U.S.AIR FORCE

Air Force Way



Vendor Guide

Version 4.0.3.5

Release # \$170812

AUGUST 17, 2017

AFLCMC/HICB 201 East More Drive Maxwell AFB, Gunter Annex, AL 36114

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1. Introduction

The AFWay Vendor Guide is provided as a complement to the AFWay User Guide. Information covered in the AFWay Vendor Guide is specific to the Vendor's needs. Basic user instructions like registration can be found in the AFWay User Guide. Contact the Field Assistance Service (FAS) Team 5 at COMM: 334-416-5771 or DSN 596-5771 options 1, 5, 5 if additional guidance or more in-depth assistance is needed.

2. AFWay v4.0 PKI Access Requirement

With the release of AFWay 4.0, AFWay became compliant with the Department of Defense (DoD) mandate to implement Public Key Infrastructure (PKI) authentication. All AFWay users are required to have either a DoD issued Common Access Card (CAC), or a Medium Assurance Smart Card (or USB Token) available through one of the DoD External Certificate Authority (ECA) approved vendors. The Hardware Assurance solution requires a Smart Card, a Smart Card reader, and Authentication software or a USB Token and Authentication software. *NOTE: Browser-based certificates are not permitted*.

For new AFWay users, the system supports PKI Certificate association as part of their new account registration. **NOTE**: <u>All new vendor registrants will be required to provide their CAGE code</u>. You can obtain a CAGE code by registering at the System for Award Management (SAM) located at <u>www.sam.gov</u>.

Vendors are encouraged to review the information provided at the DoD ECA Website at http://iase.disa.mil/pki/eca/. Additionally, the ECA website provides the links to the approved DoD ECA vendors to obtain information on pricing and identity validation requirements for domestic and foreign national personnel. We have provided links to these companies, where you will find pricing information to assist you in acquiring your ECA certificates.

https://www.identrust.com/certificates/eca/index.html

http://eca.orc.com/pricing/

For complete instructions to register on AFWay as a new user, please refer to the AFWay User Guide, Sections 1, 2 and 3.

3. Responding to Request for Quotes (RFQs)

When a customer submits a RFQ, an email notification is sent to the assigned email account(s), up to two per contract vendor.

To view the RFQ, log in to AFWay and from the Navigation Bar, select *My Account* and *User Profile*.



Navigation Bar, User Profile

To view RFQs, click on RFQs tab. You will see a list of RFQs.

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123467 Base sean	h FA8055-14-A-0002/LNK_M	AIR FORCE, NOON	Nos Air Force	07/06/2017	07/20/2017	
123467 Base sean	h FA8055-14-A-0002/LMK_T	14 AIR FORCE, NOON	Non Air Force	07/06/2017	07/20/2017	
123487 Base sean	h <u>FA8055-14-A-0003</u>	AIR FORCE, NOON	Non Air Force	07/06/2017	07/20/2017	
123487 Base sean	h FA8055-14-A-0003/CTC_L	14 AIR FORCE, NOON	Non Air Force	07/06/2017	07/20/2017	
123487 Base seam	h FA8055-14-A-0003/CTC_T	14 AIR FORCE, NOON	Non Air Force	07/06/2017	07/20/2017	
123487 Base sear	h FA0055-14-A-0004	AIR FORCE, NOON	Non Air Force	07/06/2017	07/20/2017	
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123487 Base sean	h FA8055-14-A-0005/00_L1+	AIR FORCE, NOON	Non Air Force	07/06/2017	07/20/2017	

Vendor User Profile of RFQs

You also have the ability to search for specific RFQs. In the light blue section you can search by any or all fields. Just enter the information in the field(s) and click Search.

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Contracts	Contract Responses						61 01 61
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A new window will show only the RFQ(s) according to your search parameters.

