities, which will be transferring their logistics work to us throughout fiscal years 2005 and 2006 such as Commander, Navy Installations; Naval Facilities Engineering Command; Naval Sea Systems Command warfare centers; and Regional Maintenance Commands.

As we close out one fiscal year and move to the next, the COMFISCS team will be fully engaged in challenging initiatives that will advance the delivery of combat capability though logistics.



CSCM (SS) Farnsworth reports aboard as Senior Enlisted Leader

Master Chief Farnsworth is a native of Lansing, Michigan. He attended Everett High School and graduated in 1977. In July of that year, he enlisted in the United States Navy and attended boot camp at Recruit Training Command Orlando, Florida and Basic Enlisted Submarine School in Groton, Connecticut. Upon completion of school he reported to the *USS Nathan Hale* (SSBN 623 G) operating out of Holy Loch, Scotland as a non-designated striker. During his second patrol he became designated as an MSSA and earned his Enlisted Submarine Warfare pin.

After completing ten strategic deterrent patrols he reported to Groton, Connecticut in 1983 as a Second Class Petty Officer for two years of shore duty in the Unaccompanied Enlisted Personnel Housing Department where he worked as a barracks supervisor.

In 1985 he was promoted to First Class Petty Officer and received orders to the Pre-commissioning Unit for *USS Chicago* (SSN 721) under construction at the Newport News Shipyard and Dry-dock Company in Newport News, Virginia.

In 1987, Master Chief Farnsworth split-toured to the *USS Memphis* (SSN 691) and was assigned duties as the leading mess management specialist. In 1988, while on the *USS Memphis*, he was promoted to Chief Petty Officer. From the *USS Memphis* he reported aboard *USS Oklahoma City* (SSN 723) and completed a two-year tour as the leading mess management specialist.



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From Page 1 - FISC reorganization will standardize all FISCs

code is called Inventory Control and in Norfolk it is Customer Operations.

After the realignment, there will be a basic commonality among all six FISCs and their organizations. "It is much easier for customers on the outside of our organization to understand where to go if we have this commonality," said Fields.

COMFISCS is aligning with the four NAVSUP deputy commanders for Financial Management/Comptroller (SUP 01), Contracting (SUP 02), Corporate Management (SUP 03) and Fleet Logistics Operations (SUP 04). Accordingly, COMFISCS will have its Comptroller as Code 010, Lead Contracting Executive as 020, Command Management/Business Office as 030, and Program Management/Logistics as Code 040.

Beneath these centralized COMFISCS program managers at the individual FISC level are the Financial Liaison Office, Code 100; Contracting, Code 200; Business Department, Code 300; and Supply Management Department, Code 400. Code 500 will be Industrial Support, and Code 600 will be ISSOP Support. The Fuel Department will remain as Code 700.

Fields stressed that this is a basic framework and that within this organizational structure FISCs will probably maintain regional differences and customer alignments. "This is not a cookie-cutter approach," he said. "The FISCs won't look exactly the same, but having a similar way of doing business is why we created COMFISCS. Being aligned better with NAVSUP and having a standard organization makes it easier for our customers."

Replacement Prop for Comfort provided by FISC Norfolk's Cheatham Annex Branch

The material handlers of Cheatham Annex Branch were a critical element recently in the replacement of the prop of the USNS Comfort (T-AH 20). The Comfort was in a downtown Norfolk shipyard for maintenance work after an inspection discovered a crack in its single five-bladed nickel, aluminum and bronze alloy propulsion propeller. The prop blades are five inches thick in the center and are designed to flex under the stress of the 24,500 horsepower boiler/turbine engine.

The Navy stores replacement props at FISC Norfolk's Hampton Roads Division, Cheatham Annex Branch facility near Williamsburg, Virginia. The 54 ton, 26 ft prop was loaded onto a contractor barge at Cheatham for transit down the York River to the Chesapeake Bay and then to downtown Norfolk. Moving a prop of that size and weight is not a small job. However, the material handling team at Cheatham was up to the task. Once the prop was identified as being the right one, it needed to be transported to the pier and loaded onboard a barge, an evolution that took two hours. At the pier, the first lift of the prop off the flatbed truck was stopped because the winds were too high and the prop started swinging. It was set back down to wait for the wind to calm down. When the winds died down the prop was lifted again and loaded onto the barge. From the Cheatham Annex Branch, the transit time was 12 hours to downtown Norfolk. The old prop was loaded onto the same barge and taken back to Cheatham Annex.



