

How to Order EMSS Services and Equipment

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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
 DSN 779-9591, CML 618-229-9591 Army 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
 DSN 779-9718, CML 618-229-9718 Navy 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

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 and 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

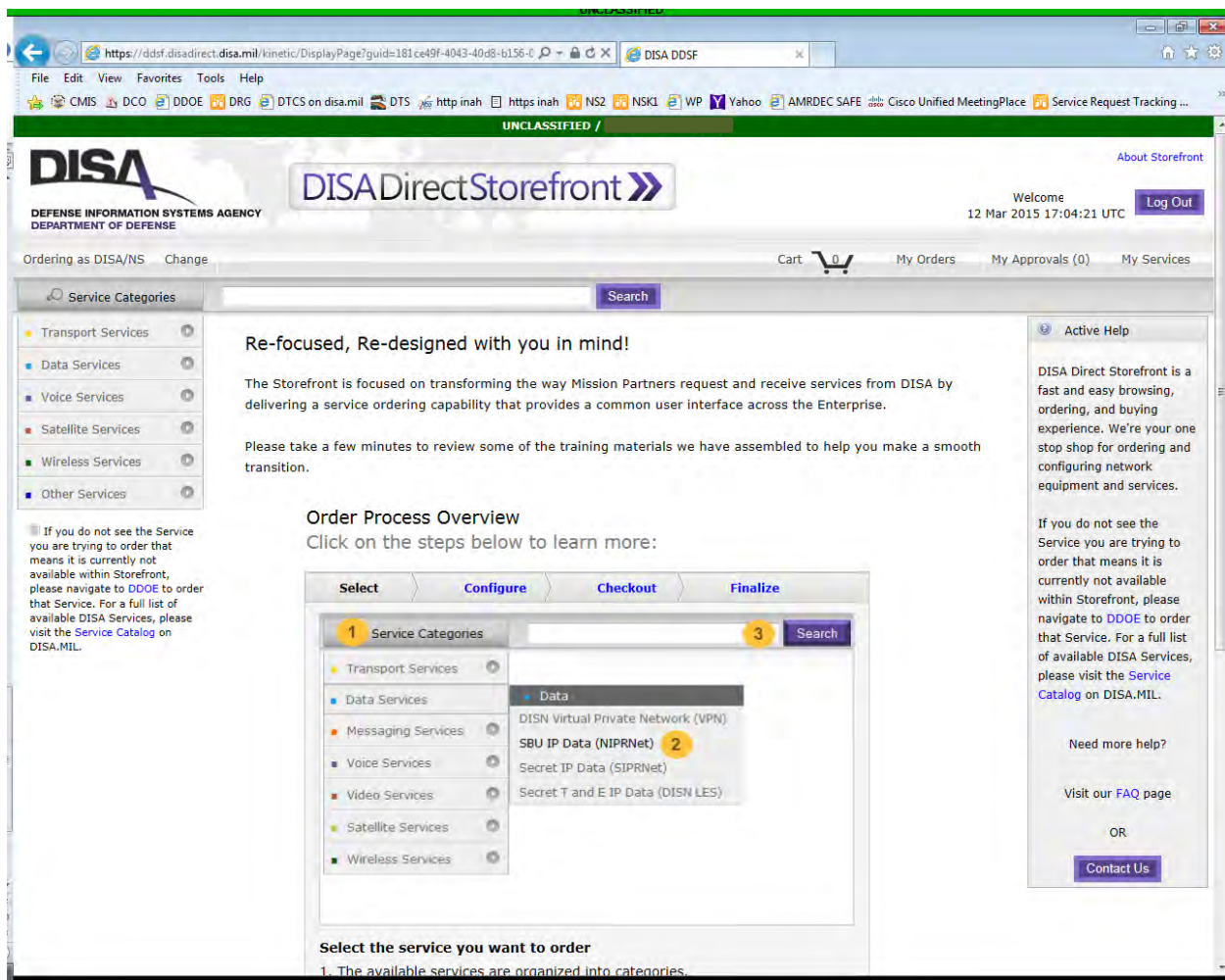


Figure 1 – DISA Direct Storefront Home Page

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.

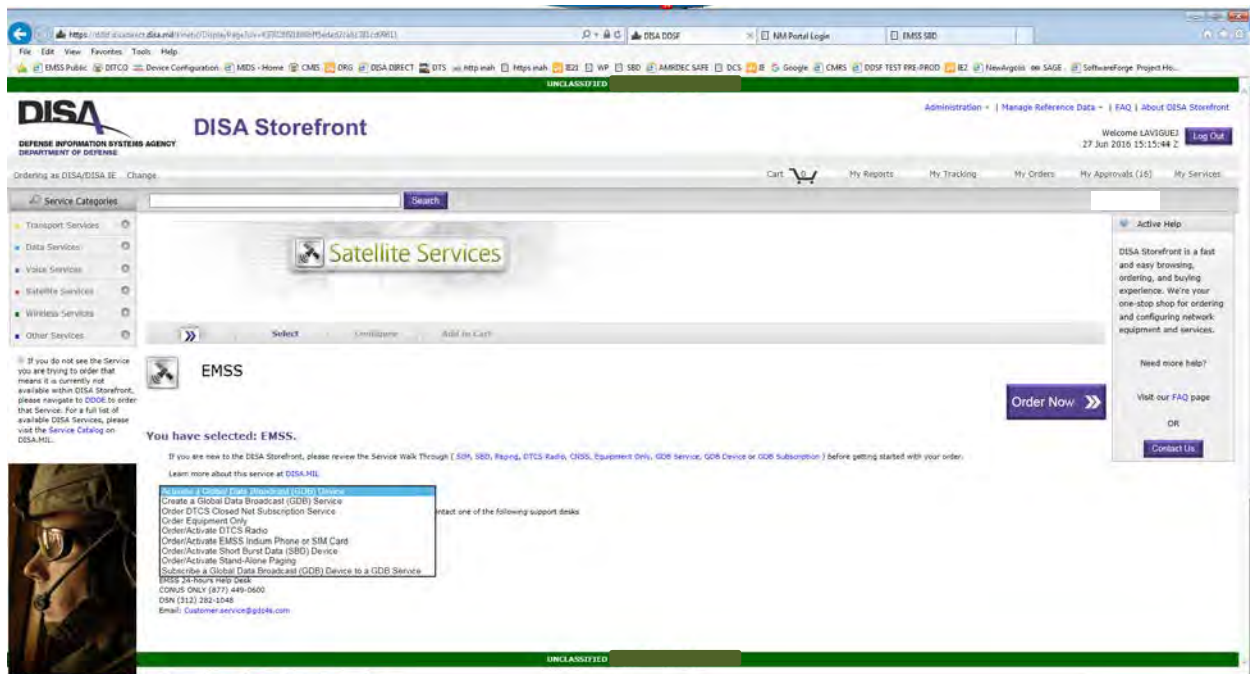


Figure 2 – EMSS Sub-Services

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.

