

---

DEFENSE LOGISTICS AGENCY  
DLA AVIATION

Mapping Customer Operations  
**Customer Assistance Handbook**

May 2016

PAGE LEFT INTENTIONALLY BLANK

# Acknowledgement

**May 2016**

TO OUR CUSTOMERS:

Mapping Customer Operations (MCO) has updated the customer handbook with the most current information available. This handbook is available at our website at the following URL: <http://www.dla.mil/aviation/offers/products/mapping.aspx> from there, follow the Services link to “Customer Handbook.”

We would like to thank the many contributors and supporters of this handbook; each of whom play an integral role in developing and maintaining this resource. We are grateful and hope their efforts provide you the best insight into the mapping supply chain process. We have made every effort to ensure the information contained is accurate and current. However, we appreciate any and all corrections as well as your feedback.

Thank you!

Mapping Customer Operations  
Defense Logistics Agency Aviation

## Table of Contents

I. Table of Contents	4
ii. List of Tables and Figures	6
I. Introduction	7
<i>Mission</i>	7
<i>Background</i>	7
<i>Mission Partners</i>	7
II. Establishing Your Map Account	9
III. Ordering Your Products	
<i>Supply Ordering Systems</i>	11
<i>Formatting the Requisition</i>	12
<i>Intermediate Support/Crisis</i>	16
<i>Large Quantities—Training and Exercises</i>	17
<i>Classified Material and Clearances</i>	17
IV. Managing Your Account	18
<i>Mapping Enterprise Business System (MEBS)</i>	18
<i>Check Requisition Status</i>	18
<i>Forecast Orders</i>	19
<i>Problems with Your Order</i>	20
V. Customer Support	21
<i>Customer Management Br</i>	21
<i>Customer Assistance Visits</i>	21
<i>NGA Customer Assistance</i>	21
VI. Products and Programs	22
<i>Allowances</i>	22
<i>Flight Information</i>	
<i>Publications</i>	24

---

<i>Digital Products</i>	.....	28
<i>Civil Reserve Air Fleet</i>	.....	30
<i>Automatic Distribution</i>	.....	30
VII. Map Support Offices	.....	31
VIII. Useful Web Sites	.....	32
IX. Contact Information	.....	33
X. Inventory Listing	.....	34
XI. Abbreviations	.....	35

## List of Tables and Figures

Table 1 – DODAAC Service POCs	.....	9
Table 2 – Issue Priority Designator	.....	13
Table 3 – Standard Processing and Transportation Times for Determining RDD	.....	13
Table 4 – Requisition Format	.....	14
Table 5 – FLIP Account Managers	.....	28
Table 6—FLIP Points of Contact	.....	29
Table 7 – Map Support Offices	.....	32

# I. Introduction

## Mission

The mission of Mapping Customer Operations (MCO) is to manage the distribution of all standard hard media geospatial-intelligence products for the Department of Defense. Our mission statement says it best:

*“To provide exceptional supply chain support to geospatial-intelligence customers in peace and war...around the clock, around the world.”*

Specifically, Mapping Customer Operations is the supply chain manager for all geospatial-intelligence hard media products distributed to federal organizations and in some cases foreign governments. Although our products are provided to most customers at no cost, we maintain stewardship of these products and periodically adjust our operations to reflect the dynamic environment of map users.

## Background

On October 1, 1996, the National Imagery and Mapping Agency (NIMA) was established by consolidating several different agencies with imagery and geospatial resources and management into a single streamlined Department of Defense (DoD) agency. NIMA included functions such as inventory management, stock control and distribution however these were later determined to be inconsistent with the agency’s core competencies. On April 1, 1998, the Defense Logistics Agency (DLA) acquired these functions from NIMA. The Defense Supply Center Richmond (DSCR) became the map inventory control point (ICP), the Defense Distribution Center (DDC) acquired storage and distribution functions for maps and the Defense Logistics Information Service (DLIS) acquired map cataloging functions. In 2003, NIMA was reorganized and renamed the National Geospatial-Intelligence Agency (NGA). In July 2010, DLA changed the names of its field activities. DSCR is now DLA Aviation, DDC is DLA Distribution and DLIS is DLA Logistics Information Service.

In January 2014, DLA acquired the hardcopy map and digital duplication/replication mission from NGA. DLA Document Services has established several Print on Demand (POD) sites around the world to produce these products. Additional capability is provided through Government Print Office (GPO) contracts with commercial vendors.

## Mission Partners



NGA is the sole-source provider of mapping data to MCO. NGA is responsible for receiving customer requirements (map-types) through their customer support teams and meeting those requirements by creating the maps digitally. The requirements are passed to DLA MCO for national stock number (NSN) assignment, inclusion into Mapping Enterprise Business System (MEBS) and the DLA Map Catalog; ultimately the products are printed for the customer. Additionally, NGA establishes agreements with other federal organizations to provide maps for our customers. Various working groups have been established between NGA and the MCO to resolve issues and improve customer support. NGA offices are located in Arnold and St. Louis, MO and Fort Belvoir, VA.

DLA Distribution Mapping stores and distributes maps and map-related products from the Richmond warehouse. Products are received through multiple sources, including various Print on Demand shops and commercial vendors. Items remain in the depot until disposition (e.g., release, salvage, etc.) is directed by MCO Inventory Managers (IMs).

Additionally, DLA Distribution manages 8 satellite Mapping Offices around the world. These offices requisition maps from MCO. The products are stored at their locations providing forward stocking of maps and functioning as a retail operation for local customers.

DLA Logistics Information Service (DLIS), in partnership with MCO, is responsible for the various versions of the DLA Map Catalogs. This includes the DOD EMALL Interactive Map Catalog, hardcopy CD-ROM Unclassified & Classified catalog, and the downloadable updates to the catalogs. In addition, DLA Logistics Information Service assigns national stock numbers (NSN) and other cataloging data to mapping products.





## II. Establishing Your Map Account

The following steps are required to establish a customer map account to order and receive maps.

Verify you have a valid DoD Activity Address Code (DoDAAC) and shipping address.

*(If you're unsure about your DoDAAC and shipping address, please contact your DoDAAC service point. For a list of these, please visit our web site <http://www.dla.mil/Aviation/Offers/Products/Mapping.aspx>, click on "Services/Account Management" and select the link for the DoDAAC/FEDAAC information. This link will provide information for all the representatives—simply choose the one most applicable for your activity and contact them via phone or email to verify your address. Also, see Table 1 below.)*

Service	DODAAC Service Point
Navy	Commercial : (216) 204-3011
Army	DSN: 645-9750; Commercial: (256) 955-9750 DSN: 645-0522; Commercial: (256) 955-0522 DSN: 645-0059; Commercial: (256) 955-0059
Air Force	DSN: 576-0728; Commercial: (618) 256-0728
Marines	DSN: 260-71233; Commercial: (571) 256-7123 DSN: 260-5734; Commercial: (571)256-7134
Coast Guard	Commercial: (410) 762-6590 Commercial: (410) 762-6347

Table 1 DODAAC Service Points for the Military

### How to Register in AMPS

1. In the URL address field of the browser, enter the following URL and press ENTER on your keyboard.

<https://amps.dla.mil/>

**NOTE: CAC users select the email certificate and click OK.**

*The system opens the AMPS Gateway screen.*

2. Click the link that reads . . .

**Click [HERE](#) for access to AMPS.**

**NOTE: CAC users select the email certificate and click OK.**

*AMPS opens a DLA Single Sign-on Authentication screen containing descriptions of USG. conditions that govern the use of the system.*

3. After reading the conditions of use, click OK to close the screen and proceed. AMPS opens a login screen for external users: go to *Step 4*.

