



DEFENSE LOGISTICS AGENCY

THE NATION'S COMBAT LOGISTICS SUPPORT AGENCY



Getting Registered:

Navigate to the Vendor Contract Awarded Logistics (VCAL) web portal. First time users will need to register first before being able to access the website with your CAC.

Customer portal Login Page (<https://dla.servicenowservices.mil/customer>).

*New users will need to click “**Register here**” found below the “Log in with PIV/CAC Card” section.*

DLA External Users Login

User name

Password

[Forgot Password?](#)

***IMPORTANT:** If you do not receive a link to reset your password immediately or if you have been inactive in the system for more than 35 days, please contact the IT Helpdesk at 855-352-0001 to help reset your password. Please provide the email associated to your account to better assist them.

Log in

or

Login with PIV/CAC card

Don't have an account? [Register here](#)

Once on the Registration page, select your type of registration. You will be able to register as the Customer point of contact (POC) or as both the Customer POC and Finance Office POC (FOPOC). Users who are only identified as the FOPOC do not need to complete a registration as the Customer POC completes the registration for their designated FOPOC.

Once your selection is made, continue populating all required fields. Once you enter your email address you will be prompted to select the Fire & Emergency Services Equipment (F&ESE) program.

Additional mandatory fields will populate for your inputs. You will be asked for your Unit Name, Phone # and Ordering DoDAAC. You will also provide your designated Finance Office POC. The FOPOC should be the person approving/submitted your funding. A Backup Customer POC can also be listed.

Once all mandatory fields are completed, click “**Sign Up**”



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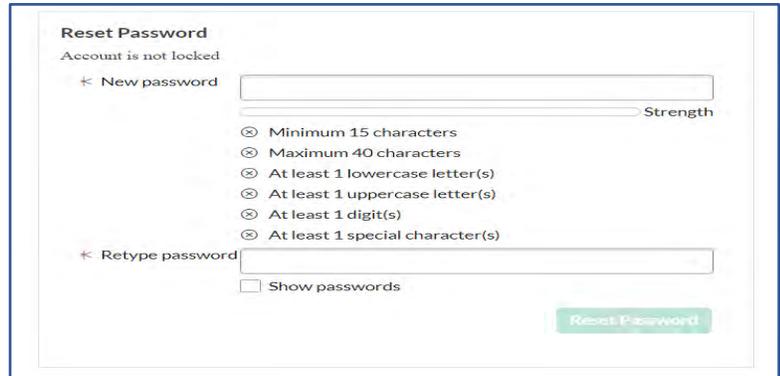
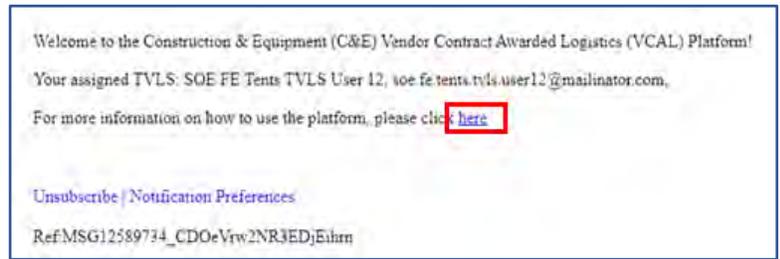


New User Email Notifications:

You will be sent two email notifications.

1. The first email will be a Welcome Email, providing your assigned DLA Tailored Vendor Logistics Specialist (TVLS) point of contact. →
2. The second email you will receive is an account verification email containing your username and a link to set your password. In the Account Verification email, click **“Set a new Password”**. →

