

SUPPLY MANAGEMENT INFORMATION

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Special Points of Interest:

- **Impact of Web Enablement on NTCSS**
- **Information of the Navy Integrated Call Center (NICO)**
- **RSupply Training Schedule**
- **NAVSUP POCs**

The purpose of this quarterly newsletter is to get the latest “word” to Navy and Marine Corps Supply organizations on logistics systems and supply management information. It is intended to be distributed to Supply Officers, Storekeepers and Marine Corps Logisticians. You will find it to be useful reading. We encourage your feedback.

WEB ENABLING NTCSS

“SPAWAR has received R & D funding to support web enabling the NTCSS application suite. Developed under NTCSS Flag review/ESC Direction, web enablement is the first step in a three-tiered strategy to transform NTCSS into an enterprise database. The second step is data replication (Maritime Logistics Data Network (MLDN)) and the third step is to enhance the NTCSS applications into an enterprise database. This effort aligns NTCSS with the VCNO’s vision to provide universal access, data mining and decision support tools through the Navy’s Web portal. Web enablement will make NTCSS applications accessible from all workstations at the activity, provide for a common web browser interface, simplify software implementation and upgrades, and allow for accelerated installs. The notional schedule provides for fielding of web enablement for RSupply Unit level in July 02 with OMMS-NG and RSupply Force level in November 02. The web enabled fielding plan includes forwarding it to non-optimized NTCSS platforms while achieving Fleet-wide implementation of web-based NTCSS by the end of FY 04. Fleet customers can expect a new look for NTCSS applications, enhanced adhoc capability and the functionality of the “Birch +” release. Also, systems personnel will no longer have to load software to client workstations. To accomplish this initiative, SPAWAR is freezing RSupply development with the Birch + release, and no new functionality will be coded during the development period. This means only valid critical trouble reports will be corrected.” Quoted from COMNAVSUPSYSCOM MSG DTG 2116412 SEP 01

Maritime Logistics Data Network (MLDN)

MLDN is a Fleet experiment to test the ability to replicate afloat supply and financial data ashore. This initiative was successfully tested on USS HARRY S. TRUMAN where several afloat stock control functions were conducted ashore. By using MLDN, the ship realized many benefits such as greater data accuracy using subject matter experts ashore, higher states of readiness with increased data analysis and reduced OPTAR costs due to efficiencies gained by focusing on financial transactions. The next step is to prototype an RSupply Unit ship under Commander Naval Surface Force U.S. Pacific Fleet. Lessons learned from both efforts will be applied to building the Business Process Improvement (BPI) opportunities as SPAWAR creates the processes for web enabling NTCSS, data replication and an enterprise database.





RSupply Force Level Release: 822-01 .01.57 SUADPS-RT Release: 425-03.28.40

RSupply Force Level Release: 822-01.01.57

The Force Level RSupply Release 822-01.01.57 provided for Navy Working Capital Fund (NWCF) activities will be the last (scheduled) release to fleet units prior to fully committing SPAWAR Chesapeake assets to the development of web enabled RSupply. This 'web' effort is expected to fully consume SPAWAR assets for most of the coming year.

This software release (known also as Birch + (Plus)) will provide software changes and correction to RSupply Force activities, as well as Naval Air Station sites already operating on RSupply.

Release 822-01.01.57 represents a giant step toward creating one (software) baseline for both RSupply NAS sites and RSupply afloat sites. This is accomplished by placing those functional changes dictated by the implementation of Naval Air Stations into the existing software in use by afloat (force level) activities. This effort takes us one-step closer to a future of having one version of RSupply. While the software coding does place NAS functions (such as Referral Processing Providing 'Delivery Point' information, Pre-Post Consumable requests from NALCOMIS, or Depot Repair Facilities), into afloat software, these functions will not be available to afloat units until such time as management polices for these activities are revised.

This release consists of 301 trouble reports and change proposals, a large part of which are focused on correcting/improving functions recently added for benefit of Naval Air Station prototype implementations. In addition, many corrections to existing afloat functions, as well as changes to accommodate mandated (supply) system functional changes are included in this release.