4. In the login screen, click the topmost link:

**First Time User? [Click Here to Register](#)**

*The system opens the AMPS User Registration screen.*

This screen has four registration options:

**Federal Agency User/Contractor:**

**Supplier/Vendor:**

**Public:**

**I am a New DLA Employee: Do NOT select this option if you are not affiliated with the Defense Logistics Agency.**

**5. Click the button that corresponds to your User Type.**

**6. Click Accept. (DLA or DFAS Privacy Act Statement)**

7. Enter **User Information** and **Contact Information** appropriate to your User Type.

8. Click **Next**

9. Enter a password in the **Enter New Password** field.

10. Enter the same password in the **Confirm Password** field.

11. Click **Next**.

12. Review the information on the **Summary** screen.

13. Click **Create Account**.

*AMPS displays a **Confirmation** screen containing your new AMPS user ID.*

## **How to complete and submit a role request in AMPS:**

1. Log into AMPS <https://amps.dla.mil/> Use your User ID, along with the password you specified during registration.

2. Click **Request Role**.

3. In the **User Information** screen, enter your **Cyber Awareness Certificate Date**. This date must be within 12 months of the current date.

4. Enter and confirm your **SSN**, if you are a non-CAC user.

5. Enter your date of birth.

6. Select a User Type and corresponding information

7. Review **External Security Officer** Information; update as needed. Accuracy of the email address is important to the delivery of appropriate email notification.

8. Review **Supervisor** Information and update as needed. Accuracy of the email address is important to the delivery of appropriate

9. Click **Next**.

12. Click DLA Enterprise Application (Under Select Role)

13. Scroll down; select MEBS Prod-Mapping Enterprise Business System Customer MEBS 99. (Move role to the right)

14. Click **Next**.

15. Justification- Enter comments justifying this role request.

16 Fill in your 6 digit DODAAC.

17. Click **Next**.

18. Note that the SAAR number for the automated DD 2875 form you just submitted appears in this confirmation.

19. Click **OK**.

*You will receive emails during the process advising you of the status of your request. In addition, completion of the online application will generate e-mails to your Supervisor and Security Officer. They have 20 days to respond or your request times out and has to be resubmitted.*

Once you receive your approval for access to AMPS/MEBS, log into MEBS ([https://mebs.dla.mil](https://mebs.dla.mil/)). Select **Custodian/Alternate Access** located on the upper left side of the main page.

- In Step 1, click the arrow next to Related Customer Accounts to see accounts you may currently access.
- In Step 2, enter the DODAAC you want to access. The current Custodian and Alternate will be displayed.
- In Step 3, select the *Requestor Option* that applies to your situation, read the results of your selection, click Submit. The screen will display request successfully submitted and a message stating a MCO Account Manager will review your request and you will be notified by email as to whether the request was approved or denied. If the DODAAC entered is not open in MEBS, you will be prompted to click Next to submit a Customer Account Request.

If you have questions, contact Mapping Customer Operations at 1-800-826-0342 (select Option 2) for Accounts Management.

### III. Ordering Your Products

After you have established your map account, you will be able to select your products using the DLA Catalog of Maps, Charts and Related Products, NSN 7644015433809. This is the first product you should order, and it should be included as a subscription item. For more information regarding the map catalog, please visit the DLA Logistics Information Services Map Catalog website at <https://dlamapcatalog.logisticsinformationservice.dla.mil>.

Your map subscription, known as Automated Distribution (subscription) includes products that are automatically sent to you whenever there is an update, with no need for you to place an order. A complete list of our products is also available on our website at

<http://www.dla.mil/aviation/offers/products/mapping.aspx> Click on the “Products” link, then select your choice of product type. Each section includes a list cross referencing the national stock number (NSN) to the NGA reference number (NRN). See Chapter VI for procedures on establishing Flight Information Publication (FLIP) accounts.

#### Supply Ordering Systems

The following **options** are designed to guide customers to the various automated methods available for placing map orders. *It must be noted that the ability to place requisitions may take additional time if customers do not already have access to a DoD supply ordering system.*

1. Ensure you have an automated supply system available that is compatible with the Defense Logistics Agency Transaction Services (DLATS). Their website is <https://www.transactionservices.dla.mil>. MCO accepts all requisitions from military supply systems.

*(If you have access to a DoD supply system, you are able to submit your requisition to MCO.)*

2. For customers without a DLATS-compatible supply system, MCO suggests using the DLA Web Requisitioning (WEBREQ) system as an alternative. You can sign up for WEBREQ at the following site: <https://www.transactionservices.dla.mil/daashome/homepage.asp>.

*(WEBREQ is a separate electronic system that allows customers to order our products via the Internet. Please note some organizations do not allow their personnel to use WEBREQ so check first. First time users will have to register to obtain a User ID and Password which may take up to 7 days. If customers experience problems with WEBREQ, they must contact DLATS directly at DSN: 986-3247 or Commercial: (937) 656-3247.)*

3. The DoD EMALL is also available to customers wishing to order mapping products. The website is <https://www.dod-emall.dla.mil>. It is relatively easy to establish an EMALL account. Since our products are provided at no cost to the customer, it is suggested that you establish your account as a MILSTRIP user. To do this, simply click on “My Account.” Fill in all requested information and then click on “Permissions”. Click to request MILSTRIP fund code payment. You will need to fill out the form that is displayed and have it signed by your supervisor to be able to place orders. Fax the form to the number indicated. The account is usually activated within 24 hours. The last step is “Express Settings.” There, you will need to fill in the following information:

Fund Code  
Signal Code  
Priority Code  
Advice Code  
Media/Status Code  
Demand Code

When you have completed this process and have confirmation that your account is established for MILSTRIP, you can begin shopping. This ordering system only requires input of the NSN, since your other information is already on record. If you have questions, you can call 1-877-352-2255.

4. The DoD Automated Message Exchange System (DAMES) is another avenue for ordering products from MCO. Customers must contact the DLATS Help Desk to receive software and assistance with ordering. *(DAMES require users to have a desktop personal computer, modem and telephone line. DAMES software and assistance are available from the DLATS Information Center and they may be reached at the following address: ATTN: Help Desk, Building 30207, 5250 Pearson Rd., Wright Patterson AFB, OH 45433-5328; (937) 656-3247 or DSN 986-3247; FAX (937) 656-3800/I or DSN Fax 986-3800/I)*

5. The DoD Integrated E-mail Logistics (DIELOG) system allows customers with access to DLATS over the Internet via the electronic mail system. Customers must contact DLATS at [daas-dielog@dla.mil](mailto:daas-dielog@dla.mil) for assistance.