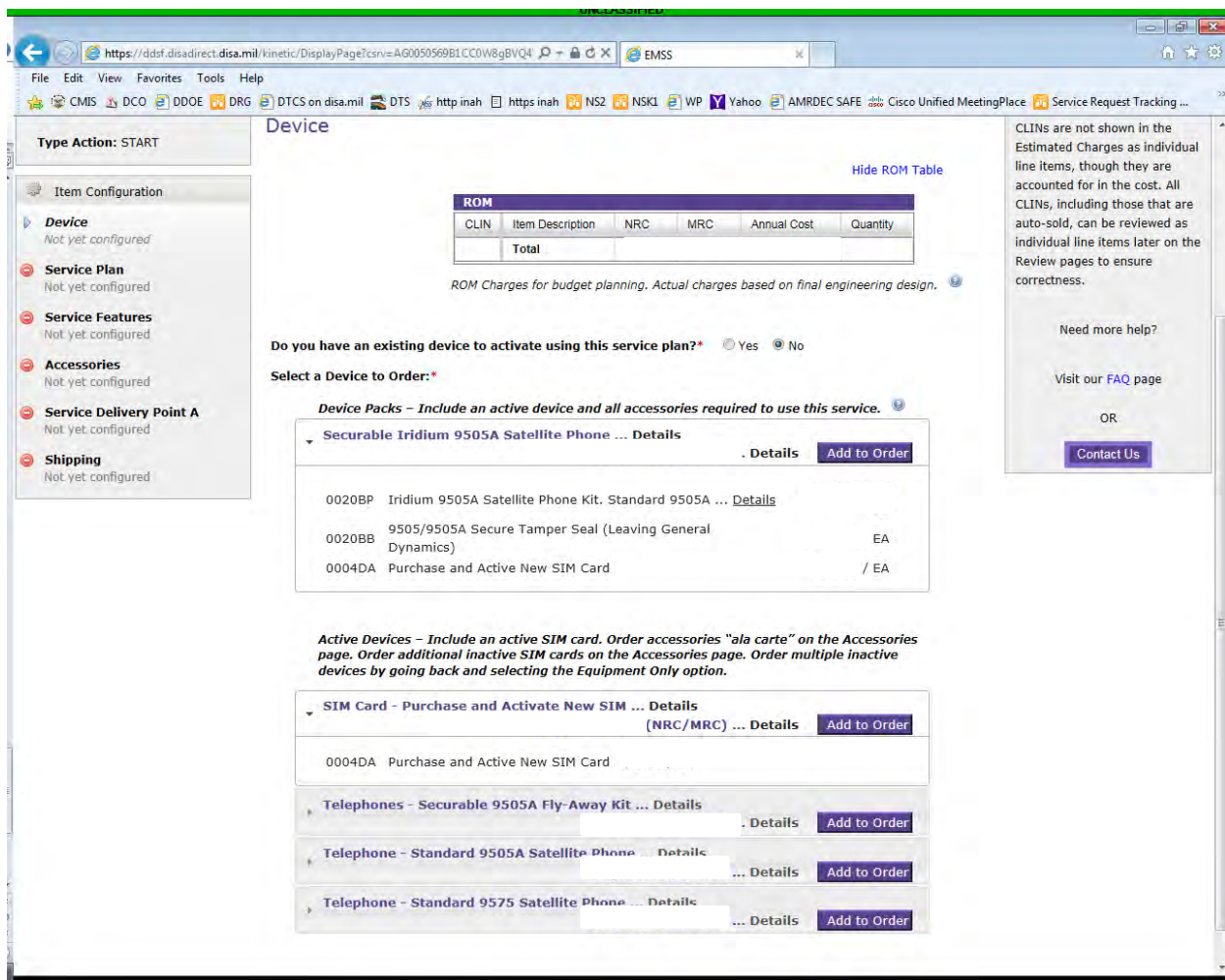


Figure 3 – Iridium Phone or SIM Card - Device

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).

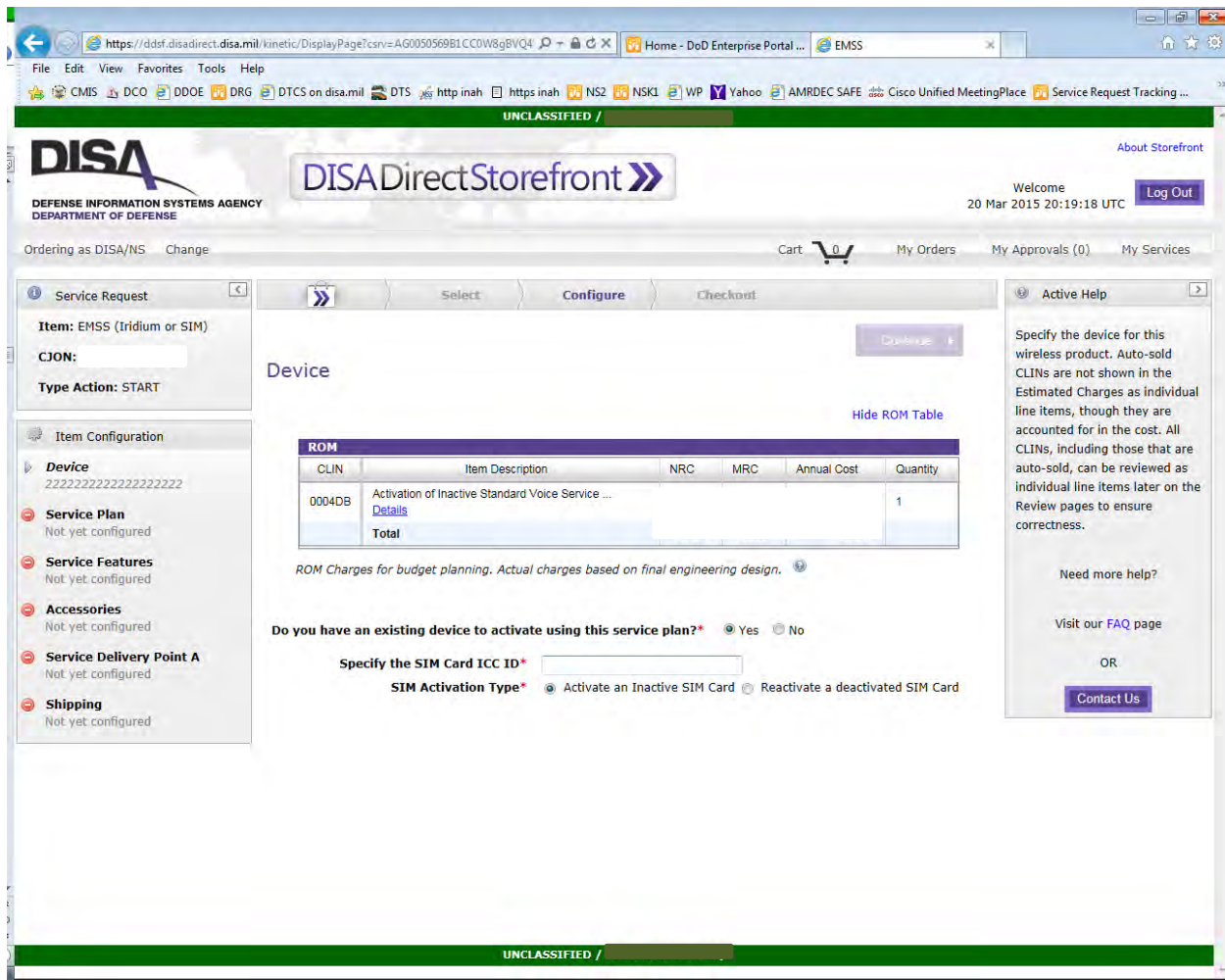


Figure 4 – Activating an existing SIM card

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.

