

New Web-based MSODS Improving Support to Mapping Customers

A partnership between Defense Systems Integration Office, Utah (DSIO-U) and the Defense Distribution Depot Mapping Activity (DDMA) has resulted in a new web-based Map Support Office Distribution System (MSODS) that is dramatically improving customer service and shortening customer wait times.

Deployed to DDMA Map Support Offices (MSOs) in Hawaii, San Diego, Germany, Bahrain, and Italy, this new web-based environment can be accessed world-wide and yet have data centrally maintained in DDMA's Richmond, Virginia Headquarters. This allows for global management of the data from the DDMA Command and gives all MSOs the ability to accept standard requisitions and send out shipment or passing status.

The new system also increases inventory accuracy and automates material requests for the MSOs, saving time and money.

"The new MSODS program is doing exactly what we wanted," said CDR Emil Spillman, SC, USN, Commander, DDMA. "Service is improved enough that we had an unsolicited positive comment within two weeks of installation. The customer noticed the difference in being able to submit requisitions via automated means and get what is available at the MSO right away as well as receive the balance from Richmond in short order, without having to resubmit the requirements or do any additional work. DSIO and numerous DDMA personnel involved with the project did a great job!"

Two DDC Distribution Centers Recognized by MTMC for GOCARE

No matter how careful the planning, problems can occur in shipping: freight can become stuck (frustrated) or end up in the wrong location (astray). Frustrated and astray freight shipments are costly to both the government and the carrier industry.

The Defense Distribution Center (DDC), DLA's lead center for distribution, works tirelessly to resolve frustrated and astray freight. This year, two DDC distribution centers have been recognized by the Military Traffic Management Command (MTMC) for their work resolving astray freight. MTMC developed the Government Cargo Recovery Program (GOCARE) to help solve the problem of frustrated and astray freight. GOCARE provides a non-adversarial opportunity for the government and carriers to work together to resolve frustrated and astray freight.

Defense Distribution Depot Oklahoma City, Oklahoma (DDOO) won the Most Volume Category in the GOCARE program with \$18,284,253.68 worth of recovered assets.

Sarah Goukon, Lead Transportation Loss and Damaged Claims Examiner, led the DDOO recovery team.

"I'm very proud of the DDOO team," said Col Augustus Mays, USAF, DDOO Commander, "Recovery of astray freight is a difficult and important job. Sarah does a great job for DDOO and all our customers."

MTMC officials were so impressed with the work at DDOO and DDWG they added the honorable mention category to be able to specifically recognize both distribution centers. Therefore, Defense Distribution Depot Warner Robins, Georgia (DDWG) came in second with an honorable mention recovering \$11,061,766.98.

Norma Harris, DDWG/EG&G Transportation Rate Specialist and James Jackson, DDWG Transportation Officer, led the DDWG recovery team.

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Focus on customer service.