DEPARTMENT OF THE NAVY
COMMANDER, FLEET AND INDUSTRIAL SUPPLY CENTERS
937 N. HARBOR DRIVE
SAN DIEGO, CA 92132-0001

IN REPLY REFER TO:
COMFISCSINST 4081.1
040
JUN 6 2005

COMFISCSINST 4081.1

From: Commander, Fleet and Industrial Supply Centers

Subj: COMFISCS LOGISTICS SUPPORT CENTERS POLICIES AND PROCEDURES

Ref: (a) Fleet Supply Policy Council (FSPC), San Diego, CA, of 11-12 Jan 00
(b) CINCPACFLT Logistics Conference, San Diego, CA, of 1-2 Mar 00
(c) Logistics Support Center Integrated Process Team, Mechanicsburg, PA, of 26-27 Apr 00
(d) NAVSUP Flag Conference, Mechanicsburg, PA, of 31 May - 1 Jun 00

Encl: (1) COMFISCS Logistics Support Center (LSC) Standard Operating Procedures, version 1 of 20 Apr 05

1. Purpose. To establish policies and standardized procedures for a system of permanent waterfront logistics support centers that expertly integrate support services, move workload off the ship, and provide the afloat Supply Officer with a shore-based surrogate.

2. Scope. This instruction applies to all COMFISCS Logistics Support Centers (LSCs).

3. Cancellation. This instruction supersedes all prior COMFISCS and local FISC instructions governing LSCs within the COMFISCS system.

4. Background. Throughout the fleet, Type Commanders (TYCOMs) have fielded LSC-type organizations/cells on an ad hoc basis to support unique mission requirements. The concept of a standardized system-wide LSC was developed and refined through a series of meetings involving both operations and headquarters levels as indicated in references (a) through (d).

a. Per references (a) and (b) the FSPC and CINCPACFLT addressed the establishment of an LSC as a potential vehicle for

institutionalizing time-proven operations to enable overcoming budget and manpower reductions while supporting the SUP-21 vision of the Afloat Supply Department of the Future (ASDOF) and the FISC of the Future.

b. In March 2000, the FISCs led regional working groups that developed initial CONOPS for each geographical area covered by the individual FISCs. TYCOMs identified four LSC-type functions to be performed under the auspices of FISCs that could benefit afloat units. NAVSUP and the FISCs accepted the challenge of piloting an LSC organization to provide equal or better service than currently realized by the TYCOMs at no cost to the fleet.

c. Reference (c) set the LSC framework and identified cost requirements for establishing the new organizations. The framework was further defined when the concept was briefed to and approved by the NAVSUP Flag Conference, reference (d).

d. Additional programs will be applied to the "as is" afloat supply processes to streamline business functions and facilitate moving workload ashore, including assumption of the husbanding coordination role, implementation of the Material Processing Center, and offering premium services for the first time. All of these new programs are important steps in improving core supply functions aboard ship and are initial steps in the process of reducing shipboard workload for supply functions while improving the on-board quality of life.

5. Responsibilities

a. COMFISCS is responsible for policies and procedures to ensure that LSCs operate in a uniform manner.

b. FISC commanding officers are responsible for ensuring that their LSCs function in accordance with this instruction.

c. The COMFISCS LSC Program Manager is responsible for leadership and support for establishing new LSCs and ensuring that LSC standards and procedures are promulgated and kept current.

6. Policies and Procedures. Enclosure (1) establishes standardized operating procedures for COMFISCS LSCs as well as a standardized organization structure and administration plan, descriptions of duties and responsibilities, and an outline of standard services to be provided.

7. Action. This instruction is effective upon signature.

8. References and Forms. Forms and regulations referenced in this instruction may be accessed online as indicated.

a. Federal forms, including DoD, standard and optional forms, are available online at: http://www.dtic.mil/whs/directives/infomgt/forms/formsprogram.htm

b. SECNAV and OPNAV instructions are available online at: http://neds.daps.dla.mil/

c. NAVPERS forms are available online at: http://www.npc.navy.mil/ReferenceLibrary/Forms/NAVPERS/

d. NAVSUP instructions, publications, and policy letters are available via the Navy Logistics Library (NLL) at http://206.39.201.122/com.cfm

e. COMFISCS forms, instructions, and documents are available online at MyNAVSUP/COMFISCS/Library or Logistics tab. Access requires DoD PKI.

W. A. KOWBA

Distribution:
FISC COs/XOs/EDs
FISC Code 400s
NAVSUP 04

THIS PAGE BLANK FOR TWO-SIDED COPYING.

COMFISCS LOGISTICS SUPPORT CENTERS

STANDARD OPERATING PROCEDURES

Published by Commander, Fleet and Industrial Supply Centers
Logistics Management Office
Fleet Logistics Support, Code 041
San Diego, California
Version 1, June 1, 2005
For additional information contact: Code 041, 619-532-1725

TABLE OF CONTENTS

1 INTRODUCTION 1
1.1 LSC Vision 1
1.2 LSC Mission 1
1.3 LSC Requirements 1
1.4 Services Provided by the LSC 1
2 ORGANIZATION, DUTIES, AND RESPONSIBILITIES 3
2.1 Structure of the LSC 3
2.1.1 LSC Program Manager (PM) 3
2.1.2 Logistics Support Officer (LSO) 4
2.1.3 Deputy Logistics Support Officer (DLSO) 4
2.1.4 Training Coordinator 5
2.1.5 Customer Service Officer (CSO) 5
2.1.6 Assistant LSC Officer (ALSO) 6
2.1.7 Logistics Support Representative (LSR) 6
2.1.8 Enhanced CHRIMP Afloat Program (ECAP) Technician 7
2.1.9 Pharmaceutical Prime Vendor (PPV) Contracting Officer's Representative (COR) 7
2.1.10 Subsistence Prime Vendor (SPV) Desk 8
2.1.11 Navy Food Management Team (NFMT) 10
2.1.12 Food Service Management (FSM) Analysts 10
2.1.13 Fleet Assist Team (FAT) 11
2.1.14 ATMs-at-Sea/Navy Cash Team 11
2.1.15 Field Examination Group (FEG) 11
2.1.16 Direct Customer Support 12
2.1.17 Command Center Member 12
3 LSC ADMINISTRATION 15
3.1 Budgeting and Funding Requirements 15
3.2 Handling New Business and Restructuring 15
3.3 Standard LSC Hours and After-Hours Support 16
3.3.1 After Hours Support 16
3.3.2 LSC and Global Distance Support 16
3.3.3 Customer Contact Information 16
3.3.4 LSC Travel Requirements 17
3.3.5 LSR Training and Certification 17
3.3.6 Data Collection Tool 20
3.3.7 Customer Surveys 20
3.3.8 Syndicate Groups 20
3.3.9 LSC Customer Asset Visibility Requirements 21
3.3.10 Training Coordination 22
4 CUSTOMER SERVICE 25
4.1 General 25
4.2 Policy 25
4.3 Customer Service Standard Operating Procedures (SOP) for FISC LSCs 25
4.3.1 Standard Operating Hours 25
4.3.2 After-Hours Support 25
4.3.3 LSC and Global Distance Support 25

4.3.4 Customer Contact Information 26
4.4 Afloat Unit Husbanding 26
4.4.1 Logistics Requests 26
4.4.2 On Arrival/Departure 26
4.5 Prime Vendors/Direct Vendor Delivery Contractors 27
4.5.1 Market Awareness 27
4.5.2 Pharmaceutical Prime Vendor 27
4.5.3 Vendor Relations 29
5 STANDARD LSR SERVICES AND PROCEDURES 31
5.1 LSR SERVICES 31
5.2 LSR Standard Services 31
5.2.1 Material Intervention Actions 32
5.2.2 Coordination of Material Processing Center (MPC) Services and Deliveries 33
5.2.3 Coordination of Public Works Center (PWC) Services 33
5.2.4 Coordination of Husbanding Service 33
5.2.5 Galley, Laundry, and Small Equipment Repair Coordination 34
5.2.6 Emergency Requisition Processing 34
5.2.7 Personnel Effects Coordination 34
5.2.8 Ceremonial Support Coordination 34
5.2.9 Fleet Assistance Team and Navy Food Management Team Liaison Services 35
5.2.10 Freight Shipment Tracking 36
5.2.11 Hazardous Minimization/Hazardous Material (HAZMIN/HAZMAT) Service Coordination 37
5.2.12 Gas Cylinder Services 37
5.2.13 Walk-in Customer Service 37
5.2.14 Deployed/Lateral Support 37
5.2.15 ATMs-at-Sea/Navy Cash Liaison Services 38
5.2.16 Pharmaceutical Prime Vender (PPV) Liaison 39
5.2.17 Logistics Support Center Customer Asset Visibility Training 39
5.2.18 Afloat Unit Husbanding 39
6 STANDARD LSR SERVICES NON-MILITARY PORT 41
6.1 Standard LSR Services 41
6.1.1 Logistics Support Officer/Customer Service Officer Duties/Responsibilities 41
6.1.2 LSR Duties/Responsibilities 41
7 MATERIAL PROCESSING 43
7.1 Background 43
7.2 Receipt of Material 43
7.3 Local Delivery 43
7.4 Temporary Storage 44
7.5 Freight Forwarding 44
7.6 Mode of Shipping 44
7.7 Hazardous Material (HAZMAT) 44
7.8 Information Systems 44
8 ORGANIC WAREHOUSE FACILITIES 47
8.1 General Customer Lay-down Space 47
8.2 Secured Storage Space 47
8.3 Material Handling Equipment 48

9 ADVANCED TRACEABILITY AND CONTROL (ATAC) SYSTEM 49
9.1 Background 49
9.2 Process 49
9.3 Packaging 49
9.4 Technical Assistance for Repairables Protection (TARP) 49
9.5 LSC Involvement with ATAC Services 49
10 REQUISITION PROCESSING 50
10.1 General 50
10.2 Control 50
10.3 Document Review Responsibilities 50
10.4 Processing Policy 50
11 NAVY FOOD MANAGEMENT TEAM (NFMT) 51
11.1 Organization 51
11.2 Responsibilities - LSO 52
11.3 Responsibilities - Senior NFMT Member 52
11.4 Assist Visit Guidance 52
11.4.1 Length and Type of Assist Visits 53
11.4.2 Assist Visit Scheduling 53
11.4.3 Recommended Assist Visit Team Complement and Visit Length 53
11.4.4 Assist Visit Confirmation. 54
11.4.5 Assist Visit Team Leader 54
11.5 Assist Visit Procedures 54
11.5.1 Senior NFMT Member and Team Leader 54
11.5.2 Assist Visit NFMT Members 55
11.6 Assist Visit Training 55
11.6.1 Formal Training 55
11.6.2 On-The-Job Training 55
11.7 Assist Visit Debrief Procedures 56
11.7.1 The Evaluation/Training/Inspection Checklist 56
11.7.2 Customer Service Effectiveness Survey 56
11.8 General Mess Profile Summary: 56
12 FLEET ASSIST TEAM SERVICES 57
12.1 General 57
12.2 Organization 57
12.3 Control 58
12.4 FAT Processes, Pre/Post-Deployment, and the Inter Deployment Training Cycle 58
13 SUBSISTENCE SERVICES STANDARD OPERATING PROCEDURES 59
13.1 Background 59
13.2 Logging in to the STORES website. 59
13.3 Catalog Distribution 59
13.4 Automated Order Processing 59
13.5 Manual Orders Processing 60
13.6 Processing Receipts 61
13.7 Exporting Receipts 61
13.8 Special Orders 61
13.9 Following-up on Orders and Deliveries from Vendors 62
13.10 Stevedore/Onload Services 62

14 MORALE, WELFARE, AND RECREATION (MWR)/RETAIL SUPPORT COORDINATION 63
14.1 Morale, Welfare, and Recreation/Retail Support Coordination 63
14.2 Expedite Purchases: Emergent 1Q Requirements 63
14.3 Assistance for Deployed Customers 64
14.3.1 Navy Ports 64
14.3.2 Visiting Afloat Units (USS/USNS/NATO) 64
14.3.3 Commercial Ports 65
14.4 Non-NSN Requisitions (Open Purchase) 65
14.5 Vending Machine Repair Coordination 65
14.6 Renovation and Furnishings Coordination 66
14.6.1 Renovation 66
14.6.2 Furnishings 66
14.7 Picnic/Party and Transportation Coordination 67
14.8 Pier Laundry Services Coordination 67

Return to TOP

APPENDIXES

Appendix A .....LSC Customer Satisfaction Survey Form
Appendix B .....Ordering Services Coordination
Appendix C .....Material Type and Destination Coordination
Appendix D .....PWC Services Coordination
Appendix E .....Husbanding Services Coordination
Appendix F .....Galley, Laundry, and Small Equipment Repair Coordination
Appendix G .....Emergency Requisition Coordination
Appendix H .....Personal Effects Coordination
Appendix I .....Ceremonial Support Coordination
Appendix J .....Fleet Assist Team Services Coordination
Appendix K .....Freight Shipment Tracking and Coordination
Appendix L .....HAZMIN/HAZMAT Services Coordination
Appendix M .....Gas Cylinder Services Coordination
Appendix N .....Deployed/Lateral Support Coordination
Appendix O .....Resource Center Warehouse User Agreement Form
Appendix P .....Acronyms

Return to TOP

THIS PAGE BLANK FOR TWO-SIDED COPYING.

SECTION 1

INTRODUCTION

(Submitted by COMFISCS)

1 INTRODUCTION

1.1 LSC Vision

The LSC is the afloat customers' single gateway for face-to-face waterfront logistics services. We are an extension of the afloat supply department of today, positioned to shift workload from the afloat customer to shore-based resources.

1.2 LSC Mission

The mission of the LSC is to establish a permanent waterfront presence that provides value-added logistics support through a network of husbanding agents who expertly integrate support services, move workload off afloat units, and provide the afloat Supply Officer (SUPPO) with a shore-based surrogate.

1.3 LSC Requirements

The LSC executes its mission through a customer-centered organizational culture. As a result the organization and staff:

- Know the customer's business as well as or better than they do
- Treat afloat units as clients not just customers
- Create a professional, yet personable, relationship with its units
- Ensure that the LSC is a value-added waterfront presence
- Respond to a unit-driven schedule

1.4 Services Provided by the LSC

Services provided by the LSC include the following:

1. Husbanding Support. The single point of entry for face-to-face logistics related services. The LSC will anticipate and resolve shipboard logistics issues, acting as an intermediary between afloat units and service providers.
2. Material Processing Center (MPC). An "outside the lifelines" service focusing on cross-docking functions such as receiving, sorting, and delivering material in a segregated/customized manner per the customer's desires.
3. Premium Service (Customer-funded). An "inside the lifelines" service focusing on brokered services such as loading, stowing, and inventorying material.
4. Training Support. Single point of contact (POC) for all logistics related training requirements, including scheduling of fleet assist teams. The goal is to provide the customer with the ability to identify class locations and schedules as well as technical assistance.

Return to TOP

THIS PAGE BLANK FOR TWO-SIDED COPYING.

SECTION 2

ORGANIZATION, DUTIES, AND RESPONSIBILITIES

(Submitted by COMFISCS/FISC San Diego)

2 ORGANIZATION, DUTIES, AND RESPONSIBILITIES

2.1 Structure of the LSC

The mission of the LSC is to establish a permanent waterfront presence that provides value-added logistics support through a network of husbanding agents and assist teams that integrate support service, move workload off afloat units, and provide the afloat SUPPO with a shore-based surrogate. The LSC is organized to accomplish this mission. It is understood that across the LSCs there will be some variation in structure to regional complexities and the customer base, as well as LSC size and resource availability; however, the intent is to eliminate as much of this variation as possible in order to standardize across COMFISCS. Routinely, members of the LSC will hold multiple positions. The following members and teams form the structure of the LSC organization; this structure is designed to anticipate expected growth in the customer base as well as scope of responsibilities:

- LSC Program Manager
- Logistics Support Officer
- Deputy Logistics Support Officer
- Training Coordinator
- Customer Service Officer
- Assistant LSC Officer
- Logistics Support Representative
- Enhanced CHRIMP Afloat Program (ECAP) Technician
- Pharmaceutical Prime Vendor COR
- Subsistence Prime Vendor (SPV) Supervisor
- SPV Liaison
- Catalog Support Liaison
- Subsistence or LSC credit card holder
- Orders/Receipts/Not-In-Stocks Liaison
- Navy Food Management Team
- NEXCOM Fleet Assist Team
- ATMs-at-Sea/Navy Cash Team
- Field Examination Group
- Direct Customer Support

2.1.1 LSC Program Manager (PM)

The LSC PM is the accountable officer responsible to COMFISCS for ensuring that the LSC program is positioned to meet the ever evolving logistics needs of the Navy on the waterfront. Specific duties and responsibilities include the following:

1. Advises COMFISCS regarding the impact of environmental activities affecting the LSC Program
2. Advises COMFISCS regarding internal program management initiatives affecting the LSC Program
3. Revises or initiates LSC Program policy to accomplish the LSC mission effectively and efficiently
4. Applies corrective decision making to ensure that the LSC Program is operating in accordance with COMFISCS directives
5. Applies corrective decision making to the LSC Program based on customer requirements and interpretation of program metrics
6. Writes business cases for new business opportunities
7. Chairs monthly LSO teleconferences and semi-annual Symposiums
8. Builds and executes the annual Logistic Support Integration and Material Processing Services Products and Services program budget

2.1.2 Logistics Support Officer (LSO)

The LSO is the accountable officer for the operation of the individual LSC. The LSO is the single POC regarding the functioning of the LSC. The LSO will be assigned for no less than a two-year period and will be the grade of LCDR or GS-13 for the LSCs in San Diego, Norfolk, Puget Sound, Jacksonville, Pearl Harbor, and Yokosuka. For LSCs in Ingleside, Pascagoula, Guam, and Groton the LSO will be assigned for no less than a two-year period and will be the grade of LT or GS-11 or higher. Specific duties and responsibilities include but are not limited to the following functions:

