



THE SNAPSHOT

Logistics NCO Monthly Newsletter

September 2020

HEADQUARTERS, DEPARTMENT OF THE ARMY G-4



Message from the HQDA G-4 SGM

I'm really excited about this month's edition of the monthly newsletter. It gives us the opportunity to provide you an update on a number of important quality of life initiatives we've been working on over the past couple of months. These topics are really tied to quality of life initiatives designed to make things better for Soldiers and their family members. In this edition you will notice articles containing information on topics such as Dining Facility modernization efforts, Go for Green healthy choice options, and Permanent Change of Station (PCS) moves. Of note, we are quickly approaching the end of the high-peak PCS season. All things considered, the Army did this safely while operating in a COVID-19 environment. During this challenging and unique time in history, we've gained a great amount of experience, and learned many lessons on how to improve the PCS process; thereby making it better for our Soldiers and their Family members. With that said, the enterprise strives to improve with each and every PCS move. One of the ways we can get better is to clearly see ourselves, and in order to understand where improvement is required we need to hear from you. If you recently finished a PCS move or know of someone who has, I ask for your assistance in filling out and submitting the customer satisfaction survey and passing the information about the survey onto Soldiers. Each of you should receive the survey link by email upon completion of your move. The survey is designed to help our Transportation partners understand areas which require their focus and attention, so that we can improve the overall customer experience. Thanks for all that you do and stay safe!



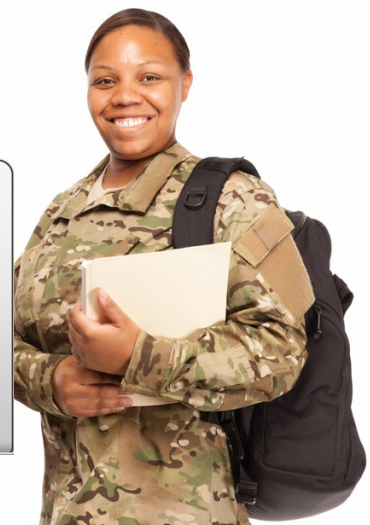
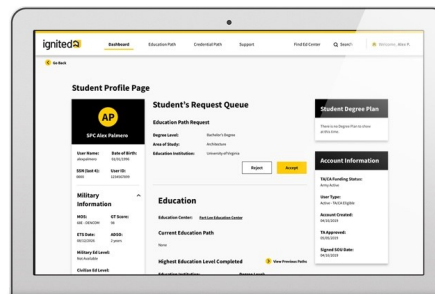
SGM Jimmy Sellers

Professional Development

Did you know that the Army has redesigned its Credentialing Assistance (CA) program?

On 17 August 2020 Army Credentialing and Continuing Education Services for Soldiers (ACCESS) sent a message through Army Career Tracker encouraging every service member to register for a CA account at www.armyignited.com. Doing so will allow service members the opportunity to choose from over 1,600 credentialing options that can assist in advancing career goals. Service members can choose a certification that expands on their current experience or seek out certification in other areas of interest which will help with future opportunities. Please note that CA request will no longer be submitted through GoArmyEd and all requests must be submitted at least 30 business days prior to the training start date/exam. More information on the CA Program can be found at:

www.cool.osd.mil/army. For questions about the Credentialing Program, contact your local Army Education Office or Center.



WE ARE TAKING ACTION

Modernization

The Army Food Service Modernization Program Lines of Effort (LOE) are nested in support of the Army's vision with a focus on performance initiatives (improved food quality). In order to improve food quality we must focus on using fresh ingredients, increasing menu selection, and expanding variety. The teams at the Joint Culinary Center of Excellence (JCCoE) from the Management Assistance Division (MAD) and Quality Assurance Division (QUAD) assess and train installations. The assessments and training standardize Go for Green® - Army Nutritional Training. We continue to improve through modernizing options with flexible feeding such as Culinary Outpost Kiosks and Food Trucks. We currently have Kiosks operational at the following installations: Fort Carson, Fort Riley, Fort Stewart, Fort Wainwright, and Fort Drum, with projections at Fort Bliss, Fort Bragg, Fort Hood, Fort Campbell, Fort Polk, and Joint Base Lewis-Mc Chord. Food trucks are currently located at Fort Stewart, Fort Drum, Fort Carson, Fort Bragg, Fort Hood, Hawaii, Fort Riley, and Germany with future projections at Fort Campbell, Joint Base Lewis-Mc Chord, and Fort Bliss. The extended delivery options bring nutritious meals to the Warfighter at the point of need. Con-



