



DLA
DEFENSE LOGISTICS AGENCY
Established 1961



The Nation's Combat Logistics Support Agency

Petroleum Customer Support

Tom Redford, Chief,
Customer Support
Division



WARFIGHTER ALWAYS

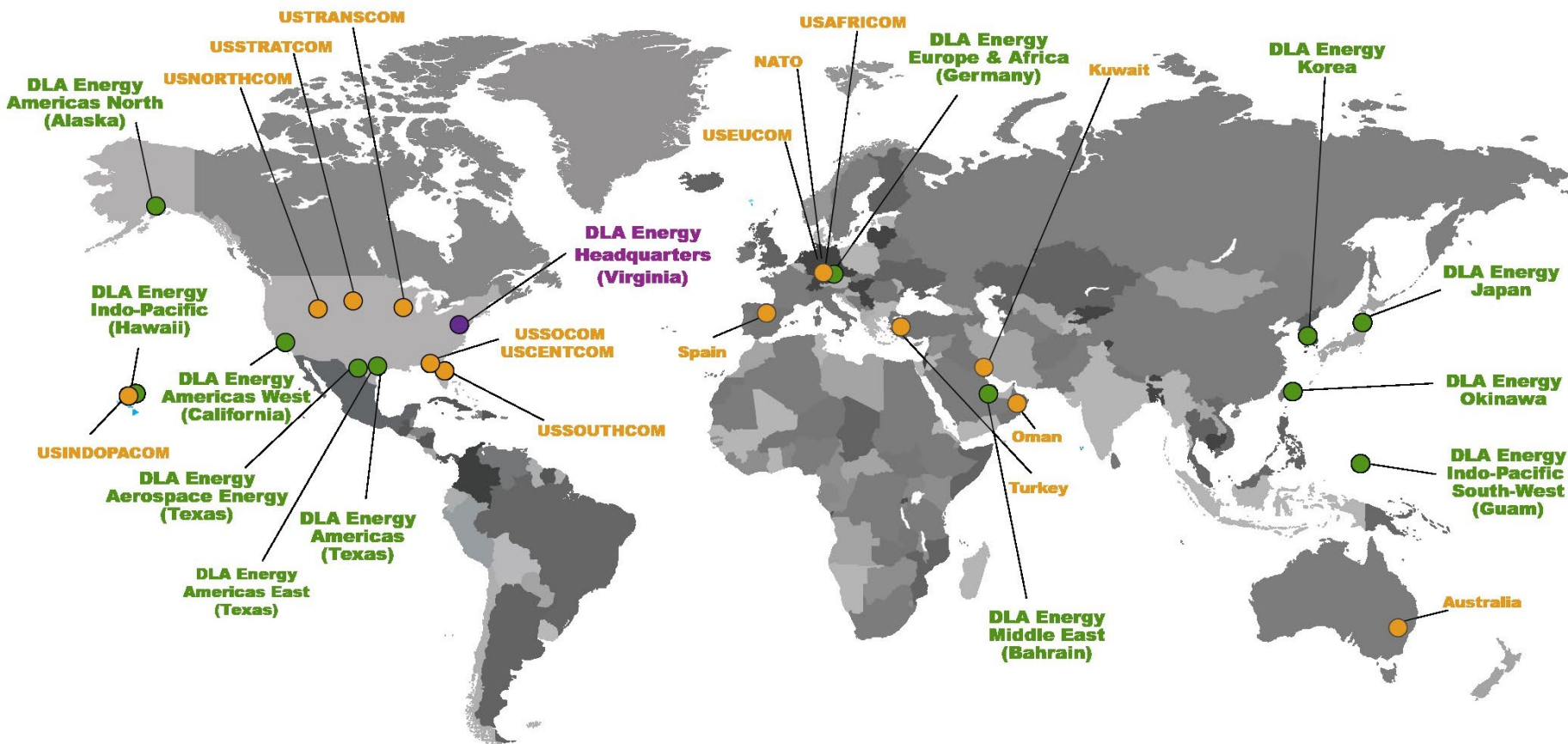


Agenda

- Customer Account Specialist (CAS) Support
- Exercise / Contingency Support
- DLA Form 2053
- DLA Form 20XX
- Small Packaged Additives
- DLA 2052-1
- Customer Support Management
- Regional CAS Contacts