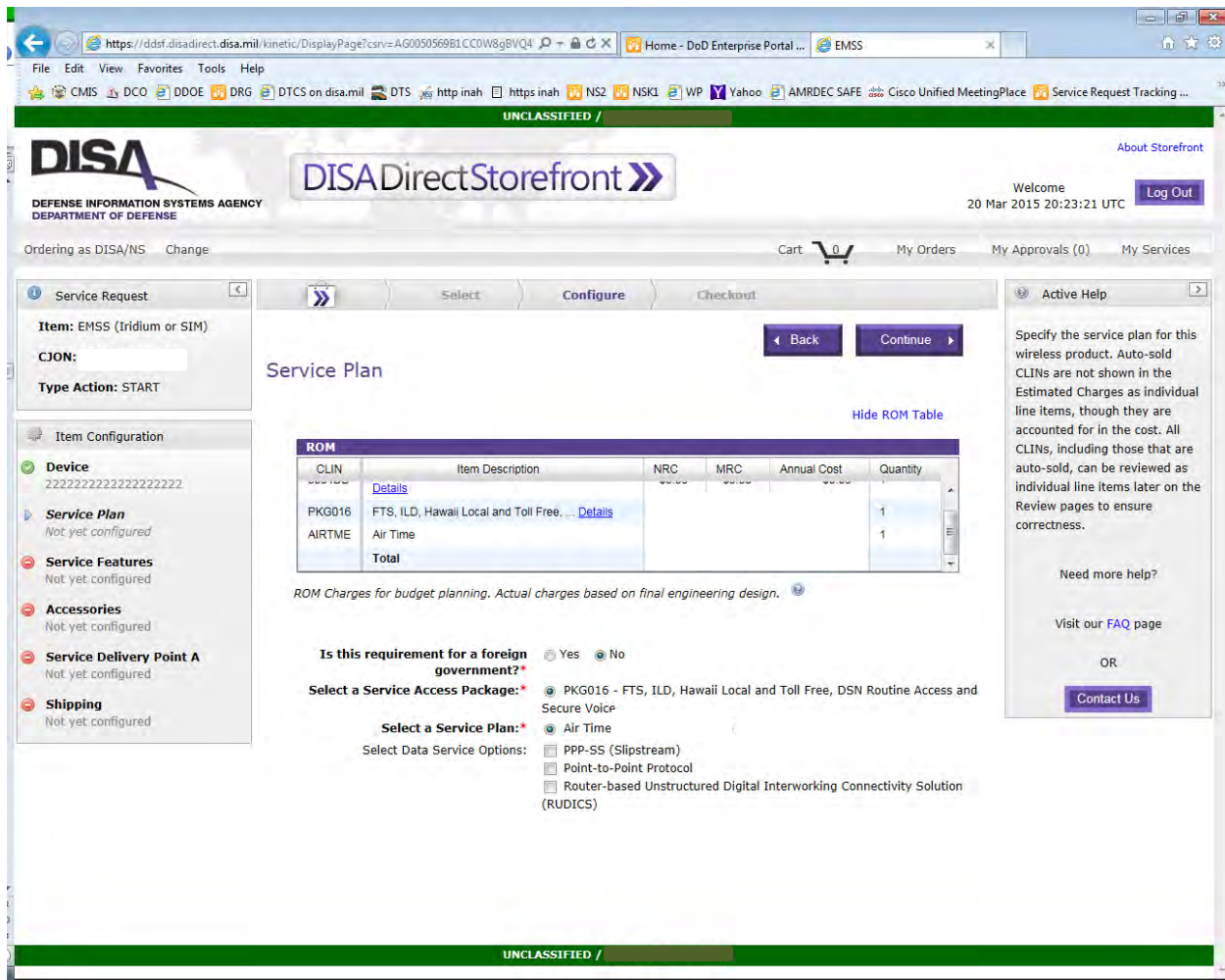


Figure 5 – SIM Card Service Plan

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.

DTCS Nets Information

Hide ROM Table

| CLIN | Item Description | NRC | MRC | Annual Cost | Quantity |
|--------|---|-----|-----|-------------|----------|
| 0018AM | DTCS Closed-Net Subscription Service Activation ... | | | | 1 |
| 0005AF | DTCS Closed-Net Subscription Service | | | | 1 |
| Total | | | | | |

ROM Charges for budget planning. Actual charges based on final engineering design.

New or Existing Domain? *

Domain name: *

Special requirements: *

Select the Primary Domain Admin POC *

Choose POCs

Create a new POC

OR

Search for a POC

The "Name" search field works as follows: If 'James' were entered (without the quotation marks), James Madison and Mark Jameson would both be returned because the text 'James' is found in either the first name or the last name (or both). If multiple values are input, Storefront will search the first name for the first value and the last name for the second value. For example, if 'Jess James' were entered, Jessica Jameson and Jesse James would both be returned. Searching in this field is not case-sensitive.

The "Location" search field works as follows: Any text entered into that field will be matched against the location name, street address, city, state, zip code, or country. The text entered is not case-sensitive. If you put a city and a state (e.g., "Flagstaff, AZ") that entire text must match one of the fields previously listed, as the city and state will not be extracted separately from your search string.

Organization: AND/OR

Name: AND/OR Location:

Search

Figure 6 – DTCS Closed-Net Subscription Net Information

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

- 10.1 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.

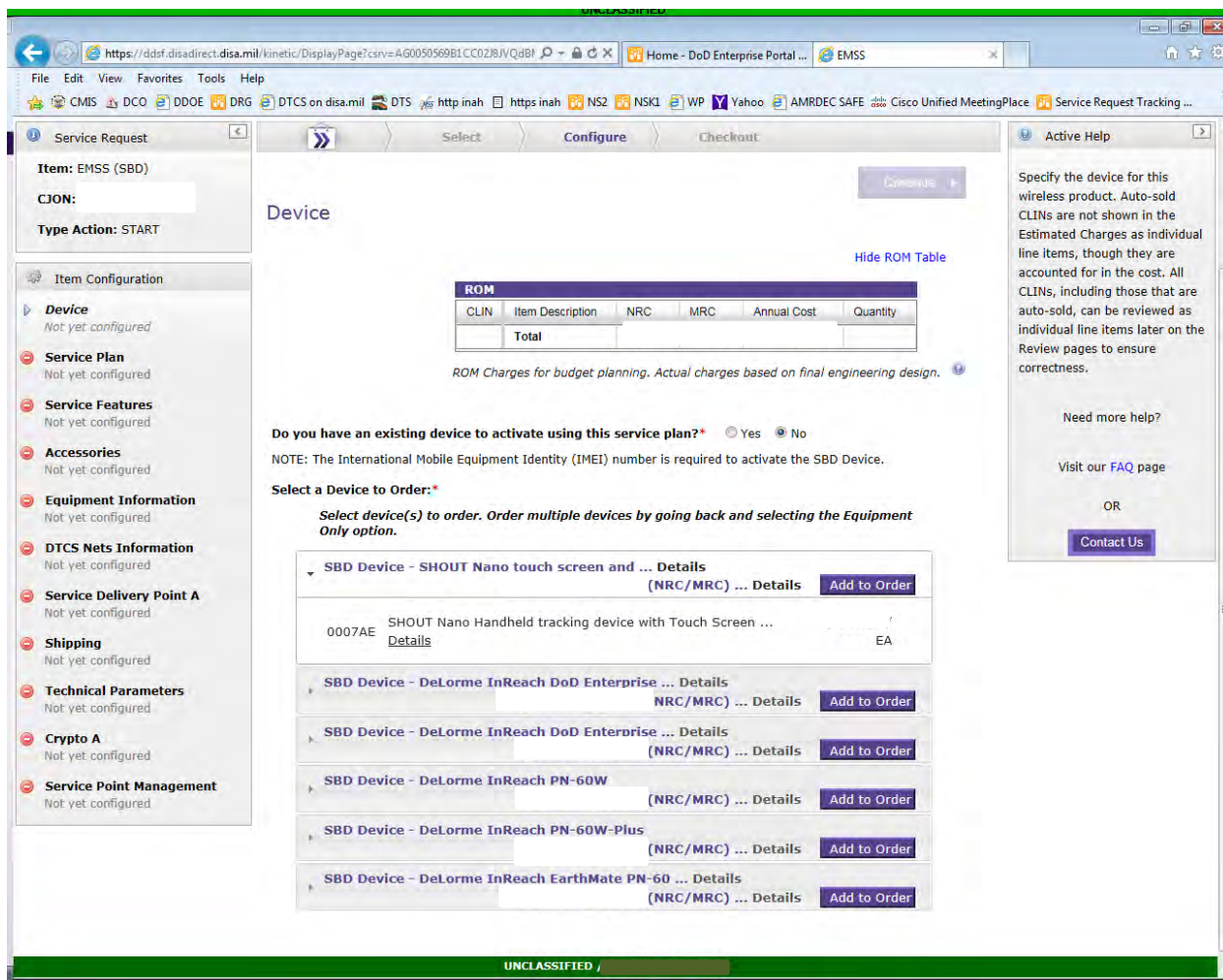


Figure 7 – EMSS Sub-Service – Short Burst Data (SBD) Devices and Service

11. EMSS Sub-Service: Order Equipment Only

- 11.1. 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).
- 11.2. 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.
- 11.3. 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).