tract Reform, improving Warrior Restaurant design, and automation modernization are also part of the LOEs. In support of the LOEs, several initiatives are being implemented. Go for Green® - Army Nutritional Education Program is for Culinary Specialists and diners to improve knowledge and understanding of nutrition. Healthy Army Communities / Campus-Style Dining will also extend feeding options to in-



SGM Ken Fauska

clude the Army and Air Force Exchange Service (AAFES), Defense Commissary Agency (DeCA), and the Morale Welfare and Recreation (MWR) eateries. Healthy Food Initiatives with the support from dietitians provides expertise concerning nutritional education, food preparation, and menu development. ACTION and the LOEs synchronize and nest Warrior

Restaurants enhancing Soldiers' performance by providing the right nutritional meal at the right time and right place.

QUALITY OF LIFE

Pet Travel

A Permanent Change of Station (PCS) can be an exciting time, but it can also be full of stress and uncertainty when traveling with pets. Current Joint Travel Regulations language states that pet transportation for a household pet is not a reimbursable expense, except when transportation is incident to an evacuation order from a foreign Permanent Duty Station. Service Members must plan accordingly to pay to transport a pet during a PCS move.

Members may access limited pet transport space on Air Mobility Command (AMC) Patriot Express (PE) flights. DoD regulations language states that a maximum of two pets per family (dogs and cats only) are allowed to travel with their owners on AMC PE. Pet owners are responsible for all pet shipment requirements such as documentation, immunization, and country pet entry requirements.

The total amount of pet spaces are limited on AMC PE flights. AMC limits the number of pet spaces to 10 in the cabin (temporarily increased to 20 pet spaces in cabin, Jun -Sept.



20), plus the normal 10 pet spaces in the cargo hold. Pet spaces are booked on a first come, first served basis. Spaces are available for booking 90 days prior to departure and orders are not required at time of booking. To book pet spaces, contact your local TMO/ITO as early as possible. Pets are transported at owner's expense.

Commercial carrier restrictions and regulations may differ, therefore, if you have a commercial flight prior to, or following your PE flight, contact the airline to determine any additional requirements.

Additional guidelines for commercial airline policies can be found on the GSA website:

www.gsa.gov/travel/plan-book/transportation-airfare-pov-etc/airfare-rates-city-pairs-programs/resource-library/airline-pet-policy

Official information, guidance and suggestions concerning the shipment of pets to and from CONUS can be found on

the AMC's public website: www.amc.af.mil/Home/AMC-Travel-Site/AMC-Pet-Travel-Page/

QUALITY OF LIFE CONTINUED

House Hold Goods Customer Satisfaction Survey

The Household Goods Customer Satisfaction Survey (CSS) is the cornerstone of moving company evaluations.

It is a short eight question web-based evaluation, accessible within the Defense Personal Property System (DPS). The DoD's moving system is used to submit and track a PCS move, as well as, file a claim directly with the Transportation Service Provider (TSP) or moving company.

Soldiers, Civilians, or their spouses will score their TSP or moving company performance and directly impact their future business with the DoD as it comprises 70% of the TSPs or moving company's Best Value Score.

Higher scores = more shipments awarded to that TSP or moving company. Lower scores = fewer or no shipments awarded.

The CSS provides the DoD with direct and actionable feedback about each Soldier's or Civilian's move experience, with the ability to also submit CSS comments to the TSP/moving company and the local transportation office.

A Soldier, Civilian, or spouse will only be able to access the survey when the shipment is in delivered "complete" status. Reminder emails will be sent to the Soldier, Civilian, or spouse 7, 14, and 21 days after the shipment is marked as delivered.

The CSS can be quickly completed by logging into DPS (instructions below) or by phone: USTRANSCOM Help Desk: 1-800-462-2176, select option 2, then select option 1.