Some examples of changes or enhancements included in this release are:

- ✓ Additional logic for Status Codes and Follow-up processing.
- ✓ Changes to allow MFCS management of OJAPA COG material.
- ✓ Repositioning the SMIC entry on Offload documents.
- ✓ Enables Receipt Processing to identify +Damaged in Shipment" material.
- ✓ Changes to various NAS functions: Depot material management, Referral actions, Delivery Point tables/display, plus many

- others.
- ✓ Changes made for End-of-Year BCM actions, to allow prior Fiscal Year document dates to process to the FY of the document number.
- ✓ Permit RSupply reversal of issue transactions for consumable (non repairable) material requests originated by NALCOMIS.
- ✓ Provide RSupply feedback to SMARTS when no transaction is found for processing.
- ✓ Provides several enhancements to Support Packages, for both NAS and afloat units.



SUADPS-RT Release 425-03.28.40

This latest software release is currently undergoing TCT (Technical Compatibility Testing) within SPAWAR, Chesapeake, and is expected to be deployed to fleet units between October 2001 and December 2001.

Release .40 contains 70 trouble reports and change proposals changing or correcting processes such as:

- ✓ Correcting deficiencies in Allowance Processing
- ✓ Removing Estimated Unit Price logic.
- ✓ Adding logic for Status Codes and Follow-up processing
- ✓ Changes to allow MFCS management of OJA COG material.
- ✓ Addition of 'Proof of delivery' (simulated DD1149) in conjunction with Offload actions.
- ✓ Modifying 'UNREP' functions to enable identification of DWCF (Defense Working Capital Fund) material for Fund Code assignment.
- ✓ Includes changes for Offload/MRE to enable assignment of specified Project Code, and to re-position the SMIC on Offload documents,
- ✓ Enables Receipt Processing and the IBS Interface to identify "Damaged in Shipment" material.
- ✓ Accepts ' DZB' transactions from MFCS sources and post as Change Notice transactions to correct site database records.

No future enhancements are *currently* being considered for this Legacy application with the exception of critical trouble reports.

"Release 822.01.01.57 represents a giant step toward creating 'One (software) Baseline for both NAS RSupply sites and afloat RSupply sites."



RSupply Unit Level Release: 820-01.01.35 SNAP II SFM Ported Release 473-05.14.30

RSupply Unit Level Release: 820-01.01.35

The RSupply Unit Level Release 820-01.01.35 provided for End Use activities will be the last (scheduled) release to fleet units prior to fully committing SPAWAR Chesapeake assets to the development of web enabled RSupply. This 'web' effort is expected to fully consume SPAWAR assets for most of the coming year.

This software release (known also as Birch + (Plus).35 for End Use activities) will provide software changes and correction to RSupply Unit activities operating on RSupply.

This release consists of several fleet trouble reports and change proposals, a large part of which are focused on correcting/improving functions in logistics and inventory management. Some examples of changes or enhancements included in this release are:

- ✓ Modified batch incoming carcass status to write a skeleton carcass record when no record is on file (TR 037213)
- ✓ Modified Material Request, MVO to not allow work center STK to do an MVO requisition (TR 037508)
- ✓ Added the value of "D" to the reject_code table for BK2 Response Code (TR 040062)
- ✓ Modified the Maintain Stock Item Unit of Issue Conversion

window to show number of items per old UI and number of items for the new UI (CP 041070)

- ✓ Updated fund code table to allow NAVSEA TOB requisitions to site various NAVSEA fund codes (CP 041801)
- ✓ Changes made to the logic on the search window to allow the user to enter another AC1 on remaining quantity on order that is no longer required (TR 042004)
- ✓ Modified Requisition/Offload values window to accept a media and status code of 0 (zero) (TR 042058)
- ✓ Added validation to the site table to allow for a Ship Type = up to four alpha characters and Ship Hull Number = up to four numeric characters (TR042290)
- ✓ Updated logistics MVO receipt window to display total obligation amount of money or extended money value (TR 042541)
- ✓ Updated requisition query window for MVO to display total obligation amount of money (TR 042543)
- ✓ Modified inventory processing to properly select records using Location Range option (TR 042632)

