

# Defense Logistics Agency



## DLA Aviation—Mapping Customer Operations

Mapping Customer Operations (MCO) is responsible for DLA's map mission of all geospatial-intelligence products approximately 200k+ 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 minimal inconvenience. Even though MCO has no control over some of the obstacles faced, such as AMPS, but assistance is always available to help with the process. The contact list on the last page of this newsletter is primarily the most important item in this publication. Never hesitate to give MCO a call or send an email. You will not reach an automated call center. Instead, you will speak with an item manager/account manager who will provide assistance until your issue is resolved. MCO prides itself on exceptional customer service and support to the warfighter. Your feedback is valuable. Please let us know how we are doing or how we can improve. Additionally, please let us know what types of articles you would like to see in future editions.



### MCO Customer Service

Comm: 800-826-0342

DSN: 695-6500

### DLA 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.

### Inside this issue:

|                                                          |   |
|----------------------------------------------------------|---|
| DLA Aviation-MCO                                         | 1 |
| MCO Scheduled Training                                   | 1 |
| CPENC Incremental Edition Numbers                        | 1 |
| TAC 2 Address Shipping Requirement for APO/FPO Addresses | 1 |
| New Map/Chart Accounts                                   | 2 |
| Transition of Mapping Services                           | 2 |
| DMC Product Location Change                              | 2 |
| Non-Standard Map Request                                 | 2 |
| MSO/MCO Contact Information                              | 3 |

### Introduction of Certified Printed Electronical Navigational Charts (CPENC) Incremental Edition Numbers

Beginning with charts generated in May 2025, In-Print CPENC will now include an Edition number on the printed chart alongside the chart's Generation Date and NSN/NRN block. Edition numbers will also be indicated on the NGA Print-on-Demand website and in DLA's chart catalog. Corrected CPENC will continue to indicate a Generation Date for currency comparison against that of the In-Print chart. CPENC downloaded from NGA's Maritime Content Dissemination Portal will indicate the Edition number and Corrected number (if applicable) in the PDF file names.

### New TAC 2 Address Shipping Requirement for APO/FPO Addresses

Due to the recent implementation of the Warehouse Management System (WMS), the DLA Distribution, Transportation Team is no longer shipping unclassified products to APO/FPO TAC 1 addresses. A TAC 2 with a physical address and IPC code is required. Please contact your DoDAAC Service Points of Contact as soon as possible to update DoDAAC address information in DAAS as soon as possible. Please be further advised orders will remain on hold until the shipping information is updated with the required TAC 2 and IPC code information. If you have any missed shipments or have questions or concerns, please contact DLA Weapons Support Richmond – Mapping Customer Operations (MCO) Accounts Management Team, phone: 800-826-0342, Option 2 or email: [acctmgr@dla.mil](mailto:acctmgr@dla.mil).

## New Map / Chart Accounts

To obtain mapping products from MCO, customers must first register and then request the MEBS Prod – Mapping Enterprise Business System Customer MEBS-99 role in the Account Management & Provisioning System (AMPS) at <https://amps1.dla.mil>. This is a two-step process. Once registration and role request have been completed/approved in AMPS, you will be able to access the Mapping Enterprise Business System (MEBS) to complete the final steps for establishing your map account.

A few 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 Cyber Awareness training date. Lastly, you will need 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 the same way as opening a new account. New custodians must register in AMPS using the map account DODAAC. Should 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@dlamail](mailto:acctmgr@dlamail).

## Transition of Mapping Services Following NGA RRS Norfolk Closure

Following the closure of the National Geospatial-Intelligence Agency (NGA) RRS at Norfolk Naval Station, units must now utilize two distinct channels to fulfill their geospatial support requirements outside of routine map ordering procedure with the Norfolk Distribution Map Support Office (MSO). Customers with custom map requirements can be fulfilled by coordinating with DLA Mapping Customer Operations and emailing [DLAAVNNonStd@dlamail](mailto:DLAAVNNonStd@dlamail) to receive the required guide and request form. Conversely, when units require the creation of new, custom geospatial intelligence products involving full GIS functionality and image manipulation, they must contact the NGA STP Custom Production Team. The team can be reached via email depending on the network classification ([MapHelp@nga.mil](mailto:MapHelp@nga.mil) for NIPR, [MapHelp@nga.smil.mil](mailto:MapHelp@nga.smil.mil) for SIPR, and [MapHelp@coe.ic.gov](mailto:MapHelp@coe.ic.gov) for JWICS).

## Attention FEDMALL Users!!

The login process to access FEDMALL has changed! In March 2026, the Procurement Integrated Enterprise Environment (PIEE) application that controls access to FEDMALL added an Identity, Credential and Access Management (ICAM) component to the login process. Users who use a Common Access Card (CAC) or Personal Identity Verification (PIV) card to login will need to select between Federated or non-Federated user options based on their Department of War affiliation and their home organization. A Federated user that does not see their home organization in the dropdown options should select the "DOD E-ICAM" option. Contact the PIEE Helpdesk at 1-866-618-5988 for specific concerns regarding this change.

FEDMALL has reduced the session timeout values from 45 minutes to 15 minutes to comply with recent security requirements. This reduces the amount of time a user can remain inactive before being logged out. So long as activity is detected on the site the timer will continue to remain active. For information on how use FEDMALL to order maps and charts from DLA, contact the DLA Map Catalog team at [DLAMAPCATALOG@DLAMAIL](mailto:DLAMAPCATALOG@DLAMAIL)

## 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@dlamail](mailto:DLAAVNNonStd@dlamail). 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@dlamail](mailto:Daral.valtinson@dlamail); [Danielle.booker@dlamail](mailto:Danielle.booker@dlamail); [Sharel.whitaker@dlamail](mailto:Sharel.whitaker@dlamail);  
[Albert.zamora@dlamail](mailto:Albert.zamora@dlamail); [Justin.thurmond@dlamail](mailto:Justin.thurmond@dlamail); [Herman.w.dick@nga.mil](mailto:Herman.w.dick@nga.mil);  
[Andrea.trice@dlamail](mailto:Andrea.trice@dlamail)

## 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                                                                              | DSN: 392-278-8410<br>Emergency /After Hours Cell: (757-753-4047) | msonorfolk@dla.mil        |
| San Diego, CA                                                                            | (Team line ) 619-512-0756/392-512-0756                           | msosd@dla.mil             |
| Joint Base Pearl Harbor<br>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                                                                           | 1-808 786 2962/ 315-436-2962                                     | DDDKMapping@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<br>Team Fort Liberty, NC<br>(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)