

Defense Logistics Agency

DOD EMALL Newsletter

Contact Us!

The DLA Customer Interaction Center (CIC) is available 24 hours a day, 7 days a week!

For DOD EMALL

Customer Service (CIC):

1-877-352-2255

OCONUS Users:

1-269-961-7766

DSN: 661-7766

Email:

DLAcontactcenter@dla.mil

Enterprise Help Desk:

1-855-352-0001

Operational Requirements Committee

All requirements for changes to the DOD EMALL application must be vetted through the DOD EMALL Operational Requirements Committee (ORC).

The ORC meets on a monthly basis and has members representing the various DOD EMALL customer groups. This committee is responsible for voting on all potential changes to DOD EMALL. The service representatives each have a vote, with tallied votes being presented to the Executive board. The ORC service members are responsible for bringing

their agencies new requirements to ORC voting members.

The service POC'S are as follows:

Navy - Mr. Tom Wardwell

Army - Mr. Steve White

Air Force - Mr. Colquitt Lawrence

USMC - Mr. Sam Perez

Other Departments / Agencies - Mr. Chris Webster (OSD)

DLA - Ms. Annette Griffin

DOD EMALL Help Desk

In our continued effort to provide our customers the best customer service possible; we have developed two helpdesk options.

For technical issues such as; CAC/ Certificate, expired account, one-time login or you simply cannot log into or access DOD EMALL, please contact the

Enterprise Helpdesk at 1-855-352-0001.

If you are able to log onto DOD EMALL and need assistance with an order or any other function within DOD EMALL, please contact the Customer Interaction Center at 1-877-352-2255.

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Webinar Training

To register for a DOD EMALL Webinar Training Session go to:

<https://www.logisticsinformationservices.dla.mil/Training/Request/>

Select the following:
Individual or Group Training >
DOD EMALL >
Desired Session
(Date/Time)

You will receive an email notification containing directions to attend webinar training.

Upcoming Dates/Times:

All Webinars will be conducted for 1300—1500 Eastern Time

June 17
June 24
July 1
July 8
July 15
July 22
July 29
August 5
August 12
August 19
August 26
September 2
September 9
September 16
September 23
September 30

If you are interested in training, please email distlearn@dla.mil

Map Catalog now on DOD EMALL

Coming July 26th, 2014, an online version of the Unclassified NMCI Catalog of Maps, Charts and Related Products (DLA Map Catalog) will be released within DOD EMALL.

This release will contain search functionality, but will include the most current product information available from DLA. Map customers will still need an active map account with DLA Aviation, Mapping Customer Operations

(MCO) in order to receive map products in a timely manner from DLA. To establish a map account, you must register in AMPS at <https://amps.dla.mil> and request a map account role.

An AMPS Quick Reference Guide is available at the MCO website: <http://www.aviation.dla.mil/rmf/> to assist with the map account creation or contact MCO at 800-826-0342 or DSN 695-6500.

Training Webinars

The DOD EMALL Webinar may serve as an introduction for new users or as a refresher for existing users. It is delivered as a live, web-based training using instructor demonstration. It is intended for those responsible for ordering supplies or for conducting research in support of those who order supplies. The session will cover registration and account maintenance, basic site navigation, searching for items of supply,

building and managing shopping carts, checkout of shopping carts, and order status. An overview of DLA Orders/ Stock-Out-Reports is also presented. It is recommended that students have an active DOD EMALL account prior to class. Certificate is NOT issued.

To register, please email: distlearn@dla.mil

Include desired date.