

# How to Order EMSS Services and Equipment

Prepared by:  
Enhanced Mobile Satellite Services (EMSS)  
Program Management Office

PO Box 549  
Fort Meade, MD 20755  
(301) 225-2800  
e-mail: [disa.meade.ns.mbx.emss-program-office@mail.mil](mailto:disa.meade.ns.mbx.emss-program-office@mail.mil)

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## REVISION HISTORY

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1.1	- Added Global Data Broadcast (GDB) Service - Updated DISN Customer Call Center contact info (*denotes changed/added content)	27 Jun 16

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## 1. DISCLAIMER

The information provided is for general information purposes only. It does not constitute a commitment on behalf of the United States Government to provide any of the capabilities, systems or equipment presented and in no way obligates the United States Government to enter into any future agreements with regard to the same. The information presented may not be disseminated without the express consent of the United States Government. It may also contain references to United States Government future plans and projected system capabilities. Mention of these plans or capabilities in no way guarantees that the U.S. Government will follow these plans or that any of the associated system capabilities will be available or releasable to foreign governments.

## 2. What is DISA Direct?

- 2.1. DISA's ordering suite of tools for requesting Telecommunication Products and Services. DISA Direct Order Entry (DDOE) and DISA Direct Storefront (DDSF) are the two options customers can use. This guide focuses on DDSF. For information on DDOE, see the companion guide that focuses on DDOE. All persons requiring access to DISA Direct to place orders are required to Create a Userid and then utilize the Registration tool to obtain the appropriate role for access to the various DISA Direct tools. Our goal with DISA Direct is to provide our customers with one stop to gather information about the products/services offered by DISA, place orders to acquire these products/services, and perform life-cycle management of these assets.
- 2.2. To get started, access the DISA Direct web page (<https://www.disadirect.disa.mil/products/asp/welcome.asp>) and complete the following steps:

## 3. Registering for a user account on DISA Direct

- 3.1. Select the **Create Userid** link located on the left side of the DISA Direct Home page (under the **Registration Center**). Complete the information as indicated and click the **Submit** button to receive your DISA Direct userid and password.

## 4. Registering for User Roles

- 4.1. Roles permit you to perform various functions throughout the DISA Direct pages.

- 4.2. Select the **Registration** link (located on the left side of the DISA Direct Home page under the **Registration Center**)
- 4.3. Under the **Registration Options** label, click on the **Request New Role** link to go to the **Register for New Account** page
- 4.4. It is highly recommended that you review each role's description, to determine exactly which role(s) fit your needs/requirements, by clicking on the **Description of Roles** link.
- 4.5. Once you have decided upon the role(s) that you require, click on **Request Authorized Official Role(s)**.
- 4.6. The system will ask you to review your User Information and updated it if necessary, then select one or more roles on the next screen. After completing the required information and selecting your desired role(s), select a **Registration Official (RO)** Approver.
- 4.7. The RO Approver is responsible for approving or denying all role requests for your Agency.
- 4.8. After an approver is selected, click the **Continue** button
- 4.9. Once the role(s) are approved, you will receive an email (if you checked the email notification box on the registration page). Notifications may also be retrieved whenever you login to a DISA Direct application and click on the **Notifications** link located on the blue banner at the top of the page.

## 5. Establishing a Program Designator Code

- 5.1. Requests for a new PDC or change to the definition of an existing PDC cannot be accomplished via DISA Direct Order Entry or StoreFront. The Major MILDEPs (Army, Air Force, Navy/Marines) have established internal procedures to develop/establish PDCs for the requester's agency/MAJCOM/MACOM/Major Claimant; the customer should contact their MILDEP financial POC. Once the PDC is developed, the appropriate POC can either establish the PDC with DITCO via DISA's Telecommunication Services Enterprise Acquisition Services (TSEAS) Inventory and Billing Information (TIBI) application (preferred method) or can request the PDC be established via e-mail to RM321 Customer Order Section (phone numbers below). Non-Major MILDEP customers can coordinate with the RM321 Team via email as well. The e-mail must contain at the minimum the PDC line of accounting and the name, address, telephone number, and e-mail address of the Lead Authorize Funding Official (LAFO).
- 5.2. For further information contact the appropriate RM321 Customer Order Section below:

DSN 779-9210, CML 618-229-9210 Air Force [disa.scott.cfe.mbx.af-customer-support@mail.mil](mailto:disa.scott.cfe.mbx.af-customer-support@mail.mil)  
 DSN 779-9591, CML 618-229-9591 Army [disa.scott.cfe.mbx.army-customer-support@mail.mil](mailto:disa.scott.cfe.mbx.army-customer-support@mail.mil)  
 DSN 779-9206, CML 618-229-9206 DISA [disa.scott.cfe.mbx.disa-customer-support@mail.mil](mailto:disa.scott.cfe.mbx.disa-customer-support@mail.mil)  
 DSN 779-9718, CML 618-229-9718 Navy [disa.scott.cfe.mbx.navy-customer-support@mail.mil](mailto:disa.scott.cfe.mbx.navy-customer-support@mail.mil)  
 DSN 779-9519, CML 618-229-9519 Other [disa.scott.cfe.mbx.other-customer-support@mail.mil](mailto:disa.scott.cfe.mbx.other-customer-support@mail.mil)

## 6. Verify PDC Approval Routing is established

- 6.1. Each agency is required to have at least one person that is designated as **Routing List Official (RLO)**. This role provides the capability to establish routing rules for the Agency's requests. The RLO is required to create and maintain the routing tables that tie their agency's PDCs to their proper funding/technical approval chain. The routing of a request is based on the PDC cited in the request or the Agency's default routing list.
- 6.2. In DISA Direct, a RLO can create or edit a routing office, a routing list, and a routing matrix. Under "Order Entry," select "Request Routing" to be taken to the DISA Direct Routing Manager (<https://www.disadirect.disa.mil/products/routing/asp/RoutingManager.asp>). An explanation of the different options is available at <https://www.disadirect.disa.mil/products/routing/asp/RoutingDetails.asp>.
- 6.3. The Routing List Official:

- 6.3.1. Creates and maintains routing office(s) which identifies two or more individuals in same department with same function who will approve/deny an TR submitted by an ARO prior to its submission to DISA for processing.
- 6.3.2. Creates and maintains routing list(s) which specifies the individuals and/or offices that must approve/deny a TR.
- 6.3.3. Creates and maintains the routing matrices which relate the routing lists to the PDCs cited on a TR.
- 6.3.4. A routing office identifies two or more individuals who belong to an organizational office (actual or virtual) with responsibility for reviewing and approving requests submitted by an ARO.
- 6.4. A routing list:
  - 6.4.1. Identifies the routing office(s) and/or individuals that a request is routed through before being submitted to DISA for processing.
  - 6.4.2. All individuals assigned to a routing list or routing office require, as a minimum, one of the authorized official roles (i.e., ARO, AAO, AFO, etc.).
  - 6.4.3. Routing list must contain at least one "Funding Office"
  - 6.4.4. Everyone placed on a routing list must take action on a TR.
  - 6.4.5. Email addresses can be added to routing list - these addresses will be cc'd on TR
- 6.5. A routing matrix:
  - 6.5.1. Identifies the PDC that is associated with a routing list
  - 6.5.2. Each agency is required to create/maintain a default routing matrix. This matrix is used when:
    - 6.5.2.1. The ARO submits a request without citing a PDC.
    - 6.5.2.2. The PDC cited in the request is invalid, or has not been identified in an established routing matrix.
- 6.6. The final step in creating routing tables is the creation of the routing matrix.
  - 6.6.1. A routing matrix identifies a PDC or group of PDCs and associates it with a particular routing list.
  - 6.6.2. This step is accomplished by selecting the Create Routing Matrix.
- 6.7. The RLO must also create a Default routing matrix for the Agency if none exists. The system will use the default matrix in cases where an invalid PDC is used in a request submitted by someone in the same agency. The default matrix should not contain a PDC code. The AFO in the default list would be responsible for either correcting the PDC or returning the request to the submitter for correction.
- 6.8. It is highly recommend that your agency review this information on a regular basis to ensure your agency's orders are processed in a timely manner.
- 6.9. For assistance with this process, contact the DISN Customer Call Center (DCCC):

\*1-844-DISA-HLP (347-2457), option 2 or DSN (312) 850-0032, option 2 and follow the automated menu for specific support services.

Email contact: [disa.dccc@mail.mil](mailto:disa.dccc@mail.mil) and [disa.scott.conus.mbx.dccc@mail.smil.mil](mailto:disa.scott.conus.mbx.dccc@mail.smil.mil)

## 7. **Creating orders in DISA Direct Storefront (DDSF)**

- 7.1. This guide focuses only on Start Service orders. Subsequent versions will address Change orders and Stop Service orders.
- 7.2. \*Select **Storefront** under **Order Entry** on the left side of the main screen, or
- 7.3. Select the **Telecom Request** link (located on the left side under the **Order Entry** section), or **TR Home** on the top menu bar
- 7.4. Click on **Storefront** to create the order in Storefront

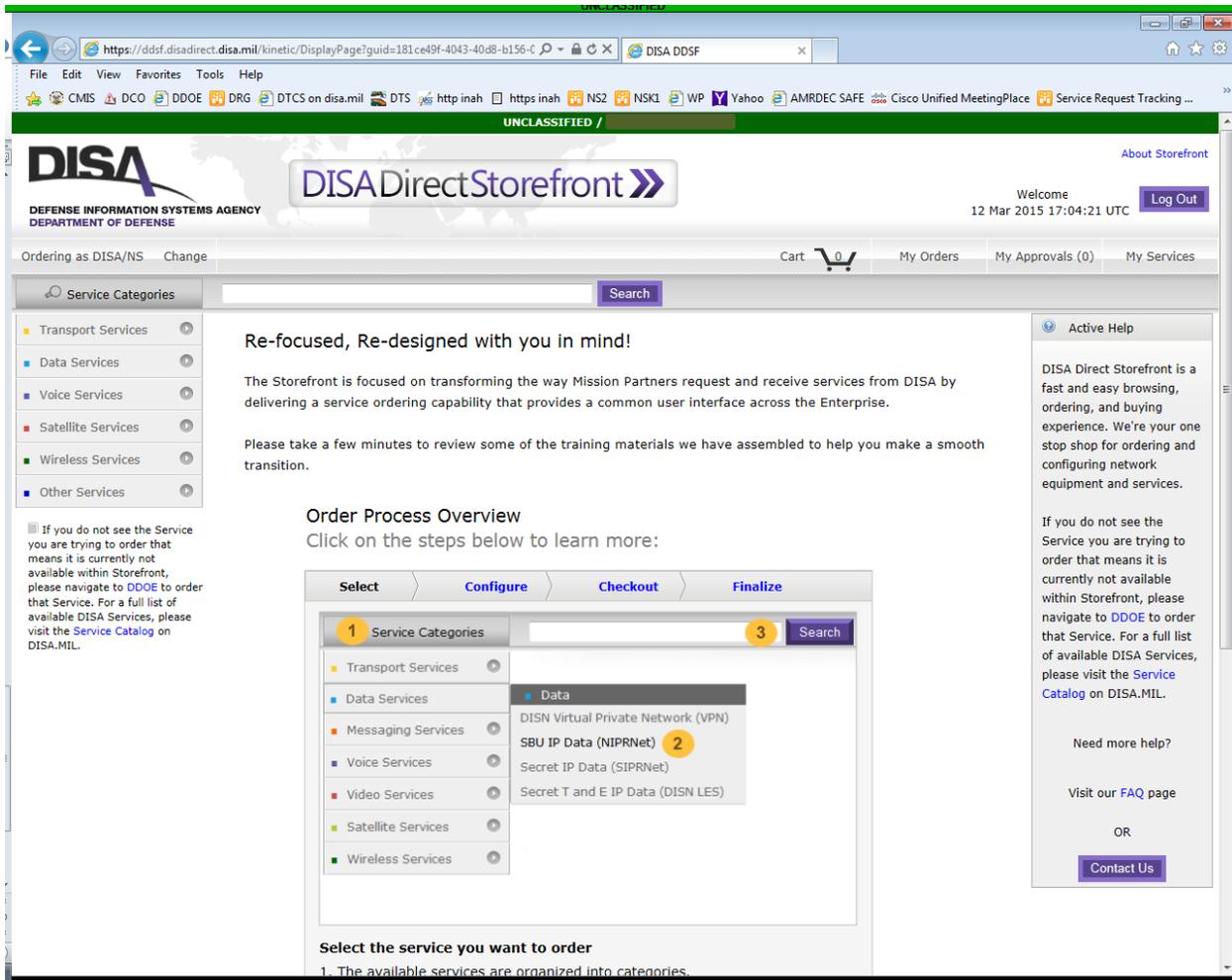


Figure 1 – DISA Direct Storefront Home Page

## 8. EMSS Sub-Services

8.1. Each of the EMSS sub-services shown below (except for “Order Equipment Only”) are established as single device purchase and/or activate processes. If you wish to order devices or equipment in bulk, you must use the “Order Equipment Only” sub-service, but activating devices must be requested with the other sub-services. Activation of devices must be submitted one at a time.

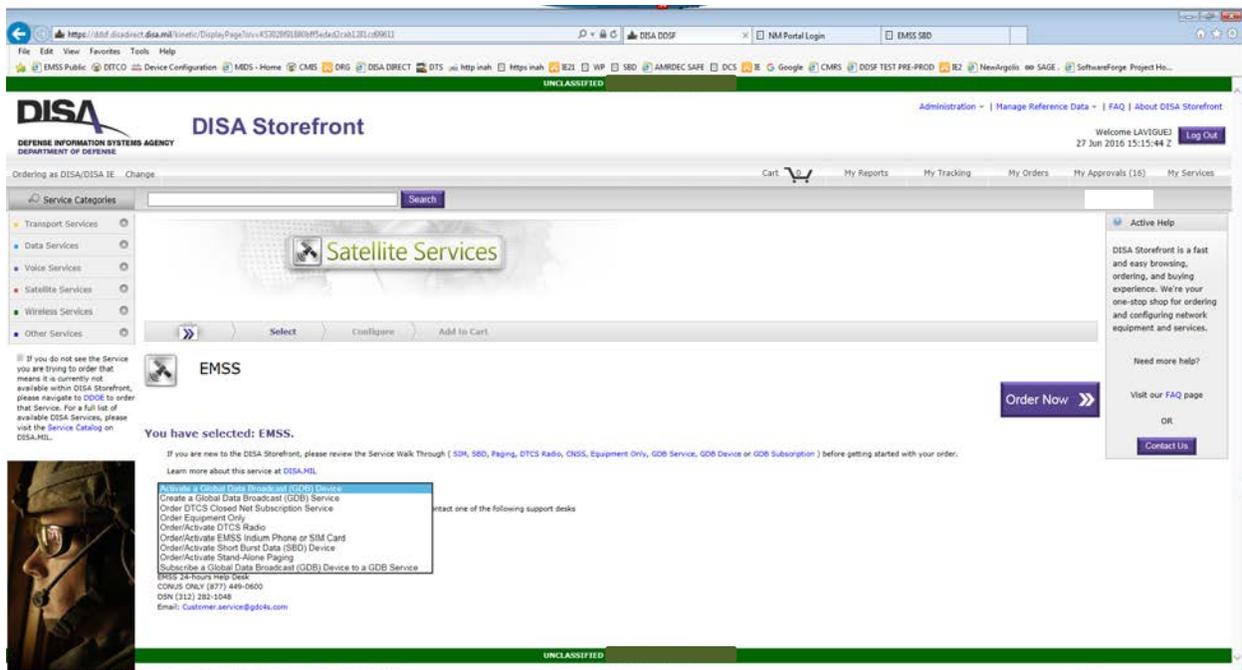


Figure 2 – EMSS Sub-Services

## 9. EMSS Sub-Service: Order/Activate EMSS Iridium Phone or SIM Card

- 9.1. In the Iridium handset or SIM card sub-service shown below, you can only add one item (or set of items) to your ROM table. Again, if you wish to order in bulk, you must use the “Order Equipment Only” sub-service.
- 9.2. If you require an Iridium sat phone capable of Type 1 encryption, you must order the 9505A. A tamper seal should be ordered at the same time as the phone; however, if you have a 9505A without a tamper seal, and wish to use it in the Type 1 secure mode, you need to call the EMSS Customer Care Center and arrange for your 9505A to be shipped to them so they can install the tamper seal.
- 9.3. Type 1 encryption with the 9505A with tamper seal also requires the Iridium Secure Module (also known as the secure sleeve) and the data fill cable. When you purchase one or both of those items, you must provide a COMSEC account number and the contact information for your COMSEC custodian.