Cheatham Annex - The Lockwood Marine barge tilts slightly under the weight of the 26 ft-54 ton replacement prop leaving Cheatham for installation on the USNS Comfort.

The mission of the Cheatham Annex Branch is to support the Navy in custody asset and storage for large, bulky and unique Navy material and programs. Some examples of the Navy assets maintained at Cheatham Annex are submarine periscopes, ship propellers, bull gears, antennae, sonar domes, and various other oversized equipment. Eighteen warehouses provide about 2.3 million gross square feet of general-purpose unheated space and 300,000 gross square feet of controlled humidity space. Cheatham Annex also maintains the Naval Sea Systems Command's East Coast consolidated stock point for major shipboard mechanical, electronic and some navigational material.

SMART WebMove Available to Sailors in Bahrain, Diego Garcia, and Guam

Navy members and their families now can more easily arrange household goods moves from Bahrain, Diego Garcia, or Guam via the Internet with SMART WebMove, a NAVSUP-managed, web-based service that eliminates visits to local personal property offices.

SMART WebMove services most routine moves based on permanent change of station orders. "Customers are in control, with access to SMART WebMove 24-hours-a-day, 7 days-a-week, anywhere they have Internet access at home, work, or aboard ship," said Richard McIntire, SMART WebMove program manager. "Customers can enter and exit the program as often as they want and work on their household goods application at their leisure," McIntire added.

Since it was launched in June 2001, 36,000 move applications have been processed using SMART WebMove in the continental U.S and overseas. SMART WebMove currently services overseas Navy personal property offices in Hawaii, Japan, Singapore, Italy, Portugal, Spain, England, Iceland, Greece, and Cuba.

SMART WebMove can be accessed at <http://www.smartwebmove.navsup.navy.mil>.

CNO Challenges New Chiefs to Take Navy into the Future

By Chief Journalist Walter T. Ham IV, Chief of Naval Operations Public Affairs

During the Sept. 16 Pentagon Chief's Pinning Ceremony, Chief of Naval Operations (CNO) Adm. Vern Clark welcomed new chiefs to the Navy's senior enlisted cadre and challenged them to paint a vision of the future for the Sailors they lead.

"This day is about the future. This day is about your willingness to assume more responsibility – your willingness to assume the task that is before you, to lead our Navy," the CNO said. "You will have the opportunity to pick up the paint brush, and paint a vision of the future for our young men and women. You will be such an important part of their lives."

Appearing with Secretary of the Navy Gordon England, the CNO said expectations are high for all new chiefs. Their track



records of success are indicative of their ability to assume increased responsibilities.

"I'm fond of saying that chiefs make the Navy run," Clark said. "Chiefs are the most influential leaders that we have in our institution."

The CNO added that chiefs are selected for their proven leadership ability

"This advancement is not a reward for your past contributions," Clark said. "Certainly your achievements of the past made today possible, because if you had

not been successful, you would not be standing here today. But I want you to understand that the role you will play in the future is more important than anything you have done in the past."

Clark also told the new chiefs that as they put on khakis, they enter a covenant as leaders. Throughout their careers, their success will be evaluated on their ability to accomplish their mission, and grow and develop the Sailors they lead.

"I congratulate you because you've been selected as the best among the best – extraordinary roles models. We wish you well as you assume this position of greater leadership in the future," the CNO said. "All of you got here because of a lot of people helped you along the way. And the families are a key part of this day, because it takes a team effort to do what you have achieved up to now and to face the challenges that are ahead of you."

Task Force Uniform Announces Changes in Uniform

Task Force Uniform (TFU) has announced some significant changes to the Navy Uniform Regulations, which were recently approved by Chief of Naval Operations (CNO) Adm. Vern Clark. These changes are among the first initiatives being rolled out as a result of Task Force Uniform. The Uniform Regulation changes were made based on fleet input from interviews with Sailors, command site visits, comprehensive research and data collected from a Navy-wide uniform survey. The survey collected feedback from more than 40,000 Sailors throughout the fleet. The approved changes include women's skirts, identification badges, civilian bags, women's handbags, communication devices and breast insignia. One of the changes effective immediately will be the authorized wear of civilian bags while in uniform. This includes briefcases, gym bags, backpacks, suitcases and garment bags. The specific guidance on wear and appearance for each is outlined in NAVADMIN 209/04: <http://www.bupers.navy.mil/navadmin/nav04/nav04209.txt> Another revision that is effective immediately is the wear of a wireless communication device, such as a cell phone, PDA or pager for official business, while in uniform. The device cannot be visible from the front, and must be worn on the belt, aft of the right or left elbow. Specific guidance and further details on the proper wearing and use of these devices is contained in NAVADMIN 209/04.