6. Customers may use the U.S. Navy's Streamlined Automated Logistics Transmission System (SALTS) for ordering. Customers must contact the SALTS Project Office at (215) 697-1112 or DSN 442-1112; Fax (215) 697-1476 or DSN Fax 442-1476 for assistance. *(SALTS is a telephone, satellite and e-mail system with users from a variety of services and agencies outside of the U.S. Navy.)*

We encourage our customers to call us whenever they experience a problem or have a question. MCO inventory/account managers can assist with all questions and handle any emergency requirements.

### ***Formatting the Requisition***

Placing an order for map products using the traditional supply system requires some customer knowledge of logistics codes. Your local supply organization should be familiar with these however, MCO employees are ready and able to assist with any customer inquiry on how to complete the various required fields for a requisition. To get you started, some general information is offered below.

#### ***DoDAAC***

A DoDAAC (Department of Defense Activity Address Code) is a six character alphanumeric code that represents the official address of an activity. DoD activities with recurring requirements must include a valid DoDAAC whenever ordering products or requesting order status. DoDAACs are listed in the DoD Activity Address Directory (DoD 4002.25-6-M).

**Issue Priority Designator**

The Issue Priority Designator defines the priority of your map order. By combining the Urgency of Need (UND) code with the Force Activity Designator (FAD) code, an ordering priority can be determined. Please DO NOT order maps at a higher priority than requested. This may adversely affect a unit receiving their maps in time that truly has a higher priority than you.

URGENCY OF NEED (UND)	FORCE ACTIVITY DESIGNATOR (FAD)				
	FAD I Designated by Sec. Defense as rec. by JCS.	FAD II CONUS 24 hr. readiness. Specified areas.	FAD III CONUS 30 day readiness. OCONUS combat all other areas	FAD IV US Forces 90 day readiness.	FAD V US Forces all others.
A.Unable to Perform	01	02	03	07	08
B.Performance Impaired	04	05	06	09	10
C. Routine Replenishment	11	12	13	14	15

Table 2 Issue Priority Designator

**Standard Processing and Transportation Times**

The Standard Processing and Transportation Times shows the standard shipping times for maps depending on the Issue Priority Group. Although these are standards, in most cases, regardless of the requested priority, DLA Distribution Mapping is able to ship in-stock maps within 2 business days of request receipt.

ISSUE PRIORITY GROUP <i>(Issue Priority Designator = UND+FAD)</i>	1 <i>(01-03)</i>	2 <i>(04-08)</i>	3 <i>(09-15)</i>
DLA Aviation MCO Processing	2 days	3-5 days	11-15 days
Transportation (From CONUS Depot)			
CONUS Canada	3 days	6 days	13 days
Alaska, Hawaii, Latin America, North America	7 days	10 days	51 days
Europe, Middle East, Africa & Mediterranean	7 days	10 days	56 days
Western Pacific, Asia & Indian Ocean	8 days	11 days	66 days

Table 3 Standard Processing and Transportation Times for Determining RDD (Time in Days)

**Requisition Format**

The table below shows a standard requisition format and gives the directions for filling out the fields.

Columns	Field Name	Description/Instructions
1-3	Document Identifier	Three-digit alphanumeric code that identifies the transaction as a requisition or cancellation. Enter the appropriate transaction code: A0A Requisition for CONUS customer, with NSN/NATO stock # (ALPHA ZERO ALPHA) A0D Requisition for CONUS customer, with other data (i.e. chart # stock # (ALPHA ZERO DELTA) A01 Requisition for OCONUS customer, with NSN/NATO stock # (ALPHA ZERO ONE) A04 Requisition for OCONUS customer, with other data (i.e. chart stock # (ALPHA ZERO FOUR) AC1 Cancellation AE1 Supply status to requisitioner or supplementary address AS1 Shipment status
4-6	Routing Identifier	Three digit alphanumeric code that identifies the source to which the transaction is submitted.  HM8 (Represents MCO at Richmond, VA)
7	Media and Status	One-digit numeric code that indicates the type of supply status will be provided on the shipment manifest. Additionally, status will be provided separately at the time of initial processing as required. Enter the appropriate status code:  0 No additional status required 3 Additional status to requisitioner (recommended) 5 Additional status to supplementary address S 100% supply and shipment status to requisitioner by AUTODIN T 100% supply and shipment status to requisitioner by mail
8-22	Stock Number	Fifteen-digit alphanumeric code that identifies the GI&S products required. Enter the complete DLA stock number as shown in the DLA Catalog of Maps, Charts, and Other Geospatial Products. Begin in column 8, leaving unused trailing columns blank.  NOTE: All is not acceptable. Each chart must be identified by the correct NSN or DLA stock #.
23-24	Unit of Issue	Two-letter code found in the applicable NGA catalog that indicates how the products are issued. Enter EA (each) for maps, charts, publications and miscellaneous products.

Columns	Field Name	Description/Instructions
25-29	Quantity	Five-digit code that indicates the quantity being requisitioned. Enter the required quantity right justified with leading zeros.
30-35	Requisitioner	Six-digit alphanumeric code that identifies the requisitioner. Enter your DoD Activity Address Code (DODAAC - 5 digit UIC preceded by N (NAVY), W (ARMY), Z (COAST GUARD), M (MARINES)).
36-39	Date	Four-digit numeric code that identifies the date the requisition is created. Enter the last digit of the year and the three-digit Julian date. Example: If date is 01 Feb 92, enter 2032.
40-43	Serial Number	Four-digit numeric code (use leading zeros) that identifies the serial number of the requisition assigned by the requisitioner (i.e., 0001, 0002, etc.). Enter a unique number for each line item ordered and do not repeat the number on the same Julian day on any requisition.
44	Demand Code	One-letter code that identifies the requisition as recurring or non-recurring need. Enter R for recurring need or N for one time need.
45-50	Supplemental Address	<p>Six-digit alphanumeric code (DoDAAC) that identifies the ship-to address, if different from requisitioner, or locally assigned internal routing code. The Supplemental Address DoDAAC must have a valid DLA Form 1832 on file with Mapping Customer Operations. Use the following guidelines:</p> <p>Ship to another Command Enter six-digit alphanumeric DoD Activity Address Code (DoDAAC) of the command that products should be shipped to. Ensure that the command has an account with DLA under the DoDAAC. For units with FPO address this will expedite delivery if in CONUS and ship-to unit that has building/street address.</p>
51	Signal Code	<p>One-letter code that indicates where the products are to be shipped. DoD and Coast Guard activities enter:</p> <p>D Ship to command submitting requisition M Ship to command listed in Supplemental address columns.</p>

52-53	Fund Code	Enter NS to indicate free issue. There is no charge to military and other DoD customers for these products.
54-56	Distribution Code	Leave blank.
57-59	Project Code	Three-digit alphanumeric code that identifies command as a participant in an operation or exercise without compromising the specific operation and/or area of operation and aids DSCR processing of requirements. Project codes are assigned by higher authority and passed to participants in the operation or exercise.
60-61	Priority Code	Two-digit numeric code that indicates the appropriate Issue Priority Designator (IPD) based on your current Force Activity Designator (FAD) and your Urgency of Need. Enter the code that intersects your FAD and your Urgency of Need. Remember always stay within your FAD. Priorities 09-15 are considered routine replenishment and can be used by all commands.
62-64	Required Delivery Date	Three-digit numeric code indicating the date by which products are required. Enter three-digit Julian Date omitting the year that products are required. If you enter a date less than 3 working days from your submission date, the system will consider your Required Delivery Date (RDD) as one year from now.
65-66	Advice Code	Two-digit alphanumeric code that conveys applicable instructions to DSCR. Recommended that this be left blank.
67-72		Leave Blank

Table 4 Requisition Format (Shading indicates required fields)

***Immediate Support / Crisis Situations***

MCO can assist with any emergency requests due to crisis situations, short-notice deployments or any other unexpected development. When requesting expedited map/chart shipments in support of emergency or contingency operations, contact us initially by telephone at 804-279-6500, DSN 695-6500 or 1-800-826-0342 and we can address your particular situation.