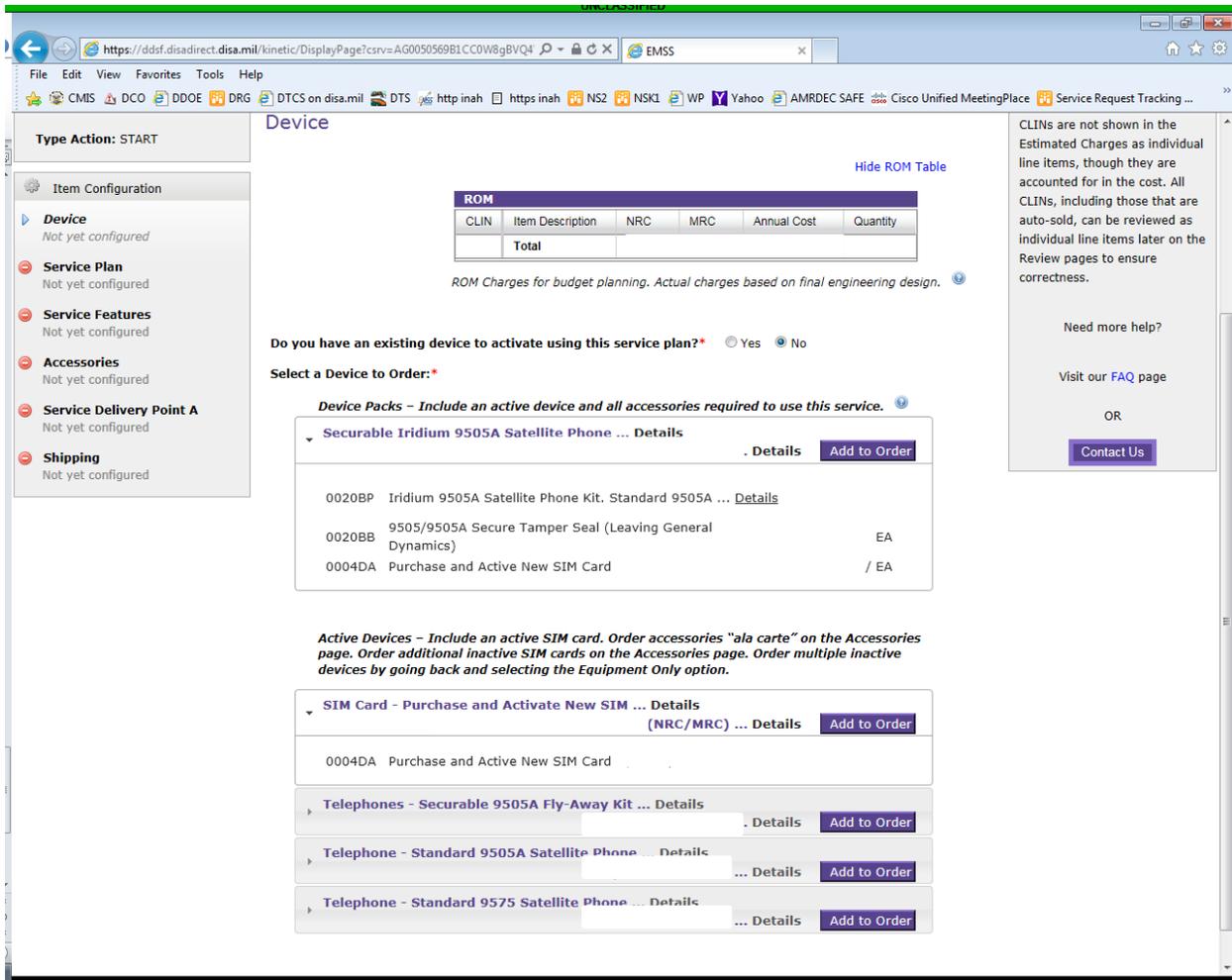


Figure 3 – Iridium Phone or SIM Card - Device

## 9.4. Activating an existing SIM card

9.4.1. You can only activate one SIM card per order. You may activate an inactive SIM card that you have (no fee), or you can reactivate a SIM card that was previously deactivated (fee required).

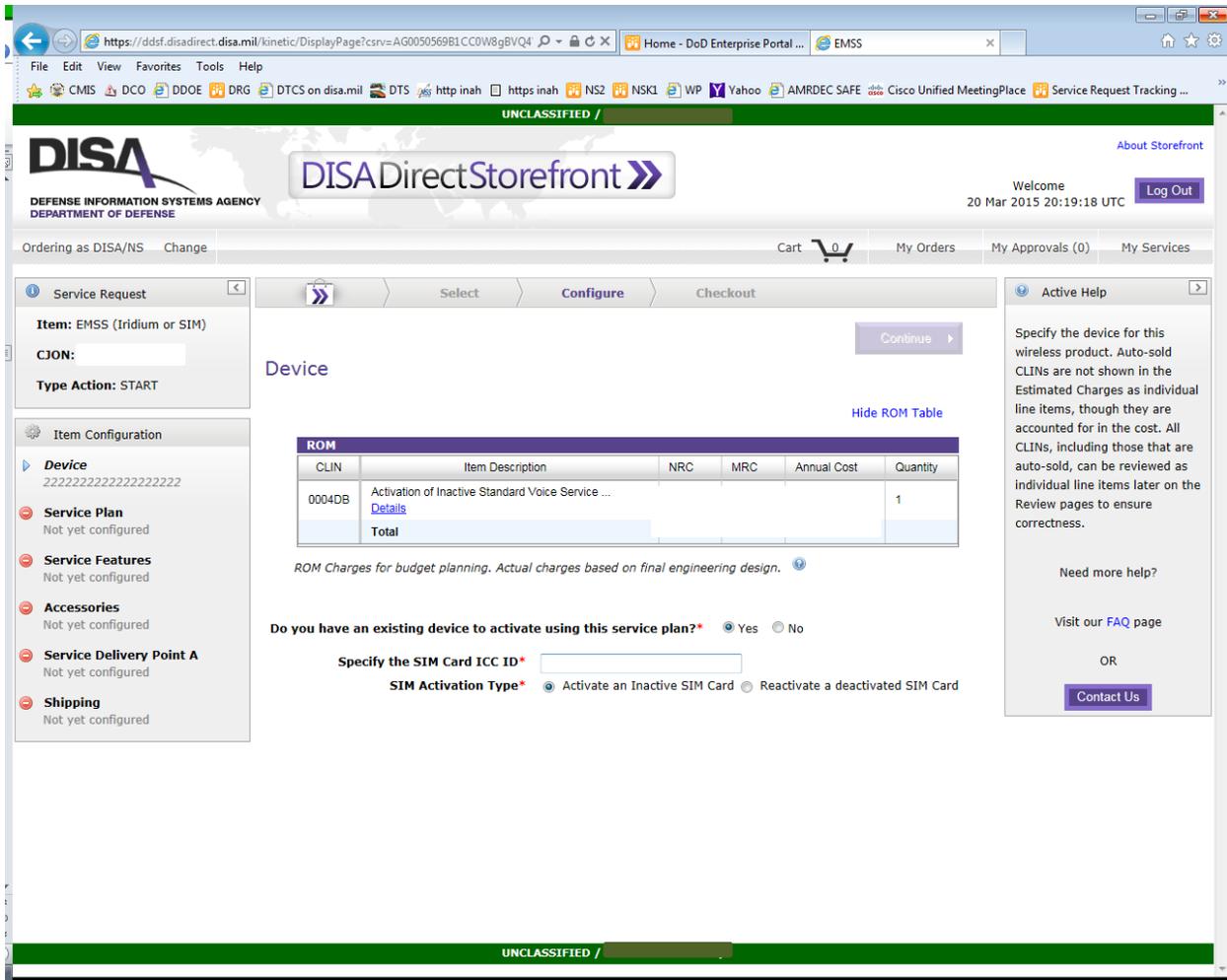


Figure 4 – Activating an existing SIM card

## 9.5. SIM Card Service Plan

9.5.1. On this screen, you have the option of selecting any one of three different data service options to use with your Iridium phone.

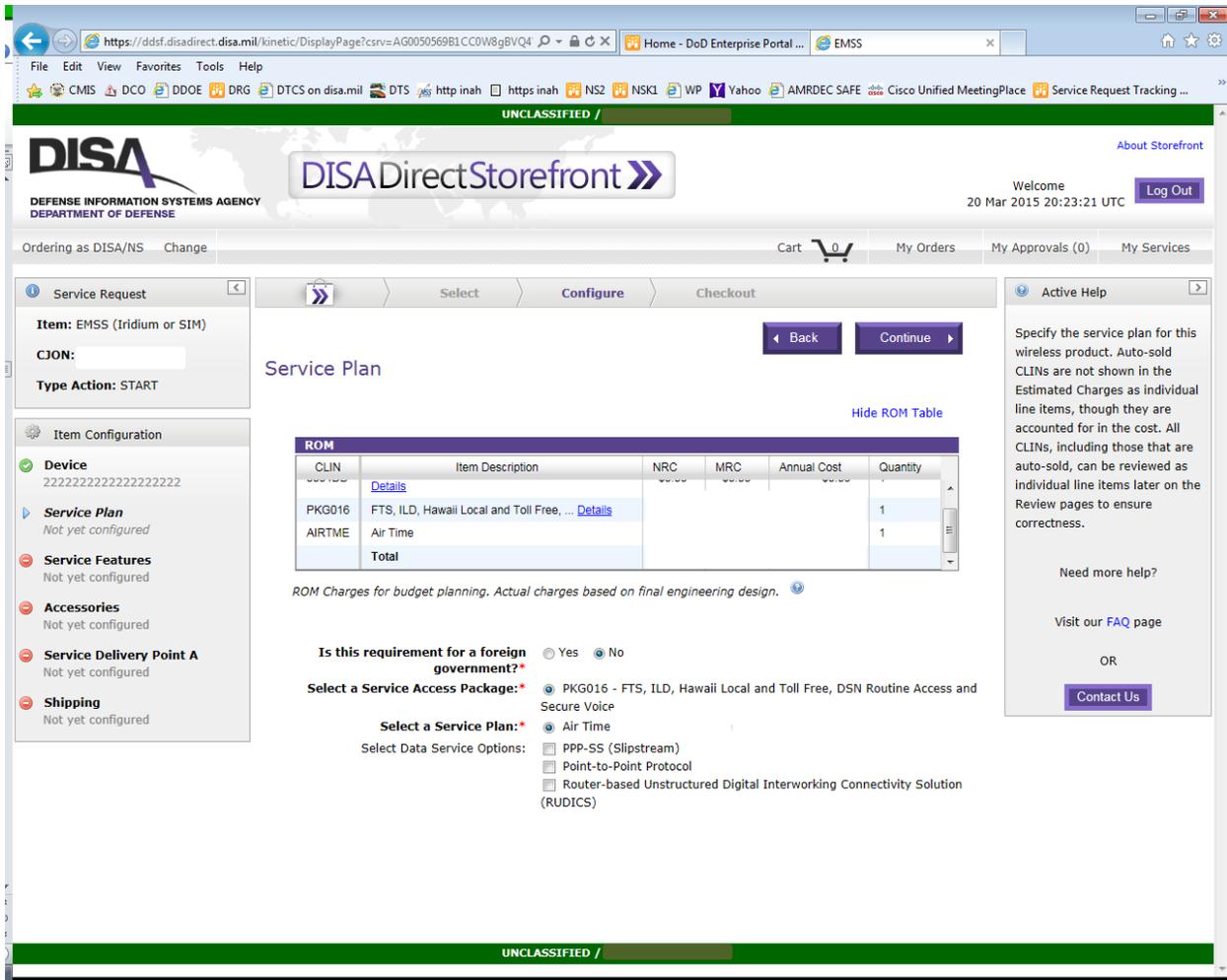


Figure 5 – SIM Card Service Plan

## 9.6. EMSS SIM Card – Service Features

9.6.1. On this screen, you may activate Follow-Me Paging for an existing Iridium pager, or you have the option of purchasing a used pager.

9.6.2. If you are activating an existing pager, you have the option of removing stand-alone paging if that is active and replacing that with follow-me paging.

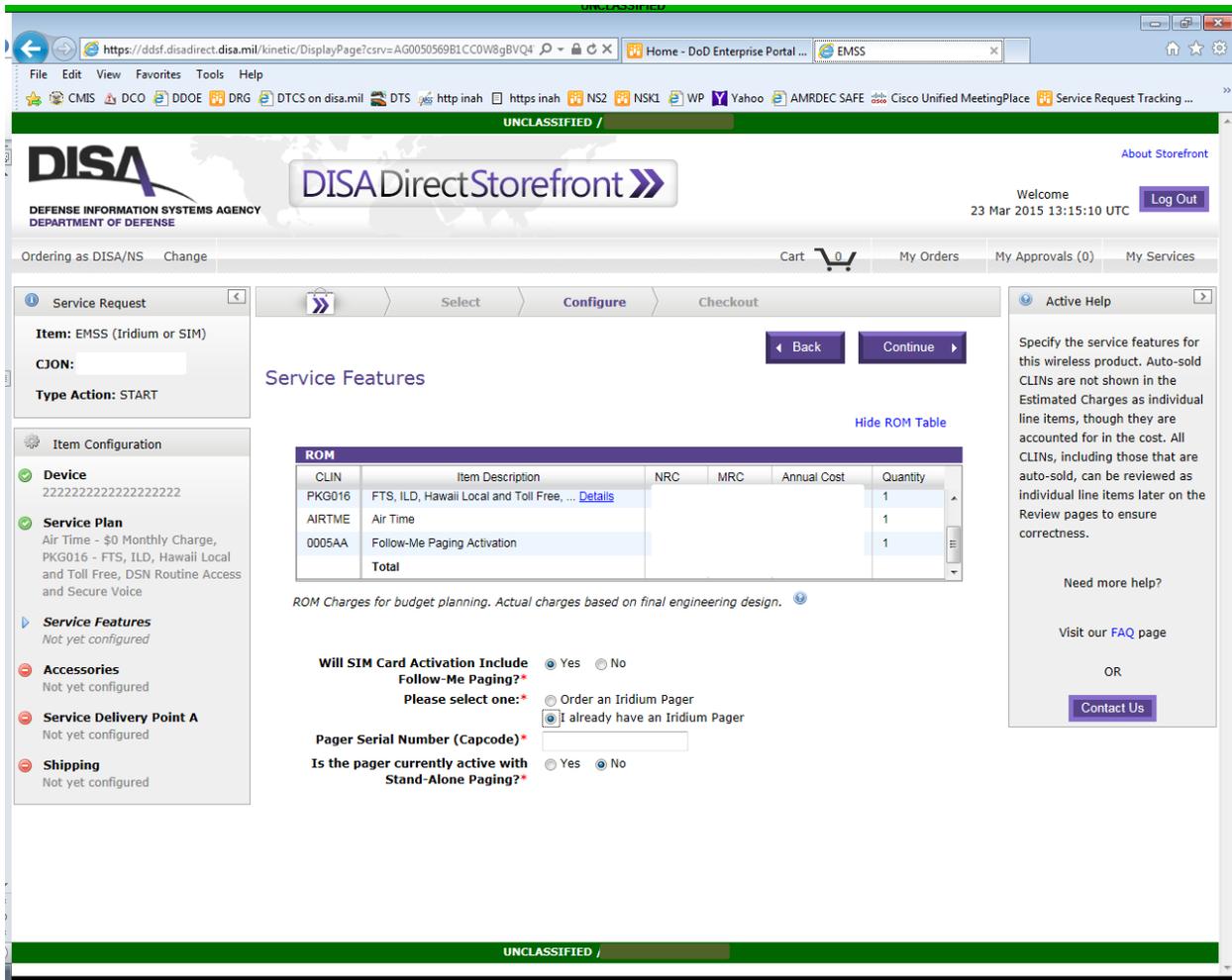


Figure 6 – EMSS SIM Card – Activate existing pager with follow-me paging

## 10. EMSS Sub-Service: Order/Activate DTCS Radio

- 10.1. As stated previously, you can only order one radio with activation, or you may use this sub-service to activate an existing radio. You may purchase inactive radios in bulk using the Equipment Only process, and then use this sub-service to request activation once you have the IMEIs.

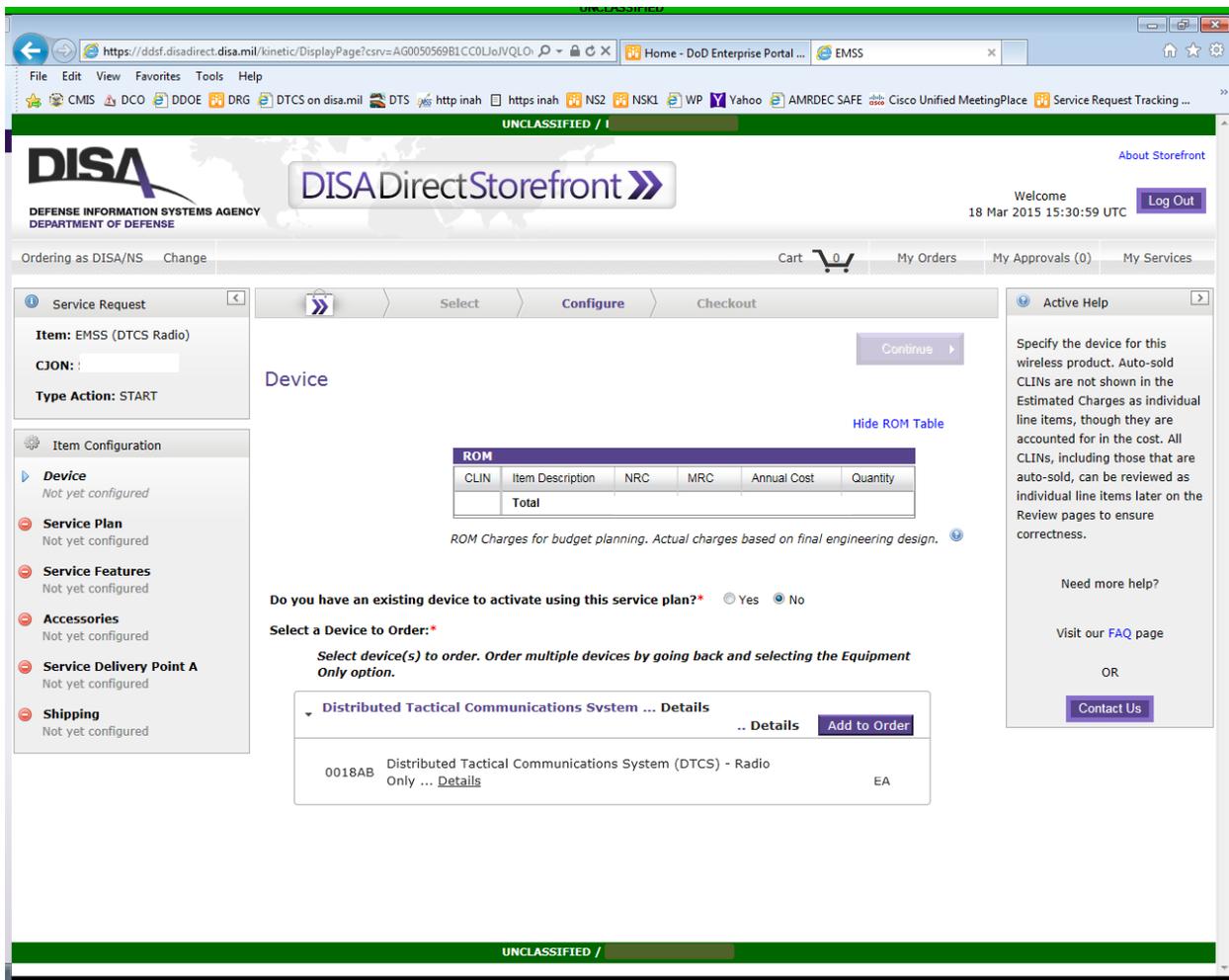


Figure 7 – DTCS Radio – Device

## 10.2. Activating an existing DTCS radio

10.2.1. You may copy and paste the radio’s IMEI into the text block with our without dashes, but if you enter it manually, you need to type in the dashes. There is no background validation of the IMEI to ensure you entered it, so please double-check your entry.

