

# **DEFENSE LOGISTICS AGENCY**

**AMERICA'S COMBAT LOGISTICS SUPPORT AGENCY**

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## **Requesting Access to DLA Disposition Services Reports**

**January 2013**



# What is AMPS



- AMPS is a web-based account management system that provides system users with an automated tool for requesting user accounts and passwords for DLA systems
- The goal of the system is to improve efficiency in the account management process, improve system security and eventually eliminate manual access requests.
- Users will request a specific Job Definition Number (JD #) which will grant them access to the appropriate EBS systems
- In order to be granted access users must submit an AMPS request.
- AMPS includes an automated approval process (supervisors, Security, Data Owners, Verification IA Trg Completed)
- Users are notified of the status of their requests
- Security Officers can adjust user access to coincide with changes in user IT Levels

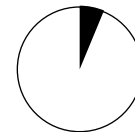


# Important AMPS Application Notes

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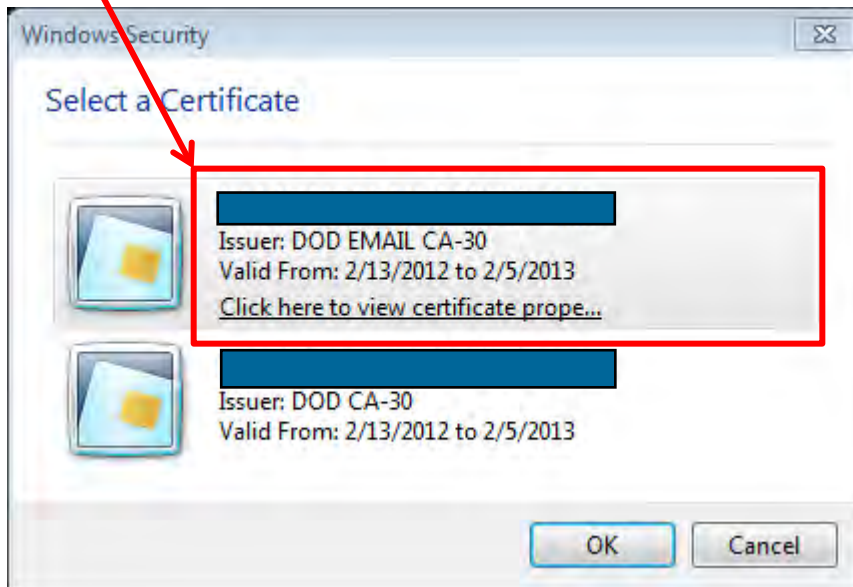
Before you begin the AMPS Request Process, note the following important details of the AMPS Application:

1. Only select roles for ONE system in a single request.
2. After selecting buttons or items from drop down menus, the page will refresh. You must wait for the page to refresh before moving on to the next step.
3. **Do NOT** use the **Back** button on your browser. If you need to correct something on a previous page, click the '**Back**' button on the bottom of the page.
4. Make sure to fill out all of the required fields marked with an asterisk (\*). The application will not notify you of errors until  last page.
5. When entering dates, use the calendar button  to ensure the correct format.
6. If the desired radio button is already selected, click it again before clicking the '**Next**' button
7. If you experience problems or have questions, contact the AMPS Helpdesk at DSN 695-4357 or at the toll free # 1-866-335-4357.



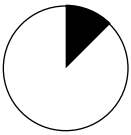
# AMPS Request - Login

1. Go to the AMPS URL: <https://amps.dla.mil>
2. Select your DOD Email certificate, click 'OK' and enter your PIN if prompted

