



DIVISION OF LOGISTICS SERVICES (DLS)

MONTHLY NEWSLETTER

Edition 3 | May 2021

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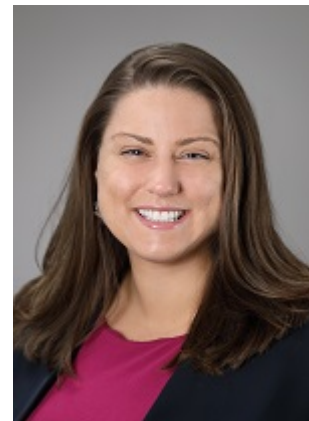
WELCOME TO OUR MAY 2021 EDITION!

This month, we had the opportunity to celebrate Americans who have dedicated their life to service. During Public Service Recognition Week, we recognized the far-reaching contributions of Federal Employees, and on Memorial Day we remember those who died in military service to our Nation. Abraham Lincoln told us, and it is surely still true today, that "The strength of a nation lies in the homes of its people."

We appreciate your personal service to your teams, to NIH, to America, and to the world. Thank you!

Leading a life of service has been especially interesting as a logistician in a pandemic. In this season, our team has had the unique opportunity to showcase the skills and talents of our own NIH supply chain professionals and technicians in service to NIH teams.

Through meaningful collaboration with laboratory, health and safety, medical, and administrative teams, our NIH Division of Logistics Services has identified meaningful solutions to urgent needs. Together, through interaction with industry partners for transportation, manufacturing, acquisition, distribution, and property management, we have bolstered the overall readiness of NIH.



Emily Ballou
Deputy Director
Division of Logistics Services

**CONTINUE TO DEPUTY
DIRECTOR'S MESSAGE**

HOT TOPICS

BORDER CRISIS UPDATE

On Monday, May 3rd, 2021, we received a call from an NIH Volunteer in Pomona, California that critical PPE supplies were needed for volunteers from HHS and other Government

Agencies at the HHS Emergency Intake Site (EIS) stood up in California. From our front office to our warehouse and transportation teams, DLS answered the call to action. NIH Supply Center staff sprang into action and worked around the clock to analyze data for adequate supply, gather quotes from vendors, and secure supplies for transport.

After securing and palletizing over 23 packages of PPE, the NIH-Supply Center team handed off the care package to our Freight Forwarding Team (who are featured in the staff highlight section coming up!). Transportation has fast moves! Our Freight Forwarding Team delivered the critical PPE supplies across the span of the nation, in a matter of days after the initial call was made to us. A Public Health Service (PHS) Officer stated, "NIH provided the gold standard of masks and didn't spare any ... [effort] in protecting volunteers".

Thank you to the Office of the Director, OLAO Leadership and a BIG thank you to NIH Supply Center and Transportation Freight Forwarding Teams!



Getting pallets ready to move!

Pictured to the right: Joe Girolami



PARTNERING WITH DOHS FOR PRE-DEPLOYMENT KITS

The Department of Occupational Health and Safety (DOHS) identified 15 critical items that would help advance teams before they even hit the ground at Emergency Intake Sites (EIT), including N95 masks that require fit testing through DOHS before volunteers deploy. DLS partnered with DOHS to provide PPE for 145 pre-deployment kits that will be given to NIH volunteers with the Unaccompanied Children (UC) mission, prior to deploying. DOHS has members deployed in this critical mission along with



other ICs and is fully invested in everyone's health and safety. Thank you, DOHS!

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 Roxanne Brew, Acting Business Operations & Marketing Chief

What do you like most about your job?

I appreciate the great teamwork that occurs daily at the NIH Supply Center, as well as the ability to contribute to the impactful mission of the NIH.

What is the best career lesson you have learned so far?

Teamwork really does make the dream work. It has been a pleasure to see how much can be accomplished when folks see and relate to each other as fellow humans and are united by a common goal.

What is a fun fact about you many people may not know?

I am a singer/songwriter in my spare time and can be found on most streaming apps amongst a million other artists named Roxanne.

