

The Seafarer

LSC Up and Running

Fleet and Industrial Supply Center (FISC) Norfolk's Logistic Support Center (LSC) grand opening took place on 17 November 2000 in building W-143. Since that time, the center has provided an array of logistics and husbanding support to 61 ships, 6 carriers and 12 submarines in the Tidewater area. We are designed and tailored to meet your every need 24 hours a day, 7 days a week. Our goal is to provide the best possible service to the Fleet. Please feel free to get in touch with the LSC representatives at 1-877-41-TOUCH or DSN 510-42-6824, select option 1, then 2 then 1.



E-Portal

www.onetouch.navy.mil

Approaching Quickly . . . Busy Summer Moving Season

The Consolidated Personal Property Shipping Office-Norfolk (CPPSO-N) wants to bring to your attention and highlight the need for all personnel to schedule their moves as far in advance as possible and reiterates that the busy season will soon be upon us. Moving during the busy summer season, May-September, necessitates a high degree of planning and flexibility. CPPSO-N historically experiences an extremely busy moving season and the summer of 2001 appears to be equally busy with the transfer of the USS Seattle into the area and the change of homeport of VF41 and VF14.



We offer these suggestions to lessen the stress of moving during these months: Visit our web site at www.nor.fisc.navy.mil and click on "products & services" and then on "HHG" for an overview and answers to many of your questions.

Please encourage all personnel to contact CPPSO-N as soon as they receive their orders. Early liaison with CPPSO-N is crucial. All personnel are scheduled for a group appointment to discuss entitlements and complete required documentation. As soon as you have received your orders and have developed an itinerary for your move, Contact the Personal Property Office at (757) 443-3700, prompt 2 to schedule an appointment. You must check in for your class at least 15 minutes prior to your appointment time. If you arrive after the class has started you will not be permitted in the class and must reschedule your appointment. In order to provide the best service possible and to minimize confusion and ensure all desires are presented. Due to the large number of customers attending these group appointments, members and spouses are recommended to receive counseling services by themselves without dependent children.

Develop an itinerary that has some flexibility. Try not to pick one or two specific dates, but rather two or more windows covering 3-4 days each. Please keep in mind that the end of every month is the most popular time and local agent

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Super Servmart Shopping Tips:

Before you head to Super Servmart to go shopping for your division or department (and the anticipated dollar value is \$2,500 or greater), make sure you've got a completed DD Form 1149. What does that mean? In addition to the ship's info in the upper left quadrant of the document, there is a document or requisition number provided by your Supply Department, and approving signature (with typed name/rank), and or complete line of accounting data (the money!).

Once you arrive at Servmart, the document must be processed by a FISC Norfolk Purchasing Agent before you can start your shopping. None of the EG&G, or other Servmart personnel can approve your document.



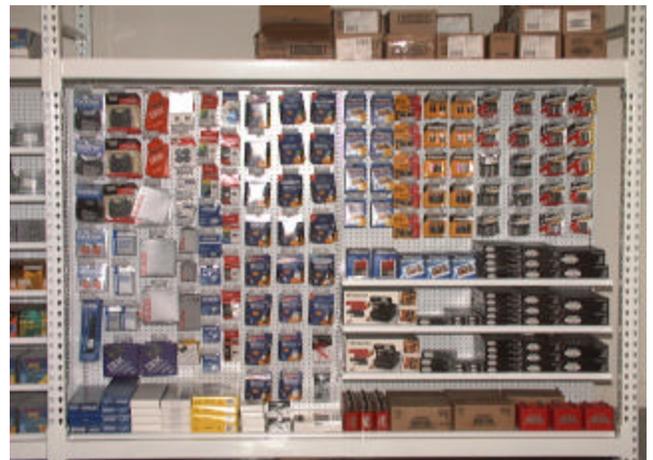
Despite their efforts to help you get your materials, they simply can't authorize your purchases. If the FISC Purchasing Agent (Ms. Alma Peterson, 443-1348) is not available when you visit, the Super Servmart Staff have been provided with an extensive list of Alternate FISC Purchasing Agents who can approve your purchase. Happy shopping.

