

Columbus (DSCC), and Defense Supply Center Philadelphia (DSCP).

To help streamline services, customers can call a toll-free number, 1-800-421-1827, for pay inquiries. The telephone is manned Monday through Friday from 7:00 a.m. to 4:00 p.m. Eastern Standard Time.

Enhancements to the My Pay website have been implemented, as well. An employee may now print his or her LES on the Wednesday following each pay period. In addition, they may print W-2s, update allotments, update their address, update their direct deposit, and review their federal and state tax information.

The My Pay site also has a feature to allow one to turn off the hard copy LES and receipt of W-2. Individuals would then receive their LES electronically verses through the mail. “We are trying to eliminate the cost of mailing the pay stubs,” said Zinn.

A recent feature of the electronic LES is called a “smart LES” in which an individual can access up to one year of LES information and highlight and click categories on the page to view current and previous LES information.

The My Pay site will also allow an individual to set an email address to receive notices and updates.

“DLA officials expect the Payroll Center of Excellence sites and the modifications to My Pay to benefit the agency in increased efficiency and consistency, reduced payroll issues, and increased ability to track trends and common problems,” said Zinn.

Other benefits include monitored performance against standard metrics, reduced payroll staffing levels, ability to track trends or common problems, and providing a centralized point for customers.

“The best way to support a world-class organization is to provide world-class customer service,” said Shaffer.

Due to the success of the Payroll Center of Excellence initiatives, Financial Operations is currently looking at other financial functions that may be able to be performed by Centers of Excellence.

Acquisition customer tool kit aids in contract development

By Jessica Walter, DDC Command Affairs

Since its deployment more than a year ago, the Customer Tool Kit webpage created by the Defense Distribution Center (DDC) Contracting Office has aided in the improvement of the contract writing process.

The Customer Tool Kit webpage on the DDC intranet was developed to help the Contracting Office’s internal customers develop procurement packages. Features include guidance on conducting market research, developing a statement of work, developing an independent government estimate as well as a glossary of acquisition terms and a spreadsheet that provides status and contacts for solicitations and awards.

The internal customers the site was developed for include engineers and supply technicians and specialists at DDC headquarters and at DDC’s 26 distribution centers around the world.

“We wanted to give our internal customers access to resources that would

help us gain a better understanding of their requirements,” said Meg Ross, Procurement Specialist in the DDC Contracting Office. “When we have a better understanding of the requirement, we can write a better contract.”

DDC’s acquisition office hopes to leverage the technical expertise of the tool kit users to create better procurement packages by providing the on-line resources.

“Since our customers are so varied and their geographic locations are widespread, the intranet page has provided a single point of reference that they can use any time of the day from any location,” said Ross.



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