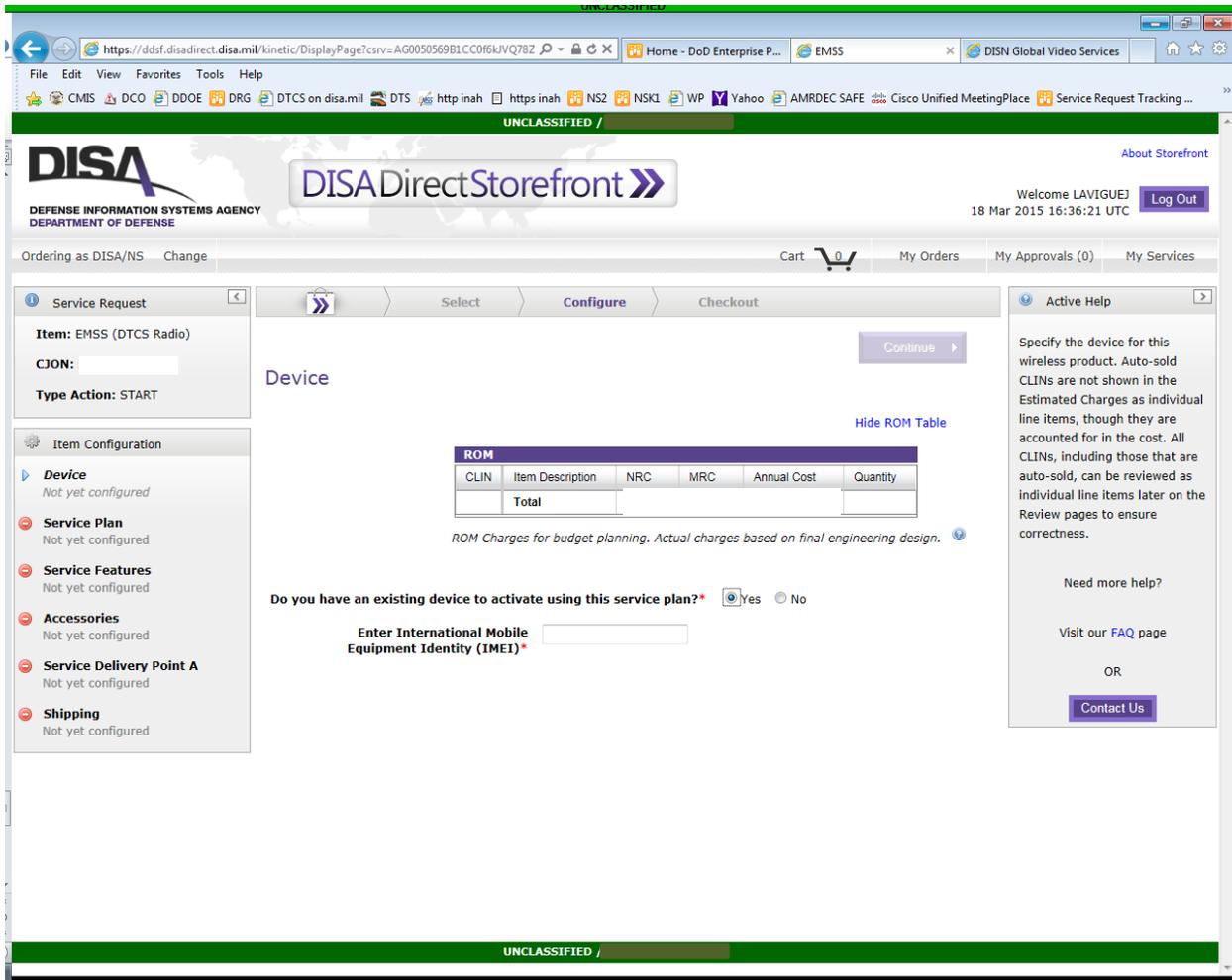


Figure 8 – DTCS Radio – Device Screen – Activating an Existing Device

### 10.3. DTCS Radio Service Plan

- 10.3.1. This screen automatically adds the activation fee and airtime CLINs to your ROM table. If you are entering this order for a foreign government, please contact DISA’s Foreign Military Sales (FMS) office.

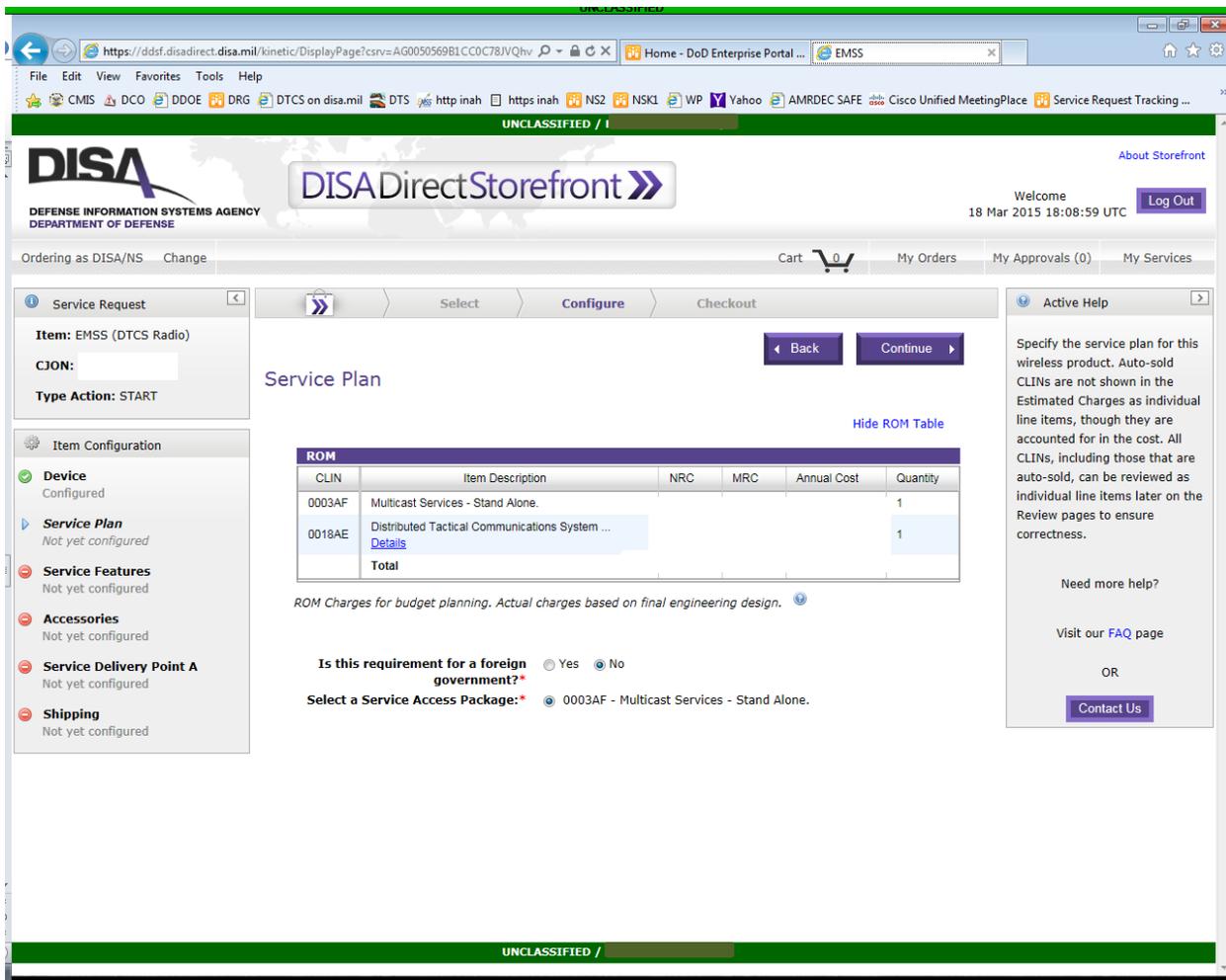


Figure 9 – DTCS Radio – Service Plan

## 10.4. DTCS Radio Service Features

- 10.4.1. Serial Number. If you're activating an existing device, this field is Mandatory.
- 10.4.2. Domain Name (Mandatory entry). Enter the domain name where the radio will reside.
- 10.4.3. Net IDs (Mandatory entry). Enter up to 15 Net IDs you wish to be provisioned on the radio. You must own at least one DTCS closed net before any radios can be provisioned.

10.4.4. Primary Domain Admin (Mandatory entry). The domain administrator is the person appointed by your organization/agency who is responsible for configuring your radios and nets on the Net Manager's Web Portal. You may also provide an alternate Domain Admin on this screen, but it is not required to continue.

10.4.5. To apply for a domain admin account for the DTCS Net Manager's Web Portal, you need to provide a DD Form 2875, System Authorization Access Request, and have completed the current fiscal year's DoD Information Assurance course. Information on the Web Portal is located at <https://inah.pac.disa.mil/dtcs.shtml>.

10.4.6. To obtain a DD Form 2875 template and for further instructions, please contact DTCS Net Manager Support at (703) 996-2900, Option 3, or e-mail [DTCS-Provisioning@exelisinc.com](mailto:DTCS-Provisioning@exelisinc.com).

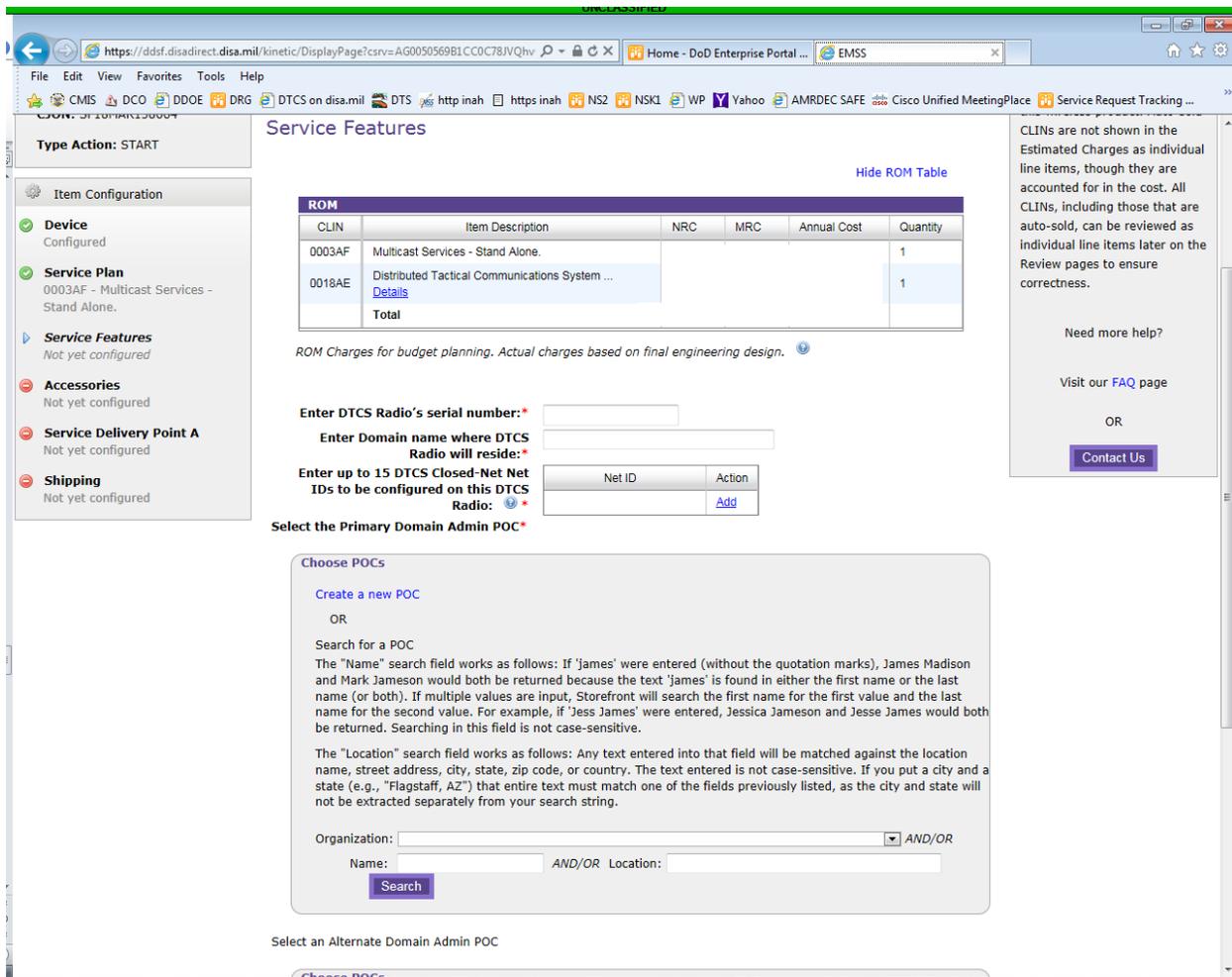


Figure 10 – DTCS Radio – Service Features

## 11. EMSS Sub-Service: Order/Activate Stand-Alone Paging

- 11.1. Use this sub-service to order and activate a used Iridium pager or activate an existing pager. This is for stand-alone paging only. If you wish to order follow-me paging with your Iridium phone and SIM card, you should use the Iridium Phone/SIM Card sub-service. You will have the option of ordering a used pager or activating an existing pager using that sub-service.

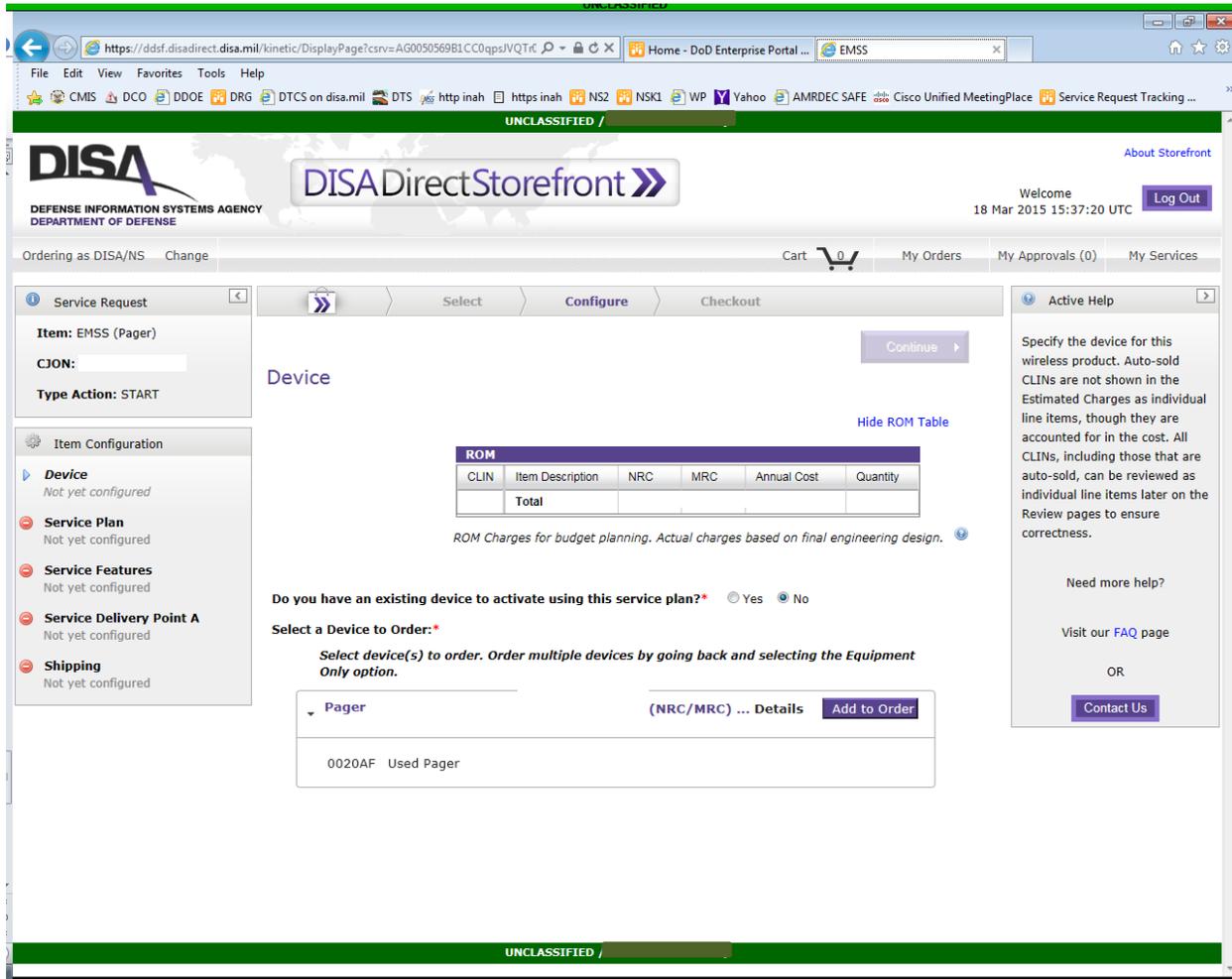


Figure 11 – EMSS Sub-Service – Stand-Alone Paging

### 11.2. EMSS Stand Alone Paging – Service Plan

- 11.2.1. To order stand-alone paging, you must identify either one (1) Message Delivery Area (MDA) or three (3) MDAs.