1. Advises the FISC Commanding Officer (CO) regarding program management initiatives from COMFISCS
2. Advises the COMFISCS LSC PM regarding impact of program management initiatives
3. Assists the LSC PM in staffing and establishing LSC Program initiatives
4. Conducts pre-deployment briefs (PDB) in his/her region
5. Applies corrective decision making to ensure the LSC is operating in accordance with COMFISCS guidelines
6. Applies corrective decision-making based on customer requirements and interpretation of metrics
7. Handles customer complaints
8. Writes business cases for new business opportunities
9. Attends monthly LSO teleconferences and semi-annual symposiums
10. Chairs assigned Syndicate Groups
11. Builds and executes the local annual LSC budget

2.1.3 Deputy Logistics Support Officer (DLSO)

The DLSO is the chief advisor to the LSO. Specific duties and responsibilities include but are not limited to the following functions:

1. Advises the LSO on day-to-day administration of the LSC
2. Oversees the duties and performance of the LSRs as well as those duties and performance of tenant support teams
3. Ensures data collection and quality by the LSRs

4. Gathers, interprets and reports metrics to the LSO and COMFISCS
5. Performs periodic reviews of LSRs' performance and recognition for excellence
6. Sets up conferences involving the LSC
7. Coordinates the assignments of LSRs
8. Manages the local LSR Certification Program

2.1.4 Training Coordinator

Each LSC will establish the position of Training Coordinator and coordinate the training requirements for all homeported and visiting units. The Training Coordinator is the POC for all homeported and visiting units for supply and logistics training requirements. The Training Coordinator will not assume instructor training functions or core curriculum development, but will coordinate acquisition of those services when required. Specific duties and responsibilities include but are not limited to the following functions:

1. Coordinates with other training organizations in the local area to determine course availability, related training information, and points of contact
2. Coordinates with the LSRs to ensure training information is provided to each homeported and visiting unit
3. Maintains a training facility at the LSC for training to be held
4. Maintains a master classroom training schedule and assists units in reserving classroom space to conduct training
5. Maintains quota information on classes conducted at the LSC training area
6. Acts as focal point for all requests for Navy Food Management Team (NFMT) assistance/support services
7. Acts as focal point for all requests for Fleet Assistance Team (FAT) assistance/support services
8. Incorporates Naval Reserve units into the efficient manning/execution of the training support function

2.1.5 Customer Service Officer (CSO)

The Customer Service Officer (CSO) is an assistant to the LSO. Specific duties and responsibilities include but are not limited to the following functions:

1. Assists the seven sub-codes (Code 431-4316) covering customer service on the waterfront: the LSC, the Global Distance Support Center (GDSC), ATMs-at-Sea/Navy Cash Team, Foreign Military Sales (FMS), Fleet Assist Team (FAT), the Navy Food Management Team (NFMT), and the Field Examination Group (FEG)
2. Coordinates afloat units' logistic requirements, including tracking of routine and urgent material, coordination of LOGREQ requirements, full range and homeport pre-deployment services for afloat units and distant support for deployed units
3. Acts as primary liaison with Defense Logistics Agency (DLA) Distribution Centers (DC), responsible for the Material Processing Center (MPC), providing tailored stores deliveries to afloat units, and coordination of monthly DC/LSC supervisor meetings
4. Acts as Subsistence Prime Vendor Division Officer, responsible for local, foreign, and visiting afloat units meeting all provision requirements

5. Acts as Fleet Liaison Division Officer, responsible for the logistical support to all visiting and foreign afloat units
6. Acts as liaison with TYCOMs, DCs, and Naval Station Port Operations on logistical support matters
7. Coordinates quarterly Customer Service meetings for afloat supply teams
8. Serves as a member of the Presentation Silver Inventory team
9. Conducts Prospective Supply Officer (PSUPPO) briefs and tours of the LSC
10. Administers the quarterly LSC Customer Satisfaction Surveys and handles complaints
11. Makes routine visits to the afloat units and assists with logistical discrepancies
12. Is responsible for personally visiting afloat units in the LSC area of responsibility:
    - Every afloat unit a minimum of once every quarter, if not deployed
    - All visiting afloat units at least once per in-port visit
    - All deploying afloat units within the last 60 days of their pre-deployment preparation period

2.1.6 Assistant LSC Officer (ALSO)

The Assistant LSC Officer is the administrative assistant to the LSO. Specific duties and responsibilities include but are not limited to the following functions:

1. Is responsible for preparing the metrics related to the LSC activities
2. Collects data regarding the activities performed by LSRs, Military Liaison and Subsistence Representatives in supporting of the afloat units and other customers
3. Submits the NAVSUP HQ metrics to COMFISCS by the fifth business day of the month
4. Collects data regarding the activities performed by the civilian employees, excluding LSRs, in order to prepare the Business Indicators Report
5. Submits the LSC performance portion of the COMFISCS metrics by the 13th day of the month
6. In conjunction with the CSO, administers quarterly LSC Customer Satisfaction Surveys and prepares the respective metrics
7. Assists the CSO in routine visits to afloat units

2.1.7 Logistics Support Representative (LSR)

LSRs are responsible for acting as the focal point for all aspects of shipboard support in the local area. Specific duties and responsibilities include but are not limited to the following functions:

1. Provides units with procedures for using the LSC
2. Provides training availability information
3. Assists with parts ordering, material manifesting and delivery, and material turn-in
4. Provides information on provisions ordering and delivery
5. Provides information on ships store material ordering and delivery
6. Coordinates HAZMAT delivery and offload
7. Coordinates husbanding services including cranes, pier movement, other pier services
8. Coordinates public works services including brows, vehicles and fuel, and trash removal

9. Accepts problems/suggestions from assigned units; analyzes LSC support methods being used to determine deficiencies, then recommends possible improvements
10. Develops and maintains a comprehensive history of customer requests and resolutions via a computerized database and makes periodic reports to supervisory personnel
11. Provides technical assistance directly to fleet units or acts as interface with other sources of technical information to provide technical answers to units' questions
12. Provides assistance and locally unique information in the areas of receiving, shipping, distribution, and delivery of services and material
13. Provides assistance to afloat units concerning port services and coordinates services with local port operations
14. Provides assistance to afloat units, including availability of Public Works Center (PWC) services and coordinates the afloat unit's requirement for services with the local PWC
15. Provides information, training, and points of contact for Defense Supply Center Philadelphia (DSCP), in particular how the Subsistence Prime Vendor (SPV) and Pharmaceutical Prime Vendor (PPV) programs work in the local area
16. Reports and records all customer complaints or service failures
17. Visits assigned units when required, and works independently with minimal supervision
18. Communicates the results of taskings both orally and in writing, ensuring that the resolution meets the needs of the customer
19. May be required to analyze data, determine significant patterns or problems, and pass findings to higher management in the form of memos or reports

2.1.8 Enhanced CHRIMP Afloat Program (ECAP) Technician

The Enhanced CHRIMP Afloat Program (ECAP) provides processes and services that assist afloat units in all aspects of Hazardous Material Control and Management (HMC&M). The benefits of ECAP include increased personnel safety, environmental protection, and potential cost savings without degrading operational readiness. The program inserts the ECAP technician into training and assisting the afloat unit's hazardous material division with all aspects of hazardous material procurement, delivery, receipt, storage, and disposal. Additionally, they train sailors on Hazardous Inventory Control System for Windows (HICSWIN) software to manage their hazardous material inventory. Specific duties and responsibilities include but are not limited to the following functions:

1. Prepares offload documentation for excess HM
2. Conducts HM offload
3. Provides training on the HMC&M program
4. Provided training on HICSWIN operation, to include material receipt, expenditure, and management reports
5. Provides training on HM management
6. Assists with Shelf Life review and management

2.1.9 Pharmaceutical Prime Vendor (PPV) Contracting Officer's Representative (COR)

The COR is the contracting officer's representative for PPV. Specific duties and responsibilities include but are not limited to the following functions:

1. Acts as focal point for all PPV orders
2. Individually trains Fleet Units in PPV and DMMonline at https://dmmonline.dscp.dla.mil/
3. Processes invoices
4. Receives and distributes medicinals to the afloat unit
5. Assists and or instructs afloat units with PPV and DMMonline program
6. Sets up PPV and DMMonline instructions in PowerPoint to be used as a user's guide for the afloat units
7. Processes orders for visiting afloat units and activities without a local prime vendor account

2.1.10 Subsistence Prime Vendor (SPV) Desk

The Subsistence Prime Vendor (SPV) Supervisor is accountable for the operation of the SPV team. The SPV team member is the single POC regarding SPV functioning. Specific duties and responsibilities include but are not limited to the following functions:

1. Manages the overall function of the SPV team
2. Performs functional and operational tasks to provide subsistence to the afloat units
3. Plans and assigns work to the SPV team
4. Counsels the SPV team on both technical and administrative matters
5. Monitors the impacted workload and processes and looks for operational efficiencies related to local procedures and higher level policies and instructions
6. Recommends appropriate training and performs on-the-job training (OJT) as needed for the SPV team
7. Acts as management liaison for major processes and factors that influence the operations and methods utilized throughout the LSC
8. Researches and conducts preliminary data collection for quality and performance studies/surveys related to the prime vendor contract
9. Develops and maintains writing guidelines and procedures on ordering items from prime vendors
10. Provides a variety of SPV tasks involving all aspects of acquiring subsistence for the afloat units
11. Recommends enhancements to the overall subsistence program to the respective activity. This may include recommending SPV software upgrades to DSCP or catalog revisions to the prime vendor
12. Extracts, reviews, and disseminates subsistence reports from SPV to internal and external personnel
13. Meets with DSCP, afloat units, and the prime vendor to review procedures or resolve discrepancies in the subsistence ordering process
14. Intervenes for resolution of problems and changes/corrections to the prime vendor contract
15. Keeps DSCP Account Manager notified of any vendor complaints and any other aspect to ensure that the SPV program runs smoothly
16. Assists all vendors in the Prime Vendor Catalog in obtaining passes and decals to obtain access to bases and afloat units

17. Contacts DSCP with new afloat unit profiles
18. Coordinates homecoming celebrations with vendors, LSRs, and the sponsor afloat unit

2.1.10.1 Subsistence Prime Vendor (SPV) Liaison
Specific duties and responsibilities include but are not limited to the following functions:

1. Interfaces between afloat units and vendors to resolve all subsistence issues from the time of order through delivery
2. Serves as liaison between DSCP, vendors, and afloat units
3. Liaisons between Afloat Training Group (ATG), NFMT, TYCOMs, DSCP, and prime vendors on the overall SPV program

2.1.10.2 Catalog Support Liaison
Specific duties and responsibilities include but are not limited to the following functions:

1. Coordinates levels of supply and demand with the prime vendor to ensure an accepted fill rate for the afloat units
2. Recommends corrections to the catalog
3. Recommends additions and/or deletions to catalog
4. Checks catalog updates to ensure that new items have been added correctly and ensures discontinued items have been deleted on a weekly basis
5. Informs afloat units of changes to catalog on a weekly basis
6. Provide afloat units with up-to-date catalogs for San Diego and other areas
7. Updates the Prepared Food Listing to assist afloat units in finding items in the prime vendor catalog

2.1.10.3 Subsistence or LSC Credit Card Holder
Specific duties and responsibilities include but are not limited to the following functions:

1. Approves orders being placed on Subsistence Credit Cards
2. Acts as Approving Official (AO) for the Subsistence Credit Card Program
3. Places orders via credit card

2.1.10.4 Orders/Receipts/Not-In-Stock (NIS) Liaison
Specific duties and responsibilities include but are not limited to the following functions:

1. Recommends substitute items to afloat units
2. Monitors NIS reports to ensure that adequate stock is on hand for afloat units
3. Keeps the DSCP account manager notified of any trends in NIS items
4. Reviews receipts for accuracy to ensure prompt vendor payment
5. Places orders for areas other than homeport provided it is covered by a DSCP contract vendor, e.g. San Francisco, Port Hueneme, Seal Beach, New York, Portland, and other non-Navy ports
6. Coordinates delivery schedules for all vendors
7. Coordinates stevedores to coincide with the vendor delivery schedule
8. Processes orders food to all vendors via STORES WEB
9. Processes receipts for all vendors via STORES WEB

10. Assists afloat units in processing prompt payment for contracts over $2500
11. Contacts vendors for missing invoices needed to process payment
12. Pre-deployment preps for afloat units, for example,
    - Ordering Extended Shelf Life/Ultra-high Temperature (ESL/UHT) milk in time for receipt prior to deployment
    - Or ordering sufficient quantities of juices for deployment
    - Or assisting afloat unit personnel in checking if other prime vendors will have items required during deployment

2.1.11 Navy Food Management Team (NFMT)

The NFMT provides quality training and assistance to support afloat and ashore food service operations, including maintaining training readiness and raising the quality and standards of food service through education, training, and research. The NFMT is staffed by a senior member officer in the grade of CWO5 (preferred) and six team leaders and instructors in grades of E-7 – E-9. The NFMT provides assistance in the form of OJT in the following functional areas:

1. Proper food service techniques, including management, food production, food presentation, sanitation, food safety, training, accounting, menu planning, and nutrition
2. Use of food service facilities, equipment, personnel, and other food service resources
3. Automated food service records via Food Service Management (FSM) software
4. Food service management, financial returns, organization, and operating procedures
5. DoD, Navy, and command food service policies and procedures
6. Food service education programs, e.g., American Culinary Federation (ACF) internship, Adopt-a-Ship/Chef)
7. Prime vendor and automated ordering procedures
8. Management awareness in progressive cookery, proper serving techniques, food service safety precautions, operating procedures, fire prevention, sanitation, and personal hygiene
9. Providing written guidance and recommendations for follow-up action by the command
10. Evaluations for the Ney Memorial Awards program
11. Classroom and specialized training for afloat and ashore galleys

2.1.12 Food Service Management (FSM) Analysts

Food service management analysts are members of the NFMT, who teach Culinary Specialists (CS) how to use and troubleshoot FSM software. The FSM Analysts conduct formal and informal instruction. Specific duties and responsibilities include but are not limited to the following:

1. Conduct classes on FSM software
2. Provide assistance to customers with FSM-related software problems over the phone or in person
3. Advise record keepers on how to properly complete or correct errors in their completed/submitted returns

2.1.13 Fleet Assist Team (FAT)

The FAT provides technical assistance and guidance to forces afloat in order to improve the performance of ships store operations. The NEXCOM Ships Store Program provides policy and procedures to be used by the teams. Specific duties and responsibilities include but are not limited to the following:

1. Visits afloat units on an informal basis, no formal reports to be made upon completion of visit
2. Provides assistance during office visits when afloat unit personnel visit the team office
3. Conducts pre-deployment briefs and post-deployment lessons-learned briefs
4. Conducts full management reviews of retail and services operations
5. Assists NEXCOM with conducting INSURVs
6. Conducts training clinics such as barber, Retail Operations Management (ROM II) software program, laundry, and other ships store topics
7. Assists with reducing excess stocks
8. Assists with reducing unmatched expenditures
9. Assists vendors with receiving payments due
10. Assists deployed afloat units with obtaining ships store merchandise and providing follow-up status with the vendor for delivery
11. Provides ROM II Helpdesk support under technical support
12. Assists with repairing barber chairs
13. Assists with the investigation of Level 2 and 3 losses in ships store operations
14. Assists with conducting quality assurance on newly installed laundry equipment under technical support
15. Functions as shore liaison for retail logistics

2.1.14 ATMs-at-Sea/Navy Cash Team

The ATMs-at-Sea/Navy Cash team provides technical assistance and guidance to forces afloat in order to implement Navy Cash and Military Paper Check Conversion on afloat units. Teams assist with the development of policy and procedures used by the fleet. Specific duties and responsibilities include but are not limited to the following:

1. Prepares afloat units for Navy Cash
2. Prepares afloat units for Navy Cash Military Paper Check Conversion
3. Conducts pre-implementation training
4. Implements on-site Navy Cash in accordance with the schedule
5. Implements on-site Military Paper Check Conversion in accordance with the schedule
6. Provides customer assistance for afloat units' post implementation
7. Provides recommendations and lessons learned to NAVSUP
8. Works with the contractor on system improvements or training

2.1.15 Field Examination Group (FEG)

The FEG conducts unannounced audits of pay and personnel at shore and afloat activities. Specific duties and responsibilities include but are not limited to the following:

1. Prepares a schedule in cooperation with fleet
2. Conducts unannounced audits and debriefs the chain of command at the activity

3. Publishes findings from their audits
4. Provides assist visits or scheduled audits at the request of the customer, fleet, or TYCOM

2.1.16 Direct Customer Support

The Direct Customer Support team is comprised of personnel for servicing urgent and routine requisition requirements. Specific duties and responsibilities include but are not limited to the following:

1. Processes CASREP/Emergency requisitions (IPG-1;IPG-2)
2. Processes routine requisitions (IPG-3)
3. Receives telephone calls, email, faxes either pertaining to walk-through, stock check, status check, and non-standard supply and/or logistics requests
4. Provides requisition status, stock availability at customer request
5. Receives material delivered by FEDEX, UPS, etc.
6. Consolidates and packs material for shipment by various shipping modes, e.g., FEDEX, UPS
7. Processes and certifies FEDEX invoices and forwards to DFAS
8. Ships CASREP and high priority materials to deployed afloat units
9. Assists with parts ordering, expediting, material tracking, material manifesting, and delivery
10. Assists LSR with vehicle pick-up and delivery from PWC to pier and return
11. Monitors Commander, Fleet Forces Command (CFFC) transportation account code (TAC) funding and assigns authorization numbers

2.1.17 Command Center Member

Specific duties and responsibilities include but are not limited to the following:

1. Screens all incoming and outgoing message traffic
2. Releases outgoing classified and unclassified messages only after obtaining proper signature from approving officials
3. Disseminates incoming traffic for action to appropriate department/division personnel
4. Prepares/types all outgoing message traffic after receiving approved draft from CO, XO, LSO, DLSO leads and other authorized personnel
5. Assigns and deletes keywords; requires knowledge of adding plain language address designators (PLAD) to the address book
6. Ensures that during an emergency, and directed by proper authority, all classified information and equipment will be destroyed
7. Receives incoming telephone calls from providers and customers and promptly responds to all calls
8. Assists with parts ordering, expediting, material tracking, material manifesting, and delivery
9. Researches new products and services as directed by LSO, CSO, DLSO, and LSR
10. Advises customer concerning prime vendor contract and coordinates prime vendor orders and deliveries
11. Performs other duties as assigned by LSO, CSO, and DLSO
12. Handles and troubleshoots program errors

13. Maintains all related programs for a smooth dissemination process
14. Briefs/trains weekend Command Duty Officer (CDO) on Defense Messaging System (DMS) process

Return to TOP

THIS PAGE BLANK FOR TWO-SIDED COPYING.