SUPER SERVSMART FIRST ANNIVERSARY

FISC Norfolk, EG&G Technical Services, Inc., Virginia Industries for the Blind along with many vendors and guests

celebrated the first anniversary of the Super SERVSMART on November 15, 2000. Overall, the Super SERVSMART operation during the first year was a time of transition for the third party logistics contract. Since start up, the number of vendors participating has grown to over 20 businesses with sales and service of thousands of items required by the Atlantic Fleet, surrounding shore commands, and other DOD customers in the Hampton Roads area. In response to customer requests, many new items have been added to the commodity mix Super SERVSMART. Some of the new items include organizational clothing, boots, flags and other commodities available from DLA: specialized batteries, and electronic access equipment and consumables. The Super SERVSMART is responsive to customer demand, and will bring in new products and vendors to meet the customers needs. During the first calendar year operation Super SERVSMART processed nearly 19,000 transactions, with sales of more than \$15.5 million. These sales included retail store purchases, special orders, and e-commerce orders from Super SERVSMART On-line.

FISC Norfolk's Super SERVSMART provides third party logistics support via a 25,000 sq. ft retail facility, and an On-line ordering system custom designed to support the Navy's procurement needs. Super SERVSMART is located across from Pier 4 on the Norfolk Naval Base. Super SERVSMART publishes a monthly catalog of items available in the retail store. The catalog is available on disk at the store, and on the FISC Norfolk website. For more information, please contact Super SERVSMART at (757) 451-3032.



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capacity cannot accommodate this workload for everyone. Your counselor will try to accommodate your first preference but flexibility will make the process easier. If you will not be at your new location and you do not need your HHG until a specific date, please inform the counselor. This flexibility of allowing more transit time may make it



easier for us to schedule your pack-up and move dates.

Try to be as accurate as possible in estimating your shipment weights. Inaccurate (over or understated) weights often lead to bad estimates of pack-up times and late pickups. Tell the counselor about any unique items, especially if they are big and/or heavy or require special handling. The local agent accepts work and plans his schedule and manpower allocations based on the estimated weight of each shipment. If in doubt, it is better to error on the heavy side, underestimating will take longer to pack/move than allowed for in the schedule and will subsequently delay other pickups/moves scheduled for that day.

Take advantage of the pre-move survey inspection to discuss any questions or concerns with the local agent. This inspection of your HHG helps the agent to determine the equipment and number of people needed to pack and move you. Every year we have a few problem moves, and a high percentage of these involve moves where the member was unable to schedule this pre-move inspection. Keep in mind the local agent cannot specifically discuss a door-to-door move arrival date. Your counselor can discuss door-to-door

moves and the carrier's required delivery date (RDD), but the actual delivery date is contingent on various issues and will be addressed separately. An RDD is a "no later than" date and does not guarantee your shipment will arrive on a specific date at destination.

Be open and frank when dealing with the carriers and agent but try to minimize any confrontations. This is a stressful period for anyone moving, but also for the agents and carriers. Compound this scenario with the fact that there are more people trying to move than the carriers can support. If a problem arises, or you have a concern, please contact the CPPSO-N and let our people resolve the issue. Bottom line: You should expect and receive quality services from responsive moving personnel, but avoid confrontation or antagonistic situations. You can help by understanding the moving process and being prepared and working with the movers to make your move a "win-win" situation for everyone.

Keep your pack and pickup days (and evenings) free. Please do not schedule other events (i.e., doctor appointments, house inspections, hail and farewells, change of commands, carpet cleaning, etc.) for these busy days and evenings. We would like to be able to say the carriers will work from 0800-1700, but unfortunately, we cannot control this and we encourage maximum flexibility on the part of the member. Since the pickups are frequently done by long distance drivers, it is possible they may not arrive early in the



morning and loading of your household goods may continue into the evening hours. Please be flexible and consider these possibilities in your moving itinerary.

Many people prefer door-to-door moves since it reduces handling of the HHG. The mover's required delivery date (RDD) and your travel plans determine whether a door-to-door move is possible. Bottom line is you must be available to take possession of your shipment within 2 hours (1 hour if the move is within 500 miles) of it arriving at your new destination.

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Afloat Community: Change of Prime Vendor



North America's leading marketer of quality assured foodservice products.