- 11.4. 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 an additional charge is for a quantity of 50 item increments.

12. Common Screens Across all EMSS Sub-Services

12.1. Accessories

12.1.1. 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.

Service Request

Item: EMSS (DTCS Radio)

CJON:

Type Action: START

Item Configuration

- Device: Configured
- Service Plan: 0003AF - Multicast Services - Stand Alone
- Service Features: Configured
- Accessories: Not yet configured
- Service Delivery Point A: Not yet configured
- Shipping: Not yet configured

Accessories

Hide ROM Table

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

ROM Charges for budget planning. Actual charges based on final engineering design.

Do you need to order additional accessories? ☐ Yes ☒ No

Need more help?

Visit our [FAQ](#) page

OR

[Contact Us](#)

Figure 8— Adding Accessories

12.2. Service Delivery Point A

12.2.1. 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.

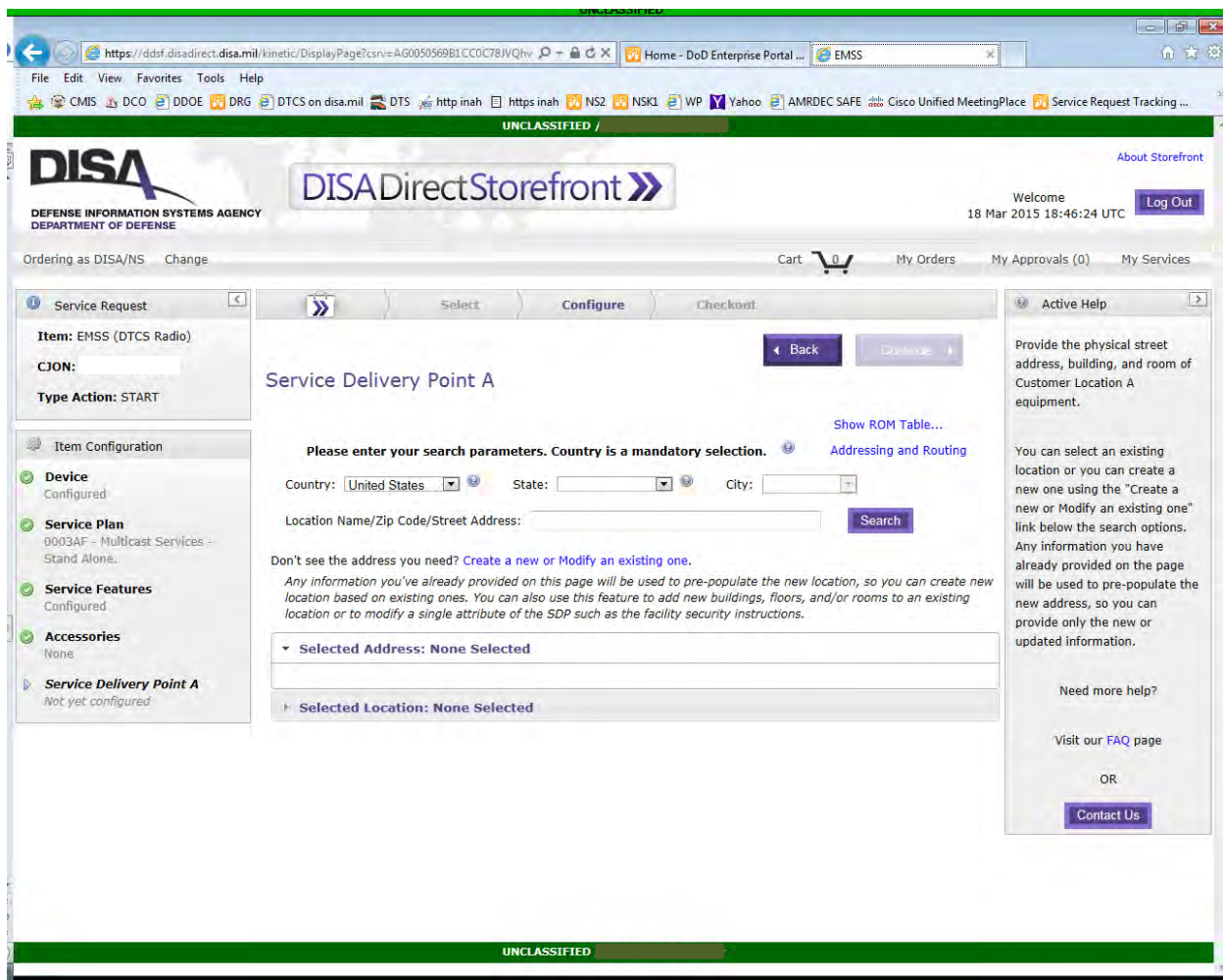


Figure 9 – Service Delivery Point A

12.3. Shipping

12.3.1. 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.

12.3.2. 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.

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https://ddsf.disadirect.disa.mil/kinetic/DisplayPage?csrv=A00050569B1CC0C78/JQhw

Home - DoD Enterprise P... EMSS (LAVIGUER) (LAVIGUERJO...

File Edit View Favorites Tools Help

CMS DCO DDOE DRG DTCS on disa.mil DTS http inah https inah NS2 NSK1 WP Yahoo AMRDEC SAFE Cisco Unified MeetingPlace Service Request Tracking ...

Service Request

Item: EMSS (DTCS Radio)

CJON:

Type Action: START

Item Configuration

Device Configured

Service Plan 0003AF - Multicast Services - Stand Alone.

Service Features Configured

Accessories None

Service Delivery Point A

Review Page

Select Configure Checkout

Back Continue

Shipping

Hide ROM Table

| CLIN | Item Description | NRC | MRC | Annual Cost | Quantity |
|--------|--|-----|-----|-------------|----------|
| 0003AF | Multicast Services - Stand Alone. | | | | 1 |
| 0018AE | Distributed Tactical Communications System ... | | | | 1 |
| N/A | No Priority Shipping | | | | 1 |

ROM Charges for budget planning. Actual charges based on final engineering design.

Select Shipping Option:

☒ No Priority Shipping :
☐ Priority Shipping (Equipment Orders). Limit 50 units per shipment. Shipped 5 days after receipt of order. -
☐ Priority Shipping (Equipment Orders). Limit 50 units per shipment. Shipped 24 hours after receipt of order. - 4

Shipping Address: *

☒ Ship To SDP A ☐ Select Shipping Address

Selected Address: undefined

Shipping POC: *

☒ Ship To Me ☐ Select/Create Ship To POC

Selected POC: Mr.

Shipping Instructions:

500 Characters Remaining

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Active Help

Specify the shipping options for this product.

Need more help?

Visit our [FAQ](#) page

OR

[Contact Us](#)

Figure 10- Shipping

12.4. Review Page

12.4.1. 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.