SECTION 3

LSC ADMINISTRATION

(Submitted by COMFISCS/FISC Puget Sound)

3 LSC ADMINISTRATION

3.1 Budgeting and Funding Requirements

Toward the end of the fiscal year NAVSUP sends control numbers to the COMFISCS comptrollers for the following fiscal year. COMFISCS forwards each FISC their requisite control numbers with specific instructions from NAVSUP and COMFISCS. Each FISC will allocate their funding to each of the Products and Services, which includes the LSCs. The following guidelines apply:

1. Funds received can be allocated toward labor and non-labor without restriction as long as the Products and Services (P&S) stays within the control numbers given
2. Funding considerations include:
   - Labor, both government and contractor
   - Vehicles and fuel
   - Cell phones
   - Equipment repair, including vehicles and Logistics Support Center Customer Asset Visibility (LCAV) scanners
   - Travel throughout the year, including symposiums, training, out-of-area afloat unit support
   - Office supplies
   - Assist team support

3.2 Handling New Business and Restructuring

Implementing new business practices is a natural result of the depth of service provided by the LSC. However, given the austerity of budget constraints, it is imperative that significant control be exercised over the addition of new business opportunities in the LSCs. To ensure that all LSCs operate as a single team, customer requests for services that fall outside of the scope of this SOP will be deferred to COMFISCS for evaluation and approval. The following guidelines apply:

1. Requests for new business opportunities will be submitted to COMFISCS Code 041 by LSOs
2. Requests will be submitted with a written business case for executive sponsorship
3. The business case will be submitted with sufficient support to implement the new function across all the LSCs
4. No new business will be accomplished without written confirmation from COMFISCS Code 041
5. Final approval for implementing new business resides exclusively with COMFISCS

Restructuring the LSC is also the prerogative of COMFISCS. No restructuring should be accomplished without the approval of COMFISCS unless it is to bring the existing organization in line with COMFISCS guidelines. The same principles apply for restructuring:

1. Requests for restructuring will be submitted to COMFISCS Code 041 by LSOs
2. Requests will be submitted with a written business case for executive sponsorship.
3. The business case will be submitted with sufficient support to implement the new structure across all the LSCs
4. No restructuring will be accomplished without written confirmation from COMFISCS Code 041
5. Final approval for restructuring resides exclusively with COMFISCS

3.3 Standard LSC Hours and After-Hours Support

Each LSC will set standard operating hours to coincide with the routine schedules for their customers. Core business hours should closely replicate predominate working hours of local afloat customers. LSOs should regularly consult with their local customers to ensure core hours meet the customer's routine needs.

3.3.1 After Hours Support

Since fleet requirements don't always end at the close of a "normal" business day, each LSC must establish procedures for after hours/emergency support. There are many options, however, in most cases neither the workload nor funding will support keeping the LSC fully staffed 24/7/365. As a result, the LSC will offer at a minimum a duty/recall number for after-hours urgent requirements.

3.3.2 LSC and Global Distance Support

The GDSC serves as the COMFISCS primary 24/7/365 customer service center. In addition to the duty officer recall procedures prescribed above, LSOs will provide the following information to the GDSC:

- Recall phone numbers and procedures
- Accurate copy of the duty roster
- Current, local area POC information
- Access to the LSC's local ashore support infrastructure knowledge base, including phone lists, local procedures or other information that would allow Customer Service Representatives (CSR) on the phones at the GDSC to provide assistance

LSOs must coordinate with GDSC management to ensure that local procedures and information provided are clearly understood. In those cases where the LSC receives urgent taskings via fax, the LSO should develop a procedure and arrange with the GDSC for after hours support. Call forwarding is an effective method to provide this service; however, the process must be set up in advance with the GDSC prior to forwarding calls.

3.3.3 Customer Contact Information

LSOs will provide afloat unit's SUPPOs, Supply Division Officers (SDO) and their principal assistants with contact details and after-hours procedures for their LSC using a variety of

communication tools, including business cards, publications, Naval message, email, websites, briefings, and posted signs. In addition, voice mail announcements on LSC phones should reference alternative phone numbers for assistance in an emergency.

3.3.4 LSC Travel Requirements

Out-of-area travel is a natural part of the LSC support function. Funded travel is required under a number of different circumstances, including LSC Symposiums, LSC-specific training, LSC-related conferences, special unit support out of homeport, e.g., Portland Rose Festival, Fleet Week, etc. The following guidelines pertain:

1. The LSO is responsible for anticipating required travel delineated above for the fiscal year and to submit travel-funding requirements in the budget building process
2. Under no circumstance is FISC-funded travel authorized for pre-deployment briefs. If travel is required, it is to be funded by the TYCOM requesting pre-deployment brief (PDB) attendance; otherwise, PDBs will be accomplished by the local LSO for all LSCs affected
3. Out-of-area LSOs are required to electronically submit an updated area brief to COMFISCS Code 041 and the local LSO a minimum of two weeks prior to the scheduled PDB

3.3.5 LSR Training and Certification

The intent of a qualification program is to establish a baseline of standard knowledge for LSC personnel across the NAVSUP enterprise. Job Qualifications Requirements (JQR) for LSC positions and formal certification requirements for the position of LSR are complementary tools used to achieve this goal. The JQR sets forth the minimum requisite knowledge necessary to perform jobs in the LSC. Certification requirements for LSRs use the JQR as a standard and consider the experience required of a candidate in the definition of apprenticeship levels that formally recognize significant milestones in the professional development of an LSR.

3.3.5.1 Minimum Standards and Local LSC Requirements

This program establishes and standardizes minimum requirements and does not intend to restrict the discretion of the individual LSC to identify and require supplemental knowledge they deem necessary to perform successfully at their LSC. The requirement for an oral board may serve this purpose. In addition to being necessary to instill confidence in the LSR's chain of command that they are prepared to take on the responsibilities (especially with respect to inherent supervisory roles) of the next level, an oral board is one means for the individual LSC to test for requirements unique to that LSC, as well as compensate for what they might feel is a standard of knowledge that is insufficient for their particular LSRs.

3.3.5.2 Baseline Knowledge

This being said, the JQR does not attempt to reflect the "lowest common denominator." The JQR attempts to reflect the set of basic tasks, e.g., supply intervention, open purchase, stock check, etc., that LSC personnel will likely encounter in the job and upon which LSC performance metrics are based. Although some LSCs will encounter more of those tasks than others due to their individual peculiarities, it is the LSC PM who should determine the baseline level of knowledge expected of LSRs, not the LSC with the smallest set of possible tasks. The

content of the JQR, and the certification requirements proposed herein, are controls the program manager may adjust in order to manage the baseline competency.

3.3.5.3 The Navy Qualification Model

This program attempts to parallel the Navy model of surface warfare qualification. The requirements for earning a surface warfare qualification are standardized throughout the Navy and only vary as much as necessary to preserve the differences among particular platforms on which qualifications may be earned. To this end, shipboard qualifiers are given ultimate discretion beyond what is required fleet-wide by Personnel Qualification Standards (PQS) and watchstanding qualifications to qualify a candidate. Similarly, the LSO and deputy should be given the same discretion when qualifying LSR candidates, in order to preserve the differences among individual LSCs.

3.3.5.4 LSR Certification Requirements

There are three LSR certification levels: apprentice, journeyman, and master.

3.3.5.4.1 Apprentice LSR Certification

To be certified as an Apprentice LSR a candidate must:

1. Have attained a pay grade of GS-5 or above (military E-5 or above)
2. Be assigned to a journeyman or master LSR and working on JQR
3. Pass an apprentice-level examination

3.3.5.4.2 Journeyman LSR Certification

To be certified as a Journeyman LSR a candidate must:

1. Have attained a pay grade of GS-7 or above (military E-5 or above)
2. Have performed satisfactorily in a LSC for a minimum of one year (three months for military) as an apprentice or have had one year of specialized experience equivalent to an apprentice LSR
3. Have completed the following JQR sections: 100 Fundamentals, 200 Systems, Watchstation 302 (LSR), and local appendix of supplementary knowledge, if applicable
4. Pass a journeyman-level examination
5. Demonstrate sufficient knowledge before a board consisting of the LSO, DLSO, and resident journeyman/master LSRs

3.3.5.4.3 Master LSR Certification

To be certified as a Master LSR a candidate must:

1. Have attained a pay grade of GS-9 or above (military E-6 or above)
2. Have performed satisfactorily in a LSC for a minimum of one year and as a journeyman assigned as the primary LSR for an afloat unit or have one year of specialized experience equivalent to a journeyman LSR
3. Have completed the following Job Qualification Requirements (JQR) sections:
   - 100 - Fundamentals

- 200 - Systems
- 301 - Watchstations (CSR)
- 302 - Watchstations (LSR)
- 303 - Prime Vendor Support
- Local appendix of supplementary knowledge, if applicable

4. Pass a master-level examination
5. Demonstrate sufficient knowledge before a board consisting of the LSO, DLSO, and resident master LSRs

3.3.5.5 Entitlements of Each LSR Apprenticeship Level
There are certain entitlements inherent to each apprenticeship level:

1. A Master LSR may supervise a Journeyman LSR/Apprentice LSR, Subsistence Prime Vendor Tech, and CSR
2. A Journeyman LSR may only supervise an Apprentice LSR
3. Only a Master LSR or Journeyman LSR may be assigned as the primary LSR for an afloat unit

3.3.5.6 Apprenticeship Recognition Standards
Upon satisfying the requirements for an apprenticeship level the LSR will be awarded a NAVSUP standardized certification card signed by the LSO and LSC PM signifying that the LSR has demonstrated sufficient knowledge and acquired the requisite experience to work at that level. Upon satisfying the requirements as a master LSR, the LSR will be awarded a NAVSUP standardized certificate signed by COMFISCS in addition to the certification card.

3.3.5.7 General Recommendations
The three basic criteria considered in each apprenticeship level are: pay grade, experience, and knowledge. The PM may see fit to adjust the emphasis of a criterion in order to increase or decrease the weight of an apprenticeship level. For example, he may want to raise or lower a required GS or enlisted pay grade, increase or decrease the required time on the job, or vary who may sit on the qualification oral board to make it harder to qualify for a level. He might also want to emphasize the requirement for the LSR to pass a standardized examination at each level. In addition to providing verifiable evidence that the candidate has reached the baseline level of knowledge required at that level, the requirement to pass an examination and the ability to adjust its difficulty affords the program manager control over the quality of LSRs produced at every LSC and precision over the level of knowledge he expects them to have.

3.3.5.8 Qualification Program Implementation
This program assumes that all civilian LSRs fleet-wide fall under the GS-2001 series (5/7/9 grade interval). Although the content of the LSR position description (PD) determines the GS grade for that position, LSC managers may use these training standards as requirements for promoting LSRs to the next grade interval. Some LSCs are organized into LSR teams that have lead LSRs who supervise other LSRs. The combination of mandatory minimum paygrades <u>and</u> explicit authority for each apprenticeship level <u>and</u> the ability to selectively promote satisfactory performers ensures a coherent hierarchy where certification level remains consistent with seniority.

3.3.6 Data Collection Tool

LSRs are required to keep a daily log of activities performed on behalf of customers. These data are used by COMFISCS and the LSO to evaluate time spent on LSC activities. The following guidelines pertain:

1. Data collection will be performed using the MSAccess data tool provided by COMFISCS. In the future the data collection tool will be the Remedy software tool
2. The LSRs are expected to log their activities daily. It is the responsibility of the DLSO to ensure this function is being accomplished in a timely basis and that the data being entered is accurate
3. Data will be submitted to COMFISCS Code 0411 by the end of the fifth business day after the end of each month

3.3.7 Customer Surveys

Customer surveys are an important tool for gauging LSC and individual LSR effectiveness. Surveys will be used to publish quarterly metrics, identify LSR strengths, target LSR improvements, and adjust LSC policy to meet customer needs

1. Every customer will be given an opportunity to provide written feedback on a quarterly basis. Surveys will be conducted quarterly using Appendix A
   - Surveys will be distributed by the CSO (or LSO), who will request survey return within seven days of delivery. The CSO will make a follow-up call if a survey has not been received after the seven-day time period has expired
2. Collection may be accomplished by any one of the following methods:
   - Filled out an returned to the CSO by the unit's SUPPO or designated representative
   - Mailed or faxed in to the LSC
   - Emailed to the LSO, DLSO or CSO
3. If feedback from a specific customer has not been received in two quarters, the CSO will make contact with the customer to ensure a survey has been delivered and follow-up is accomplished
4. Surveys will be consolidated and forwarded from the LSC to COMFISCS Code 0411 by day 13 of the new quarter
5. Care should be taken to ensure that the LSR is not distributing and picking up surveys. This will ensure the SUPPO or designated representative does not feel pressure to alter an otherwise honest and fair assessment of services

3.3.8 Syndicate Groups

Syndicate Groups are an integral part of the LSC function. They are COMFISCS' primary mechanism for staffing and effecting positive change in the overall organization. Make up and function of the Syndicate Groups is as follows:

1. The LSC PM regularly updates COMFISCS on the progress of the Syndicate Groups
2. Syndicate Groups are chaired by an LSO assigned by COMFISCS Code 041
3. Syndicate Group members are volunteers but will be assigned as required

4. Syndicate Group leaders are required to meet virtually with their teams once a month via telcon, VTC, chats, etc.
5. Syndicate Group leaders are required to regularly post status of their group progress to their website on the NAVSUP collaboration tool, Sitescape
6. Syndicate Groups are to collaborate on their projects using the NAVSUP collaboration tool, Sitescape
7. A specific Syndicate Group is established until the specific assignment is completed

3.3.9 LSC Customer Asset Visibility Requirements

LCAV is a web-based software system that tracks fleet material from MPCs to the waterfront. LCAV facilitates sorting, segregating, tracking, and customizing delivery of material for afloat units. The LCAV application uses an Oracle database server residing at NAVSISA in Mechanicsburg, Pa. This repository holds records for all MPC customers. The application currently uses Symbol non-radio frequency (RF) scanners, but is being prototyped to enable radio frequency identification (RFID) capabilities. Some key LCAV features are:

- Tailgate material at the MPC using bar-code scanners
- Automated location assignments
- Manifest creation
- Proof of delivery
- Online visibility of material in MPC
- Customized material manifests
- Metrics and management reports
- Various output transactions: (See Appendix P, Acronyms)
  - AE1, DRA, TIR, IBS RIP, D6K, D7K

3.3.9.1 LCAV and the MPC

Regional LSCs use LCAV within the MPC. The objective of the MPC is to improve the level of service provided to afloat customers. The MPCs receive, process, and track incoming material for afloat units in the region. Material information is recorded in a database, sorted by the afloat unit's UIC and Document Number, segregated by Direct Turnover (DTO), stock, work center, location, etc., and placed in a temporary storage location to await the afloat unit's instructions for customized delivery. LCAV supports these efficiencies and provides a means for the MPC to add value by improving existing regional business practices.

The COMFISCS PM is responsible for the following LCAV functions:

1. Acts as the focal point for the LSCs
2. Receives calls and answers questions
3. Manages LCAV/ongoing LSC initiatives
4. Performs causative research and conducts studies
5. Reviews Program Change Requests/Program Trouble Reports (PCR/PTR) for review and submission to NAVSISA
6. Coordinates problems and solutions with NAVSISA
7. Performs new Site evaluations and on-site follow-up
8. Visits sites to determine LCAV compatibility

9. Reviews site surveys/LCAV implementation POA&Ms with prospective sites
10. Stays after LCAV implementations for follow-up MPC support
11. Works with NAVSISA on LCAV changes
12. Writes requirements statements (RS) and attend RS walk-throughs, pre-release programming reviews and status meetings
13. Chairs program reviews and initiative status meetings
14. Works with Defense Distribution Center (DDC) and outside Commands
15. Answers questions and provides data
16. Attends meetings, e.g., Automated Information Technology (AIT) Steering Group
17. Procures new equipment
18. Provides centralized management for existing equipment

3.3.9.2 Equipment Maintenance

Equipment Under Warranty. For equipment still under warranty Symbol will issue a Return Merchandise Authorization (RMA), which will allow the equipment to be repaired and returned at no cost.

Equipment Out-of-Warranty. Central funding of LCAV AIT equipment maintenance that has exceeded the warranty period, when approved, provides a means for MPCs to repair equipment. COMFISCS PM is responsible for submitting annual funding requirements for centralized funding of equipment maintenance. In cases when centralized funding is not approved, individual LSC sites will be responsible for funding AIT equipment maintenance. Equipment that is out of warranty can be maintained on a per incident basis or monthly warranty with minimum 12 months of warranty. Extended warranties can be purchased from the Contract Line Item Number (CLIN) list of the AIT II contract. More information can be found at: https://www.eis.army.mil/AIT/contracts/index.asp or http://ait2.symbol.com.

1. The using Distribution Center/MPC will fund equipment repairs or replacement that is caused by damaged due to misuse or accident
2. Consumable material such as printing labels, printer cartages, and batteries will be funded by the using Distribution Center/MPC

3.3.10 Training Coordination

Each LSC will establish the position of Training Coordinator and coordinate the training requirements for all homeported and visiting units. The duties of this position may or may not be incorporated into the duties of the LSC Supervisor. The Training Coordinator is the POC for all homeported and visiting units for supply and logistics training requirements. The Training Coordinator will not take over instructor training functions or core curriculum development, but will coordinate acquisition of those services when required.

