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Defense Supply Center Richmond  
Defense Logistics Agency



Mapping Customer Operations  
**Customer Assistance Handbook**

August 2006

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# Acknowledgement

August 2006

## TO OUR CUSTOMERS:

We hope the Mapping Customer Operations (MCO) Customer Assistance Handbook fits your needs as a handy reference tool to obtain the best possible support from DLA. 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.

The MCO Customer Handbook is also available at our web site [www.dscr.dla.mil/rmf](http://www.dscr.dla.mil/rmf). From there, follow the link to “Customer Assistance Handbook.”

We would like to recognize the many contributors and supporters of this handbook, each of whom played 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.

Thank you!

Mapping Customer Operations  
Defense Logistics Agency

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# I. Introduction

## Mission

The mission of Mapping Customer Operations (MCO) is to manage the distribution of all 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 geospatial-intelligence products are provided to our 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 created 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) assumed these functions from NIMA: The Defense Supply Center Richmond (DSCR) became the map inventory control point, the Defense Distribution Center (DDC) assumed storage and distribution functions for maps and the Defense Logistics Information Service (DLIS) assumed map cataloging functions.

*NOTE: In 2003, NIMA was later reorganized and renamed the National Geospatial-Intelligence Agency (NGA).*

## Supply Chain Partners



NGA is the sole-source provider of maps to the MCO and has sole responsibility to either print or procure products to meet customer requirements. Located in Arnold, MO, Bethesda, MD, and Reston, VA, NGA is responsible for receiving customer requirements (map-types) through their customer support teams and meeting those requirements by creating the maps or placing orders with vendors to develop the products. 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.

The Defense Distribution Mapping Activity (DDMA) stores and distributes maps and map-related products from the Richmond warehouse. Products ready for shipment from NGA Arnold are transported to the Arnold Trans-shipment Unit (ATU) for delivery to DDMA twice each week. Upon receipt, DDMA receives products and assigns a warehouse location, unless immediate shipment to a customer is required. Items remain in the depot until disposition (e.g., release, salvage, etc.) is directed by MCO Inventory Managers (IMs).



Additionally, DDMA manages 10 different Map Support Offices (MSOs) around the world. MSOs requisition maps from the MCO (like any other customer) to be stored at their locations providing forward stocking of maps and functioning as a retail operation for local customers.

Defense Logistics Information Service (DLIS), in partnership with the MCO, is responsible for the softcopy and digital database catalog.

**RICHMOND MAP FACILITY:** MCO and the Defense Distribution Mapping Activity (DDMA) DDMA formed a partnership creating the Richmond Map Facility (RMF) designed to provide seamless support to our respective customers.



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## II. Ordering Your Map

### General

The following chapter provides detailed information on how to place an order for maps and map-related products.

### Concept

The process to order a map is based on the AIA concept: Authorization, information and avenue. Simply put, all potential map customers must receive MCO approval (or “authorization”) to receive maps, customers must have some knowledge (or “information”) on the type of map they’re requesting and finally, customers must have access to an automated system (or “avenue”) to place orders for maps. It can be quite comprehensive and time-consuming for first time map customers so let’s walk through the necessary steps for each area. See Chapter V for procedures on establishing Flight Information Publications (FLIPs).

### AUTHORIZATION – Setting Up Your Account

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

1. 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 POC. For a list of these, please visit our web site <http://www.dla.mil/rmf>, click on “Accounts”; “DLA Form 1832” and finally “DoDAAC/FEDAAC”. There is a link on this page to 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.)*

2. Connect to our URL <http://www.dscr.dla.mil/rmf>
3. Click on the “DLA Form 1832” link on the right side of the screen, and the form will appear.  
*(If you are a civilian Notice to Mariner (NTM) or non-U.S. government customer, do not fill out this form—call us at 1-800-826-0342.)*

4. Enter required information and review for accuracy.

*(See the section entitled “Notes on Completing the DLA Form 1832” below.)*

5. Print out the DLA Form 1832 and route through your organization for signatures.
6. Fax the form to DSN 695-6510 or Commercial (804) 279-6510 / ATTN: DSCR-FAN.

