

Defense Logistics Agency



DLA Aviation—Mapping Customer Operations

Mapping Customer Operations (MCO) is responsible for the supply management of approximately 164,000 National Stock Numbers in four federal supply classes—7641 (Aeronautical), 7642 (Hydrographic), 7643 (Topographic), and 7644 (Digital CD/DVD). MCO also manages special programs including Fleet Allowance, Flight Information Publications, and War Reserve.

While this is “nice to know” information, MCO understands that most of our customers just want to order and receive mapping products with the least amount of hassle. We have no control over some of the hurdles you face, such as AMPS, but know that MCO is always available to help you through the process. The contact list on the last page of this newsletter is probably more important than anything else in this publication. Never hesitate to give MCO a call or send an email. You will not reach a call center. Instead, you will talk to an item manager or account manager who will help you until your Issue is resolved. We pride ourselves on customer service and support to the war fighter. We value your feedback, so please let us know how we are doing or how we can improve. In addition, let us know what types of articles you would like to see in future newsletters.



MCO Customer Service
 Comm: 800-826-0342
 DSN: 695-6500

MCO Scheduled Training!!!

For all interested customers, MCO will be holding regularly scheduled training sessions via Zoom for account establishment including AMPS, MEBS and the basics of FEDMALL. This format is provided as an opportunity for interaction with questions and responses on any issues that may need further explanation. Training will be offered the first Monday of each month, unless otherwise advised, 1:30-2:30p.m. EST. Notification will be sent two weeks prior to the scheduled training date. For additional information, please call MCO at 800-826-0342, Option 2.

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MCO New Website

MCO’s website has been redesign with a new look, information, and tools for your convenience. Based on customer feedback, changes were made to achieve optimal customer experience while navigating the website. Please visit the new site using the following link: <https://www.dla.mil/Aviation/Offers/Products/Mapping.aspx>.

Automatic Distribution (AD) Reduction

NGA is working collaboratively with DLA to enhance the automatic distribution process and reduce printing and distribution costs. In an effort to support fiscal budget constraints, customers will be limited to receive a maximum of 5 copies every time a new edition becomes available. These copies will serve as the official notification to request additional items to support operational requirements. Changes will be processed on the customers’ behalf. If additional copies are needed, customers can place orders using their local logistical system, FedMall, DLA Map Catalog or contacting MCO.

This change will not impact Fleet Allowance, FLIPs and Specialty products (for example EVCs, Military Installation Maps).

This change is scheduled to become effective 15 MAR 2024.

If you have any questions or concerns our team can be reached at acctmgr@dlamail.mil.

New Map / Chart Accounts

To obtain mapping products from MCO, customers must first register in the Account Management & Provisioning System (AMPS) at <https://amps.dla.mil/> and request a role within the Mapping Enterprise Business System (MEBS). Go to <https://amps.dla.mil/> to register and click on the link to request a role. You will receive email confirmation once approved. To access your account, log in to AMPS and select your MEBS role.

A couple of registration hints—you will be asked to identify your supervisor, and security officer. These individuals will receive AMPS-generated emails throughout the registration process and must be answered for the account to be approved. You will also need to know your last Information Assurance training date. One last item you will need is your DODAAC, which will be your map/chart account number. Please keep all AMPS/MEBS related emails, especially the one containing your SAAR number. Changing account custodians on an existing account is done in much the same way as opening a new account. New custodians must also register in AMPS using the map account DODAAC. As always, if you have any questions give us a call (800-826-0342).

If you have any questions regarding establishing your map/chart account call MCO Account Management for help at DSN 695-6500, commercial 804-279-6500, or 800-826-0342 (toll free), and select Option 2. You can also contact us via email at acctmgr@dla.mil.

FLIP Subscription Reduction

The enterprise continues to experience increased costs associated with the print and distribution of DoD and FAA Flight Information Publications (FLIP). Customers are strongly encouraged to review their FLIP quantities to right-size their subscriptions. DLA's MCO Account management section can assist in updating accounts and FLIP subscriptions.

DLA MCO Account Management

Email: acctmgr@dla.mil

Toll Free: 800-826-0342

DSN: 695-6500

Commercial: 804-279-6500

<https://www.dla.mil/Aviation/Offers/Products/Mapping/AccountMgt.aspx>

The NGA Aeronautical Content Exploitation System-ACES (<https://aeronautical.nga.mil>) hosts the entire suite of FLIP products for download, as well as a downloadable FLIP DVD, and the NGA Aeronautical Mobile Application ("AeroApp"). The FLIP DVD (NRN PLANCCDDVDFLIP) can be used as a supplement to or replacement of hardcopy FLIP where electronic access is sufficient, but physical delivery is required.

