U. S. AIR FORCE

Air Force Way

User Guide

Version 4.0.3.5

Release # S170812

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

Contents

1. Welcome to AFWay!

AFWay enables customers to order Information Technology (IT) hardware, software, services and solutions as well as obtain the necessary approvals to make an IT purchase. AFWay provides a secure, efficient and convenient online shopping experience.

The AFWay User Guide is provided to assist with everything from registration to receipt of a purchase. 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.

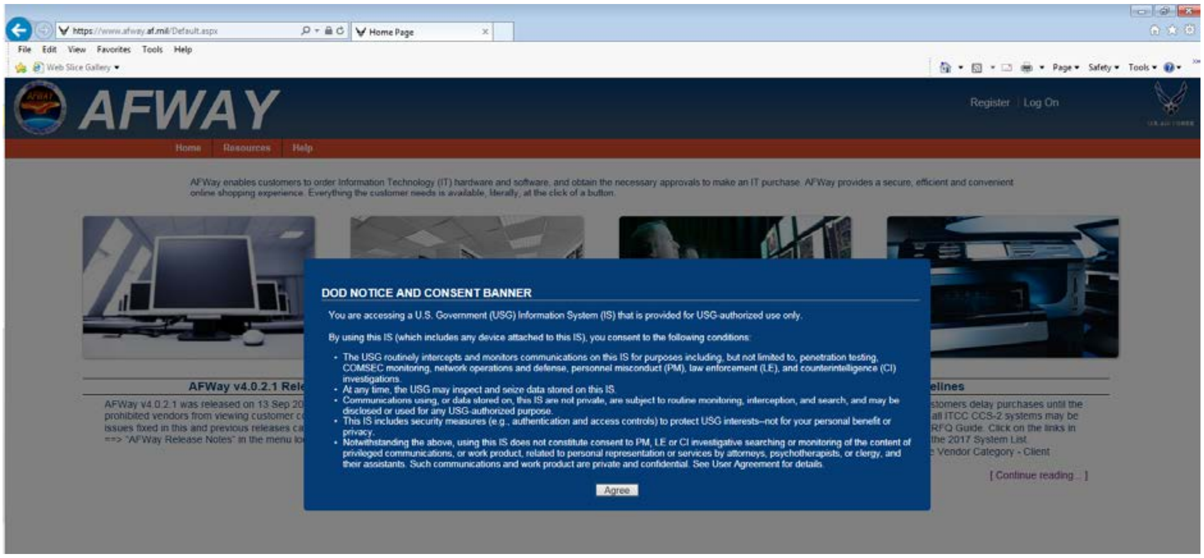
1. a. Browser Requirements

The web address for AFWay is *https://www.afway.af.mil/Default.aspx.* In order to ensure that AFWay loads and displays correctly, make sure the following requirements are met:

1. Internet Explorer 8.0 (or later) and Firefox 16 (or later) are required.
2. The site is best viewed at a screen resolution of 800 x 600.

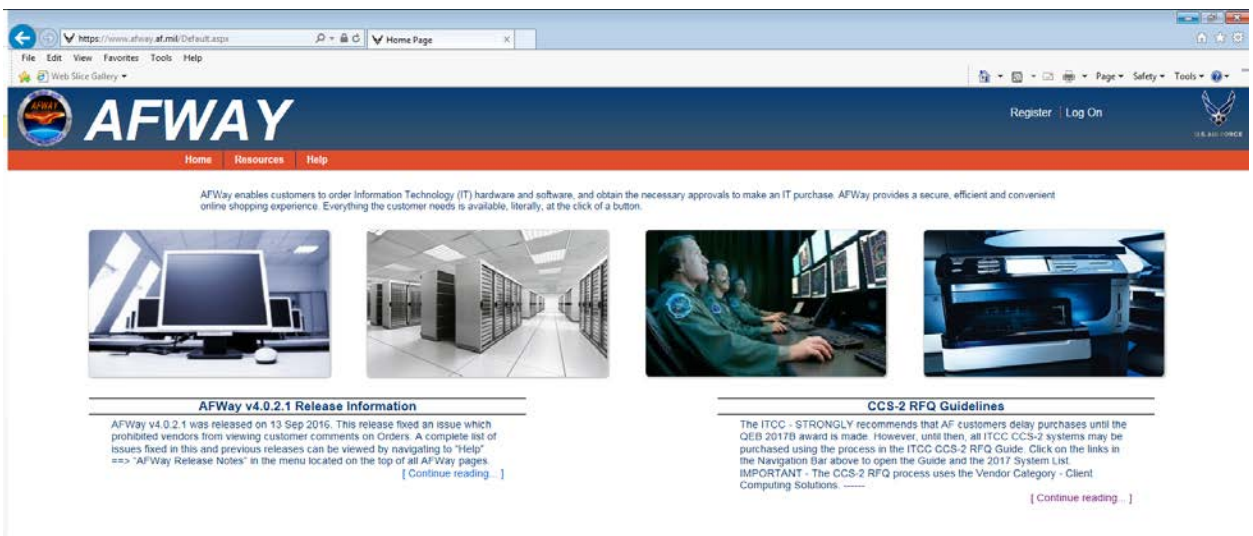
2. a. Initial Screen

When accessing *https://www.afway.af.mil/Default.aspx*, the following screen appears. When opening a new session, the DOD NOTICE AND CONSENT BANNER should display before the log on screen.



Notice and Consent Banner

Click *Agree* and you will be at the Initial Log on screen.



Initial Log on Screen

2. The Navigation Bar

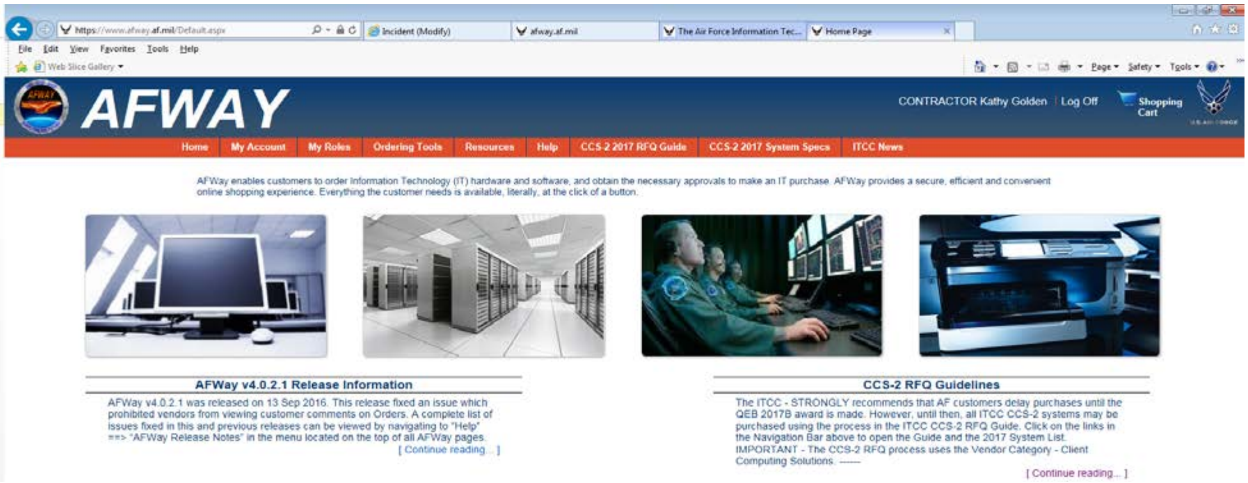
There is an **Orange** Navigation Bar near the top of the screen. Everyone who accesses the initial screen will be able to view the following information from the Navigation Bar:

- **Home**
- **Resources**
- **Help**

When you hover your mouse over the Resources and Help menu items, additional options appear for selection. All viewers of AFWay can see the following without having to log on to AFWay. After log on, depending on which permissions an AFWay user has there will be more information in these selections.

- **Resources**
    - General
        - DoD Software Agreements (ESI)
        - FEDBizOps
        - MAJCOM Policies
        - Mandatory Use Policies
        - Microsoft License Agreement
    - ITCC
        - ITCC Program Portal
    - NETCENTS
        - NETCENTS-2 Portal
        - NETCENTS-2 Ordering Guide
    - News
    - Guides
        - Vendor Guide
        - Virtual Small Business Center
- **Help**
    - AFWay User Manual
    - Known Issues v4.0
        - Known Issues v4.0 (All Users)
        - Known Issues v4.0 (Vendors)
    - Contact Us
    - FAQ
    - AFWay Release Notes
        - v4.0.1 Release Notes
        - v4.0.2 Release Notes
        - v4.0.2.1 Release Notes
        - v4.0.3 Release Notes

Log on is required to access ***My Account***, ***My Roles*** and ***Ordering Tools***. Occasionally, when there is a temporary issue which requires users to navigate to other pages for additional information, you may see other items temporarily listed on the Navigation Bar to make them easier to find.

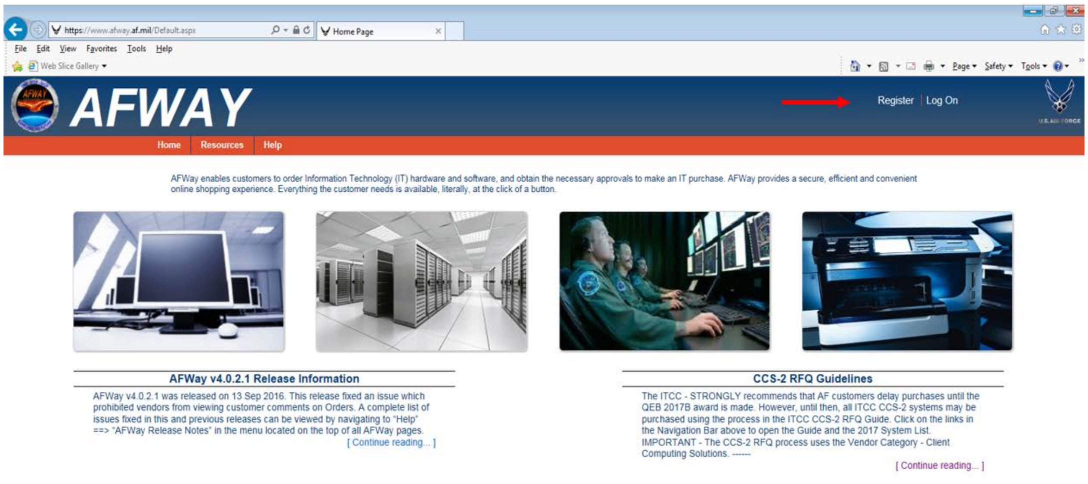


Navigation Bar after Log on

3. Registration

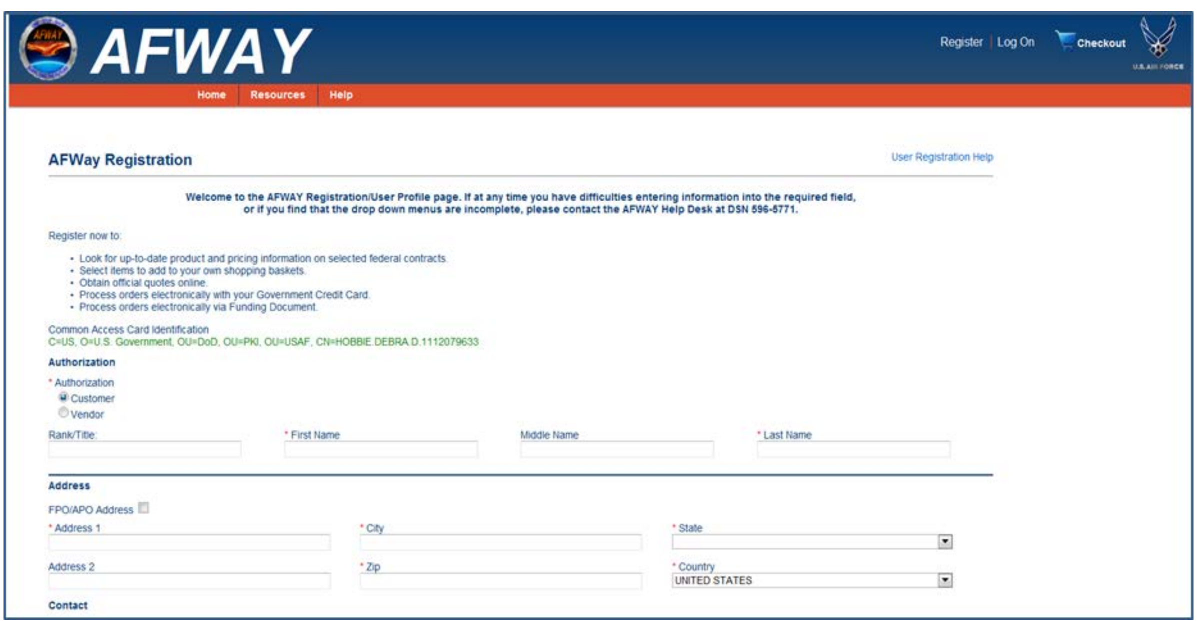
3. a. First-Time Users

Step 1: From the Initial Log on Screen, select ***Register***.