Upon receipt of your completed form, we will authorize and activate your map account. Within three business days, we will send an email to the account custodians confirming activation. You may place orders when account is activated. If you require an account to be activated **immediately**, please contact us at DSN 695-6500 or Commercial (804) 279-6500.

### *Notes on Completing the DLA Form 1832*

*Before entering data on the web site, we suggest customers review the form in its entirety to ensure you are able to provide all the required data.*

*- Instructions are incorporated into 'pop-up' windows for easier use. Here is how to use them:*

*Place your mouse over any section title, white box, or circle.*

*Click and hold down your mouse button.*

*A 'pop-up' instruction box will appear.*

*After reading the instruction, release the mouse button, and the 'pop-up' box will disappear.*

*If you wish to view the instruction again, simply repeat the steps above.*

*If an instruction/help box does not appear in the upper left of your screen, you need to upgrade either your browser level or enable JavaScript.*

*- Map Catalog: Ensure you order the DLA Catalog of Maps, Charts and Other Geospatial-Intelligence Products when completing the DLA FORM 1832. There are two types of catalogs and the one ordered will be dependent on your account's classification requirements,*

*- Once you have finished entering your data, click the 'Edit/Review' button at the bottom of the form and if there is any omitted or incorrect data, you will be prompted accordingly to fill-in.*

*- A 'Verification Form' will appear allowing you to review your input. If any of the data is incorrect, click the 'Close' button, return to Step 1, and make corrections. If your input is correct, click the 'Generate' button and the system will create your completed DLA Form 1832.*

*- Print the completed DLA Form 1832 using your browser's print option(s). The DLA Form 1832 is a single page document. We suggest you change all printer margins to .25 inches.*

*- Obtain all mandatory signatures on your completed DLA Form 1832.*

*- O-5/GS-14 or higher (O-4 or below if no O-5/GS-14 or higher is at your location) must sign the completed form in order for it to be processed. If you are a contractor, a contracting officer must sign in block 7 as the authorizing officer.*

*- Fax the completed form to (804) 279-6510 or DSN 695-6510.*

*- Within 3 business days, you will receive an email from MCO Account Management Branch confirming activation of your account.*

***If you require immediate confirmation, contact us:***

***COMM 804-279-6500; DSN 695-6500; Toll-Free 1-800-826-0342***

**1. Defense Automatic Addressing System Account (DAAS):**

1a. Please enter your DODAAC   
 (If you are unsure of your DODAAC please contact your service POC. You may determine your POC [by clicking here.](#))

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**2. Account Characteristics:**

2a. Select Type of Submission:

- I want to establish an account with the Richmond Map Facility.
- I want to change some information on my existing account.
- \* If you want to close your account with the Richmond Map Facility [simply click here.](#)

2b. Highest classification of products you are authorized to receive:

- Classified.
- Distribution Limited.
- Unclassified.

2c. Please contact your DoDAAC service point or call us at 1-800-826-0342, Option 5, to verify that your TAC1 and/or TAC2 address is correct. If the address is not correct, needs to be changed, or a TAC2 established, you must contact your DoDAAC Service Point. To determine your DoDAAC Service Point [click here.](#) We strongly suggest that you check your DAAS address often since RMF has no control over how your address is registered in DAAS.

**NOTICE:** In order for RMF to send overnight shipments and/or bulk deliveries, a TAC2 must be established.

Figure 1 Web-Based DLA Form 1832

Table 1

Service	DODAAC Service Point
Navy	DSN: 580-5908; Commercial: (216) 204-5908
Army	DSN: 645-8292; Commercial: (256) 955-8292
	DSN: 645-9653; Commercial: (256) 955-9653
	DSN: 645-0825; Commercial: (256) 955-0825
	DSN: 645-9750; Commercial: (256) 955-9750
Air Force	DSN: 787-9812; Commercial: (937) 257-9812
Marines	DSN: 567-8027; Commercial: (877) 564-8762
	DSN: 567-6845
Coast Guard	Commercial: (410) 762-6590

DODAAC Service Points for the Military

**INFORMATION – What Products to Order**

The following **options** are designed to guide customers towards determining the different types of maps or map-related products they may require.