3.3.10.1 Training Coordinator Duties and Responsibilities

Specific duties and responsibilities include but are not limited to the following functions:

1. Coordinates with other training organizations in the local area to determine course availability, related training information, and points of contact
2. Coordinates with the LSRs to ensure training information is provided to each homeported and visiting unit

3. Maintains a training facility at the LSC, for training to be held
4. Maintains a master classroom training schedule and assists units in reserving classroom space to conduct training
5. Maintains quota information on classes being conducted at the LSC training facility
6. Acts as the focal point for all requests for NFMT assistance and support services
7. Acts as the focal point for all requests for FAT assistance and support services
8. Incorporates Naval Reserve units into the efficient manning/execution of the training support function

Return to TOP

THIS PAGE BLANK FOR TWO-SIDED COPYING.

SECTION 4

CUSTOMER SERVICE

(Submitted by FISC San Diego)

4 CUSTOMER SERVICE

4.1 General

The LSO has a unique vantage point to assess requirements and service provided across the waterfront. In there daily duties LSOs will see services at the point of delivery. This allows the LSO to bring together details and information that might not be readily apparent or demand action at the TYCOM level. Some of these observations may involve relatively minor recurring policies/processes/services that are irritants. Other observations may point the way to across-the-board improvements, cost savings, or the chance to avoid lost opportunities for mutual benefit.

4.2 Policy

LSOs will assist in data analysis, where appropriate, and serve as advocates to take advantage of their unique fleet support knowledge. To assist in that effort LSO should maintain records of service failures and service excellence as well as lessons learned and benefits realized as a result of the LSC/LSO/LSR's efforts. This information should be shared with the PM and other LSOs to achieve maximum benefit from the improvement, advocacy, and powers of observation.

4.3 Customer Service Standard Operating Procedures (SOP) for FISC LSCs

4.3.1 Standard Operating Hours

Each LSC will set standard operating hours to coincide with the routine schedules of their customers. Core business hours should closely match the predominant working hours of local fleet customers. LSOs should regularly consult with the local customers to ensure core hours continue to meet the customer's routine needs.

4.3.2 After-Hours Support

Since fleet requirements don't always end at the close of a normal business day, each LSC must establish procedures for after hours/emergency support. There are many options, however, in most cases neither the workload nor funding will support keeping the LSC fully staffed 24/7/365. As a result, LSC will offer at a minimum a duty/recall number for after-hours urgent requirements.

4.3.3 LSC and Global Distance Support

The GDSC serves as the COMFISCS primary 24/7/365 customer service center. In addition to the duty officer recall procedures prescribed above, LSOs will provide the following information to GDSC:

- Recall phone numbers and procedures
- Accurate copy of the duty roster
- Current local area POC information

- Access to the LSC's local ashore support infrastructure knowledge base, including phone lists, local procedures or other information that would allow the CSR on the phones at the GDSC to provide assistance

LSOs must coordinate with GDSC management to ensure that local procedures and information provided are clearly understood. In cases where the LSC receives urgent taskings via fax, the LSO should develop a SOP and arrange with the GDSC for after-hours support. Call forwarding is an effective method to provide this service, however, the process must be set up in advance with the GDSC prior to forwarding any calls.

4.3.4 Customer Contact Information

LSOs will provide afloat unit's SUPPOs, Supply Division Officers, and their principal assistants via business cards, publications, Naval Message, email, web sites, briefings, and/or posted signs with contact details and after hours procedures for their LSC. In addition, voice mail announcements on LSC phones should reference alternative phone numbers for assistance in an emergency.

4.4 Afloat Unit Husbanding

4.4.1 Logistics Requests

The LSO will ensure that procedures are in place to receive, review, and respond to Logistics Requests (LOGREQ) messages. As a minimum these procedures should include communication with the local Port Operations Department, non-Navy port husbanding contracting personnel (where appropriate), MPC, and the various husbanding service providers. The afloat unit's LSR will review incoming LOGREQs for services requested and use their professional judgment to suggest additional services where necessary. As required additional clarification will be requested via appropriate means to ensure a successful, delay free arrival or departure. Some of the items the LSR/LSO will look for in the LOGREQ are as follows:

- Material delivery instructions for the MPC, and check the Cargo Routing Information File (CRIF)
- Provisions required and whether requirements were submitted to Prime Vendors to start/stop pastries, etc.
- If arriving from overseas, ensure LOGREQ includes required agricultural inspections, special trash containers (cooker), customs inspector, and special instructions for personnel/material requested via tug
- Special services or material requested on arrival or departure
- Determine if required funding documents are in place

4.4.2 On Arrival/Departure

The LSO will ensure that procedures are in place for an LSR to verify that all requirements received in the LOGREQ are met and to actually meet the afloat unit on arrival. The LSR will pay particular attention to the condition of the pier, trash receptacles, and anything that might interfere with the process. While the LSR is not in a position to direct most of the service providers, they are expected to bring unsatisfactory conditions to the attention of the appropriate

activity in a manner that minimizes the potential impact on the afloat unit. In addition to the routine activities expected for homeported afloat units, the LSO will pay particular attention to:

1. Providing a pre-deployment visit and brief
2. Meeting a visiting or newly homeported afloat unit with a "Ship Boarding Party" and/or by arranging courtesy calls to welcome them to the area
3. Conducting a post-deployment call to obtain lessons learned information in a manner that is least intrusive for the SUPPO

4.5 Prime Vendors/Direct Vendor Delivery Contractors

Various government agencies prepare prime vendor contracts to satisfy customer requirements. General Services Administration (GSA), DLA, and FISC make these contract tools available to save time, inventory holding costs, and maximize shelf life. Each prime vendor contract will have its own unique advantages and disadvantages, so it's up to the customer to decide (except in a requirements type contract) if the prime vendor contract is the best way to meet their needs. As with any vendor, and especially with Prime or Direct Vendor Delivery Vendors, the LSO personnel ensure LSRs maintain an appropriate, business like, professional relationship in keeping with the standards of conduct.

4.5.1 Market Awareness

Each LSO will work with FISC's contracting department, GSA rep, and DLA rep to establish and maintain a current a list of prime vendors, Direct Vendor Delivery (DVD) contractors, their products, and the procedures for using the contracts. Some prime vendors require a purchase card for payment, some accept a DD1149, some are paid via DMMonline, and others are paid through DFAS. LSOs/LSRs will provide customers with local information on prime vendor contracts including the specifics of placing an order and correct method of payment. Some common prime vendor/DVD contracts include contracts for office supplies, galley equipment, metal, pipe, construction supplies, bottled gases, surgical items, pharmaceutical items, paint, marine safety equipment, diving supplies, shop towels, and subsistence prime vendor.

4.5.2 Pharmaceutical Prime Vendor

The LSC has specific responsibilities for the PPV program. These duties include assigning a local technical assistant to the COR, training customers in the use of the contract, monitoring the local program and assisting with bill paying as required. When a homeported afloat unit's appropriate medical and supply personnel have completed the training for ordering and paying the bills, they will be assigned an account number, a series of call numbers, and be allowed to obtain a login for DMMonline. Afloat units visiting a CONUS Navy port without a local PPV account may place their PPV orders via the LSC's account. In order to ensure the duties and responsibilities under the program are clear, the following provides a breakdown by responsible activity.

4.5.2.1 LSC PPV Responsibilities

The LSC is responsible for the following PPV functions:

1. Assigns a properly certified PPV COR
2. Liaises with DSCP concerning quality, quantity or other customer issues

3. Responds to DSCP requests for assistance with customers due to non-payment or other program issues
4. Establishes the drop off point(s) for the PPV material
5. Ensures procedures are in place to receive and control PPV material from receipt to customer acceptance, including maintaining refrigerated items at proper temperature, maintaining copies of delivery manifests, maintaining adequate security, providing same day delivery (when the afloat unit is available), and customer acceptance signatures
6. Promotes the availability of the program to eligible customers
7. Uses customer service meetings, afloat unit visits, and other opportunities to gauge customer acceptance of the program and gather any recommendations for improvement
8. Maintains receipt, order, and other records for at least two years
9. Trains customers in the procedures for order and bill payment under the PPV
10. When a properly approved request for PPV items is received from a visiting afloat unit or customer that is temporarily unable to process an order for themselves, processes the PPV order and pays the bill using the customer's money value only (MVO) requisition. When received, provides the material and documentation to the customer
11. Accepts any complaints and refers/monitors them for resolution

4.5.2.2 Defense Logistics Agency Responsibilities
The DLA is responsible for the following functions:

1. Contracts for the service
2. Provides LSOs with feedback concerning unpaid bills, rejected orders etc.
3. Sets up accounts, sets procedures for customers to obtain accounts
4. Updates LSC PM as the program changes

4.5.2.3 Afloat Unit's/Customer's Responsibilities
The afloat unit/customer is responsible for the following functions:

1. Designates personnel to be trained and keeps the designation current
2. Takes advantage of LSC-provided training, including refresher training as necessary to make the program work
3. Ensures procedures are in place to maintain control of call numbers and ensures only approved, funded requirements are placed with the vendor
4. Obtains and safeguards the necessary User IDs and passwords for the vendor and DMMonline
5. Identify PPV requirements, select PPV material, and place the order so that PPV material can be delivered to the afloat unit the same day the order is received from the vendor, if the afloat unit is available and accepts delivery 24 hours after placing the order
6. Accept PPV when delivered
7. Pay for PPV material received, currently via DMMonline

4.5.2.4 LSC Program Manager Pharmaceutical Prime Vendor Responsibilities
The LSC PM is responsible for the following:

1. Monitors program, liaise with NAVSUP and DLA to ensure the program meets the customer's needs
2. Recommends PPV changes as necessary

4.5.3 Vendor Relations

LSO will ensure that all personnel are aware of and comply with both the requirements and spirit of the standards of conduct. Because of their special relationship with the fleet, LSOs are likely to become aware of unmet fleet needs. As a result, LSOs will work with customers and contracting personnel to identify, including quantify where possible, requirements that are unmet by current processes, i.e. current supply chain, or can be better served through an alternative source or product.

It is important that the LSO understands his role in this process and does not become and advocate for a particular business. The LSO is in place to help identify specific requirements, refine the parameters, and propose a solution without advocating a specific vendor. In cases where a business relationship between the customer and the vendor already exists, and for example, the customer has not paid the bills, it is appropriate for the LSC to act as a conduit to the customer, thereby helping to avoid interest penalty charges or contract termination due to non-payment. However, under no circumstances can the LSC act on behalf of the vendor.

Return to TOP

THIS PAGE BLANK FOR TWO-SIDED COPYING.

SECTION 5

STANDARD LSR SERVICES AND PROCEDURES

(Submitted by FISC Norfolk)

5 STANDARD LSR SERVICES AND PROCEDURES

5.1 LSR SERVICES

The senior LSO, the assigned LSR and LSR team leader will meet with the CO, XO, and SUPPO or designated representative(s) when any of the aforementioned senior members are new to their respective positions. The introductory meeting is intended to report the LSC presence and identify products and services available through the combination of LSC, GDSC, OTS, assist teams, and Global Distance Support. It is recommended that the same type of briefing be made available to senior Supply Department personnel. The brief(s) will include the following information:

1. A summary of available LSC products and services
2. Introduction of LSC team members
3. List of contacts to include:
   - LSR cell phone/email address/hours of availability
   - LSC main number
   - GDSC phone/fax numbers/email/Streamlined Automated Logistics Transmission System (SALTS) addresses for 24/7/365 in port and deployed support
4. Instructions for One Touch Support (OTS) at https://www.onetouch.navy.mil/ots/ and the Navy Distance Support Portal at http://www.anchordesk.navy.mil/index.htm, including becoming a user
5. Assist Teams POCs
6. Current informational materials that may apply to the customer(s)
   - FAQs with answers
   - Hard copy, disc, or both containing all information presented

5.2 LSR Standard Services

Listed below are standard operating procedures for services that are available from LSCs throughout the COMFISCS claimancy:

- Material intervention actions
- Coordination of MPC services and deliveries
- Coordination of PWC services
- Coordination of husbanding service
- Coordination of galley, laundry, small equipment repair
- Emergency requisition processing
- Personnel effects coordination
- Ceremonial support coordination
- FAT and NFMT liaison services
- Freight shipment tracking

- HAZMIN/HAZMAT service coordination
- Gas cylinder services
- Walk-in customer service
- Deployed lateral support
- ATMs-at-Sea/Navy Cash liaison services
- Pharmaceutical Prime Vendor liaison
- LCAV training
- Afloat unit husbanding

5.2.1 Material Intervention Actions

Material intervention actions are defined as tasks performed or brokered on behalf of an afloat unit that will save fleet man-hours by assisting with parts ordering, material manifesting, customized receipt and delivery, and material turn-in. Material intervention includes but is not limited to:

- Ordering
- Delivery
- Turn-in
- CASREP intervention

5.2.1.1 Ordering

Normally a customer who wants to place an order for material or services will choose the simplest means available. This usually means sending an automated order via OTS, Naval message, or to the GDSC via fax, email, or phone. (See Appendix B.) Customers may also order material and/or services using a government purchase card. When the customer deems LSR intervention appropriate, the LSR will provide the ordering service and follow-up by passing the requirements to the GDSC. Government purchase card purchases are not usually the function of the LSC, but the afloat unit's LSR can research missing orders when tasked by afloat unit's personnel.

5.2.1.2 Delivery

Delivery of stock or vendor material is a routine process on the waterfront; however, when customers want special arrangements for material delivery, the LSR can either broker the service or pick up and deliver the material personally.

5.2.1.3 Turn-In

Coordination of material being turned in on the waterfront is often unnecessarily complicated for afloat units' personnel. The LSR can either provide the correct contact information depending upon the type of material and its destination (See Appendix C.) or broker the pick up and delivery services.

5.2.1.4 CASREP Intervention

Tracking and expediting CASREP orders and deliveries can involve many activities on the waterfront. Afloat unit supply and maintenance personnel and their supervisors, TYCOMs and expediters may all be tracking a CASREP part at the same time. To avoid confusion and duplicated effort LSRs should work in conjunction with the expediter cells, the local DC/MPC

and with the GDSC to find and deliver CASREPs. Once the customer requests help, the LSR should interact with expediters to insure redundant actions are kept to a minimum. Everyone's goal should be to get the part to the customer with as little effort and confusion as possible.

5.2.2 Coordination of Material Processing Center (MPC) Services and Deliveries

Material processing services are tasks that are performed or brokered on behalf of an afloat unit that will save fleet man-hours, including assisting with the receiving, de-trashing, and customizing sorts and delivery schedules. Normally, fleet units will direct routine requirements to their individual MPC. When the schedule must be interrupted for exigent circumstances, the afloat unit's LSR may be called upon to intervene in the process. The most common intervention request is for material to be "cherry picked" and personally delivered to the afloat unit by the LSR. Wherever possible the following procedures should be followed when brokering MPC services:

1. LSRs must make themselves aware of the customer's sort and delivery preferences during their routine contacts with Supply Department personnel
2. LSRs may broker better or increased specialized services with the local MPC. To do this the LSRs must maintain a close working relationship with MPC personnel
3. When LSRs receive special requests for MPC held material to be "cherry picked," they will immediately:
   - Contact the MPC and explain the customer's requirement
   - Use existing local agreements to find and manifest the material
   - Broker the delivery service or hand deliver the material
   - If the LSR chooses to hand deliver the material the manifest must be signed and returned to the MPC in accordance with local procedures
4. When LSRs receive special requests for material to be returned to the MPC, they can either broker the pick-up and return of the material or transport the material themselves

5.2.3 Coordination of Public Works Center (PWC) Services

PWC services and coordination actions are tasks performed or brokered on behalf of a ship, which will save fleet man-hours, improve readiness or quality of life (QOL). Each LSC will determine the most effective way to handle actions related to PWC services in their area of responsibility. At a minimum, tailored local procedures will be identified in Appendix D to this document. The appendix will include:

- Lists of services available
- Phone, email, and website addresses for the sources of support
- List of FAQs with answers
- Examples of documentation necessary to request the services LSCs that perform PWC services will include detailed operating procedures for each service.

5.2.4 Coordination of Husbanding Service

Husbanding services and coordination actions are tasks performed or brokered on behalf of a ship that will save fleet man-hours, improve readiness, or QOL. Each LSC will determine the most effective way to handle actions related to husbanding services in their area of

responsibility. At a minimum, tailored local procedures will be identified in Appendix E to this document. The information will include:

- Lists of services available
- Phone, email, and website addresses of the sources of support
- List of FAQS with answers
- Examples of documentation necessary to request the services
- LSCs who perform husbanding services will include detailed operating procedures for each service

5.2.5 Galley, Laundry, and Small Equipment Repair Coordination

Galley, laundry, and small equipment repair coordination actions are tasks brokered on behalf of a ship that will save fleet man-hours and improve readiness or QOL. Each LSC will determine the most effective way to handle actions related to galley, laundry, and small equipment repair services in their area of responsibility. At a minimum, tailored local procedures will be identified in Appendix F to this document. The appendix will include:

- Lists of services available
- Phone/email/website addresses of the sources of support
- List of FAQS with answers
- Examples of documentation necessary to request the services

5.2.6 Emergency Requisition Processing

Emergency requisition processing actions are tasks performed or brokered on behalf of a ship that will save fleet man-hours or improve readiness. Normally a customer who wants to place an emergency order for material or services will choose the simplest means available. This usually means sending an automated order via OTS, Naval message, or to the GDSC via fax, email, or phone. (See Appendix G.) Customers may also order material and/or services via a government purchase card. When the customer deems LSR intervention appropriate, the LSR will provide the ordering service and follow-up by passing the requirements to the GDSC.

5.2.7 Personnel Effects Coordination

Personnel effects coordination actions are tasks performed or brokered on behalf of a ship that will save fleet man-hours. Each LSC will determine the most effective way to handle actions related to personnel effects coordination in their area of responsibility. At a minimum, tailored local procedures will be identified in Appendix H to this document. The appendix will include:

- Lists of services available
- Phone, email, and website addresses of the sources of support
- List of FAQs with answers
- Examples of documentation necessary to request the services
- LSCs will include detailed operating procedures for each service.