DLA Energy



HEADQUARTERS



REGIONAL OFFICE



DLA ENERGY LIAISON



Exercise and Contingency Support

Robert Carter
Customer Account Specialist
April 2024

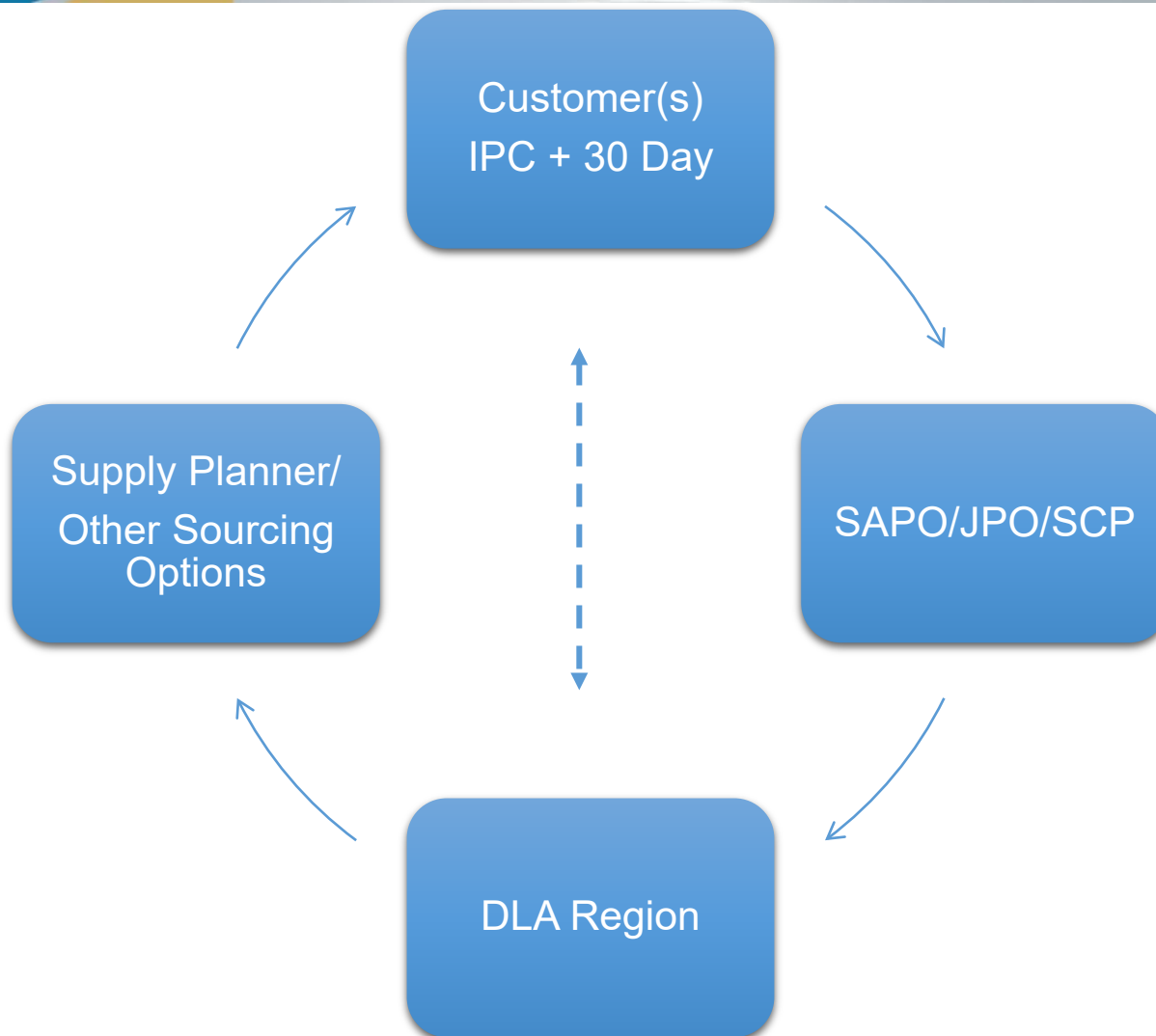


P-17 Exercise and Contingency Operations

- P-17 will have a complete review/revised this year 2024
- As DLA Energy supports numerous annual exercises, we fully hear our customers concerns
- DLA Energy will coordinate new revisions IAW agency policy. If you have input please contact you DLA Energy region or Service Control Point.
- One area of our focus from Customer Support is how we assist our customers with sources of support