HAZMAT IDIQ Contract Awarded to RCI of Virginia

Resource Consultants Inc. (RCI), Vienna, Va., is being awarded a \$20,611,290 indefinite-delivery/indefinite-quantity, cost-plus-fixed-fee contract for services in support of the Naval Supply Systems Command's Hazardous Material Control and Management Program. This contract contains four 12-month option periods, which if exercised, bring the total estimated value of the contract to \$121,551,979. Work will be performed at Mechanicsburg, Pa. (9 percent); Norfolk, Va. (27 percent); Jacksonville, Fla. (11 percent); Ingleside, Texas (1 percent); San Diego, Calif. (16



percent); Bremerton, Wash. (8 percent); Pearl Harbor, Hawaii (3 percent); Guam (3 percent); Yokosuka, Japan, (9 percent); Okinawa, Japan (12 percent); and Sigonella, Italy (1 percent), and work is expected to be completed by September 2005. Contract funds will not expire at the end of the fiscal year. This contract was competitively procured through full and open competition via the Request for Proposal process. The Fleet and Industrial Supply Center Norfolk, Detachment Philadelphia, Philadelphia, Pa., is the contracting activity (N00140-04-D-0042).

New CO from page 1

ments. At sea his assignments include: Supply Officer on the USS ANTRIM (FFG 20), Stock Control Officer on the USS L.Y. SPEAR (AS 36), Stores Officer on the USS GEORGE WASHINGTON (CVN 73), and Supply Officer on the USS DWIGHT D. EISENHOWER (CVN 69).

His assignments ashore include: Cargo Officer at the Navy Cargo Handling and Port Group, Williamsburg, Virginia, Retail Inventory Officer for the Commander Submarine Force Atlantic, Director, Customer Operations at the Naval Inventory Control Point, Philadelphia, Logistics Readiness Officer for the Commander in Chief Atlantic Fleet, and head of the Supply Chain Integration Division, Headquarters, Defense Logistics Agency. Prior to coming to FISC Norfolk he was Director for Business Management, Logistics Operations, Headquarters, Defense Logistics Agency.

Captain Ross is qualified as a Naval Aviation Supply Officer and Surface Warfare Supply Corps Officer. His awards include the Meritorious Service Medal (three awards), Navy Commendation Medal (three awards), Navy Achievement Medal (two awards) and various unit awards.

New SEL from page 2

In 1990 he reported to the Recruit Training Command in Great Lakes, Ill. where he was assigned duties as a company commander and water survival instructor. He was promoted to Senior Chief Petty Officer during that tour in 1993.

In 1994, Master Chief Farnsworth reported to the *USS SPADEFISH (SSN 668)* as the leading mess management specialist. In 1996 he was assigned to the *USS EMORY S. LAND (AS 39)* as the leading mess management specialist. The ship won the Capt. Edward F. Ney Award in 1997 for food service excellence.

In 1998, he transferred to Fitting Out and Supply Support Assistance Center where he was assigned as a Pre-commissioning Unit outfitter. During this tour he helped stand up 22 shipboard messes on all classes of ships and submarines under construction at various shipyards around the country. He was promoted to Master Chief in April 2001.

Navy Reaches Out to Small Business

The Technology Exchange Clearinghouse (TXC), a pilot project sponsored by the Department of the Navy (DON) eBusiness Operations Office and developed by Space and Naval Warfare Systems Command (SPAWAR), just made it easier for small businesses to market new technology products to Navy and Marine Corps customers. TXC, working with the Navy Small Business Innovation Research (SBIR) program, recently preregistered more than 300 SBIR companies and their product information with TXC, including current Navy SBIR companies and product information.

