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# ***EDUCATION AND TRAINING***

## **The Debut of the Logistics/Customer Support Course (SAM-CS)**

**By**

**MAJ Joanne B. Hawkins, USA**

I am the course director of DISAM's newest offering to the security assistance community, the Logistics/Customer Support Course (SAM-CS). We introduced the course in late September 1998. Since then we have had two additional classes, one in a four-day on-site mode in November 1998 and one in a five-day resident mode in February 1999. The feedback from the students has been very positive.

We received written requests in FY98 from the deputy commanders of USASAC, Navy-IPO, and SAF/IA for DISAM to develop this course. The military departments have long expressed a sense of frustration that the same logistics problems keep cropping up, i.e., as one error or mistake is resolved, the same discrepancy reoccurs, often in the same organization. The MILDEPs requested that DISAM develop a course that would reach not only DoD personnel, but freight forwarders, contractors, and foreign customers as well. The objective of the course is to identify recurring logistics problems, and teach people how to resolve them or prevent them from happening in the first place. The course focuses on the elements of the Total Package Approach from a problem avoidance standpoint. Last summer we pulled together several logistics experts from the ILCOs and DLA to define the audience and identify the curriculum. The first pilot session was conducted in September 1998 with 28 representatives from Army, Air Force, Navy, Marine Corps and DLA. The critiques and after-action review from this course as well as the first on-site course that we held in November for 28 Air Force personnel resulted in a refinement of various elements of the curriculum. We believe that the Logistics/Customer Support Course (SAM-CS) addresses the major logistics concerns of the FMS customers, the MILDEPs and DLA.

The course is designed to provide personnel who are directly involved in or concerned with FMS requisitions and materiel movement with a comprehensive understanding and application of the policies, procedures, systems and actions necessary to move FMS materiel from its initial requisition to its shipment to the customer's final destination. The objective is to understand the functions of key organizations involved in materiel distribution, to include the ILCOs, DLA, contractors and freight forwarders. Students will learn the proper procedures for processing requisitions, and the handling and movement of Security Assistance program materiel, with the objective of reducing or preventing deficiencies in the FMS materiel distribution process. The course encompasses a broad variety of topics, including legislative requirements; implementing DoD directives and instructions; requisition processing; contract awards; item management;

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packaging requirements; commercial and government transportation; classified and hazardous material movement; publications support; and discrepancy reporting.

The course is conducted on a lecture and workshop basis, with exercises requiring direct student and group participation. The exercises replicate actual situations that have confronted practitioners involved in program/case management. A unique feature of the course is a series of presentations by Army, Navy, and Air Force representatives from the ILCOs, and the DLA International Programs Group, a freight forwarder, and other service-level field experts to lead discussions on troubleshooting and problems resolution. For a more detailed description of the SAM-CS curriculum, and a list of scheduled course offerings, see the DISAM Course Catalog on our web site at <http://disam.osd.mil>.

We are offering the SAM-CS Course in two versions. The resident version is five days long and includes a workshop. Classes start at 0800 each day and go until 1600. The on-site version is four days long and the workshop exercises are discussed throughout the course or assigned as homework. The hours are determined by the hosting activity, but each training day includes at least seven hours of actual class time. What makes this course different from all other DISAM courses, and what makes it particularly attractive, is that this course is available as an on-site course with DISAM funding the faculty and guest speakers travel/TDY costs.

Since we began offering this new course we have received several phone calls with questions concerning scheduling and attendance. Here are the most frequently asked questions and answers:

### **Who Can Attend the SAM-CS Course?**

The Logistics/Customer Support Course (SAM-CS) is open to all personnel supporting FMS logistics, including DoD personnel, contractor personnel and freight forwarders and customer foreign liaison officers. The course is specifically targeted at case managers, system program managers, procurement and administrative contracting officers, contract specialists, quality assurance specialists, item managers, transportation coordinators, customer service representatives, logistics managers at the embassy or SAO, freight forwarders, port facility managers, contractors, and supply specialists. In fact, just about everyone involved in the requisition, issue and movement of FMS material from DLA, Army, Air Force, Navy, Marine Corps, GSA, FMS customers, supporting contractors, direct vendors, and freight forwarders can attend.