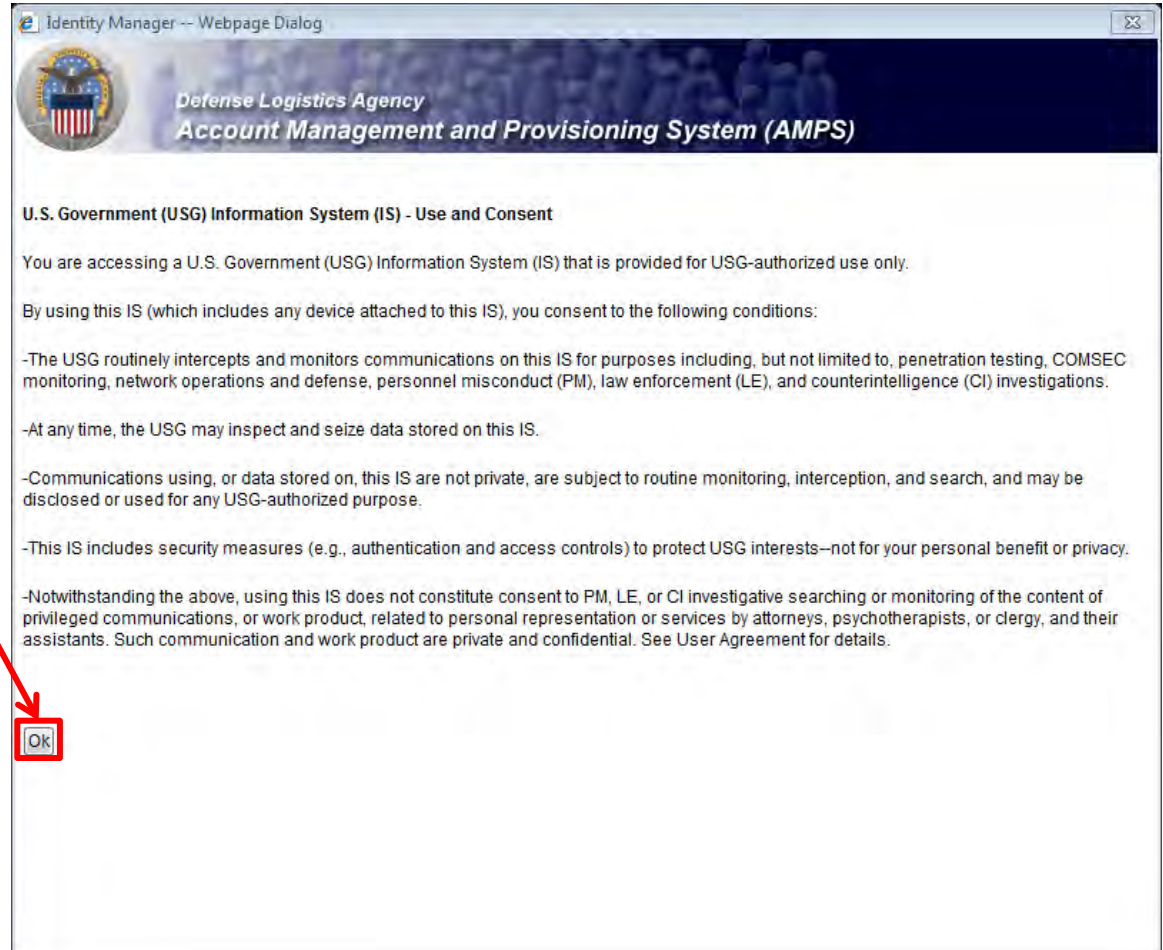




# Government Information Use and Consent

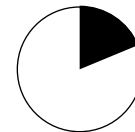


1. Click 'OK' to accept the Use and Consent terms for the U.S. Government Information System



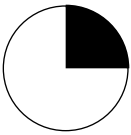


# AMPS Main Menu



1. Click 'Request Role' to begin your AMPS Request

The screenshot shows the AMPS Main Menu in a Windows Internet Explorer browser. The address bar displays <https://amps.dla.mil/idm/user/main.jsp?lang=en&country=US>. The page header includes the Defense Logistics Agency logo and the text "Defense Logistics Agency Account Management and Provisioning System (AMPS)". Below the header, a welcome message reads "Welcome [user]: Please select from one of the following options." An "Attention:" section is present. The main content area is divided into two columns. The left column has a "Main" tab and an "Administration" sub-tab. Under "Administration", there are four links: "Request or Update Access to an Application" (with a red box around "Request Role" and a red arrow pointing to it), "Request Removal of Your Access to an Application" (with a "Remove Role" link), "Update Your AMPS Profile" (with an "Update AMPS Profile" link), and "Need Some Guidance? Look at the Job Aids" (with a "View Job Aids" link). The right column has a navigation bar with "AMPS Corner", "Pending Requests", "Application Roles", "Admin Roles", and "Direct Reports". Below this is an "AMPS News" section with the following text: "AMPS News:", "Page Last Refreshed at: 04/12/2012 14:35:38 EDT", "AMPS Version 11.1.0 (IDM 8.1.0.7)", and "Your Next Scheduled Revalidation Date is: 02/16/2013". The footer contains links for "Home", "FAQ", "Privacy/Security", "508 Compliance", and "Contact Us".