“TXC is a way for the Navy to reach out to small and large businesses by providing an easy-to-use information exchange tool that gives industry a way to get product information directly in front of acquisition planners,” said Karen Gadbois, eBusiness Operations Office Acting Deputy Commander. For example, through TXC, Navy and Marine Corps users will have access to a company's latest technology capabilities. Furthermore, businesses can also provide direct links from TXC to more product data on their own company web site. “TXC gives small businesses a broad reach to potential customers across the entire Navy,” Gadbois elaborated.

At this summer's Navy - Marine Corps Intranet (NMCI) Symposium, TXC was identified as a means for government technology buyers to conduct initial technology assessments. This will allow companies to get information in front of government technology buyers much earlier in the research phase. TXC will be integrated with the NMCI Product Evaluation Center when it opens later this year. Companies interested in registering its information and products with TXC can log on to <https://txc.spawar.navy.mil>.

Quote of the Month

“More men fail through lack of purpose than through lack of talent.”
Billy Sunday

In 2001 Master Chief Farnsworth reported to the White House Mess In Washington, D.C.. where he served as the Food Service Department Head responsible for the entire West Wing Navy Mess food and beverage operation. His duties also included providing food security for the President and First Lady during both domestic and foreign travel.

In 2003 Master Chief Farnsworth reported to the Navy Food Management Team in Norfolk, Virginia as an instructor. In July 2004 he assumed the duties as the Fleet Industrial Supply Center Norfolk, Va. Senior Enlisted Leader.

His personal awards include: Meritorious Service Medal (first award), Navy and Marine Corps Commendation Medal (third award), Navy and Marine Corps Achievement Medal (third award), Good Conduct Medal (sixth award) and several unit and campaign awards.

From Page 1 - LSR Recognized by USS Normandy

the pier, or to give her a hug in the passageway . . . to put it simply, she is an extension of the USS Normandy crew and family, and is as integral to the operational readiness of the ship as much as anyone on board,” Blesch concluded.

Besides the normal LSC food onload services, researching of documents, performing stock checks, purchasing material from SERVMART on ship’s request when the ship is out to sea, finding frustrated material, coordinating ship’s movement of material with PMOLant , Griffin and her team made sure that hot material made special plane assignments for pick-up, and personally picked up bearers. She truly is an extension of the ship. She was once called in on a Sunday to make sure material was expedited to the ship. Not unusual for an LSR, but she was attending a wedding at the time. Now that is service!

Ms. Griffin has been a member of the FISC Norfolk team for 20 years and is a Plankowner in the LSC. When asked how she likes her job, she said “I enjoy working with all my ship SUPPOs and look forward to working with Lt. Cmdr. Samantha Green, Cmdr. Blesch’s relief on the USS Normandy.

FISC Norfolk’s LSC provides waterfront partnering or brokering of services for the fleet. They are a single logistics touch-point to the afloat supply departments, for delivering a full spectrum of goods and services. The LSC illustrates NAVSUP’s renewed focus on standardizing and maximizing customer service worldwide, and strengthening our organizational ties to the fleet. The LSC, in a nutshell, supports seagoing warfighters by taking workload off ships and providing quantifiable support and accountability, while contributing to the betterment of the crew quality of life.

Along with the title “Most Tomahawks shot by a US Navy Cruiser”, USS Normandy holds three Battle “E” Awards for overall ship-wide excellence in performance. Additionally Normandy was awarded the Majorie Sterrett Battleship Award for the most battle ready warship on the East coast. She was the first US warship since 1945 to go to war (DESERT STORM) on her maiden cruise.



Captain Mathew J. Streeter, commanding officer of USS Normandy (CG 60) presents Cynthia Griffin with a framed picture of the ship as a token of his gratitude for her outstanding support. Captain Tim Ross (left), commanding officer FISC Norfolk, joins in congratulating Cynthia Griffin on this recognition.

New capabilities have been implemented to myPay

Restricted Access Personal Identification Number or RAPIN allows the service member to provide a spouse or trusted individual with a view-only personal identification number or PIN. This is a great tool for deployed individuals.

- The member can set the RAPIN by signing into myPay and from the main menu and clicking on the "Personal Settings" page.
- Then click on the "Restricted Access PIN".
- Input the RAPIN and provide it to your spouse/trusted individual.
- For the spouse/family member to use the RAPIN, they simply sign into myPay with the member's SSN under "LoginID" and then enter the provided RAPIN.