5.2.8 Ceremonial Support Coordination

Ceremonial support coordination actions are tasks performed or brokered on behalf of a ship that will save fleet man-hours or improve QOL. Each LSC will determine the most effective way to

handle actions related to ceremonial support coordination in their area of responsibility. At a minimum, tailored local procedures will be identified in Appendix I to this document. The appendix will include:

- Lists of services available
- Phone, email, and website addresses of the sources of support
- List of FAQs with answers
- Examples of documentation necessary to request the services
- LSCs will include detailed operating procedures for each service

5.2.9 Fleet Assistance Team and Navy Food Management Team Liaison Services

Fleet Assistance Teams. FAT staffed by master, senior and chief petty officers are positioned in major port areas to provide technical assistance and guidance in all aspects of ships store operations. NEXCOM's Ships Store Program provides guidance and policy on ships store operations. Customer assistance may be provided by telephone, visits to FAT offices, or assist visits to individual afloat units. Visits to afloat units are made on an informal basis and no formal report is made upon completion of the visit. Additionally, these teams may function as a distance support liaison for logistics, procurement, or other issues when the afloat units are deployed. The senior FAT member will meet with the SUPPO, Sales Officer, or designated representative upon arrival at the command. The meeting with the SUPPO/Sales Officer is intended to discuss what areas the Sales Officer would like the Team member to cover, if a laundry assist is requested, a member from the engineering rate will perform the laundry assist. The following are the areas and processes/objectives of the visit.

1. Assess the condition and the level of service the sales division is capable of providing for the crew
2. Identify areas of deficiency and write a final report to the Sales Officer describing areas that need correcting prior to an supply management assessment/supply management inspection (SMA/SMI)
3. Provide on the spot training if feasible
   - If further training is required and identified, the Sales Officer will coordinate and request training assistance from the FAT Team Leader
4. Continually emphasize that this is "training not inspection"
   - Upon completion of the assist visit the senior Team member will communicate to the Sales Officer the areas that need correction. In many cases Team members will correct deficiencies on the spot
   - Sales areas, which require the Sales Officer/sales division efforts to correct the deficiencies, will be identified and recommendations for resolving those areas will be provided in writing to the Sales Officer for action
5. Communicate that on-site assistance for laundry equipment is available upon request
6. Refer all ships store modernization requests to the proper NEXCOM POC (See Appendix J)

Afloat units preparing to deploy should submit requests for pre-deployment assistance visits in sufficient time to schedule prior to deployment. During these visits, information will be provided on Consolidation Afloat Requisitioning Guide Overseas (CARGO), foreign

merchandise, NAVSUP P-4998, 1Q items, prime vendor, vendor control, and endurance loading. Such briefs will be conducted at the FAT spaces.

Navy Food Management Teams. NFMTs are positioned in major port areas to provide technical assistance and guidance in all aspects of food service operations. Customer assistance may be provided by telephone, visits to NFMT offices, or assist visits to individual afloat units or shore facilities. Visits to afloat units and shore facilities are made on an informal basis and a formal internal report is made upon completion of visit. Additionally, these teams may function as a distance support liaison for food service issues when afloat units are deployed. The senior NFMT member and team leader will meet with the CO, XO, or designated representative upon arrival at the command. The meeting with the CO is intended to report the NFMT presence and identify training techniques that will be used during the assist visit. It is recommended that the SUPPO and Food Service Officer (FSO) be present at this briefing. At the in-brief the senior team member/team leader will:

- Discuss NFMT's objective of improving food service operations
- Emphasize the NFMT mission of "training not inspection"
- Advise the CO that a debrief will be held with key food service personnel on the last day of the assist visit
- Offer to provide a separate debrief for the CO

While the senior NFMT member and team leader are conducting the in-brief with the CO, other members of the NFMT will introduce themselves to key food service personnel. Team members will use this opportunity to discuss their mission and identify training methods and procedures that will be used.

1. NFMT member observations of food service operations may begin only after introducing themselves to key members of the Food Service Division
2. The senior NFMT member and team leader should meet with all members of the Food Service Division as soon as possible after the conclusion of the in brief with the CO. It is recommended that the meeting take place during the turnover of the watch to avoid interfering with the preparation of meals. The purpose of the meeting is to:
   - Introduce every member of the NFMT
   - Outline the general training process and procedures the team will follow during the assist visit
   - Reemphasize the NFMT mission as "training not inspection"

5.2.10 Freight Shipment Tracking

Freight shipment tracking actions are tasks performed or brokered on behalf of a afloat unit that will save fleet man-hours or improve readiness. Normally a customer who wants to track a shipment will choose the simplest means available, namely searching files via OTS or by contacting the GDSC via fax, email or phone. (See Appendix K) When the customer deems LSR intervention is appropriate, the LSR will provide shipment tracking service and follow-up by passing the requirements to the GDSC.

5.2.11 Hazardous Minimization/Hazardous Material (HAZMIN/HAZMAT) Service Coordination

HAZMIN/HAZMAT service coordination actions are tasks brokered on behalf of a afloat unit that will save fleet man-hours and/or improve readiness. Each LSC will determine the most effective means to handle HAZMIN/HAZMAT service coordination in their area of responsibility via the ECAP technician and list their procedures in Appendix L to this document. The appendix will include:

- Lists of services available
- Phone, email, and website addresses of the sources of support
- List of FAQs with answers
- Examples of documentation necessary to request the services

5.2.12 Gas Cylinder Services

Gas Cylinder Services are defined as information provided or tasks performed or brokered on behalf of a afloat unit that will save fleet man-hours by assisting with orders or turn-ins of gases and cylinders. Each LSC will determine the most effective way to handle actions related to gasses and cylinders. At a minimum, tailored local procedures will be identified in Appendix M to this document and will include instructions for:

1. Gas pickup without turn-in:
   - Correct procedures for completing DD1348/6
   - Routing for completed form for processing
   - Explanation of BM status to Defense Supply Center (DSC) or the DC
   - Local gas and cylinder warehouse locations
   - Delivery expectations
2. Turn-in of gases and cylinders:
   - Correct procedures for completing DD1149 for transshipment to turn-in site
   - Instructions on the proper packaging of cylinders to be transshipped
   - Properly capped, palletized, and banded cylinders should not be rejected by the transshipment source of support
   - Instructions on tracking the turn-in

5.2.13 Walk-in Customer Service

Walk-in customer service actions are tasks performed or brokered on behalf of a customer who has walked into the LSC for service. In all instances, the LSRs will treat the customer with utmost courtesy. If requested service is within the scope of the LSC, the LSR will refer to and follow the appropriate procedures contained in this document. If the request is not a standard service, the LSC will research and find the correct source of support for the customer. If the actions are turned over to another source of support, LSRs will volunteer to follow up until the customer says the actions are complete.

5.2.14 Deployed/Lateral Support

Deployed/lateral support actions are distance support tasks performed or brokered on behalf of a afloat unit that will save fleet man-hours, enhance QOL, or increase readiness. The afloat unit may request assistance via email, Navy message, or phone. Many requests for assistance require

unique, innovative approaches to resolve. Each LSC will determine the most effective way to handle actions related to recurring distance support requests. At a minimum, tailored local procedures will be identified in Appendix N to this document and will include instructions for:

1. Handling requests for material to arrive at the afloat units next port of call to include:
   - Correct procedures for inputting requisitions via One Touch Support or the Global Distance Support Center
   - Researching specific shipments to locate material
   - Picking up or brokering transportation services from vendors, SERVMART, and military warehouses
   - Arranging for consolidation and/or repacking of material as necessary
   - Coordinating receipt of material with husbanding agents at the appropriate port-of-call
   - Arranging shipments with one or more of the following: commercial carrier, Air Mobility Command (AMC), local DC, Priority Material Office (PMO)
   - Providing tracking information to customer
   - Tracking shipment(s) until customer acknowledges receipt
2. Handling transportation requests for air wing offloads to include:
   - Receiving request from customer via phone, email, or message
   - Providing the correct format for DD1149 with Job Order Number (JON) to the customer
   - Provide DC the following:
     - Three days advance notice
     - Date and time the truck is required
     - Complete address of the truck's destination
     - DD1149 with JON and authorizing signature
3. Handling a request for Subsistence Prime Vendor (SPV) delivery with/or without working parties to include:
   - Passing the requirement to SPV Team whose members will coordinate the delivery of the subsistence and working parties as required
   - Insuring customer has the necessary feedback concerning the order
   - LSR greeting afloat unit on the pier and insuring all is well with the food and working party requests

5.2.15 ATMs-at-Sea/Navy Cash Liaison Services

ATMs-at-Sea/Navy Cash actions are tasks performed or brokered on behalf of an afloat unit that will save fleet man-hours and enhance QOL by assisting with ATMs-at-Sea/Navy Cash issues. LSC brokers customer requirements with related to:

- Requests for assistance with hardware or software issues
- Rescheduling assist visits for deployed customers

5.2.16 Pharmaceutical Prime Vender (PPV) Liaison
PPV actions are tasks performed or brokered on behalf of an afloat unit that will save fleet man-hours by assisting with medical supply issues related to pharmaceutical material. LSC performs or brokers customer requirements related to:

- Pharmaceutical Guaranteed Return Program
- Pharmaceutical turn-in/re-issue program
- Other medical issues related to pharmaceutical material
- PPV COR functions
- Training and assistance to the fleet
- Assisting mobile fleet units that do not have accounts to order medicinal products
- Informing local depot of orders that are made for activities which to not have PPV accounts

5.2.17 Logistics Support Center Customer Asset Visibility Training
MPC customers will need access to LCAV in order to review material on hand, schedule deliveries, research frustrated material, and generate various reports. The LSC will offer and/or provide or broker the following services to MPC customers:

1. Determining access requirements for the Fleet and coordinate with LCAV system administrator to set up accounts
2. Training the fleet to use LCAV, e.g., reports available and document/manifest review

5.2.18 Afloat Unit Husbanding
Afloat unit husbanding services include: logistics requests, on arrival/departure services, foreign vessel support.

5.2.18.1 Logistics Requests
The LSO will ensure that procedures are in place to receive, review, and respond to logistics request (LOGREQ) messages. At a minimum, these procedures should include communication with the local Port Operations Department, non-Navy port husbanding contracting personnel (where appropriate), MPC, and the various husbanding service providers. The afloat unit's LSR will review incoming LOGREQs for services requested and use professional judgment to suggest additional services where necessary. As required additional clarification will be requested via appropriate means to ensure a successful, delay-free arrival or departure. Some of the items the LSR/LSO will look for in the LOGREQ include:

- Material delivery instructions for the MPC, also checking the CRIF
- Provisions required and if requirements were submitted to Prime Vendors to start/stop pastries, etc.
- If arriving from overseas, ensuring LOGREQ includes required agricultural inspections, special trash containers (cooker), customs inspector, and special instructions for personnel/material requested via tug
- Special services or material requested on arrival or departure
- If required funding documents are in place

5.2.18.2 On Arrival/Departure

The LSO will ensure that procedures are in place for a LSR to verify all requirements received in the LOGREQ are met and to actually meet the afloat unit on arrival. LSR will pay particular attention to the condition of the pier, trash receptacles, and anything that might interfere with the process. While the LSR is not in a position to direct most of the service providers, they are expected to bring unsatisfactory conditions to the attention of the appropriate activity in a manner that minimizes the potential impact on the afloat unit. In addition to the routine activities expected for home-ported afloat units, LSO will pay particular attention to:

- Providing a pre-deployment visit and brief
- Meeting a visiting or newly home-ported afloat unit with a "Ship Boarding Party," and arranging courtesy calls to welcome them to the area
- Conducting a post-deployment call to obtain any lessons learned in a manner that is least intrusive on the SUPPO

5.2.18.3 Foreign Vessels

Foreign vessels are not included in the concept of operations (CONOPS) for the LSC and are not mission funded for support. In those cases where a U.S. afloat unit is acting as the host or sister afloat unit for a foreign vessel, the LSR may accept or complete a tasking on behalf of the U.S. afloat unit at the U.S. afloat unit's request. The LSR may also provide routine information and points of contact so that the afloat unit's visit is a pleasant one. In general, the foreign vessel will provide their own husbanding agents and obtain services on a cash basis from local Navy service providers. As a result, hosting a foreign vessel should not be a major portion of the LSC's business. Various other business segments of FISC and FISC's partners may provide services to a foreign vessel and in some cases the FISC business unit may request assistance from the LSC with a visiting foreign vessel. That extent of that effort should be determined by the LSO's chain of command.

Return to TOP

SECTION 6

STANDARD LSR SERVICES – NON-MILITARY PORT

(Submitted by FISC Puget Sound)

6 STANDARD LSR SERVICES NON-MILITARY PORT

6.1 Standard LSR Services

6.1.1 Logistics Support Officer/Customer Service Officer Duties/Responsibilities

The LSO or the CSO will review all LOGREQ messages as they come into the FISC message center. Any LOGREQs that are received for non-Navy port visit requests by afloat units will be reviewed for LSC support. The LSO will assign a LSR to the visiting afloat unit as the LSR for all visiting units. The LSR will contact the SUPPO via phone or email to inform the afloat unit's SUPPO that he is the main POC for any logistical requirements that the afloat unit will need during their port visit. The LSR's responsibility for the logistical needs of the visiting afloat unit includes but is not be limited to the following:

Note: Some or most of these requirements will be handled with the local or FISC Port Services Office or the husbanding contractor.

- Pilot scheduling
- Tug scheduling
- Required crane services
- Brows
- Fenders
- Camels
- Buoy lines
- Telephone lines
- Potable water
- Portable toilets
- Collection, holding, and transfer (CHT) disposal (barge or truck)
- Refuse removal
- Oily waste removal (barge or truck)
- Force protection barriers
- Commercial security services
- Water taxi rentals
- U.S. mail transfer to port
- Customs clearance support
- Immigrations registration

6.1.2 LSR Duties/Responsibilities

After contacting the visiting afloat unit's Supply Department, the LSR will contact the local Port Services Officer to ensure that all port services responsibilities are on track for the visiting afloat

unit's dates of arrival and departure. The LSR responsibilities will include but are not limited to the following:

- Cell phone rental
- Vehicle rental (could include parking and gas)
- Material movement and delivery
- Afloat unit's VIP party arrangements including supplies and rental of equipment
- Daily visits to the afloat unit
- Depot-level repairables (DLR) turn-in and signature to nearest Advanced Traceability and Control System (ATAC)
- SPV ordering and delivery

Return to TOP

SECTION 7

MATERIAL PROCESSING

(Submitted by FISC Jacksonville)

7 MATERIAL PROCESSING

7.1 Background

Each LSC shall coexist with a MPC, run by the local Distribution Center (DC) assigned in the applicable geographical area.

1. The MPC's function is to broker customized material processing for afloat units and Fleet units home-ported and visiting the local geographical area. The MPC services to be performed include receiving, customized sorting in accordance with customer direction/desires, placing material into temporary storage within the DC facility, re-packaging and freight forwarding functions for the movement of Navy and vendor material
2. The LSC will be the MPC's "face to the fleet," and as such the LSO will serve as the authorized liaison between the MPC and the customer to coordinate work loading, sorting, or scheduling to meet customer requirements. In addition, controlled access shall be given to the MPC by the DC to ensure that the LSC is able to fulfill its obligations their customers

7.2 Receipt of Material

Material received into the MPC shall be offloaded and sorted to preclude loss of or damage to the shipment. Material will further be sorted, dunnage removed and staged in accordance with customer requirements.

1. Material that is received damaged should be photographed and a Transportation Discrepancy Report (SF361) should be raised prior to forwarding or delivery to the consignee
2. Frustrated material, i.e., material received without proper identification or documentation, should be assigned a frustrated document number, and a collaborative effort between the DC and LSC undertaken to identify the correct consignee. Such action should include, but not be limited to, contacting:
   - Vendors
   - Item Managers
   - Afloat units
   - Other customers

Every effort should be made to see that the correct consignee for frustrated material is identified and that items are delivered within three working days.

7.3 Local Delivery

The MPC will provide tailored staging and delivery services to its customers in consultation with the LSC. This includes maintaining associated materials handling and transportation equipment.

Standard deliveries should be made Monday through Friday, with the aim to having material received into the MPC delivered to the customer within 24 hours. In addition, local procedures should be established between the DC and the LSC to ensure that expedited material can be delivered in the most efficient time frame possible, including outside of normal working hours. Expedited items are defined as:

- Any item delivered by an express shipment contractor, e.g. FEDEX, DHL, UPS
- Express overnight shipments
- Issue Priority Group 1 material
- W- and G- requisitions
- Items annotated "999" or "CASREP"

7.4 Temporary Storage

Temporary storage is the storage of inbound requisitioned material, usually equal to or less than 14 days, to a fleet unit serviced by the MPC. The 14-day timeframe may be extended via bilateral agreement between the DC and the customer, in consultation with the LSC, based on an individual activity's need, schedule, and space availability.

7.5 Freight Forwarding

The MPC will provide a freight forwarding service for material that is transported from or delivered by customers or their representatives. Items will be packed, documented and otherwise prepared for shipment as required by the customer, and the MPC will advise the customer of the shipment without delay. Where required, the MPC will provide a pick up service at the pier.

7.6 Mode of Shipping

Surface transport will be the normal mode for transporting cargo to and from the MPC. Air and sea transportation of items may be considered on a case-by-case basis. In particular, expedited materiel will normally be transported by the fastest possible means, although this does not automatically mean airfreight. The authority to determine the mode of shipping of outgoing material from the MPC rests with the CO of the relevant DC and/or their appointed delegate.

7.7 Hazardous Material (HAZMAT)

The MPC shall ensure that all HAZMAT items received for shipment by military/civilian air, surface, or truck are correctly packed, marked, labeled, and certified by persons qualified to do so in accordance with NAVSUP P-505 and CFR 49. In addition, the MPC will screen all incoming material to detect HAZMAT not identified by the shipper and ensure corrective action is undertaken prior to forwarding on to the consignee. HAZMAT will not be stored temporarily or otherwise except in a properly certified facility.