### **Do I Have to Have Any Previous Courses or Training?**

No. Attendance at a DISAM resident course or its on-site equivalent is NOT a prerequisite for the SAM-CS, as it would preclude attendance at the SAM-CS by individuals who are not involved in FMS activities full-time or whose offices cannot afford their absence for more than 5 days. However, it would be very helpful to the student to have had at least the general three-day on-site course. The first half-day of the course is spent discussing the principles of the security assistance program and FMS procedures, to serve as an introduction for people unfamiliar with the FMS business and to refresh those people who have not attended a course in a long time. It is strongly recommended, however, that foreign purchasers without a strong FMS background, or for whom English is not their primary language, attend the two week DISAM Foreign Purchaser Course (SAM-F) prior to attending the SAM-CS Course. All students need to be aware that the Logistics/Customer Support Course is very fast paced and technical, and requires a great deal of reading during the first two days of instruction.

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## **How Can My Organization Receive an On-Site Course?**

In FY2000 DISAM will offer three on-sites of the Logistics/Customer Support Course. Prospective hosts for the on-site courses need a minimum of 30 students to make export to their location cost effective. There is no maximum number of students that can be taught. Rather attendance is limited to the capacity of the facility in which the course will be held. In addition, the hosting activity must have a computer with PowerPoint™ (available for instruction, and Internet capability, which is needed to demonstrate several unique logistics systems in class. Requests for a FY2000 Logistics/Customer Support Course (SAM-CS) on-site must be submitted in writing to DISAM, ATTN: Mr. Gary Geilenfeldt, Building 125, 2335 Seventh Street, Wright-Patterson AFB OH 45433-7803. The request should identify the name of the hosting organization, the point of contact for setting up the training at that organization, and the number of students projected to attend. Attendance at the on-site course should not be limited to just the hosting organization. In order to maximize the use of DISAM training funds, it is expected that the hosting activity invite any logistics related organizations in that geographic area to participate. Requests are filled on a first-come, first served basis. DISAM pays all costs associated with travel and per diem of instructors and guest speakers to the hosting on-site location. DISAM also pays for the training materials and shipment of those materials to the hosting on-site activity. However, DISAM will not pay the expenses for students who wish to attend an on-site course in a TDY status. Students who cannot commute to an on-site course in their area, or whose organizations will not pay their TDY costs should plan on attending a resident SAM-CS course at DISAM. The reason DISAM cannot pay TDY expenses for students attending on-site courses is because we cannot control the costs for lodging and transportation within areas outside of the general Dayton, Ohio area.

DISAM has firm dates and locations for the remaining on-sites for FY99. NAVICP-OF is sponsoring an on-site course (SAM-CS-3) from 18-22 May in Philadelphia. Individuals in the Philadelphia area who are interested in attending that course should contact Ms. Toby Agin at (215) 697-4390. The U.S. Army Security Assistance Command (USASAC) in New Cumberland, Pennsylvania is sponsoring an on-site course (SAM-CS-4), in the New Cumberland/Mechanicsburg/Harrisburg area. The point of contact for that course is Ms. Linda Enterline at (717) 770-6918. The last on-site of FY99 is being sponsored by NADEP-Jacksonville, Florida from 14-17 September. Mr. Victor Barahona at (904) 542-0861 is the point of contact for enrollment in that on-site course (SAM-CS-6). In all cases, students should enroll through their organization's training coordinator.

## **Are There Enrollment Quotas?**

There are enrollment quotas only for the five-day resident course. Generally the course quotas are established by the numbers of students each military department projects prior to the start of the fiscal year. But those quotas are not concrete, and typically one military department will not use its full quota for a specific course. So the bottom line is, if your training coordinator indicates that there are no more slots available for a particular course, contact the DISAM registrar directly and we can fill unused quotas from other services on a first-come, first-served basis. DISAM can enroll 32 students per resident SAM-CS Course.

