U.S.AIR FORCE

Air Force Way



Vendor Guide

Version 4.0.3.5

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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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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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A new window will show only the RFQ(s) according to your search parameters.

Search Res	1000						
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123466	Test RFQ	FAR035 14-A-0002/HCR_014	INNIWALD, CHAD	IMPE Gunter Jones	05/22/2017	06/15/2017	
123466	Test RFQ	FAR055-14-A-0002/LCR_014	MARWALD, CHAD	MAFE Gunter Annex	05/22/2017	06/15/2017	
123466	Test RFQ	FA8055 14-A 0002/LMK_L14	HARWALD, CHAD	MAFE Gunter Annex	05/22/2017	06/15/2017	
123466	Test RFO	FA8055-14-A-0002/LMK M14	HARWALD, CHAD	HAFE Gurter Annex	05/22/2017	06/15/2017	
123466	Test RFQ	FA8055-14-A-0002/LMK_T14	MAIWALD, CHAD	IMAFB Gunter Annex	05/22/2017	06/15/2017	
173456	Test RFQ	TAR055-14-A-0004/1085_014	MARWALD, CHAD	MAPE Gurter Annex	05/22/2017	06/13/2017	
123466	Test RFQ	EA8055-14-A-0004/LCR_C14	MAIWALD, CHAD	IIAFB 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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Attachments Nove 💑 TOT NO	Download All		

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).

Details Solution						
Products				Attachments		Choose a file
Product ID	Oem	Oem Part #	-Delete-	Name	Size	L
				Vendor Response		
				Response RESPONSE FROM VENDOR VENDOR DECLINICD TO RESPOND	Expiration Date:	
				VERGER DECEMBED TO RESPOND		
				Total: 50.00		
			Add Product			Submit Solution Re-

Vendor Response

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

Products		Product Details				-
Product ID	Cem.	Vendor Part Ho OCH Select O(M	OEM Part No		Size	Ľ
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		Price 0.00	Rfg Price 0.00		Expiration Date:	
		General Category Solucit General Category	Prime Category	-		
		88		- 1		
			6	Save Reset		-

Product Details

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

etails Solution								
Products				Attachments			2. Ch	oose a file
Froduct ID	Oem	Oem Part #	-Delete-	Name		Stze		
				Vendor Response Response RESPONSE FROM VENDOR Comments	Z	Expiration Date: 07/31/2017		
			v	Tutal: 50.00		-		
			Add Product				Submit Solution	Reset

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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	Home My Account	My Roles Ordering Tools	Resources Help				
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Contracts	Contract Responses						50
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10	Name	Company and the second s			End Date	End Date	Search
10 123487 8 123482 V	Name Dise search	FA8055-14-A-0001/HP_L14	AIR FORCE, NOON	Non Air Force	End Date 07/06/2017 20:58:07	End Date 07/20/2017 05:00:00	Search
10 123487 1 123482 1 123475 1	Name Lise search Mere is my super sult?	EAR055-14-A-0001/HP_L14 EAR055-14-A-0001/HP_L14	AIR FORCE, NOON AIR FORCE, NOON	Non Air Force Non Air Force Hickam AFB	End Date 07/06/2017 20:58:07 06/30/2017 20:39:15	End Date 07/20/2017 05:00:00 07/14/2017 05:00:00	Search

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.

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ers RFQs	Wishlists					
Hy Orders						100 of 233
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211905	251601	ADMINISTRATOR, APPLICATION	ORDER HOLD	07/06/2017	50.00 L 10	
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211896	251588	AIR FORCE, NOON	ACCEPTED BY VENDOR	07/05/2017		
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	251583	SPANGLER, KYLE	SUBWITTED TO VENDOR	07/05/2017		
211893	251581	ADMINISTRATOR, APPLICATION	SUBMITTED TO VENDOR	07/05/2017		
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211892 211880		AIR FORCE, NOON OFFICER, CONTRACTING	SUBWITTED TO VENDOR	05/19/2017		

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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	My Orders		~					100 of 2339		
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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	y Account My Roles Orderin	g Tools Resources Help	
Tracking Number Info		Customer Info	
Tracking Number:	211905	Name: APPLICATION ADMINISTRATOR	
Date Greated:	7/6/2017	DRA: 5853	
Comments To Vendor:		ECAN: ECOL	
Orders On Hold:	251601	Address: #	
		vb	
		-, Al adsfg	
		Email: SHEILAFEARS@US.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.