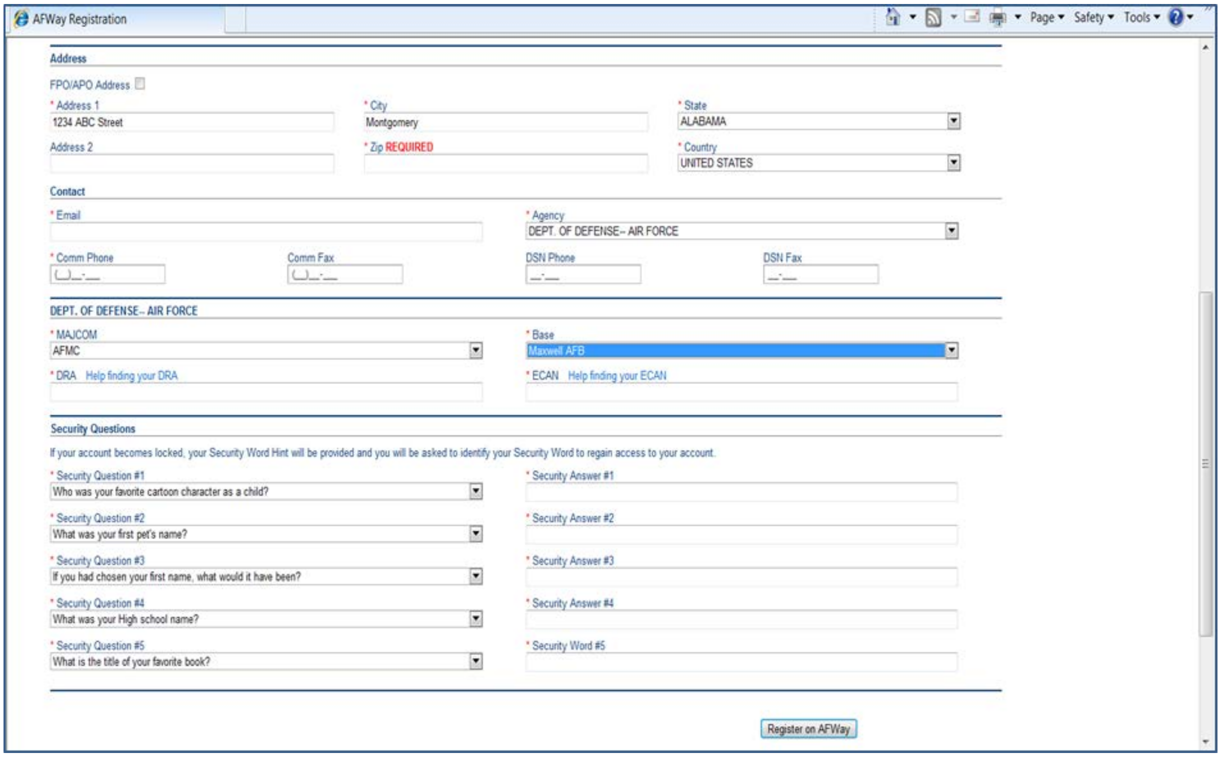
Register

Step 2: You will be prompted to select your CAC/ECA certificate and to enter your PIN. You will then be taken to the Registration Page. (Notice your CAC/ECA has already been associated with your new account (see green text on screenshot below.) Enter your information, required fields are identified with an asterisk.



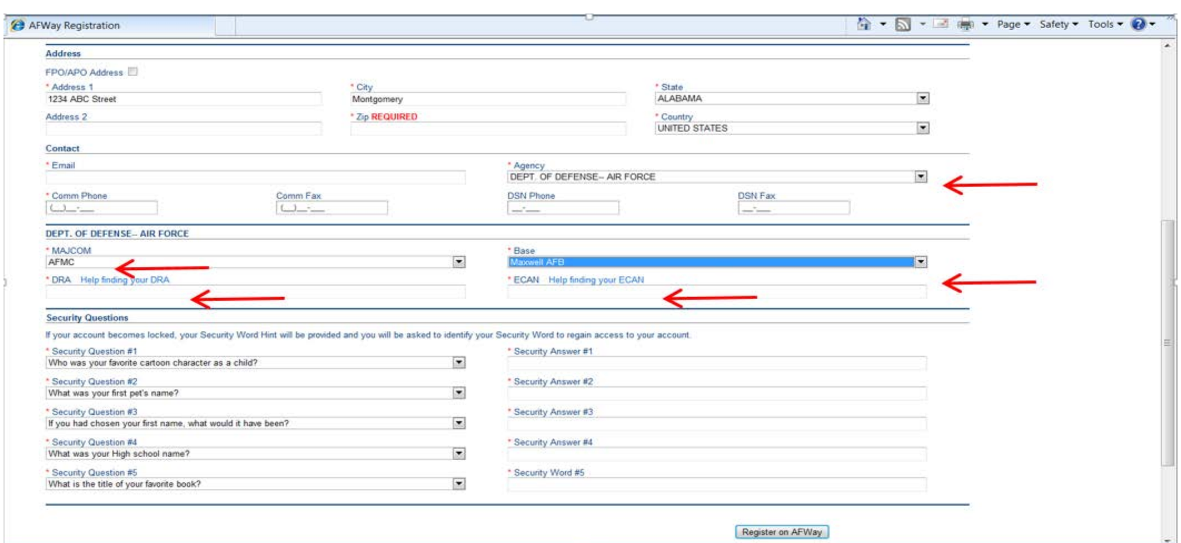
Registration Page

If any information is missing or entered incorrectly, the system will identify the problem area(s) with red text.



Required field notification

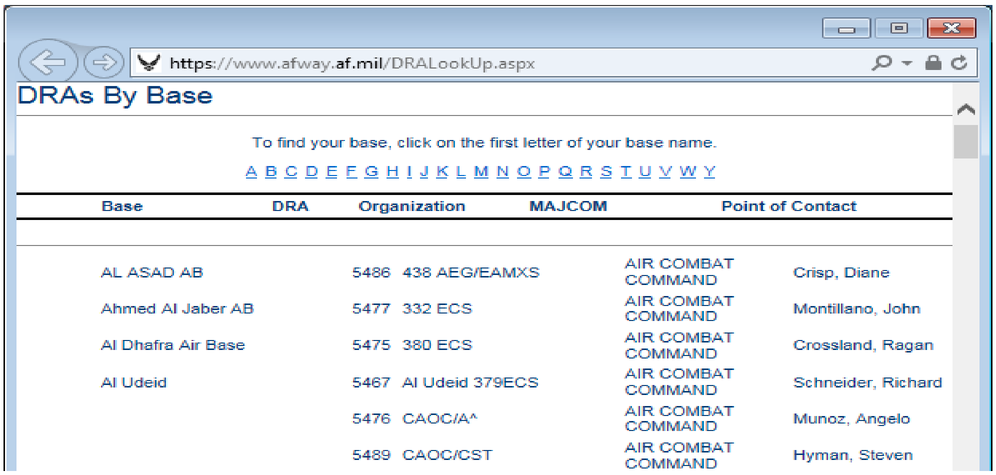
NOTE: If you are an **Air Force user**, you MUST identify your **Agency: DEPT OF DEFENSE - AIR FORCE** in the "**Agency**" field. Once you have done that, four additional fields will appear (**MAJCOM, BASE, DRA** and **ECAN**).



Agency

Step 3: Help finding your DRA and ECAN, **Non-Air Force customers skip to Step 4**.

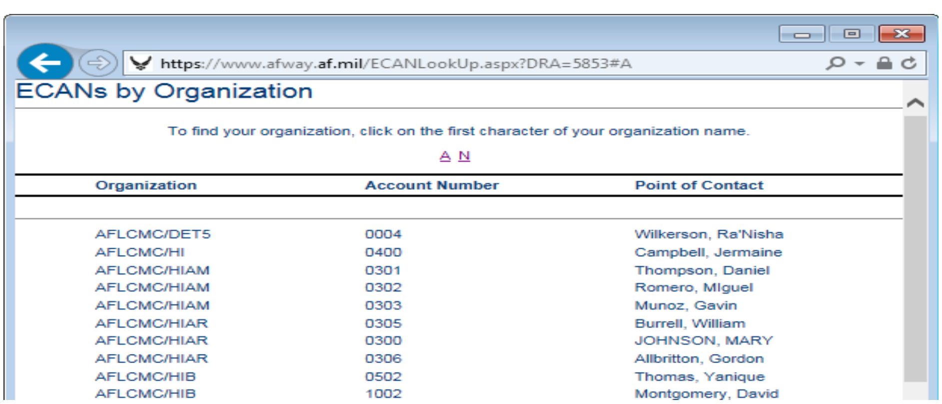
DRA. For help finding the associated Defense Reporting Activity (DRA) code, select ***Help finding your DRA*** link located next to the DRA field. A page showing **DRAs By Base** will appear. DRAs are listed according to the base in alphabetical order. If the base has more than one DRA, please check for the respective MAJCOM and Organization. If the Organization has more than one DRA, verify with the appropriate Equipment Custodian (EC) or Base Equipment Control Officer (BECO) for the correct DRA. This information is taken directly from the Asset Inventory Management (AIM) database.



Base	DRA	Organization	MAJCOM	Point of Contact
AL ASAD AB	5486	438 AEG/EAMXS	AIR COMBAT COMMAND	Crisp, Diane
Ahmed Al Jaber AB	5477	332 ECS	AIR COMBAT COMMAND	Montillano, John
Al Dhafra Air Base	5475	380 ECS	AIR COMBAT COMMAND	Crossland, Ragan
Al Udeid	5467	Al Udeid 379ECS	AIR COMBAT COMMAND	Schneider, Richard
	5476	CAOC/A^	AIR COMBAT COMMAND	Munoz, Angelo
	5489	CAOC/CST	AIR COMBAT COMMAND	Hyman, Steven

DRA List by Base

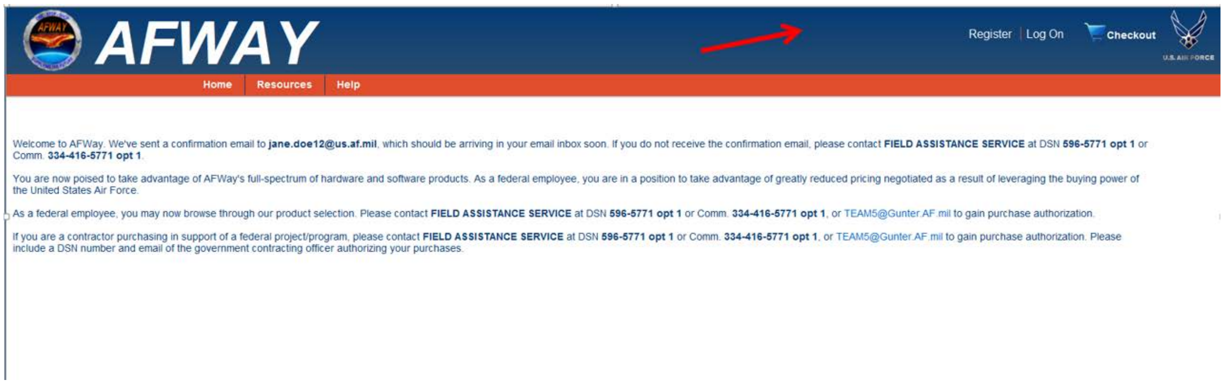
ECAN. For help finding the associated Equipment Custodian Account Number (ECAN), select ***Help finding your ECAN*** located next to the ECAN field to find the ECAN. A page showing ECANs by Organization will appear. The only ECANs that show are the ones related to the DRA you selected. ECANs are listed alphabetically by Organization. If unsure which ECAN to select, verify with the appropriate EC or BECO. This information is taken directly from the Asset Inventory Management (AIM) database. **NOTE: EVERYONE (other than Non-Air Force customers) MUST IDENTIFY THE ECAN THEIR EQUIPMENT IS TRACKED AGAINST.**



Organization	Account Number	Point of Contact
AFLCMC/DET5	0004	Wilkerson, Ra'Nisha
AFLCMC/HI	0400	Campbell, Jermaine
AFLCMC/HIAM	0301	Thompson, Daniel
AFLCMC/HIAM	0302	Romero, Miguel
AFLCMC/HIAM	0303	Munoz, Gavin
AFLCMC/HIAR	0305	Burrell, William
AFLCMC/HIAR	0300	JOHNSON, MARY
AFLCMC/HIAR	0306	Allbritton, Gordon
AFLCMC/HIB	0502	Thomas, Yanique
AFLCMC/HIB	1002	Montgomery, David

ECAN List by Organization

Step 4: Once your registration form has been completed, click ***Register on AFWay***. You will see a Welcome to AFWay screen.



