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WELCOME TO OUR APRIL 2021 EDITION!

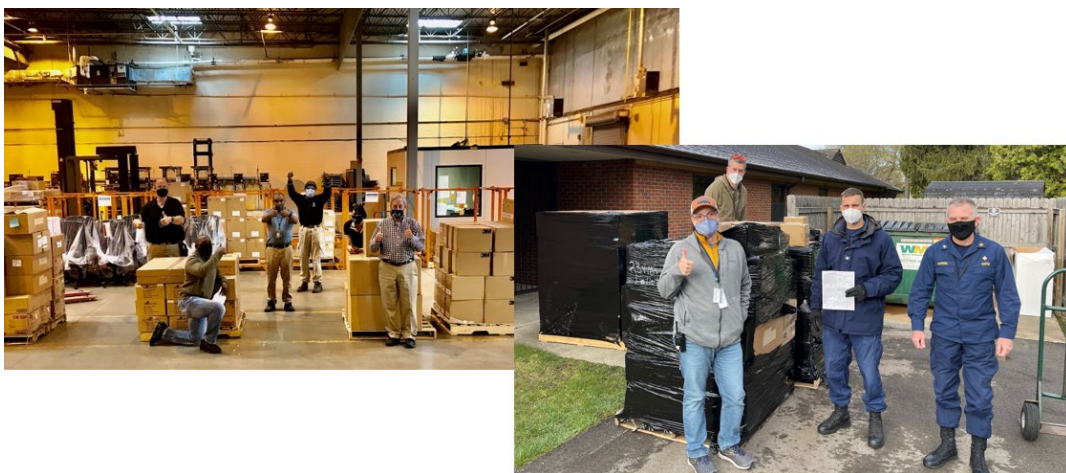
We normally have a welcome message from the DLS Director or Deputy Director, but as with all things logistics, critical needs of our community always come first.

OALM/DLS Support for HHS Border Effort with [Unaccompanied Children](#)

Over a weekend, an intrepid NIH volunteer on the ground in Albion, Michigan reached out to NIH and HHS for critical PPE supplies that were needed for 100 volunteers and 250 children. DLS answered the call. While HHS contracting worked to respond for a broader effort, DLS was able to fulfill a critical gap in time and provided a 6 pallet "Care Package" of PPE, including over 2,000 gloves, 4,000 masks and respirators and 700 disposable lab coats and shoe covers, as well as 1500 bottles of water to the incredible team of volunteers and children in need within 51 hours from ask to delivery.

What is seen below is the energizing result of a successful response from all involved. There are those of you who remain un-named, within leadership, contracting, human resources, DOHS, budget, that all contributed to this effort. While you're not visible in the snapshots below, we recognize you as being a part of the bigger picture.

Thank you for your help!



THANK YOU FOR THE TEAMWORK!

Pictured to the left: Fred McBride, Erinn, Brown, Darrell Duckett, Aaron Higgins, Tonya Henderson, and Joe Girolami are pictured, but Danni Bankins, Guy Rollins, Ioana Hance, Gwen Carr, and the entire NIH Supply Team and Mark Minnick, Alicia Jackson and the Transportation Freight Team were involved in the DLS Support for Border Crisis effort.

Pictured to the right: The outstanding Michigan HHS/NIH volunteer Team who received the 6 pallet "care package" which includes the intrepid NIH volunteer who reached out to the NIH leadership community for support their unflagging efforts in caring for the unaccompanied children.

THANK YOU FOR THE POSITIVE FEEDBACK AND QUESTIONS, WE HEARD YOU!

AT THE NIH SUPPLY CENTER, YOU ARE OUR #1 PRIORITY!

We want to make every customer's experience great, and your invaluable feedback will help us streamline our processes and identify ways to improve our services.

We received **98 total responses from 20 ICs** from the NIH Supply Center - Web Experience and Marketing Survey. The survey focused on purchasing trends, overall satisfaction, user experience, communication preference and the new OneNIH name recognition.



We have highlighted a few key areas we will be improving on in the upcoming months:

- **Product Availability:** Digitized New Item Request form and updates to the NIH Supply Center Product Catalog
- **Customer Service:** Improvements to Call Center Features
- **Communications:** Standardized branding and marketing efforts

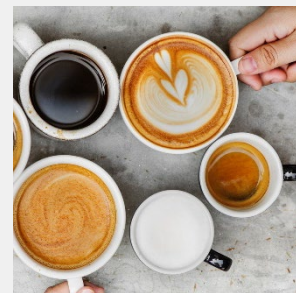
Your questions, concerns and feedback are always welcome. If you have additional feedback you would like to submit, please use the link below to access the NIH Supply Center Customer Service Survey.