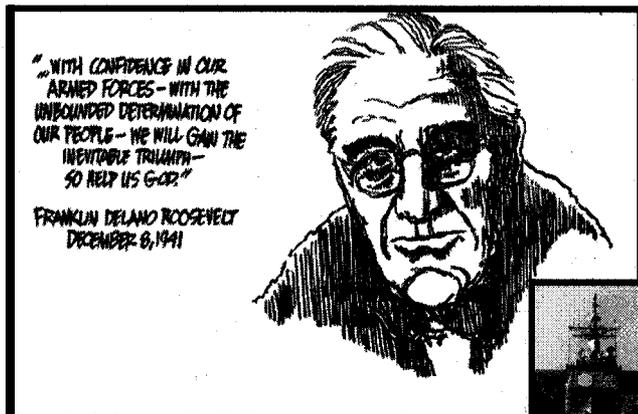
SNAP II SFM Ported Release 473-05.14.30

This latest software release is currently undergoing TCT (Technical Compatibility Testing) within SPAWAR, Chesapeake, and is expected to be deployed to fleet units between November 2001 and December 2001.

Release .30 contains several trouble reports and change proposals changing or correcting processes such as:

- ✓ Adding new document identifiers BKA and BKD (TR 038474 and TR 042589)
- ✓ Added new status code of "NL" (TR 048189)
- ✓ Modified MVO receipt processing to avoid financial adjustments to the budget file when a receipt is made at a different price than the original obligation (TR 050987)
- ✓ Updated the Shipboard Hazardous Material List File with the NIIN and Special Material Content Codes (SMCCs) provided by NAVICP Mechanicsburg (TR 045795)
- ✓ Created a new utility to clear demand data (TR 046153)
- ✓ Provided for an interface between the PC based application PARIS with Ported SNAP (CP 042673)

No future enhancements are currently being considered for this Legacy application with the exception of critical trouble reports.





Questions from the Fleet

Q: (RSupply Unit & SNAP II) How should I submit follow-ups on my outstanding NAVSEA initial outfitting requisitions?

A: RSupply. From your Requisition Listing screen (SL36562x) designate repairables and non-repairable% specify NAVSEA, display latest status, and sort by document number.

SNAP II: From the outstanding requisitions with status screen (SFM038), select requisition number sequence and NAVSEA only.

Both: Once the report generates transfer the file to disk and submit via WINSALTS to address "SUN" (FISC Puget Sound).

Q: (RSupply Unit & SNAP II) Under stock

survey processing how do I remove those records that do not qualify for a Financial Liability Investigation of Property Loss (DD Form 200)?

A: RSupply: From the Stock Survey Processing screen (S125312X) click the Apply icon that will assign an expenditure number. When the extended money value is less than \$6,000 simply do a print screen and file in your expenditure file.

SNAP II: From the process stock survey screen (SFM418), delete the non-qualifying records by selecting PF5.

Q: (RSupply Unit & SNAP II) What should I do with the NIIN's that are on my Reorder due to an earlier stock replenishment requisition receiving rejection

status (CG, CJ, CK, CY, etc.)?

A: First check to see if the NIIN on your requisition status is different than what you originally ordered, if so they are offering you a substitute.

RSupply: Establish the substitute relationship under Cross Reference Processing and order the substitute. If the NIIN is not different assign an appropriate Automatic Reorder Restriction Code (ARRC) from the drop down on the management data folder on the Maintain Stock Item screen (S120002B). Then go to the following web address and submit a Fleet COSAL Feedback Report (FCFBR) www.anchordesk.navy.mil/htm/select-a-request.htm and then click on the FCFBR. 'On the form enter

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ANNUAL PRICE CHANGE & MONTHLY CHANGE NOTICE

ANNUAL PRICE CHANGE

RSupply Unit platforms are required to update their Stock item Table by uploading and processing the Annual Price Change (APC) and the Monthly Change Notices. The Annual Price Change is put out by Naval inventory Control Point, Mechanicsburg Pennsylvania (NAVICP) in September each year. This file updates the unit price for each National Item Identification Number (NIIN) in the Stock item Table. The APC is available from the NAVICP's Data Transfer Website <http://dataxfer.navicp.navy.mil/> and then selecting View Data, MRT, NSF, and then downloading ya2fy02.zip. This file must then be unzipped and processed into the RSupply System. The APC file is very large and ships may experience trouble downloading the file. If so, contact you! Type Commander for assistance. The processes to upload annual price change and the monthly change notice are the same. After each file is downloaded (web for APC and WINSALTS for Monthly Change Notice) they must be uploaded to RSupply. The process for uploading the file is provided in the box to the right.

changed since the APC was published. In addition to price changes, the Monthly Change Notice updates other Stock item Table management data such as Unit of Issue changes, NIIN changes, Cognizance symbol changes and other applicable management data. The Monthly Change Notices are available via WINSALTS and should be requested and processed into RSupply each month.

