



FEMA

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What is the FEMA Tender of Service Program?

- ❖ Establishes the terms, conditions, and business rules for how FEMA and Transportation Service Providers (TSPs) work together in support of FEMA's mission
- ❖ Separate from GSA's Tender of Service Program
- ❖ Cargo moves via all modes of transportation: air, maritime, rail & motor freight

www.fema.gov/transportation-programs

Note: **ALL** TSPs – including those who have worked with FEMA in the past – must register with the FEMA Tender of Service Program to be eligible for future work with FEMA



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LSCMS Account Access for Transportation Service Providers (TSPs)

- ❖ The Logistics Supply Chain Management System (LSCMS) is the internet based software system that FEMA uses to manage certain transportation functions
- ❖ Two levels of LSCMS access for TSPs:
 - ❖ Document Upload - Allows TSPs to upload documents to LSCMS for FEMA review
 - ❖ Logistics Gateway – Allows TSPs to provide timely, updated information regarding FEMA shipments including trailer/container number, trailer license number, delivery status, and other information

LSCMS Account Access for Transportation Service Providers (TSPs)

Document Upload Requirements

- ❖ LSCMS User Request Form & System Rules of Behavior and User Security Agreement (submit to: FEMA-Transportation-Programs@fema.dhs.gov)
- ❖ LSCMS System Administrators will email username & password
- ❖ At least one user from each TSP needs Document Upload access to obtain and maintain eligibility for the FEMA Tender of Service Program
- ❖ More than one user from each TSP may request access if desired

LSCMS Account Access for Transportation Service Providers (TSPs)

Logistics Gateway Requirements

- ❖ LSCMS User Request Form & System Rules of Behavior and User Security Agreement (submit to FEMA-Transportation-Programs@fema.dhs.gov if not already completed previously)
- ❖ **TSP must already be a FEMA-Approved TSP** for users to be granted access to Logistics Gateway
- ❖ Complete online training and pass final test with a score of 80% or higher
- ❖ Email Certificate of Completion to:
FEMA-LSCMS-USER-ACCOUNTS@fema.dhs.gov
- ❖ LSCMS System Administrators will notify user once access has been granted
- ❖ At least one user from each TSP needs Logistics Gateway access; more than one user from each TSP may request access if desired



LSCMS Account Access for Transportation Service Providers (TSPs)

To Obtain LSCMS Access for Additional Users at Your Organization

- ❖ LSCMS User Request Form & System Rules of Behavior and User Security Agreement (submit to: FEMA-Transportation-Programs@fema.dhs.gov)
- ❖ Specify in your email which access is needed (Document Upload, Logistics Gateway, or both)

To Remove LSCMS Access From Users at Your Organization

- ❖ Send an email to FEMA-Transportation-Programs@fema.dhs.gov with the user's full name and reason for removing access (no longer an employee, etc.)



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How to keep a LSCMS-Cloud Account Active?

- ❖ All users should be prompted to change password every 90 days
 - ❖ Failure to change password results in an expired password
- ❖ All users must log in once every 35 days
 - ❖ Federal Risk and Authorization Management Program (FedRAMP) Cyber security best practices
- ❖ Failure to log in once every 35 days disables your LSCMS-Cloud account
- ❖ User email notification starts 7 day prior to account disablement

How to reenable LSCMS-Cloud account?

- ❖ Submit an email with all pertinent information to the FEMA Enterprise Service Desk
 - ❖ **HLPFEMAFEMA-Enterprise-Service-Desk@fema.dhs.gov**
- ❖ Email Contents:
 - ❖ Subject: LSCMS (e.g. account disabled, unable to log-in or password expired)
 - ❖ Carrier / Company Name
 - ❖ Requester's Full Name
 - ❖ Contact Phone Number
 - ❖ Point of Contact (POC)
- ❖ FEMA help desk will assign an Incident Number (e.g. INC000005555555) to use as reference until issue resolution



For More Information

[LSCMS Account Help \(passwords, reactivation\)](#)

FEMA Enterprise Service Desk: 1-888-457-3362

HLPFEMAFEMA-Enterprise-Service-Desk@fema.dhs.gov

[FEMA Tender of Service Program Website](#)

www.fema.gov/transportation-programs

[General Questions](#)

FEMA-Transportation-Programs@fema.dhs.gov



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