[CLICK HERE FOR SURVEY](#)

Thank You for attending the Virtual Coffee Chat with Elizabeth "Beth" Van Absher, NIH DLS Director!

We had a great turnout of more than 200 attendees!

We are here to support you and all the exciting efforts and initiatives going on at the Institutes and Centers (ICs) across NIH. If our team can provide any assistance, equipment or services to your ICs please do not hesitate to reach out to us at



DLSPMO@od.nih.gov or submit your responses using the survey below.

**CLICK HERE FOR
SURVEY**

HOT TOPICS



For HHS, April is National Supply Chain Integrity Month!

(at NIH/DLS - National Supply Chain Integrity is EVERY month!)

The products chosen as a part of our Supply Center Online Product Catalog are thoroughly researched, to make sure we provide you with top quality and pricing.

When shopping with the Supply Center, you can always ensure you are getting the best of the best. We value our relationships with customers and do everything we can to provide you with top notch service every time!

Additionally, we've invited our NIH partners to participate in the annual Warehouse Education and Research Council (WERC) Conference that will take place on May 3-5, 2021. We are looking forward to collaborating with our partners and will be sharing best practices and innovative solutions in the coming weeks!

Name Recognition

Thank you for the feedback on our Supply Center Name.

Many of you have known us over the years as Gaithersburg Distribution Center (GDC). We are excited to share that we are relocating from Gaithersburg, MD to 16071 Industrial Blvd, Rockville, MD in October 2021. In light of this announcement, GDC will be officially renamed to "NIH Supply Center (NSC)".

Please let us know if you have any questions or feedback at DLSPMO@od.nih.gov

OneNIH Initiative

Whether you've seen our ONE NIH graphic on our website, flyers or newsletters that have gone out recently, you're an important part of it! The original image was created last year (see right image) as part of the ONE NIH initiative. When the COVID-19 pandemic shut down "normal operating procedures" for everyone, the global supply chain felt the impacts and PPE became hard to come by. Undaunted, the NIH community united together to prioritize their needs and discuss the best way to source and secure these high-demand PPE items.



Over the last year, ONE NIH has become an even stronger movement to support ICs and their scientific and business needs expanding beyond PPE into high demand lab supplies. In February 2021, we sent out a survey asking for your reaction to the graphic presenting the ONE NIH Initiative. While most recognized the intent, it did not resonate for everyone. We heard you.



NIH SUPPLY CENTER

Based on community feedback, we've modified the graphic image representing this vital initiative to show the community behind the science and the logistics (see left image).

Please let us know what you think about this change at DLSPMO@od.nih.gov. While our image may be changing our mission has not. At the Supply Center, we put our community as our number ONE priority!



QlikView to Qlik Sense Transition

DLS is excited to be a part of the QlikView to Qlik Sense migration. NIH transitioned from QlikView to Qlik Sense on April 21, 2021. Many dashboards have already made the shift, including the Division of Logistics Services' applications for the NIH Property Management Portal and Supply Center Orders.

What does this mean for you? This business modernization effort will positively impact NIH by enabling ICs to make data-driven decisions faster than ever before.

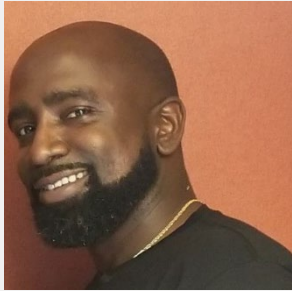
Qlik Sense supports the full range of analytics use cases across an organization — from self-service visualization and exploration to guided analytics apps and dashboards, conversational analytics, custom and embedded analytics, mobile analytics, reporting, and data alerting.

Please review the [QlikView to Qlik Sense Converter Job Aid](#) for any questions regarding this transition, please reach out directly to DLSPMO@od.nih.gov.

DID YOU KNOW?

The Division of Logistics Services (DLS) provides valuable services to the National Institutes of Health (NIH) and its 27 Institutes and Centers as the central liaison for logistic functions. DLS manages all aspects of supply chain management, property administration, and transportation management programs for NIH. Our Vision is to provide responsive and superior logistics to the NIH community in a customer-focused approach.

