

# The Seafarer

## FISC/DDNV EXPO 2000

The Fleet and Industrial Supply Center, Norfolk and Defense Distribution Depot will host their fifth Waterfront Supply Exposition on June 8, 2000 from 9:00 A.M. to 3:00 P.M. at Pier 26 Club, Naval Station Norfolk. This year's theme is: "Providing Global Support in the New Millennium." DoD and commercial vendors will demonstrate a multitude of products, services, customer support tools and processes, and the latest in related technology. The target audience is all afloat and shore customers in the Hampton Roads area. This is an excellent opportunity to meet key FISC, DDNV and commercial customer service personnel. Various product samples will also be available.

Some of the information and demonstration booths include:

- PYA monarch and MDV/Nash Finch Foods – new products
- Subsistence Prime Vendor (Stores NT)
- Sherwin-Williams
- NEXCOM – Ship Store Programs, laundry products and vending services
- DRMO – material disposal procedures

## DRMO Virtual Warehouse

The Navy has long been one of the Defense Reutilization and Marketing Service's best customers. With the thousands of repair parts and other items needed to keep ships ready for deployment it is no wonder that sailors are eager to tap into the stockpile of reusable property gathered by Defense Reutilization and marketing Office (DRMO) around the world.

Computer savvy sailors are taking advantage of the enhancement DRMS has made to its World Wide Web site to access

- Staples National Advantages
- NAVTRANS - CRIF updates and other transportation info
- FOSSAC - ISSOT assist info
- Defense Printing Office - products and services
- FISC and DDNV – Customer Information Center (CIC), procurement, technical, ROD and transportation branches
- USA info systems, Inc. – CD-ROM technology
- NAVSUP HMPO East (Hazmat Program Office)
- Super Servmart
- GSA
- Mancon/Touch & Go
- Atlantic Fleet Logistics Support Center
- Salts Central
- Defense Logistic Agency

For further information, contact SKC (SW) Theodore Jamison Jr. at (757) 443-1233/ email: [skc\\_theodore\\_jamison@nor.fisc.navy.mil](mailto:skc_theodore_jamison@nor.fisc.navy.mil) or SKC Brenda Gilliehan at (757)443-1223 email: [brenda\\_l\\_christie-gilliehan](mailto:brenda_l_christie-gilliehan)

a wider variety of property than what is available through their local DRMO. By accessing the "RID" features on the site, sailors can easily search DRMS global inventory and increase the chances they will find the items they need.

The new "virtual warehouse" on the Internet made all excess and surplus items for redistribution listed in one inventory that includes all of the physical sites where property is stored. Users can view pictures of items and can search the database for

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## STORES NT News



Since the initial 1 November conversion of SPVI to STORES NT we have seen an increase in the accuracy of food orders placed by the fleet; hopefully, the accuracy/efficiency will continue to improve with the returning *USS John F. Kennedy* battle group. **WELCOME HOME.**

As a reminder to the food service officer (FSO) and leading MS, please take the time to review your food orders prior to them being forwarded to the FISC, especially when ordering fresh white milk, NSN 8910-01E112175, UI is container (CO),(7 gallons per container), i.e. if you wanted to order 70 gallons then you would submit an order for 10 CO; also elbow macaroni; NSN 8920-01-419-1081, UI BX (20 lbs per box), order the item by the box vice pounds.

To make the receiving process easier for the MS's, DSO is now using a delivery schedule for FF&V. The schedule is sent to as a part of the PYA/Monarch delivery schedule. Efforts have been extended to synchronize the two delivery times however, often there will be a difference in time; please take note of the difference and plan your working party accordingly.

To facilitate the food ordering process for the fleet, FISC has a SALTS and E-mail address for placing orders; SALTS ADDRESS: FISC NORFOLK SPVI (SPV); E:MAIL ADDRESS: [www.spvi\\_norfolk@nor.fisc.navy.mil](mailto:www.spvi_norfolk@nor.fisc.navy.mil).

## DRMO VIRTUAL WAREHOUSE

specific items. The Internet-based system saves both the DRMS and customers money. The online inventory is less expensive to maintain and customers no longer have to physically screen goods at a local warehouse. With a few clicks of the mouse, government agencies and eligible nonprofit groups can quickly locate items that meet their needs, and some users can electronically place an order.