Specific requirements for a crisis order include the following:

- \* Department of Defense Activity Address Code (DoDAAC)
- \* NGA Reference Number (NRN)/National Stock Number (NSN)
- \* Desired quantities
- \* Required delivery date
- \* Valid point of contact
- \* Valid physical street address
- \* Valid commercial and DSN telephone numbers



Once the shipment has been processed, the customer will be provided with tracking information as soon as it is available.

Please note during declared crisis or contingency operations, DLA may limit issues of products to actively participating units due to the location of the crisis; quantities available; delivery location; and weight allowance according to the mode of shipment.

### Forecast Orders

As with any supply chain system, it is critical that requirements are identified well in advance of actual need to ensure products arrive in time. Due to the ever changing nature of today's environment, it is not always feasible to plan ahead—especially when unforeseen events drive immediate requirements. MCO inventory managers understand this, and we will strive to meet every routine or emerging need in advance or just in time.

### Large Quantities— Training and Exercises

If you need unusually large quantities of map products, monthly, quarterly, or annually it is required that you request and complete a Map Demand Forecast form. (See sample below) Request and send the completed form to Mapping Customer Operations at [topo@dla.mil](mailto:topo@dla.mil). The following are the threshold amounts that require a Map Demand Forecast form:

Small maps Up to 36" = QTY of 800

Large maps 60"/64 = QTY of 100

<h1 style="margin: 0;">MAP DEMAND FORECAST SHEET</h1>	<p style="font-size: small; margin: 0;">DLA MAPPING CUSTOMER OPERATIONS</p> 
---	---

**SECTION ONE: CUSTODIAN INFORMATION**

1. MEBS USER ID	2. OFFICE SYMBOL	3. DATE	4. FISCAL YEAR
5. LAST NAME	6. FIRST NAME	7. MIDDLE INITIAL	
8. TITLE			9. RANK/GRADE
10. AFFILIATION		11. DODAAC	
12. UNIT NAME/ADDRESS/LOCATION		13. EMAIL ADDRESS	

**SECTION TWO: FORECAST TYPE**

14. TYPE OF FORECAST:	ANNUALLY
-----------------------	----------

<b>SECTION THREE: MAP INFORMATION AND JUSTIFICATION</b>	<b>DATE NEEDED:</b>
---	---------------------

NRN	NSN	QTY	
NRN	NSN	QTY	
NRN	NSN	QTY	
NRN	NSN	QTY	
NRN	NSN	QTY	
NRN	NSN	QTY	
NRN	NSN	QTY	

15. REQUIREMENT JUSTIFICATION

**SECTION FOUR: COMMAND APPROVAL (Must be Grade 0-3 /DoD Civilian Equivalent)**

16. LAST NAME	17. FIRST NAME	18. PHONE NUMBER
		DSN
19. APPROVER'S TITLE		20. RANK/GRADE
		21. DATE
22. SIGNATURE		

### *Classified Material and Clearances*

MCO can only issue classified GIS products to commands that have the proper DADMS release code and a current approved map account. Requests for a change in release code status should be sent to:

Mailing Address: DLA Aviation  
Mapping Customer Operations  
8000 Jefferson Davis Highway  
Richmond, VA 23397-5335

Telephone: Commercial: (804) 279-6500 or 1-800-826-0342  
DSN: 695-6500

Fax: Commercial: (804) 279-6510  
DSN: 695-6510  
Email: [acctmgr@dla.mil](mailto:acctmgr@dla.mil)

---

## IV. Managing Your Map Account

There are various ways customers manage their map accounts and it is important to decide what will best work for your organization. Most accounts have been in place for many years. We recommend that map custodians maintain a continuity book to help incoming custodians learn the system.

### **Mapping Enterprise Business System (MEBS)**

We provide access to the MEBS website to assist in managing map accounts. This access allows customers to make changes to map subscriptions, review account characteristics and mailing address. DLA requires an annual validation (beginning 12 months from date the account was created and each year subsequently) of all map accounts. Validations can be accomplished via MEBS. Current custodians/alternates may update their profiles via AMPS of any changes. New custodians/alternates must register in AMPS. Failure to update the account may result in suspension or cancellation. The account holder must take responsibility for maintaining his account.

To validate a map account via MEBS:

1. Current custodians/alternates will:
  - a. Access MEBS (<https://mebs.dla.mil>)
  - b. Click on “Verify Map Account(s)” from the Main Page in the upper left hand corner
  - c. View your account and if there are no changes, click “Yes”. The account will be updated for one year.
  - d. Click “No” if changes are necessary. Changes will be made in AMPS.
2. New custodians/alternates must register in AMPS (<https://amps.dla.mil>).

### **Check Requisition Status**

Our customers are able to check the status on their requisitions to ensure actions are being taken to fulfill map orders. Access the Defense Standard System Material Release Order Tracking System and enter your requisition number for the most current status of your requisitions. There is no password required for this system. The website is <https://wegal.ogden.disa.mil/mrostatus>. Contact MCO at 1-800-826-0342 if you require additional information or assistance.

### **Late or Missing Shipments**

If you have checked the website listed above and are unable to find status, feel free to contact MCO inventory managers at 1-800-862-0342 or email us at:

Aeronautical Products	<a href="mailto:aero@dla.mil">aero@dla.mil</a>
Hydrographical Products	<a href="mailto:hydro@dla.mil">hydro@dla.mil</a>
Topographical Products	<a href="mailto:topo@dla.mil">topo@dla.mil</a>
Digital Products	<a href="mailto:digital@dla.mil">digital@dla.mil</a>

For status on Flight Information Publications (FLIPs), refer to the next chapter.

## Problems with Your Order

Although all maps and map-related products are provided at no cost to the customer, if you encounter problems with maps received, customers are encouraged to address these situations with MCO inventory managers as they occur.

### *Supply Discrepancy Reports (SDR)*

Also known as Report of Discrepancy (ROD), SDRs should be submitted to DLA when receipt of products reveals an error. The SDR will allow DLA to research and rectify the problem as well as precluding future occurrences. Though each service has an instruction on processing SDRs, feel free to refer to DLA Instruction 4140.55 for additional information.

### *Returns and Disposals*

MCO does not accept any returned maps (unless previous arrangements have been made with our IMs). Customers should dispose of any unclassified maps in accordance with their local disposal procedures. Please ensure all limited distribution and classified products are disposed according to their classification requirements. Contact your local DLA Disposition Services for detailed information. Their toll free number is 1-877-352-2255.