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123460	Test RFQ	FA8055-14-A-0002/HBW_014	MARWALD, CHAD	MAPE Gunter Annex	05/22/2017	06/15/2017
123466	Test RFQ	FA8055-14-A-0002/HCR_C14	MARWALD, CHAD	MAFE Gunter Annex	05/22/2017	06/15/2017
123466	Test RFQ	FA8055-14-A-0002/HCR_014	MARWOULD, CHIAD	MAFE Gunter Annex	05/22/2017	06/15/2017
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123466	Test RFQ	FA8055-14-A-0002/LMK_L14	MARWALD, CHAD	MAFE Gunter Annex	05/22/2017	06/15/2017
123466	Test RFQ	FA8055-14-A-0002/LMK_M14	MARWALD, CHAD	HAFE Gunter Annex	05/22/2017	06/15/2017
123466	Test RFQ	FA8055-14-A-0002/LMK_T14	MAIWALD, CHAD	IMFB Gunter Annex	05/22/2017	06/15/2017
123456	Test RFQ	TA2055-14-A-0004/1005_M14	MARWALD, CHAD	MAPB Gunter Annex	05/22/2017	06/15/2017
123466	Test RFQ	FA8055-14-A-0004/LCR_C14	MARWALD, CHAD	MAFB Gunter Annex	05/22/2017	06/15/2017

RFQ Search Results

To view the RFQ details, click on the Contract number hyperlink. You will be taken to the RFQ Details Tab. This Tab shows Customer Information, RFQ information and optional attachments.

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RFQ Details Tab

To submit a response to the RFQ, select the "Solution" tab. You can upload attachment(s) (up to 10 not to exceed 12MB cumulatively). The following file formats are accepted: .docx, .xlsx, .pptx, and.pdf. In the Vendor Response section on the right hand side of the screen under the Attachments section, you can choose to Decline or Submit a response. Response from Vendor requires a Response Expiration Date (how long will you honor your Quote).

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Products				Attachments		🕹 Choose a file,
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				Total: 50.00		
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Vendor Response

Here, you must add something to the product field. Complete the Product Details fields and select "Save".

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		Price 0.00	Rfq Price		1	Expiration Date:
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				Save Reset		

Product Details

When Product information, attachments and Response information are entered, select "Submit Solution".

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Submit Solution

Once a Solution has been submitted, the RFQ moves to the Contract Responses tab. Vendor's can view the RFQ here.

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Contracts	Contract Responses						50
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Contract Responses

4. Order Processing

When a customer submits an Order, an email notification is sent to the assigned email account(s), up to two per contract vendor.

To view the Order, log in to AFWay and from the Navigation Bar, select *My Account* and *User Profile*.



Navigation Bar, User Profile

The User Profile page defaults to the Orders tab. You will see a list of Orders under My Orders.

Home My Account My Rokes Ordening Tools Resources. Help								
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Hy Orders						100 of 2339		
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211905	251601	ADMINISTRATOR, APPLICATION	ORDER HOLD	07/06/2017				
211903	251597	AIR FORCE, NOON	SUBWITTED TO VENDOR	07/06/2017				
211896	251588	AIR FORCE, NOON	ACCEPTED BY VENDOR	07/05/2017				
211895	251586	ADMINISTRATOR, APPLICATION	SUBWITTED TO VENDOR	07/05/2017				
211893	251583	SPANGLER, KYLE	SUBWITTED TO VENDOR	07/05/2017				
211892	251581	ADMINISTRATOR, APPLICATION	SUBMITTED TO VENDOR	07/05/2017				
211880	251565	ADMINISTRATOR, APPLICATION	ORDER HOLD	06/14/2017				
211872	251559	AIR FORCE, NOON	ORDER HOLD	05/24/2017				
	251549	OFFICER, CONTRACTING	SUBWITTED TO VENDOR	05/19/2017				
2118/1								

Vendor's User Profile of Orders

You also have the ability to search for specific Orders. In the light blue section you can search by any or all fields. Just enter the information in the field(s) and click Search. A new window will show only the RFQ(s) according to your search parameters.

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	Orders RFQs Wishlists						
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Tan T	Search Results TrackIngNo • OrderID 211860 251542	Customer Administrator, Application	Status PRODUCTS SHEPPED	Date Created 04/17/2017			

Order Search Results

To view an Order, click on the Tracking Number or the Order ID.

The order screen has 3 sections; Tracking Number Info, Order Details, and Funding Details.