NIH SUPPLY CENTER MONTHLY NEWSLETTER:

- Customer Success Stories
- ONE NIH Initiative
- CAN Cards
- Customer Service Phone Number Change
- Intern Supply Kit

**CONTINUE READING
MONTHLY NEWSLETTER**

Intern Season

It is the time of the year when students are out of school and at the NIH for their internships! Get ahead of the curb and have your intern supplies on hand or give your interns a tour of Building 10 and stop by the Supply Center Store together to pick out some items. We recommend NIH masks, folders and notebooks, highlighters, and post-it notes! For our full inventory, visit our [Product Catalog](#).



NIH Supply Center Bulk Hold Program



Order your items now for the rest of Fiscal Year 2021 and take advantage of our Bulk Hold Program! The Clinical Center has found this especially helpful, as they were able to purchase highly demanded items ahead of schedule, store them at our facilities, and ensured they would have access to the supplies as needed.

NIH Supply Center 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!

We're Your Priority Source, YOU Are Our #1 Priority! Have a question?

Please let us know how we can help!

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



Call or email: NIHSC-customerservice@od.nih.gov

NIH SUPPLY CENTER

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 James Keisler, Personal Property Section Supervisor

What do you like most about your job?

What I like the most about my job is that my knowledge and contributions are valued. I like that my job provides me the opportunity to interact with a dynamic group of people. I particularly enjoy assisting others in solving problems and collaborating with other professionals to achieve program improvements. My role as a Supervisor is rewarding as I am privileged with the opportunity to mentor and develop my staff. It brings me great pleasure to know that I had a hand in helping someone expand their knowledge and advance within their career.

Lastly, I appreciate that I am able to continue my career as a property management professional drawing from the vast training and experiences I have acquired over the past 25 years.

What is the best career lesson you have learned so far?

Do something you enjoy, and you'll never work the rest of your life.

What is a fun fact about you many people may not know?

I'm an extreme foodie and I have a hard time turning down karaoke opportunities.

PMB MONTHLY HIGHLIGHTS:

- **PMB 2021 Inventory Process:** Inventory operations for calendar year 2021 are at a continued pause due to ongoing COVID-19 mitigation initiatives. Personnel safety, building access limitations, and property deployed for remote work support create too many challenges to warrant a physical inventory at this time. During the continued pause in inventory operations, the Property Management Branch (PMB) encourages all IC property programs to continue their efforts to reconcile any inventory discrepancies carried over from previous years. As PMB assists ICs with their continued reconciliation efforts, we will be exploring network discovery options, and other initiatives, as a beta test for opportunities to augment inventory scans and improve accountability during the planned 2022 annual personal property inventory.
- **NIH Radio-Frequency Identification (RFID) Initiative:** The Property Management Branch's (PMB) mission is to provide comprehensive, data-driven, strategic asset alignment, and policy development for the National Institutes of Health (NIH). PMB's vision is to provide world-class integrated asset management to the NIH Community. In support of our mission and vision, PMB in conjunction with the NIH Property Management Community, is working to determine the feasibility, cost, and benefits of RFID technology.
- **COVID-19 Inventory Exception Process:** Draft guidance will be available in June 2021 for Institutes and Centers (ICs) wishing to inventory IT assets.

**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 the Freight Forwarding Section (FFS) Team



The Freight Forwarding Section (FFS) team has over 180+ years of combined shipping experience and is comprised of 10 staff members. The staff consists of 8 FTE's and 2 Moving Masters contractors. FFS is located on the NIH main campus in Building 13.

During these challenging times, FFS team has proven to be productive working remotely by processing medications, COVID SARS research equipment, biological specimens, dangerous goods, dry ice (infectious & non-infectious) and PPE supplies to domestic and international destinations. On a weekly basis an average of 150-200 shipments are processed via FedEx and Special Carriers.

A special **THANK YOU** to the FFS team! The FFS Team reported on-site during the entire year to provide office support processing walk-in shipments, timely package pick-ups and responding to customer service requests in a timely manner.