1. Request the DLA Catalog of Maps Charts and Related Products when activating or updating your Customer Map Account.

*(NOTE: This is the only source for detailed information on maps and map-related products that are available with DLA. Commonly referred to as the “Map E-Catalog” or “CATLIMDIS,” it is a CD that provides customers graphical representation of geographic areas for easy selection of required maps. The E-Catalog also provides a “shopping cart” method to order maps via the DLA Web Requisitioning system, an ordering system we will discuss in the following section. Only customers with a map account may receive the Map E-Catalog, NSN 7644014784783.)*

2. Connect to our website at <http://www.dscr.dla.mil/rmf/> for a complete listing of the types of maps we offer. Click on the “Policies” link, and then Product Management. Please note, this provides very limited information but includes the national stock number, the edition number and a cross-reference to the NGA reference number (NRN).
3. For more immediate assistance, contact the NGA Customer Support Line at 1-800-455-0899.

### AVENUE – Supply Ordering Systems

The following **options** are designed to guide customers towards the various automated methods that can be used to place 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 Automated Addressing System (DAAS). Their website is <https://www.daas.dla.mil>. MCO accepts all requisitions from military supply systems.

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

2. For customers without a DAAS-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.daas.dla.mil/daashome/daasc\\_webreq.asp](https://www.daas.dla.mil/daashome/daasc_webreq.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 DAASC directly at DSN: 986-3247 or Commercial: (937) 656-3247.)*

3. The DoD EMALL is now available to customers wishing to order mapping products. The website is [www.emall.dla.mil](http://www.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 the Admin tab, and select “My Account.” Fill in all requested information and then click on “Special Permissions”. Click to use MILSTRIP. 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, Option 3, Option 3, Option 1.

4. The DAAS Automated Message Exchange System (DAMES) is another avenue for ordering products from MCO. Customers must contact the DAAS Help Desk to receive software and assistance with ordering.

*(DAMES requires users to have a desktop personal computer, modem and telephone line. DAMES software and assistance are available from the DAASC 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 DAAS Integrated E-mail Logistics (DIELOG) system allows customers with access to DAAS over the Internet via the electronic mail system. Customers must contact DAAS at [Infocenter@daas.dla.mil](mailto:Infocenter@daas.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.)*

As you can see, this entire process consists of many steps and several options which can be time-consuming if not redundant to some users. Though we are taking steps to streamline this process for a more seamless approach, MCO employees can assist with any and all questions as well as handling any emergency requirements.

### **Immediate Support / Crisis Situations**

MCO can assist with any emergency requests due to crisis situations, short-notice deployments or any other unexpected development. Please contact us at the following numbers and we can address your particular situation.

804-279-6500  
DSN 695-6500  
1-800-826-0342

### **Ordering a Map: 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 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)	<u>FORCE ACTIVITY DESIGNATOR (FAD)</u>				
	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, the Defense Distribution Mapping Activity (DDMA) 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>
DSCR 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)

*Crisis and Contingency Issues*

During declared crisis or contingency operations, DLA may limit issues of products to units not actively participating. This is necessary to provide support to those units actively engaged in deployment operations. Should customers require products but they are not actively engaged in crisis operations, we may provide maps in limited quantities. See Table 4 below.

Type of Product	Issue Quantity
Hydrographic Charts	5 copies each
Hydrographic Publications	5 copies each
Aeronautical Charts	5 copies each
Flight Information Publications & Charts (FLIP)	5 sets per aircraft
Topographic Maps	5 copies each

Table 4 Crisis and Contingency Stock Issue Policy

*Large Quantities—Training and Exercises*

If you need an unusually large quantity for exercises or training purposes, it is required that you send a map forecast letter to Mapping Customer Operations. Following are the requirements for the request.

**Map Forecast Letter Contents**

- Must be on official DoD letterhead
- Indicate requesting DoDAAC
- Indicate reason for requirement (i.e., training requirements for specific school/unit, etc.)
- Contain complete point of contact information including telephone and email address
- Must be signed by an O-5 or above.

This letter should be faxed to DSN 695-6524 or Commercial (804)279-6524.