Many of the items managers at Inventory Control Points use the web site to process backorders and the National Guard has increased its use since an initial test identified \$14 million worth of property guardsmen needed. The Defense Department's Inspector General also found that the web site was helpful in reducing waste when customers pursued reutilization before buying new items. Those who shop using the department's e-mail can also try out the DRMS options from the same site that supports commercial vendors selling new items. Batch processing also lets them shop using thousands of National Stock Numbers in the same search. Once they have found needed items, military customers can order them at no cost from the DRMS site.

The Defense Reutilization Marketing Service, located in Battle Creek, Michigan redistributes excess and surplus military

property to other government agencies and eligible nonprofit groups. In order to make these items available all over the world DRMS gathers the property, but customers no longer have to travel to where it is stored. The military, other government agencies and eligible nonprofit groups no longer match their needs solely against the inventory available in their area. As a result, more excess and surplus property is being reused, transferred or donated to customers who might otherwise purchased new items. DRMS is a field activity of the Defense Logistics Agency (DLA), which is a logistics combat support agency that provides supplies and services to America's military forces worldwide. DLA's mission includes managing over four million consumable items, processing over 30 million annual distribution actions and administering over \$900 billion of DoD and other agency contracts.

More information on DRMS is available by visiting their web site at [www.drms.dla.mil](http://www.drms.dla.mil) or by calling the RTD business office at (616) 961-7552 or DSN 932-7552.

FISC Norfolk's Web site  
[www.nor.fisc.navy.mil](http://www.nor.fisc.navy.mil)



## Changes at Super Servmart

There have been some major changes at the FISC Norfolk SERVMART since November 1999 when EG&G and Virginia Industries for the Blind teamed to manage and operate the store, formerly Uncle Sam's Club, located in Building W-135 at the Norfolk Naval Base.

The new Super SERVMART is a Third Party Logistics (3PL) venture by EG&G and FISC Norfolk, that has totally reinvented SERVMART. The reengineering enables you to purchase everything from office products to tools, cleaning supplies, and galley supplies from one convenient location. The 3PL initiative saves you time and money; you can find everything you need at Super SERVMART with one credit card or requisition, one order, and one delivery. Thirteen local and national vendors stock thousands of items at Super SERVMART, and thousands of additional items are available through the Special Order department. Any item available in the vendors' catalog can be ordered and delivered to your destination the next day through the

Special Order department. Super SERVMART vendors have representatives present in the store every day to assist you with your purchases. For example, crew



members from the *USCG HALEY* recently visited Super SERVMART to purchase last minute supplies necessary prior to deploying. The crew made several purchases from in store stock, and also inquired about purchasing 145 wool blankets. The blankets were not in stock, but Marty Chappell, of Allied Enterprises, a local company and Super SERVMART

vendor, was able to procure the blankets in North Carolina and deliver them to the ship pierside at 2200 that evening. Although most of the business doesn't require that kind of turn around, the Super SERVMART, staff and vendors are available to assist in many ways.

On April 1 some transaction processing rule changes will be taking place at the Super SERVMART:

### Afloat Activities:

- Transactions under \$2500 will require a government purchase card
- Transactions over \$2500 will require a procurement document with a complete line of accounting, name, phone number and payment office information

### Shore Activities:

- Transactions under \$2,500 will require a government purchase card
- Transactions up to \$10,000 may use PC if authorized by cognizant APC.
- Transactions over \$2,500 will require

a procurement document with a complete line of accounting, name, phone number and payment office information if a PC is not used as the method of payment.

Also in April, Super SERVMART goes on-line with an e-commerce web site, Super SERVMART Online. Super SERVMART Online is a fully functional secure website with thousands of items available from the Super SERVMART inventory and other vendor online catalogs. Orders received before noon will be delivered to your destination on the next business day. In conjunction with FISC Customer Service, the Online-ordering site was designed to provide a secure, ordering and workflow management system that is easily customized for each individual command, department, or division. Shopping rules are defined for each registered user, ensuring that your ordering procedures are well defined, documented and controlled. Visit the FISC web site to find out more and for online registration information.