The APC and Monthly Change Notices if processed correctly ensure all off-ship requisitions have the latest price and management data available. Failure to correctly process the APC and Monthly Change Notices can lead to several adverse problems. Processing off-ship requisitions with incorrect management data may cause requisitions to be cancelled. Cancelled requisitions due to incorrect management data ultimately affect workload and readiness. Off-ship requisitions with incorrect or old price data may have a serious financial impact on afloat units due to increased difference charges on the Summary Filled Order Expenditure Listing (SFOEDL).

All RSupply platforms should make the Monthly Change Notice process part of their monthly routine and ensure the Annual Price Change is processed each September. Doing so will reduce unnecessary workload and help maintain good fiscal management.

Process for uploading APC & MCN into RSupply Unit

- o Know the EXACT name of the file and its location (A:\, C:\Temp etc..) it will always be faster if you copy the file to the C:\Temp directory and then upload the file from there.
- o Select File, Utilities and File Transfer
- o Select Transfer to Server
- o Enter the EXACT file name (case sensitive)
- o The system will tell you if the file was transferred successfully.
- o Then select Site, Management, Site Internal, Batch Job Scheduling, Pre-defined Parameters and then Annual Price Change or Monthly Change Notice (depending on which process you are running in).
- o Select Apply
- o The Batch Job Confirmation screen will appear with the batch job number.
- o Review the batch job to ensure the process played in correctly.
- o Liberty Call!

Monthly Change Notice

Monthly Change Notices are much smaller files than the APC. The Monthly Change Notice updates prices that have



Navy Integrated Call Center (NICC) - One Call Gateway

The NICC is a joint partnership between Naval Supply Systems Command (NAVSUP) and Naval Sea Systems Command (NAVSEA) and our mission is to provide an efficient and cost effective single point of entry for logistics in support of the war fighter.

The NICC has two main focuses, supply and maintenance. The maintenance component is the designated single point of entry for technical and logistics support to the Fleet, including ships, aviation, and SPAWAR support requests. It also facilitates questions in the areas of personal and family services, including but not limited to, chaplain, medical, or personnel. This component is accessed by pressing option 2 from the main menu after dialing our toll free number.

The supply component, which will be the focal point of this article and is accessed by selecting option 1 or 5 from the main menu, is an integral part of NAVSUP's One Touch support, interfacing with the Logistics Support Centers (LSC) and One Touch Web. The Interactive Voice Response (IVR) element is a vital self-help tool that provides real time and accurate information from the supply system. The only exception to the "real time data" rule is when the Virtual Master Stock Item Record (VMSIR) search is selected from the asset availability menu option. This is due to the fact that web pages are searched, as well as databases, for the aggregated data returned by the One Touch search engine.

The evolution of customer service is clearly evidenced within the framework of the NICC. In 1999, the NICC opened its phone lines to the world. Since then we've added more services and products all outlined in the next few paragraphs. Take a few minutes and become reacquainted with your best source for supply logistics information.

The NICC is a virtual national call center with physical locations at Norfolk and San Diego. Access to the call center is by worldwide toll free numbers 1-877-4-I-TOUCH (commercial) or (Defense Switched Network) DSN 510-4-2-TOUCH. The combination of these two numbers

provides worldwide access for all customers.

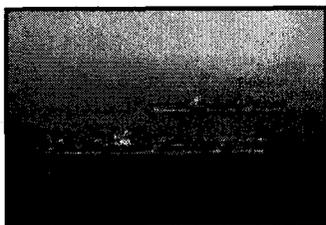
It is open 24 x 7 x 365 and receives approximately 12,000 calls per month on national type inquiries for logistics support and resolution within the supply arena. We can provide assistance for standard and non-standard requisition inquiries, material tracking carcass tracking modification or cancellation of requisitions, procurement inquiries, requisition processing, ROD, QDR, TDR inquiries, bearer processing and status, part number to NIIN cross reference help and much more. The NICC is also capable of receiving supply requests via email, fax, and Streamlined Automated Logistics Transmission System (SALTS) for information, services, and products. We receive approximately 18,000 requests a month via these channels.