7.8 Information Systems

The MPC will utilize the LSC LCAV software and input required information to accurately support material flowing into and out of the MPC and in doing so ensure that customers have full visibility of items received at the MPC on their behalf. The LSC has local system administrator responsibility for the LCAV software and is responsible for accomplishing the following functions:

1. Adds and removes LCAV users and customers
2. Educates the fleet on the use of LCAV, enabling customers to better utilize this system to track their material
3. Accepts change recommendations or software trouble reports from the local DC and submits them to NAVSISA and COMFISCS for resolution
4. Determines and defines levels of access to LCAV
5. Initiates warranty/maintenance service on LCAV equipment, e.g. symbol scanners
6. Reports defective equipment and equipment shortages
7. Performs other system administrator functions as required

Return to TOP

THIS PAGE BLANK FOR TWO-SIDED COPYING.

SECTION 8

ORGANIC WAREHOUSE FACILITIES

(Submitted by FISC Yokosuka)

8 ORGANIC WAREHOUSE FACILITIES

Organic Warehousing Facilities may not be available within all LSCs. In the absence of facilities, as the primary advocate for each customer, the LSC will broker with outside agencies the customer's requirements.

8.1 General Customer Lay-down Space

The purpose of premium lay-down space at no added customer costs is to provide both afloat and shore commands the option of temporary storage when surge or overflow requirements exist. The process is as follows:

1. All customers requesting lay-down space will be required to complete a User Agreement Form (UAF)." (See Appendix O.) Once completed, the UAF will be routed through the FISC Customer Service Officer via their SUPPO for final approval
2. Upon final approval of the UAF, material(s) to be stowed along with copies of the approved UAF may be forwarded to the resource center, or designated facility, for assignment of a designed stow location as lay-down space allows
3. As a part of material receipting at stowage location, each customer will provide the original UAF to the stowage location supervisor for final signature. The supervisor will make two copies, one for the customer and one to be maintained on file
4. All material will be stowed with a copy of the user agreement attached, along with a plaque on each item or container/pallet stating; command, stow date, estimated pickup date, POC, and telephone number
5. Customers are required to maintain adequate inventories of all materials placed into stow. The lay-down space provider is not responsible for loss or damages incurred
6. At no time shall hazardous materials, personal property, or high value materials be stowed in general material lay-down spaces

8.2 Secured Storage Space

The purpose of premium lay down space at no added customer costs is to provide both afloat and shore commands with the option of secure temporary storage when surge or overflow requirements exist.

1. The same procedures utilizing the UAF approval process are followed as previously identified above in Section 8.1
2. A joint inventory of all items will occur with both the customer and LSC representative participating
   - Both parties will acknowledge on-hand nomenclatures and quantities through each party's signature on the inventory
   - Both parties will maintain on-hand inventories for all material placed into storage

3. All material placed in the secured storage spaces will be inventoried weekly for accountability. If material is lost, stolen, or damaged, the storage location supervisor will notify the FISC CSO and the CDO in order to take appropriate action
4. Secure storage spaces will normally be accessed during normal site working hours. Access to any secure storage space after hours, weekends, or holidays will only be granted by the CDO, CSO, or ACSO. Access approval will not be delegated below the preceding level of authority
5. At no time shall hazardous materials or personal property material be stored in secure storage spaces
   - For additional guidance regarding the storage of sensitive materials, refer to the NAVSUP P-485

8.3 Material Handling Equipment

Organic MHE may be provided to the customer for local material movement, provided that the customer has licensed operators. Operation of all MHE within the stowage facility will be under the supervision of the facility supervisor. In cases where MHE is not available, the supporting LSR may coordinate requirements, at the customer's expense.

Return to TOP

SECTION 9
ADVANCED TRACEABILITY AND CONTROL (ATAC) RELATED SERVICES
(Submitted by FISC Jacksonville)

9 ADVANCED TRACEABILITY AND CONTROL (ATAC) SYSTEM

9.1 Background
The Navy ATAC system is the Navy's program for tracking and expediting depot-level repairable components in the repair pipeline. ATAC provides tracking and visibility for the majority of Depot Level Repairables (DLR) in the repair and supply pipeline. ATAC uses the Electronic Retrograde Management System (eRMS) to process incoming retrograde DLRs from their activities to help reduce carcass charges and misidentifications.

9.2 Process
Afloat units in a port with a local ATAC hub/node are able to schedule drop-offs/collection of retrograde DLR material (carcasses) with a minimum of 24-hours' advance notice. ATAC will screen all carcasses to ensure that the PN/NIIN match data contained in eMRS and that all required documentation (DD1348/1, MAF/2K, non-RFI tag and SRC/HER, see Appendix P) is attached to the item(s).

1. If the checks detailed above are correct, and carcasses have been delivered in person by the customer to the ATAC hub/node, a BC2 can normally be provided on the spot. This ends the customer's financial liability in accordance with current retrograde policy
2. Once carcasses have been accepted by ATAC, they will be transported to the applicable repair authority as identified in eRMS before eventually being returned into serviceable stock

9.3 Packaging
ATAC will provide customers necessary assistance with packaging items where required, although responsibility for correct packaging ultimately rests with the customer. All carcasses processed by the ATAC must be packed and handled in accordance with NAVSUP P-700.

9.4 Technical Assistance for Repairables Protection (TARP)
The goal of the TARP is to reduce and eliminate causes of improper protection of high value DLRs. TARP representatives are available to provide DLR packaging, handling, transportation, and eRMS training and assistance to afloat units.

9.5 LSC Involvement with ATAC Services
LSCs will have little direct involvement with ATAC; however, as the supply system's face to the fleet, LSRs may be required on occasion to broker ATAC services on behalf of customers. As such, it is vital that LSRs familiarize themselves with ATAC procedures and POCs in their geographical area and be ready to provide assistance wherever required.

SECTION 10

REQUISITION PROCESSING

(Submitted by FISC San Diego)

10 REQUISITION PROCESSING

10.1 General

From time to time LSRs will be asked to process any number of different documents for the afloat unit. Some of the documents the LSR can expect to handle include: DD1348s, MILSTRIPs, DD1149s, open purchase requests, invoices, data files, and a host of others. The LSR must ensure that the SUPPO or person providing the document understands exactly what the LSR will do with the document. In addition, the LSR must ensure that anyone to whom the LSR passes the document (s) to is able to complete the process.

10.2 Control

Each LSO will establish control procedures to ensure LSRs/persons receiving documents understand the local document flow, and how to place documents into the right pipeline. These control procedures should include keeping track (count) of the task and allow for tracing to the next step or first hand-off point in the process. Some of the means for documenting actions taken include email, fax, certified mail, and, when available, Remedy.

10.3 Document Review Responsibilities

When an LSR accepts a document for processing or hand off to another activity, the LSR also accepts responsibility for ensuring the document has any required approvals, i.e. is appropriately signed, accurate and current LOA, requisition numbers, and is in the correct format. The purpose of this review is to ensure the LSR is not used as a means to circumvent accountability requirements and to avoid processing delays due to clerical oversight. This does not mean the LSR assumes responsibility for all the regulatory requirements that are attached to the document; however, it does mean the LSRs will exercise due diligence in the performance of their duties.

10.4 Processing Policy

LSRs are not intended to supplant normal document paths like OTS, GDSC, Defense Automated Addressing System (DAAS) or the U.S. Postal Service. In general, LSRs will accept documents as a courtesy in those cases where the normal process is not available or is unable to meet the customer's needs for a specific transaction. LSRs will utilize the normal channels for document processing, even after they have accepted a document, as long as the normal process satisfies the requirements. The LSR's role is to facilitate, not take over the processing. As with any task accepted from the customer, LSRs will inform the customer of the disposition of any document accepted and maintain a watchful eye over the subsequent process steps as requested by the customer.

Return to TOP

SECTION 11

NAVY FOOD MANAGEMENT TEAM SERVICES

(Submitted by FISC Jacksonville)

11 NAVY FOOD MANAGEMENT TEAM (NFMT)

11.1 Organization

COMFISCS has designated the NFMT Mayport as the Program Lead for all NFMTs. NAVSUP will continue to provide policy and procedural guidance. NFMT is responsible for reporting directly to their LSO. NFMT locations include:

1. NFMT Norfolk
   Phone: 757-443-1900
   DSN: 646-1900
   FAX: 757-443-1901
2. NFMT Groton
   Phone: 860-694-4938/5778/5779/5806
   DSN: 694-4938/5778/5779/5806
   FAX: 860-694-4939
3. NFMT Mayport
   Phone: 904-270-5544/6815/7766
   DSN: 960-5544
   FAX: 904-270-7099
4. NFMT San Diego
   Phone: 619-556-5651
   DSN: 526-5651
   FAX: 619-556-5653
5. NFMT Puget Sound
   Phone: 360-396-1382
   DSN: 439
   FAX: 360-396-1381
6. NFMT Pearl Harbor
   Phone: 808-473-0853
   DSN: 473-0853
   FAX: 808-473-3763
7. NFMT Yokosuka
   DSN: 315-243-7324
   FAX: 011-81-46-816-7324

NFMT personnel strengths will be determined by the Enlisted Distribution and Verification Report (EDVR).

11.2 Responsibilities - LSO
The LSO is responsible for the daily operation of the NFMT. Primary duties include the following functions:

1. Supports FISC and NAVSUP policies and initiatives
2. Reviews incoming and outgoing correspondence and reports
3. Keeps the CO informed of all major actions and problems concerning the NFMT
4. Responsible for the submitting an annual budget and notifying the Program Lead of any funding shortfalls
5. Participates in monthly all-NFMT conference calls
6. Conducts formal and informal counseling with NFMT members to provide measurable performance standards
7. Submits evaluations (NAVPERS 1616/26) and fitness reports (NAVPERS 1610/2) per local FISC instructions. Ensures block 7 reads "FISC (your location)"

11.3 Responsibilities - Senior NFMT Member
The senior NFMT member is responsible to the LSO for the daily performance and conduct of NFMT members. Primary duties include the following functions:

1. Informs the LSO of assist visit schedules, personnel changes and administrative requirements, and funding shortfalls
2. Develops and implements daily, alternating, and reporting/departure work schedules
3. Ensures that one member is conducting training through the preparation of breakfast and the breakdown of the lunch meal
4. Reviews and maintains the General Mess Profile Summary
5. Reviews customer effectiveness surveys from formal seminar training and site visits prior to SITSUM submission
6. Conducts assist visit in-briefs and debriefs with the command's designated representatives
7. Processes applicants for NFMT billets and "A" School instructor positions
8. Conducts oral interviews for prospective NFMT members and "A" school instructors
9. Conducts courtesy calls to afloat and ashore COs, SUPPOs, Food Service Officers (FSO), and Leading CSs as required to promote the NFMT mission as a training and assistance team
10. Participates in monthly all-NFMT conference calls
11. Responsible for reviewing and submitting the monthly SITSUM to NFMT Mayport by the fifth of each month

11.4 Assist Visit Guidance
The NFMT will provide training and assistance to afloat and ashore general messes to raise the quality and standards of food service operations. NFMTs will utilize the Food Service Evaluation/Training/Inspection Checklist (ETIC), located in the NFMT SOP, when conducting visits. The checklist should be utilized to ensure all areas of food service are thoroughly reviewed during the visit. <u>No point totals or scores will be assigned</u>. Upon completion of the visit, team members will do the following:

1. Check the appropriate compliance boxes (Yes or No) on the ETIC and make comments and recommendations as appropriate
2. Ensure that all non-compliant requirements are addressed
3. Complete the General Mess Memorandum Analysis (GMMA) located in the NFMT SOP
4. Provide a copy of the analysis and a copy of the completed ETIC to the FSO at the informal debrief
5. Retain a copy of the ETIC and the GMMA for the NFMT

11.4.1 Length and Type of Assist Visits

All food service operations may request an assist visit. Note: Activities formally nominated for the Ney Award by the fleet commander or major claimant are ineligible for an assist visit. Duration and timing of possible assist visits:

- One-week
- Two-week
- Custom one or two day
- Custom three or four day
- One-week follow-up, within four to six months of the initial visit

11.4.2 Assist Visit Scheduling

NFMT assist visits are scheduled in accordance with NAVSUP P-486, Volume I, Appendix H. Afloat activities take priority over shore commands when scheduling assist visits. Recommended periodicity of assist visits is every 18 months for afloat commands and every 24 months for shore commands. A template command periodicity chart is located in the NFMT SOP. For commands that are out of periodicity, the following procedures will be followed:

1. The senior NFMT member will send an out-of-periodicity letter to the SUPPO of the activity. A template for the letter is located in the NFMT SOP
2. If no response, the FISC CO will resend the same letter
3. If no response to the FISC CO letter, the FISC CO will personally contact the SUPPO with a phone call
4. Lastly, if no response to either contact, the FISC CO will personally contact the CO of the activity

11.4.3 Recommended Assist Visit Team Complement and Visit Length

Command Type	Minimum Number CSs	Minimum Number MMs	Assist Visit Army VET	Length Week(s)
Ashore				
Large	5-8	2	1	2
Medium	4-6	1	1	1
Small	3-5	1	1	1
Training				

Command	10	2	1	2
Hospitals	3-5	1	1	1
Afloat				
Submarine	2-3	1	1	1
CVN	5-8	2	1	2
ARS	3-5	1	1	1
FFG/FF	3-4	1	1	1
AGF/ARS	3-5	1	1	1
LPD/LSD	4-6	1	1	1
LST/LCC				
LHD/LPH/AS	5-7	2	1	2
AO/AOE/CGN	4-6	1	1	1
CG/DD/DDG				

11.4.4 Assist Visit Confirmation.
Upon receipt of a visit request, the senior NFMT member will respond in writing via letter or email with a confirmation notification, located in the NFMT SOP.

11.4.5 Assist Visit Team Leader
The senior NFMT member will identify a team leader for every visit. The team leader will:

1. Identify a training schedule with the concurrence of the FSO and Leading CS
2. Keep the senior NFMT member informed on the progress of the assist visit
3. Brief the FSO and Leading CS daily on the progress of the visit and identify problems encountered
4. Coordinate and conduct an informal critique after each meal
5. Participate in the in-brief and debrief with the CO
6. Submit a completed General Mess Profile Summary, located in the NFMT SOP, at the end of the assist visit for review by the senior NFMT member

11.5 Assist Visit Procedures

11.5.1 Senior NFMT Member and Team Leader
The senior NFMT member and team leader will meet with the CO, XO, or designated representative upon arrival at the command. The meeting with the CO is intended to report the NFMT presence and identify training techniques that will be used during the assist visit. It is recommended that the SUPPO and FSO be present at this briefing. The in-brief will include the following content:

- Statement of the NFMT's objective of improving food service operations
- Statement of the NFMT's mission, emphasizing "training not inspection"
- Confirmation with the CO that a debrief will be held with key food service personnel on the last day of the assist visit
- Offer of a separate debrief for the CO

11.5.2 Assist Visit NFMT Members

While the senior NFMT member and team leader are conducting the in-brief with the CO, other members of the NFMT should introduce themselves to key food service personnel. This is the NFMT's opportunity to discuss their mission and identify training methods and procedures that will be used.

1. NFMT member observations of food service operations may begin only after introducing themselves to key members of the food service division
2. The senior NFMT member and team leader should meet with all members of the food service division as soon as possible after the conclusion of the in-brief with the CO. It is recommended that the meeting take place during the turnover of the watch to not interfere with the preparation of meals. The purpose of the meeting is to
   - Introduce every member of the NFMT
   - Outline the general training process and procedures the team will follow during the assist visit
   - Reiterate that the NFMT's mission is "training, not inspection"

11.6 Assist Visit Training

The focus of the NFMT is to provide on-the-job training and formal instruction in all areas of food service operations. To obtain additional value from training, it is necessary for NFMT members to meet daily to evaluate their efforts. A daily departure conference should include the FSO and Leading CS to review the day's training, discuss and evaluate progress of the assist visit, and provide solutions to training and operations conflicts. Comments from the FSO and trainees should be considered during this meeting.

11.6.1 Formal Training

Guidelines for formal training during an assist visit are as follows:

1. Normally there will be no more than one formal instructional period each day
2. When necessary, because of the short duration of a visit, more than one lesson topic may be combined into one formal presentation. Formal instruction periods should be limited to a minimum of 45 minutes and a maximum of one hour
3. During formal training periods the instructor should demonstrate the principle being taught and offer advice and assistance
4. Participants will sign the Training Attendance Roster, located in the NFMT SOP
5. Participants will be asked to complete the Customer Service Effectiveness Survey, located in the NFMT SOP

11.6.2 On-The-Job Training

1. This training should emphasize the do-as-I-do training technique in the actual preparation and service of food
2. A NFMT member will "man the watch" to encourage teamwork and demonstrate proper food handling and sanitation procedures

11.7 Assist Visit Debrief Procedures

At the end of the formal visit an informal conference will be held with the FSO and key food service personnel. A medical department and engineering department representative are encouraged to attend. The debrief will normally last no longer than 60 minutes.

11.7.1 The Evaluation/Training/Inspection Checklist

The ETI Checklist, located in the NFMT SOP, should be used to generate discussion. Topics during the debrief will include, but are not limited to the following:

- Each team member briefing the specific area of training they provided
- Solutions and recommendations in the areas identified as needing additional training

11.7.2 Customer Service Effectiveness Survey

During the in brief the senior NFMT member will present the FSO a Customer Service Effectiveness Survey, located in the NFMT SOP. The survey will be completed and returned to the senior NFMT member at the debrief. The information will be included in the monthly SITSUM.

11.8 General Mess Profile Summary:

The team leader will complete the General Mess Profile Summary (GMPS), located in the NFMT SOP, at the end of every assist visit. All sections applicable to the general mess will be completed. Sections that do not apply should be marked N/A. The GMPS provides historical reference about the general mess and can be used for follow-up visits or future assist visits. The GMPS must be retained until the next visit is conducted by the NFMT.

