CHAPTER 3
DIRECT DISTRIBUTION CENTER

1. **POLICY.**

    Provide efficient, cost-effective, centralized on-demand distribution services to HUD clients, HUD employees, and the public nationwide.   Materials distributed include forms, directives, publications, and any other items requested subsequent to the Publications Branch's initial printing and distribution.

    Establish and implement policies and procedures for the management and replenishment of shelved printed materials.

2. **FUNCTIONAL ORGANIZATION.**

    The Direct Distribution Center (DDC) is in the Distribution and Mail Branch, Document Management Division, Office of Administrative and Management Services (OAMS). The Branch Chief has oversight responsibility relative to DDC activities. The Direct Distribution Center consists of the Customer Service Center, which takes orders, and the Distribution Center, which fills them – as outlined in paragraph on Responsibilities.

3. **NUMBERS AND ADDRESSES FOR ORDERING FROM THE DIRECT DISTRIBUTION CENTER.**

    By telephone.
    Local Number (202)-708-3151
    1-(800)-767-7468

    By facsimile.
    (202) 708-2313

    By mail.
    U.S. Department of Housing and Urban Development
    Customer Service Center, Room B-100
    451 - 7th Street, SW, Washington, DC 20410.

Electronically via the HUDWEB site.
https://www.hud.gov/dds/

4.   **RESPONSIBILITIES.**

A.   **The Customer Service Center** has the following responsibilities:

1.   Handling orders from within and outside HUD for directives, publications, and other materials.

2.   Maintaining an electronic image library of items to be printed on demand.

3.   Managing the database of items distributed by the Distribution Center.

4.   Providing Monthly Activity, Inventory, and Backorder Reports.

5.   Providing Stock Replenishment Notices to Program Offices, together with a HUD-20, Printing Requisition, when stock levels fall below pre-established reorder levels.

6.   Providing periodic notification to Field Administration (ARDs, DMO's) of publications no longer stocked, for reference purposes, for use when evaluating requests for printing services.

B.   **The Distribution Center** has the following responsibilities:

1.   Filling orders received from the Customer Service Center with documents either printed on-demand via high-speed printers or taken from shelved materials.

2.   Tracking items being distributed , receiving stock, managing shelved inventory, and recycling obsolete materials.

3.   Reprinting directives and forms with funds provided by OAMS.

4.   Making subsequent distribution of handbooks and forms as directed by Program Offices.

5.   Stocking no more than a 6-month supply of any item, in accordance with Document Management Division's policy.

C.   **Program Offices/Owners** of items have the following responsibilities:

1.   Working with the Distribution Center to establish appropriate reorder levels.

2.	Budgeting to pay for replenishing their items.

3.	Completing the HUD-20, Printing Requisition, received from the Customer Service Center (CSC) and using program funds for reprinting of envelopes and stationery items; and brochures, pamphlets, and other publications (Owners should forward an information copy of the completed HUD-20 to the CSC).

4.	Providing the CSC with written notification when items (brochures, pamphlets, envelopes, etc.) will not be reprinted or should not be issued.

5.	Notifying the CSC when forms are revised or are no longer current.

6.	Assuring that no more than a 6-month supply of any item is sent to the Distribution Center.

**5.	RESTRICTIONS.**

A.	**Policy**

Except for administrative items, such as stationery and administrative forms, the Customer Service Center will honor requests from outside HUD for items in the Distribution Center unless advised otherwise by an item's owner. Program Offices and/or item owners may request the addition of issue or quantity restrictions to their items.

B.	**Responsibilities.**

1.	The Office of Administrative and Management Services is responsible for applying issue restrictions to administrative items.

2.	Program Offices and/or item owners are responsible for advising the CSC that they want restrictions applied to their items.