The NICC has core business values that include providing world class customer service comprising of immediate responsiveness, cradle to grave support, and simplicity of operation for the customer, and also empowering the customer service staff, and employing leading edge technology.

The NICC customer service representatives (CSR) are trained and knowledgeable logistics professionals that "speak and understand the same logistics language" as their customers. They follow standard operating procedures. They have connectivity to a myriad of data sources and also to points of contact for all of the Fleet and Industrial Supply Centers and the Naval Inventory Control Point (NAVICP). They follow a code of etiquette and perform many roles. They act as a broker for services that include expediting and diverting shipments. They are problem solvers for logistics issues. For example, they may be asked to help trace missing requisitions, find lost transshipments or track down missing turn-ins. They act as logistics analysts when they provide information and assistance in locating tracking numbers on shipments, determining if a Transaction Item Report was submitted to the NAVICP, processing MILSTRIP data for the customer, getting updated or fresh status on a requisition

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"The NICC has two main focuses, supply and maintenance."



The U.S. Navy aircraft carriers USS Enterprise (CVN 65) (above) and VSS Carl Vinson (CVN 70) tit briefly in the waters of the southwest Asia region. Both ships are irregularly scheduled deployments Enterprise was extended in the region following terrorist attacks on the World Trade Center and the Pentagon. U.S. Navy photo by Photographer's Mate 3rd Class Douglas Pearlman. Sept. 16.2001

1-877-4-I-TOUCH



RSupply Training Update

Formal CNET schoolhouse training for RSupply is now being developed. NAVSUP, in conjunction with Navy Supply Corps School and SPAWAR, is coordinating the development of initial training for RSupply. The curriculum development team has completed one course that was recently piloted at NSCS, while the other remaining courses are being revised and will be piloted and rolled out in accordance with the proposed schedule provided in the table below. The existing formal legacy courses for SNAP II and SUADPS will continue to be offered concurrent with the new RSupply training for an indefinite period of time.

Proposed Training Development Schedule

New Course	Old NEC	Where Taught	Course Length	User	Pilot date	1 st Class date
RSupply Unit - Functional	2814	FTC	3 Weeks	E5-E9	JAN02	MAR02
RSupply Unit - Manager (1)	2820	NSCS	1 Week	E6-03	30AUG01	22OCT01
RSupply Force - Functional	2824	FTC	8 Weeks	E5-E9	MAR02	JUN02
RSupply Force - Manager	2825	NSCS	2 Weeks	E7-04	26NOVO1	MAR02
SK/AK A School (2)	NA	NTTC	8 Weeks	E1-E3	JUL02	TBD

Notes:

1. Manager course is inserted in its entirety and becomes part of the 5 week SODHC course at NSCS.
2. New RSupply material will be incorporated into the SK/AK course at Meridian.

For more information on RSupply training contact LCDR Carl Weiss at NAVSUP: DSN 430-6250, Comm. 717-605-6250.

Until the above formal RSupply training is implemented, interim RSupply training will continue to be offered at the TYCOM level. The training schedule for RSupply and other shipboard supply management topics is provided on the facing page.

Questions from the Fleet (cont'd)

(Continued from page 4)

the effected APL, NSN, P/N and all other required data. Explain that you have an allowance to carry this NSN under that APL and attempts to requisition have failed because the Item Manager has provided rejection status and it is now obsolete or that they are unable to procure or identify. Enter the FCFBR serial number in a location field on the SRC. Review every 90 days.

SNAP II: Establish the substitute relationship from the cross-reference file update screen (SFM054) and order the substitute. If the NIIN is not different go to the back page of the Stock Record Card (SFM059) and enter the rejection status i.e. CK in the ARRC block and hit enter. Submit a FCFBR as explained above and also enter the serial number on the SRC.