### *Destruction*

All map products contain edition numbers or effective dates. Therefore, receipt of a product with superseding edition number constitutes authority for immediate destruction of the previous edition. Map products in Federal Supply Classes 7641 (Aeronautical), 7642 (Hydrographic) and 7643 (Topographic) processed for disposal through the DLA Disposition Services must be treated as follows.

**Classified products** must be destroyed in accordance with DoD Regulation 5200.1-R, Chapter IX and Defense Logistics Agency (DLA) Demilitarization Codes for Disposal.

**Limited Distribution** products must be treated as “For Official Use Only” (FOUO) documents. FOUO documents must be destroyed so that reconstruction is difficult. Local conditions may warrant more thorough destruction.

**Unclassified** products (excluding Limited Distribution) should be disposed of in an appropriate manner consistent with local policy. Destruction questions about unrestricted NGA products not available through National Oceanic and Atmospheric Administration (NOAA) and U.S. Geological Survey (USGS) may be directed to Mapping Customer Operations.

The National Security Agency (NSA) accepts all NGA-produced classified (up to the level of secret) and sensitive CDs within the Federal Supply Class (FSC) 7644 (Digital) for destruction.

- CDs must be shipped according to the following requirements:
- Be separated from plastic jewel cases and paper wrappings or inserts.
- Be packaged in boxes no larger than 18" by 18" by 18" weighing no more than 40 pounds each.

- Direct deliveries must be coordinated with the Classified Material Conversion Office (LL14), Commercial: 301-688-7215 or DSN: 644-7215.
- Be sent via the Defense Courier Service.
- Products with security levels up to a SECRET can be sent by Registered Mail and products with security level up to confidential can be sent via First Class or Certified Mail to:

Director NSA  
ATTN: CMC  
Suite 6890  
9800 Savage Road  
Fort George Meade, MD 20755-6890

Plastic Recycling, Inc. has agreed to accept NGA-produced limited distribution including public sale CDs for recycling. Please contact them below.

Plastic Recycling, Inc.  
420 Ashwood Road  
Indianapolis, IN, 46225  
COMM (317) 780-6100

## V. Customer Support

Mapping Customer Operations provides a variety of services and support options and we can tailor our resources to fit your particular needs. From on-line instructions to on-site training, our personnel are available Monday through Friday 0630 to 1600 EST.

### Accounts Management/Analysis Branch

Our Customer Management Branch is responsible for assisting customers with establishing map accounts and other questions about our products and services. If you have questions about your account or would like some general information, please contact the following:

Commercial: 1-800-826-0342 or (804) 279-6500  
 DSN: 695-6500  
 Email: [acctmgr@dla.mil](mailto:acctmgr@dla.mil)

### Customer Assistance Visits

At the request of the map customers, Mapping Customer Operations can conduct assistance visits. Subjects covered would include map ordering procedures, account establishment, emergency requests, allowances, Automatic Distribution (AD) accounts, and crisis support. The visits are tailored to each unit. Visits are arranged upon request. We travel with our counterparts at DLA Logistics Information Service to bring a full spectrum of map training to the customer, including a thorough tutorial of how to use the Map Catalog CD to place your orders.

Commercial: (804) 279-4861  
 DSN: 695-4861 / 6500  
 POC: Logistics Management Specialist

### NGA Customer Assistance

The NGA Customer Help Desk is available to assist customers with general questions about NGA products and services. Customers may call from 0600 to 1800 CST, Monday through Friday. US and OCONUS customers may call:

Commercial: 1-800-455-0899  
 Secure Phone: 578-5555  
 DSN: 312-547-5555  
 Unclass E-mail: [EnterpriseServiceCenter@nga.mil](mailto:EnterpriseServiceCenter@nga.mil)  
 JWICS E-mail: EnterpriseServiceCenter@nga.ic.gov  
 Mail: NGA  
 Enterprise Service Center (ESC)  
 Mail Stop: E36-ESC  
 7500 GEOINT Drive  
 Springfield, VA 22150

## VI. Products and Programs

### Allowances

MCO receives instructions from the Commander, U.S. Atlantic Fleet, Commander, U.S. Pacific Fleet, Commander Submarine Force Atlantic Fleet, Commander Submarine Force Pacific Fleet, Commander Military Sealift Command, or the Commandant U.S. Coast Guard concerning allowances. In short, Fleet Commanders establish specific geospatial-intelligence products to be included as part of a ship's standard requirement ensuring they are able to engage in current and anticipated operations.

#### Map and Chart Allowances References:

COMUSFLTFORCOMINST 3140.9B, dated July 15, 2015  
COMPACFLTINST 3140.3C dated July 28, 2014  
COMSUBLANTINST S3140.1F, dated Feb 24, 2009  
COMSUBPACINST S3530.2H, dated Aug 01, 2013  
COMSCINST 3145.1D, dated June 10, 2009  
COMDTINST M3140.5B, dated April 22, 1991

Allowances are broken down into the below categories:

#### *Permanent Allowance*

The Permanent Allowance is the mandatory quantity of products that a ship or command must hold at all times pertaining to the ships assigned in a particular Area of Responsibility (AOR). Combatant commanders define the requirements for NGA products that must be on board the ship. In addition, any deploying ships must have specific, predetermined products readily available upon deployment that are unique to the geographic area of its assigned mission. These predetermined, individual products are grouped together into one large requirement called a Ship's Allowance. A Ship's Allowance identifies specific products required to enable the ship to meet planned mission requirements and are specifically built to match the type of ship. NGA and MCO are advised by the appropriate combatant commander of the need to build an allowance for specific ships by publishing the Fleet Allowance Instructions. Notice of revisions, however, can come from an individual ship. The combatant commander will advise MCO when to activate the allowance for newly commissioned ships, for those that are completing a scheduled overhaul, or for a deploying ship.

#### *Deployment Allowance*

The combatant commander or an individual ship notifies MCO by letter to activate an allowance for a deployment. **Activation letters must be submitted 6 months out or no later than 90 days out prior to required delivery date.** Products should arrive 30 days prior to deployment. This time frame allows for chart corrections and updates for Safety of Navigation on hydrographic products. The Deployment Allowance provides required supplemental products to augment the permanent allowance for extended operational commitments. For ships, deployment



allowances support prolonged operations in a particular geographic area or AOR. Deployment Allowances support temporary and permanent requirements. All Atlantic Fleet Vessels requesting Mediterranean or Indian Ocean deployment packages will become a permanent part of the assigned allowances. When ships return from a Mediterranean and/or Indian Ocean deployment the ship must retain all products.