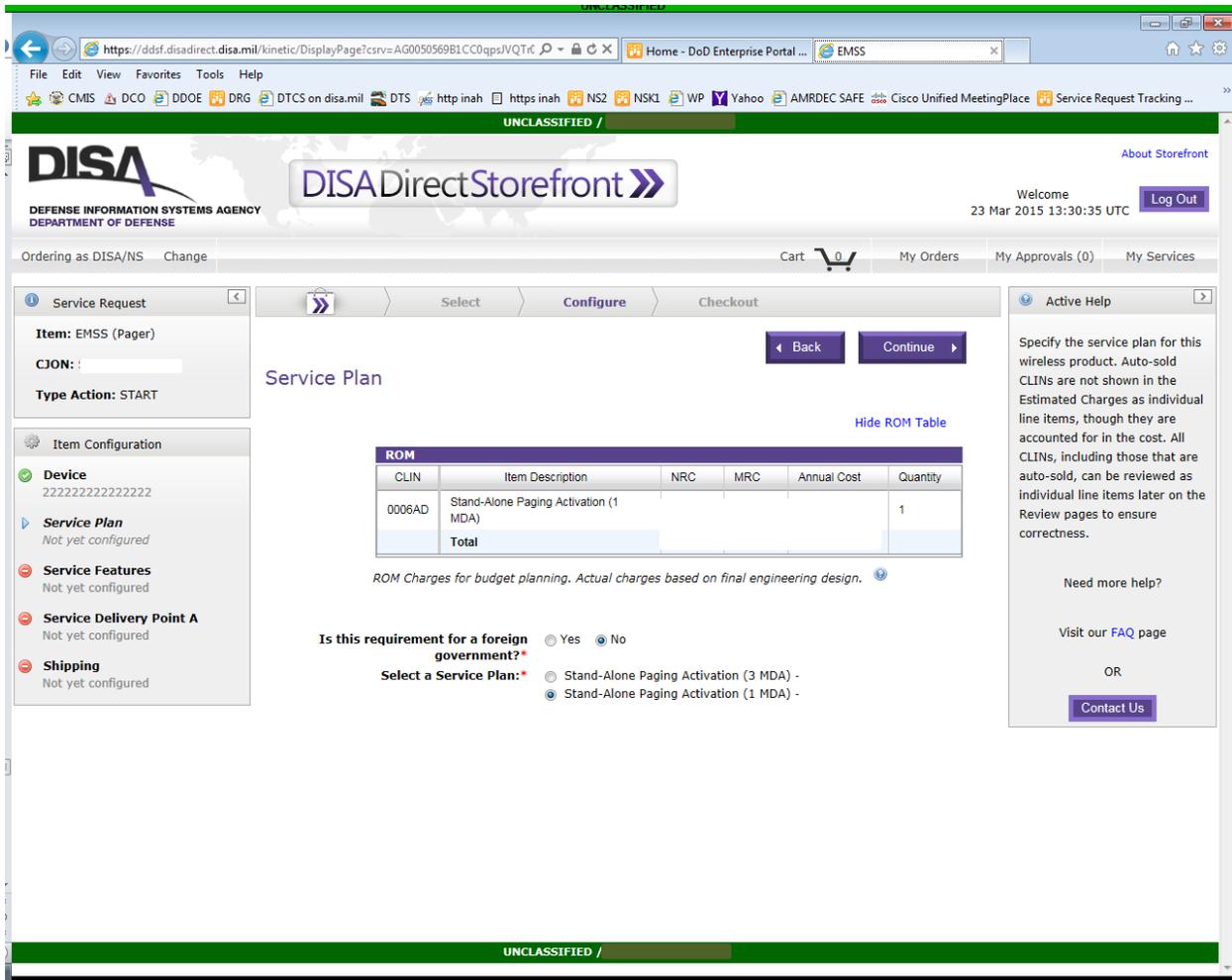


Figure 12 – Stand Alone Paging – Message Delivery Areas (MDAs)

### 11.3. Stand-Alone Paging – Service Features

11.3.1. On this screen, you need to identify your MDA(s). Also, If your pager currently has follow-me paging, you may change it to stand-alone paging on this screen. In a future DDSF release, the follow-me paging question will be asked before the MDA portion.

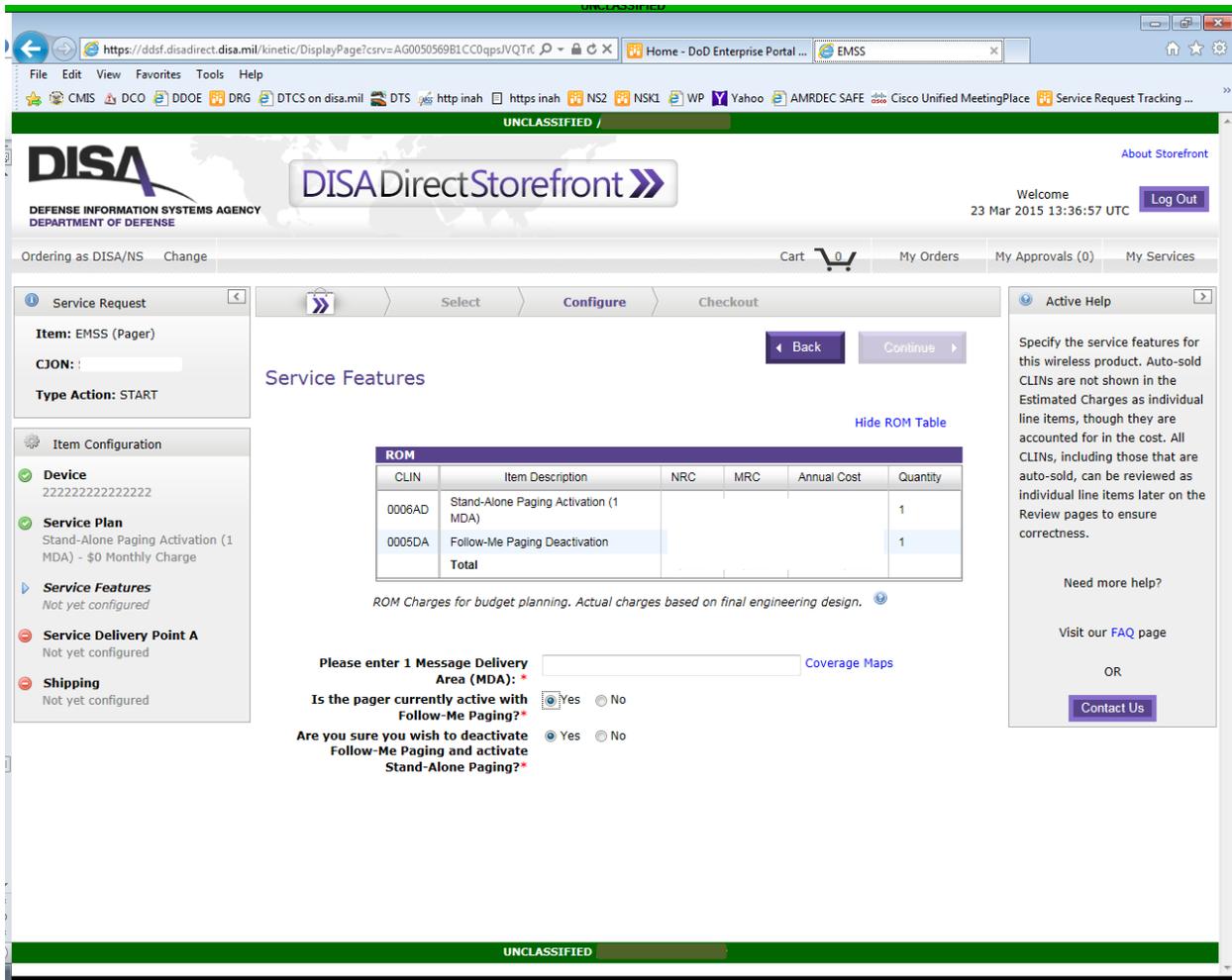


Figure 13 – Stand-Alone Paging – Identifying MDAs and removing follow-me paging

## 12. EMSS Sub-Service: Order DTCS Closed Net Subscription Service

- 12.1. You may only order one (1) closed net subscription per order. Nets should be ordered before requesting activation of a DTCS radio.

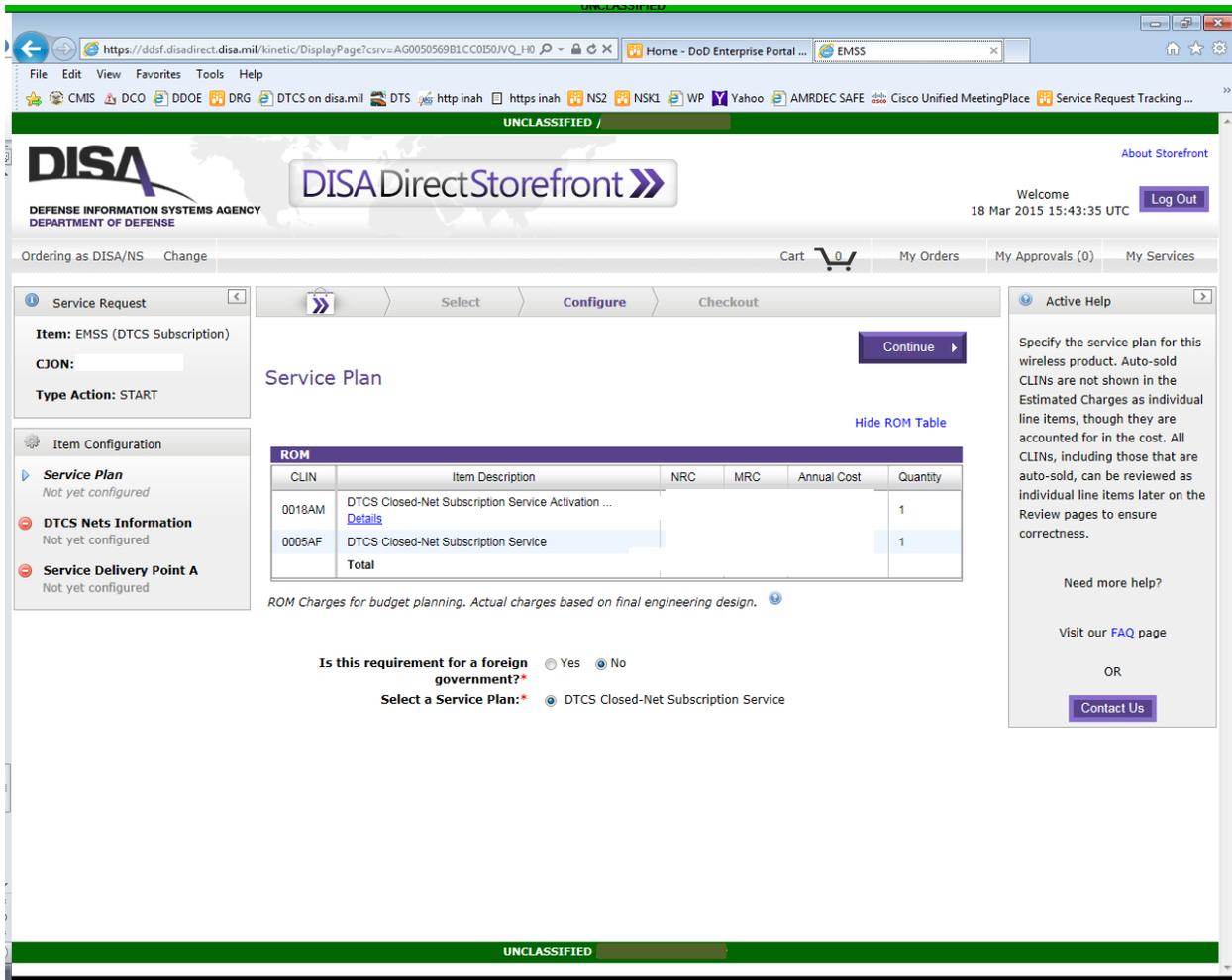


Figure 14 – EMSS Sub-Service - DTCS Closed-Net Subscription Service

## 12.2. DTCS Closed-Net Subscription Service – DTCS Net Information

12.2.1. On this screen, you are required to identify the domain name where this net will reside and whether that domain name is new or existing. You may also request special requirements for your net (special requirements are not automatically granted and require additional approval by the EMSS Program Office). You also need to identify at least one Domain Admin.

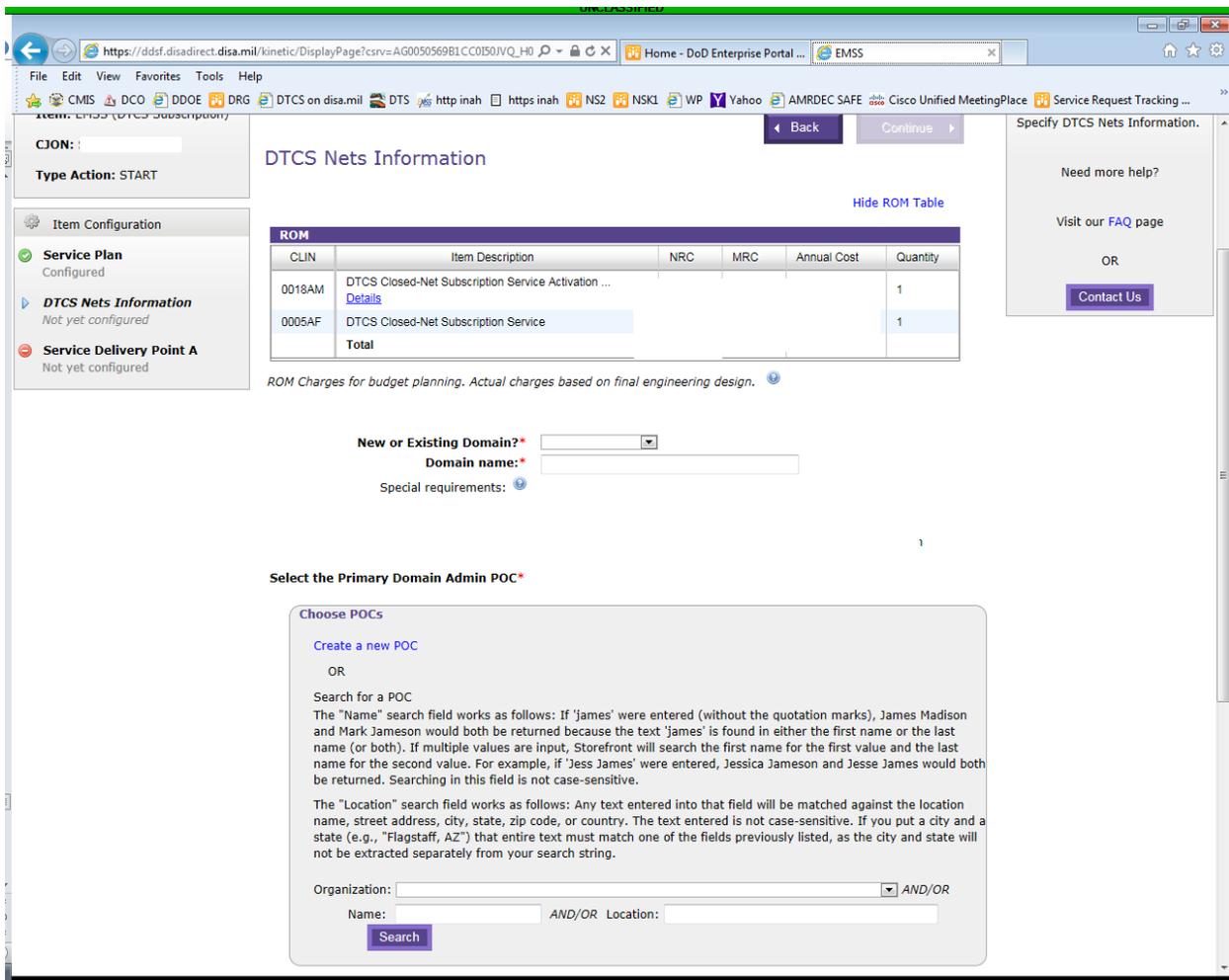


Figure 15 – DTCS Closed-Net Subscription Net Information

### 13. EMSS Sub-Service: Order/Activate Short Burst Data (SBD) Device

- 13.1. You may only order and activate one (1) SBD device or activate an existing SBD device per order. Of the device options shown, you may only select one type to add to your order. If you have an SBD device already in your ROM table, clicking on Add to Order for another device will replace that item in your ROM table.