FISC Customer Service and EG&G will conduct overview and training sessions on April 12 and 13. Each 2-hour session will cover the new procurement procedures, an overview of the Super SERVMART 3PL program, a demonstration of Super SERVMART Online, and an opportunity to ask questions regarding SERVMART operations. Training will be held at 0900, and 1330 on both days. To register to attend one of the training sessions please submit the name, command, e-mail address, phone number, fax number, and indicate which session you wish to attend by phone (757 451 8032) or e-mail (SUPERSEVMART@hotmail.com).



If you need an item that is not in the STORES catalogue, remember, you can process a DD1149 through your STORES operator to FISC's Contracting Office for local purchase.

Please keep in mind during your receipt of STORES that 90 percent of all deliveries are requested between 6:30-10:00 a.m. We average 20 deliveries per day, not counting your Market-Ready vendors deliveries, with only two forklifts supporting the naval station, one at NAB Little Creek and one other at NNSY. We may not be there with the arrival of each delivery truck, however, we will not be far behind. If there is a special need for forklift support, contact your STORES operator who will dispatch a forklift to your location. Please be sensitive to your sister.

When receiving STORES you should have a copy of your food order in hand. This will simplify the receipt process by a mere glance at what was delivered by the vendor versus what was ordered.

Having trouble downloading the weekly STORES Catalogue received from the FISC? Do not hesitate to contact your TYCOM/NFMT for assistance. A recent problem in down loading the STORES Catalogue resulted from a ship not having the latest FSM version loaded on their system. Once the update was loaded, downloading of the catalogue was "a piece of cake."

When a need for Veterinarian support exist for a special inspection, i.e., quality or shelf-life, the U.S. Army Veterinarian service is available. If you are not able to reach the Veterinarian Services Office, contact your STORES operator who will notify the FISC assigned Veterinarian for an immediate response.

If your ship is scheduled to visit another port or FISC, contact your STORES operator for information on that area's catalogue. The correct area catalogue is the key to successful food orders.

Each day a delivery schedule is transmitted via SALTS to each ship expecting a delivery the following day. Please review this schedule and plan your working parties accordingly. If, for whatever reason, you are not receiving the schedule, voice response is readily available at 443-1198. Take note that this is a new extension exclusively for the use of Voice Response Delivery Status.

## Notes to the Fleet

To enhance the quality of support received during the food ordering process, the following notes, when followed, will make life a little more pleasant when ordering provisions. FSO/SUPO should review the food orders prior to being forwarded to the FISC!

When ordering or reviewing food orders, please take a close look at the unit of issue. The STORES Catalogue list the unit of issue and the unit of measurement. Go to item description in your STORES Catalogue for a complete break down. If you are still unsure, contact your STORES operator for assistance. They are there to help!

If you are interested in adding a new item to the Prime Vendor STORES Catalogue, contact your TYCOM. They will work with the contract administrator and the Prime Vendor to get the item added. You will need to know is anticipated usage, estimated demand for the year, frequency of usage or ordering before contacting the TYCOM. This will ensure that the new item requested is not a once-a-year item.

# FISC Norfolk Customer Functions - Telephone Numbers - Points of Contact

## Customer Service (Code 100)

Department Director: CDR Cathy Alexander (757) 443-1165, Mr. Polk Rutherford 443-1165

- **Presentation Silver Custodian (Code 100)**

Point of contact: Dianna Klein (757) 443-1640, Janis Hayes (757) 443-1165

Receive, stow and issue presentation silver

- **Medical/Dental (Code 100M)**

Point of contact: LT. H. Jackson (757) 443-1201

Serves as point of contact for all fleet and overseas and CONUS medical and dental customers and provides necessary assistance to them. Medical logistics liaison between ships' Hospital Corpsmen and NAVMEDLOGCEN

Examples: Coordinates medical material deliveries to ships, coordinates anthrax vaccine delivery from manufacturer to FISC and then to fleet units, performs redistribution of excess pharmaceutical supplies among fleet units, provide an overview of Fleet Pharmaceuticals and Medical Surgical Prime Vendor Programs, functions as a consolidation point for all AMAL/ADAL and medical equipment ordered through the shipboard equipment program for ships home ported on the East Coast