Reference: **CNSL/CNSPINST 4400.1J para. 6306**

Web Sites

NAVICP Knowledge Management System (KMS)
 Standard Automated Logistics Tool Set (SALTS)
 NAVSUP Electronic Business and Commerce
 Navy Electronic Business/Commerce
 Navy Supply Corps School
 Logistics Toolbox
 NAVSUP
 FASTLANT Team Web Page
 SPAWAR Systems Center Chesapeake
 Contracting Toolbox
 NAVSEA Logtools
 NAVICP
 Naval Logistics Library
 Graduate School of Logistics and Management
 Government Commercial Purchase Card
 Fleet Material Support Office
 Naval Sea Systems Command Fleet Support

aicpm16.icpmech.navy.mil/kms/navicpdi.nsf
www.salts.navy.mil/index.html
www.ec.navsupsup.navy.mil/nav_ec/
ecic.abm.rda.hq.navy.mil/
www.nscs.com/
www.logtool.com/
www.navsupsup.navy.mil
mtat.salts.navy.mil/
scn.spawar.navy.mil
www.abm.rda.hq.navy.mil/tools.html
www.logtools.navsea.navy.mil/
www.navicp.navy.mil
www.nll.navsupsup.navy.mil
la.afil.af.mil
www.navsupsup.navy.mil/main/purchase-card/index.htm
www.fmsc.navy.mil
www.fleetsupport.navy.mil





Fleet/TYCOM Training Schedules

NAVSUP RSupply Training (LANT)

Course	Class Date	Duration
RSupply Manager (E6-O4)	05Nov01	2 days
RSupply User (E3-E5)	26Nov01	3 days
RSupply Manager (E6-O4)	10 Dec01	2 days

POC- Mr. John Dye, DSN 836-3 154, Comm. 757-836-3 154 JDye@cnsl.spear.navy.mil

FASTLANT Training Schedule

Course	Class Date	Duration
Ad Hoc Query Writing for Optimized NTCSS II (Pilot)	17Dec01	3 days
DoN Purchase Card Program Seminar	10Dec10	2 days
End-use DLR Mgmt. SNAP II (RSupply) (CNSL)	16Nov01	1 day
End-use Financial Mgmt. SNAP II (RSupply) (CNSL)	19Nov01	2 days
End-use Financial Mgmt. SNAP II (RSupply) (CNSL)	15Jan02	2 days
Financial Management Seminar (Theory)	07Jan02	3 days
Inventory RECON Workshop	08Nov01	2 days
IBS Management & User's Workshop (RSupply)	03Dec01	4 days
Legacy SUADPS Seminar	17Dec01	5 .days
Logistics Mgmt. Jr. SK SNAP II(RSupply) (CNSL)	22Jan02	1 day
Logistics Mgmt. Sr. SK SNAP II (RSupply) (CNSL)	05Nov01	1 day
NWCF-DLR Mgt/Carcass Tracking/FACTS Workshops	13Nov01	3 days
NWCF-DLR Mgt/Carcass Tracking/FACTS Workshops	14Jan02	3 'days
Ported SNAP Basic Operator (ADP) Workshop (Legacy)	03Nov01	4 'days
Relational Supply Seminar (Force)	26Nov01	5 days
Supply Petty Officer Seminar (Legacy)	10Dec01	4 days
Supply Petty Officer Workshop (RSupply)	26Nov01	4 days
Supply Petty Officer Workshop (RSupply)	14Jan02	4 days
TYCOM Alternative Utilities Workshop (Legacy)	05Nov01	3 days

POC-Mr. Mike Carnacho, DSN 564-6600, Comm. 757-445-6600 camachomx@cna1.navy.mil

ATGPAC Training Schedule

Course	Class Date	Duration
NEC 2820 Class (CIV)	05Nov01	5 days
Purchase Card Automation System (PCAS)	02Nov01	1 day
Purchase Card Automation System (PCAS)	03Dec01	1 day
RSupply (UNIT LEVEL)	03Dec01	5 days
SMARTS Training (RSupply)	16Nov01	1 day
SMARTS Training (RSupply)	11Dec01	1 day
SMARTS Training (SFM)	13Nov01	1 day
SMARTS Training (SFM)	10Dec01	1 day
Total Asset Visibility	06Nov01	1 day
Total Asset Visibility	04Dec01	1 day

POC-Mr. Elphi Rivera, DSN 526-5794, Comm. 619-556-5794 rivera.edphi@atgpac.navy.mil



How to get help with your Automated System

For reviewing an existing Trouble Report (TR), Change Proposal (CP) or submission of a Trouble Call (TC), users can utilize the Software Maintenance and Tracking System (SMTS) at **SSC-C's website** www.scn.spawar.navy.mil and follow the links to SMTS.