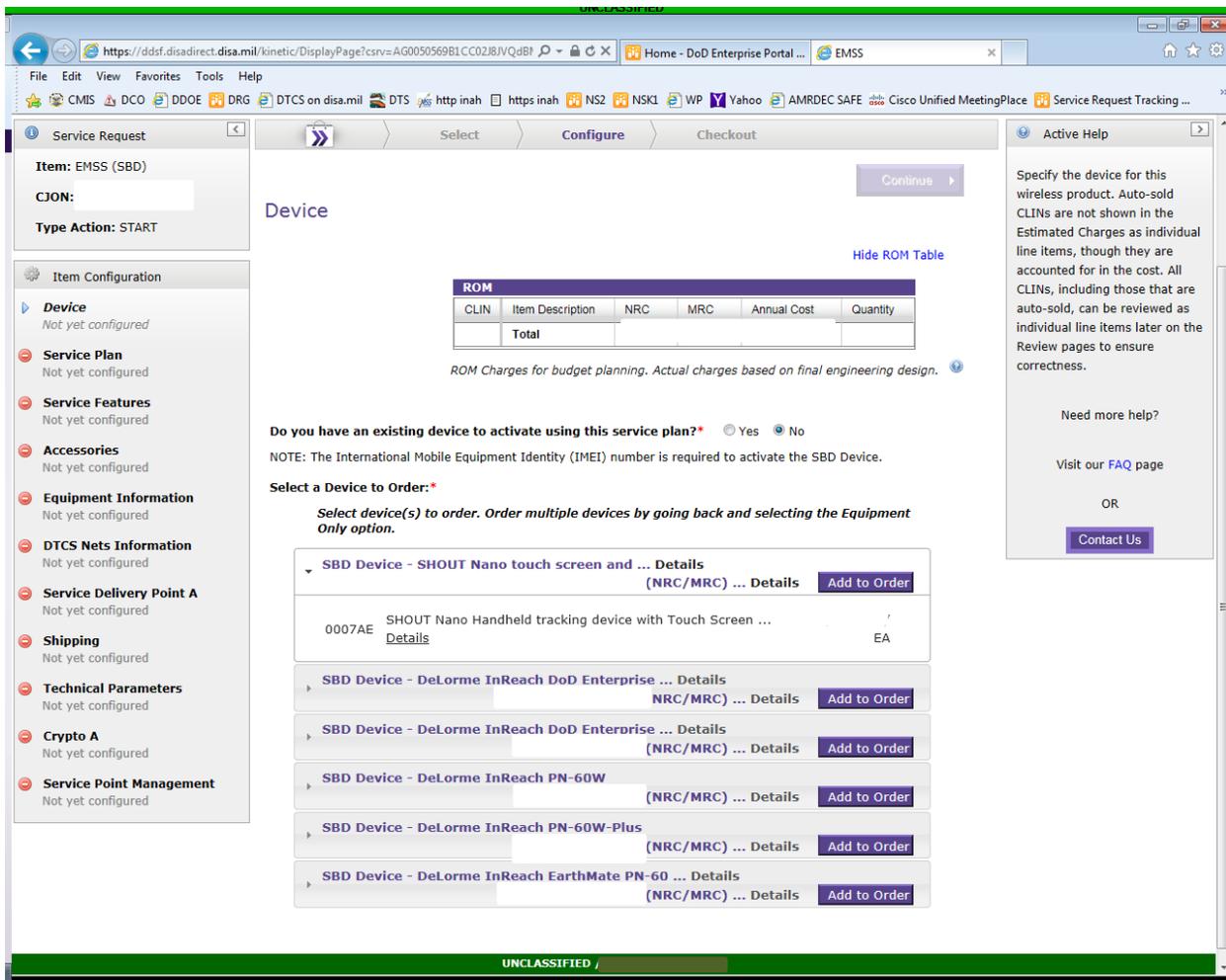


Figure 16 – EMSS Sub-Service – Short Burst Data (SBD) Devices and Service

## 14. EMSS Sub-Service: Order Equipment Only

- 14.1. Use this sub-service to order devices, equipment, and accessories one at a time or in bulk. To activate any devices you purchase using this process, you must use the appropriate sub-service dedicated to ordering/activating your device(s).
- 14.2. Equipment packs are groups of individual CLINs packaged together for ease of ordering as a kit. Those individual CLINs may still be purchased together, but the equipment packs listed here are standardized kits such as those offered as a single CLIN in DDOE. We do not offer those single CLIN kits in StoreFront as this will enable us to modify the contents of a kit more dynamically.
- 14.3. You can search for individual equipment CLINs by entering any number of things in the search field. You can search by the whole CLIN (0018AB, a partial CLIN (0018B), or by a key word (i.e. DTCS).

- 14.4. There is no limit to the quantity of items you may order, but please keep in mind that any expedited shipping you request that incur and additional charge is for a quantity of 50 item increments.

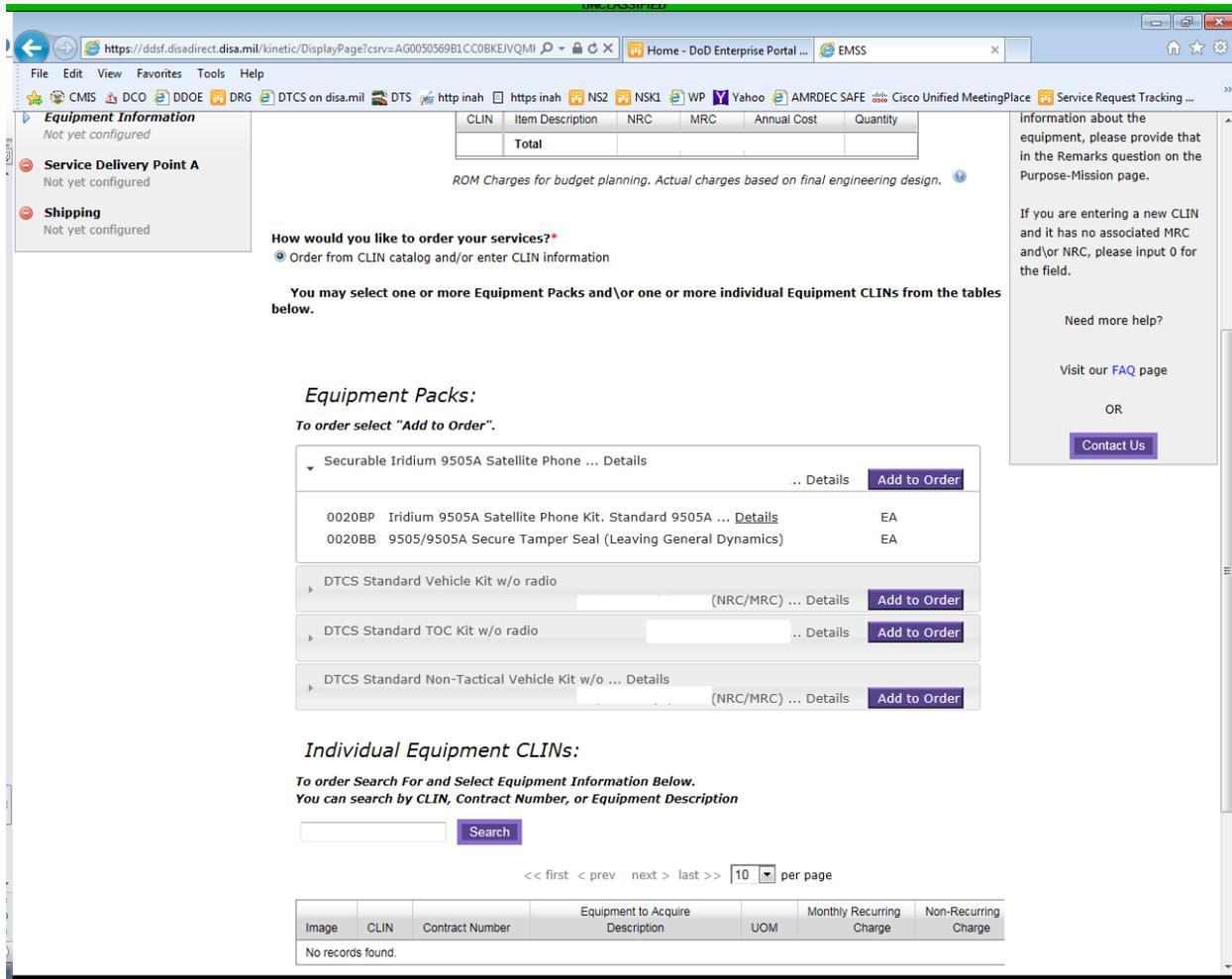


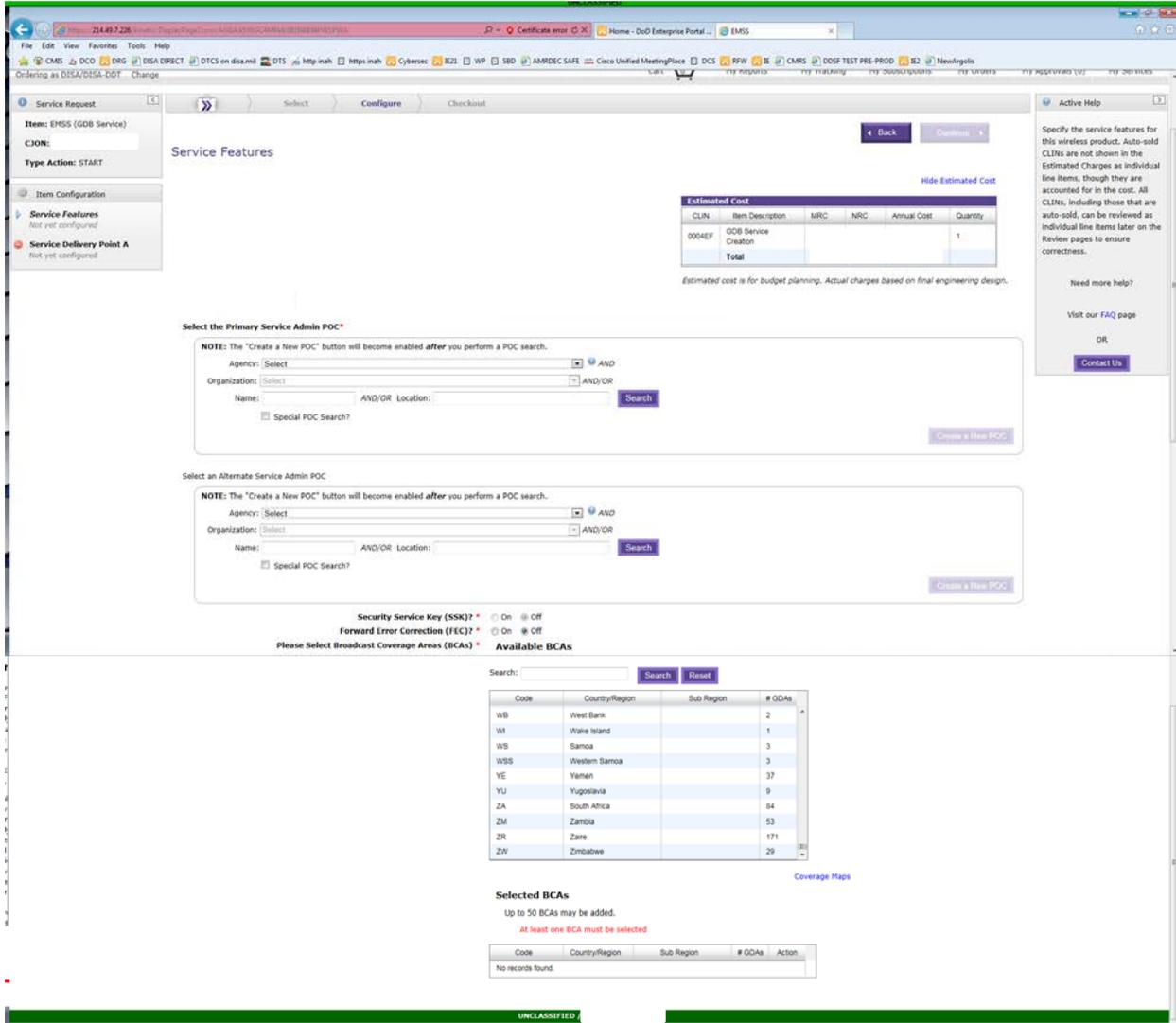
Figure 17 – EMSS Sub-Service – Equipment Only Orders

## 15. \*EMSS Sub-Service: Global Data Broadcast (GDB)

### 15.1. \*Create a New GDB Service

- 15.1.1. Your service name will be created during the provisioning process, using the EMSS GDB standard naming convention.
- 15.1.2. At least one point of contact is required.
- 15.1.3. Service Security Key (SSK) set to On scrambles the outgoing message. Scrambling is different from encryption. Customers are responsible for their own end-to-end encryption. SSK setting is defaulted to Off.
- 15.1.4. Forward Error Correction (FEC). Forward error correction provides an encoding scheme to recover messages with bit errors. FEC setting is defaulted to Off.

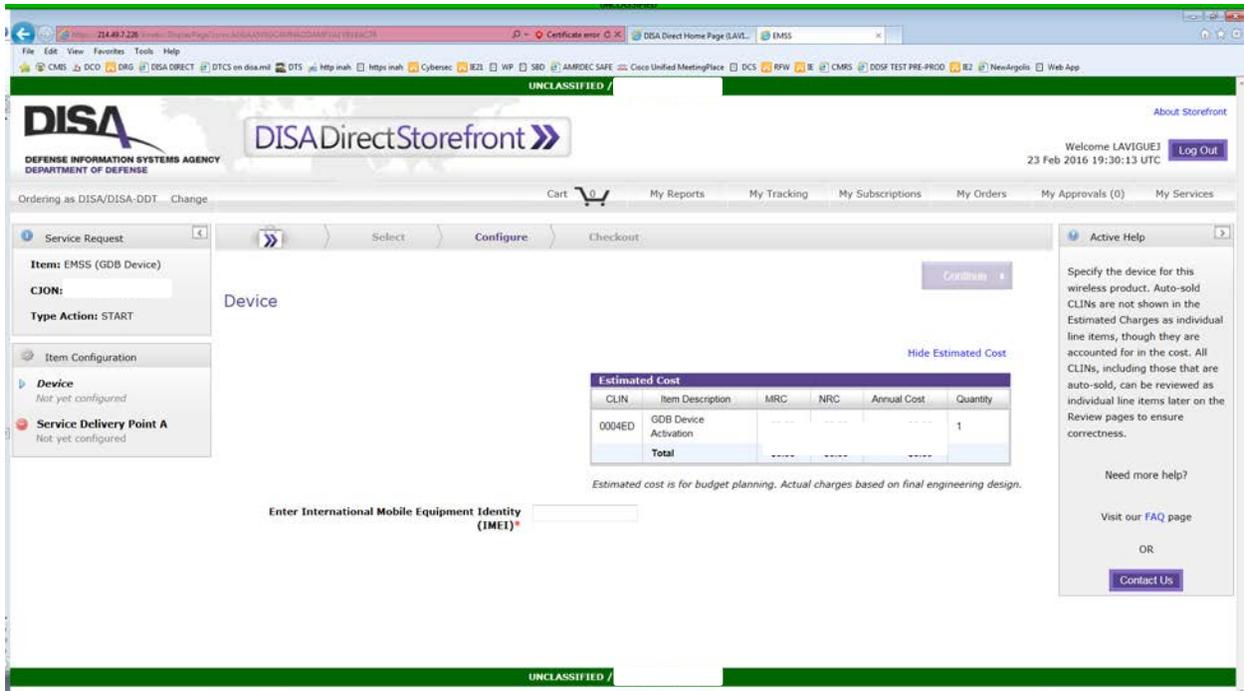
15.1.5. Broadcast Coverage Areas (BCAs) may contain multiple Geographic Delivery Areas (GDAs). Keep that in mind when selecting your default BCAs.



\*Figure 18 - GDB Service Features

## 15.2. \*Activate a new GDB Device

15.2.1. When requesting activation of a GDB device, you'll need to supply the device IMEI and the requested activation date.

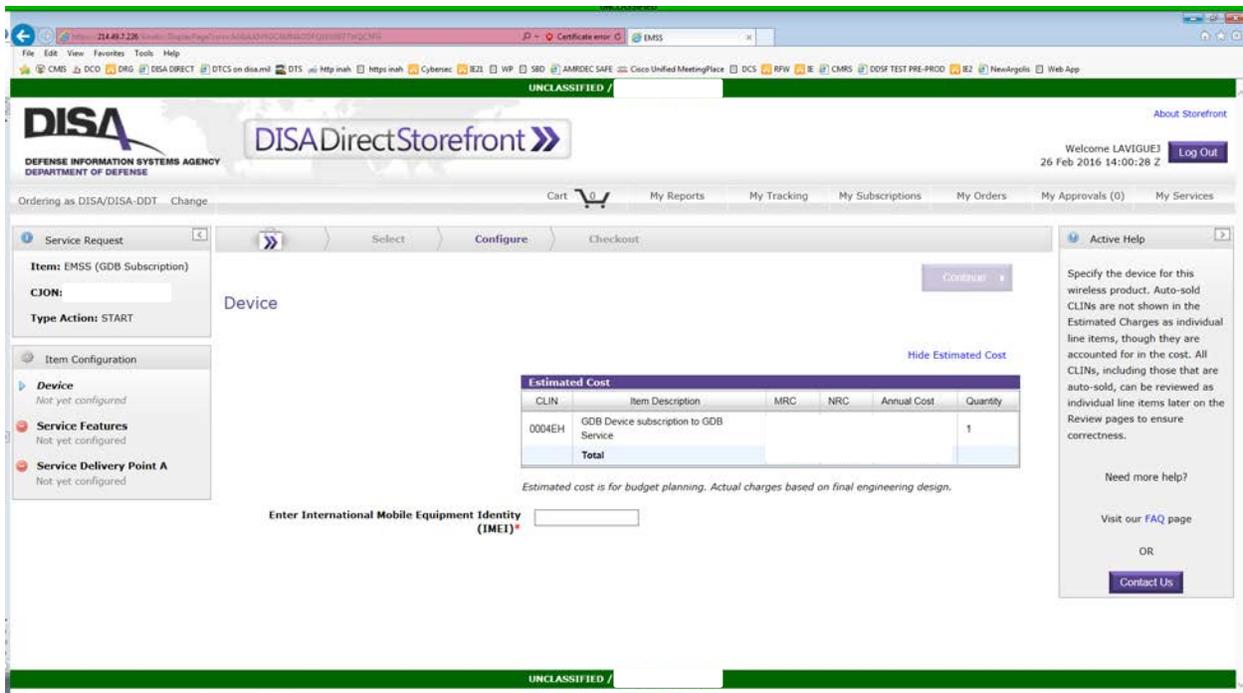


\*Figure 19 - Activate a GDB Device

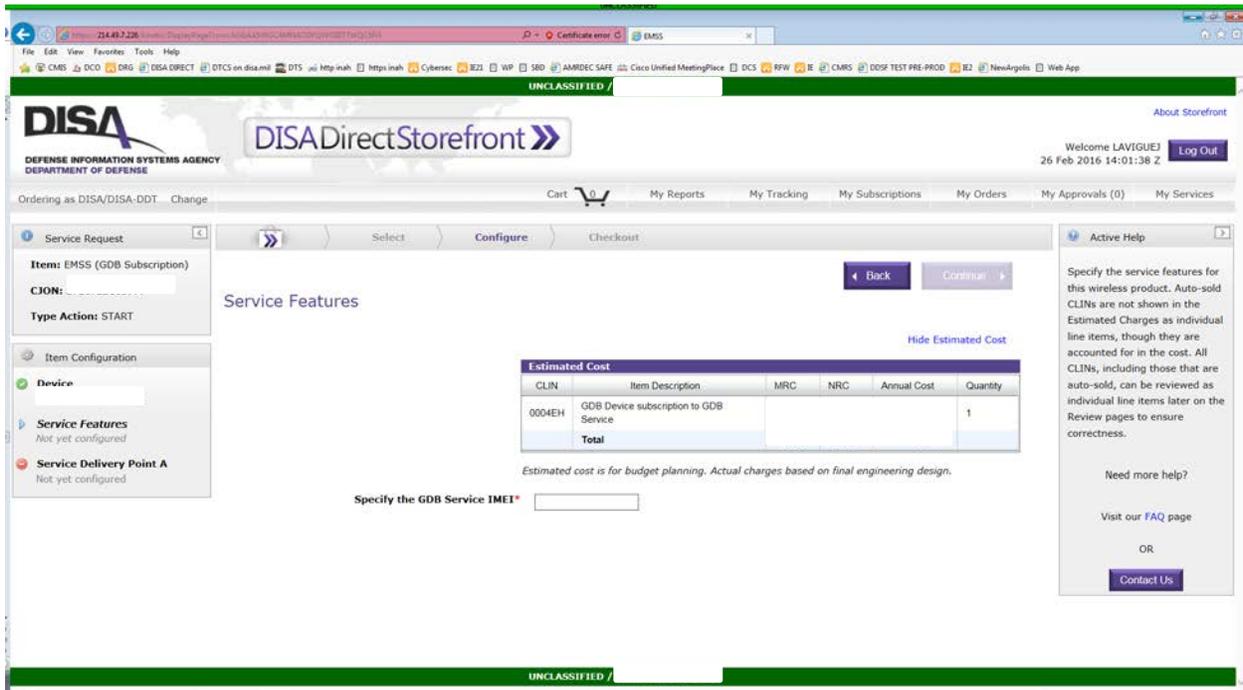
### 15.3. \*Subscribe a GDB Device to a GDB Service

15.3.1. Normally, the GDB Service Provider will be the one submitting orders for device subscriptions to their services. This ensures the service provider is aware of all devices subscribed to its Services.