Return to TOP

SECTION 12

FLEET ASSIST TEAM SERVICES

(Submitted by FISC San Diego)

12 FLEET ASSIST TEAM SERVICES

12.1 General

The role of a Ships Store FAT has transitioned from a team primarily concerned only with visiting afloat units in a local area into a cadre of highly technical personnel using modern equipment and information technology to both resolve problems and enhance the efficiency of ships store operations worldwide. Teams provide assistance to afloat units through retail operational assistance, habitability assistance and Ships Store programs of record. The FAT is a resource at the FISC provided by NAVSUP to assist afloat units with their ships store, barber shop and laundry (Sales Division) programs. The FAT provides technical assistance in the areas of:

- Retail operations management program (ROM II)
- Navy Cash Program
- Cash handling
- Retail sales
- Laundry equipment maintenance and repair
- Barber skills
- Merchandising
- Facilities and equipment
- Merchandise selection
- Pre-deployment preparations
- Sales
- Essentially any aspect of the afloat ships store business

The authority, chain of command, and responsibilities for the FAT are described in the MOA between NEXCOM and FISC. The FAT is a part of the LSC and reports to the LSO. Each LSO should be familiar with their responsibilities under the agreement. In addition, the LSR must ensure that anyone the to whom the LSR passes document (s) is able to complete the process.

12.2 Organization

COMFISCS has designated the FAT San Diego as the Program Lead for all FATs. NEXCOM will continue to provide policy and procedural guidance. FAT is responsible for reporting directly to their LSO. FAT locations include:

1. FAT Norfolk
   Phone: 757-443-2522
   DSN: 646-2522
   FAX: 757-443-2540

2. FAT Mayport
   Phone: 904-270-7173
   DSN: 942-7173
   FAX: 904-270-6307
3. FAT San Diego
   Phone: 619-556-5733
   DSN: 526-5733
   FAX: 619-556-5726
4. FAT Yokosuka
   Phone: 011-81-468-271-3042
   DSN: 315-243-3042
   FAX: 011-81-468-261-1911 ext 5354
5. FAT Naples
   Phone: 011-39-81-570-1203
   FAX: 011-39-81-724-4002

FAT personnel strengths will be determined by the Enlisted Distribution and Verification Report (EDVR).

12.3 Control

NEXCOM retains technical, policy, program management, and resource allocation responsibility for the FAT. The FAT is a part of the LSC and reports to the LSO for day-to-day operations in accordance with the FISC organization manual and the MOA. The number of billets and capabilities of each FISC FAT differ slightly and will likely change over time; therefore, it is important for FISCs with more robust, better-staffed FATs to support other FISCs' fleet assistance requirements. Likewise, it is important for LSCs with FAT customer requirements that they cannot meet to contact an LSC with the appropriate capability. To avoid scheduling issues and inefficient use of resources, each FISC should develop, maintain, and make available their team's schedule so that emergent requirements may be satisfied with the least disruption to the scheduled assist visits, within resource availability, across the entire COMFISCS FAT schedule.

12.4 FAT Processes, Pre/Post-Deployment, and the Inter Deployment Training Cycle

LSOs will advertise and advocate the FAT as a means to improve ships store operations. They will maintain a history of assistance provided by afloat unit/customer and promote providing an assist to each served command every 18-24 months. In addition, FAT members should be a part of the pre-deployment preparation assistance LSCs provide to their customers. At a minimum the FAT should make an on-board the afloat unit pre-deployment visit early enough to help the afloat unit prepare and a post deployment lessons learned visit, preferably more than 45 days in advance. During the pre and post deployment visits, the FAT will collect lessons learned, determine if asset redistribution is appropriate, and offer to assess equipment material condition. They can also provide just-in-time training for special skills not available or fully developed on board. This is an appropriate time to remind the afloat unit of all FAT remote distance support assistance that is available and how to access the FAT while underway.

Return to TOP

SECTION 13

SUBSISTENCE SERVICES

(Submitted by FISC Pearl Harbor/FISC Jacksonville Det Ingleside, TX)

13 SUBSISTENCE SERVICES STANDARD OPERATING PROCEDURES

13.1 Background

Each FISC will provide SPV desk services. The function of the SPV desk manager is to coordinate, input, and de-conflict customer subsistence orders. This includes ensuring catalogs are up to date, processing orders and receipts, scheduling deliveries and stevedore services, as well as acting as a liaison between the customer, the prime vendor, and DSCP.

13.2 Logging in to the STORES website.

Go to the "STORES" website: https://www.stores.dla.mil/stores_web/. Log in procedures are:

1. Fill in User ID, and password for the site you're working from
2. Accept the DOD "Computer System" terms
3. Click on "Continue" (This will take you to the Main Menu.)
   Main Menu Selections are:
   - CATALOGS
   - ORDERS
   - RECEIPTS
   - OTHER

13.3 Catalog Distribution

Access and distribute the catalog weekly to customers using email or diskette, for those with limited email connectivity.

1. Go to the "STORES" website: https://www.stores.dla.mil/stores_web/ Click on "CATALOGS"
2. Click on "Catalog Change Report"
   - If there are any changes, print and retain. Place in weekly binder
3. Click on "Export Catalog". Insert a diskette in the "A" drive. Just follow the prompts until download is complete
   - Repeat for as many diskettes as desired according to customers' needs, for those afloat units that don't have good email connectivity
4. Distribute catalog weekly via email to all area customers who have connectivity

13.4 Automated Order Processing

For orders that are made with a disk from the customer. Information may be downloaded.

1. From customer's order disk, open the disk content in Lotus Notes
   a. Verify catalog date - normally Sundays as beginning of the week
   b. Double check required delivery date (RDD) to ensure that there is an opening in Customer Log for delivery schedule

2. Go on the Go to the "STORES" website. https://www.stores.dla.mil/stores_web/ Click on "ORDERS"
   a. Click on "Import Orders"
   b. Click on "Browse" and highlight the Order Number on the diskette and click "Open"
   c. Click on "Import" (Selection will appear upon completion)
   d. Click on "Pending Orders." Make changes if necessary on this mode
      - Click on "Detail" (The Order List will appear)
      - Make a change to the Quantity or Delete the item
      - Click on "Commit Changes"
   e. Click on "Pending Orders"
      - If all is OK, click on "Send"
      - Click on "Show Order Details"
      - Select "Print"
3. Finalizing the Process
   a. Gather all related documents and prepare Log of Transmitted Orders
   b. Fax the Log to each vendor
      - Fax the hard copy of the Purchase Order only if the vendor requested it
   c. File the Purchase Order and its corresponding documents in appropriate folders
      - Retain the folders in temporary file until receipts are received from vendors

13.5 Manual Orders Processing

For faxed, emailed, phoned in, message, or in-person ordering, the following procedures apply:

1. Go on the Go to the "STORES" website. https://www.stores.dla.mil/stores_web/ Click on "ORDER"
2. Click on "Create New Order"
   a. Select Required Delivery Date (RDD) and Afloat unit's DODAAC (UIC)
      - Click on "Continue"
   b. Select "Template" if there is any, else fill in the items one at a time in "For: _____"
   c. Select "Search"
      - Enter quantity of the selected item
      - Click on "Add to Order"
   d. Click on "Order Details". (All items selected will appear)
      - Make necessary changes in this mode
      - Click on "Send"
      - Click "Show Order Details"
      - Select "Print"
2. Finalizing the Process
   a. Gather all related documents and prepare Log of Transmitted Orders
   b. Fax the log to each vendor
      - Fax the hard copy of the Purchase Order only if the vendor requested it
   c. File the Purchase Order and its corresponding documents in appropriate folder
      - Retain the folders in temporary file until receipts are received from vendors

13.6 Processing Receipts
After delivery, you will "receive" the order into the STORES system.

1. Go on the Go to the "STORES" website. https://www.stores.dla.mil/stores_web/ Click on "RECEIPTS"
2. Click on "Pending Receipts"
   a. Select the Purchase Orders to be received
   b. If quantity is changed, clock on the Purchase Order Number. (The items on order will appear)
   c. Make necessary changes on this mode
   d. Click on "Commit Changes"
3. Click on "Pending Orders"
   a. Click on "Hold" under the Status Column of selected POs
   b. (Selection "Approved" will appear.) Click this one
   c. Click on "Commit to Change" (This is a must!)
4. Click "Send Receipts"
   a. Click on "Show Receipt Detail"
   b. Select "Print"

13.7 Exporting Receipts
To export receipts, the Purchase Order must be completed first.

1. Go on the Go to the "STORES" website. https://www.stores.dla.mil/stores_web/ Click on "RECEIPTS"
2. Click on "Export Receipts", put a blank disk in drive "A" and follow screen dialog
   – **Note:** No manual orders can be exported this way. Manual orders will not appear in the "Export Receipts" file
3. Adjusting the completed order
   a. Click on "Adjust Receipts"
   b. Select the Purchase Order to be adjusted
   c. Click on the P. O.
   d. Make all necessary adjustments
   e. Click on "Commit Changes"
   f. Click on "Show Adjusted Order"
   g. Select "Print"
4. Finalizing the Process
   – File the adjusted hard copy with the completed Purchase Order file

13.8 Special Orders
Special orders are specialty items outside the prime vendor catalog. The customer prepares a DD1149 (open purchase document) and sends the document to SPV customer service via email or walk-in delivery.

1. SPV staff review the request to ensure items are not available in the SPV catalog prior to processing the request

2. SPV transmit document to purchasing agent for purchase
3. Purchasing agent will purchase request and coordinate RDD with SPV

13.9 Following-up on Orders and Deliveries from Vendors

1. Call vendors if order has been received and all request are one hundred percent filled
   - Coordinate with prime vendor representative to substitute and "NIA" items
   - Customers may be called for approval should the substitution be of higher value
2. Call vendors of the status of the RDD/time
3. Call vendors to re-send invoice/receipt if required
   - Some orders may be lost in transmitting

13.10 Stevedore/Onload Services

Inform the onload supervisor of the number of afloat units, case counts for a given delivery day. The LSR should also be notified. In the event that the customer is not eligible to have this service, e.g., not enough cases, etc., contact the afloat unit/customer so that a working party can be arranged between them.

Return to TOP

SECTION 14

MWR/RETAIL SUPPORT COORDINATION

(Submitted by FISC Yoko)

14 MORALE, WELFARE, AND RECREATION (MWR)/RETAIL SUPPORT COORDINATION

14.1 Morale, Welfare, and Recreation/Retail Support Coordination

The LSR may assist in coordinating between afloat unit's MWR and base MWR if so requested by either one. LSR assistance may be in the form of:

1. Providing the names of afloat units MWR POCs to the base MWR and vice versa
2. Informing base MWR the time and date of arrival port briefs
3. Back-up liaison or back-up communication conduit with the afloat unit if both base and afloat unit's MWR representatives request the service
4. Per afloat unit's request, may assist in providing advance copies of MWR flyers, event schedules, base maps, etc., through the use of afloat unit's beach detachment (Beach Det) if available

All large afloat units employ a civilian MWR director who deploys with the afloat unit and who is responsible for coordinating the afloat unit's MWR activities; therefore, the LSR must exercise good judgment in working with afloat units on these activities and should avoid becoming a middleman for transactions involving MWR director scheduled activities. Details pertaining to such transactions are best handled directly between afloat unit and base MWRs. When all arrangements are accomplished, the base MWR will report to the LSR and in turn, the LSR will report the same to the afloat unit's MWR or SUPPO.

14.2 Expedite Purchases: Emergent 1Q Requirements

Under normal circumstances, retail material (1Q) requirements will be coordinated by the customer's own supply department to include the identification of sources and associated contracting or purchasing requirements. Emergent requirement support provided by the LSC and the customer's assigned LSR may be necessary to assist with short/non-notice deployment taskings or in such cases when underway tasking requires a brief port stop for replenishment purposes. The following general and associated service-related procedures can be provided by the LSC/LSR as requested by the customer's supply department:

1. The assigned LSR will take receipt of the pending requirement(s) and determine the best possible sources, with quality and costs considered
2. Once a source has been identified, the LSR will communicate this information back to the customer for final purchase determination
3. Upon selection and approval by the SUPPO, a DD1155 or DD1149 will be provided to the LSR. In limited cases were 1Q materials are stocked by DoD, the customer will provide the LSR with a Military Standard Requisitioning & Issue Procedures (MILSTRIP) for the required materials

4. Should the need arise for either a contracting or purchasing agency to be utilized, the LSR will assist in the added coordination effort
5. The LSR will coordinate the delivery of materials to the designated location and make arrangements for any additional material handling equipment (MHE). Additional costs that may be required for the onloading of materials, utilizing either government or commercial MHE, will be billed to the customer
   - **Note:** 1Q materials are generally not considered air-eligible, if an out-of-area delivery is required
6. As required, the LSR will arrange for overland transportation of 1Q materials in order to meet delivery requirements
7. In limited cases involving non-military port visits, the LSR may rely upon the assistance of the supporting husbanding agent to acquire 1Q materials from local sources in order to satisfy emergent requirements. In this case, the leading Ships Serviceman (SH) will prepare the special DD1155 and make the afloat unit's disbursing officer as the paying activity

14.3 Assistance for Deployed Customers

14.3.1 Navy Ports

The LSR is the single and primary POC and advocate for all logistics requirements, questions, and concerns. The LSR will act as liaison with both FISC internal codes and external support activities to coordinate the afloat unit's logistics requirements. In addition, LSR will provide the following services:

1. Communicate and act as liaison with the SUPPO and the Supply Department to check and provide status to the afloat unit's requirements
2. Make regular or daily follow-ups while the unit is in port or under way. Check the Fleet Freight Routing (FFR) guide and coordinate with the local DC regarding the forwarding of the afloat unit's cargo as required or requested
3. Expedite and coordinate delivery and offload of cargo, DLR, HAZMAT, provisions, and afloat units store requirements
4. Provide a POC in the area where the afloat unit is currently operating

14.3.2 Visiting Afloat Units (USS/USNS/NATO)

It is helpful for the supporting FISC to provide key information before the visiting afloat unit's arrival via email, including electronic copies of the following information:

- Welcome letter
- LSC local guide and handbook
- List of LSC POCs
- Samples of required funding documents (if applicable)

The LSR will board afloat units upon arrival and before departure to coordinate any local, funding, or technical issues with base support service or take care of last minute requirements of the afloat units.

14.3.3 Commercial Ports

The afloat unit will coordinate with applicable Navy Regional Contracting Centers (NRCC) to get names and emails of husbanding agents or use the Fleet Freight Routing (FFR) Guide information to get that information as well as the latest shipping information and procedures. Afloat unit's POC or Beach Det deal directly with the port husbanding agents for almost all their logistical needs. In other geographical locations, for example Japan, the LSR will coordinate and arrange husbanding services with the procurement official, who in turn will coordinate with the husbanding agent and subcontractor, to include the delivery of provisions and general stores. The LSR will continue to monitor afloat unit's requirements and assist on issues that may arise. The husbanding services are:

- Crane
- Vehicle
- Brow
- Hotel Services
- Onload
- Sewage, water, trash
- Material offloads
- HAZMAT
- Security Perimeters, etc.

14.4 Non-NSN Requisitions (Open Purchase)

LSRs will coordinate with the local FISC contracting office for expeditious procurement of afloat unit's Open Purchase requisitions. At a minimum, the LSR must ensure an open purchase document is screened as follows:

1. Check the part number if it crosses over to an NSN. If it does, a stock check will be made following the steps above for NSN requisitions. If not, the Open Purchase requisitioning process starts
2. For valid open purchase requirements, will serve as liaison between the afloat unit's SK and the FISC contracting department and will advise the afloat unit regarding other required documentation, e.g. sole source justification, etc.
3. Follow-up with FISC contracting department and provide a status update to the afloat unit
4. If afloat unit is underway, review the latest FFR Guide and/or communicate with the afloat unit regarding special shipping instructions

14.5 Vending Machine Repair Coordination

Vending machines are classified as those that dispense 1Q, 9M and other products such as self purchased laundry detergents. Additionally, video games may be included within this category. As the primary customer advocate, the LSR will coordinate the initial installation, repair, and replacement of such vending machines, as requested by the customer. Assistance will also be provided by FAT, if assigned within the LSC. If a FAT is not resident, the LSR may contact the nearest team for additional assistance. Coordination for installation, repair, or replacement could involve LSR interaction with organic DOD organizations or commercial sources that provide

vending machines for product dispensing. At no time shall the LSR obligate the customer without prior consultation and approval.

If contracting services are required, the LSR will present the requirement on behalf of the customer to the nearest contracting activity and provide feedback status as warranted.
For the purpose of vending machine replacement or initial installation, the LSR may be called upon to assist with vendor access to military installations or the coordination of forklift and crane services in order to facilitate the movement of vending machines. Additional costs for such supporting services will be incurred by the customer or vending machine agency.

While underway, should a customer require replacement services, the LSR will receipt machines for the customer and coordinate the onward shipment via military or commercial means, based upon the customer's Fleet Freight Routing Instructions.

14.6 Renovation and Furnishings Coordination

14.6.1 Renovation

The LSR will assist in the initial screening of renovation or habitability requests and eventually direct the customers to the FISC contracting department. Renovation or habitability requisitions are complex and governed by numerous rules and regulations. OPNAVINST 9640.1 provides guidance regarding the Shipboard Habitability Program.