With the RAPIN the spouse or family member can view and print the LES and W2 but CANNOT make pay changes. myPay now allows you to provide a personal email address for future correspondence. The email address will be used to keep you apprised of future events and capabilities, such as, email notification of pay changes and other items of interest. Provide your email address by setting up your "Personal Preference" page.

Don't have a myPay PIN? Go to <https://mypay.dfas.mil>. Click on "Need a New PIN". Request the PIN, and a temporary PIN will be sent directly to your email account.

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Early TRICARE Benefits for Reserve Components

Under the National Defense Authorization Act and the Emergency Supplemental Appropriations Act for Fiscal Year 2004, members of the National Guard and Reserve (collectively known as the Reserve Component, or RC) who are issued delayed-effective-date active duty orders for more than 30 days in support of a contingency operation, are now eligible for “early” TRICARE medical and dental benefits beginning on the latter of either: (a) the date their orders were issued or (b) 60 days before the member reported to active duty.

According to this law, the 2004 Temporary Reserve Health Benefit Program is in effect November 6, 2003, to December 31, 2004, the date the temporary benefit ends. The Department of Defense implemented this temporary program on July 20, 2004. RC members and eligible family members who have been saving their receipts awaiting implementation of this program may now submit claims to their regional TRICARE Claims Processor to apply for reimbursement for medical expenses incurred during their period of early eligibility. For more information, see <http://www.tricare.osd.mil>

Navy/Marine Cash™ - Next Generation ATMs-at-Sea Roll Out

The Naval Supply Systems Command (NAVSUP), Navy Family Support, in partnership with the Financial Management Service (FMS), a bureau of the Department of the Treasury, announces the roll out of the Navy/Marine Cash™ financial system on 175 Navy ships through FY 2008.

The program began in April 2001, as an evolution of NAVSUP's ATMs-at-Sea program. The Navy/Marine Cash™ initiative started on the USS RENTZ (FFG46), followed later that fall on the USS BONHOMME RICHARD (LHD6).

Navy/Marine Cash™ was a highly successful pilot program deployed on eight U.S. Navy ships representing six ship classes from 2001 to 2003. The new financial cash management system allows afloat Sailors and Marines to conduct personal banking and purchasing electronically while deployed. The system consists of an electronic purse on a commercial debit card, which utilizes both stored-value chip and magnetic strip technology. Navy/Marine Cash™ reduces the need for cash on board the ship and significantly reduces workload afloat.

Using a commercial PIN-protected debit card, Navy/Marine Cash™ provides 24/7 access to pay and allowances on and off the



ship. Afloat personnel are able to receive electronic pay, access home bank and credit union accounts, transfer and withdraw funds, and make purchases, both on ship and ashore.

On board ship, Cashless ATMs are used to verify card funds, transfer funds to and from the Navy/Marine Cash™ card chip and magnetic strip, and to authenticate PINs. Purchases are made using Point of Sale devices and vending machine card readers that access the card's chip. Once ashore, funds can be accessed by the magnetic strip to withdraw funds from over 900,000 automatic teller machines (ATMs) worldwide and make purchases at more than 32 million merchants.

So far in 2004, sixteen additional ships, including the aircraft carriers USS HARRY S. TRUMAN (CVN75) and USS RONALD REAGAN (CVN 76) have had the Navy/Marine Cash™ system installed. To date, a total of 24 ships have successfully implemented the new cashless system. More than 25,643 active Navy/Marine Cash™ cards are currently issued with \$27 million processed since the program's inception. Over 5.7 million transactions have passed through the system in the form of transfers, vending and store purchases and ATM withdrawals.

Former sailor turned cartoonist brings Navy-specific humor to the Fleet



hapless Sailor with horrible dental work. The U.S. Navy magazine “All Hands” responded enthusiastically to the idea and began publishing “Ricky's Tour” in February 1999. By 2003, “Ricky's Tour” became a regular feature in numerous military publications, including the Stars and Stripes.