15.3.2. Required information on this order is the device IMEI, the Service IMEI, and the effective date. The subscription's expiration date is set to a default date; if you require an expiration date other than the default, please contact the EMSS Program Management Office.



\*Figure 20 - Subscribe a GDB Device to a GDB Service – Enter device IMEI



\*Figure 21 - Subscribe a GDB Device to a GDB Service - Enter Service IMEI

## 16. Common Screens Across all EMSS Sub-Services

### 16.1. Accessories

16.1.1. This page is standard across all EMSS sub-services, except for Ordering Equipment. If you wish to order accessories at this time, you may do so on this screen. This screen uses the same search properties as the Equipment Only process.

The screenshot displays the 'Accessories' configuration page in the DISA DirectStorefront. The page is titled 'Accessories' and features a 'ROM' table with the following data:

CLIN	Item Description	NRC	MRC	Annual Cost	Quantity
0003AF	Multicast Services - Stand Alone.				1
0018AE	Distributed Tactical Communications System ...				1
Total					

Below the table, there is a question: 'Do you need to order additional accessories?' with radio buttons for 'Yes' and 'No'. The 'No' option is selected.

The page also includes a 'Service Request' sidebar on the left, an 'Item Configuration' sidebar on the left, and an 'Active Help' sidebar on the right. The 'Active Help' sidebar contains the text: 'Specify additional accessories for this wireless product. Auto-sold CLINs are not shown in the Estimated Charges as individual line items, though they are accounted for in the cost. All CLINs, including those that are auto-sold, can be reviewed as individual line items later on the Review pages to ensure correctness.' and a 'Contact Us' button.

Figure 22 – Adding Accessories

### 16.2. Service Delivery Point A

16.2.1. This page is standard across all EMSS sub-services. This location might be the same as the delivery address, or it may be the location where the devices will be used primarily.

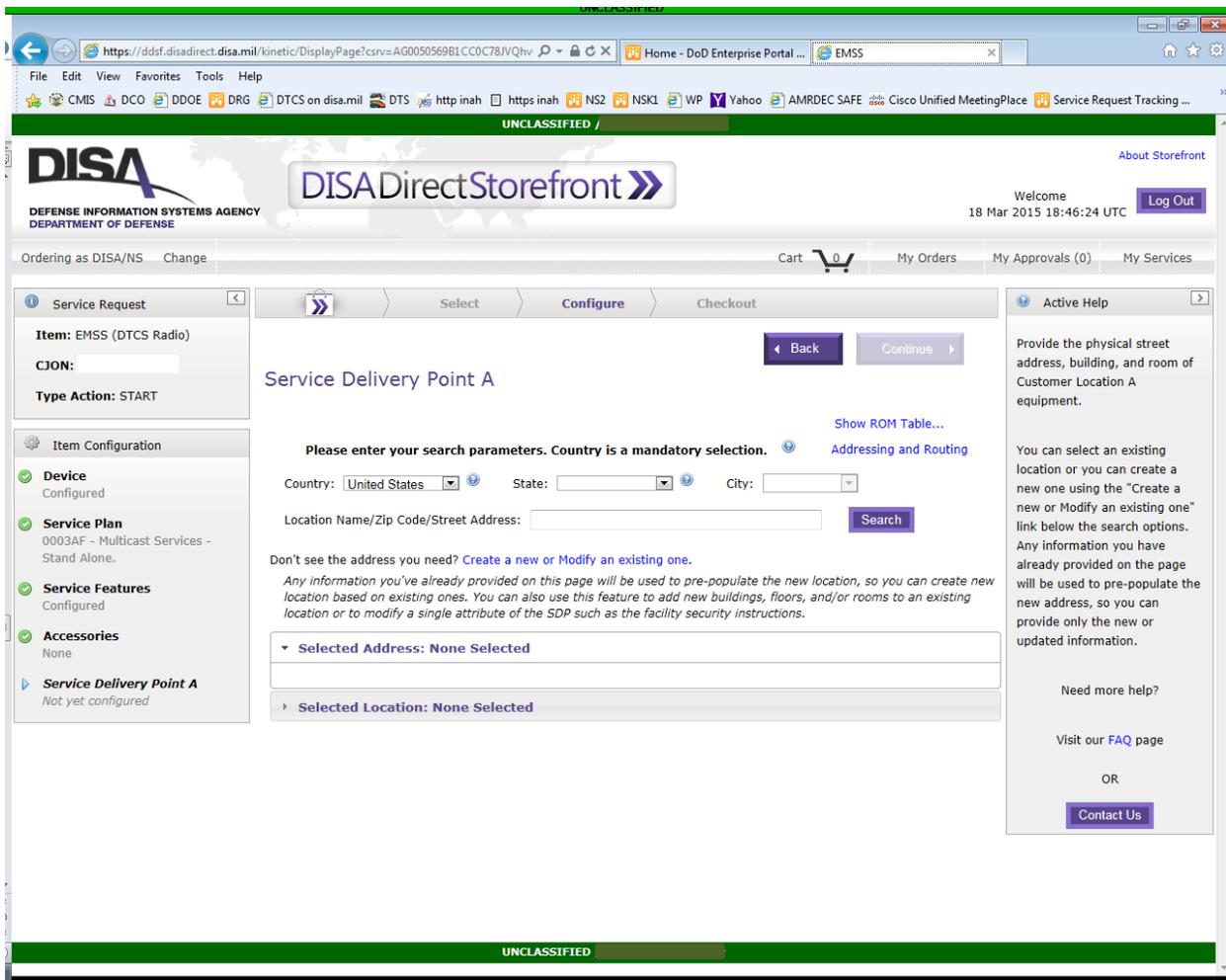


Figure 23 – Service Delivery Point A

### 16.3. Shipping

16.3.1. This page is standard across all EMSS sub-services, except if only activating an existing device. Depending on item availability from the supplier, please be aware that your order may not be able to be processed as quickly as you request when you select either of the two Priority Shipping options. If the vendor is not able to meet that timeline, you will not be charged the priority shipping cost.

16.3.2. You may enter a different address to ship to than the address entered on the Service Delivery Point A screen. You may also identify a different point of contact for the shipment as well as any shipping instructions in the block provided.

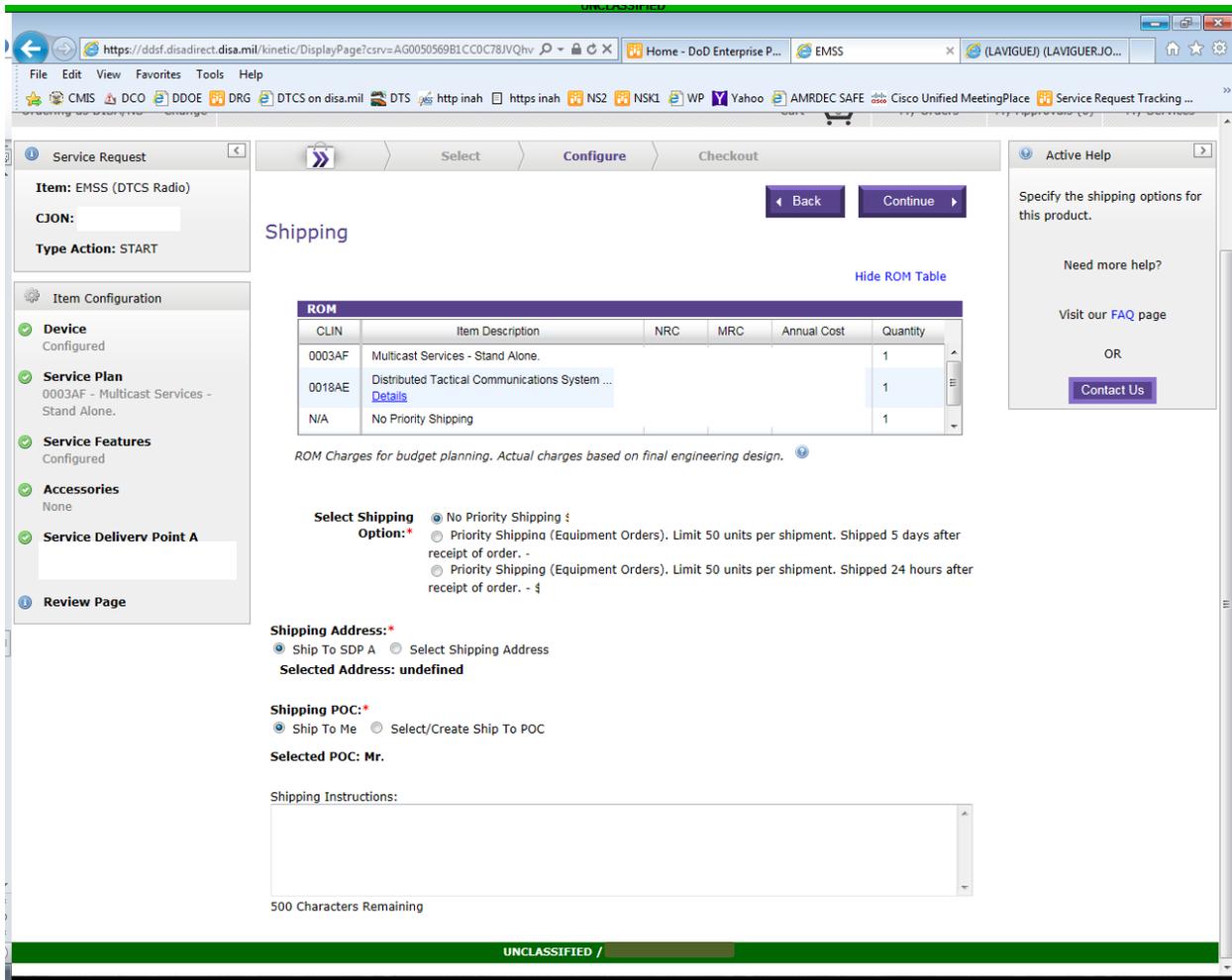


Figure 24 - Shipping

## 16.4. Review Page

16.4.1. This page is standard across all EMSS sub-services. You may review all of the order details on this screen and go back to any screen in which you need to make a change.

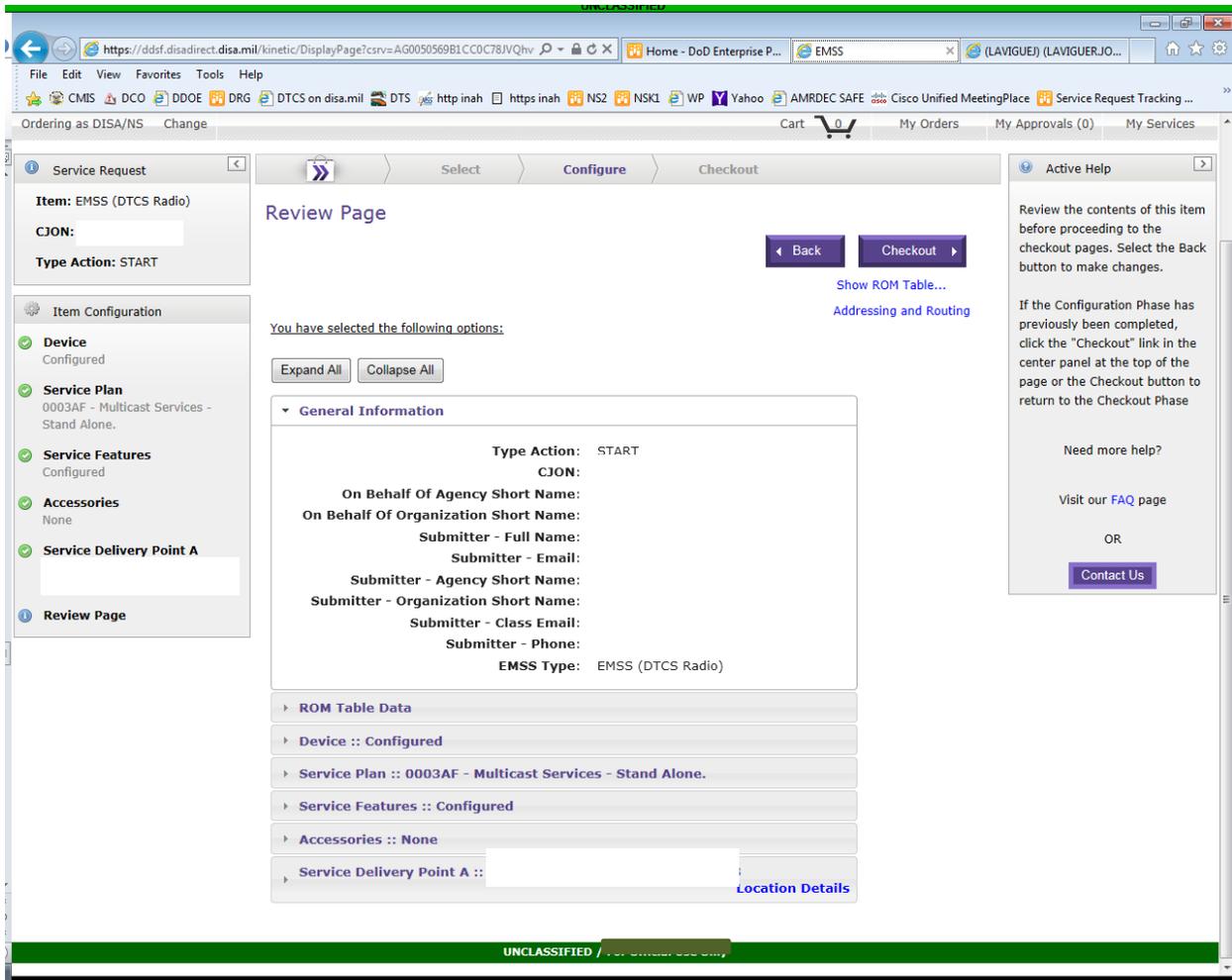


Figure 25 – Review Page

## 16.5. Ordering Org and Agency

16.5.1. This page is standard across all EMSS sub-services.

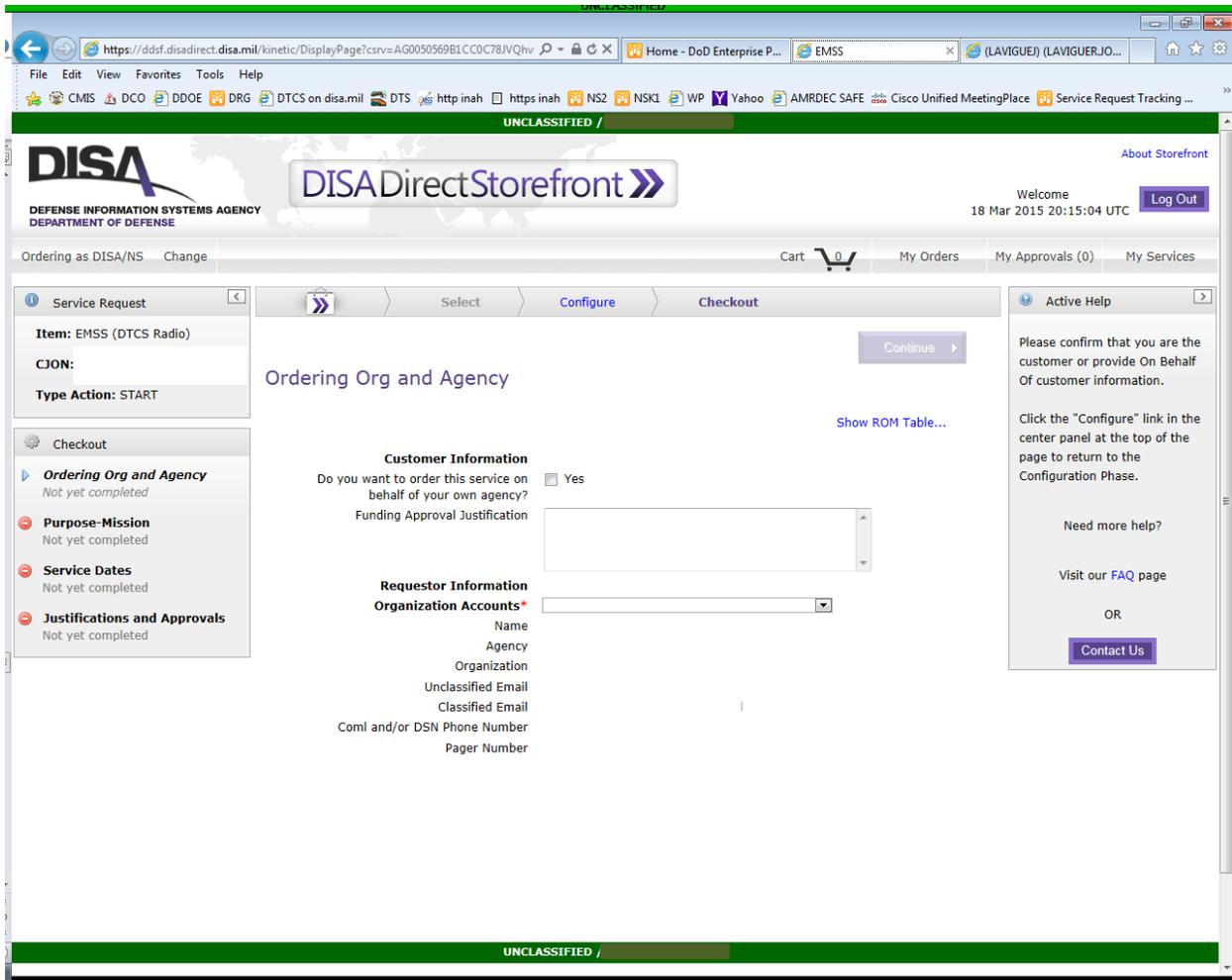


Figure 26 – Ordering Organization and Agency

## 16.6. Purpose-Mission

16.6.1. This page is standard across all EMSS sub-services.

16.6.2. National Security Code (Mandatory entry). If you are ordering a Type 1 encryption capable Iridium satellite phone, you must select NSS code Y6 when activating the SIM card for that device.