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The number of students in a SAM-CS on-site course is determined by the hosting activity and the training facility's capacity. The minimum number of students is 30. If you are interested in attending an on-site course, contact the on-site course coordinator at the hosting activity to see if there is space available.

### **How Can Industry Personnel and Freight Forwarders Enroll in the SAM-CS Course?**

Contractors working FMS programs in support of a military department can attend free of charge using a MILDEP quota coordinated through the MILDEP organization's training office. Contractors who are not sponsored by a military department, and freight forwarders, can enroll directly with the DISAM registrar by either sending a letter to DISAM/DAS, Building 125, 2335 Seventh Street, Wright-Patterson AFB OH 45433-7803, or faxing their request to (937) 255-3441, or by registering on-line at the DISAM Web site at <http://disam.osd.mil>. Industry personnel who are not sponsored by a military department and freight forwarders must pay a tuition fee. The current tuition cost is approximately \$1520 (subject to change) which covers all textbooks, including the textbook *The Management of Security Assistance* and an instructional copy of the *Security Assistance Management Manual, DoD 5105.38-M*. Industry personnel and freight forwarders should not send money at the time of registration. When the course is convened and attendance verified the student's company will be billed for the tuition cost.

### **How Can Foreign Customers Enroll in the SAM-CS Course?**

Foreign customers overseas and Foreign Liaison Officers in CONUS must go through their SAO and through the Air Force Security Assistance Training activity (AFSAT) to obtain a training quota, and be charged the appropriate tuition charge against an FMS case. The MASL ID for the Logistics/Customer Support Course is D178238. Foreign Liaison Officers in CONUS may attend an on-site SAM-CS provided that the training has been coordinated through the SAO and the Liaison Officer's military department. Generally, if the country has a blanket order training case with AFSAT, the liaison officer's tuition can be charged to that case.

### **How Can Embassy/SAO Personnel Enroll in the SAM-CS Course?**

U.S. personnel stationed overseas, to include Foreign Service Nationals (FSN) working for the SAO/embassy, may attend the resident SAM-CS course free of charge. DISAM will pay per diem and travel costs from the CONUS point of entry to DISAM and return to the CONUS point of departure. The SAO/embassy is responsible for travel and per diem costs from the overseas location to the CONUS point of entry and return. Embassy/SAO personnel should enroll directly with the DISAM registrar.

### **How Do I Register for the Resident SAM-CS Course?**

Prospective military and civilian students within the Department of Defense should contact their education and training officers for coordination in applying for attendance at the resident Customer Logistics Support Course. Personnel from other federal governmental organizations should coordinate their applications through their respective agencies. Requests for attendance must go through the following:

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(1) For OASD: Chief, Training and Career Development Office, Room 3B347, Pentagon, Washington DC 20301-1115

(2) For Army: HQ USAMC, ATTN: AMCPE-CC-E-7N31, 5001 Eisenhower Avenue, Alexandria VA 22333-0001, (703) 617-5167/DSN 767-5167

(3) For Navy and Marines: NETSAFA, N32A3, 125 W. Romana Street, Suite 600, Pensacola FL 32501-5849, (904) 452-2900 X32924/DSN 922-2900 X32924

(4) For Coast Guard: COMDT COGARD/G-CI, Washington DC 25903-1000

(5) For Air Force: HQ AFMC/DPEE, Wright-Patterson AFB OH 45433-5000, (937) 656-0194/DSN 986-0194

(6) For Defense Logistics Agency: Chief, DCPSO-U, 380 Morrison Road, Columbus OH 43213-1430, (614) 692-5935/DSN 850-5935

(7) For foreign students wishing to attend the Customer Logistics Support Course (SAM-CS), requests for country quotas and attendance must be made to AFSAT/SDS, 315 J Street West, Randolph AFB TX 78150-4354