Contingency/Exercise Requirements Cycle





Contingency/Exercise Requirements Cycle

- Current P-17 Ex and Contingency Ops/4140.25M Vol 5 Spt of Joint Ops, Contingency...Ex:
 - Ex Executive Agent (EEA) coordinates with components and DLA Region (DER) on requirements/sourcing during Initial Planning Conference (IPC)
 - EEA submits DLA Form 2053 Requirements Worksheet 30 days after IPC to DER via SAPO/JPO/SCP (as applicable)
 - SAPO/JPO/SCP signs/reviews 2053 and forwards to the DER
 - DER coordinates with Supply Planner to update EBS and generates a Purchase Request (PR) for new requirements for contract solicitation

Prior to first delivery:

4140.25 v5: DER Ops minimum 120 days/150 days Africa validates requirements prior to first delivery

P-17 FEP (Supply Planner) minimum 120 days receives requirements prior to first delivery



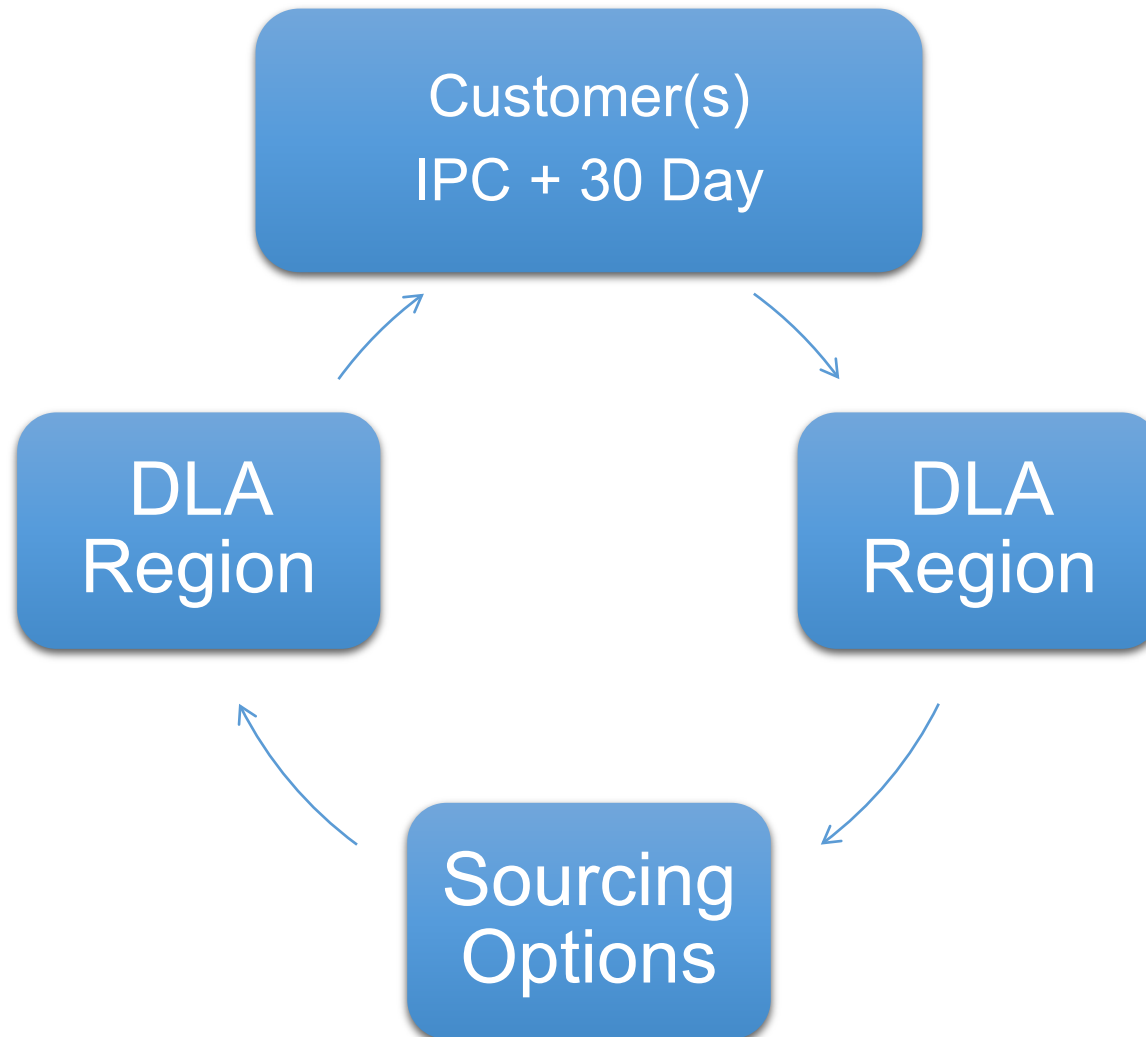
Contingency/Exercise Requirements Cycle

- **Concerns:**

- Inconsistent and/or formal process between EEA/components and DER on fuel requirements coordination and sources for support during IPC
 - Potentially lack of information on available sources for support options for the region
 - Requesting materials that are not available for the region (MILSPEC)
- Communication/requirement not submitted 30 days after IPC as lack of information for the customer (fog of war)
- SAPO/JPO/SCP review/signs 2053 and forwards to the DER with information gaps, which requires follow-up with customer; coordination starts over again for review/signatures



Formalized Sources for Support Cycle





Formalized Sources for Support Cycle

- Material example below: DER/Supply Planner receives a 2053 and lists out 3 materials. The materials will be listed on a PR so contracting can begin solicitation process. This takes time/effort and committed funds
- **Is there a better way/solution?**

Product #1

14a. Product Contract Number:

14b. Product CLIN:

☐

14c. Request Cancellation of CLIN

15. Product Code and/or NSN:

JP8 - 9130-01-423-0736 {TURBINE FUEL, AVIATION (JP8)}

16. Alternative Product (DoD):

JA1 - 9130-00-753-5026 {Aviation AVIATION (JA1)} W ADDITIVATES

16a. Alternative Product # 2 (DoD):

JA1 - 9130-00-753-5026 {Aviation AVIATION (JA1)}



Formalized Sources for Support Cycle