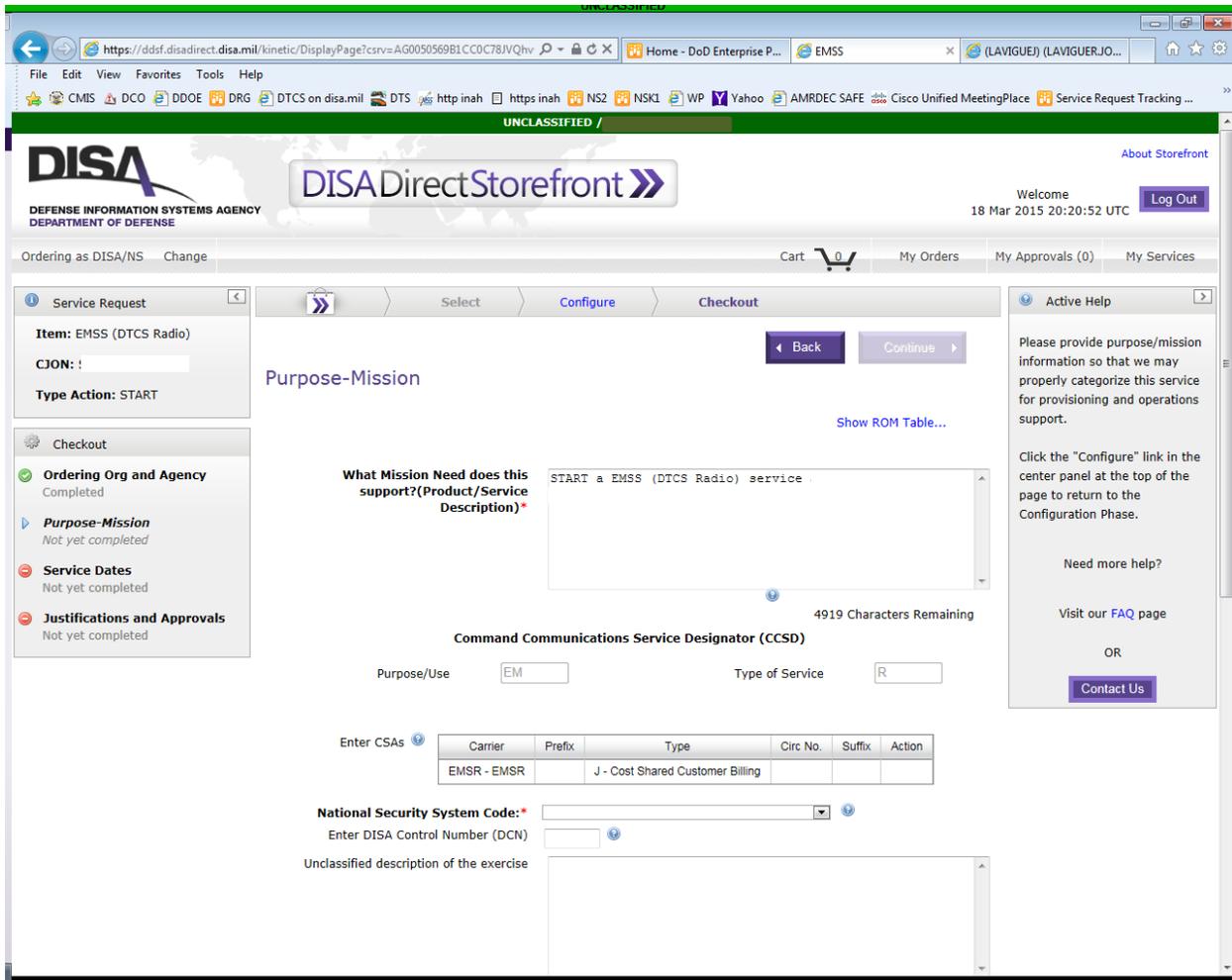


Figure 27 – Purpose/Mission

## 16.7. Service Dates

16.7.1. This page is standard across all EMSS sub-services.

16.7.2. Activation Date (Mandatory entry). Estimated lead time for service activations is 15 business days. For Equipment Only purchases, this screen will display Delivery Date only. Estimated lead time for equipment shipments is 30 calendar days; shipping dates will vary by product supplier.

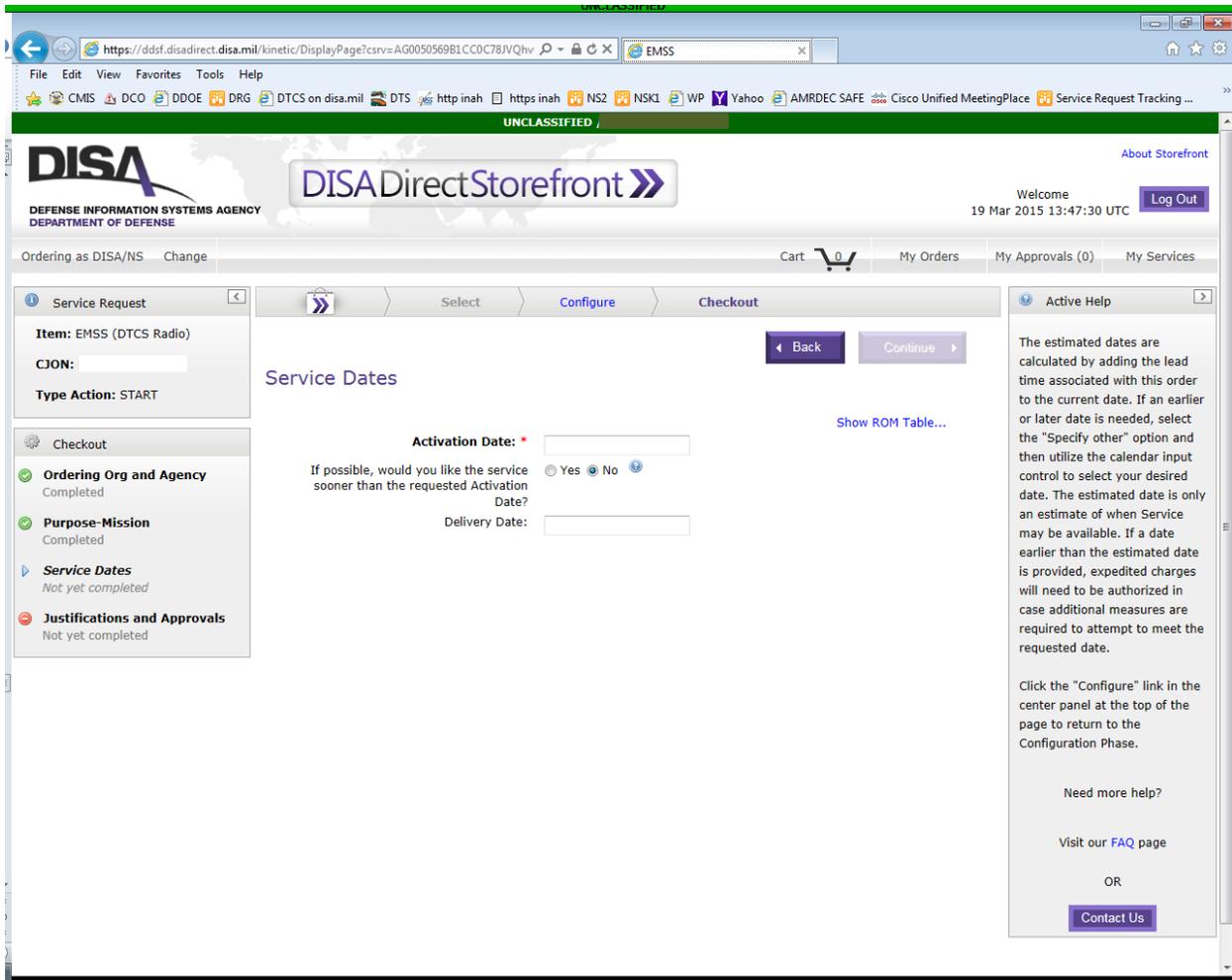


Figure 28 – Service Dates

## 16.8. Justifications and Approvals

16.8.1. This page is standard across all EMSS sub-services.

16.8.2. These entries are optional. Information may be entered to assist the approving officials in understanding and validating the requirement. The information entered on this screen is not included on the orders to the vendor.

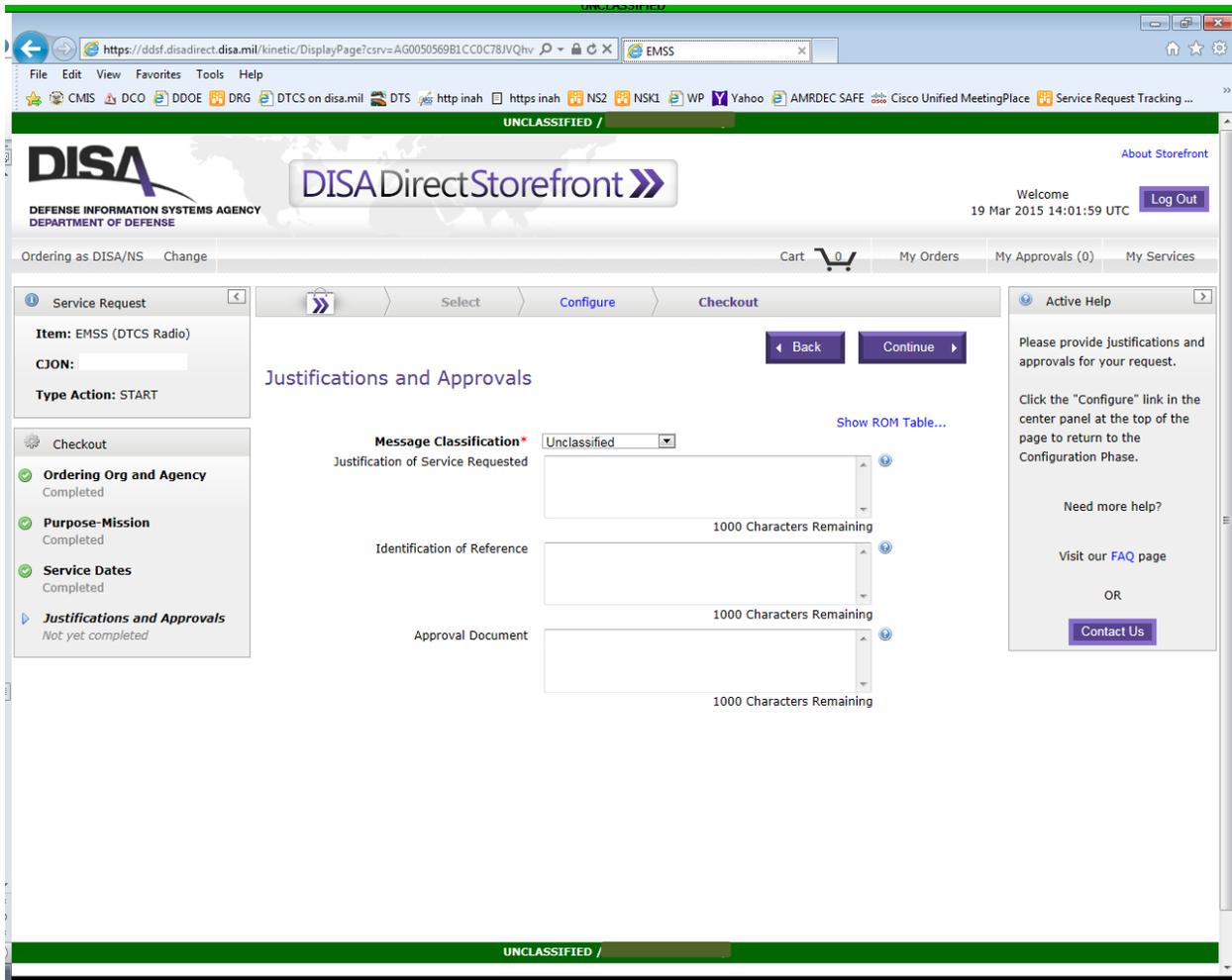


Figure 29 – Justifications and Approvals

## 16.9. Service Item Review

- 16.9.1. This page is standard across all EMSS sub-services except for Equipment Only.
- 16.9.2. This screen is provided to give the customer another chance to completely review the order.
- 16.9.3. If there are other service activation orders that relate to this order, i.e. you are submitting 5 different service activation orders, you may enter those CJONs in the Related CJON block. This information isn't required on the order, but it may be useful to the order approving officials.
- 16.9.4. You may also enter additional email addresses on this screen to provide situational awareness to those who will not normally see the order.
- 16.9.5. The "Addressing and Routing" link will display all email address that will receive a copy of the TSR and the routing and approval matrix associated with the order's PDC (entered on a later screen).