# Application Access – Group Selection

1. Select the button labeled 'DLA Enterprise Applications'
2. Click 'Next' to continue

Identity Manager - Windows Internet Explorer  
https://amps.dla.mil/idm/user/workitem/Edit.jsp?rid=%231D%23C5B3-%3AFD7BD07A631%3ABE842F31-%3A3812A971B6074611&lang=en&entry=US

Defense Logistics Agency  
Account Management and Provisioning System (AMPS)

### Application Access Request Form Wizard

Note: Each Application Group has a list of applications that belong to that particular group. For example, EBS, PDMI, and CRM are enterprise applications and will therefore be under the "DLA Enterprise Applications"

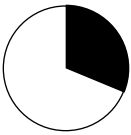
#### Select the Group With the Application You Are Requesting

Organization Group	Description
<input checked="" type="radio"/> DLA Enterprise Applications	All DLA Enterprise Applications that include EBS/BSM, MEBS (Mapping Enterprise Business System), Fusion Center, CRM, PDMI, EAGLE, etc.
<input type="radio"/> Energy Applications	All Applications that Provision Energy/Fuels/DESC Systems
<input type="radio"/> DSCR Applications	All Defense Supply Center Richmond (DSCR) Local Applications
<input type="radio"/> NOSC Applications	All Network Operations And Security Center (NOSC) Applications
<input type="radio"/> AMPS Administrative	AMPS Administrative Roles that includes approver roles such as Supervisors, Security Managers, etc. and AMPS utility roles to view AMPS reports, etc.

Home [FAQ](#) [Privacy/Security](#) [508 Compliance](#) [Contact Us](#)



# Application Access – Application Selection



1. Select the radio button labeled 'BSM'.
2. Click 'Next' to continue

Defense Logistics Agency  
Account Management and Provisioning System (AMPS)

### Application Access Request Form Wizard

Note: Applications determining what roles will be displayed for this request.

**For Which Application Are You Requesting Access?**

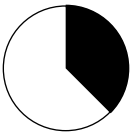
Application	Description
<input checked="" type="radio"/> BSM	DLA Enterprise Business System (Formerly Business System Modernization - BSM)
<input type="radio"/> CFMS	Common Food Management System
<input type="radio"/> COPA	Center of Parts Activity
<input type="radio"/> CRM	DLA Customer Relationship Management
<input type="radio"/> CSWS	PDMD Customer Service Web Site
<input type="radio"/> DISP	DLA Disposition Services Applications (Compliance, RTD, ETID, ...)
<input type="radio"/> DORRA-DW	DORRA-DW Applications
<input type="radio"/> EAGLE-Global	Employee Activity Guide for Labor Entry (Global)
<input type="radio"/> EAGLE-Site	Employee Activity Guide for Labor Entry (Site)
<input type="radio"/> EPROC	EProcurement
<input type="radio"/> Fusion	DLA Fusion Center
<input type="radio"/> MAPAD	Military Assistance Program Address Codes(MAPAD) Application
<input type="radio"/> MBRT	Manual Bidset Request Tracker
<input type="radio"/> MEBS	Mapping Enterprise Business System
<input type="radio"/> NSN-RCVRY	NSN Error Recovery Application
<input type="radio"/> PDMI	Product Data Management Initiative
<input type="radio"/> RDT	Restricted Data Tracker
<input type="radio"/> SCRAT	Supply Chain Risk Analysis Tool

Back  Cancel





# Application Access – Environment Selection

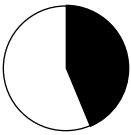


1. Select the radio button labeled 'Production'
2. Click 'Next' to continue

The screenshot shows a web browser window titled "Identity Manager - Windows Internet Explorer" with the URL "https://ampls.dla.mil/idm/user/workItemEdit.jsp#variables.MainWizard". The page header includes the Defense Logistics Agency logo and the text "Defense Logistics Agency Account Management and Provisioning System (AMPS)". The main heading is "Application Access Request Form Wizard". Below this, the question "In Which Environment Do You Require Access?" is displayed. Two radio buttons are present: "Development" (unselected) and "Production" (selected). A red arrow points from the "Production" radio button to the "Next" button in the navigation bar at the bottom of the form. The "Next" button is also highlighted with a red box. A message below the radio buttons states "Page will refresh after an item is selected." At the bottom right, there are links for "Home", "FAQ", "Privacy/Security", "508 Compliance", and "Contact Us".