AF	·W	4 Y					
	Home	My Account	My Roles	Ordering Tools	Resources	Hilp	
ider Details							
Order List				-			
		4					
Select an Order	and the second s						
Select an Order Select an Order 251601	-						



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.

- AD -	My Roles Ordering Tools Resources Help	
Order Details		
Order List		
251597 •	Order Total: \$2000.00	
Order Status SUBMITTED TO VENDOR +		
Vendor Order Number:		
Contract Number: FA8055-14-A-0001/HP_L14		
Update Order Status		
Opdate 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.

1	Home	My Account	My Roles	Ordering Tools	Resources	Help
der Details						
a de la la d						
Order List	•		Order	otal: \$2000.00		
10000000	SUBMITTED TO VENDOR	1	27079			
Order Status: Nendor Order	Select an Order Status					
Vendor Urder	ORDER PENDING					
1991 (Z. 19	souther the restored	4				
Contract Nurr		1.00				
Contract Num Update Or	PRODUCTS SHIPPED PRODUCTS DELIVERED					

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.

AFWAY		
uler Details		(4)
Order List		
231997 • Order Total \$2000.00		
	V Order Status Updated	
Deder Sommer AGCEPTED IN VENDOR +	Order Status Updated Order status updated	
Code Status ACCENTER IN VEHICLE * Vender Namer HWICTF PACKARD		
Deler Dahum (ACCEPTED BY VISIODE *) Visiola Dube Newton WINUTT #ACXAND Vision	Crider status updated!	
Order Statum ACCETTED IN VENDOR * Vender Foreiten HEWSTF FACKATO	Crider status updated!	

Update Order Status

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

AF	\mathcal{N}	ΔΥ				
	Home	My Account	My Roles	Ordering Tools	Resources	Help
Select a product	•					
unding Details						
Credit Card Informat						
	VISA					
Expiration Date:	VISA 12/23					
		11111				
Expiration Date:	12/23 4111111111	11111				
Expiration Date: Credit Card Number:	12/23 4111111111	11111				
Expiration Date: Credit Card Number: Card Verification Numb	12/23 41111111111 er: 079					

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.

Home My Accou der Details	unt My Roles Ordering Tools Resources Help	•
l marine en		
Order List		
251597	Order Total: \$2000.00	
Order Status: (Status)		
Hold Justification: Select a Hold Status *		
Select a Hold Status		
Hold Comment: Invalid Credit Card		
Insufficient Funds		
Vendor Order Nur Information		
Vendor Name: HE! Missing Documentation		
Contract Number: Other		
Update Order Status		
opulate order Status		

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.

Home My Accou	Int My Roles Ordering Tools Resources Help	
der Details		
Order List		
Order List		
251597 •	Order Total: \$2000.00	
Order Status ORDER HOLD		
Hold Justification: Invalid Credit Card		
Please enter your FOC inf	o and all	
Hold Comment details for hold status.	lo and	
Vendor Order Number:		
Contract Number: FA8055-14-A-0001/HP_L14		
Update Order Status		
an and a second of the		
Product List		

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: ACCEPTE	D BY VENDOR]					
Vendor Order Number:							
Vendor Name: HEWLETT	-PACKARD						
Contract Number: FA805	55-14-A-0001/HP_L	14					
Update Order Statu:	5						
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.

AFWAY						
Herea My Account	My Roles Ordering Tonis	i Resources Help	CCS2 2017 RFQ Guide	CCS-2 2017 System Specs	ITCC News	
Click a contact category to showhide detail						
Althra Jasend PELD Addistrance Service (FAG) AntoMovieca SERV. Schement 71 (Camer, 354-16-07)						
ACRESCONTRACT AND A CONTRACT SUBJECT PELD ADDISTANCE DEPINICE (FAB) AN CAMENICA FAS TENEDOUE AF ANS EDNN: 112 206-2711 (CONNI: 124-416-1711						
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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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Submit comments/questions via e-mail