### Activation Letter Contents

- Must be on official DoD letterhead
- Indicated requesting DoDAAC
- Reference applicable Fleet Instruction pertaining to the activation request
- Indicated the Required Delivery Date
- Indicate a "Ship To" address
  - o Building number
  - o Street number and name
  - o City, State and ZIP code
  - o Contact person's name and telephone number
- Indicate "Ship To" address for classified deliveries (if applicable)
- Overall POC for request

**\*\* Mail letter to Mapping Customer Operations (see next section) and FAX a copy of letter to (804)279-6524 or DSN695-6524 at least 6 months prior to deployment (no later than 90 days prior).**

### Validation (Allowance List)

The Allowance List can be requested from the Mapping Customer Operations or viewed on line by Account Custodians. All commands should request a copy of the list of products they receive by automatic distribution to validate their requirements. The printout is divided into seven columns. The first column lists the Product number in alphanumeric order. The second lists the Product Input Type. The third column lists the Stock Number. The fourth column is the edition number. The fifth column is the Permanent Allowance Quantity (to reduce this quantity requires the Fleet Commanders authorization). The sixth column is the Deployment Quantity. The seventh column is the Additional Quantity used to increase or decrease the amount of products being received and request additional coverage not included in the established allowance. Requests for an updated Allowance List can be sent to Mapping Customer Operations as follows:

Mailing Address:	DLA Aviation Mapping Customer Operations 8000 Jefferson Davis Highway Richmond, VA 23297-5335
Telephone Commercial:	(804) 279-6500 or 1-800-826-0342
DSN:	695-6500
Fax Commercial:	(804) 279-6524
DSN:	695-6524
Hydrological Section Email:	<a href="mailto:hydro@dla.mil">hydro@dla.mil</a>

### **ALLOWANCE LIST INVENTORY GUIDELINES**

- Review usage of all products listed (NOTE: MCO recommends AD to be a year supply).
- Increase quantities by lining through number in unit allowances column and writing the correct amount desired.
- To add a new product: (1) locate where it would be listed (alphabetically, by product type); (2) write the full stock number in the left margin; (3) enter the required amount in the unit allowance column.
- Account Custodians having received access to the Mapping Enterprise Business System (MEBS) may view the Allowance Inventory Listing on line at <https://mebs.dla.mil>. Click on Subscriptions.

### **Flight Information Publications (FLIP)**

Flight Information Publications and Flight Information Products (FLIP) are sensitive flight critical mapping and charting type items produced by the National Geospatial-Intelligence Agency (NGA), foreign governments and commercial vendors that are distributed by Defense Distribution Mapping and varied civilian contractors.

#### *Products*

A complete list of available FLIP and related products is contained in the Defense Logistics Agency Electronic Catalog of Maps, Charts, and Other Geospatial Products, Section 2 – Flight Information Publications (FLIP).

There are three standard types of Flight Information Publications (Planning, Enroute and Terminal) that cover eight geographic areas throughout the world. These items are produced in increments varying from 28 to 365 days. Sufficient quantities of each product type are produced and printed to adequately supply all active subscription accounts and depot shelf stock.

#### Planning Products

FLIP planning products include books intended primarily for use in pre-flight planning at base, squadron and unit operations offices and low altitude, large scale wall charts showing radio aids to navigation, authorized airports, and other aeronautical data necessary for preliminary flight planning.

#### Enroute Products

These publications are designed to provide enroute information portraying high and low altitude airway systems with related navigational data and airports required to support radio navigation. Products include Flight Information Handbooks, supplements, and low/high altitude sheets.

### Terminal Products

Terminal products provide information on standardized routings, instrument approach procedures, and terrain data within a 50 nautical mile radius of selected airports.

### Miscellaneous Products

There are a number of FLIP-related products containing other important aeronautical information. Some examples include Foreign Clearance Guides, Sectional Aeronautical Charts, VFR Terminal Area Charts, U.S. Standard for Terminal Instrument Procedures (TERPs), Airman's Information Manual, ICAO Documents and the Air Almanac.

#### *FLIP Ordering Procedures*

FLIP products are assigned National Stock Numbers (NSN) and can be ordered by MILSTRIP / FEDSTRIP. However the urgent need and short interval between FLIP products makes constant ordering burdensome and timely receipt and use unlikely. Therefore, FLIP distribution is normally achieved through Automatic Distribution (AD) rather than through ordering. Customers must identify the effective date their AD is to begin and must submit their request 60 days prior to that date.

#### *FLIP Automatic Distribution*

FLIP products are published in 28-day cycles to coincide with internationally established effective dates. The National Geospatial-Intelligence Agency (NGA) provides initial Automatic Distribution (AD) of all FLIP cycles to customers via direct contractor delivery. Although Mapping Customer Operations (MCO) compiles and monitors the list of authorized FLIP customers, we are not responsible for FLIP AD to customers at the start of each cycle.

MCO maintains limited quantities of shelf stock, which are available to customers through the normal requisitioning process. Customers must order through their local supply channels to obtain the required FLIP products. To ensure requirements are met, it is strongly suggested customer receive requirements via AD.

#### *FLIP Subscription Account Management*

FLIP subscription accounts for Army, Navy, Marines, Foreign Exchange, and Foreign Military Sales are maintained by FLIP Account Managers. These individuals are the initial point of contact for authorizing the establishment of FLIP subscription accounts, consolidation, modification, termination and discrepancies. See Table 5 below.

Please note that due to FLIP products being printed and distributed by contractors, the subscription requirements are compiled and submitted 6 weeks prior to the product being issued. Any changes in quantities or adding/deleting products to your subscription account must be made at least 60 days prior to the product effective date. Please visit our web page for a list of activation dates: <http://www.dla.mil/aviation/offers/products/mapping.aspx>

*Requisitioning FLIPs versus Subscriptions*

MCO holds limited quantities of FLIP stocks on the shelf which are available to customers. Should your subscriptions not arrive in time or additional quantities are required above your subscription quantity, customers should place a requisition immediately with their local supply channels to get the necessary products from MCO.

*Late or Missing FLIP Automatic Distribution Shipments*

FLIP products are published in 28-day cycles to coincide with internationally established effective dates. NGA provides initial automatic distribution of all FLIP cycles to customers via direct vendor delivery.

**FLIP Account Managers**

Contact	Address	Phone	Email
All customers not listed below	DLA Aviation Mapping Customer Operations 8000 Jefferson Davis Highway Richmond, VA 23297-5339	Commercial 1-800-826-0342 or 804-279-6500 DSN: 695-6500	<a href="mailto:aero@dla.mil">aero@dla.mil</a> Attention FLIP Manager
Army Accounts – Central/South America, Korea & Pacific “AE” & CONUS “AC”	US Army Aeronautical Services Agency ATTN: ATAS-AI 9325 Gunston Road, Suite N319 Fort Belvoir, VA 22060-5582	Commercial 703-806-4870 DSN: 656-4870	<a href="mailto:usaasaops@us.army.mil">usaasaops@us.army.mil</a>
Army Accounts – Korea “AE” Far East	8th U.S. Army Air Traffic Control Section Yongsan Garrison Bldg 2464 Unit 15236 Seoul, Korea APO AP 96205-0009	Commercial 011-822-7915-4261 DSN: 315-723-6115	<a href="mailto:usaasaops@us.army.mil">usaasaops@us.army.mil</a>
Army Accounts --Europe, Africa and the Middle East “AE”	U.S. Army Aeronautical Service Detachment (Europe) ATTN: ATAS-AD Unit 29243 APO AE 09102	Commercial 011-49-6111-43-537-8601 8079/5601 DSN: 314-537-8601	
Foreign Military Sales Mr. Luis Pulupa	National Geospatial-Intelligence Agency 7500 GEOINT Drive Springfield, VA 22150 Mailstop S82	Commercial 571-557-2261 DSN 547-2261	<a href="mailto:Luis.G.Pulupa@nga.mil">Luis.G.Pulupa@nga.mil</a>
Foreign Exchange Karen Perkes	National Geospatial-Intelligence Agency	Commercial 305 437-2202	<a href="mailto:Karen.J.Perkes@nga.mil">Karen.J.Perkes@nga.mil</a>
Civil Reserve Air Fleet	Headquarters AMC/DOF	Commercial	<a href="mailto:Daniel.Asher@scott.af.mil">Daniel.Asher@scott.af.mil</a>

Table 5 FLIP Account Managers

Listed below are the respective contact points for various FLIP products if you do not receive prior to their effective dates.