Log On after Registering

Step 5: Click Log On, you may be prompted to enter your CAC/ECA PIN. You will be taken to the Home Page and may begin using AFWay!

3. b. Existing Account - associating new CAC/ECA

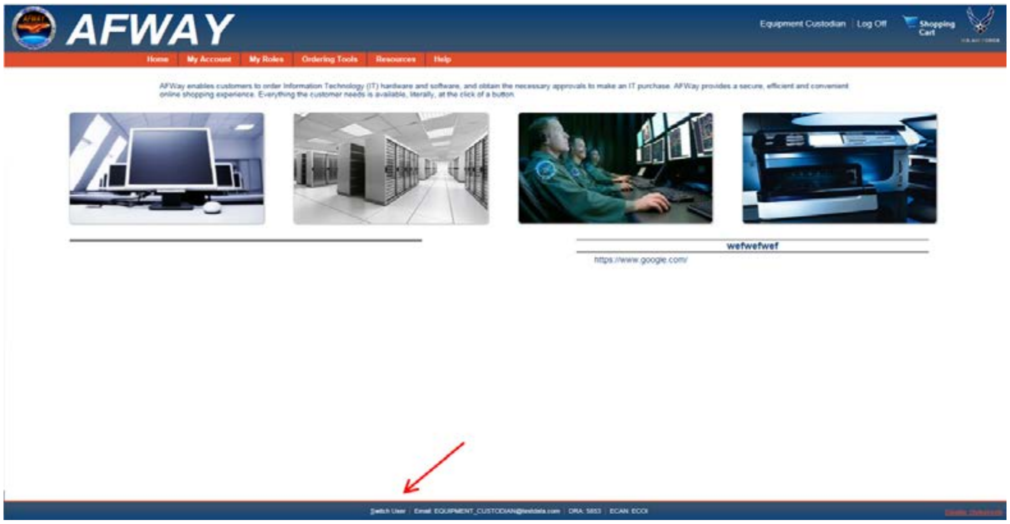
If you have an existing AFWay account and you receive a new CAC or ECA token, your old CAC/ECA certificate must be removed from the account before you can associate the new CAC/ECA certificate. You must contact FAS Team 5 at COMM: 334-416-5771 or DSN 596-5771 options 1, 5, 5 for assistance.

3. c. Alias Accounts

There may be reasons for someone to have more than one AFWay account. Examples: An Equipment Custodian (EC) has multiple Equipment Custodian Account Numbers (ECANs) and will be the Originating Customer for more than one ECAN. A person may also use AFWay with multiple user statuses such as, Vendor and Customer. **NOTE: Having multiple roles in the Approval Process, or having the same role for more than one ECAN does not mean you need multiple accounts. In this case, the only reason for multiple accounts is if you will be the Originating Customer for more than one ECAN.**

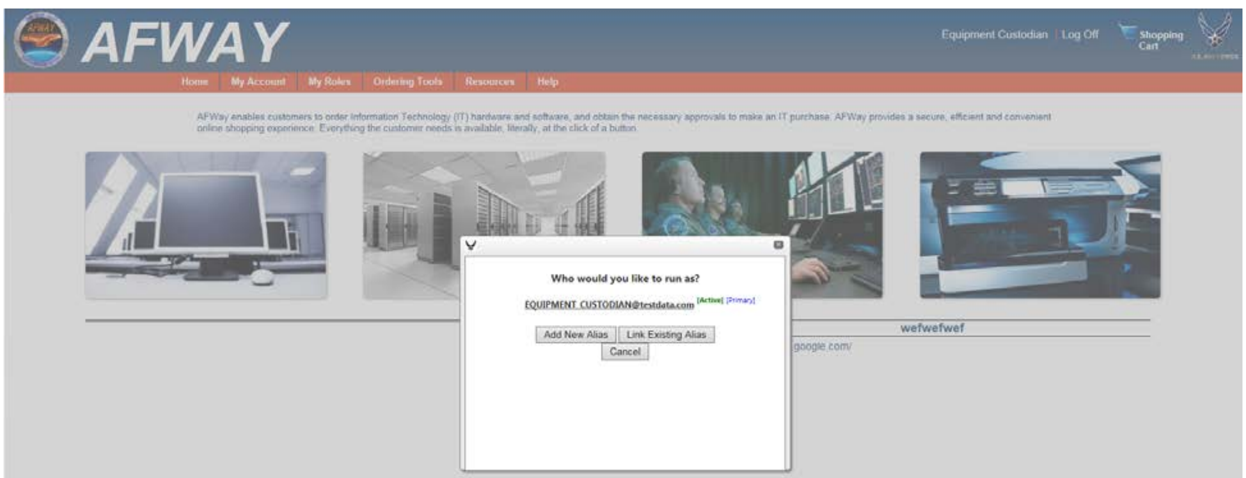
AFWay now allows users to create up to 2 Alias accounts associated with their CAC/ECA certificate.

At the bottom of the AFWay screen, after log on, there is a Blue Status Bar. This bar reflects the e-mail address of the individual logged-on and the DRA and ECAN associated with their purchase permissions if they are an Air Force user. (Non-Air Force users will not have DRA/ECAN displayed.) Click ***Switch User***.



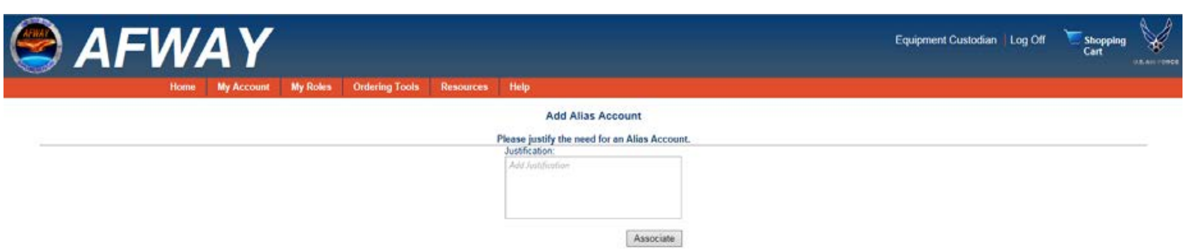
Blue Status Bar

A popup will display asking "Who would you like to run as?" Click ***Add New Alias***.



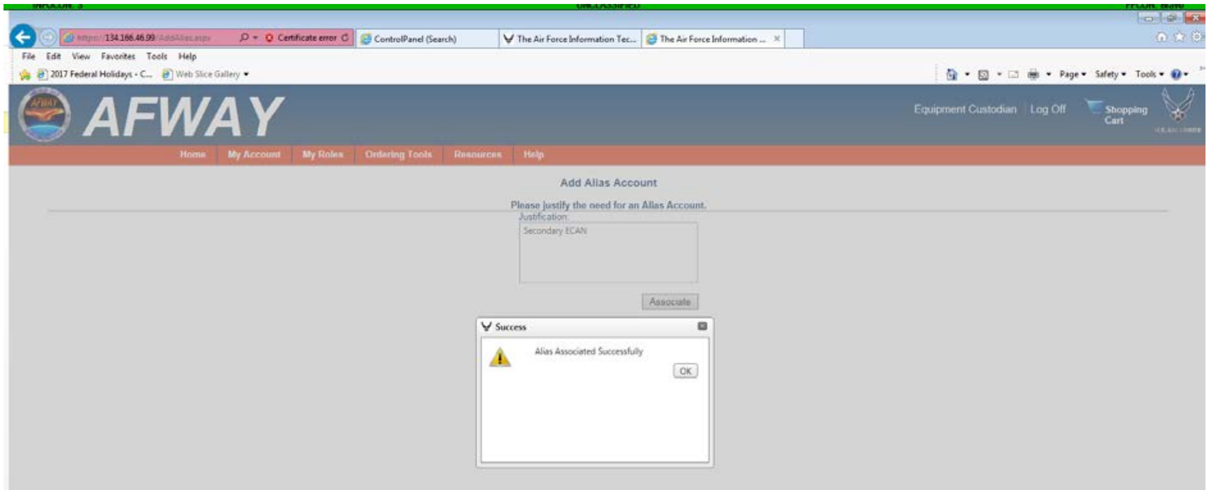
Add New Alias

You will be requested to provide justification for adding this ECAN to your account. Provide the justification and then click ***Associate***.



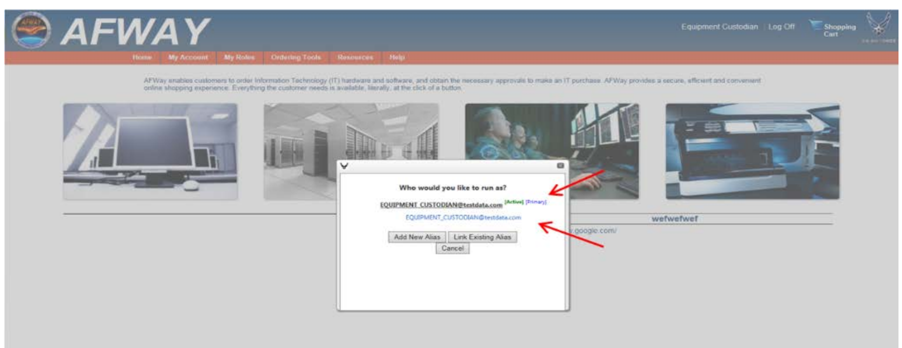
Alias Account Justification

AFWay duplicates all the information from your existing profile into a new account. You will receive a popup stating “Alias Associated Successfully”.



Alias Associated Successfully

You must log off and log back on. From the Blue Status Bar click ***Switch user***, you will see your Primary account and the new alias.

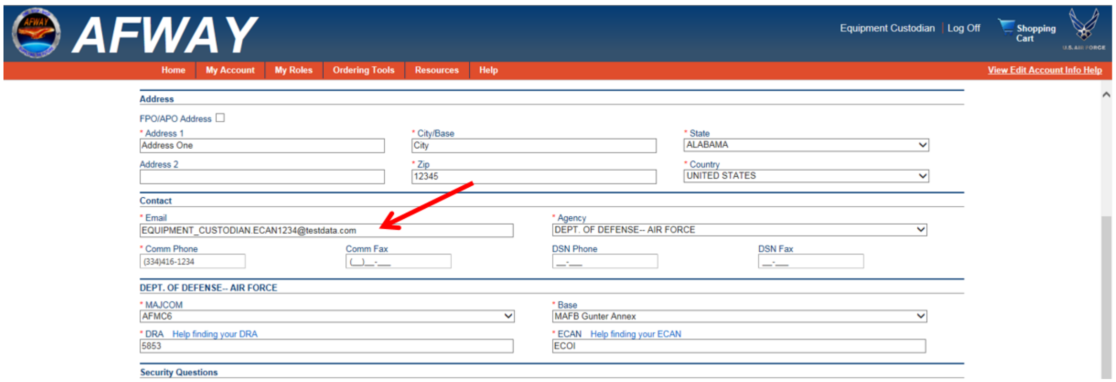


Alias Accounts

The popup now shows your primary account and the alias account. Notice the Primary account is the Active account (the account you are currently using). Click on the alias account, you will be taken to the Home page. From the Navigation Bar select ***My Account*** and ***View/Edit Account Information***.