The Tracking Number Info section provides Tracking Number Info, Customer Info, and optional attachments.

king Number Info	YACCOURT MY RUles Cruch	ny roos nesources indy:
Fracking Number Info		Customer Info
Tracking Number:	211905	Name: APPLICATION ADMINISTRATOR
Date Created:	7/6/2017	DRA: 5853
Comments To Vendor:		EGAN: ECOL
Orders On Hold:	251601	Address: #
		vb
		-, Al adsfg
		Email: SHEILAFEARSOUS.AF.MIL
		Phone: 0
Order Attachments		

Tracking Number Info

The Order Details section has an Order list. (Sometimes there are multiple Orders linked to the same Tracking Number, when this happens, the Vendor will not be able to view orders for another vendor.) Use the Select an Order dropdown to select an Order ID.

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	Home	My Account	My Roles	Ordering Tools	Resources	Hilp	
ster Details							
Order List				-			
		4					
Select an Order	and the second s						
Select an Order Select an Order	-						



Once the Order ID has been selected, the Vendor can see the Order Status. The Vendor is responsible for updating the Order Status from the time it is "Submitted to Vendor" until the Order is either "Declined" or "Complete". Order Status is how the Originating Customer can track their Order.

	and summer in the second	
der Details		
Order List		
251597 •	Order Total: \$2000.00	
SUBMITTED TO VENDOR *		
Under status		
Vendor Order Number		
Vendor Name: HEWLETT-PACKARD		
Contract Number: FA8055-14-A-0001/HP_L14		
Contract Number: FA8055-14-A-0001/HP_L14 Update Order Status		

The Vendor must be diligent in updating the Status. Use the Order Status dropdown and select from the options available. <u>NOTE: Vendor's will not see an Order that is in "Order Pending" status. This is</u> when the Order is in the Customer's Approval Process.

	Home	My Account	My Roles	Ordering Tools	Resources	Help
der Details						
Order List						
251597	-		Order	Total: \$2000.00		
Order Status:	SUBMITTED TO VENDOR	•				
Vendor Order	Select an Order Status					
Vendor Name	SUBMITTED TO VENDOR					
Contract Nun	ACCEPTED BY VENDOR	14				
Update Or	PRODUCTS SHIPPED					
	No. I I.					

Order Status options

Once the Status has been chosen, click "Update Order Status". You will receive a confirmation that the Order status has been updated.

Home My Account My Bokes Ordering Tools		
der Details		(A)
Order List		
231997 • Order Total \$2000.00		
231997 • Order Total \$2000.00 Order Samuel ACCEPTED BY VENDOR •	V Order Status Updated	
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21197 Order Totals Control \$200000 Order Totals 65557110 DF V910000 * Vender Order Manniser February Vender Order \$20000 Vender Order Totals February February Update Order Status February February	V Order Status Updated Coder Vation spektrett	

Update Order Status

The Funding Details section shows information on method of payment. Payment methods are either Credit Card, or Form 9.

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	Home	My Account	My Roles	Ordering Tools	Resources	Help
Select a product	•					
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Expiration Date: Credit Card Number:	VISA 12/23 4111111111	11111				
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Expiration Date: Credit Card Number: Card Verification Numb Card Holder's Name:	VISA 12/23 41111111111 er: 079 ME	11111				
Expiration Date: Credit Card Number: Card Verification Numb Card Holder's Name: Card Holder's Email:	VISA 12/23 41111111111 er: 079 ME nonairforce@	11111 testdata.com				

Funding Details

There will be times that there is a problem with a Customer's Funding. There is an Order status that can be used to place an order on hold until the funding issue can be resolved. From the Order Status dropdown, select ORDER HOLD. A Hold Justification dropdown will appear. Select the reason the order is being placed on hold. **Note:** When a Vendor uses Hold Justification of Invalid Credit Card, the card is flagged Invalid and the card holder must delete the credit card profile and enter a new profile.

der Details	nt My Roles Ordering fools Resources Help	~
1 and an and a second		
Order List		
251597 •	Order Total: \$2000.00	
Order Status: Condex Hoto		
Hold Justification: Select a Hold Status		
Select a Hold Status	0	
Hold Comment: Invalid Credit Card		
Insufficient Funds		
Vendor Order Nur Information		
Vendor Name: HE! Missing Documentation		
Other		
Enclate Order Status		
openan order openas		

Hold Justification

There is also a field for Hold comments. Vendor will use this field to enter comments to the Customer concerning the hold status. **NOTE:** Vendor must include contact information so that the customer can contact the Vendor with questions, or to notify the Vendor that they have corrected the issue.