- **Customer Information Center (Code 101)**

Point of contact: Dianna Klein (757) 443-1640, 443-1641

Operates a customer information call center that is the single point of entry for customer information on the following: requisition status, procurement status, material availability, cargo tracing and expediting, etc.. (Partner in the NAVSEA/NAVSUP Integrated Call Center (ICC) 1-877-41TOUCH)

- **Technical Services Division (Code 103)**

Point of contact: Buddy Prazeres (757) 443-1230

Technical assistance / advice on major weapons systems and equipment,

interpreting drawings, plans, work-standards, and specifications pertaining to ship systems, general supply, aviation, and electronics. Review requests for procurement action originated by ships, shore commands, and overseas bases for complete information, etc.

Perform material identification and inspection for restock, issue or disposal.

Three locations for service: W-143, SS piers (CEP 170), CV piers (Q-71)

Mid-Atlantic Regional Technical Library Customer Service Center (locate/access/tech assistance and service) for all manuals.

- **Subsistence Prime Vendor (SPV) Division (Code 104)**

Point of contacts: Mr. Jerry Dysick (757) 443-1207, SKC O'Neal 443-1250, Sherry Garnet 443-1202, Fax number 443-1236

Manages the Subsistence Prime Vendor (SPV) program which provides subsistence to all US Navy ships home ported and visiting Norfolk, Little Creek and the Norfolk Naval Shipyard.

Coordinates veterinary inspections of SPV material



- **Customer Liaison Division (Code 105)**

Points of contacts: LT Porter (757) 443-1183, Joan Duke (Deputy) 443-1183, SKCM Santos / SKC Gilliehan 443-1223, SKC Jamison 443-1233, Edith Cummings 443-1183

Serves as customer advocate and coordinator for fleet/shore customers on material and service requirements.

Investigates and determines cause(s)

for customer complaints. Investigations will cross-organizational lines and cover all facets of supply system operations.

Conducts customer liaison visits afloat and ashore, marketing services available at FISC.

Partner with DDNV in the Joint Supply Support Center (JSSC) (757) 443-1182, 443-1154, Fax number 443-1210, 443-3302. Process Bearer walk-thru and hi-priority requisitions requiring special handling

## Acquisition (Code 200)

Department Director: CAPT Doug Deets (757) 443-1601, Donna Reuss (757) 443-1601

- **Fleet Support**

Branch Head: Paulette Spruill (757) 443-1375

Habitability/Husbanding: Jack Pendleton (757) 445-1444

Small Purchase: Kay Hood (757) 443-1369

Customer Liaison (Quick Response Team): Linda Gallaher (757) 443-1363, Bobby Rice (757) 443-1392

- **Shore Support**

Branch Head: Tracey Carr (757) 443-1347

Small Purchase: Jan Brindley (757) 443-1370

Regional Support - POC: Rosalinda Walton 443-1371

Customer Support - POC: Jim Hudgens 443-1342

Conducts Contracting Officer Representative (COR) instruction for afloat and ashore units

- **Fleet Acquisition Support Team (FAST)**

443-2066 or 443-2060

- **Cooperative Administrative Support Unit (CASU)**

POC: Holly Mason 443-1071

## Material Operations (Code 300)

Department Director: CAPT Phil Pfeil (757) 443-1264, John Turnbull (757)

443-1283

- **Requirements Division (Code 301)**

Manages stock material for partner sites along with various inventory functions

Maintains and updates pertinent information to the MSIR (master stock item record)

Replenishes stock for partner sites using BP28 account funds.

Expedites stock from various inventory control points

- **Ocean Terminal Division (Code 302)**

Point of Contact: Bill Richards (757) 444-2395

Surface resupply to all Naval Forces in the Mediterranean and Persian Gulf AORs including all 5th and 6th Fleet units.