- Revised P-17 Exercise and Contingency Operations:
 - EEA coordinates with exercise components on fuel requirements during IPC and submits on 20XX form to DER for potential available sources of support options
 - DER identifies current solutions via PC&S, Card Program Solutions, International Agreements, etc. Supply Planner...documents
 - 20XX is returned to the originator after sourcing options are determined and if a DLA Form 2053 is required Examples:
 - Materials are under contract and only the TSW requires updating with new customer info
 - DLA Into-Plane contract is available; customer will coordinate their own support



Formalized Sources for Support Cycle

- Eliminate gaps in communication/information + lag in updating the DLA Form 2053
- Ensures EEA/exercise components have documented sourcing material solutions
- If a PR is generated by the Supply Planner; it has correct materials (regions specific) to prevent unnecessarily committing funds



Formalized Sources for Support Worksheet

Location Information

6. TSW Location ID/ICAO/Seaport	CDXPHTTRR24						
7a. Delivery Street Address:	123 Main Street	7b. City:	Manila	7c. State/Country:	PH		
7d. Postal Code:		7e. GPS Coordinates		8a. Delivery Day(s)	Sun - Sat	8b. Delivery Hours	0800 - 1600

Material Requirements

Product #1			
9a. Product Code and/or NSN: JP8 - 9130-01-031-5816 {TURBINE FUEL, AVIATION (JP8)}	Total QTY Rqmt.	100,000 USG	MOD: TTWP
9b. Alternate Product: JA1 - 9130-00-753-5026 {Aviation AVIATION (JA1)}			
9c. Alternate Product #2: Choose an item.			
Product #2			
10a. Product Code and/or NSN: DF2 - 9140-00-286-5294 {DIESEL FUEL #2 (DF2)}	Total QTY Rqmt.	750 USG	MOD: TTWP
10b. Alternate Product: Choose an item.			
10c. Alternate Product #2: Choose an item.			
Product #3			
11a. Product Code and/or NSN: MUP - 9130-00-148-7404 {GASOLINE, PREM UNL (MUP)}	Total QTY Rqmt.	750 USG	MOD: TTWP
11b. Alternate Product: Choose an item.			
11c. Alternate Product #2: Choose an item.			
12. Additional Notes (list any additional Location, Product, Delivery, or Customer instructions here): If JP8 is not available require JA1 with additives to refill mobile refueler with 30 ft of hose and 3" camlock couplers. Vendor will refill generators and GOV vehicle fleet with ground products.			