For additional information on alternatives to hardcopy FLIP, reference the "Special Notices" section of any FLIP product, or contact:

NGA Aero Helpdesk

Email: aerohelp@nga.mil

Toll Free: 877-817-9134

DSN: 312-846-5439

Commercial: 314-676-5439

Non-Standard Map Requests

MCO has established a mailbox for our customers who need to request printing of non-standard maps (customized products that do not have a national stock number). If you have a requirement for this type of product, the procedure for placing an order is outlined below. As with all products ordered through DLA MCO, there is no charge to the customer for printing or shipping when the order is placed in accordance with the outlined process, however applicable fees may apply for some unique features. You must have a digital print file that can be replicated to transmit with your request.

Steps for Ordering Non-Standard Maps:

- * Send an email request to: DLAAVNNonStd@dla.mil. Required information includes name and phone number for the point of contact and account DoDAAC.
- * You will receive a response with a "Non-Standard Map Request" form that must be completed and sent with the print file.
- * Transmit the digital print file and the completed request via DOD SAFE (<https://safe.apps.mil/>). Specify in the notes that this is a " Non-standard request, provide POC name" and send to the following addresses:

Daral.valtinson@dla.mil; Danielle.booker@dla.mil; Jeffrey.farmer@dla.mil; Sharel.whitaker@dla.mil;
Albert.zamora@dla.mil; Justin.Thurmond@dla.mil; Herman.w.dick@nga.mil;

CONTACT INFORMATION



WARFIGHTER-FOCUSED, GLOBALLY RESPONSIVE, FISCALLY RESPONSIBLE SUPPLY CHAIN LEADERSHIP

Contact Info:

Defense Logistics Agency Aviation
 Mapping Customer Operations
 8000 Jefferson Davis Highway
 Richmond, VA 23297
 Comm: 804-279-6500
 Toll Free: 800-826-0342
 DSN : 695-6500
 Email: acctmgr@dla.mil
 MCO Link: <http://www.dla.mil/aviation/offers/products/mapping.aspx>

Map Support Offices

MSO	Commercial / DSN	E-Mail
Norfolk, VA	757- 278-8410 / 392-278-8410	msonorfolk@dla.mil
San Diego, CA	(Team line) 619-512-0756/392-512-0756	msosd@dla.mil
Joint Base Pearl Harbor Hickam , HI	808-786-2575 / 315-473-2575	mso.hawaii@dla.mil
Yokosuka, Japan	011-81-42-800-0317/0318 /315-234-0317/0318	mso.japan@dla.mil
Waegwan, Korea	011-82-54-970-4182 / 315-765-4182	ChongMin.Cho.kor@dla.mil
Germersheim, Germany	011-49-7274-963-8044 / 314-963-8044	DistEuropeMapping@dla.mil
Manama, Bahrain	011-973-1785-3624 / 318-439-3624	ddnb.bahrain@dla.mil
DLA Forward Presence Team Fort Liberty, NC (FIROC)	910-748-5650 / 236-748-5650	Steven.Hull@dla.mil

MCO Newsletters:
<http://www.dla.mil/Aviation/Offer/Products/Mapping.aspx>

WARFIGHTER SUPPORT ENHANCEMENT STEWARDSHIP EXCELLENCE WORKFORCE DEVELOPMENT 24

Your Destination is Our Specialty

Links

- AMPS: <https://amps.dla.mil/>
- MEBS: <https://mebs.dla.mil>
- DLA Document Services: <https://www.dla.mil/Document-Services/>
- DLA Disposition Services: <https://www.dla.mil/DispositionServices/>
- DLA Logistics Information Service: <http://www.logisticsinformationservice.dla.mil>
- DLA Map Catalog: <https://www.dla.mil/Working-With-DLA/Applications/Details/Article/2937512/map-catalog/>
- DLA Transaction Services: <https://home.daas.dla.mil>
- DODAAC Information: <https://dodaac.cce.af.mil/>
- Map Shipment Tracking: <https://dssweb.dla.mil/materialtracker/>
- FEDMALL: <https://www.fedmall.mil>
- NGA Maritime Office: <http://msi.nga.mil/NGAPortal/MSI.portal>

MCO Contacts

- Customer Management: acctmgr@dla.mil
- Product Management- Aeronautical: aero@dla.mil
- Product Management - Digital: digital@dla.mil
- Product Management - Hydrographic: hydro@dla.mil
- Product Management - Topographic: topo@dla.mil
- MCO Website: <http://www.dla.mil/Aviation/Offer/Products/Mapping.aspx>
- SIPR: dla.richmond.aviation.mbx.rmf-dscr@mail.smil.mil