FFS continues to provide Relocation Services for Travel & Household Goods Shipments. The team provide entitlement counseling to the NIH Community for FTE's, Non-FTE's, and Commissioned Officers. On a yearly basis NIH relocates 200-250 new appointees & transferees' (Researchers, Title 42, Visiting Fellows). All relocations are reviewed, and travel vouchers and household goods invoices are audited prior to payments. It is our priority providing excellent customer service.

The FFS team continuously strives to be more productive with our processes to better serve the NIH community.

TMB MONTHLY HIGHLIGHTS:

- The Fleet portion of the NIH Sustainability Implementation Plan has been submitted to the Department of Health and Human Services (DHHS).
- 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 their NIH badge to TMB staff.

**CONTINUE READING
MONTHLY HIGHLIGHTS**

TMB Fuel Enhancements:

- Replaced the corroded Unloaded, E85, and Diesel tank tops.
- Replaced all underground piping and electrical work.
- Partially replaced the fuel dispenser island.
- Completed all environmental enhancements to allow the removal of the temporary tanks.

News Update:

Due to a ransomware attack on a major oil pipeline on May 7th, 2021, there was a supply chain shortage of gas throughout the United States, causing price increases in many states. However, TMB kept it flowing! TMB coordinated with police K-9 units to fuel their vehicles off-site, using their government supplied fuel cards. TMB has continued to source fuel for NIH fleet vehicles, without shortage, providing guidance to NCI Fort Detrick on how to get fuel on the NIH campus if they were in need. TMB is currently unable to

receive E85 fuel but still has a two-week supply, with the ability to convert the E85 to gasoline.



Pictured above: TMB Fuel Stations

HELPFUL TRANSPORTATION RESOURCE LINKS:

Shipping and Relocation Services

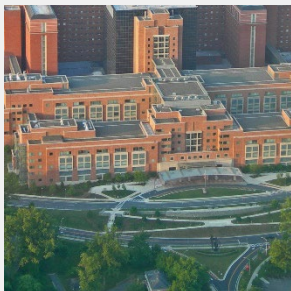
- [Household Goods](#)
- [Other Than Household Goods](#)
- [Packaging Instructions](#)

Government Vehicles

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

CUSTOMER SPOTLIGHT

[NIH Clinical Center](#)



The National Institutes of Health Clinical Center, America's research hospital, is located on the NIH campus in Bethesda, MD. Through clinical research, clinician-investigators translate laboratory discoveries into better treatments, therapies, and interventions to improve the nation's health.

THANK YOU, NIH Clinical Center, for everything you do for our community!

The Clinical Center has found great success with the NIH Supply Center bulk hold program! It has helped them tremendously in purchasing highly demanded items in large quantities, with the ability to store until needed assuring they never run out. DLS is committed to serving our customers and helping them fulfill their mission! Please reach out to NIHSC-customerservice@od.nih.gov to learn more about the Bulk Hold Program.

DLS IS ON THE MOVE!



Pictured above: DLS and ORF Staff don construction hats to walk the new site where they will share space at 16071 Industrial Blvd, Rockville, MD: the new NIH Supply Center location.

DLS UPCOMING EVENTS

June 08, 2021: OneNIH Initiative Meeting at 1:15 – 2:00 PM EST

June 10 – 12, 2021: SMB Self-service Supply Store Building 10 Inventory

June 10, 2021: Optimize NIH Property, Quarterly Update to SAMAC at 3:00 - 4:00 PM EST (Closed Audience)

June 15, 2021: NIH Personal Property Management Council (PPMC) at 1:00 – 2:30 PM EST (NIH Property Professionals)

PMB Inventory:

- **May 31, 2021:** 2020 Inventory closes - Last day to submit IC inventory scanner data.
- **June 01 – 13, 2021:** Blackout period – No IC scans will be accepted by New Year Tech (NYT) Inc.
- **June 14, 2021:** 2021 Inventory Baseline established.

YOUR COMMENTS, SUGGESTIONS, AND FEEDBACK ARE ALWAYS WELCOME

[CLICK HERE FOR SURVEY](#)

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