*Requisition Fields*

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	For Navy use "Y6" (Yankee Six) to indicate free issue. DoD and Coast Guard enter NS.
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

Columns	Field Name	Description/Instructions
		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 5 Requisition Format (Shading indicates required fields)

*Classified Material and Clearances*

MCO can only issue classified GI&S products to commands that have the proper DADMS release code and a current DLA Form 1832. Requests for a change in release code status should be sent to:

Mailing Address: Defense Supply Center Richmond  
DSCR-FAN  
8000 Jefferson Davis Highway  
Richmond, VA 23397-5335

Message Address: DSCR RICHMOND VA//DSCR-FAN//

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

Fax: Commercial: (804) 279-6510  
DSN: 695-6510

## III. Managing Your Map Account

### Introduction

There are various ways customers manage their map accounts and it is important to figure what will best work for your organization. Most accounts have been in place for some time and usually a continuity book is available to avoid duplicating work already begun. If you are just getting started, here are a few actions we recommend.

### Establish an On-Line Account

We provide access to the Map Customer Portal web site to assist in managing map accounts. The portal allows customers to review profile and edit as required; make changes to map subscriptions; review status of requisition(s) and backorders; and, finally, cross-reference National Stock Numbers (NSNs) and NGA Reference Numbers (NRNs).

**DLA requires submission of a new DLA Form 1832 on an annual basis (12 months from date the account was created) or whenever the account custodian changes.** Minor revisions such as email or phone number changes may be submitted on line or via email to [acctmgr@dscr.dla.mil](mailto:acctmgr@dscr.dla.mil). Failure to submit a new form and/or failure to respond to the DLA memorandum may result in the account's suspension or cancellation." The account holder must take responsibility for maintaining his account.

1. Access to the portal is given to new accounts when 1832 information is validated. If you are an existing customer and do not already have portal access, please contact us at 1-800-862-0342.
2. Within five business days, DSCR ADP will email the customer's security manager to verify information contained on the DLA Form 1832. The customer's security manager must reply to the email within 5 business days.

*(If the customer's security manager does not respond, the account will not receive access.)*

3. Once verified, DSCR ADP will email each map account holder with a User-ID and password to gain access to the website.
4. Customers must access the Customer Portal website at least once every 90 days. If an account is not accessed after 90 days, it will be locked and users must submit a new request for a User-ID and password.

## Check Requisition Status

Periodically check on the status on your requisitions to ensure actions are being taken to fulfill your map orders. This may be dependent on the criticality and urgency of your operation so it's entirely up to you how often to check the status of your map orders.

1. Access the Map Customer Portal for the latest information on your requisitions. We provide updates on any shipments or delays with the various links. Further, enter your backordered NSNs and the site will provide short narratives defining the cause of the backorder, the most current supply action to resolve the problem and estimated delivery dates.
2. 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 <http://wegal.ogden.disa.mil/mrostatus>
3. Access your local supply system for information on your requisition or backorder.
4. Contact MCO at 1-800-826-0342 if you require additional information or assistance.

## 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.

## Late or Missing Shipments

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

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

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

## Problems with Your Order

All maps and map-related products are free-issue or in other words, are provided at no cost to the customer. However 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 Defense Reutilization and Marketing Service (DRMS) for detailed information. Their toll free number is 1-877-352-2255.

### *Destruction*

All map products show 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 Defense Reutilization Marketing Office (DRMO) 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 like “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 NOAA (National Oceanic and Atmospheric Administration (NOAA) and U.S. Geological Survey (USGS) may be directed to the Richmond Map Facility (RMF).

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

## IV. 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 24 hours a day.

### Customer Management Branch

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

Commercial: (804) 279-6596 / 6500 or 1-800-826-0342  
DSN: 695-6596 / 6500  
Email: [acctmgr@dla.mil](mailto:acctmgr@dla.mil)

### Customer Assistance Visits

At the request of the map customers, MCO can conduct assistance visits. Subjects covered would include map ordering procedures, account establishment, emergency requests, allowances, Automatic Distribution (AD) accounts, RMF Customer Portal access and crisis support. The visits are tailored to each unit. Visits are arranged upon request.