- **ATAC Hub Division (Code 303)**

Point of Contact: Michael Pigford (Deputy Director) (757) 445-2060

Skip Gallop (Eastern Region Director) (757) 445-2060

Libby Bishop (Traffic Manager) (757) 445-2066

Patricia Johnson (Supply System Analysis)

Monitors the transshipment of repairable components for fleet units through the Advanced Traceability And Control (ATAC) Division.

ATAC Hub conducts Transaction Item Reporting (TIR) actions to NAVICP for all "F" condition depot level repairable (DLR) components transhipped through FISC Norfolk.

ATAC Hub conducts TIR actions to NAVICP for nodes in Jacksonville, Pensacola, Cherry Point, Sigonella, Beaufort and Bahrain.

- **Special Material Supply Division (Code 304)**

Point of contact: LT. McMillan (757) 444-4037

Technical Ops: (757) 444-4038 (Ext. 11)

Maintenance Branch: (757) 444-3463 (Ext. 28)

Supply Ops: (757) 444-4336 (Ext. 17)

Single source for transshipment of small caliber weapons for fleet units.

Navy's single source for 8A/0A Cog material.

Serves as the primary East Coast distribution turn-in point for small arms (20 mm and below), night vision devices, and chemical detection equipment maintained within Navy by NAVSURFWARCENDIV CRANE, IN.

Provide temporary secure storage for small arms, classified, or sensitive items

- **Super SERVMART Division (Code 305)**

Point of contacts: General information: (757) 451-4956, Fax 451-4957

E-mail: SUPERSERVMART@hotmail.com

"Special Order Desk": (757) 444-2296, 451-8030, 451-8032, Fax: 451-8046

Denise Burt (Store Manager/Super Servmart) (757) 451-8048

Clinton Mills (Distribution Manager) (757) 451-8045

Glenn Boone (Contracting Officer's Rep.) (757) 443-1273

John Hanlin (EG&G Program Manager) (757) 451-4956

Maryanne Bragg (Marketing/E-Commerce) (757) 451-4956

FISC Contract Administration: Liz Adams (Contracting Officer) (757) 443-1437, DSN#: 646-1437

- **Consolidated Personal Property Division (Code 306)**

Point of contact: Sylvia Dunford (757) 444-3701

To schedule a group counseling session: (757) 444-3363/64

To schedule an inbound delivery: (757) 444-7585/7241

To file a loss or damage claim: (757) 444-3393

To check carrier assignments: (757) 444-7450/444-4189

Quality Control: (757) 444-4484/85

Coordinates all military and authorized DOD Civilian moves into and out of Southside Hampton Roads.

- **Hazardous Property Management Division (Code 307)**

Point of contact: Jim Wright (757) 443-1307

Operates five (5) regional HAZMIN centers throughout Tidewater and North Carolina

Fax or phoned-in requirements met

within 48 hours

- **Regional Navy Mail Center (Code 308)**

Point of contact: Steve Murray (757) 444-7203

Provides pier-side mail service to requesting ship; processes and transships official mail overseas; processes and dispatches all ships and shore commands outgoing official mail

Provides daily mail messenger services to Hampton Roads Naval mail

- **Material Handling Equipment (HME) (Code 300F)**

Point of contact: Lenny Davis (757) 444-1874/1982

Manages all Planned War Reserve (PWR) MHE for afloat units ensuring 100% RFI

Manages all afloat MHE for 2nd Fleet units

Guaranteed replacement of defective MHE with RFI unit with in 96 hours with Tycom approval

Intensive management of afloat, ashore & PWR MHE; maintains a complete technical manual library for MHE

Provide site visits at request of ships to assist in determining special requirements

## Fuel (Code 700)

Department Director: CDR Thomas Grady (757) 322-9003

Scheduler (757) 322-9044/5

Christopher Steele (Terminal Superintendent) (757) 322-9052

Gene Bishop (Assistant Terminal Superintendent) (757) 322-9050

Jack Jensen (Crane Island Terminal Site Manager) (757) 322-9044

Linwood Baker (Sewells Pt. Terminal Site Manager) (757) 444-3450

Henry Hardison (Yorktown Terminal Site Manager) (757) 898-3108

Provides bulk fuel (including F-76 and JP-5) to all DOD units in Hampton Roads