To create a Defense Personal Property System (DPS) Account:

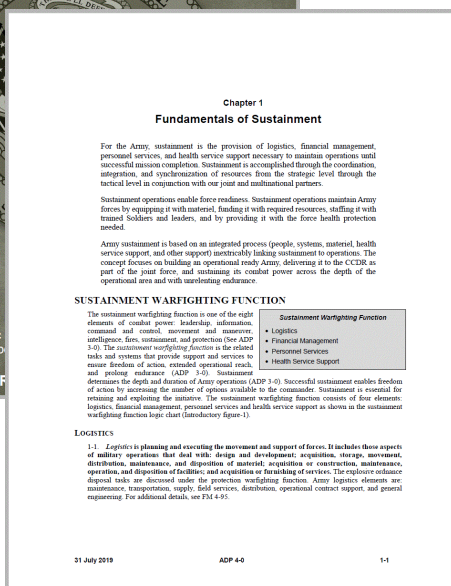
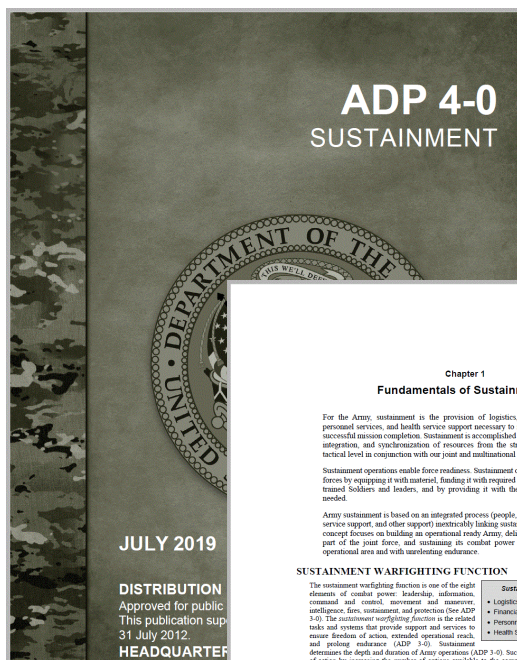
- Access the DPS Home Page at: <https://www.move.mil>
- Ensure browser pop-up blockers are turned off
- Select "Customer Service"
- Select "Create a New Account"
- Fill in and answer all questions
- Select "Submit"
- Confirm email "Cancel or OK"
- You will receive a User ID by email

Army PCS Move App

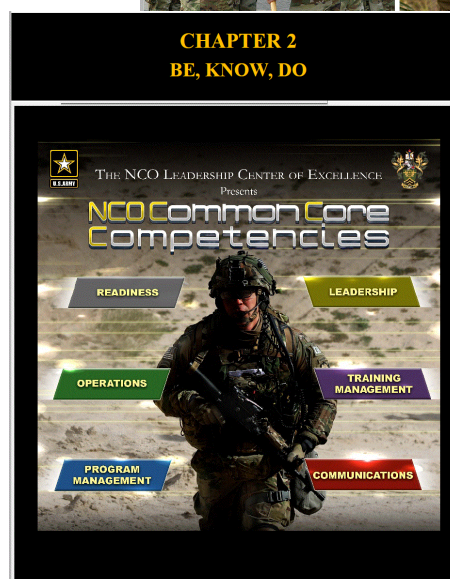
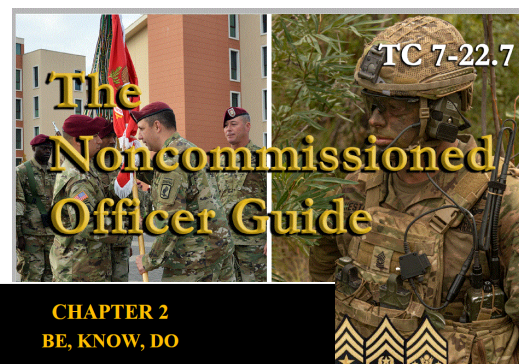
GET THE APP



Have you Read?



ADP 4-0



TC 7-22-7

"Knowing your job as a logistician and your role as a Non-Commissioned Officer and Soldier in our Army are two fundamental things we must be able to BE, KNOW, and DO."

- SGM Jimmy Sellers

RESOURCES

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ENGAGE TODAY, PLAN FOR TOMORROW, POSTURE FOR THE FUTURE