For assistance on Supply Management Automated information Systems (AIS) contact **SPAWAR Systems Center Chesapeake** using the following information:

East Coast-SPAWAR SSC-Chesapeake

System	Code	POC	Email	Phone
RSupply and SNAP(AII)	531	CW03 Young	Rsupply50@scn.spawar.navy.mil	DSN • 565-8212/8217/8153 Comm. • (757) 523-8212
Forward Deployed	51	LT Sanders	Rsupply50@scn.spawar.navy.mil	DSN • 314-624-5935
West Coast-SPAWAR SSC-C Detachment San Diego				
RSupply Force/SNAP I	6 111	SKCM Bersamina	suadps@spawar.navy.mil	DSN • 526-93 14/8786 Comm.- (619) 556-9314
RSupply Unit/SNAPII	621	SKCM Jimenez	Linkcode62@scndetsd.massopac.navy.mil	DSN • 526-7659/7660 Comm. • (619) 556-7659
Forward Deployed	64	MGYSGT Stobaugh	gstobaug@spawar.navy.mil	01 1-81-616-043-6231

If you need assistance after normal duty hours, call **SSC-C's** 24-hour watch at **DSN-565-8007/8008** or commercial (757) 523-8007/8008.

NICC (cont'd)

(Continued from page 5)

with old status, and or locating assets within the supply system.

An Interactive Voice Response (IVR) unit was installed in January 2000. The IVR provides an automated means for customers to check stock availability, input new requisitions, modify and inquire on existing requisitions, or identify a Part Number to a National Item Identification Number. Customers are greeted by the IVR and are initially offered seven main menu options. From the main menu, the caller can "drill down" to the "sub-menu" that satisfies their requirement. The intent is for customers to get their required data through the "smart technology" offered by the system. It is interfaced with various Department Of Defense supply systems to provide real time status and asset availability information. The IVR allows customers to quickly access the information they are looking for at any time without requiring the aid of a customer service representative.

In addition, another NAVSUP objective was to integrate claimants and programs into the NICC by using our single entry point into the logistics system for any type of support. The Fitting Out and Supply Support Assistance Center (FOSSAC), the Navy Exchange Service Command (NEXCOM), the Naval Inventory Control Point (NAVICP), the six Fleet and Industrial Supply Centers (FISC), and the Naval Transportation Support Center

(NAVTRANS) are claimants that have been integrated to date. In addition, the NICC also has a call forwarding partnership with the **Defense Logistics Agency (DLA) Customer Support Network (CSN)**.

Our dynamic infrastructure will allow the NICC to evolve even further. In response to our customers feedback from a survey completed in Spring 2001, we are upgrading our IVR. In the next few months, look forward to seeing:

- ! Shorter menus and scripting
- ❖ Upgrade of the IVR, which should minimize network issues
- ! New voice response system

NAVSUP strives and is committed to exceed customer expectations. We carefully review the emergent technology innovations touted to enhance customer service, each promising the epitome for customer satisfaction.

Life is full of surprises and the NICC is one of the good ones. It truly has become the "One Call Gateway" into logistics for information, services and products. Keep our number handy, let NICC be your first 'go to' source for supply logistics information, and give us a call... **anytime!**