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rder Details			<u> </u>
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Order List			
251597 •	Order Total: \$2000.00		
Order Status ORDER HOLD *			
Hold Justification: Invalid Credit Card			
Please enter your FOC i	nfo and		
Hold Comment datails for hold status			
Vander Order Marshan			
Vendor Order Number:			
Vendor Name: HEWLETT-PACKARD			
Vendor Name: HEWLETT-PACKARD Contract Number: FA8055-14-A-0001/HP_L14			
Vendor Name: HEWLETT-PACKARD Contract Number: FA8055-14-A-0001/HP_L14 Update Order Status			

Hold Comment

The Product List shows what products are being ordered. To see the products use the Product list dropdown.

	Home	My Account	My Roles	Ordering Tools	Resources	Help		
Order List								
251597	•		Order	Total: \$2000.00				
Order Status ACCEPTED BY VENDOR								
Vendor Order Number:								
Vendor Name: HEWLETT-	PACKARD							
Contract Number: FA8055	-14-A-0001/HP_L	14						
Update Order Status								
Product List								

Product List

When a Product is selected the product description and quantity are shown. This also allows access to the Shipment List.



Product Description and Shipment List

In the Order Details, the Shipment List provides the ShipTo and MarkFor address information of the customer. There is a dropdown for shipment numbers. This is for orders that are broken down and shipped to multiple locations.



Shipment List - ShipTo and MarkFor

Shipment Details provide a place for the Vendor to enter the Shipping Status, the name of the Delivery Company, and their Tracking Number. This allows the Vendor and Customer to track the shipment process. When the Shipping Status is changed Vendor must select "Update Shipping Status".



Shipment Details

5. Vendor Reports

AFWay provides the capability to run various reports. The ability to run reports depends on what permissions you have been granted. All reports are generated the same way, the only difference is the information extracted. For instructions on running reports in AFWay, see the *AFWay User Guide*, *Section 10. Reports*, starting on page 70.

Vendors have access to run the following reports:

Vendor Orders Report

The Vendor Orders Report provides detailed information pertaining to the Order ID that is searched. Only one Order ID per search.

Vendor RFQ Search Report

The Vendor RFQ Search Report provides detailed information pertaining to the RFQ ID that is searched.

6. Need Assistance?

If additional guidance or more in-depth assistance is needed, you can contact the Field Assistance Service (FAS) at Team 5 at COMM: 334-416-5771 or DSN 596-5771 options 1, 5, 5., and you will also find additional contact numbers including Contract/Program Assistance as well as MAJCOM Information Technology Commodity Council (ITCC) Representatives in AFWay.

From the Navigation Bar, select Help and Contact Us.



Contact Us

You can call the numbers listed, or you can click on the e-mail addresses listed to send an e-mail request.

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	Home By Account	My Roles	Ordering Tonis	Resources	Help	CC \$2 2017 RFQ Gal	e ccs2301	7 System Specs	ITCC News		
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List of Contacts

If you choose to e-mail, once you click on the e-mail address, you will receive an Internet Explorer Security message asking if you want to allow AFWay to open web content. Click *Allow*.

Û	A website wants to open web content using this program on your computer
	This program will open outside of Protected mode. Internet Explorer's <u>Protected mode</u> helps protect your computer. If you do not trust this website, do not open this program.
	Name: Microsoft Outlook Publisher: Microsoft Corporation
	Do not show me the warning for this program again

Allow to access Outlook

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FILE	MESSAGE	INSERT	OPTIONS	FORMAT TEXT	REVIE	W ADOBE P	DF						
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