View-Edit Account Information

Update Account Information for the Alias account. The e-mail address ***MUST*** be changed so that AFWay can distinguish between the accounts. When permission roles are granted, AFWay uses the e-mail address to link the role to. If there are two or more accounts with the same e-mail address, AFWay will not assign the role. If you only have one e-mail address, you can alter the e-mail address with something to help distinguish it from the original e-mail. <u>**NOTE:** E-mail notifications will not go to invalid e-mail addresses.</u>



Update Account Information – E-mail

4. Approval Role Description and Responsibilities

4. a. Base Equipment Control Officer (BECO)

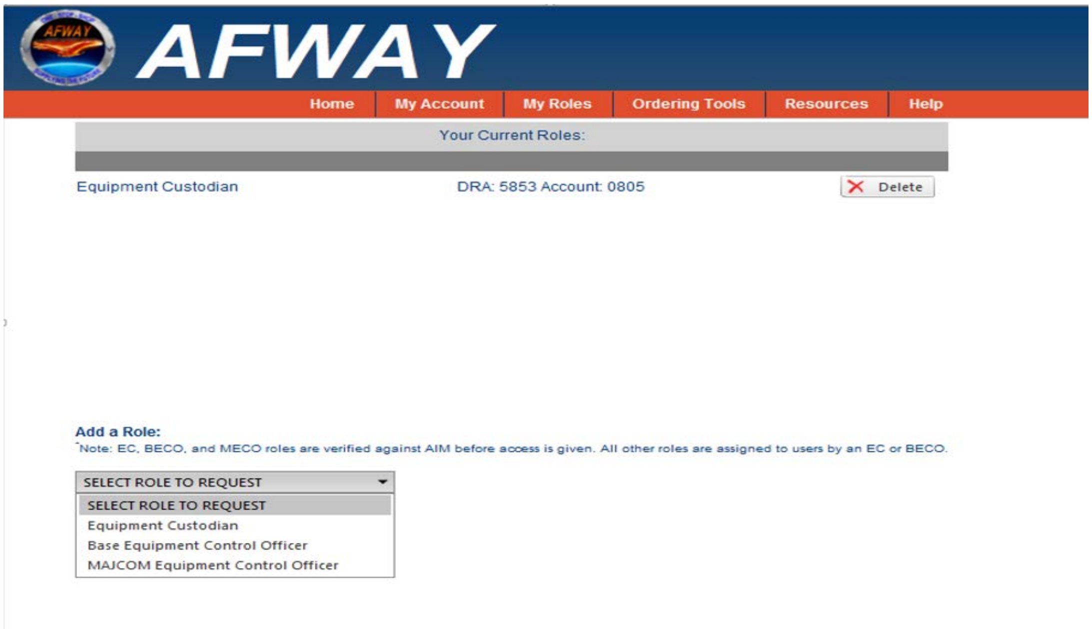
Assigning Yourself the BECO Role

After establishing an account with AFWay, logon and go to ***My Roles*** and ***View/Edit your Role/Authority***.

View/Edit Role/Authority to Add BECO Role

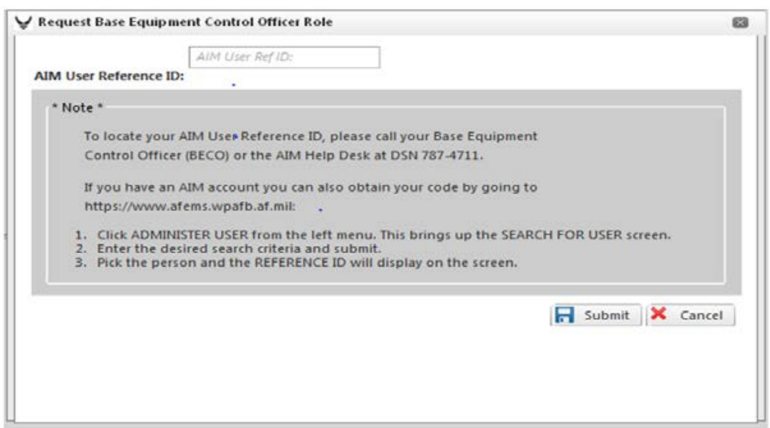
NOTE: This allows view/edit capability for the EC, BECO, and MECO roles. These roles are verified against the Assets Inventory Management (AIM) module of the AF Equipment Management System (AFEMS), before access is granted.

Go to ***Add a Role:,*** Select ***Role to Request***, and choose the ***Base Equipment Control Officer*** role from the drop-down menu.



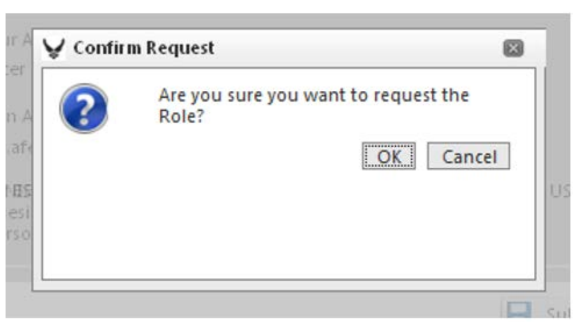
Select Base Equipment Control Officer Role

A popup message appears requesting your AIM User Reference ID. Provide the requested information and click ***Submit***. **NOTE:** It takes 24 hours for AIM to interface with AFWay to update records.



Enter AIM Reference ID for BECO Role

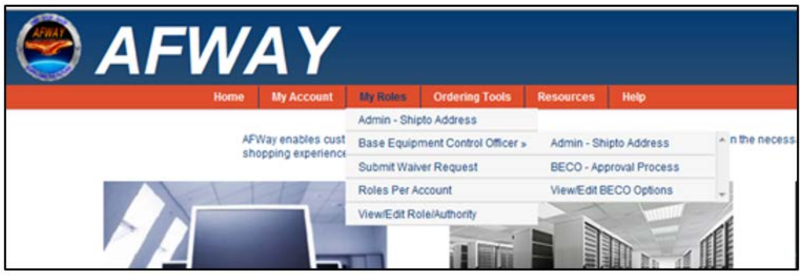
Another popup message appears for confirmation:



Confirmation Message - Adding BECO Role

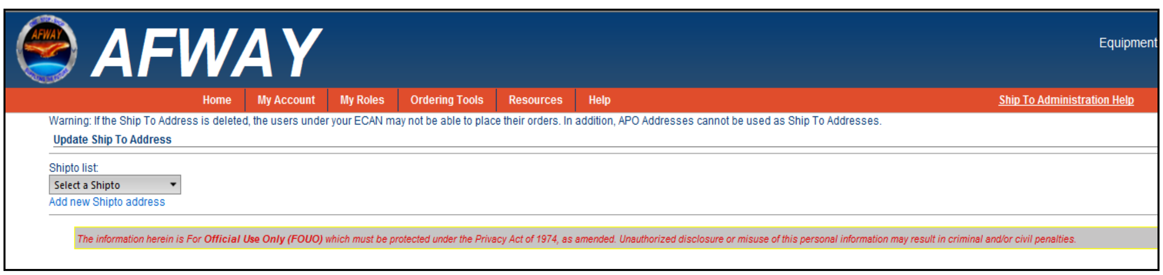
BECO – ShipTo Address

The ShipTo address determines where the order will be shipped to. From the Navigation Bar, select ***My Roles***, ***Base Equipment Control Officer***, and ***Admin – ShipTo Address***.



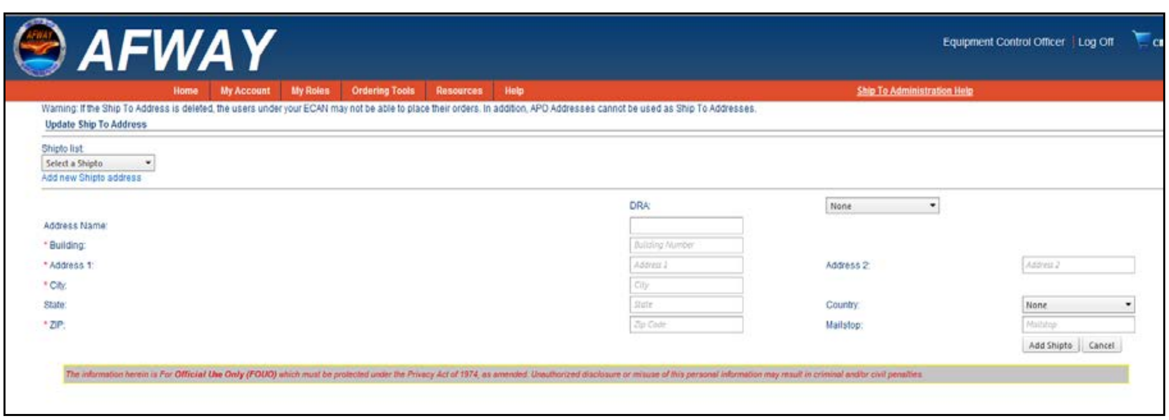
BECO - Admin-ShipTo Address

This option allows the BECO to add an additional ShipTo Address. If a ShipTo Address is deleted, users may not be able to place their orders. In addition, APO addresses are not allowed for ShipTo addresses.



Select ShipTo Address

To add a new ShipTo Address, provide the information requested. When finished, click ***Add ShipTo***.



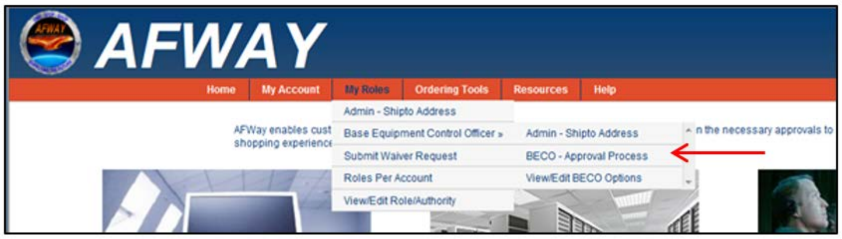
Add ShipTo Address (BECO)

Note: When the BECO sets the ShipTo address, this overrides it and the EC cannot change the ShipTo address.

BECO - Approval Process

This option allows the BECO to assign individuals to certain roles in the approval process. The BECO must assign the Contracting Officer (CO), Base Purchase Card Holder (BPCH) and Base Review roles. **NOTE**: Only registered AFWay users can be assigned to these roles.

From the Navigation Bar, select ***My Roles***, ***Base Equipment Control Officer***, and ***BECO – Approval Process***.

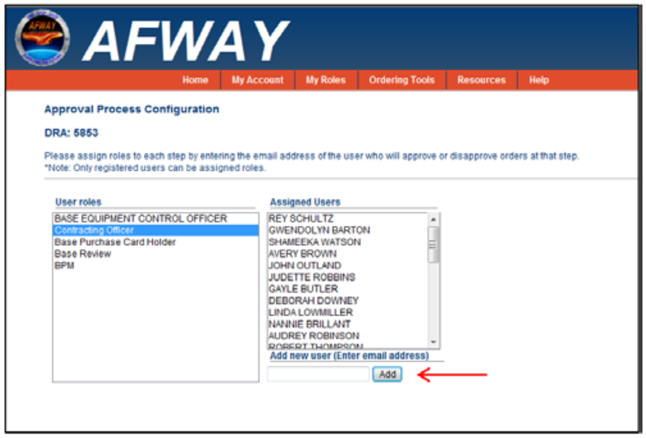


Select BECO - Approval Process

Assign individuals to the roles by selecting from the “User roles” available. Once selected, individuals with the role selected will appear on the right.