Commercial: (804) 279-4861  
DSN: 695-4861 / 6500  
POC: Weapon Systems Support Manager

### 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: (314) 260-1236 or 1-800-455-0899  
DSN: 490-1236  
Fax Commercial: (314) 260-1128  
Fax DSN: 490-1128  
E-mail: [chdesk@nga.mil](mailto:chdesk@nga.mil)

## NGA Command and Agency Teams

The Command and Agency Teams provide distribution guidance, support, planning, and oversight for the NGA Customer Support Teams. They are also involved in crisis and exercise support. The Command and Agency Teams are divided into the following branches:

Branch Name	Office Symbol	Mail Stop	DSN	Telephone
Americas & Atlantic Branch	ISSCA	D-18	287-1062/2692	(301) 227-1062/2692
Europe & North Africa Branch	ISSCE	D-18	287-1062/2692	(301) 227-1062/2692
JCS & Others Branch	ISSCJ	D-76	287-2306	(301) 227-2306
Mideast Branch	ISSCM	D-18	287-1062/2692	(301) 227-1062/2692
Pacific Branch	ISSCP	D-18	287-1062/2692	(301) 227-1062/2692
Fed/Ext. Agencies Branch	ISSCX	D-77	287-3099/3123	(301) 227-3099/3123

Table 6 Command and Agency Teams

Note: Fax numbers for all of the above (except ISSCJ & ISSCX) are: Commercial: (301) 227-2050, DSN: 287-2050. Fax numbers for ISSCJ & ISSCX are: Commercial: (301) 227-3095, DSN: 287-3095; and Commercial: (301) 227-3625, DSN: 28-3625 respectively.

## Customer Portal Access

Our Customer Portal web site was developed to assist managing your map account. It offers a variety of abilities such as

- Make changes to your map subscription (automated distribution)
- Review the status of your requisition(s) and backorder(s)
- Cross-reference National Stock Numbers (NSN) and NGA Reference Numbers (NRN)

As mentioned before, all authorized customers will be granted access to the portal after their account is activated. After activation, our DSCR ADP Security Monitor will make contact with each customer's security monitor for verification. Once verified, customer account managers will receive an email from the DSCR ADP Security Monitor with their User ID and password. Once received, customers may access the portal. This process can range up to 14 business days. Please note, the Customer Portal does not have the ability to order online at this time.

## V. 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:

CINCLANTFLTINST 3140.9A, dated March 30, 1988  
CINCLANTFLTINST 3140.1B, dated Dec 10, 1990  
CINCPACFLTINST 3140.3A, dated August 18, 1987  
COMSUBLANTINST S3140.1C, dated April 11, 2000  
COMSUBPACINST S3530.2C, dated July 14, 1997  
COMSCINST 3145.1C, dated August 15, 2000  
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 message or 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 DSCR-FAN (see next section) and FAX a copy of letter to (804) 279-6524 or DSN 695-6524 at least 6 months prior to deployment (no later than 90 days prior).**

### Validation (Allowance List/RO5)

The Allowance List (or "RO5" list) can be requested or downloaded from the Richmond Map Facility Customer Map Portal for Subscription Holder Accounts. All commands should request a copy of all the products they receive by automatic distribution to validate their requirements. The printout is divided into five columns. The first column lists the stock numbers of the products in alphanumeric order. The second lists security classification. The third column lists the permanent allowance quantity (to reduce this quantity requires the Fleet commander's authorization). The fourth column is the unit allowance. This column is used to increase or decrease the amount of products being received and request additional coverage not included in the established allowance. The last column is the total AD quantity. Requests for and updated (Allowance List/RO5s) can be sent to:

MCO Mailing Address:	Defense Supply Center Richmond DSCR-FAN 8000 Jefferson Davis Highway Richmond, VA 23297-5335
MCO Message Address:	DSCR RICHMOND VA//DSCR-FAN//
MCO Telephone Commercial:	(804) 279-6500 or 1-800-826-0342
DSN:	695-6500
MCO Fax Commercial:	(804) 279-6524
DSN:	695-6524

Hydrological Section Email: [hydro@dscr.dla.mil](mailto:hydro@dscr.dla.mil)

### ALLOWANCE LIST / RO5 INVENTORY GUIDELINES

- Review usage of all products listed (NOTE: DSCR 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.

### **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 DDMA 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.

### *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 the that date.

### *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 the Richmond Map Facility (RMF) compiles and monitors the list of authorized FLIP customers, we are not responsible for FLIP AD to customers at the start of each cycle.

The RMF maintain 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.