SUPPLY MANAGEMENT BRANCH (SMB)



Meet Erinn Brown, Supervisory Inventory Management Specialist

How has your career grown since starting at NIH DLS?

My career has grown dramatically since joining NIH DLS as an Inventory Management Specialist/Item Manager in 2013, in terms of my professional experiences, as well as my role and responsibilities. I have taken advantage of training opportunities and experiences that have factored significantly in my professional growth and development as a logistician.

I have also had the honor of contributing directly to the operational successes of the Supply Management Branch, which indirectly contributes to and/or supports the exceptional research taking place at the NIH.

What is your favorite part about working at NIH DLS?

My favorite part about working at NIH DLS is the fulfilling feeling I get from supporting the world-class researchers here at the NIH with their respective supply requirements, as well as the collaboration that effort entails.

What is your favorite pandemic hobby?

DIY home improvement projects and trying new recipes at home.

SMB MONTHLY NEWSLETTER:

- Customer Service Tips
- Bulk Hold Program
- New Item Request Form
- Website Guidance
- Customer Success stories
- Modernization Initiatives

**CONTINUE READING
MONTHLY NEWSLETTER**

SMB Bulk Hold Program

Our Bulk Hold Program allows you to order items in advance and store them at the NIH Supply Center. When you are ready for a delivery, you can arrange with one of our team members. As the Fiscal Year begins to wind down, this is a great time to order items and store them until use is needed.

SMB New Item Request Form

Don't see what you like? We can order for you! If there is an item you would like to request that we do not carry, fill out the **NIH Supply Center New Item Request Form**, and our team will request this item as a non-stock item. Non-stock items mean they are

not usually a part of our inventory, but if you request the products, we will put in a custom order for you!

The NIH Supply Center has a new phone number!

📞 **1-833-3 ONE NIH** 📞
(1-833-3 663 644)

We're Your Priority Source, YOU Are Our #1 Priority! Have a question? Please let us know how we can help!

Call us at our new number or connect with our customer service representative at NIHSC-customerservice@od.nih.gov

HELPFUL SUPPLY RESOURCE LINKS:

- [NIH Supply Center New Item Request Form](#)
- [Welcome to the NIH Supply Center](#)
- [NIH FreeStuff](#)
- [IC PPE Coordinators List](#)

PROPERTY MANAGEMENT BRANCH (PMB)

Meet the Property Reutilization and Disposal Section (PRDS) Team



Pictured from left to right: Javier Arce-Colon, Hayes Robinson, Christopher Batzel, Kimarlo Burke, and Michael Turner.

The Property Reutilization and Disposal Section (PRDS) team has over 200 years of combined logistics experience and is comprised of 29 staff members. The staff consists of 5 FTEs and 24 SoBran contractors. PRDS is currently located at the Gaithersburg Distribution Center (GDC) but is projected to relocate to 800 E. Gude Drive in the early part of FY 2022. In addition, we have an excess yard located on main campus in the open center area of Building 25.

After being closed for several months due to the COVID-19 Pandemic, PRDS returned to an operational status on July 8th, 2020. Although PRDS was closed for regular business, we were still available to issue telework equipment every Wednesday, by appointment

only, to National Institutes of Health (NIH) staff who required adequate office equipment to work from home. During the past year of COVID enforced telework, PRDS has issued over 2,000 pieces of accountable and non-accountable equipment. Since returning to the workspace, PRDS has processed over 50,000 pieces of excess accountable property and an additional 100,000 pieces of non-accountable property for recycling or re-issue. PRDS was able to achieve these impressive results/numbers even with a decreased staffing presence throughout the NIH community.

**CONTINUE READING
ABOUT PRDS TEAM**

PMB MONTHLY HIGHLIGHTS:

- **Establishing New Inventory Baseline Data:** Following the close of each calendar year (CY) inventory effort, the new Inventory Baseline data is determined to adjust for losses and gains, and to establish the number of assets to be accounted for during the next inventory period.

**CONTINUE READING
MONTHLY HIGHLIGHTS**

HELPFUL PROPERTY RESOURCE LINKS:

- [Excess Product Catalog](#)
- [Personal Property Section \(PPS\)](#)
- [Contract Property Section \(CPS\)](#)
- [Property Reutilization and Disposal Section \(PRDS\)](#)
- [Determining Requirements](#)
- [Determining Sources](#)
- [General Property Information](#)
- [Personal Property Management Guide \(PPMG\)](#)

TRANSPORTATION MANAGEMENT BRANCH (TMB)



Meet Alicia Jackson, Supervisor, Traffic Management Specialist

How has your career grown since starting at NIH DLS?