Formalized Sources for Support Worksheet

Certification

13. Customer: I certify information to be correct and that I'm inquiring about available sourcing options (Print name and signature when digital signature is unavailable)

*NOTE: DLA will not process without a customer signature or digital signature

Name: Email:
Phone: Signature:

14. Sourced Material(s)

14a. Product 1 Material: JA1 - 9130-00-753-5026 {Aviation AVIATION (JA1)}

14b. Product 2 Material: DS2 - 9140-01-524-0139 {ULSD (DS2)}

14c. Product 3 Material: MUP - 9130-00-148-7104 {GASOLINE, PREM JNL (MUP)}

15. DLA Energy Sourcing Solution Requires a DL 2053

15a. DLA Contracted Into-Plane Yes ☐ No ☒

15b. PC&S Yes ☒ No ☐

15c. PC&S Yes ☒ No ☐

16. CAS Signature:

17. Supply Planner Signature:

18. Contracting Officer Signature:

19. Notes to the Customer: JP8 is not available but a Truck CLIN was added to the JA1 Into-Plane contract. Additives must be submitted on a DLA 2052-1 that will be delivered home unit location for airlift. Customer must inject own additives. DF2 is not available but DS2 is under a PC&S contract. Additionally, the current contract will not support refilling generators and vehicles. Submit a pre-arrange form for JA1. Submit a DLA 2053 for ground products CDXDDRR24 with MoD DR for drummed packaged product.



Small Packaged Additives

Greg Carrow

Customer Account Specialist

April 2024



Additive Requirement

- **Additized Jet Fuel**

- IAW DLA Energy I-2 -- DLA Energy will make every attempt to fulfill the customer's request for additized fuel. If additized fuel is not available for the requested location and the Customer agrees to additize DLA Energy provided non-additized fuel (Neat Fuel), then the responsible DLA Energy Customer Account Specialist (CAS) will work with the customer to order the requested additives
- DLA Energy will provide the amount of additives that is required to additize the amount of neat fuel requested
- Any left over additive and/or additized fuel is the services responsibility to dispose of properly

- **Due to commercial shipping restrictions, customs, country specific regulations**

- Exercise support, the service **must** take the additives to support the exercise with them
- Contingency support, the service **must** take their initial support additives with them



Mil-Spec Additives 101

- **Fuel System Icing Inhibitor – FSII**
 - Lowers the freezing point of **water** suspended in fuel – not the freezing point of fuel itself
 - Provides a level of protection from microbiological growth in the fuel
- **Corrosion Inhibitor / Lubricity Improver – CI/LI**
 - Originally to protect fuel system components and fasteners from corrosion and help reduce friction on systems components
- **Static Dissipator Additive – SDA**
 - Limits static buildup in fuel
 - Added to JP-4, late '70s to mitigate non-conductive fuel cell foam issues



Additive Ordering process

- If additized jet fuel is not available
 - CAS will notify the customer IAW I-2
- If Customer agrees to additize their own fuel
 - CAS completes DLA Form 2052-1 additive ordering form and sends to customer
 - Customer signs and returns
 - CAS places additive order
- Additives delivered to customers
 - Customer must provide CAS with BOL or email documenting they received all additives
- Customer takes additives with them



Additive Orders

- Additive orders need to be placed early (60-120 days)
- Additives quantity ordered supports fuel requirement
- Additive order must have accurate customer POC, phone number and shipping address
- Additives could arrive in multiple shipments
- Customers coordinates with base receiving to monitor the arrival of additives
- Medium and Large additive kits cannot be shipped via commercial air; Mil Air or surface