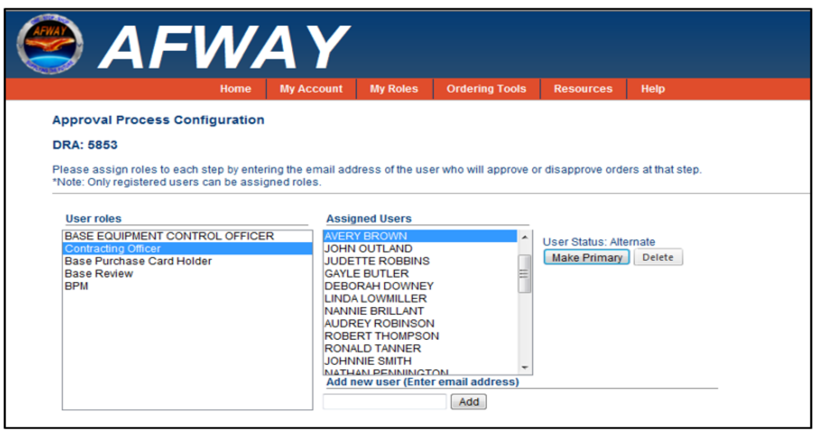
BECO - Assign Roles

If the individual’s name is not listed under “Assigned Users”, you may enter the e-mail address of the user who will approve or disapprove orders at that step. **NOTE**: If the user is showing in Assigned Users, but does not have the role, verify the e-mail address by removing and re-adding the user.



BECO – Add User to Assigned Role

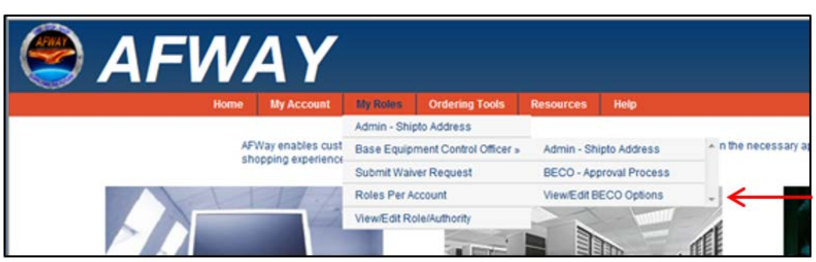
Once an individual is selected, notice that their status is displayed to the right as either “Alternate” or “Primary”. You may update their status by clicking the “Make Primary” button or “Delete” which removes them from the approval process. Once a user has been made “Primary” their name will appear at the top of the drop-down list, and the remaining list of users becomes “Alternates”.



BECO - Make Individual Primary

View/Edit BECO Options

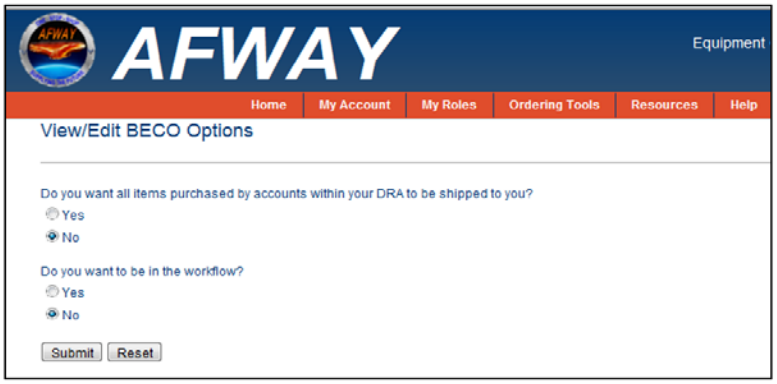
From the Navigation Bar, select ***My Roles***, ***Base Equipment Control Officer***, and ***View/Edit BECO Options***.



View/Edit BECO Options Navigation

From this screen, you have the option of having all items purchased by accounts within your DRA to be shipped to you, or to the ShipTo address specified. If "Yes" is selected, all purchased items are sent to the BECO.

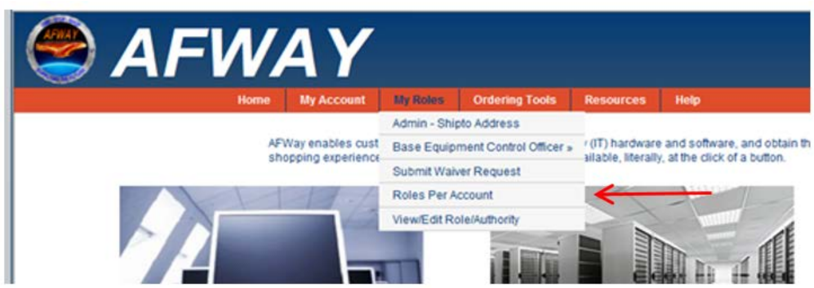
There is also an option for the BECO to choose to be included in the approval process workflow (yes/no). Once selected click ***Submit***.



View/Edit BECO Options

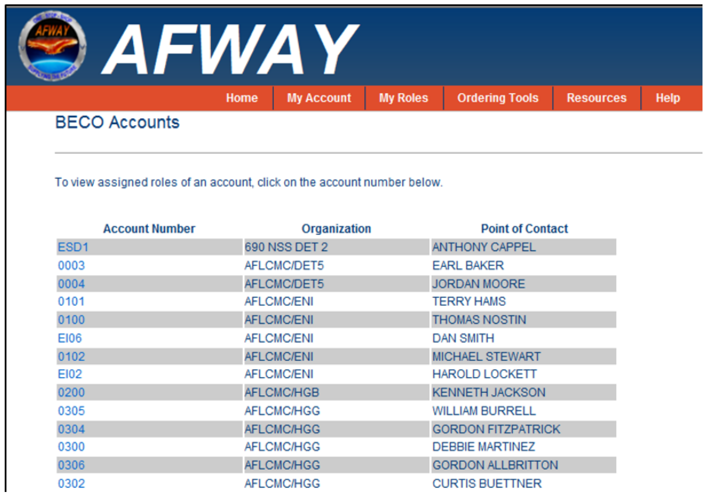
Roles Per Account

This option allows the BECO to view all EC accounts under their DRA and the approval process for each account. From the Navigation Bar, select ***My Roles*** and ***Roles Per Account***.



BECO - Roles per Account

The BECO Accounts page will appear with a list showing account numbers, organization and points of contact. Click on an account number to view the Approval Process for that account.

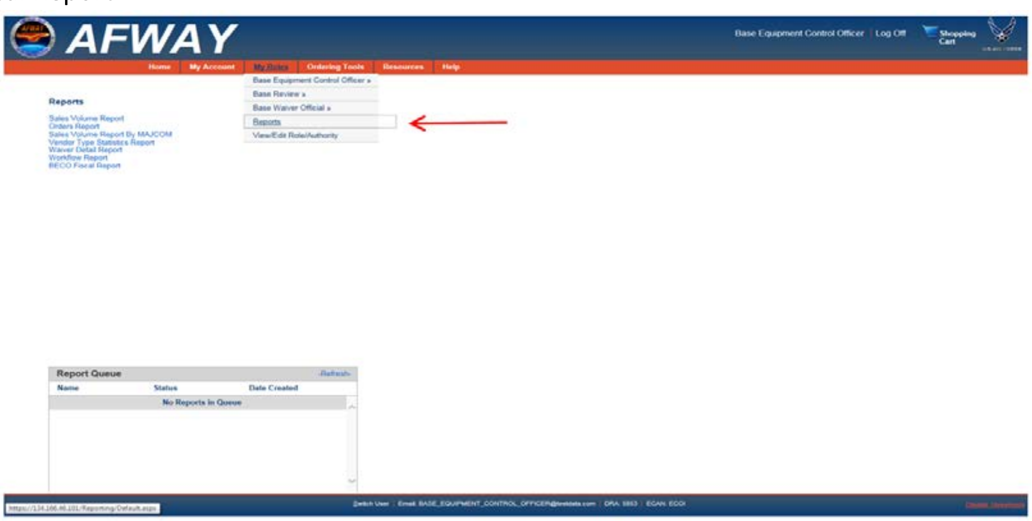


BECO Accounts page

BECO Reports

From the Navigation Bar, go to ***My Roles*** and ***Reports***. The BECO has the ability to run the following reports:

Sales Volume Report
Orders Report
Sales Volume Report by MAJCOM
Waiver Detail Report
Workflow Report
BECO Fiscal Report



BECO Reports

For information on reports, see ***Section 10. Reports*** starting on page 70.

4. b. Equipment Custodian

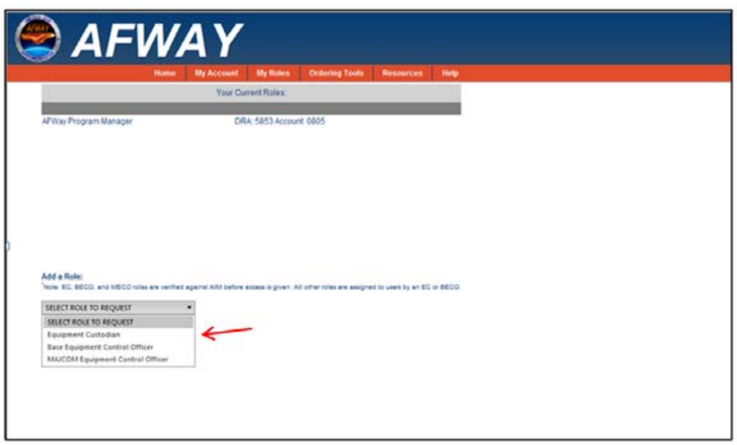
Assigning yourself to the EC Role

This allows view/edit capability for the EC, BECO, and MECO roles. These roles are verified against the Asset Inventory Management (AIM) module of the AF Equipment Management System (AFEMS).

After establishing an account with AFWay, log on and from the Navigation Bar, select ***My Roles***, and ***View/Edit Role/Authority***.

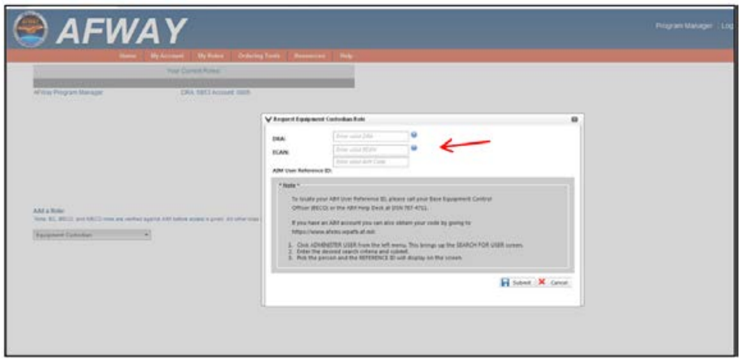
My Roles – View/Edit Role/Authority

Go to ***Add a Role:,*** select ***Role to Request***, and choose the ***Equipment Custodian*** role from the drop-down menu.



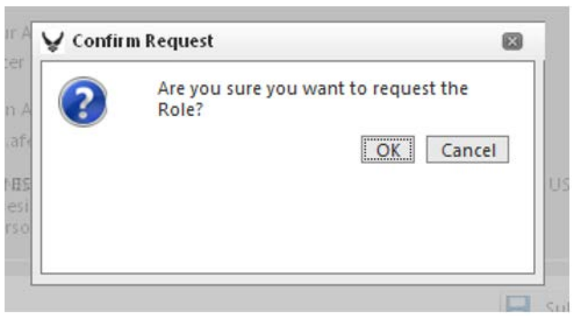
Assigning Yourself the EC Role

A popup message appears requesting your DRA, ECAN and AIM User Reference ID. Provide the requested information and click ***Submit***. If you do not know your DRA, ECAN or AIM User Reference ID, contact your Base Equipment Control Officer (BECO). **NOTE:** It takes 24 hours for AIM to interface with AFWay to update records.