Cartoonist Mike Jones was born in Roosevelt Roads, Puerto Rico March 24, 1975. The son of a Navy Journalist, he spent much of his youth somewhere other than the States. Maybe it was the constant moving (or perhaps too much sugar on his Cheerios at an early age) that prompted him to take to pen & paper like soon-to-be-roadkill takes to the open road. After enlisting in the Navy himself in 1996, Mike was transferred to Keflavik, Iceland. While serving in Iceland, Jones developed a collection of Navy-specific comics featuring a

SMART ERP Pilot Successfully Meets Objectives; Pilot “Retirement” now will pave way for Converged ERP

SMART ERP - a Naval Supply Systems Command (NAVSUP) and Naval Air Systems Command (NAVAIR) pilot program designed to operate supply, maintenance, and financial business processes using commercial off-the-shelf software - will retire to make way for a larger Navy effort. In the fall of 1999, the Supply Maintenance Aviation Reengineering Team (SMART) set ambitious objectives aimed at capturing complex processes and transactions using Enterprise Resource Planning (ERP) as it applied to a large logistics chain.

“It was truly an amazing effort,” noted Karen Meloy, NAVSUP ERP Program Manager. “This dedicated and talented core of people, represented by many areas of the NAVSUP Enterprise, as well as our partners at NAVAIR, Defense Finance and Accounting Service (DFAS), and the Fleet, successfully accomplished those objectives and paved the way for the larger Navy Converged ERP initiative,” she continued. The pilot retirement will take place during Fiscal Year 2005.

Navy ERP Program Manager Ronald Rosenthal emphasized that the SMART Pilot was successful in fulfilling its mission to prove that a commercial ERP product could be applied to Navy supply chain business processes. However, the retirement is necessary to re-channel funds that would have been used to sustain the pilot system into development activities that will increase the number of supply chain improvements available with the first release of Navy ERP.

SMART ERP achievements included the ability to integrate supply, maintenance, and financials into one software suite and inclusion of wholesale and retail supply information into one database.

The SMART ERP retirement team will work closely with system customers and stakeholders throughout the entire shutdown process. For customer assistance call Robert Bacon at (717) 605-6072 or by email: robert.s.bacon@navy.mil.

Navy Turns up the Heat with New Submarine Oven

The Navy has started installing a new and unique convection oven specifically made to meet the demands of a submarine. The installation of the new ovens began in early September on USS Los Angeles (SSN 688)

Made by Market Forge Industries, the oven is comprised of only nine parts, which makes the oven easy to assemble and disassemble, which permits easy access down the hatch of a submarine.

“It helps make our job down here a bit easier,” said Leading Chief Petty Officer of the culinary specialist division aboard USS Los Angeles, Chief Culinary Specialist Raymond Black. “With efficient, uniform heating, our products will improve.”

“We really couldn’t have asked for a better oven. This one outperforms the last one by leaps and bounds,” added Culinary Specialist 1st Class Charles Houtz.

The oven features a constant cook setting, which allows the user to cook food at a constant temperature for an indefinite amount of time. Finished with stainless steel panels inside and out, and French type doors that open a full 180 degrees, the oven is very easy to clean. Other advantages include high-grade insulation, five full shelves, and a safety door latch designed to keep the doors closed in any pitch and roll environment.

Final Group of Expeditionary Logistics Support Force Troops Return

By Lt. Karin R. Burzynski, Naval Expeditionary Logistics Support Force Public Affairs

The final group of Naval Expeditionary Logistics Support Force (NAVELSF) Forward ALPHA returned from Operation Iraqi Freedom (OIF) to Norfolk Sept. 25. Rear Adm. John G. Debbout, commander, Navy Reserve Forces Command, was on hand to greet the Sailors as they departed the two Navy C-40s Saturday afternoon. “I believe it is important to welcome our troops back home,” Debbout said. “NAVELSF Forward ALPHA was at the heart of the largest military logistics operation since World War II, the Operation Iraqi Freedom II troop rotations.” “In addition to the superb operational achievements, these Sailors accomplished a remarkable mission in an arduous environment, under combat conditions in many cases, in high-risk industrial areas in other cases, without a single personnel loss or serious injury,” Debbout said.

One of the 84 returning Sailors, Fireman Jamie Badger, who was a little weary from the 15-hour flight from Kuwait, said he was ready to get home. “I’m tired, but glad to be here,” Badger said. Also in attendance, Rear Adm. Robert R. Percy, who was Commander, NAVELSF, when ALPHA departed in January, said he believes it was important to be there to welcome them back home safely. “There was no way I was going to miss this homecoming,” Percy said.