# Application Access – Sub Category Selection



1. Select the radio button labeled '**Default**'
2. Click '**Next**' to continue

**For Which Sub Category Are You Requesting Access?**

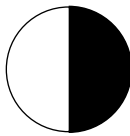
- Support
- Default**
- Procurement
- Sustainment
- Real-Property
- i** Planning
- Reporting
- Finance
- Order Fulfillment
- Tech/Quality

\*

Page will refresh after an item is selected.



# Application Access – EBS Role Selection



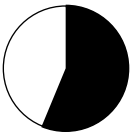
1. You will select EITHER JD-225 (Disp Svcs DSS Business Objects User (Non-SASP)) or JD-224 (Disp Svcs DSS Business Objects User (SASP)). NOTE: You will only need **ONE** of these 2 roles. Most employees will need JD-225.
2. Select your role in the list of '**Available Roles**'
3. Click the button marked '>' to move the role to the list of '**Selected Roles**'
4. Ensure 'Authorized' and 'Unclassified' are selected
5. Enter a brief explanation of why you are requesting the role in the '**Justification for Access/ Comments**' box
6. Click '**Next**' to continue

The screenshot shows the 'Application Access Request Form Wizard' interface. The 'Available Roles' list is highlighted with a red box, and the 'Selected Roles' list is also highlighted with a red box. The 'Type of Access Required' is set to 'Authorized' and 'Data Classification' is set to 'Unclassified'. The 'Justification for Access/ Comments' field is empty. The 'Next' button is visible at the bottom.


Available Roles	Selected Role(s)
JD-219-BSM Prod Support - BW Supervisory User (Finance) JD-219	
JD-219-BSM Prod - BW Supervisory User (Non-Finance) JD-219	
JD-224-EBS Prod - Disp Svcs DSS Business Objects User (SASP) JD-224	
JD-225-EBS Prod - Disp Svcs DSS Business Objects User (Non-SASP) JD-225	
JD-22-BSM Prod - Distribution Profile JD-22	
JD-236-EBS Prod - Business Objects Developer JD-236	
JD-237-BSM Prod Support - BW Emergency Profile JD-237	
JD-238-BSM Prod Support - BW Support JD-238	
JD-239-BSM Prod Support - BW Support - View Only JD-239	



# Information Disclosure Agreement



## 1. Select 'Next' to agree to the Information Disclosure Agreement

 Defense Logistics Agency  
Account Management and Provisioning System (AMPS)

Logged in as: [REDACTED] [LOGOUT](#)

### Application Access Request Form Wizard

**Authority:** 5 U.S.C. 301, Departmental regulations; 10 U.S.C. 133, Under Secretary of Defense for Acquisition and Technology; 18 U.S.C. 1029, Access device fraud; E.O. 10450 Security Requirements for Government Employees, as amended; and E.O. 9397 (SSN).

**Principle Purpose(s):** Information is used to validate a user's request for access into a DLA system, database or network that has its access requests managed by AMPS.

**Routine Uses:** Data may be provided under any of the DoD "Blanket Routine Uses" published at <http://www.defenselink.mil/privacy/notices/blanket-uses.html>.

**Disclosure:** Disclosure is voluntary; however, if you fail to supply all the requested information you will not gain access to the DLA - Account Management and Provisioning System(AMPS) database. Your identity / security clearance must be verified prior to gaining access to the AMPS database, and without the requested information verification can not be accomplished.

**Rules of Use:** Rules for collecting, using, retaining, and safeguarding this information are contained in DLA Privacy Act System Notice S500.55, entitled "Information Technology Access and Control Records" available at <http://www.defenselink.mil/privacy/notices/dla>.

