

Extraordinary expediting keeps Air

By Cathy Hopkins, DSCR Public Affairs

Defense Logistics Agency employees helped the Air Force keep a banner mission on schedule Feb. 12 when they provided a truckload of 55-gallon drums containing de-icing fluid in less than eight hours from the time of the customer's request.

The banner mission was a presidential support mission. Flight-line workers needed the fluid to de-ice two C-17 Globemaster III aircraft used to transport the president's motorcade.

Air Force Staff Sgt. Angelo Dumanhog of the 436th Logistics Readiness Squadron at Dover Air Force Base in Delaware contacted the DLA Customer Interaction Center around noon with the request for de-icing fluid. DLA business systems showed that the national stock number the customer was ordering against was out of stock.

Air Force personnel contacted Levon McDowell at Scott Air Force Base in

Illinois to see what DLA could do to help. It was critical to the mission that the fluid arrive that day.

McDowell is a forward presence Defense Supply Center Richmond customer account specialist at Scott Air Force Base. He was able to do further research in the Department of Defense EMALL, an Internet-based electronic mall for military customers, and determine that a suitable substitute stock item was available to meet the customer's needs and was located at Defense Distribution Depot Richmond, Va.

DDRV, one of 26 sites overseen by the Defense Distribution Center headquarters, is the primary distribution center for hazardous materials. De-icing fluid is categorized as a hazardous, flammable material.

After locating the stock, McDowell started working against the clock with the customer and other agency personnel at



Westley Young, a transportation assistant at Defense Distribution Depot Richmond, Va., coordinated the delivery of a truckload of de-icing drums to Marine Corps Base Quantico, Va., in about two hours to support an Air Force banner mission. (Photo by Cathy Hopkins)

DDC headquarters in New Cumberland, Pa., and DDRV to ensure the shipment of fluid arrived at Marine Corps Base Quantico, Va., in time for the scheduled takeoff.

McDowell stayed hands-on, following the requirement through the supply chain by coordinating with the customer and DDRV as well as Thomas Henry from the Air Force Customer and Supplier Engagement Team at DDC.

"DDRV had to find a carrier on short notice to deliver the freight, and I spoke with the delivery point of contact at Quantico to ensure someone would be there to receive a night shipment," said Henry.

Westley Young, a transportation assistant at DDRV's emergency requisitions office, took over expediting the requisition when he received the request via the Distribution Standard System at about 3 p.m. He also

Force banner mission on schedule



Two C-17 Globemaster III aircraft similar the one pictured were able to take off on schedule to support an Air Force presidential mission thanks to employees from various Defense Logistics Agency activities who expedited an emergency requisition for more than 1,000 gallons of de-icing fluid Feb. 12. (U.S. Air Force photo).

received an e-mail from McDowell.

“I started calling freight carriers to determine who could pick up a shipment within two hours,” said Young. “After about the fourth call, I had a local carrier out of Richmond. The carrier delivered the shipment to Quantico around 8 p.m.”

“Please pass on my thanks for performing the impossible and saving the day to Mr. McDowell, Mr. Henry, and the myriad of behind-the-scenes team members who made this happen,” said Air Force Col. Joan Cornuet in an e-mail message to Air Force Col. Christopher Karls.

Cornuet is the commander of Mobility Air Forces Logistics Support Center, Scott Air Force Base. Karls is the chief of the Air Force Customer Facing Division, DSCR Aviation Customer Operations.

“I’m always astounded by the dedication and capability of our supply chain team

members, and in this case, your (logistics) team takes top honors,” said Cornuet.