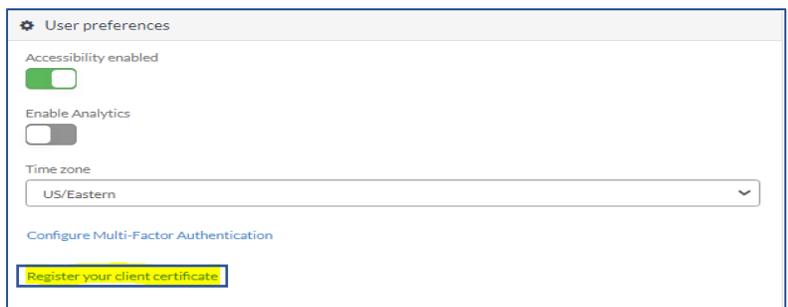
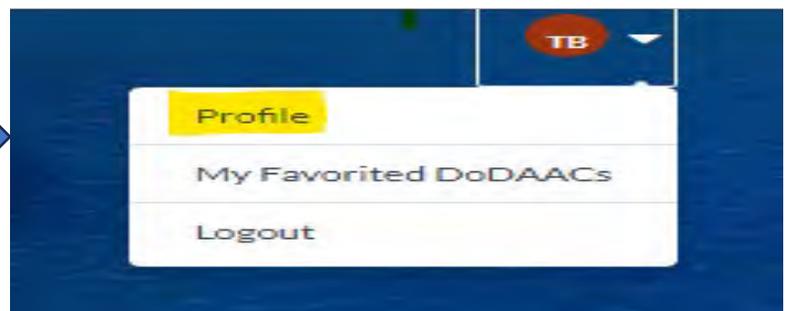
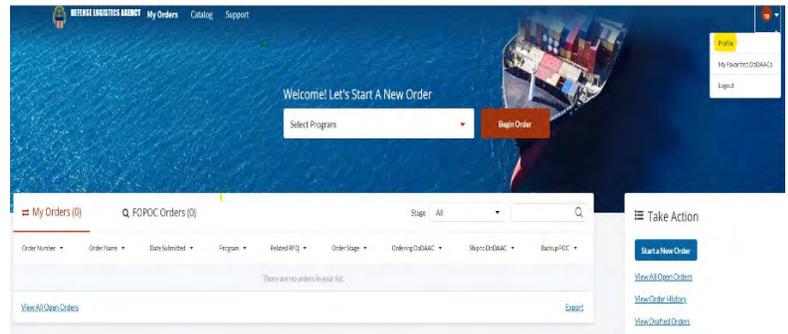
Note: This link will expire in 24 hours.



Registering a PIV/CAC Certificate

Registering your CAC Certificate allows Customers the ability to register their PIV/CAC credentials to use for future logins. This saves time and allows customers the ability to login without using a username and password.

1. At the Customer Portal Welcome Page, navigate to the top right corner to access your profile. →
2. Click **“Profile”** to be navigated to the customer profile. →
3. Navigate to the **“Register your client certificate”** link in your profile and click on the link. →

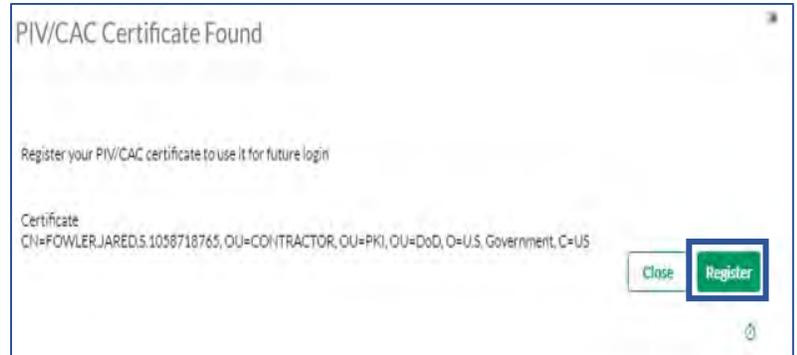




Registering a PIV/CAC Certificate (continued)

After clicking on the “Register your client certificate” link, a **PIV/CAC Certificate Found** prompt will appear.

1. Click on the “**Register**” button to register your PIV/CAC certificate for future login. 
2. If **successful**, user will see the “**The PIV/CAC certificate has been successfully registered and linked to the user account**”.



The next time you login to your portal, you can login using your PIV/CAC.

If you received a **Failed to register PIV/CAC certificate to the user account. Please close your Browser, ensure your card is inserted and try again** message, take a screenshot of the error message and email it to your assigned TVLS for registration assistance.



For FES VCAL Customer Support please email:

FESVCALSupport@dla.mil