<b>FLIP Product</b>	<b>POC</b>
Area Arrival Charts (AAC)	MCO
Terminal Instrument Approach Plates (TERM)	NGA/MCO
Planning Guides (PLAN)	NGA/MCO
Enroute Charts (ENR)	NGA/MCO
<i>Contact the NGA at 1-800-771-3149 or DSN: 369-5025.</i>	
Sectionals Aeronautical Charts (SEC)	MCO
VFR Terminal Area Charts (VFRTA)	MCO
Helicopter Charts (HELO)	MCO
<i>Contact MCO at Commercial (804)279-6500, DSN 695-6500 or Toll Free 1-800-826-0342 Army FLIP account holders should contact their FLIP Account Manager for assistance.</i>	

Table 6—FLIP Points of Contact

To reduce the possibility of a missing or lost FLIP shipment from NGA's contract vendor(s) please review the suggestions below.

- Review and verify that the shipping address for your DODAAC is correct. An outdated or inaccurate address will cause you not to receive your FLIPs.
- NGA FLIP contractors use the U.S. Postal Service to deliver to customers with a Post Office Box or APO/FPO address. Contact the NGA program managers (POCs and phone numbers listed above) for further tracking information.
- Review your Automatic Distribution (AD) listing to ensure all the products you require are listed and reflect the correct quantities you desire. To review and update your AD list contact your FLIP Account Manager or the Customer Support Branch at Toll Free: 1-800-826-0342, Commercial: 804-279-6500 or DSN: 695-6500, or send an email to [acctmgr@dla.mil](mailto:acctmgr@dla.mil). Please include your DoDAAC.

## Digital Products

The following list consists of available digital products.

### *Compressed ADRG (CADRG)*

A common compression of ADRG for use in any application requiring rapid display of a map image or manipulation of the image of a map in raster form. CADRG achieves a nominal compression of 55:1 over ADRG. CADRG is available on the NGA Gateway Server. If using the CD catalog, can be found within the "Digital Publications" layer.

*Controlled Image Base (CIB)*

A seamless dataset of orthophotos at 1m scale, made from rectified grayscale aerial images. CIB supports various weapons, C4I theater battle management, mission planning, digital moving map, terrain analysis, simulation and intelligence systems. CIB data are produced from digital source images and are compressed and reformatted to conform to the Raster Product Format standard. CIB files are physically formatted within the National Imagery Transmission Format (NITF) message. CIB may be derived from a grayscale image, from one band of a multispectral product, or from an arithmetic combination of several multispectral bands. Applications for CIB include rapid overview of areas of operations, map substitutes for emergencies and crises, metric foundation for anchoring other data in C4I systems or image exploitation, positionally-correct images for draping in terrain visualization, and image backgrounds for mission planning and rehearsal. CIB is available on the NGA Gateway Server. If using the CD catalog, can be found within the Digital "Controlled Image Base (CIB 1m/5m/10m)" layer.

*Digital Terrain Elevation Data (DTED)*

DTEDs are designed to support aircraft radar simulation and prediction. DTED supports many applications, including line-of-sight analyses, terrain profiling, 3-D terrain visualization, mission planning/rehearsal, and modeling and simulation.

*Vector Map (VMAP)*

VMAPs are a collection of databases that provide vector-based geospatial data. This product is designed to support geographical information system analysis and can be used for various situation map background displays.

*Digital Feature Analysis Data (DFAD)*

DFAD is a standard NGA product that supports radar return simulation, navigation and terrain obstruction studies. When combined with DTED, DFAD provides an off-line database for use by weapon system flight simulators and other types of simulation, such as line of sight, obstruction, and perspective view development.

*Vector Product Format Interim Terrain Data (VITD)*

VITD is designed to provide digital Terrain Analysis data for systems requiring digital terrain information on CD-ROM.

*Digital Aeronautical Flight Information File (DAFIF)*

DAFIF is a flight information database containing airports, heliports, navigational aids, airspace, enroute and terminal data covering both high and low enroute structures worldwide.

*Digital Point Positioning Database (DPPD)*

DPPDs provide the warfighter with a deployable database, in a computer workstation environment from which latitude, longitude, and elevation can be quickly and accurately derived on digital image exploitation systems.

**Civil Reserve Air Fleet (CRAF)**

The Civil Reserve Air Fleet is made up of US civil air carriers who are committed by contract to providing operating and support personnel for the Department of Defense. The CRAF program is designed to quickly mobilize the nation's airlift resources to meet DoD force projection requirements. These airlift operations are used in emergencies when the need for airlift exceeds the capability of military aircraft. Management of this program is by Department of the Air Force, Headquarters, Air Mobility Command, Scott Air Force Base.

CRAF accounts are authorized to receive DoD FLIP products through the automatic distribution program and requisitioning process. The area of coverage of the FLIP materials depends on the part of the CRAF program you are participating in (Aeromedical Evacuation, Alaska, Domestic, or Long-Range International).

If you need more information concerning this program please contact the CRAF Program Manager at Commercial 618-229-2400/1751 or DSN 779-2400/1751 or by writing to Headquarters AMC/DOF, 402 Scott Drive, Unit 3A1, Scott AFB, IL 62225-5302.

**Automatic Distribution (AD)**

In support of allowances, DLA developed the Automatic Distribution (AD) system. Also known as subscriptions, the AD system expedites shipment of required products identified in the allowance lists to the receiving commands. As new products and new editions are published by DLA, automatic distribution is made with no ordering action required by the commands.

## VII. Map Support Offices

DLA Map Support Offices (MSOs) are strategically located throughout the world to assure availability close to our customer needs. Dependent on your organization's location and map requirements, you may be supported by a MSO in your geographic area. The MSO may provide you with over-the-counter service and/or they may support your map requisitions and provide products directly. The following chart depicts our current MSO locations.