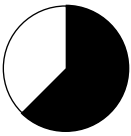
Submission Date: Thursday, March 24, 2011 9:45:44 AM EDT

[Back](#) **Next** [Cancel](#)

[Home](#) [FAQ](#) [Privacy/Security](#) [508 Compliance](#) [Contact Us](#)



# Application Access – Organization Selection



1. Select your organization, '**DLA Disposition Services**', from the drop down list and wait for the page to refresh
2. Note: If you are in CONUS, select “DLA Disposition Services”. If you are in OCONUS select either “DLA Europe & Africa” OR “DLA Pacific”.
3. Click '**Next**' to continue

**Select Your Organization**

Top:Users:DLA:DLA Disposition Services

DLA Disposition Services

Page will refresh after each item is selected.

DLA Disposition Services \*

Select Organization

- DAASC
- Defense Logistics Agency Headquarters (2)
- DLA Aviation (982)
- DLA Contracting Services Office (1)
- DLA Disposition Services** (\*)
- DLA Distribution
- DLA Document Services
- DLA Energy (\*)
- DLA Europe And Africa
- DLA Information Operations
- DLA Land and Maritime
- DLA Logistics Information Services
- DLA Transaction Services

\* indicates a required field



# Application Access – User Information

1. Enter or Confirm the pre-populated information.
2. Complete **ALL** items identified with a red \*. These are mandatory fields and must be completed. An error message will appear if all fields with a red \* are not filled out. Make sure that the country field identifies “United States of America” if you are in CONUS.
3. Click ‘**Next**’ to continue

Defense Logistics Agency  
Account Management and Provisioning System (AMPS)

Error  
( ) - Warning: Selected value for field 'Country' does not match any of the allowed values.

### Application Access Request Form Wizard

**Tell Us About Yourself**

Citizenship US \* Page will refresh after an item is selected.

Last Name [redacted] First Name [redacted] MI [redacted]

**Official Address**

Street [redacted] \*

City/APO/FPO Battle Creek \* State/AE/AP MI \* Zip Code [redacted]

( ) - Warning: Selected value for field 'Country' does not match any of the allowed values.

Country (USA)

Official Email Address [redacted]

Official Telephone Number [redacted] \*

User Type Civilian \* Page will refresh after an item is selected.

Job Title [redacted] \* Job Grade/Pay Schedule -- Please Select -- \*

SSN [redacted] \* Click information icon for clarification of SSN usage.

Re-enter SSN [redacted] \*

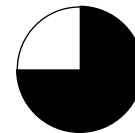
IA Training And Awareness Certification Requirements 05/06/2011 \*

If you don't know your IA Completion date, you can look it up in LMS





# Optional Information



1. Click **'Next'** to continue

A screenshot of a web application interface. At the top left is the Defense Logistics Agency logo. To its right, the text reads "Defense Logistics Agency" and "Account Management and Provisioning System (AMPS)". In the top right corner, it says "Logged in as:" followed by a blue bar and a "LOGOUT" button. The main heading is "Application Access Request Form Wizard". Below this is a section titled "Optional Information" which contains a large, empty rectangular box. To the left of this box is a small icon of a document with a plus sign and the text "Optional Information". At the bottom left of the form area are three buttons: "Back", "Next", and "Cancel". The "Next" button is highlighted with a red square. At the bottom of the page is a navigation bar with links for "Home", "FAQ", "Privacy/Security", "508 Compliance", and "Contact Us".



# Application Request – Supervisor Information



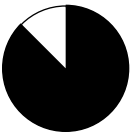
1. Review the supervisor listed to make sure that your CURRENT supervisor is identified.
2. If the listed supervisor is not your current supervisor, check the box labeled '**Change Your Supervisor**' and wait for the page to refresh, and proceed to the next slide
3. If the information is correct, click '**Next**' to continue