NAVELSF handled four primary missions in Iraq and Kuwait: Cargo Handling/Stevedores at the port in Kuwait; Petroleum, Oil and Lubricants unit in Iraq; Mobile Mail Postal Unit in five locations; and Mobile Air Cargo Handling unit working with the Marine Corps in six locations in Iraq and Kuwait.

Forward ALPHA’s statistics include: unloading and loading 66 cargo vessels at the Port of Ash Shuaiba, Kuwait; managing more than 280,000 pieces of combat equipment in the Port’s marshalling yards; serving more than 52,000 postal customers, handling more than 2 million pounds of mail, rebuilding or renovating more than 70 fuel bladders and berms at three different Forward Operating Base bladder farms in Iraq; and handling more than 60 million gallons of fuel in Iraq.

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From Page 8 - Expeditionary Logistics Support Force

Among the returning troops was Group Commander Capt. Ray English, who said he is proud of the way the Navy was represented by NAVELSF Forward ALPHA. "Ready and fully integrated never meant more or applied more than to NAVELSF Forward ALPHA," English said. "It was not support to the fleet, but it was direct support of the joint and coalition warfighter in OIF and the global war on terrorism - just as important"

Several family members traveled to Norfolk for the welcome home. Also greeting the troops were Rear Adm. Fenton Priest, director, Reserve Readiness; Rear Adm. David O. Anderson, director of Force Integration, Fleet Forces Command; and Rear Adm. Maurice B. Hill, deputy director of the Dental Corps.

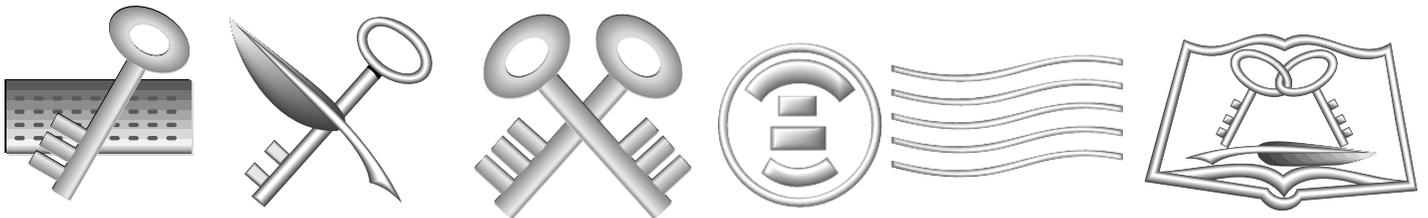
The returning Sailors were demobilized as Reservists through the Naval Mobilization Processing Site Norfolk and return home over. These Reservists are from Naval Supply Support Battalion in Phoenix and Navy Cargo Handling Battalions 9, 11 and 14 from Columbus, Ohio, Jacksonville, Fla., and Port Hueneme, Calif., respectively. NAVELSF Forward ALPHA's first two groups returned Sept. 7 and 11.

Supply Corps Enlisted Rating Occupational Task Surveys

In support of our Navy's revolution in training, the Center for Service Support compiled job task analysis data for each of the Supply enlisted ratings. These lists of tasks are ready for fleet validation by a task survey located on Navy Knowledge Online (NKO) at www.nko.navy.mil.

Task surveys are used to develop occupational standards, write exams, and conduct commonality studies. In addition, the surveys validate data in the 5-Vector Model. The SK survey was recently closed out, but the other Supply ratings--DK, SH, PC, and CS—still require additional fleet validation. Please advise your Sailors to update their NKO profiles prior to completing the task survey.

The importance of completing the task survey cannot be overstated, and the results will play a crucial part in charting our future in training. We need active participation in these surveys to guarantee success of this vital project, so please help us get the word out to our enlisted shipmates.