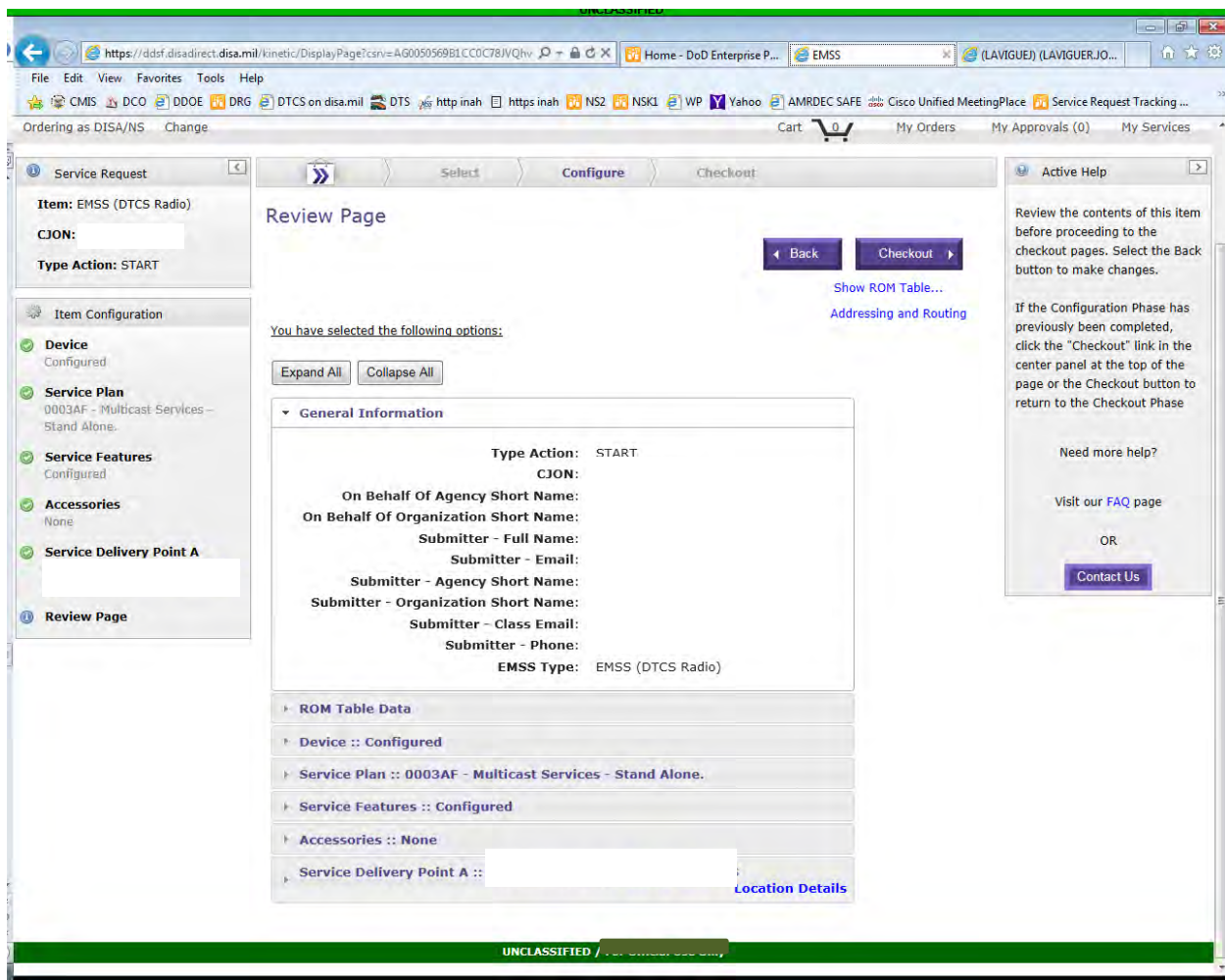


Figure 11 – Review Page

12.5. Ordering Org and Agency

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

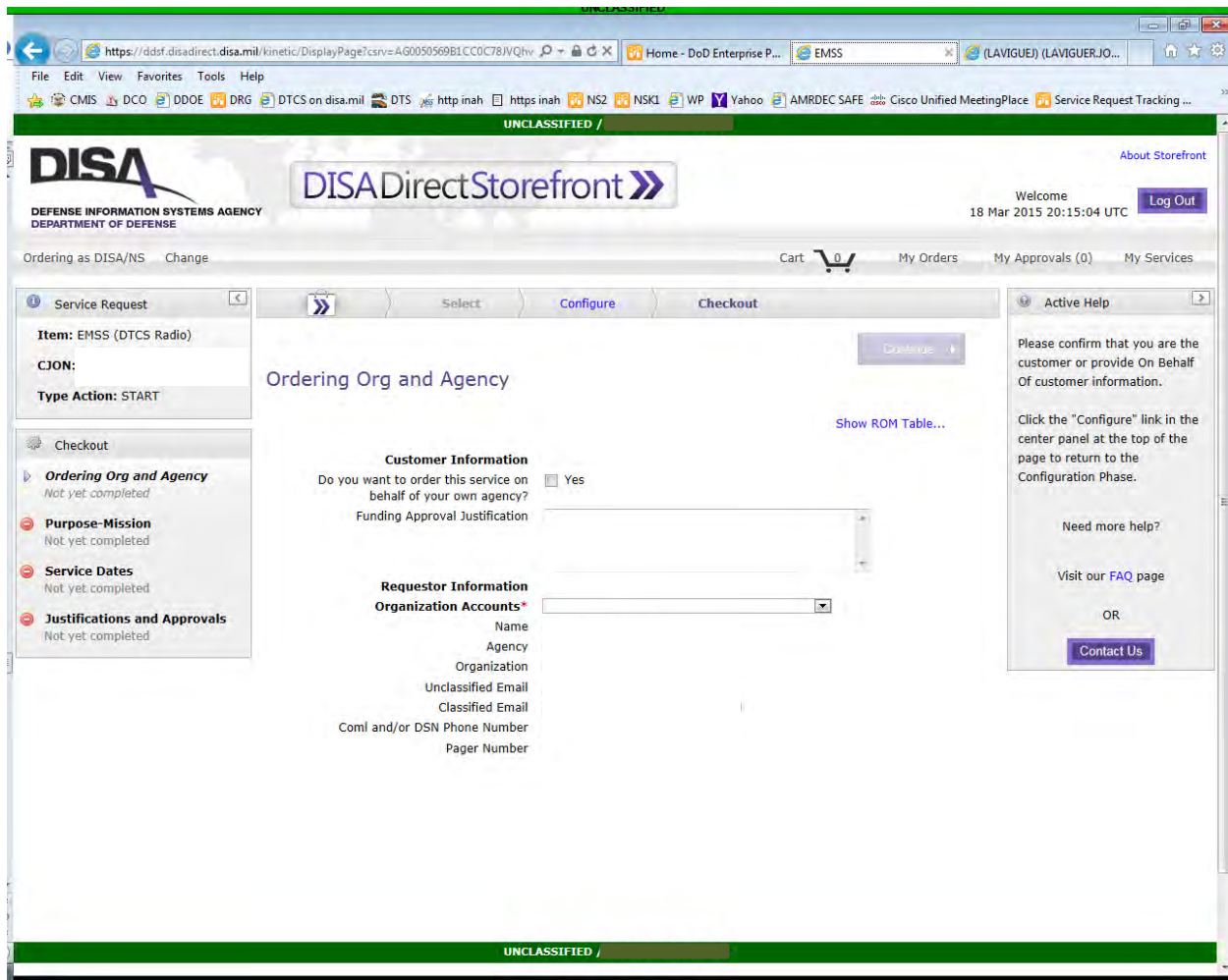


Figure 12 – Ordering Organization and Agency

12.6. Purpose-Mission

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

12.6.2. 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.

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DISA
DEFENSE INFORMATION SYSTEMS AGENCY
DEPARTMENT OF DEFENSE

DISA DirectStorefront

Welcome
18 Mar 2015 20:20:52 UTC [Log Out](#)

Ordering as DISA/NS [Change](#) [Cart](#) [My Orders](#) [My Approvals \(0\)](#) [My Services](#)

Service Request

Item: EMSS (DTCS Radio)
CJON: :
Type Action: START

Checkout

Ordering Org and Agency
Completed

Purpose-Mission
Not yet completed

Service Dates
Not yet completed

Justifications and Approvals
Not yet completed

Purpose-Mission

[Show ROM Table...](#)

What Mission Need does this support?(Product/Service Description)*

START a EMSS (DTCS Radio) service

4919 Characters Remaining

Command Communications Service Designator (CCSD)

Purpose/Use Type of Service

Enter CSAs

| Carrier | Prefix | Type | Circ No. | Suffix | Action |
|-------------|--------|----------------------------------|----------|--------|--------|
| EMSR - EMSR | | J - Cost Shared Customer Billing | | | |

National Security System Code: *

Enter DISA Control Number (DCN)

Unclassified description of the exercise

Active Help

Please provide purpose/mission information so that we may properly categorize this service for provisioning and operations support.

Click the "Configure" link in the center panel at the top of the page to return to the Configuration Phase.

Need more help?