The screenshot displays the 'Application Access Request Form Wizard' interface. At the top, the Defense Logistics Agency logo is on the left, and the text 'Defense Logistics Agency Account Management and Provisioning System (AMPS)' is in the center. On the right, it shows 'Logged in as: [redacted]' and a 'LOGOUT' button. The main heading is 'Application Access Request Form Wizard'. Below this, the instruction reads 'Please Verify, Change or Add Your Supervisor Information Below'. A checkbox labeled 'Change Your Supervisor:' is highlighted with a red square and a red arrow pointing to it. Below the checkbox, a note states 'Page will refresh after box is checked.' There are four input fields: 'Supervisor Last Name', 'Supervisor First Name', 'Supervisor Email Address', and 'Supervisor Phone Number', each followed by a red asterisk indicating a required field. At the bottom left, there are three buttons: 'Back', 'Next', and 'Cancel', with the 'Next' button highlighted by a red box. At the bottom right, a red asterisk is followed by the text '\* indicates a required field'. At the very bottom, there are links for 'Home', 'FAQ', 'Privacy/Security', '508 Compliance', and 'Contact Us'.





# Application Request – Supervisor Information



1. Enter supervisor's Last name and click **'Search'**
2. Select your supervisor from the drop down list and wait for the page to refresh
3. Confirm that your CURRENT supervisor is now listed and click **'Next'** to continue

Defense Logistics Agency  
Account Management and Provisioning System (AMPS)

Logged in as: [User Name] [LOGOUT](#)

### Application Access Request Form Wizard

Please Verify, Change or Add Your Supervisor Information Below

Change Your Supervisor:

Page will refresh after box is checked.

Enter Supervisor Last Name and Click Search:  [Search](#) Select Supervisor from List:  Page will refresh after an item is selected.

Supervisor Last Name  \*

Supervisor First Name  \*

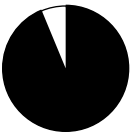
Supervisor Email Address

Supervisor Phone Number

\* indicates a required field

[Back](#) [Next](#) [Cancel](#)

[Home](#) [FAQ](#) [Privacy/Security](#) [508 Compliance](#) [Contact Us](#)



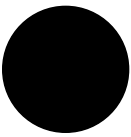
# Terms and Non-Disclosure Agreement

1. Review the Terms, Conditions and Non-Disclosure Agreement
2. Check the box next to 'I Agree' if you agree with the terms
3. Click 'Next' to continue

The screenshot displays the 'Application Access Request Form Wizard' interface. At the top, the DOD Logistics Agency logo is on the left, and the text 'Defense Logistics Agency Account Management and Provisioning System (AMPS)' is centered. On the right, it shows 'Logged in as: [redacted]' and a 'LOGOUT' button. The main heading is 'Application Access Request Form Wizard'. Below this, a section titled 'Please affirm your acceptance of the Terms and Conditions and Non-Disclosure Agreement' contains a checkbox labeled 'I agree' which is checked. A red arrow from the instructions above points to this checkbox. Below the checkbox is a text area labeled 'User Acceptance Statement' containing the following text: 'I accept the responsibility for the information and DOD system to which I am granted access and will not exceed my authorized level of system access. I understand that my access may be revoked or terminated for non-compliance with DISA/DOD security policies. I accept the responsibility to safeguard the information contained in these systems from unauthorized or inadvertent modification, disclosure, destruction, and use. I understand and accept that my use of the system may be monitored as part of managing the system, protecting against unauthorized access and verifying security problems. I agree to notify the appropriate organization that issued my account(s) when access is no longer required.' Below the text area, the 'Submission Date' is shown as 'Thursday, March 24, 2011 9:45:44 AM EDT'. At the bottom left, there are three buttons: 'Back', 'Next', and 'Cancel'. The 'Next' button is highlighted with a red box. At the bottom right, a red asterisk indicates that the 'I agree' checkbox is a required field. The footer contains links for 'Home', 'FAQ', 'Privacy/Security', '508 Compliance', and 'Contact Us'.



# Impacted Role Changes – Degree of Change



1. Note your SAAR number for future reference
2. Click **'Submit'** to submit your AMPS Request
3. An email confirmation will be sent to you
4. Congratulations! You submitted your AMPS Request!

identity manager

Defense Logistics Agency  
Account Management and Provisioning System (AMPS)

### Inbox Item Edit

Click [Submit] below to complete your request.  
Your request will NOT be submitted unless you click [Submit].

