

# Defense Logistics Agency



## DLA Aviation—Mapping Customer Operations

Mapping Customer Operations (MCO) is responsible for the supply management of approximately 190,000 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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### ***Did You Know?***

The DLA Map Catalog has links to all your favorite National Geospatial-Intelligence Agency (NGA) websites like Print on Demand, Map of the World and Maritime Safety Office. Simply select the “NGA” menu item at the top of the display window to view options then click on the item to navigate to the website. NOTE: Some NGA websites require a GeoAxis account for access. Contact the DLA Map Catalog team at [DLAMapCatalog@DLA.MIL](mailto:DLAMapCatalog@DLA.MIL) for more information.

### **Automatic Distribution (AD) Reduction**

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

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

This change became effective 15 MAR 2024.

If you have any questions or concerns our team can be reached at [acctmgr@dla.mil](mailto:acctmgr@dla.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](mailto: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](mailto: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](mailto: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](mailto: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](mailto:Daral.valtinson@dla.mil); [Danielle.booker@dla.mil](mailto:Danielle.booker@dla.mil); [Jeffrey.farmer@dla.mil](mailto:Jeffrey.farmer@dla.mil); [Sharel.whitaker@dla.mil](mailto:Sharel.whitaker@dla.mil);  
[Albert.zamora@dla.mil](mailto:Albert.zamora@dla.mil); [Justin.Thurmond@dla.mil](mailto:Justin.Thurmond@dla.mil); [Herman.w.dick@nga.mil](mailto: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](mailto:acctmgr@dla.mil)  
 MCO Link: <http://www.dla.mil/aviation/offers/products/mapping.aspx>

MCO Newsletters:  
<http://www.dla.mil/Aviation/Offer/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       |

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