Visit our [FAQ](#) page

OR

[Contact Us](#)

Figure 13 – Purpose/Mission

12.7. Service Dates

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

12.7.2. Activation Date (Mandatory entry). Estimated lead time for service activations is 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.

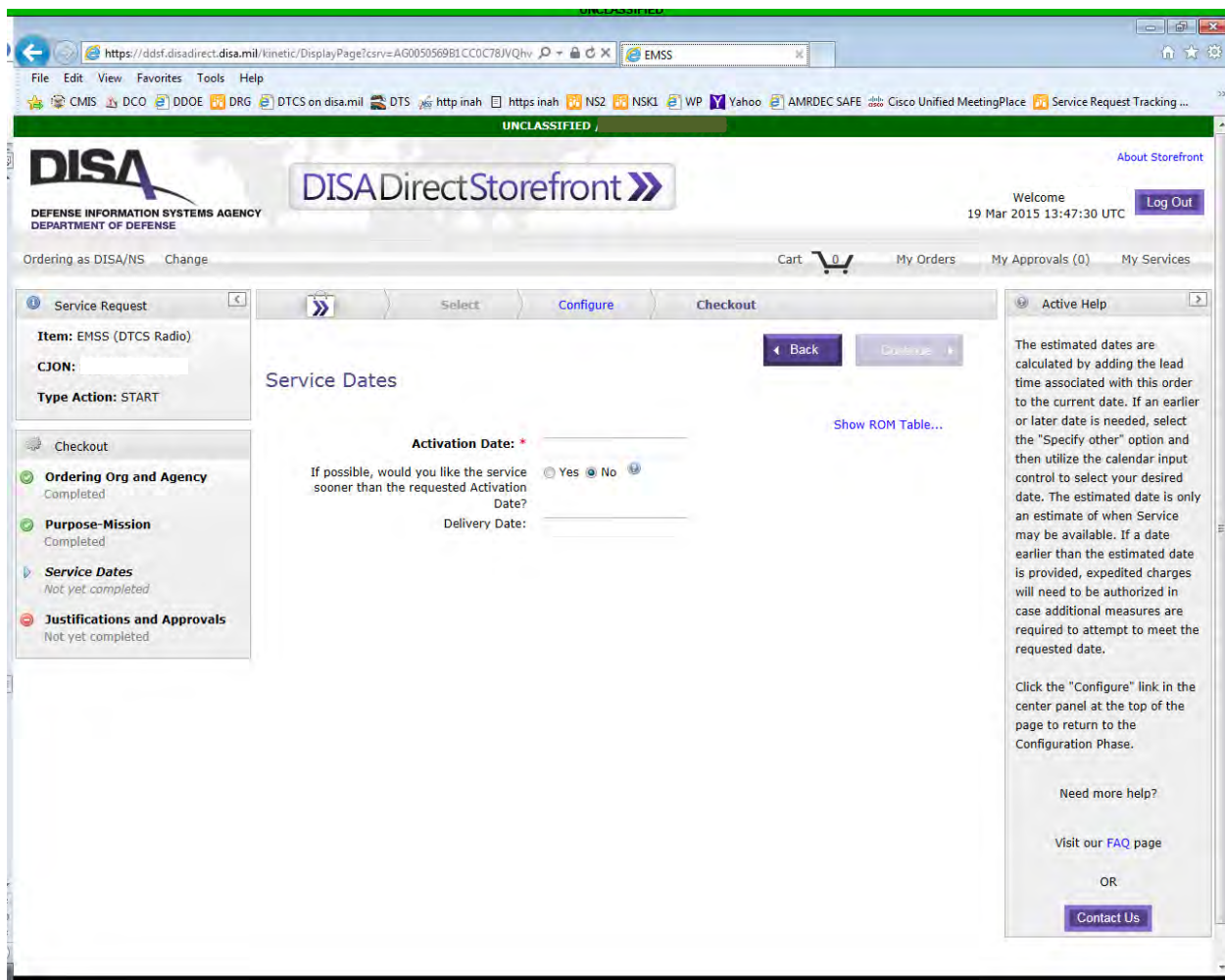


Figure 14– Service Dates

12.8. Justifications and Approvals

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

12.8.2. 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 15 – Justifications and Approvals

12.9. Service Item Review

- 12.9.1. This page is standard across all EMSS sub-services except for Equipment Only.
- 12.9.2. This screen is provided to give the customer another chance to completely review the order.
- 12.9.3. 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.
- 12.9.4. You may also enter additional email addresses on this screen to provide situational awareness to those who will not normally see the order.
- 12.9.5. 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).