Please note the SAAR number of your request for future reference.  
SAAR#: [REDACTED]

Application Access Request For: BSM

Requested Roles EBS Prod - Disp Svcs DSS Business Objects User (NON-SASP) JD-225

Last Name [REDACTED]

First Name [REDACTED]

MI

**Submit**

[Home](#) [FAQ](#) [Privacy/Security](#) [508 Compliance](#) [Contact Us](#)



# EMAIL Confirmation

Delete Respond Quick Steps Move Tags Editing Zoom

This message was converted to plain text.

From: [Redacted]  
To: E-mail Security... DLA CIV DISPOSITION SERVICES  
Cc:  
Subject: Role Request for Gremban-Barnaby, Cynthia Received

The following request was submitted on your behalf:

Request Detail

Request Number (SAAR) [Redacted]  
Requestor [Redacted]  
Request Type Add Job Role Request  
Requested Application BSM  
Requested Roles EBS Prod - Disp Svcs DSS Business Objects User (NON-SASP) JD-225  
Date Submitted Fri Apr 13 07:19:24 EDT 2012

The request will be forwarded for approvals

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This message is provided by AMPS for notification only. Please do not respond to this message. If you have any questions regarding this notification, please contact the help desk.

This is an example to show you  
What the email notification will  
Look like. Convert all AMPS  
EMAILS to HTML so you can  
Quickly see the information



# AMPS EMAIL Notification

This shows the same AMPS EMAIL notification converted to HTML

The following request was submitted on your behalf:

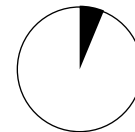
## Request Detail

<b>Request Number (SAAR)</b>	[REDACTED]
<b>Requestor</b>	[REDACTED]
<b>Request Type</b>	Add Job Role Request
<b>Requested Application</b>	BSM
<b>Requested Roles</b>	EBS Prod – Disp Svcs DSS Business Objects User (NON-SASP) JD-225
<b>Date Submitted</b>	Fri Apr 13 07:19:24 EDT 2012

The request will be forwarded for approvals

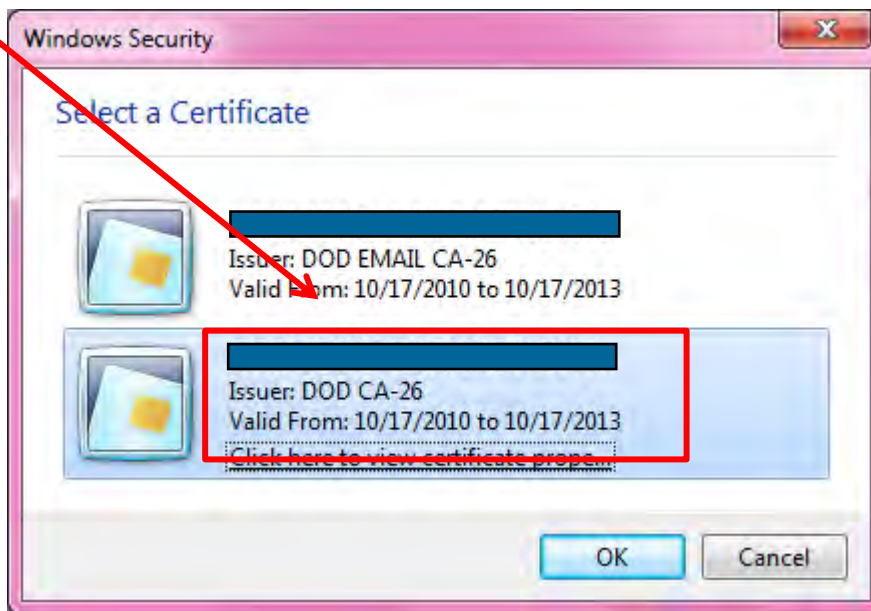
---

This message is provided by AMPS for notification only. Please do not respond to this message. If you have any questions regarding this notification, please contact the help desk.



# Accessing the EBS Internal Portal

1. Go to the EBS Internal Portal URL: <https://pep1.bsm.dla.mil/irj>
2. Select your DOD certificate, click 'OK' and enter your PIN if prompted





# View of the EBS Internal Portal

You will select “Accept” for the Use and Consent Agreement

The screenshot shows a Windows Internet Explorer browser window displaying a consent page for a U.S. Government Information System. The address bar shows the URL <https://sp03.bsm.dla.mil/consent>. The page title is "U. S. Government (USG) Information System (IS) - Use and Consent".