Enter DRA, ECAN and AIM User Reference ID

Another popup message appears for confirmation:



Confirmation Message - Adding EC Role

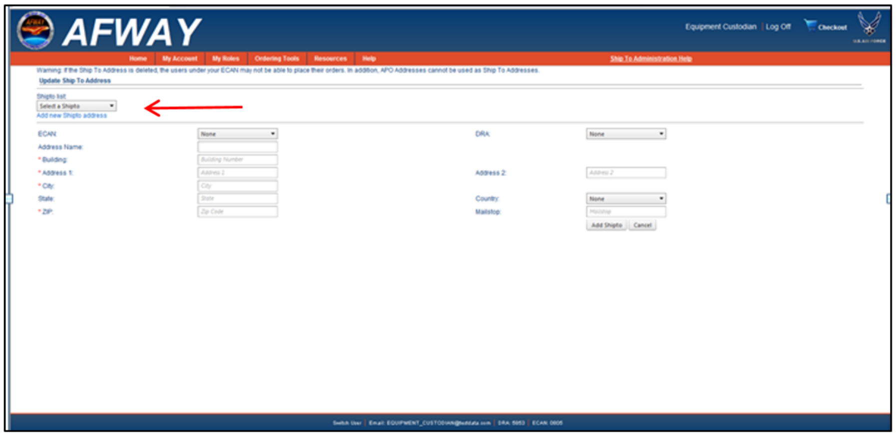
View/Edit Default ShipTo Address

The EC establishes the Default ShipTo address that will appear on every order processed with the applicable ECAN. ***NOTE:*** *If the BECO sets a ShipTo address and elects to have all orders shipped to them, this overrides the ShipTo address and the EC cannot change it.*

From the Navigation Bar, select ***My Roles***, ***Equipment Custodian*** and ***Admin – ShipTo Address***.

EC ShipTo Address

To add a new ShipTo address, select ***Add new ShipTo address***.



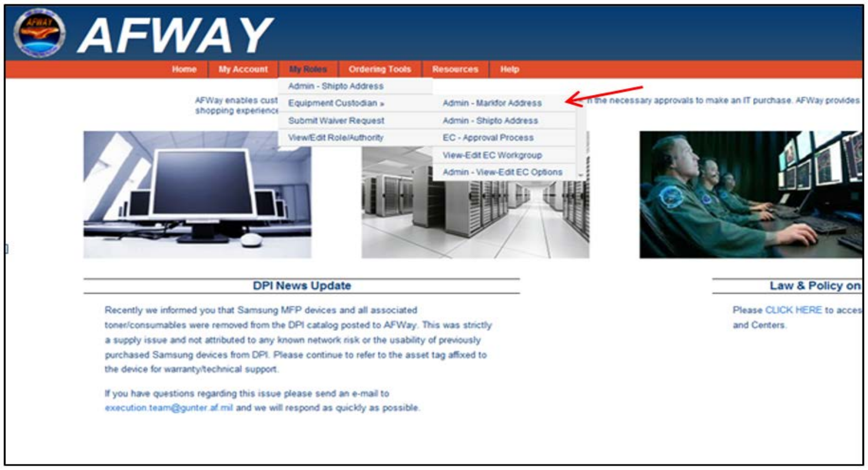
Update ShipTo Addresses page

Enter address information. If a ShipTo Address is deleted, users under your ECAN may not be able to place their orders. **NOTE:** <u>APO addresses are not allowed for ShipTo addresses.</u>

View/Edit Default MarkFor Address

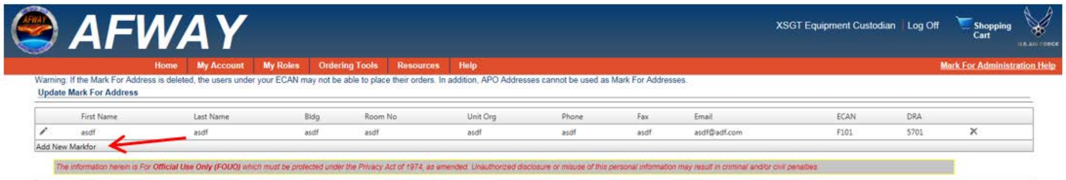
The ShipTo address determines where an order will be delivered. If orders are delivered to a central receiving location, the MarkFor address tells who the order is for. The EC establishes the Default MarkFor address that appears on every order processed with the applicable ECAN.

From the Navigation Bar, select ***My Roles***, ***Equipment Custodian*** and ***Admin – MarkFor Address***.



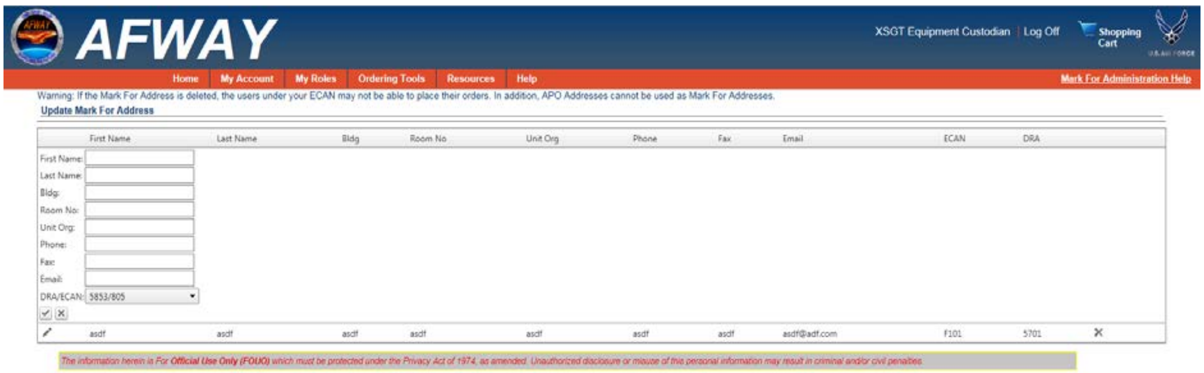
Default MarkFor Address

On the “Update MarkFor Address” page, you can edit a current MarkFor address by selecting the pencil Icon to the left of the MarkFor Address, or you can select “Add New MarkFor”.



Add New MarkFor

Enter all information and click the check mark at bottom left.

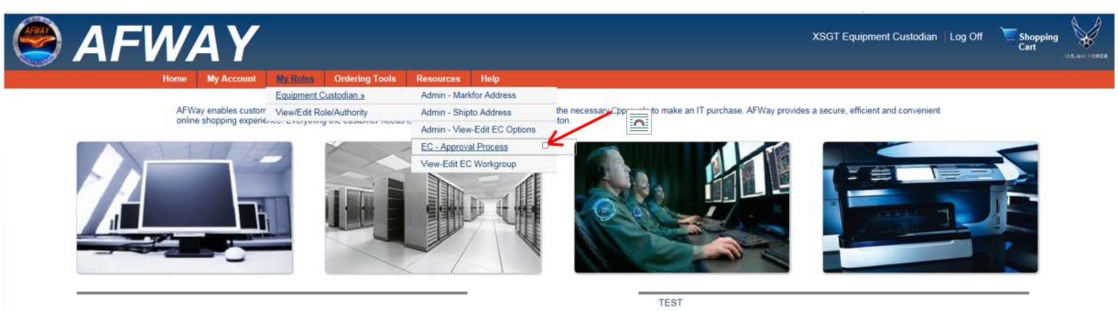


Create MarkFor Address

EC – Approval Process

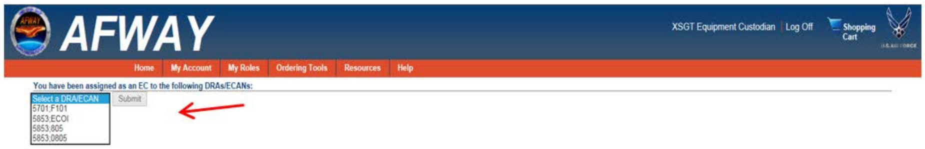
This option allows the EC to assign individuals to certain roles in the approval process. The EC <u>must</u> assign the Approval Official (AO), Organizational Purchase Card Holder (OPCH) and Resource Advisor (RA) roles. <u>**NOTE**: Only registered AFWay users can be assigned to these roles.</u>

From the Navigation Bar, select ***My Roles***, ***Equipment Custodian*** and ***EC – Approval Process***.



EC - Approval Process

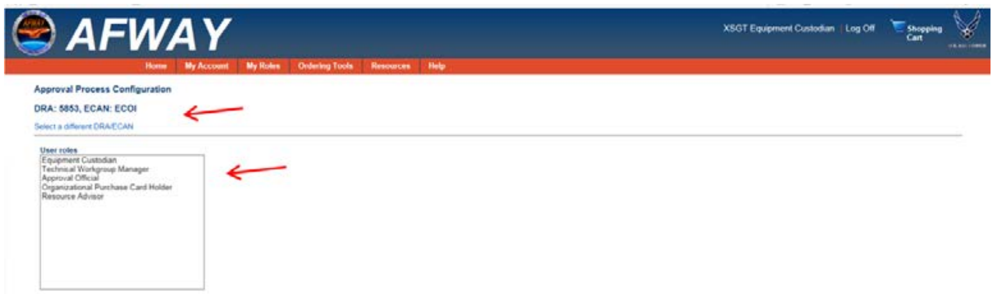
If you are an EC assigned to multiple ECANS, you will see a screen that lets you choose what ECAN you wish to add Approval roles to. Select the DRA/ECAN you wish to update and click ***Submit***.



EC – Select DRA/ECAN

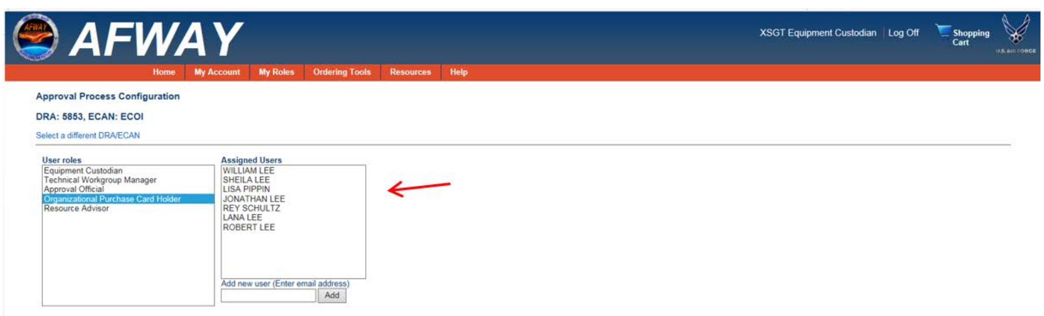
In the top left of the screen, you will see the DRA/ECAN you selected, or the option to "Select a different DRA/ECAN".

Assign individuals to the roles by selecting from the "User roles" available.



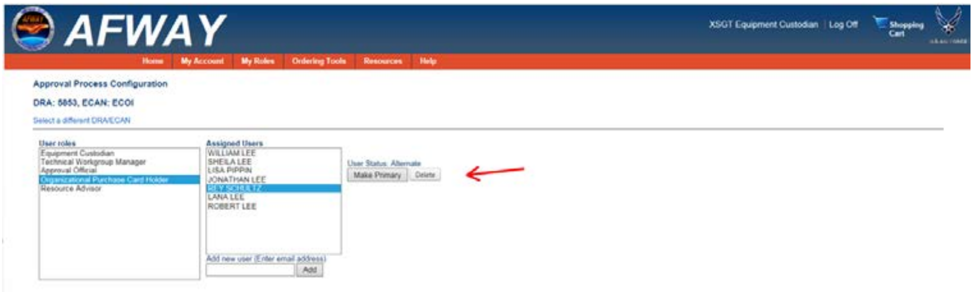
EC – Approval Process Configuration

Once selected, individuals with the role selected will appear on the right under "Assigned Users".



