

# DDC Dramatically Reduces Wait Time to Overseas Customers

By Polly Charbonneau, DDC Command Affairs

The Defense Distribution Center (DDC) has implemented an important process to reduce customer wait time (CWT) for customers located outside the continental U.S. (OCONUS). Traffic Management Specialists at both of DDC's Strategic Distribution Platforms are using a web-based direct booking process that allows them to interact directly with specific approved carriers. Up to a week of scheduling time can be avoided by using this web-based connection.

"The goal," said Pat Kuntz, DDC Logistics Support Division Chief, "was to achieve and implement a process that streamlined service procurement, reduced CWT, increased customer satisfaction while developing shipper-carrier partnerships. Direct Booking achieves all of that with results even greater than we hoped."

Today all DDC customers with shipments moving between DDSP and Germany, the Netherlands, Belgium, the United Kingdom, Italy and Southwest Asia, and DDJC and Korea, Japan, Okinawa, Guam and Hawaii benefit from this faster service.

While most Americans are familiar with overnight delivery options inside the U.S., they may not be aware of the long transit times required to get material OCONUS. There is one vessel per week per carrier to Europe. Transit times to Northern Europe, the United Kingdom, and Belgium are approximately 19 days. Transit time to Italy is approximately 22 days. The tyranny of distance also affects shipping to the Pacific.

While there are bi-weekly shipments to Guam and Hawaii, there is only one vessel per week per carrier to the rest of Asia. Transit times to Japan are 18 days, Korea 22 days, and Okinawa 25 days. The time consumption for ocean transit alone makes every minute stock sits in the U.S. critical.

The process begins as material flows through the Consolidation and Containerization Points (CCP) at DDJC and DDSP and is staged for specific customers located at specific destinations. When enough material has accumulated for loading a container, or when material has been in the staging area for approximately five days, the carrier is contacted via the Internet and a booking is made.

The CCP consolidates and containerizes material, often cross-loading, or cross-docking the cargo. Cross-loading or cross-docking is the process where cargo is removed from one vehicle and loaded directly into the container eliminating the need for staging the cargo on the CCP loading dock floor. Direct booking a container usually takes as little as five minutes where the previous system, IBS took an average of 29 hours.

"Everyone has benefited from this new service," said Kuntz, "from the shippers who have better control of their cargo to our customers who receive their material predictably and days faster. This is a revolutionary change and DDC is proud to offer it to our customers."

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## DLA WorkLife Program

The Defense Logistics Agency cares about its employees' well-being—both at work and at home. That's why we offer the WorkLife Program, an employer-paid benefit designed to help our employees and their families better manage work and life issues.

The WorkLife Program can help you manage all your daily responsibilities and life events. Specifically, you can contact the WorkLife Program 24 hours a day, seven days a week for information and referrals to assist you with the following issues:

- **Family**—Adoption, prenatal care, child care, parenting, aging loved ones, etc.
- **Health and Wellness**—Diet and nutrition, fitness/exercise programs, general health, etc.
- **Education**—Pre-K, elementary/secondary, colleges and universities, continuing education, etc.

- **Financial and Legal**—Credit and debt, retirement and estate planning, etc.
- **Daily Life**—Automotive services, home improvement, moving and relocation, pet care, travel, etc.

The WorkLife Program services are conveniently accessible via its web site and professionally staffed call center 24 hours a day, 365 days a year. WorkLife Program specialists are trained and focused on one work/life area so you receive expert, timely advice from compassionate professionals who understand your needs. Plus, to ensure consistent and reliable customer service, you will consult with the same specialist until your request is complete.

To access the WorkLife Program, simply log on to the web site at [www.worklife4you.com](http://www.worklife4you.com) (enter screen name: DLA password: DLA) or call 800-222-0364 (or 888-262-7848 if you are hearing-impaired) to speak to a highly trained specialist 24 hours a day, seven days a week.