From a Navy Psychiatrist

Greetings all from hot, hot, hot Iraq

[Preface: In our day-to-day routines we sometimes lose track of the importance of what we do, logistics and supply support for our operating forces. In everything we do, we must remember that a war is going on and we provide a critical link in the support of our fighting forces engaged in that war. These well written and poignant observations are from a Navy psychiatrist and former flight surgeon who deployed to Iraq in support of the U. S. Marines. She was the doctor who stayed with PFC Phelps (recommended for the Medal of Honor) before he was medivaced to Germany and then the US where he died in route. - Editor]

In the days following the ceremony to mark the official end of our role here in Iraq, I decided that one of the things I should work on for my own closure and therapeutic healing...is a list. The list would be a comparison: "Things That Were Good" about Iraq and being deployed with the Marines as one of the providers in a surgical company, and "Things That Were Not Good." Of course, it's quite obvious that this list will be very lopsided. But I thought I would do it anyway, hoping that somehow the trauma, the fear, the grief, the laughter, the pride and the patriotism that have marked this long seven months for me will begin to make sense, through my writing. Interestingly, it sort of turned in to a poem. To be expected, I guess.

Most of all it's just therapy, and by now I should be relatively good at that. Hard to do for yourself, though. So here goes...in reverse order of importance . . .

Things That Were Good

- Sunset over the desert...almost always orange
- Sunrise over the desert...almost always red
- The childlike excitement of having fresh fruit at dinner after going weeks without it

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Continued from Page 9 - Greeting from Hot, Hot, Hot Iraq

- Being allowed to be the kind of clinician I know I can be, and want to be, with no limits placed and no doubts expressed
- But most of all, The United States Marines, our patients... Walking, every day, and having literally every single person who passes by say "Hoorah, Ma'am..."
- Having them tell us, one after the other, through blinding pain or morphine-induced euphoria..."When can I get out of here? I just want to get back to my unit..."
- Meeting a young Sergeant, who had lost an eye in an explosion...he asked his surgeon if he could open the other one...when he did, he sat up and looked at the young Marines from his fire team who were being treated for superficial shrapnel wounds in the next room...he smiled, laid back down and said, "I only have one good eye, Doc! , but I can see that my Marines are OK."
- And of course, meeting the one who threw himself on a grenade to save the men at his side...who will likely be the first Medal of Honor recipient in over 11 years...
- My friends...some of them will be lifelong in a way that is indescribable
- My patients...some of them had courage unlike anything I've ever experienced before
- My comrades, Alpha Surgical Company...some of the things witnessed will traumatize them forever, but still they provided outstanding care to these Marines, day-in and day-out, sometimes for days at a time with no break, for 7 endless months
- And last, but not least...Holding the hand of that dying Marine

Things That Were Not Good

- Terrifying camel spiders, poisonous scorpions, flapping bats in the darkness, howling, territorial wild dogs, flies that insisted on landing on our faces, giant, looming mosquitoes, invisible sand flies that carry leishmaniasis
- 132 degrees days
- Wearing long sleeves, full pants and combat boots in 132 degrees
- Random and totally predictable power outages that led to sweating throughout the night
- Sweating in places I didn't know I could sweat...like wrists, and ears
- The roar of helicopters overhead
- The resounding thud of exploding artillery in the distance
- The popping of gunfire...
- Not knowing if any of the above sounds is a good thing, or bad thing
- The siren, and the inevitable "big voice" yelling at us to take cover...
- Not knowing if that siren was on someone's DVD or if the big voice would soon follow
- The cracking sound of giant artillery rounds splitting open against rock and dirt
- The rumble of the ground...
- The shattering of the windows...
- Hiding under flak jackets and Kevlar helmets, away from the broken windows, waiting to be told we can come to the hospital...to treat the ones who were not so lucky...
- Watching the helicopter with the big red cross on the side landing at our pad
- Worse...watching Marine helicopters filled with patients landing at our pad...because we usually did not realize they were coming...
- Ushering a sobbing Marine Colonel away from the trauma bay while several of his Marines bled and cried out in pain inside
- Meeting that 21-year-old Marine with three Purple Hearts...and listening to him weep because he felt ashamed of being afraid to go back
- Telling a room full of stunned Marines in blood-soaked uniforms that their comrade, that they had tried to save, had just died of his wounds
- Trying, as if in total futility, to do anything I could, to ease the Trauma of group after group...that suffered loss after loss, grief after inconsolable grief...
- Washing blood off the boots of one of our young nurses while she told me about the one who bled out in the trauma bay...and then the one who she had to tell, when he pleaded for the truth, that his best friend didn't make it...
- Listening to another of our nurses tell of the Marine who came in talking, telling her his name...about how she pleaded with him not to give up, told him that she was there for him...about how she could see his eyes go dull when he couldn't fight any longer...
- And last, but not least... Holding the hand of that dying Marine.

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