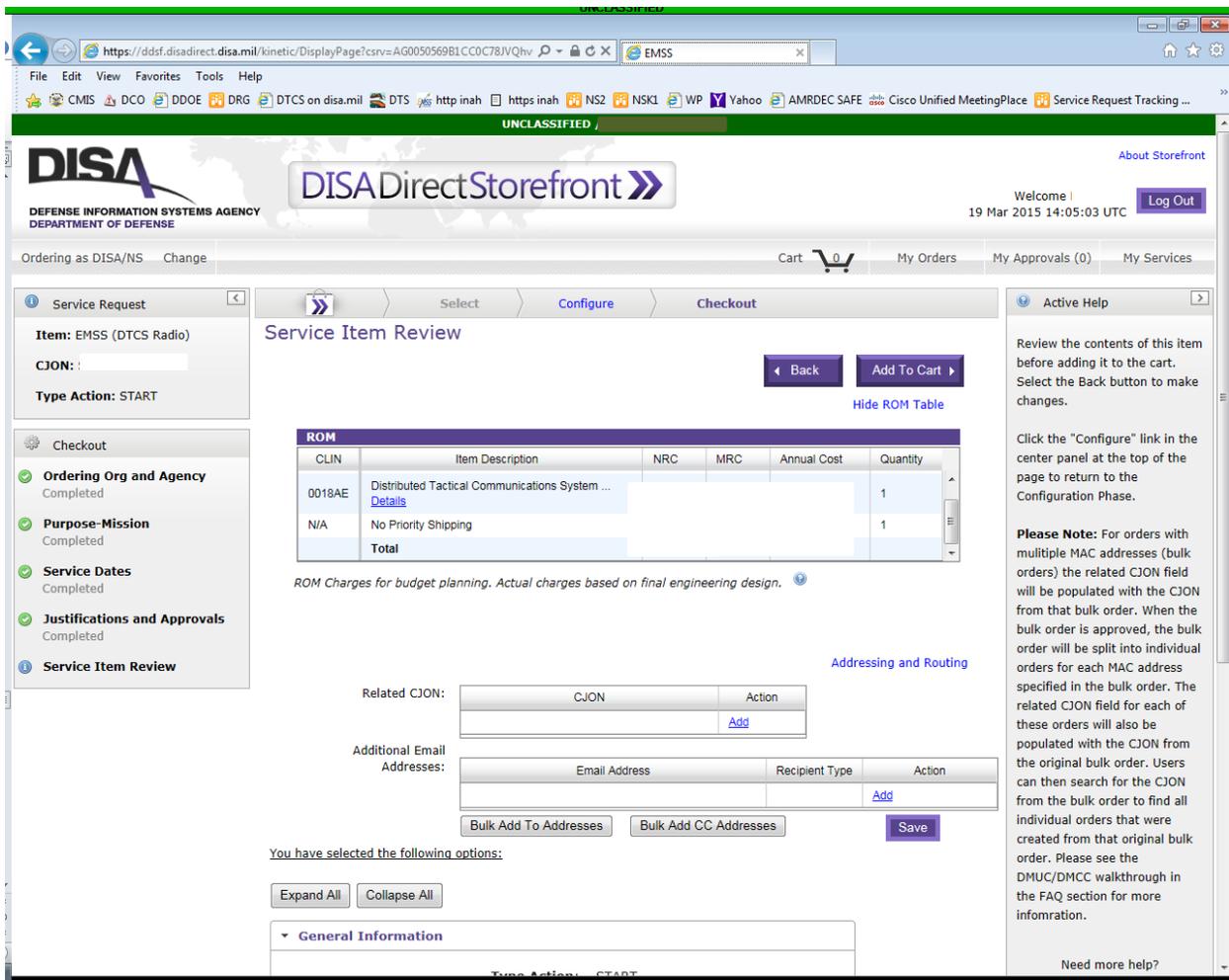


Figure 30 – Service Item Review

## 16.10. Cart

16.10.1. This page is standard across all EMSS sub-services.

16.10.2. This screen will display the CJON number and all costs associated with the order before finalizing the order.

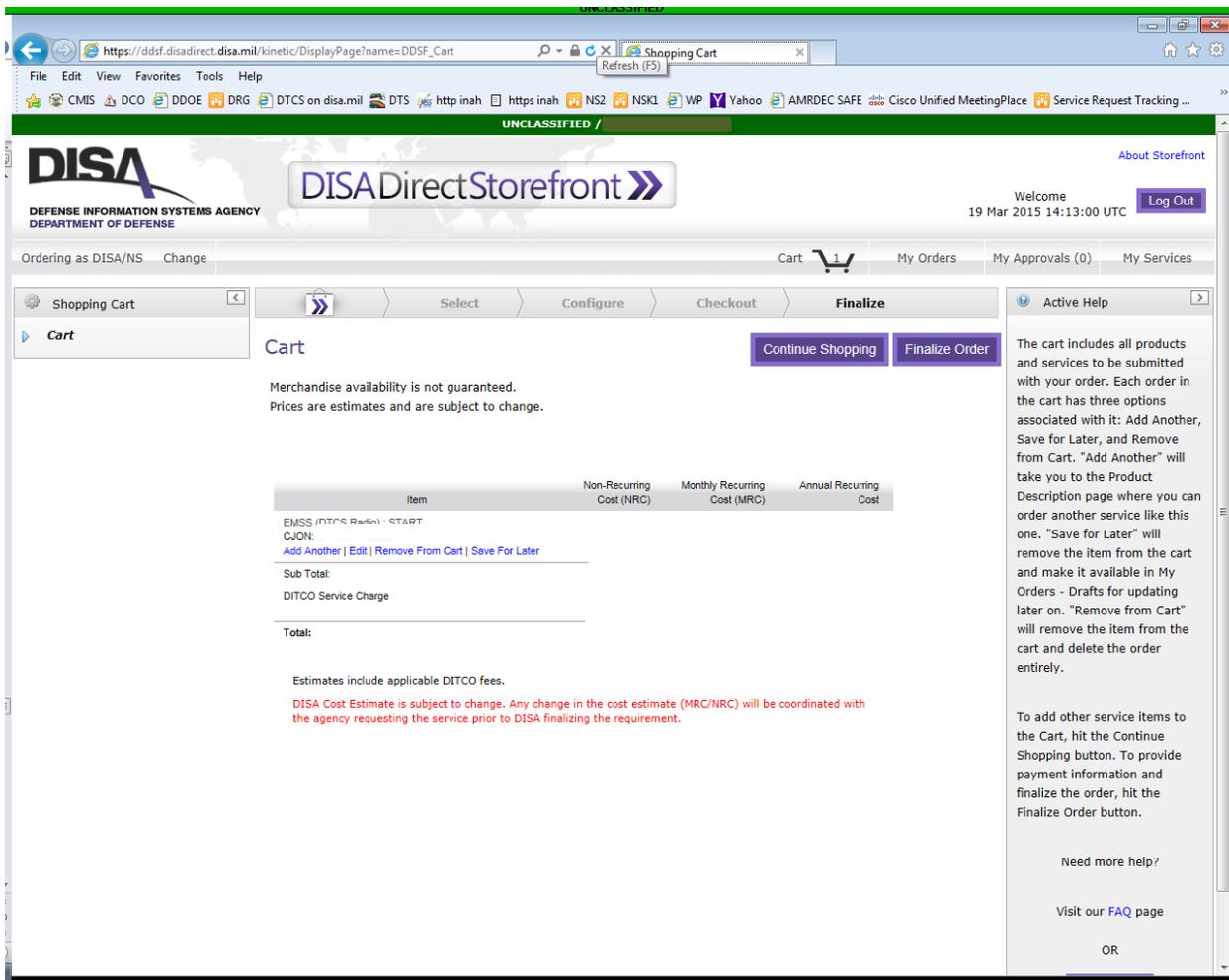


Figure 31 - Cart

## 16.11. Payment Information

16.11.1. This page is standard across all EMSS sub-services.

16.11.2. The customer will enter the funding PDC on this screen by selection check box and clicking on the Apply Funding button. After entering the PDC and selecting Save, the system will validate the PDC automatically. After clicking on Save Changes on the bottom, the customer will be able to continue to the Order Review screen.

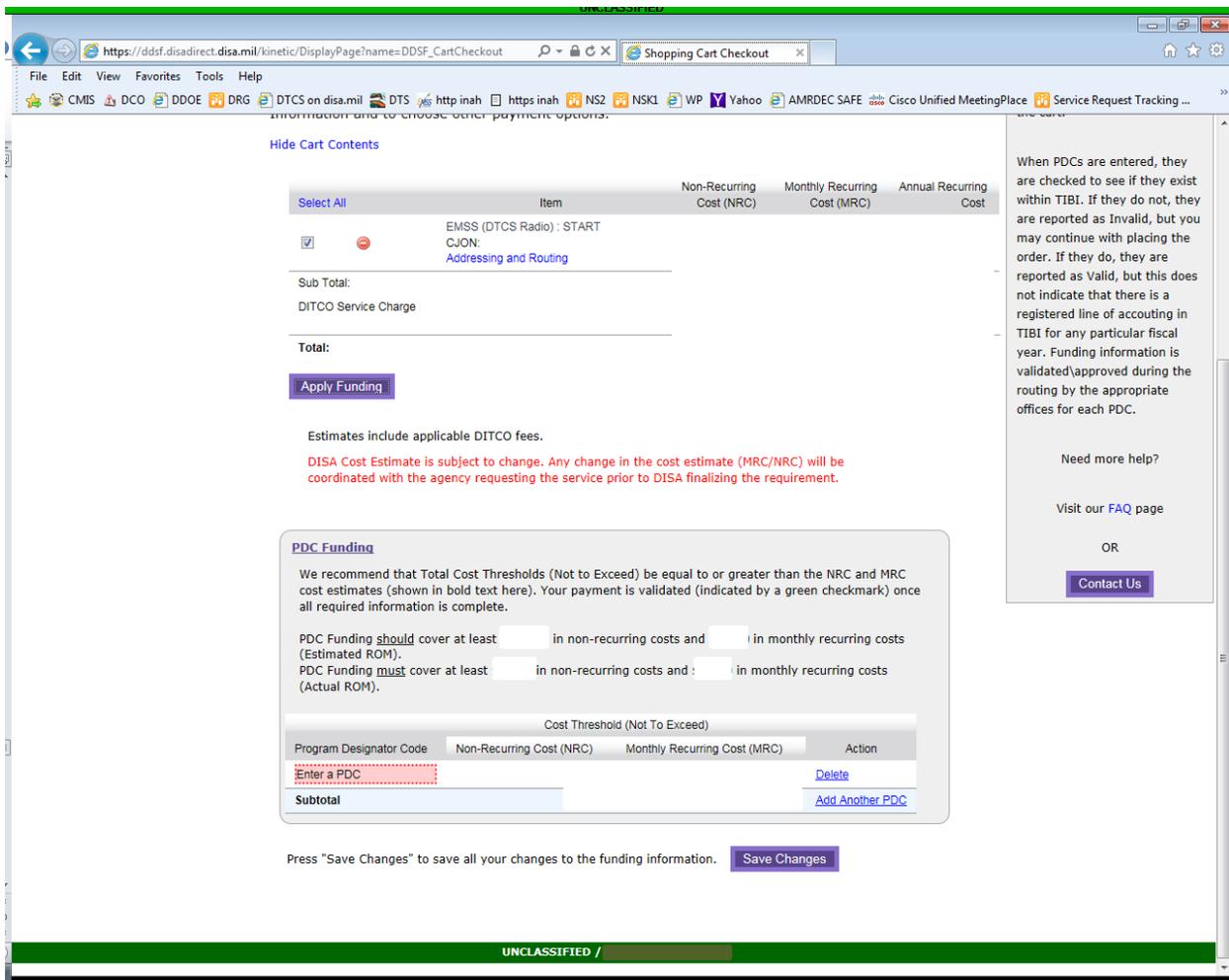


Figure 32 – Payment Information

## 16.12. Order Review

16.12.1. This page is standard across all EMSS sub-services.

16.12.2. Clicking on the Place Order button will submit the order and it will then route to the PDC's approving officials.

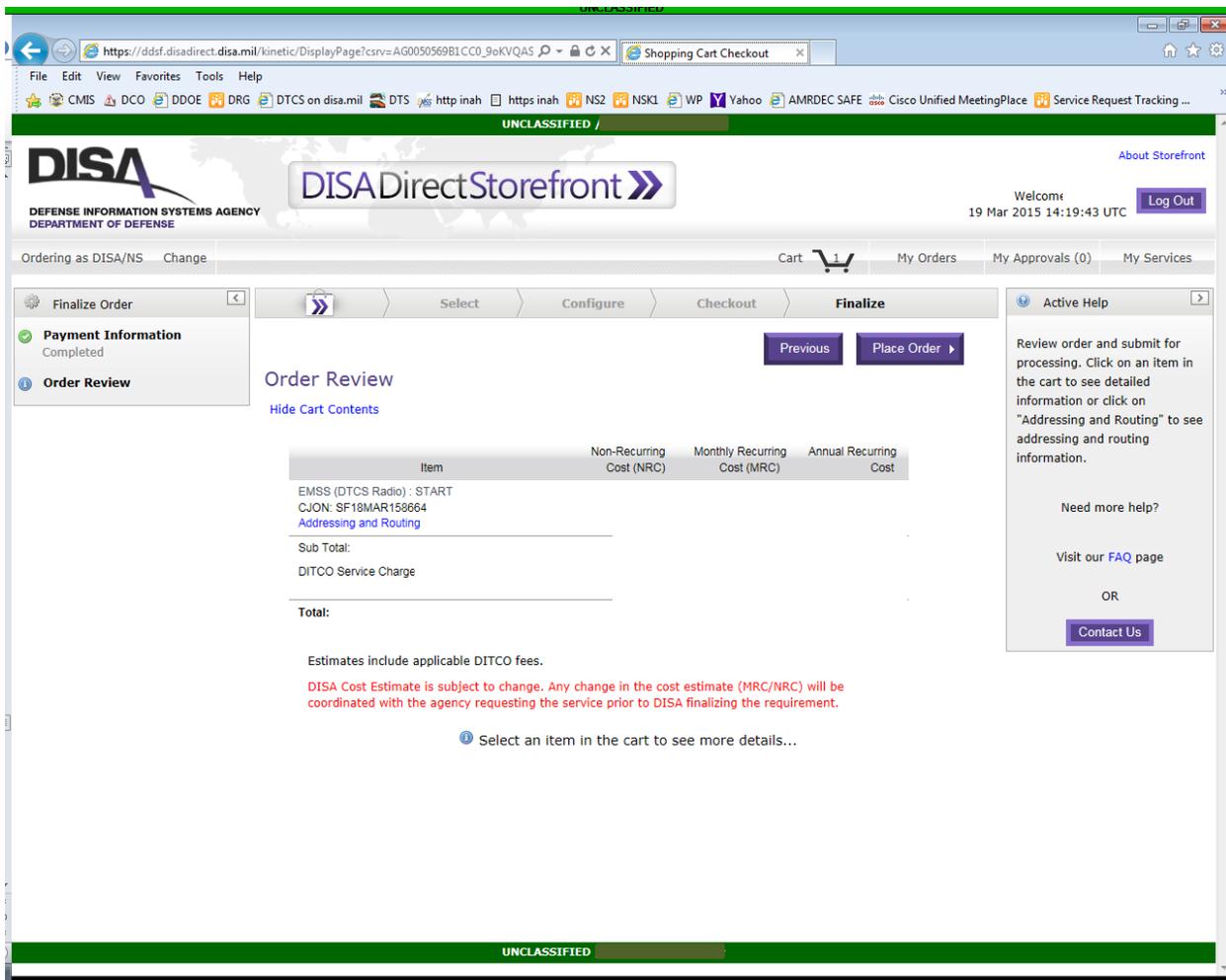


Figure 33 – Order Review

## 17. Tracking Orders in DDSF

- 17.1. Submitted and Draft Orders in DDSF can be found by clicking on “**My Orders.**” The My Orders page shows you all of the orders you have placed through Storefront.
  - 17.1.1. The **Draft** tab shows any of your orders that have not yet been submitted. Orders you are working on are automatically saved as you go, so there is no **Save as Draft** button like there is in DDOE. Available actions for orders in **Draft** are **View, Edit, Copy, or Delete.** You may also view the **Addressing and Routing** or order **History** in all four of the order tabs.
  - 17.1.2. The **In Process** tab shows any of your orders that are pending approval or fulfillment. Available actions for orders that are **In Process** are **View, Copy, Recall, Amend, or Cancel.** Submitted orders can only be recalled before all routing approvals have completed. **Amendments** and **Cancellations** can only be submitted for orders that have not yet been fulfilled.
  - 17.1.3. The **Completed** tab shows you any of your orders that have been fulfilled, and you should find a corresponding entry in the My Services page for this TSR. Available actions for orders that are in the **Completed** tab are **View** or **Copy.**

17.1.4. By default, the **Agency\Org** tab shows you orders for other members of your Agency\Org, and you may filter your orders on any of the following fields: MAC Address, Related CJON, CCSD, CJON, CSA, PDC, Service Type, Submitter, TSR, and Type Action by typing a value in the text field next to the Filter button, and then pressing that button. If you would like to find any order associated with another Agency or another organization within your Agency, first change your **Ordering As Agency\Org** from the menu. The **Agency\Org** tab will now be empty, and you may search for orders based on CJON and TSR by typing a value in the text field next to the Search button, and then pressing that button. Available actions for orders that appear in the **Agency/Org** tab are **View**, **Copy**, or **Take Ownership** or **Edit** (if in **Draft**, **Ordering**, **In Cart**, or **Recall** status).

17.1.5. Tracking orders throughout the entire system like you used to be able to do in DDOE is not yet available in DDSF.

17.2. If you are an approving official for your agency/organization, orders requiring your action will appear at the **My Approvals** link. There are three tabs: **Active**, **Completed**, and **Archived**.

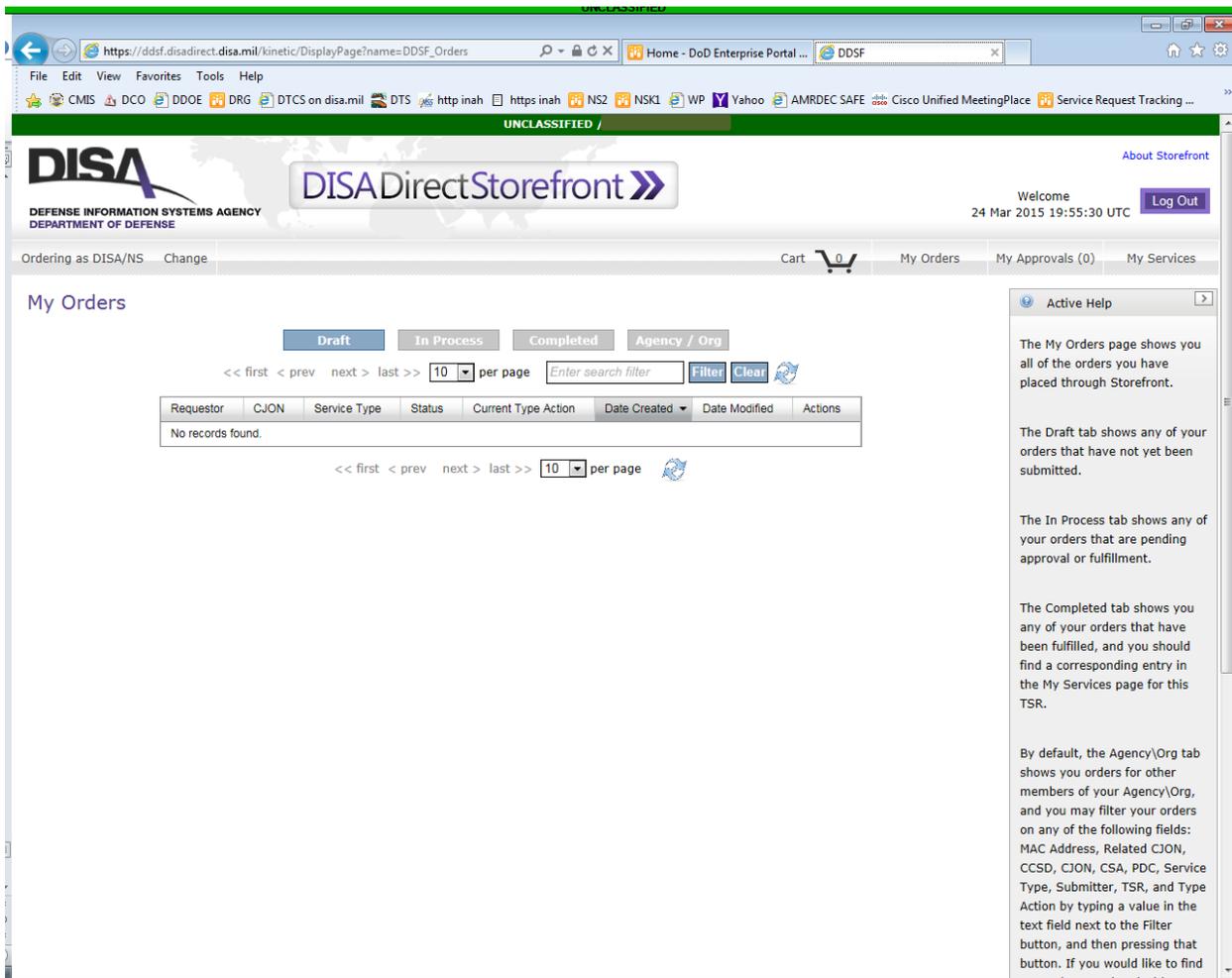


Figure 34 – Tracking orders

## 18. Customer Support

For questions concerning pricing of EMSS equipment and services, contact:

EMSS Program Office – (CML) 301-225-2800 (DSN) 375-2800  
[disa.meade.ns.mbx.emss-program-office@mail.mil](mailto:disa.meade.ns.mbx.emss-program-office@mail.mil)

DISN Global Support Center (DGSC):

CONUS only (800) 554-3476 Option 2  
Commercial (614) 692-4790 Option 2  
DSN (312) 850-4790 Option 2  
Global DSN (510) 376-3222 Option 2  
DISA.DGSC@MAIL.MIL

EMSS Customer Care Center (24/7/365):

CONUS only (877) 449-0600  
DSN (312) 282-1048  
Customer.service@gdc4s.com