### *Establish a FLIP Account*

To request FLIP AD, the following information must be presented on official command or activity letterhead:

- DODAAC or FEDAAC. If ordering classified products ensure that DSCR-JN has your address recorded as an authorized recipient for classified products.
- NGA Reference Numbers or NSN's of the products required.
- Number of aircraft, by type assigned or attached to your activity. Include this information for all activities if the subscription will support more than one activity.
- Normal geographic limit for routine operations.
- Justification for CONUS coverage if based overseas, or OCONUS coverage if based within the continental U.S.
- Include justification if requested quantities exceeding the Basis of Distribution.

- Air Traffic Control (ATC) customers only: The number and type of ATC facilities supported and the total number of controllers (military/civilian) assigned.
- Valid POC first and last name (including military rank/rate)
- Valid commercial and DSN telephone numbers.

Contact the RMF-Aeronautical Branch for the appropriate FLIP Account Manager to receive your request

### *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 7 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.dscr.dla.mil/rmf/programs/flip/flipSchedule.xls/>).

### **FLIP Account Managers**

Contact	Address	Phone	Email
All customers not listed below	Defense Supply Center Richmond Richmond Map Facility DSCR-FANAA 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
Navy or Marine Accounts – East of Mississippi and Europe	Map Support Office Norfolk 494 Park Crescent Norfolk, VA 23511-4295	Commercial 757-444-4243 DSN: 564-4243	
Navy or Marine Accounts – Hawaii and Pacific	Map Support Office 900 Hangar Avenue Hickam AFB, HI 96853-5246	Commercial 808-449-2100 DSN: 315-449-2100 Fax: (808)449-6665	
Navy or Marine Accounts – West of Mississippi	Map Support Office Naval Air Station North Island P. O. Box 357057 Bldg 654 Rogers Road San Diego, CA 92135-7057	Commercial 619-545-6069/70 DSN: 735-6069/70	
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:William.balliew@belvoir.army.mil">William.balliew@belvoir.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	Commercial 011-822-7915-4261 DSN: 315-723-6115	

Contact	Address	Phone	Email
Army Accounts – Europe, Africa, and the Middle East “AE”	APO AP 96205-0009 U.S. Army Aeronautical Service Detachment (Europe) ATTN: ATAS-AD Unit 29243 APO AE 09102	Commercial 011-49-6221-17- 8079/6426 DSN: 314-373-8079	<a href="mailto:Rodney.strong@hq.hqsareur.army.mil">Rodney.strong@hq.hqsareur.army.mil</a>
Federal Aviation Administration Accounts	Federal Aviation Administration ATA-120 Room 626 800 Independence Ave SW Washington, DC 20591	Commercial 202-267-9224	<a href="mailto:warren.davis@faa.gov">warren.davis@faa.gov</a>
Foreign Military Sales Mr. Luis Pulupa	National Geospatial-Intelligence Agency ATTN: ISDP Mailstop D-77 4600 Sangamore Road Bethesda, MD 20816	Commercial 301-227-7224 DSN: 287-7224	<a href="mailto:pulupal@nima.mil">pulupal@nima.mil</a>
FOREIGN EXCHANGE Mike Hodge	National Geospatial-Intelligence Agency 3838 Govel Road Arnold, MO 63010-6238	Commercial 314-260-5025 DSN: 490-5025	<a href="mailto:HodgeJM@nima.mil">HodgeJM@nima.mil</a>
Civil Reserve Air Fleet Accounts Mr. Ron Van Horn	Headquarters AMC/DOF 402 Scott Drive, Unit 3A1 Scott AFB, IL 62225-5302	Commercial 618-229-2400/1751 DSN: 779-2400/1751	<a href="mailto:Ronald.vanhorn@scott.af.mil">Ronald.vanhorn@scott.af.mil</a>

Table 7 FLIP Account Managers

*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.