<p><b>MSO Bahrain (Manama, Bahrain)</b>  Telephone: Commercial: 011-973-1785-3624/27  011-97-6999-1003  DSN: 318-439-3624/26  Fax: Commercial: 011-973-1785-4824</p>	<p><b>MSO Hawaii (Honolulu, Hawaii)</b>  Telephone: Commercial: (808) 473-9580/81  DSN: 315-473-9580/81  Fax: (808) 449-6665</p>
<p><b>MSO Norfolk (Norfolk NAS, Virginia)</b>  Telephone: Commercial: (757) 445-2159/60  DSN: 565-2159/60  Fax: Commercial: (757) 445-2461  DSN: 565-2461</p>	<p><b>MSO San Diego (San Diego, California)</b>  Telephone: Commercial: (619) 545-6068/6069  DSN: 735-6068/6069  Fax: Commercial: (619) 545-0755  DSN: 735-0755</p>
<p><b>MSO Germersheim (Germersheim, Germany)</b>  Telephone: Commercial: 011-49-7274-96-5400/5032  DSN: 314-378-5400/5032  Fax: Commercial: 011-49-7274-96-5405  Secure: 011-49-7274-96-5402</p>	<p><b>MSO Japan (Atsugi, Japan)</b>  Telephone: Commercial: 011-81-468-16-6214/9784  DSN: 315-243-6214/9784  Fax: Commercial: 011-81-467-63-3357  DSN: 315-264-3357</p>
<p><b>MSO Korea (Waegwan, Korea)</b>  Telephone: Commercial: 011-82-54-970-4182/83  DSN: 315-765-4182/83  Fax: Commercial: 011-82-970-4079  DSN: 315-765-4079</p>	

Table 7 Map Support Offices



---

## VIII. Useful Web Sites

Account Management & Provisioning System (AMPS)	<a href="https://amps.dla.mil">https://amps.dla.mil</a>
Mapping Enterprise Business System (MEBS)	<a href="https://mebs.dla.mil">https://mebs.dla.mil</a>
DLA Map Catalog NIPR online	<a href="https://dlamapcatalog.logisticsinformationservice.dla.mil">https://dlamapcatalog.logisticsinformationservice.dla.mil</a>
DLA Disposition Services	<a href="http://www.drms.dla.mil">http://www.drms.dla.mil</a>
DLA Logistics Information Services	<a href="http://www.dlis.dla.mil">http://www.dlis.dla.mil</a>
DLA Transaction Services	<a href="https://www.transactionservices.dla.mil">https://www.transactionservices.dla.mil</a>
DoDAAC Information	<a href="https://dodaac.wpafb.af.mil/">https://dodaac.wpafb.af.mil/</a>
DOD E-Mail	<a href="https://dod.emall.dla.mil/">https://dod.emall.dla.mil/</a>
DSS Material Release Order (MRO) Tracking System	<a href="https://wegal.ogden.disa.mil/mrostatus">https://wegal.ogden.disa.mil/mrostatus</a>
Mapping Customer Operations	<a href="http://www.aviation.dla.mil">www.aviation.dla.mil</a>

## IX. Mapping Customer Operations Contact Info

Mailing Address:	DLA Aviation Mapping Customer Operations (DSCR-QAM) 8000 Jefferson Davis Highway Richmond, VA 23297-5335
Telephone Commercial:	(804) 279-6500 or 1-800-826-0342
DSN:	695-6500
Fax Commercial:	(804) 279-6510
DSN:	695-6510
Customer Account Support Email:	<a href="mailto:acctmgr@dla.mil">acctmgr@dla.mil</a>
Customer Assistance Visits Email:	<a href="mailto:dscr.rmfwwebmaster@dla.mil">dscr.rmfwwebmaster@dla.mil</a>
General Questions Email:	<a href="mailto:dscr.rmfwwebmaster@dla.mil">dscr.rmfwwebmaster@dla.mil</a>
Aeronautical Product Inquiries	<a href="mailto:aero@dla.mil">aero@dla.mil</a>
Digital Products Inquiries	<a href="mailto:digital@dla.mil">digital@dla.mil</a>
Hydrological Product Inquiries	<a href="mailto:hydro@dla.mil">hydro@dla.mil</a>
Topographical Inquiries	<a href="mailto:topo@dla.mil">topo@dla.mil</a>
NGA Customer Support Telephone:	1-800-455-0899
DSN:	547-5555
NGA Mailing Address:	General Help Desk National Geospatial-Intelligence Agency Mail Stop: L-89 3838 Vogel Road Arnold, MO 63010-6238

## X. Inventory

Inventory List
<b>Aeronautical Products</b>
<i>Evasion Charts (EVC)</i>
<i>Flight Information Publications and Products (FLIP)</i>
<i>Global Navigation Charts (GNC)</i>
<i>Jet Navigation Charts (JNC)</i>
<i>Joint Operations Graphic Charts (JOG)</i>
<i>Operational Navigational Charts (ONC)</i>
<i>Tactical Pilotage Charts (TPC)</i>
<i>Publications</i>
<i>Others</i>
<b>Hydrographic Products</b>
<i>Bottom Contour Charts</i>
<i>Combat Charts</i>
<i>Costal Charts</i>
<i>Harbor/Approach Charts</i>
<i>Publications</i>
<i>Others</i>
<b>Topographic Products</b>
<i>1:100,000 Topographic Line Map (1:100 TLM)</i>
<i>1:50,000 Topographic Line Map (1:50 TLM)</i>
<i>1:25,000 Topographic Line Map (1:25 TLM)</i>
<i>City Graphics</i>
<i>Joint Operations Graphic-Target Charts (JOG-T)</i>
<i>Briefing Graphics</i>
<i>Military Installations Maps (MIM)</i>
<i>World Maps</i>
<i>U.S. Geological Survey (USGS)</i>
<i>Publications</i>
<i>Others</i>
<b>Digital Products</b>
<i>Compressed ARC Digitized Raster Graphics (CADRG)</i>
<i>Controlled Image Base (CIB)</i>
<i>Digital City Graphic (DCG)</i>
<i>Digital Feature Analysis Data (DFAD) &amp; (DTED)</i>
<i>Digital Point Positioning Data Base (DPPDB, V &amp; D)</i>
<i>DLA Map Catalog</i>
<i>Falcon View/Talon View Software</i>
<i>Vector Smart Map (VMAP)</i>
<i>Others</i>
<b>Total</b>

## XI. Abbreviations

AD	Automatic Distribution/Subscription
AMPS	Account Management Provisioning System
AOR	Area of Responsibility
DLATS	Defense Logistics Agency Transaction Services
DSS	Defense Standard System
DLA	Defense Logistics Agency
DLIS	Defense Logistics Information Service
DOD	Department of Defense
DOD EMALL	Department of Defense Electronic Mall
DoDAAC	Department of Defense Activity Address Code
DTG	Date Time Group
EDD	Estimated Delivery Date
FAA	Federal Aviation Administration
FAD	Force Activity Designator
FLIP	Flight Information Publications
HM8	Routing Identifier for DLA Aviation (Mapping Customer Operations)
ICAO	International Civil Aviation Organization
IPD	Issue Priority Designator
JCS	Joint Chief of Staff
MCO	Mapping Customer Operations
MEBS	Mapping Enterprise Business System
MSO	Map Support Office
NIMA	National Imagery and Mapping Agency
NGA	National Geospatial-Intelligence Agency
NOAA	National Oceanic and Atmospheric Administration
OCONUS	Outside Continental United States
POD	Print on Demand
RDD	Required Delivery Date
SAAR	System Authorization Access Request
TERP	Terminal Instrument Procedures
UND	Urgency of Need
USGS	United States Geological Survey
WEBREQ	Web Requisitioning