Defense Supply Center Philadelphia (DPSC) - As of March 12, 2001, Prime Vendor afloat support for the Tidewater area will undergo a change. The following information is being provided to make this transition as smooth as possible for you our valued customers. The contract currently in place held by PYA Monarch of Virginia Beach will expire with last orders on March 9, 2001 for deliveries made by PYA Monarch through March 13. The new Prime Vendor contract was awarded to Doughties SYSCO. Service will commence on March 12 with first orders delivered on March 14. Please note that at no time during this transition will you be without Prime Vendor Support. Your current contract number is SP030001D2919. Your new contract number will be SP030001D3001. All (0s) are numeric.

Catalog Changes: All of the products you are currently receiving through PYA monarch will be available through Doughties SYSCO. Brand names (i.e., Nabisco, Kellogg's) for the most part, will remain the same. Monarch labeled products will either change to a brand name or a SYSCO label. Standard FIC coded items will remain intact. However, you will see some local stock number (LSN) changes due to product brands and sizes (i.e., Tyson to SYSCO, 5 LB to 10 LB BX). As changes to LSNs cause the need to generate a new local FIC code for entry into FSM, an effort was made to keep these changes to a minimum. Several new advanced food items have been added to the catalog. Please take the time to review the catalog for these additions. If there are products you are currently using and buying around the prime vendor system utilizing DD Form 1149/1155s, please contact your TYCOM Rep., FISC Operator, or DSCP Account Manager for assistance in getting these items added to the catalog for your convenience. Once the new catalog is available, if you find there are brands of product on the catalog that you do not like, please do not hesitate to notify either your TYCOM Rep., FISC Operator or DSCP Manger and we will replace them with a different brand. If you fail to tell us when you don't like something, we cannot correct it. Presently you are receiving Coke BIB products through the existing prime vendor. DSCP has negotiated a substantial reduction in price with Coke for afloat support. Although you will place your orders for Coke product through FSM just as you currently do, a local supplier will now deliver

the product. Unfortunately, LSN/NSN numbers for Coke product will change. All products ordered from the prime vendor must be delivered by the prime vendor. There should be no direct vendor deliveries (i.e., Vitality, Main Squeeze). DSCP encourages upcoming deployers (Battle Group) to place their orders as soon a possible to help eliminate any problems. UHT milk is always an issue due to the fact that the producer of the product is a sole source and manufactures milk based on his production schedules and not your deployments. Once again, if you find yourself in a situation where you require assistance for subsistence support, please contact your TYCOM Rep., or DSCP Account Manager.

STORES

Subsistence Total Order & Receipt Electronic System

A colorful illustration of a meal consisting of a plate with a fried egg, a glass of orange juice, and a cup of coffee on a saucer. The background is a stylized sun and clouds.

Fleet and Industrial Supply Center
Norfolk, Virginia 23511-3392

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CONTRACT TURN OVER:

On Monday, March 12, before you receive your new catalog either by SALTS, Email, or through your FISC Operator, you must first configure or change the current information in FSM to reflect the new contract number (SP030001D3001 all zero). The following procedures must be followed: System Directory: Select Option 9 (Utility Module), Select Option "C": Prime Vendor Maintenance, Select Option "1": Contract Maintenance to add a new PV contract, press "F3" then enter the following information: RI: Enter routing identifier associated with FISC location Norfolk = NNZ, Contract Number SP030001D3001, Prime Vendor Name: Doughties SYSCO, press "F1" to update FSM database and then press "F7" key to exit. No adjustment to mark-up value is needed at this time. Your mark-up value remains the same for CONUS (.0560) and OCONUS (.1040). If you encounter any problems with FSM while making these changes, please

contact SPAWARSCEN at DSN 565-8015 for assistance. After you have completed this process, you can then download the catalog and place an order for prime vendor support when necessary. Please do not think that because this is the first day of the new award that you must place an order. Do not place orders any differently than you would have ordered had this contract change not occurred. The new prime vendor will be ready to support your needs immediately. DSCP will continue to work with your TYCOM Reps and FISC Operators to ensure this transition has relatively little or no impact on your daily operating procedures.

Once again, please do not hesitate to contact your TYCOM Rep, FISC Operator or DSCP Account Manager if you need assistance.

The following points of contact will be able to assist you in resolving any problems and furnish recorded status on scheduled deliveries.