Customer Service Management

Paulette Tingle

Management and Program Analyst

April 2024



Customer Service Management (CSM) Overview

Definition and Key Terms

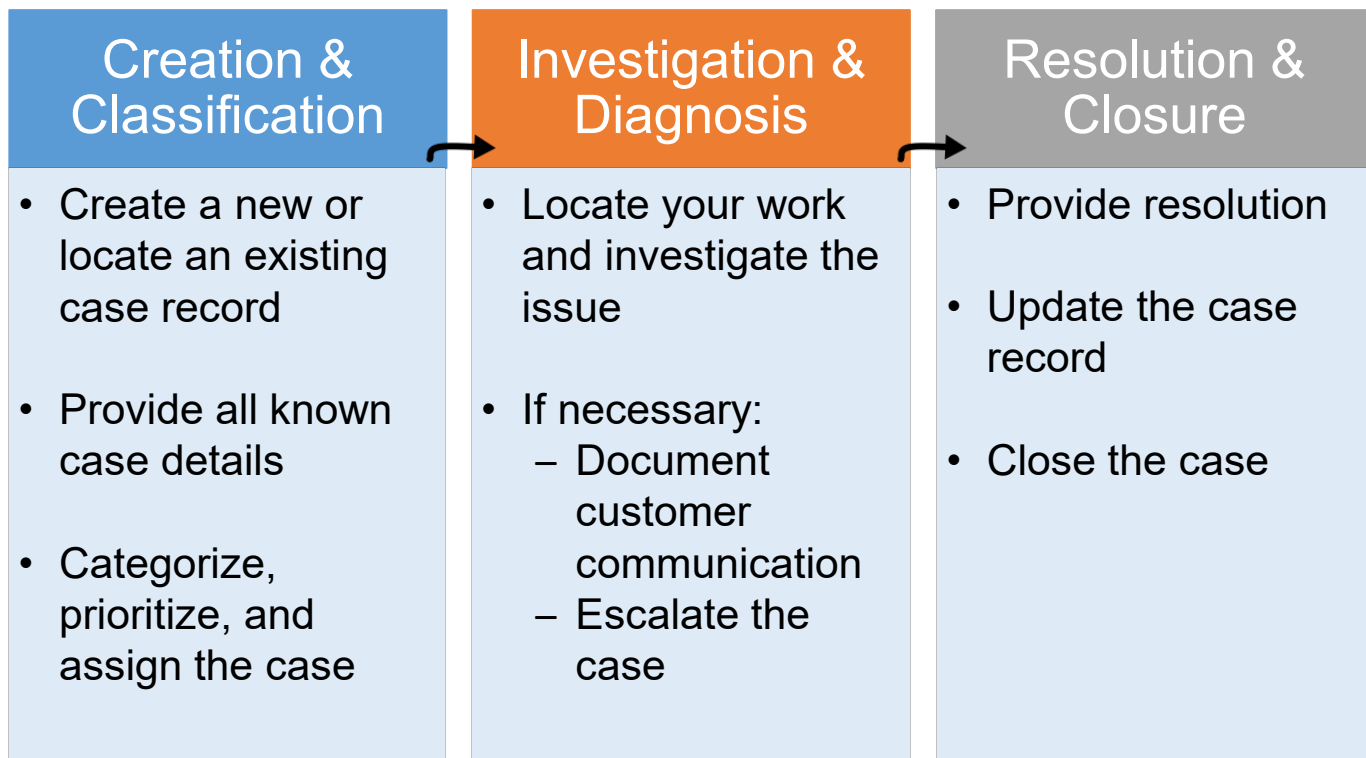
- **Case**
 - Record in which agents document, track, and resolve customer service issues
- **CSM**
 - The process responsible for documenting and tracking the case lifecycle from creation through to closure

Goal of Customer Service Management

- Provide service and support for customers using multiple reporting channels
- Access to customer information
- Supply access to related ServiceNow applications
- Enable special handling notes based on customer needs
- Manage customer communications, including emails, calls, and appointments