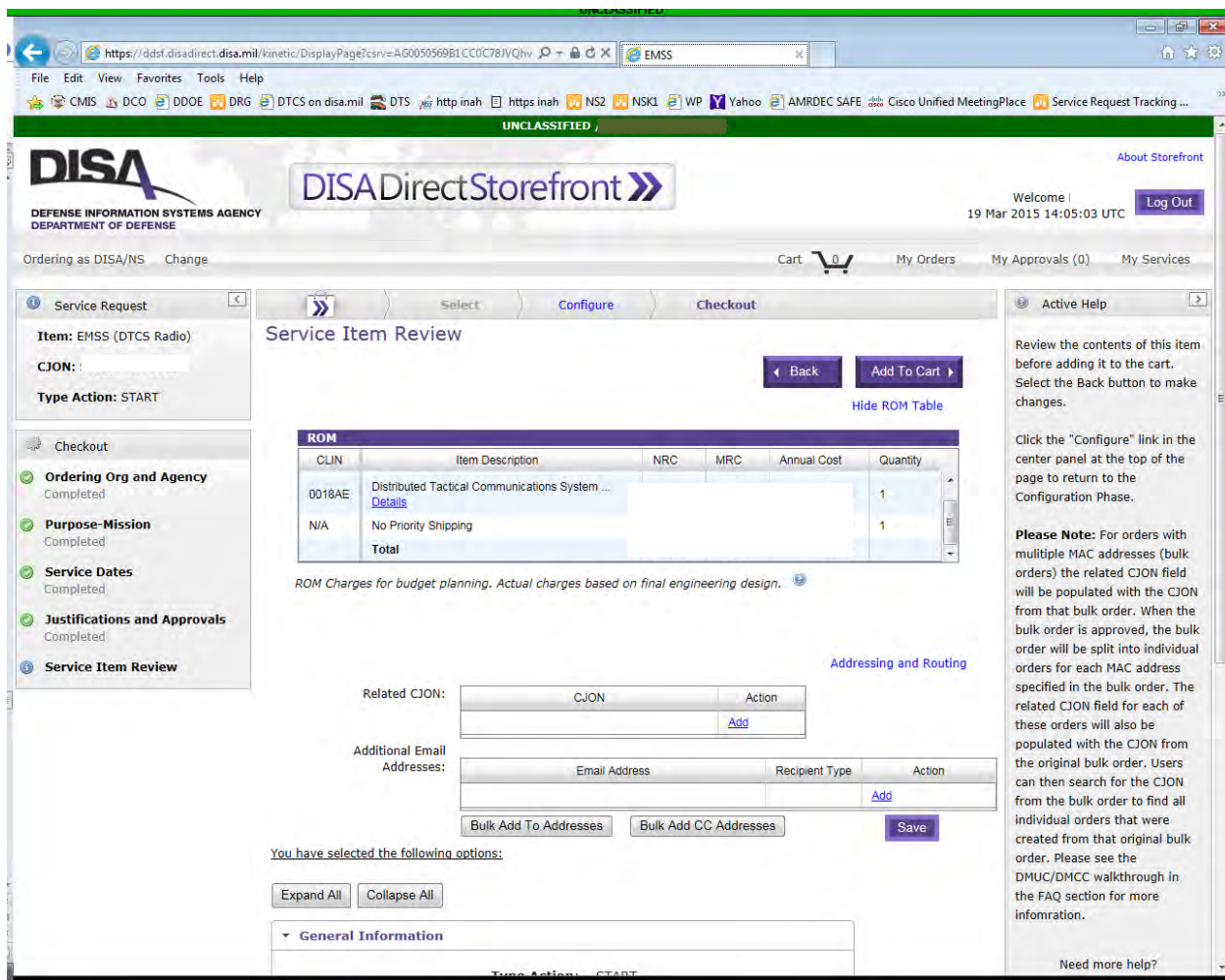


Figure 16 – Service Item Review

12.10. Cart

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

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

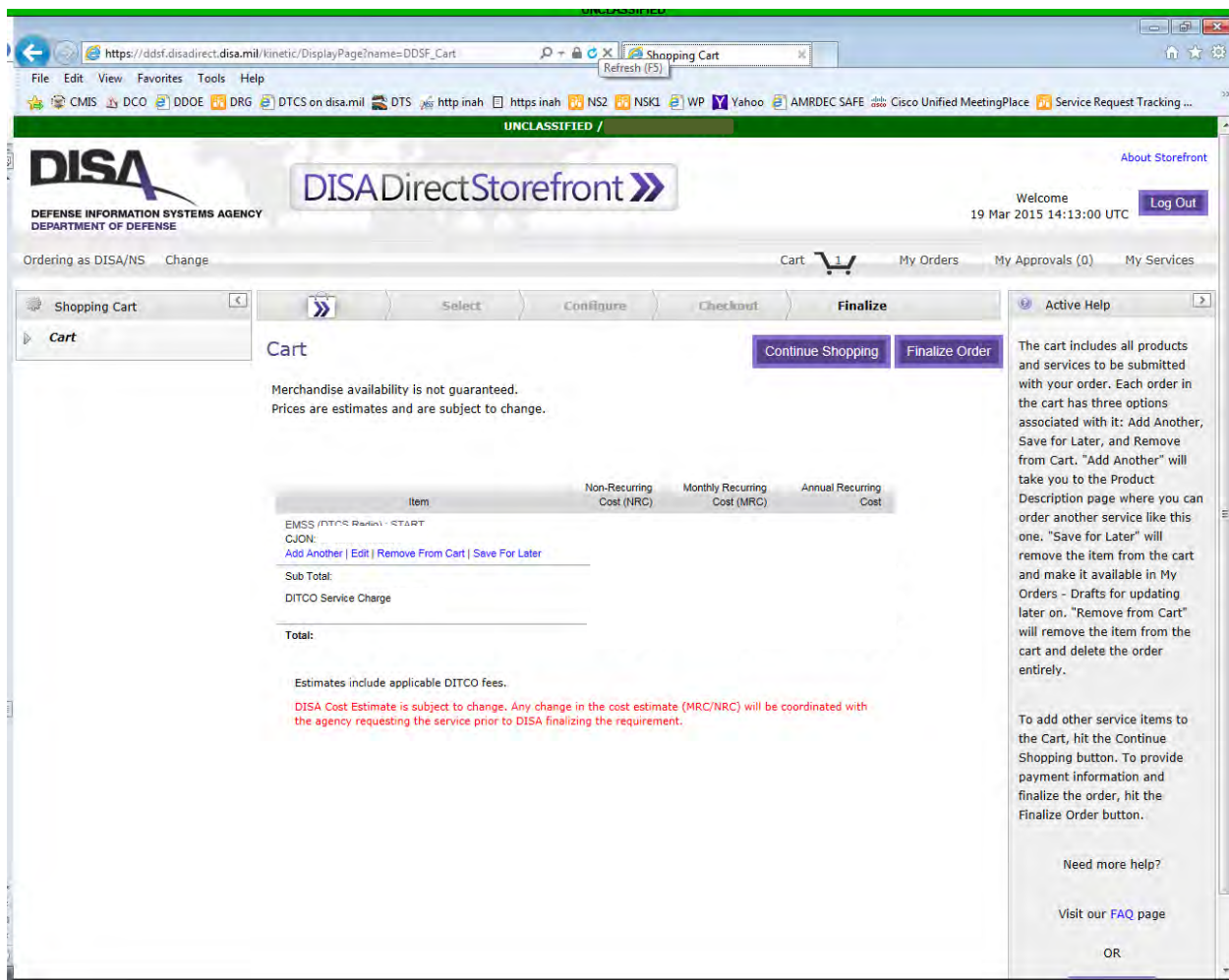


Figure 17 - Cart

12.11. Payment Information

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

12.11.2. 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.