(8) Application (DD Form 1556) for admission of foreign national employees of the United States Government should be addressed to Registrar, DISAM/DAS, Building 125, 2335 Seventh Street, Wright-Patterson AFB OH 45433-7803, (937) 255-4144/DSN 785-4144

Military department education and training offices must send to DISAM/DAS (Student Operations), Building 125, 2335 Seventh Street, Wright-Patterson AFB OH 45433-7803, two copies of DD Form 1556 for each individual nominated to attend the resident DISAM Customer Logistics Support Course. In addition, student eligibility questionnaires are required to be submitted along with all DD Forms 1556 for all students nominated for the SAM-CS. Contractor applicants for SAM-CS, are accepted on a space-available basis and should send their requests directly to their respective sponsor service.

Requests must arrive at DISAM not earlier than 90 days and not later than 30 days before the course start date. DISAM accepts or rejects a nominee based on information contained in the enrollment request.

### **How Do I Register for the On-site SAM-CS Course?**

Contact the on-site course coordinator for that hosting organization.

### **Will I Receive Credit for Attendance at the On-site Course?**

Every student attending a DISAM on-site course prepares an enrollment form on the first day of class. Upon course completion the DISAM registrar enters the student in the DISAM database so that the student is given credit for attendance and is eligible for follow-on DISAM training. Each student will also receive a diploma upon course completion and a generic DD Form 1556 specifying the hours and type of training, which the student can use to obtain credit in his or her employment record.

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## What is the Difference between the Five-day Resident Course and the Four-day On-site Course?

The on-site course includes all the same topics and hours as the resident course. The resident workshop, however, is equally divided across the four-day on-site, requiring students to interact and do homework outside of actual class hours.

## What are the Course Offerings for FY99 and FY2000?

As described earlier, we have three on-site courses scheduled for FY99. We also have one more resident course at DISAM this fiscal year. We will be offering three resident courses and three on-site versions of the Logistics/Customer Support Course in FY2000. Here is the schedule:

CS-3-99	18-21 May 1999	NAVICP, Philadelphia, PA
CS-4-99	8-11 June 1999	USASAC, New Cumberland, PA
CS-5-99	16-20 August 1999	Resident (at DISAM)
CS-6-99	14-17 September 1999	NADEP Jacksonville, FL
CS-1-00	6-10 December 1999	Resident (at DISAM)
CS-2-00	11-14 January 2000	On-site (TBD)
CS-3-00	29 February - 3 March 2000	On-site (TBD)
CS-4-00	1-5 May 2000	Resident (at DISAM)
CS-5-00	6-9 June 2000	On-site (TBD)
CS-6-00	14-18 August 2000	Resident (at DISAM)

## I Still Have Questions about this Course. Who Do I Contact?

Call me, MAJ Joanne Hawkins, at DSN 785-5850 or (937) 255-5850. Or, you can e-mail me at [jhawkins@disam.wpafb.af.mil](mailto:jhawkins@disam.wpafb.af.mil). If I am not available you can talk to our on-site coordinator, Mr. Gary Geilenfeldt, at the same number, or e-mail him at [ggeilenfeldt@disam.wpafb.af.mil](mailto:ggeilenfeldt@disam.wpafb.af.mil). If you have a question about registration, please contact our registrar, Mrs. Barbara Kitchen, at DSN 785-4144, or (937) 255-4144, or via e-mail at [bkitchen@disam.wpafb.af.mil](mailto:bkitchen@disam.wpafb.af.mil).

## About the Author

Major Joanne Bernstein Hawkins is an Army Quartermaster officer and a DISAM Assistant Professor. She holds a Bachelor of Arts degree from the University of Miami, Florida, a Master of Education degree from Campbell University, North Carolina, and a Master of Science degree from Central Michigan University. She is also a graduate of the Army Command and Staff College. Major Hawkins has been teaching at DISAM for nearly six years, concentrating in FMS logistics, FMS process, legislation and foreign policy and FMS financial management.