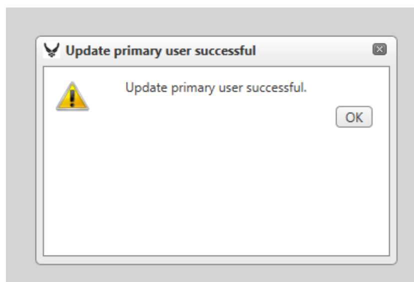
EC – Assigned Users

If the individual's name is not listed under "Assigned Users", you may enter the e-mail address of the user who will approve or disapprove orders at that step. <u>**NOTE**: If the user is showing in Assigned Users, but does not have the role, verify the e-mail address by removing and re-adding the user.</u>



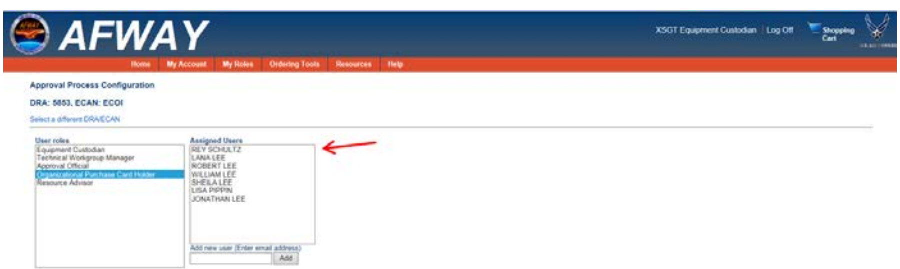
EC – Update Status or Delete

Once an individual is selected, their status is displayed to the right as either "Alternate" or "Primary". You may update their status by clicking the "Make Primary" button or "Delete" which removes them from the approval process. Once a user has been made "Primary" their name will appear at the top of the drop-down list, and the remaining list of users becomes "Alternates". When you select "Make Primary", you receive a Popup that states the update to Primary was successful.



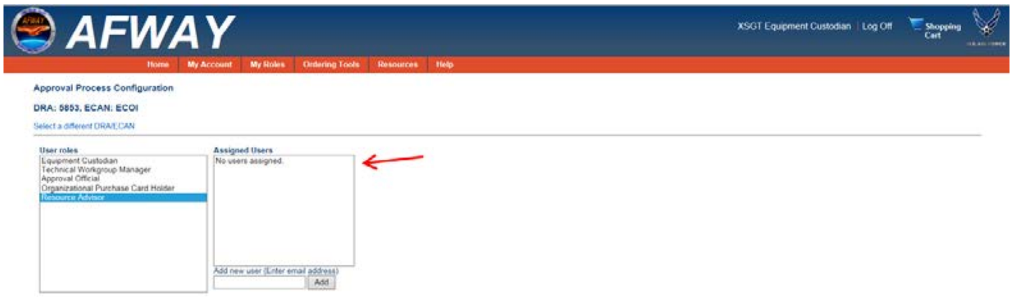
EC – Update primary user successful

Once a user has been made "Primary", their name will appear at the top of the drop-down list, and the remaining users become "Alternates".



EC – Primary moves to top of list

If no one is assigned to a role, the Assigned Users box will state "No users assigned." If this is a mandatory step in the Approval Process, Orders/RFQs will stop at this step until someone is assigned.



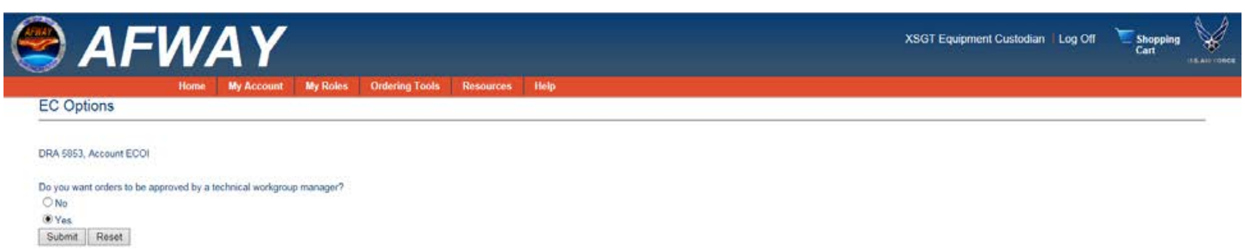
EC – No users assigned

View/Edit EC Options

This option allows the EC to choose whether a Technical Workgroup Manager (TWGM) is required to approve orders or not.

Admin – View-Edit EC Options

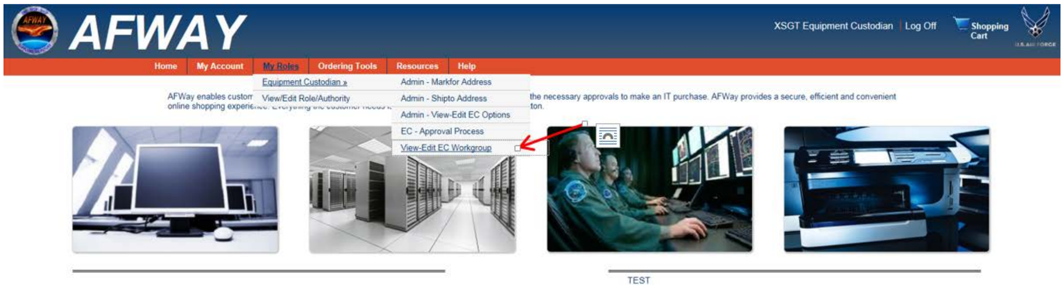
Select yes or no, then ***Submit***. If yes is chosen, the TWGM should be assigned under ***EC – Approval Process***.



Choose whether to have TWGM in Approval Process

View/Edit EC Workgroup

Registration and product searches can be done by everyone in AFWay, but orders and RFQs cannot be created until the EC gives someone Purchase Permission. When an individual registers using the EC's account number (ECAN), an e-mail will be generated to the EC stating that an individual is requesting to be added to the "Users With Permission to Order" list. **NOTE:** Purchase Permission means the ability to create/submit an Order or RFQ.

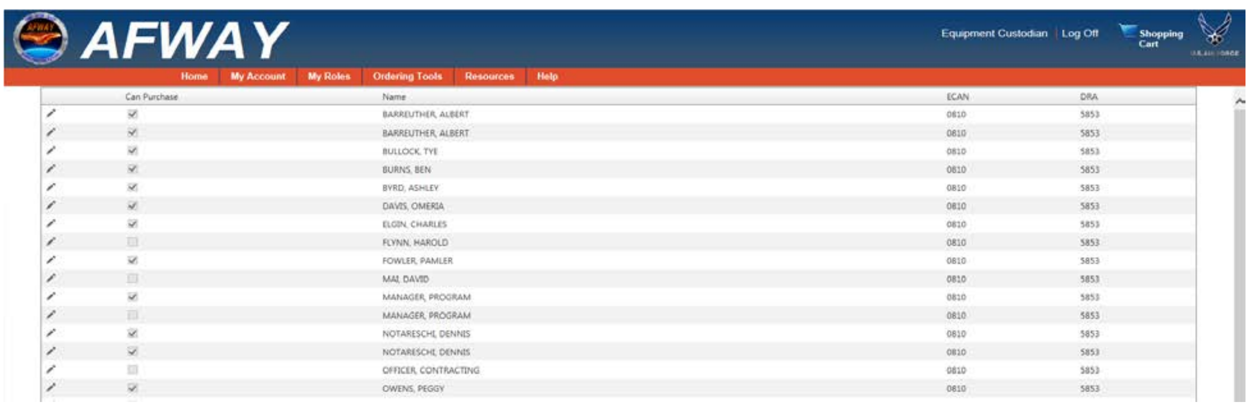


View-Edit EC Workgroup

From the Navigation Bar, select ***My Roles***, ***Equipment Custodian***, and ***View-Edit EC Workgroup***.

View-Edit EC Workgroup

This list shows everyone that registered in AFWay using the EC's ECAN, or updated their Account Information page with the EC's ECAN. <u>**NOTE:** The only way to be removed from this list is for the user to update their Account Information page to change their ECAN.</u>

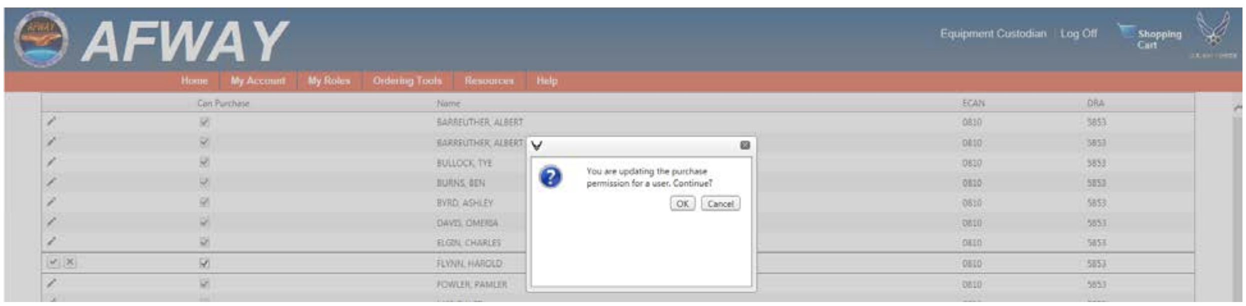


EC Workgroup

Add individuals to the "Users With Permission to Order" list by selecting the "pencil" icon (edit) to the left of the user's name. This opens the edit function for that person. This allows the EC to put a check in the box in the "Can Purchase" column. The two icons now showing to the left are the "Checkmark" to update the edit, or the "X" to cancel.

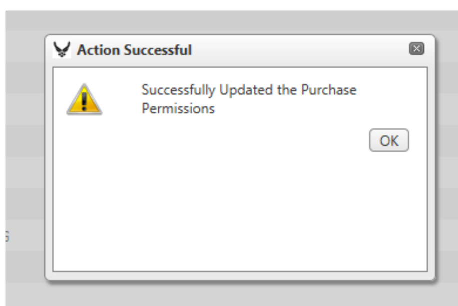
EC Workgroup Edit

After checking the box and clicking the "Checkmark" icon to update, you will get a popup asking if you want to update the purchase permission for this user.



Updating purchase permission

Click ***OK***. You will get a popup stating the update was successful.



Action Successful

Multiple Accounts for ECs

ECs can be assigned to multiple ECANs. If the EC plans to be the Originating Customer for more than one ECAN they will need to create alias accounts. See ***Section 3. Registration, Alias Accounts*** starting on page 11. If the EC is assigned to more than 3 ECANs it is suggested that the EC have others be the Originating Customer.

4. c. MAJCOM Equipment Control Officer (MECO)

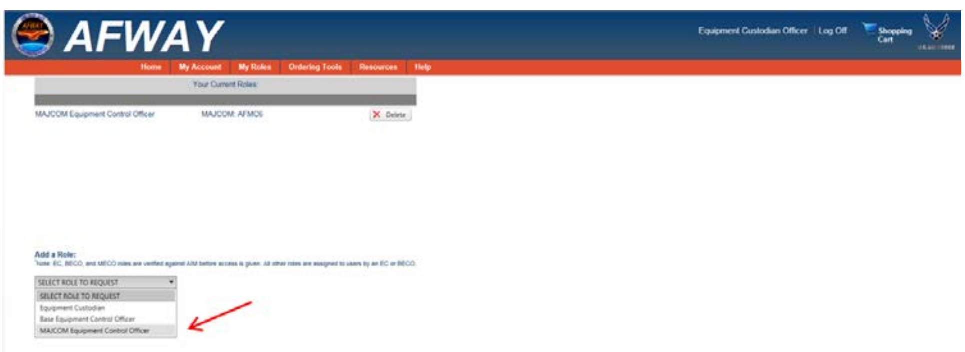
Assigning Yourself to the MECO Role

This allows view/edit capability for the EC, BECO, and MECO roles. These roles are verified against the Asset Inventory Management (AIM) module of the AF Equipment Management System (AFEMS).

After establishing an account with AFWay, log on and from the Navigation Bar, select ***My Roles***, and ***View/Edit Role/Authority***.