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)	NGA
Enroute Charts (ENR)	NGA
Terminal Instrument Approach Plates (TERM)	NGA
Planning Guides (PLAN)	NGA
<i>Contact the NGA FLIP Tracing Office at (314) 260-5025 or DSN: 490-5025.</i>	
Foreign Clearance Guides (FCG)	MCO
Sectionals Aeronautical Charts (SEC)	MCO
VFR Terminal Area Charts (VFRTA)	MCO
Helicopter Charts (HELO)	MCO
World Aeronautical Charts (WACC)	MCO
<i>Contact MCO at Commercial: (804) 279-6500, DSN: 695-6500 or Toll Free: 1-800-826-0342.</i>	
<i>Army FLIP account holders should contact their FLIP Account Manager for assistance.</i>	

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).

## Digital Products

The following list consists of available digital products.

### *ARC Digitized Raster Graphic (ADRG)*

ADRG is a standard NGA digital product designed to support applications that require a raster map background display.

### *Compressed ADRG (CADRG)*

CADRG is a Joint Services' standard map background product and is produced in multiple scales in support of systems with map background display, coordinates selection, and perspective view generation capabilities.

### *Controlled Image Base (CIB)*

CIB is an unclassified digital imagery produced to support mission planning and command, control, communications, and intelligence systems. CIBs are used as a map substitute for emergencies and crises in the event that maps do not exist or are outdated.

### *Digital Terrain Elevation Data (DTED)*

DTEDs is 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 (DPPDB)*

DPPDBs 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.

## VI. Map Distribution

DDMA is the responsible agent for the distribution arm of the map supply chain. Located in Richmond, VA, it operates a warehousing and distribution activity as well as oversees Map Support Offices (MSOs) strategically located throughout the world. 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. At every opportunity, MCO and DDMA partner to resolve all backorders from our worldwide inventory.

### **MSO Bahrain (Manama, Bahrain)**

Telephone: Commercial: 011-973-1785-3624/25  
DSN: 318-439-3624/25  
Fax: Commercial: 011-973-1785-4824

### **MSO Naples (Naples, Italy)**

Telephone: Commercial: 011-39-081-568-5280/5477  
DSN: 312-626-5280/5477  
Fax: Commercial: 011-39-081-568-4447

### **MSO Norfolk (Norfolk NAS, Virginia)**

Telephone: Commercial: (757) 445-2159  
DSN: 565-2159  
Fax: Commercial: (757) 445-2461  
DSN: 565-2461

### **MSO Hawaii (Honolulu, Hawaii)**

Telephone: Commercial: (808) 449-2100  
DSN: 449-2100  
Fax: (808) 449-6665

### **MSO Tampa (MacDill AFB, Florida)**

Telephone: Commercial: (813) 828-4515/0259  
DSN: 968-4515/0259  
Fax: Commercial: (813) 828-5526  
DSN: 968-5526

### **MSO San Diego (San Diego, California)**

Telephone: Commercial: (619) 545-6068/6069  
DSN: 735-6068/6069  
Fax: Commercial: (619) 545-0755  
DSN: 735-0755

### **MSO Germersheim (Germersheim, Germany)**

Telephone: DSN: 378-5413/5414  
Fax: Commercial: 011-49-7274-96-5405  
Secure: 011-49-7274-96-5402

### **MSO Japan (Atsugi, Japan)**

Telephone: Commercial: 011-81-467-63-3695  
DSN: 315-264-3695  
Fax: Commercial: 011-81-467-63-3357  
DSN: 315-264-3357

### **MSO Korea (Waegwan, Korea)**

Telephone: Commercial: 011-82-505-765-4182  
DSN: 315-765-4183  
Fax: Commercial: 011-82-505-765-4079

Table 8 Map Support Offices

## VII. Useful Web Sites

Mapping Customer Operations	<a href="http://www.dscr.dla.mil/rmf">www.dscr.dla.mil/rmf</a>
Customer Portal	<a href="https://dadms.use2.ad.dla.mil/html/dadms/rmf_front_page.html">https://dadms.use2.ad.dla.mil/html/dadms/rmf_front_page.html</a>
Defense Automatic Addressing System (DAAS)	<a href="https://www.daas.dla.mil">https://www.daas.dla.mil</a>
Defense Reutilization and Marketing Service (DRMS)	<a href="http://www.drms.dla.mil">www.drms.dla.mil</a>
DODAAC Information	<a href="https://dodaac.wpafb.af.mil/">https://dodaac.wpafb.af.mil/</a>
DSS Material Release Order (MRO) Tracking System	<a href="http://wegal.ogden.disa.mil/mrostatus/">http://wegal.ogden.disa.mil/mrostatus/</a>
FLIP Activation Schedule	<a href="http://www.dscr.dla.mil/rmf/programs/flip/flipSchedule.xls/">http://www.dscr.dla.mil/rmf/programs/flip/flipSchedule.xls/</a>
Web Requisitioning (WEBREQ)	<a href="https://www.daas.dla.mil/webreq/login.asp/">https://www.daas.dla.mil/webreq/login.asp/</a>