Local FISC Contracting normally has the expertise and resources to answer technical questions pertaining to the specific requisition. Other activities that may be able to help in providing technical information are port engineers and the Ship Repair Facility (SRF). The customer may tap these other resources before forwarding requisitions to FISC Contracting. In most cases, the requisition will require exact measurements, color combinations, approved shipboard materials, etc. To provide excellent customer service, the LSR will assist in the screening of the requisition document, looking for obvious errors or missing information. In addition, source availability and funding constraints may also be at issue. The LSR must ensure that:

1. The entire line of accounting (LOA) with the appropriate fund codes is correct
   - Having the correct fund codes is a very crucial and important step in the screening and requisitioning processes
2. There are enough requisition numbers provided in the document. Often, more than one requisition number is needed
   - This is another crucial and important step in the screening and requisitioning processes

14.6.2 Furnishings

The LSR will assist in the initial screening of furnishing requisitions and eventually direct the customers to the FISC Contracting Office. Contracting procedures that are already in place must be "strictly" followed to ensure smooth processing of individual requirements. Procurement of furnishings and food service equipment shall conform to NAVSEA S9600-AD-GTP-010 – U.S. Navy Shipboard Furniture Catalog and NAVSUP S6161-Q5-CAT-010 – Ship Food Service

Equipment Catalog respectively. In screening the requisition or funding document, the LSRs must ensure that:

1. The requisition is submitted on a DD 1149 document
2. The entire LOA with the appropriate fund code is correct
   - Having the correct fund codes is a very crucial and important step in the screening and requisitioning processes
3. There are enough requisition numbers provided in the document. Often, more than one requisition number is needed
   - This is another crucial and important step in the screening and requisitioning processes
4. If source of supply is not identified by the customer, FISC Contracting will conduct research for sources of supply and other required research

FISC Contracting and the LSR will advise the customer of the final price in order to support a request for additional funding, if applicable. FISC Contracting will award the contract and advise the LSR of completion. The LSR will then notify the customer.

14.7 Picnic/Party and Transportation Coordination

The LSR will assist in quality of life (QOL) events such as afloat unit's picnic/party and transportation coordination. When the afloat unit requests assistance in coordinating command functions, the LSR will direct the afloat unit to the appropriate base POCs such as Public Affairs Officer, MWR, PWC, NEXCOM, Chaplain's office, commissary, etc.

To help prepare and ensure the success of the event, the LSR may:

1. Advise the afloat unit to appoint a picnic/party POC or identify advance party as necessary
2. Confirm the place, date, and time of the event
3. Advise regarding the availability of gear/equipment needs, e.g., barbecue grill, sports gear, flags, banners, decorations, video coverage, etc.
4. Advise regarding available transportation and associated charges
5. Inquire about the funding being used, e.g., determine if the event is MWR-funded or Official Representation Fund (ORF)-funded
   - If the afloat unit has funding issues, the LSR may suggest alternatives to effect cost reduction, e.g., instead of renting chairs, the customer may borrow from PWC

14.8 Pier Laundry Services Coordination

As the primary customer advocate, the LSR will receive customer's written (email or drop off) requests for laundry services.

1. The LSR must ensure that customer's request include at a minimum the following information:
   - Type of laundry
   - Amount

- Date of pick-up and delivery. If necessary, (depending on customer's knowledge and experience), the LSR will assist the customer in preparing the appropriate requisition document, e.g., DD1149

2. The LSR submits the requisition to the local FISC contracting office. If source of supply or vendor is not identified, FISC Contracting does research and finds appropriate vendor
3. FISC Contracting awards the job to a vendor and issues the SF1449, Solicitation/Contract/Order For Commercial Items
4. The LSR contacts the afloat unit for delivery schedule

Return to TOP

Appendix A

Period Covered _____ **Quarter FY** _____

COMFISCS LOGISTICS SUPPORT CENTER (LSC) CUSTOMER SATISFACTION SURVEY

1. On a scale of 1 to 10 where "1" indicates "Extremely Dissatisfied" and "10" indicates "Extremely Satisfied", please rate your satisfaction with your **Logistics Support Representative (LSR)** on the following attributes:

	Extremely DISsatisfied 1	2	3	4	5	6	7	8	9	Extremely Satisfied 10
Professionalism	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Responsiveness	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Knowledge	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Accessibility	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

2. On a scale of 1 to 10 where "1" indicates "Extremely Dissatisfied" and "10" indicates "Extremely Satisfied", please rate your overall satisfaction with the following **service areas** provided by your **Logistics Support Center (LSC)**:

	Extremely DISsatisfied 1	2	3	4	5	6	7	8	9	Extremely Satisfied 10
Material Processing Center (MPC)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Requisition Services *	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Husbanding Services **	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Provisions Delivery Coordination	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

*Requisition Services: Stock checks, remote requisitioning, status checks, single line item delivery and general coordination with the MPC and NICC on behalf of the ship. **Husbanding Services: The acquisition, ordering, delivery coordination and scheduling and quality assurance of brows, cranes, water, power, sewage, vehicles and similar services on behalf of the ship.

3. On a scale of 1 to 10 where "1" indicates "Extremely Dissatisfied" and "10" indicates "Extremely Satisfied", please rate your satisfaction with your **Logistics Support Center (LSC)** on the following attributes:

	Extremely DISsatisfied 1	2	3	4	5	6	7	8	9	Extremely Satisfied 10
Timeliness of Response/Resolution	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Overall service quality	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Ability to tailor services to meet ship's needs	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
"Value added" to your supply operation	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

4. So that we may serve you better, please take this opportunity to tell us how your expectations were not met for any area above that you rated "5" or lower:

5. Please tell us about any service(s) you would like to see implemented by your Logistics Support Center (LSC) that is/are not currently offered:

6. Please comment on any aspect of your Logistics Support Center (LSC) not addressed in this survey:

7. TYCOM (Choose one): ☐ AIRLANT ☐ SUBLANT ☐ SURFLANT ☐ AIRPAC ☐ SUBPAC ☐ SURFPAC ☐ OTHER COMMAND (Specify) _____

8. Relationship to this LSC (Choose one): ☐ Homeport ☐ Visiting port

9. Hull Type (Choose one): ☐ DD/DDG ☐ CG ☐ CV/CVN ☐ FFG ☐ L-Class ☐ MHC/MCM ☐ SSN/SSBN ☐ OTHER (Specify): _____

10. Ship Name (optional): _____

REVERSE SIDE OF FORM.

Appendix B

Ordering Services Coordination

POC	Phone	Email	FAX	Website Address
GDSC	1-877-41TOUCH	gdsc@navy.mil	Depends on which Coast	
Anchor Desk	1-877-41TOUCH	anchordesk@navy.mil		www.anchordesk@navy.mil
OTS				
Credit Card Buyer				
Acquisition				

1. Frequently Asked Questions (FAQs)

Question	Answer

Return to TOP

THIS PAGE BLANK FOR TWO-SIDED COPYING.

Appendix C

Material Type and Destination Coordination

POC	Phone	Email	FAX	Website Address

1. Frequently Asked Questions (FAQs)

Question	Answer

2. Sample Documents

Return to TOP

THIS PAGE BLANK FOR TWO-SIDED COPYING.

Appendix D

PWC Services Coordination

PWC Service	POC	Phone	Email	FAX	Website Address

1. Frequently Asked Questions (FAQs)

Question	Answer

2. Sample Documents

Return to TOP

THIS PAGE BLANK FOR TWO-SIDED COPYING.

Appendix E

Husbanding Services Coordination

Husbanding Service	POC	Phone	Email	FAX	Website Address

1. Frequently Asked Questions (FAQs)

Question	Answer

2. Sample Documents

Return to TOP

THIS PAGE BLANK FOR TWO-SIDED COPYING.

Appendix F

Galley, Laundry, and Small Equipment Repair Coordination

Service	POC	Phone	Email	FAX	Website Address

1. Frequently Asked Questions (FAQs))

Question	Answer

2. Sample Documents

Return to TOP

THIS PAGE BLANK FOR TWO-SIDED COPYING.

Appendix G

Emergency Requisition Coordination

POC	Phone	Email	FAX	Website Address
OTS				onetouch.navy.mil
GDSC	1-877-41TOUCH	gdsc@navy.mil	Depends on coast	

1. Frequently Asked Questions (FAQs)

Question	Answer

2. Sample Documents

Return to TOP

THIS PAGE BLANK FOR TWO-SIDED COPYING.

Appendix H

Personal Effects Coordination

Service	POC	Phone	Email	FAX	Website Address

1. Frequently Asked Questions (FAQs)

Question	Answer

2. Sample Documents

Return to TOP

THIS PAGE BLANK FOR TWO-SIDED COPYING.

Appendix I

Ceremonial Support Coordination

Service	POC	Phone	Email	FAX	Website Address

1. Frequently Asked Questions (FAQs)

Question	Answer

2. Sample Documents

Return to TOP

THIS PAGE BLANK FOR TWO-SIDED COPYING.

Appendix J

Fleet Assist Team Services Coordination

Service	POC	Phone	Email	FAX	Website Address

Return to TOP

THIS PAGE BLANK FOR TWO-SIDED COPYING.

Appendix K

Freight Shipment Tracking and Coordination

POC	Phone	Email	FAX	Website Address
OTS				onetouch.navy.mil
GDSC	1-877-41TOUCH	gdsc@navy.mil	Depends on coast	

Return to TOP

THIS PAGE BLANK FOR TWO-SIDED COPYING.

Appendix L

HAZMIN/HAZMAT Services Coordination

Service	POC	Phone	Email	FAX	Website Address

1. Frequently Asked Questions (FAQs))

Question	Answer

2. Sample Documents

Return to TOP

THIS PAGE BLANK FOR TWO-SIDED COPYING.

Appendix M

Gas Cylinder Services Coordination

Service	POC	Phone	Email	FAX	Website Address
Pick up without turn-in					
Turn in of gasses and cylinders					

1. Sample Documents

2. Source of Support who should receive completed form for processing

3. Explanation of BM status to DLA ICP/Depot

4. Local Warehouse locations

5. Define delivery expectations

6. Instructions on the proper packaging of cylinders to be transshipped.

7. Instructions for tracking turn-ins

8. Frequently Asked Questions (FAQs)

Question	Answer

Return to TOP

Appendix N

Deployed/Lateral Support Coordination

Service	POC	Phone	Email	FAX	Website Address

1. **Correct procedures for inputting requisitions via OTS or GDSC**

2. **Instructions on researching specific shipments to locate material**

3. **Instructions on picking up or brokering transportation services from vendors, SERVMART and or military warehouses**

4. **Instructions for coordinating receipt of material at appropriate port-of-call**

5. **Instructions for arranging shipments with one or more of the following: Commercial Carriers, AMC, Local Depot, PMO**

6. Instructions on when and how to provide tracking information to customer until customer acknowledges receipt

7. Handling a request for transportation assets for Air wing offloads 10.

8. Frequently Asked Questions (FAQs)

Question	Answer

Return to TOP

Appendix O

Resource Center Warehouse User Agreement Form (UAF)

In an effort to assist customers with added premium services at little to no costs, the LSC will help with temporary storage of materials, as capabilities exist. In doing so, the following guidelines must be strictly adhered to. Failure to comply with below guidelines will result in your command losing its privileges in the use of available resources.

1. All materials stored will be accurately identified; a copy of inventory sheets will be placed inside and outside of each container. Extra copies shall be provided to the stowage facility supervisor for his/her records.

2. Hazardous material and personal property will not be stored at any time.

3. Each available lay down space will be kept clean at all times therefore each command is responsible for their cleanliness and sanitation upon completion of use. A joint inspection will be made by both customer and Resource Center personnel to ensure proper usage.

4. Accidents, damage, vandalism, and pilferage must be reported immediately via the supporting LSC. A full written report must be provided detailing what occurred and any personnel that were involved. Written reports should be made available to all associated chains of command within 24 hours of discovery.

5. Material storage will not exceed six months, an extension should be requested by each command's SUPPO, through the supporting LSC chain of command.

UAF Acknowledgement Endorsement

I, _____ the Supply Officer for _____ fully understand the terms and conditions for which lay down space is being provided. I accept the terms and conditions as outlining regarding all associated usage.

Signature: _____ Date: _____

LSC CSO Signature: _____ Date: _____

Six-month Stowage
Commencement Date: _____

Extension/Termination Date: _____

Return to TOP

THIS PAGE BLANK FOR TWO-SIDED COPYING.

Appendix P - ACRONYMS

1Q/9M	Cognizance Codes for Morale, Welfare, & Recreation Material	**DMMonline**	Directorate of Medical Material Online
24/7/365	24 hours a day, 7 days a week, 365 days a year	**DMS**	Defense Message System
ACF	American Culinary Foundation	**DoD**	Department of Defense
ACSO	Assistant Customer Service Officer	**DODAAC**	DoD Activity Address Code
AE1	MILSTRIP document (Supply Status to Requisitioner)	**DRA**	MILSTRIP document (Missing Material Noted)
AIT	Automated Information Technology	**DSCP**	Defense Supply Center Philadelphia
AMC	Air Mobility Command	**DTO**	Direct Turnover
AO	Approving Official	**ECAP**	Enhanced CHRIMP Afloat Program
ASDOF	Afloat Supply Department of the Future	**ESL/UHT**	Extended Shelf Life/Ultra High Temperature
ATAC	Advanced Traceability and Control System	**EDVR**	Enlisted Distribution and Verification Report
ATG	Afloat Training Group	**ERMS**	Electronic Retrograde Management System
CARGO	Consolidation Afloat Requisitioning Guide Overseas	**ESL/UHT**	Extended Shelf Life/Ultra-high Temperature
CASREP	Casualty Report	**ETIC**	Evaluation/Training/Inspection Checklist (NFMT)
CDO	Command Duty Officer	**FAQ**	Frequently Asked Questions
CLIN	Contract Line Item Number	**FAT**	Fleet Assistance Team
CFFC	Commander, Fleet Forces Command	**FEG**	Fleet Examination Group
CHT	Collection, Holding and Transfer	**FFR**	Fleet Freight Routing
COMFISCS	Commander, Fleet and Industrial Supply Centers	**FMS**	Foreign Military Sales
CONOPS	Concept of Operations	**FSM**	Food Service Management
COR	Contracting Officer's Representative	**FSO**	Food Service Officer
CRIF	Cargo Routing Information File	**GDSC**	Global Distance Support Center (formerly NICC)
CS	Culinary Specialist	**GMMA**	General Mess Memorandum Analysis (NFMT)
CSO	Customer Support Officer	**GMPS**	General Mess Profile Summary (NFMT)
D6K, D7K	MILSTRIP documents (Relocation, Receipt, other than procurement, and Relocation, Issue)	**GSA**	General Services Administration
DAAS	Defense Automatic Addressing System	**HICSWIN**	Hazardous Inventory Control System (for Windows)
DC	Distribution Center	**HMC&M**	Hazardous Material Control and Management
DDC	Defense Distribution Center	**HSC**	Hardware Systems Command
DFAS	Defense Finance and Accounting Service	**IBS RIP**	Integrated Barcode System Receipt in Process
DLA	Defense Logistics Agency	**ICP**	Inventory Control Point
DLSO	Deputy Logistics Support Officer	**INSURVS**	Boards of Inspection and Survey

Continued

Continued from first page			
IPG-1, IPG-2, IPG-3	Issue Priority Groups 1,2, and 3	**PM**	Program Manager
JON	Job Order Number	**PMO**	Priority Material Office
JQR	Job Qualification Requirements	**POA&Ms**	Plans of Action and Milestones
LCAV	Logistics Support Center Customer Asset Visibility	**PWC**	Public Works Center
LOA	Line of Accounting	**QOL**	Quality of Life
LOGREQ	Logistics Requirements	**RDD**	Required Delivery Date
LSC	Logistics Support Center	**RF**	Radio Frequency
LSO	Logistics Support Officer	**RFI**	Request for Information
LSR	Logistics Support Representative	**RFID**	Radio Frequency Identification
MAF / 2K	Maintenance Action Form – 2K	**RMA**	Return Merchandise Authorization
MHE	Material Handling Equipment	**ROM II**	Retail Operations Management II
MILSTRIP	Military Standard Requisitioning and Issue Procedures	**RS**	Requirements Statements
MOA	Memorandum of Agreement	**SALTS**	Streamlined Automated Logistics Transmission System
MPC	Material Processing Center	**SD**	Supply Division
MVO	Money Value Only	**SDO**	Supply Division Officer
MWR	Moral, Welfare and Recreation	**SH**	Ship's Serviceman
NATO	North Atlantic Treaty Organization	**SK**	Store Keeper
NEXCOM	Navy Exchange Command	**SMA/SMI**	Subject Matter Assessment/Subject Matter Inspection
NICC	Navy Integrated Call Center (now GDSC)	**SPV**	Subsistence Prime Vendor
NFMT	Navy Food Management Team	**SRC/HER**	Scheduled Removal Card/ Equipment Hightime Removal
P&S	Products and Services	**SUPPO**	Supply Officer
PCRs/PTRs	Program Change Request/Program Trouble Report	**TAC**	Transportation Account Code
PD	Position Description	**TIR**	Transaction Item Report
PDB	Pre-deployment brief	**TYCOM**	Type Commander
PLAD	Plain Language Address Designator	**UAF**	User Agreement Form
PPV	Pharmaceutical Prime Vendor	**UIC**	Unit Identification Code
PN / NIIN	Part Number / National Item Identification Number	**USNS/ USS**	United States Naval Ship/United States Ship

FORMS

DD1250	Requisition for non-NSN item/material
DD1348	Single Line Item Requisition System Document (Manual)
DD1348/1	Single Line Item Release/Receipt Document
DD1348/6	Single Line Item Requisition System Document (Manual, Long form)
DD1149	Requisition and Invoice/Shipping Document
DD1155	Order for Supplies or Services
NAVPERS 1610/2	Fitness Report and Counseling Record (E-7 to O-6)
NAVPERS 1616/26	Fitness Report and Counseling Record (E-1 to E-6)
SF361	Transportation Discrepancy Report
SF1449	Solicitation/Contract/Order For Commercial Items

PUBLICATIONS AND INSTRUCTIONS

CFR 49	Code of Federal Regulations, Title 49 (Transportation)
NAVSUP P-485	NAVSUP Publication 485 – Afloat Supply Procedures
NAVSUP P-486 Vol I, Appendix H	Food Service Management – General Messes
NAVSUP P-505	Preparation of Hazardous Materials for Military Air Shipment
NAVSUP P-700	Packaging, Preservation, Packing, Handling & Marking
NAVSUP P-4998	Consolidation Afloat Requisitioning Guide Overseas (CARGO)
OPNAVINST 9640	Shipboard Habitability Program

Return to TOP

THIS PAGE BLANK FOR TWO-SIDED COPYING.