The main content of the page includes the following text and list:

**U. S. Government (USG) Information System (IS) - Use and Consent**

You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG-authorized use only.

By using this IS (which includes any device attached to this IS), you consent to the following conditions:

- USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests--not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE, or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communication and work product are private and confidential. See User Agreement for details.

At the bottom of the page, there are two buttons: [I Accept](#) and [I Decline](#). A red arrow points from the left side of the page to the "I Accept" button.

The browser's status bar at the bottom shows "Done", "WD\_613", and "Local intranet | Protected Mode: Off".



# View of the Internal Portal

You will select Business Objects

The screenshot shows the Defense Logistics Agency Enterprise Business System Portal. The top navigation bar includes the agency logo, the text "DEFENSE LOGISTICS AGENCY Enterprise Business System Portal", and links for "Launch Transaction", "EBS Online Help", and "Log Off". Below this is a secondary navigation bar with tabs for "Welcome to EBS", "Business Intelligence", "BusinessObjects", "EProcurement", and "SAPGUI". A blue arrow points from the "BusinessObjects" tab to the "Role Based" text on the right. A yellow arrow labeled "BusinessObjects" points upwards from the "BusinessObjects" tab to the "BusinessObjects" link in the main content area. A blue arrow labeled "Role Based (ECC SAP)" points from the "BusinessObjects" link to the "BusinessObjects" link in the main content area. Another blue arrow labeled "Role Based (BW)" points from the "BusinessObjects" link to the "BusinessObjects" link in the main content area. The main content area displays the date "Wednesday, October 14, 2011" and a list of links: "1 | EBS System Messages", "2 | Enterprise Capabilities", "3 | New Web GUI Features", "4 | EBS Portal Navigation Tips", and "5 | Online Help Elements". To the right of this list is the "EBS System Messages" section with two bullet points: "The DP1 portal is up and running." and "Please report any DP1 portal issues to the Portal Sustainment team." Below this is the "Quick Links" section with links to "Department of Defense", "DLA Homepage", "DLA Today and Tomorrow", and "EBS Homepage". At the bottom of the page, there is a "CAS Tool-Box" section with links to "WebLink", "Log Tool", "Logistic Data Gateway", "WebFLIS", "E-Cataloging", and "eWorkplace". On the left side of the page, there are two client menus: "DR1 - Client 202" and "DB1 - Client 100". The "DR1 - Client 202" menu includes roles like "OF: Archive Retrieval User", "PL: Archive Retrieval User", "BW: Development R3 Analyst", "OF: Emergency Order Fulfillment", "PL: Emergency Planning Product", "XX: Authorizations to be given to a", "XX: Cross Process Functional Re", "OF: IMSP Order Fulfillment", "OF: IMSP Order Fulfillment", "TO: Internal DLA Discretionary Ac", "XX: All Sustainment Users Role", "BW: 'View Only' R3 Analyst", "CA: Configuration AG for Develop", "CA: Configuration AG for Develop", and "CA: Transport Request Releaser". The "DB1 - Client 100" menu includes roles like "BX: Supervisory (FI) - Menu", "BX: Supervisory (Non-FI) - Menu", "BX: Support (FI) - Menu", "BX: Support (Non-FI) - Menu", and "WB: Workbook for Cross Applicat".





# Sources of Info

- **DLA Customer Interaction Center**: If you have a question about navigation, policy or procedure, call 1-877-DLA-CALL (1-877-352-2255) or send an email to [DLAContactCenter@dla.mil](mailto:DLAContactCenter@dla.mil). Accessible 24 hours a day, 7 days a week.
- **Enterprise Help Desk**: If you have an access problem or a technical issue call 1-855-352-0001 or send an email to [enterprisehelpdesk@dla.mil](mailto:enterprisehelpdesk@dla.mil). Accessible 24 hours a day, 7 days a week.
- **DLA Enterprise External Business Portal** (<https://business.dla.mil> ) will have a link to a job aid
- **DLA Disposition Services Web Page** (<http://www.dispositionservices.dla.mil>) will have a link on the home page that will include job aids and additional customer information