## VIII. Contact Info

MCO Mailing Address:	Defense Supply Center Richmond DSCR-FAN 8000 Jefferson Davis Highway Richmond, VA 23297-5335
MCO Message Address:	DSCR RICHMOND VA//DSCR-FAN//
MCO Telephone Commercial: DSN:	(804) 279-6500 or 1-800-826-0342 695-6500
MCO Fax Commercial: DSN:	(804) 279-6510 695-6510
MCO Customer Support Email:	<a href="mailto:acctmgr@dla.mil">acctmgr@dla.mil</a>
MCO Customer Assistance Visits Email:	<a href="mailto:dscr.rmfwebmaster@dla.mil">dscr.rmfwebmaster@dla.mil</a>
MCO General Questions Email:	<a href="mailto:dscr.rmfwebmaster@dla.mil">dscr.rmfwebmaster@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: DSN:	1-800-455-5032 490-5032
NGA Mailing Address:	General Help Desk National Geospatial-Intelligence Agency Mail Stop: L-89 3838 Vogel Road Arnold, MO 63010-6238
NGA FLIPs Tracing Office Telephone:	(314) 260-5025 DSN 490-5025

## IX. Inventory

Inventory List
Aeronautical Products
<i>Evasion Charts (EVC)</i>
<i>Flight Information Publications and Products (FLIP)</i>
<i>Global Navigation Charts (GNC)</i>
<i>Gridded Airfield Photographs (GAP) and Gridded Aerial Photographs (GAP)</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>
Hydrographic Products
<i>Bottom Contour Charts</i>
<i>Combat Charts</i>
<i>Costal Charts</i>
<i>Harbor/Approach Charts</i>
<i>Publications</i>
<i>Others</i>
Topographic Products
<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</i>
<i>World Maps</i>
<i>Publications</i>
<i>Others</i>
Digital Products
<i>ARC Digitized Raster Graphics (ADRG)</i>
<i>Compressed ARC Digitized Raster Graphics (CADRG)</i>
<i>Controlled Image Base (CIB)</i>
<i>Digital Feature Analysis Data (DFAD) &amp; (DTED)</i>
<i>Digital Point Positioning Data Base (DPPDB, V &amp; D)</i>
<i>Vector Smart Map (VMAP)</i>
<i>Others</i>
<b>Total</b>

## X. Abbreviations

AD	Automatic Distribution
AOR	Area of Responsibility
CONUS	Continental United States
DAAS	Defense Automatic Addressing System
DADMS	Defense Logistics Agency Automated Distribution Management System
DDMA	Defense Distribution Mapping Activity
DDC	Defense Distribution Center
DDRV	Defense Distribution Depot Richmond Virginia
DLA	Defense Logistics Agency
DLIS	Defense Logistics Information Service
DOD	Department of Defense
DODAAC	Department of Defense Activity Address Code
DSCR	Defense Supply Center Richmond
DSCR-FAN	Defense Supply Center Richmond-Mapping Customer Operations
DTG	Date Time Group
EDD	Estimated Delivery Date
FAD	Force Activity Designator
FLIP	Flight Information Publications
HM8	Routing Identifier for DSCR-FAN (Mapping Customer Operations)
ICAO	International Civil Aviation Organization
IPD	Issue Priority Designator
JCS	Joint Chief of Staff

MCO	Mapping Customer Operations
MSO	Map Support Office
NGA	National Geospatial-Intelligence Agency
NIMA	National Imagery and Mapping Agency
OCONUS	Outside Continental United States
R05	Automatic Distribution Allowance List
RDD	Required Delivery Date
RMF	Richmond Map Facility
TERP	Terminal Instrument Procedures
UND	Urgency of Need