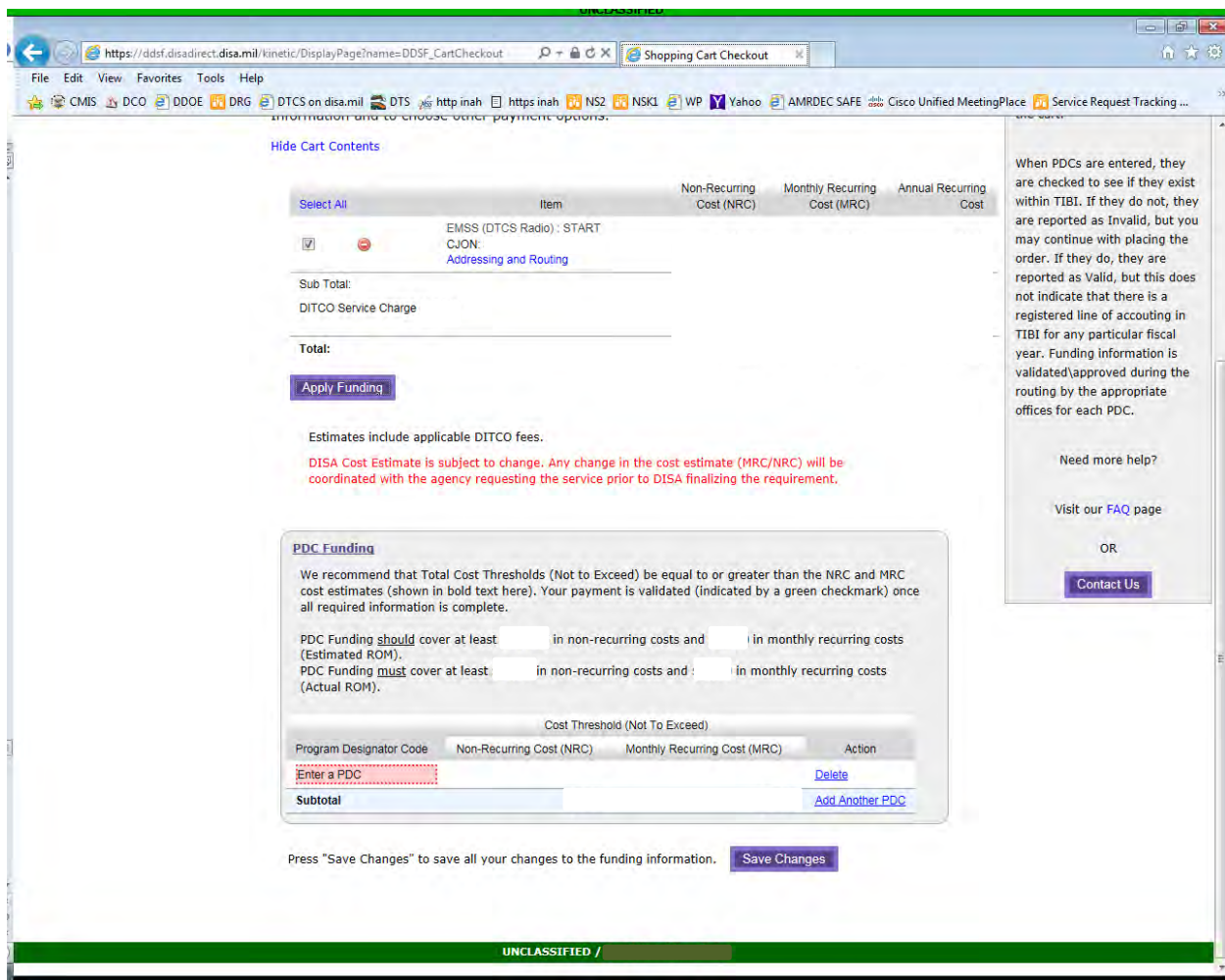


Figure 18 – Payment Information

12.12. Order Review

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

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

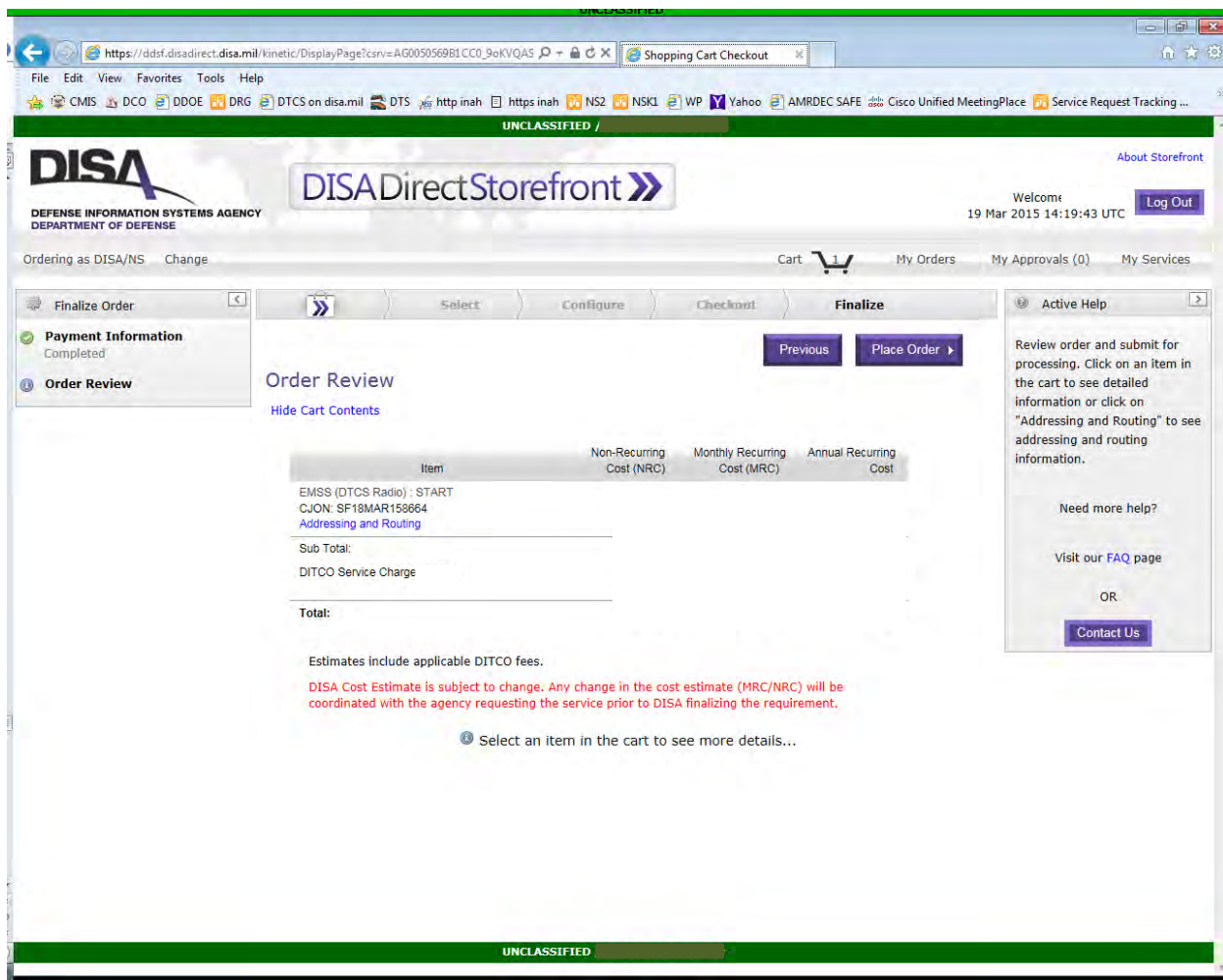


Figure 19 – Order Review

13. Tracking Orders in DDSF

- 13.1. 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.
 - 13.1.1. 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.
 - 13.1.2. 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.
 - 13.1.3. 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**.

13.1.4. 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).

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

13.2. 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**.

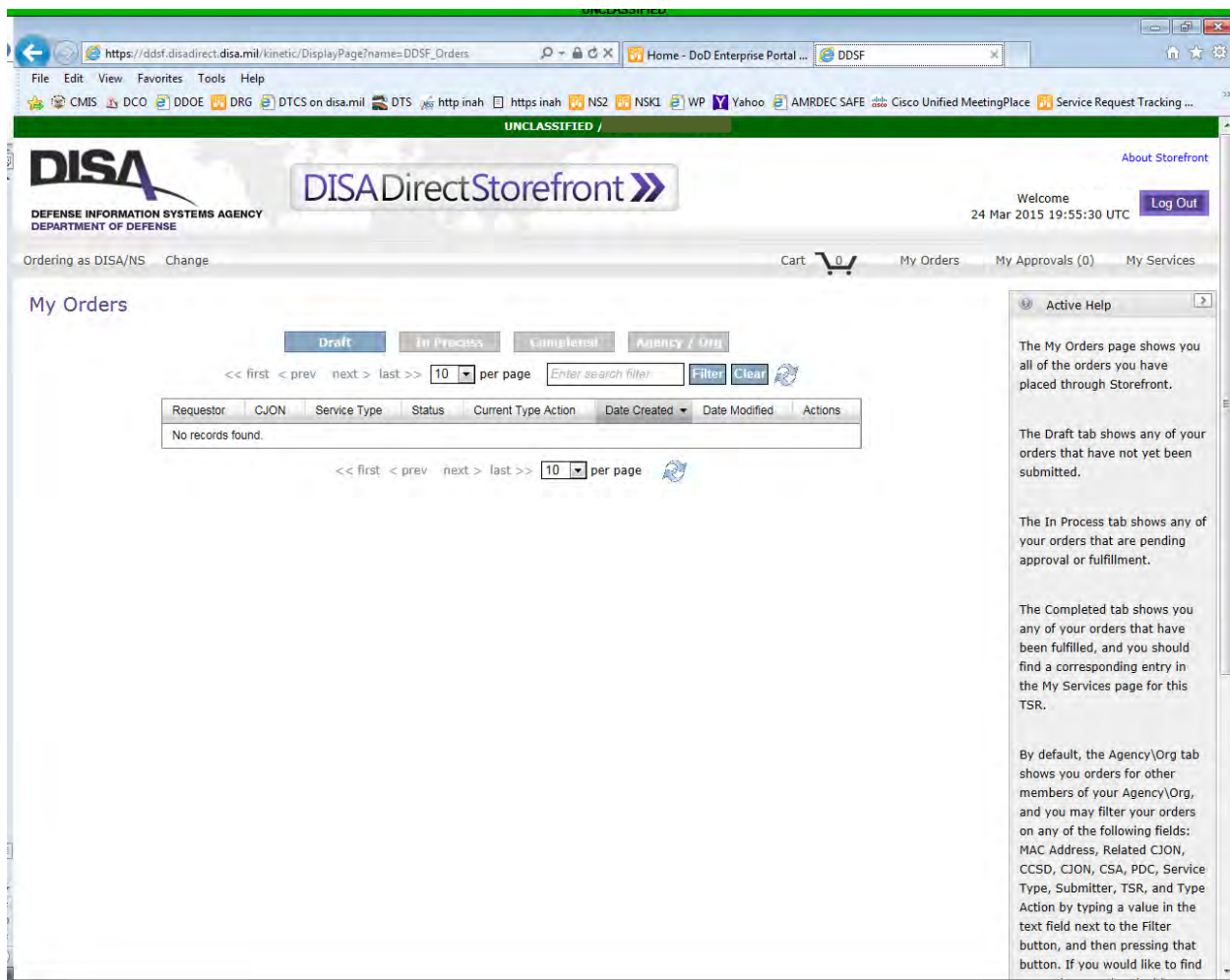


Figure 20 – Tracking orders

14. 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

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