

DDJC's ESOC: Supporting the Warfighter and the Taxpayer

By Doug Imberi, DDJC Public Affairs

One of the many duties the Defense Distribution Depot San Joaquin, California (DDJC) Emergency Support Operations Center (ESOC) performs is to provide enough information for the customer to make good decisions. Just prior to the war starting in Iraq, the DDJC ESOC received a call from a Warrant Officer at Camp Doha, Kuwait who said he needed eight pallets of aircraft grease, sent as-soon-as-possible and not to spare any cost. The grease was needed for deployed helicopters.

"He said he needed it really bad," recalled ESOC team member Leticia Salcido, "The call came in late Friday and they wanted it by Sunday."

The ESOC went to work immediately lining up the transportation. They learned it would cost \$2 million for overnight delivery and require chartering an aircraft whose sole mission was to deliver the grease.

"Because the cost was so high, I got quotes for two different options," said Salcido. When she called back to Camp Doha, they were surprised at the cost and thought about it awhile.

Salcido also found out it would cost nearly \$400,000 for a Monday delivery and \$180,000 for a Wednesday delivery. She also pointed out to the customer that due to the weight and tight timeframe, the shipment automatically would be challenged at the aerial port, which could cause up to a seven-day delay. "To bypass the challenge, we had to get a Transportation Account Code from the customer," said Salcido.

After coordinating with the requester, the final decision was made to ship via an air mode taking five-days at a cost of \$180,000.

According to Salcido, it was a total team effort. The requisition came into the Staff Duty Officer, who got it to the Bulk Division, who selected the material and delivered it to the Freight Terminal who shipped it out.

Shortly after the grease arrived at Camp Doha, Salcido received an email thanking DDJC for the effort.

Supporting the Warfighter: Right Item, Right Price, On Time, Every Time.

DDDE Supporting OEF

Defense Distribution Depot Europe (DDDE), located in Germersheim, Germany, recently built their 3,000th 9GF air pallet in support of Operation Enduring Freedom (OEF). DDDE has been building air pallets of Meals Ready to Eat (MRE), Human Daily Rations (HDR), and a variety of Class IV items for pre-deployment and initial sustainment of troops, and providing full Logistics services in OEF and Operation Iraqi Freedom (OIF).

Considerable workload increases presented many challenges during the first stages of OEF. DDDE hired additional employees and increased operating hours to support OEF. In addition to shipping more than 3,000 air pallets to the "Stans," DDDE has shipped more than 800 pallets to the Kuwait area of operations, and more than 1,100 containers by rail to Bagram, Kharsi, and Bishkek. DDDE has shipped more than 60,000 tons to date of material directly in support of OEF.

Throughout the OEF operations DDDE also continued to support their normal customers and continued to identify distribution processes to reduce Customer Wait Time (CWT). For example, weekly meetings were

held with the 200th Materiel Management Command (MMC) on requests for materiel movement requests. In the past 12 months DDDE has shipped nearly 3 million bottles of water, 1.3 million boxes of MREs, and over 300,000 boxes of humanitarian relief supplies and food in support of OEF/OIF, in addition to the shipment of many other supply classes.

"DDDE employees rose to the occasion and have done an exceptional job of detailed planning and coordination in getting the materiel to the Warfighter" said DDDE Commander LTC Douglas Nomura, USA.

"DDDE has provided the world class logistics support that DLA, DDC (Defense Distribution Center), and DDDE are famous for and I am extremely proud of our employees and our assistance in the war effort," said Deputy Commander Robert King. "DDDE will continue to support these operations and remains ready to provide any logistical support needed to our troops while continuing our routine daily support to Europe based units."