I started my career in DLS, as a Traffic Management Specialist managing the Household Goods (HHGs) Relocation Program. Within a few years, I was promoted to Supervisor within the Freight Forwarding Section (FFS). Over the years, with training and experience, I have been able to make necessary changes to enhance the following two programs: Freight & Relocation Services.

What is your favorite part about working at NIH DLS?

My favorite part working with DLS is the people. Working with customers and delivering top-notch customer services.

What is your favorite pandemic hobby?

My favorite pandemic hobbies catching up on my reading and redecorating my home.

TMB MONTHLY HIGHLIGHTS:

- The Fleet Management Section teamed up with the Property Reutilization and Disposal Section (PRDS) team during a visit from the local regional GSA Property Sales team at the GDC warehouse. This was a great opportunity for both DLS and GSA to gain a better understanding of NIH's property turn-in processes and identify potential areas where GSA staff might be able to assist us in the future.
- All access entrances to Building 13 are locked. To access the Shipping department at loading dock E, walk-in customers must call prior to drop-off to schedule a time or knock upon arrival. Upon arrival, customers must sign in and show identification.

**CONTINUE READING
MONTHLY HIGHLIGHTS**

HELPFUL TRANSPORTATION RESOURCE LINKS:

Shipping and Relocation Services

- [Household Goods](#)
- [Other Than Household Goods](#)
- [Packaging Instructions](#)

Government Vehicles

- [Agency Assigned Vehicles](#)
- [Fleet Management at NIH](#)
- [Short Term Vehicle Rental](#)
- [Maintenance and Repair Services](#)

CUSTOMER SPOTLIGHT

[The Children's Inn at the National Institutes of Health \(NIH\)](#)



The Children's Inn at the NIH is a nonprofit that provides residential services and a wide range of programs to children, teens, and young adults with rare and serious diseases whose best hope for a diagnosis or treatment is an NIH clinical research study.

THANK YOU, Children's Inn at NIH, for everything you do for our community! The Children's Inn at NIH strives to reduce the burden of illness on families, make childhood possible and help advance NIH clinical research.

DLS is grateful to be supporting The Children's Inn at NIH. We are committed to serving our customers and helping them fulfill their mission!

We are happy to share positive feedback DLS received from the Children's Inn at the NIH: "At the Children's Inn at NIH we depend on supplies ordered from the NIH Supply Center to support our families. Being located on the NIH campus we appreciate the convenience

of the NIH Supply Center as they carry items we need and deliver our supplies promptly. We have been ordering supplies from them for over 25 years and are very satisfied customers. It is a pleasure to do business with the NIH Supply Center, and every member of their team is professional, courteous and helpful.”

DLS IS ON THE MOVE!



WHO is moving?

DLS Staff located at 6100/6011 Executive Boulevard and what is formerly known as the Gaithersburg Distribution Center (GDC)

WHEN and WHERE are these MOVES happening?

- **October 2021:**
 - DLS Front Office/PMB Admin. Moves to 6701 Rockledge Drive Bethesda, MD
 - Supply Management Branch staff moves to 16071 Industrial Blvd, Rockville, MD
- **January 2022:** Property Utilization & Disposal Warehouse moves to 800 E. Gude Dr. Rockville, MD

WHAT will the new location offer?

- A new warehouse complex with state-of-the-art technology and 83,536 Usable Square Footage (USF) of storage space for the Supply Center, and 39,982 USF for the Property warehouse. Please note that you can expect the same great (uninterrupted) level of customer service during and after the upcoming move!



DLS UPCOMING EVENTS



May 3-5, 2021: Warehouse Education and Research Council (WERC) Conference

May 11, 2021: OneNIH Initiative Meeting at 1:15 PM EST

May 13-15, 2021: SMB Warehouse Inventory, Please place your orders now! Deliveries will resume Monday, May 17, 2021.

YOUR COMMENTS, SUGGESTIONS, AND FEEDBACK ARE ALWAYS WELCOME

[CLICK HERE FOR SURVEY](#)

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ARCHIVED ISSUES OF THE DLS MONTHLY NEWSLETTER

[CLICK HERE FOR ARCHIVED ISSUES](#)

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