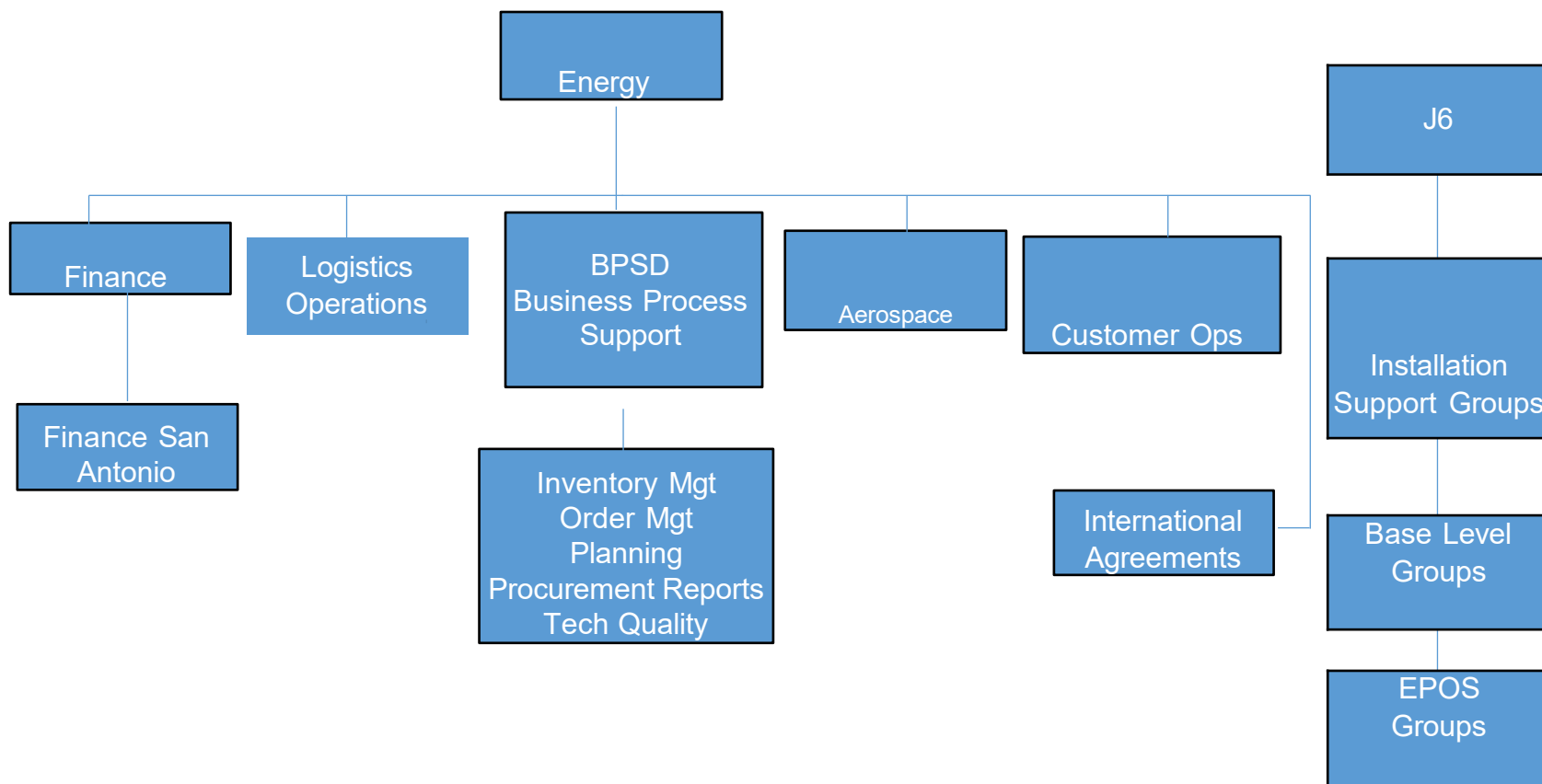


CSM Lifecycle Overview





Case Management Organizational Hierarchy





CAS Contacts

Customer Support Division: DLA.Energy.CASsupport@dla.mil

EastPAC: EnergyPacific-HawaiiCAS@dla.mil

Japan and Okinawa: EnergyPacific-JapanCAS@dla.mil

South-West (PAC), Northern Marianas (PAC): EnergyPacific-GuamCAS@dla.mil

Korea (PAC): EnergyPacific-KoreaCAS@dla.mil

Europe and Africa (E&A): DLAEnergyEACAS@dla.mil

Middle East (ME): DLAEnergyMECustomerOps@dla.mil

Americas West (AMW): DLAEnergyAmericasWestCustomerOperations@dla.mil

Americas East (AME): DLAEnergyAmericasEastCustomerOperations@dla.mil

Americas North (AMN): DLAEnergyAmericasWestCustomerOperations@dla.mil



Questions