Naval Base Norfolk Operators are: Margaret West 443-1166, Leroy McClan 443-1199, Joan Brown 443-1180, Lester Hyden 443-1206, Linda Deaton 443-1204. NAVAMPHIB Base Little Creek Operator is also Leroy McClan 443-1199. Norfolk Naval Shipyard Operator is Barbra Banks 396-3462. The Veterinarian is Harold Sheridan 443-1213 and the Scheduler is Sherry Garnett 443-1202 or Voice Response (VSR) 443-1198.



**Navy Integrated
Call Center
1-877-41-TOUCH**

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Just being in the area is not enough, you must be somewhere where you can be located immediately and the destination Personal Property Office must know how to contact you. Most carriers will try to accommodate door-to-door moves, but the responsibility rests on the member to be available to receive the shipment. If you cannot be reached or if the carrier arrives earlier than anticipated and you are not ready (have not closed on a house or apartment), the carrier will likely be forced to put your HHG in storage. Many Personal Property Offices now have pagers or beepers available at destination that can be checked out. This allows the inbound

Personal Property Office to contact you when your shipment arrives and schedule the shipment for a direct delivery. Checking out a pager allows you and your family to leave your residence but still lets the Personal Property Office be able to contact you when your shipment arrives. Contact your Inbound Personal Property Office at destination to find out if they have pagers you can check out prior to arrival of your shipment. FISC Norfolk does have pagers available for loan. Contact Inbound Personal Property if you are interested in checking out a pager at 443-3700, prompt 4.

FISC Norfolk CPPSO-N wants to

do everything we can to make your move as smooth a possible. Since no two people's requirements are the same, we encourage you to take advantage of our trained counselors and to contact CPPSO-N as early as possible to schedule an appointment. We may not be able to accommodate everyone's first choice of a moving date, but we will do everything possible to accommodate your needs. Your early dialogue with CPPSO-N can help. To schedule an appointment to arrange your move contact the CPPSO-N at (757) 443-3700 or DSN: 646-3700. If you are calling long distance dial toll free 1-877-619-8596.

HABITABILITY 101:

FISC Norfolk Acquisition Department has recently awarded the first ever Multiple-Award Habitability Contract. Four Contractors have been pre-qualified to do shipboard habitability renovations, significantly reducing the time from concept to completion. Requirements submitted by fleet units are competed amongst the four contractors to find the best value for the ship. The success of this new approach to contracting has been overwhelming. Ships, sailors, and even the TYCOMS have been very pleased with the results.

How do you do it? The following steps are provided to get you started on the road to improved living spaces onboard your ship:

- 1) Identify your requirements (what do you want done).
- 2) Prioritize requirements.
- 3) Contact FISC Habitability Office:

Paulette Spruill-445-2690; Jack Pendleton-445-1444 David Luoto-445-2668; Barbara Thompson-445-2669; Lyssa Mathews-445-2684 Of course there are additional steps in the BAB process, determine impact on ship, obtain funds, contract award, etc. But the single important thing you can do to get the ball rolling and simplify the process is to contact the FISC Habitability Office. They will walk you through the entire process and protect your interest every step of the way. Give them a call today.

CONTRACTING - VALUABLE INFORMATION REGARDING REFRIGERATED TRAILER RENTALS:

FISC Norfolk has been experiencing many problems in

getting required documentation for refrigerated trailer rental, which is authorized after hours by the Contracting Officer. We would like to take this opportunity to review the procedures for getting refrigerated trailers after hours. If a ship is experiencing problems with their refrigerators or freezers after hours, the first thing they would do is call the FISC Duty Officer at (757) 443-1155. They should be prepared to provide the Duty Officer with a requisition number, line of accounting, an estimate of the number of days the trailer will be needed and a point of contact with phone number. The current rate for trailers on contract is \$54.00 per day. The Duty Officer will get in touch with a Contracting Officer to explain the situation and provide them with all of the pertinent information.

The Contracting Officer will contact Virginia Trailer to determine if trailers are available and if so, they will provide a verbal approval for the trailers to be delivered. If trailers are not available, the Contracting Officer will contact other local companies to get the trailers required. Either way, the Contracting Officer will contact the ship and let them know who will be delivering the trailers, the price per day and provide an estimated time of arrival.

The next work day, the ship is to provide FISC Norfolk with a valid DD Form 1149 so that the paperwork can be processed. This is very important because without the requisition, FISC is unable to process the order and the contractor "cannot" get paid for services provided. Providing the requisition number and line of accounting over the phone is not sufficient.