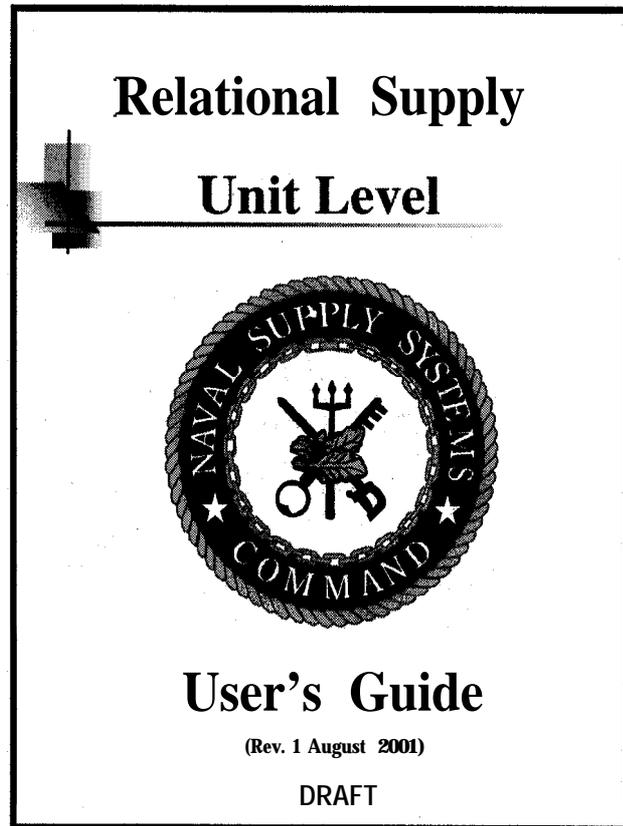


Relational Supply Unit Level User's Guide

The second iteration of the Relational Supply Unit Level User's Guide has been drafted and is at Naval Supply Systems Command for review. A limited number of copies have also been produced and forwarded to Relational Supply subject matter experts for their review. The User's Guide has been completely rewritten from the original version and includes more detailed guidance and an easier to read format.

The User's Guide will be available in hard copy format and on CD-ROM in Adobe Reader® format. We also plan to make the User's Guide available via the Internet once it is approved by placing it on the NAVSUP, SPAWAR, ATG and Naval Supply Corp School web sites.

Once the Guide is approved for fleet use, we will mail one hard copy and a copy of the CD-ROM to each Unit Level activity. The Guide will also be passed out during Unit Level Relational Supply Interim Training. For more information on the User's Guide or Relational Supply Interim Training, email Mr. John Dye at jdye@cnsi.spear.navy.mil or Mr. Mike Leary at mleary@cnsi.spear.navy.mil.



PARIS

The Purchase and Reconciliation Information System (PARIS) is a new system that significantly reduces workload associated with reconciling purchase card invoice transactions. The system is currently installed on USS SAIPAN and USS AUSTIN. PARIS interfaces with SUADPS-RT and SNAP II legacy systems. According to the PARIS functional manager, Mr. Marc Heimbach, "PARIS is versatile, logical and an easy to train and use system. It is already saving afloat sailors about 5-7 hours per monthly invoice." Most ships are using spreadsheets to match ship credit card purchases with bank invoices, which takes several hours. With PARIS, the reconciliation is automated and the PARIS database matches transactions on the bank invoice streamlining the reconciliation process. Supply Officers may also use PARIS to accomplish their monthly credit card audit by using reports that display transaction information on one sheet of paper. Ship's Supply Officers who are interested in prototyping PARIS on their ship are encouraged to request PARIS from their TYCOMs or NAVSUP 4C, by contacting Marc Heimbach at mart-c-heimbach@navsup.navy.mil.



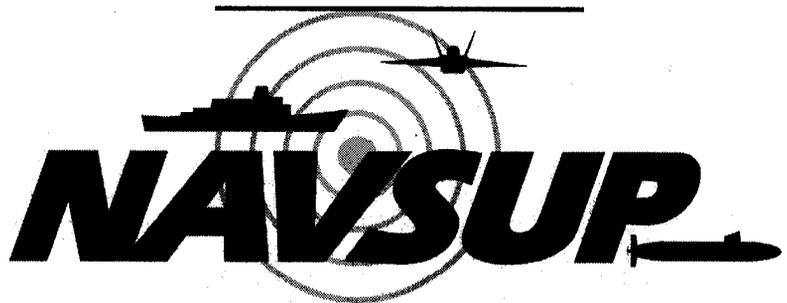
The guided missile cruiser *USS Princeton (CG 59)* is at station just aft of the aircraft carrier *USS Carl Vinson (CVN 70)* as a CH-46D Sea Knight of the "Gunbearers" of Helicopter Support Squadron One One (HC-1 1) delivers ordnance to the carrier. Carl Vinson and its carrier airwing are part of Operation Enduring Freedom. U.S. Navy photo by Photographer's Mate Airman Inez Lawson, Oct. 18, 2001

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