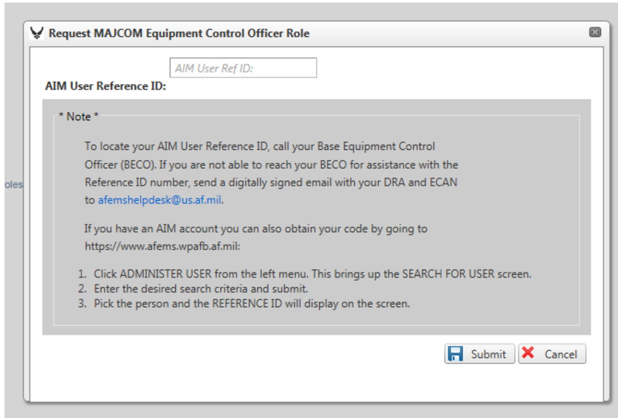
My Roles – View/Edit Role/Authority

Go to ***Add a Role:,*** select ***Role to Request***, and choose the ***MAJCOM Equipment Control Officer*** role from the drop-down menu.



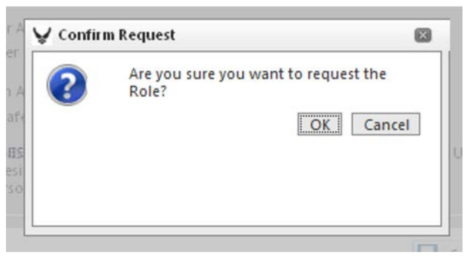
MAJCOM Equipment Control Officer

A popup message appears requesting your AIM User Reference ID. Provide the requested information and click ***Submit***.



AIM User Reference ID

Another popup message appears for confirmation:



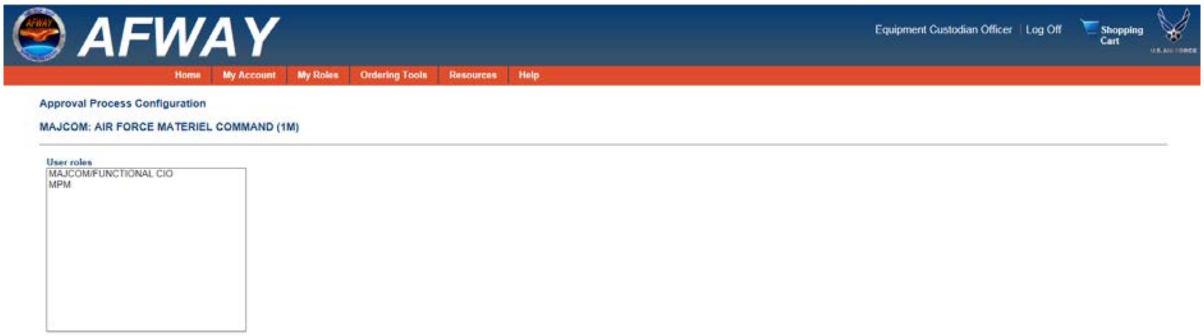
Confirm Request

MECO – Approval Process

From the Navigation Bar, select ***My Roles***, ***MAJCOM Equipment Control Officer***, and ***MECO – Approval Process***.

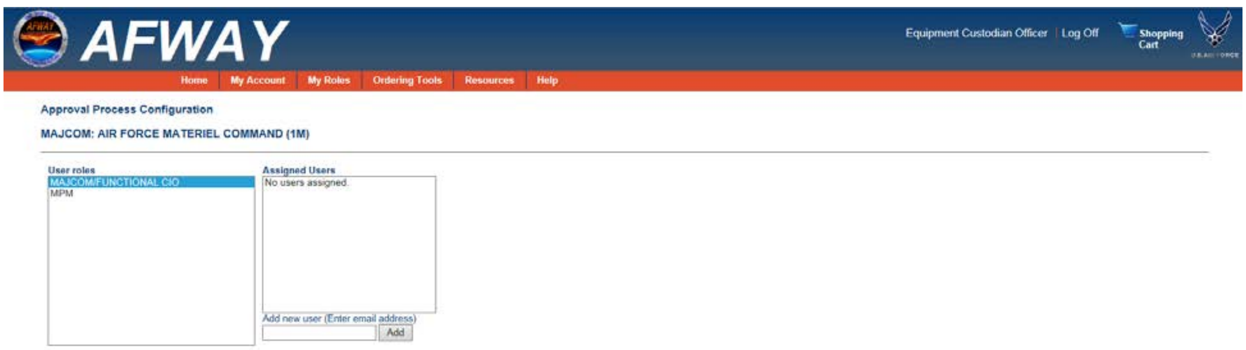
MECO – Approval Process

This option allows the MECO to assign individuals to the MAJCOM/Functional CIO and MAJCOM Program Manager roles.



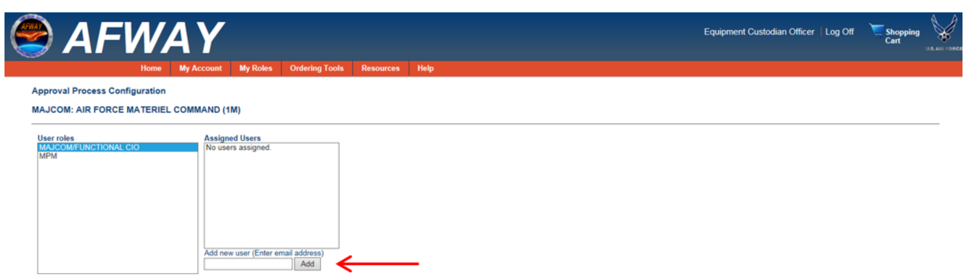
MECO – Assigning User Roles

Assign individuals to the roles by selecting from the "User roles" available. Once selected, individuals with the role selected will appear on the right.



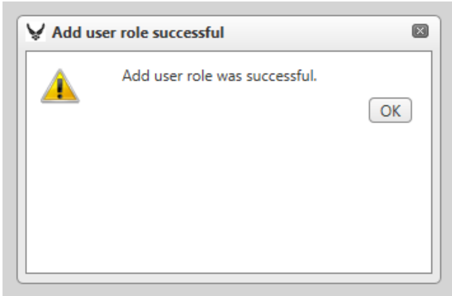
MECO - Assign Roles

If the individual's name is not listed under "Assigned Users", you may enter the e-mail address of the user who will approve or disapprove orders at that step. <u>**NOTE**: If the user is showing in Assigned Users, but does not have the role, verify the e-mail address by removing and re-adding the user.</u>



MECO – Add User to Assigned Role

A popup message will appear stating: Add user role was successful.



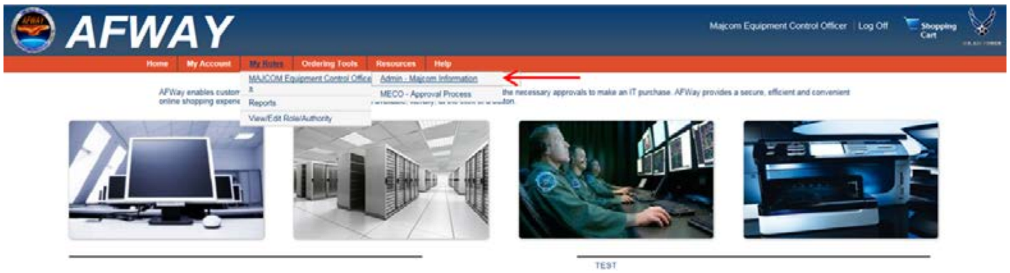
Add user role successful

Once an individual is selected, their status is displayed to the right as either “Alternate” or “Primary”. You may update their status by clicking the “Make Primary” button or “Delete” which removes them from the approval process. Once a user has been made “Primary” their name will appear at the top of the drop-down list, and the remaining list of users becomes “Alternates”.

Admin – MAJCOM Information

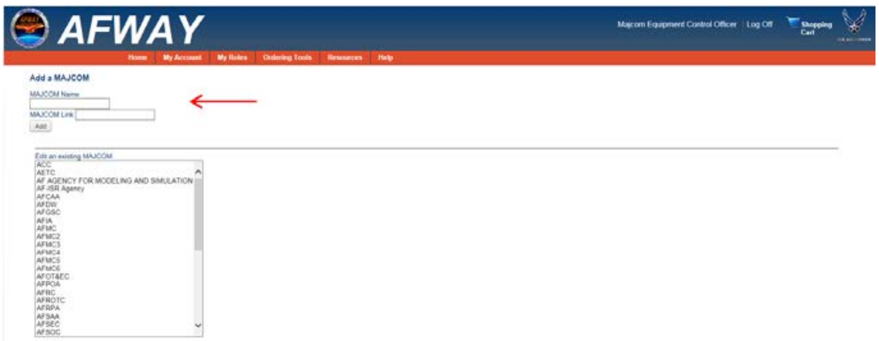
The MECO has the responsibility to add/edit MAJCOM Information.

From the Navigation Bar, go to ***My Roles***, ***MAJCOM Equipment Control Officer***, and ***Admin – MAJCOM Information***.



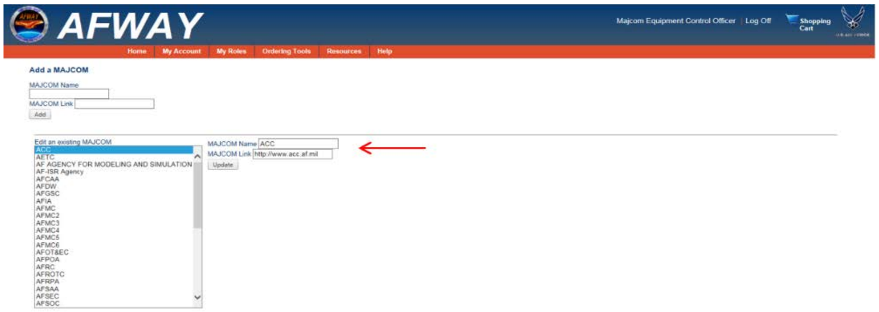
Admin – MAJCOM Information

To add a new MAJCOM, enter the MAJCOM name and the MAJCOM link and click ***Add***.



Add a MAJCOM

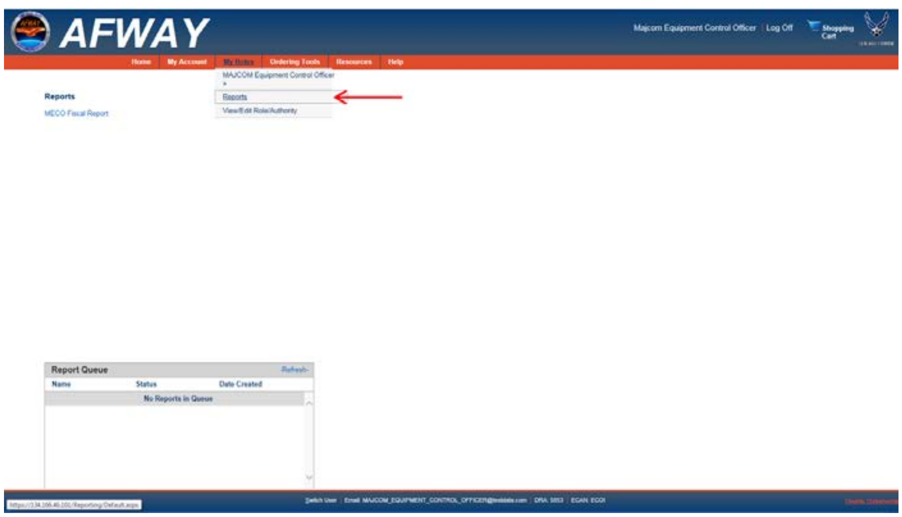
You can also edit a MAJCOM. To edit MAJCOM Information, click on the MAJCOM, edit MAJCOM Name or MAJCOM Link, and click ***Update***.



Edit MAJCOM Information

MECO Reports

From the Navigation Bar, go to ***My Roles*** and ***Reports***. The MECO has the ability to run the MECO Fiscal Report.



MECO Reports

For information on reports, see ***Section 10. Reports*** starting on page 70.

4. d. Additional Approval Roles

Approval Official (AO)

The AO role is assigned by the EC. Role assignment is accomplished by going to the Navigation Bar and selecting ***My Roles***, ***Equipment Custodian***, and ***EC - Approval Process***. The same individual who holds the Organizational Purchase Card (OPCH) cannot fill this role. All orders will be routed through the AO. The AO has the responsibility to review, approve or disapprove the order. The order will not continue through the process without the approval of the AO. Once the AO approves the order, they can choose to have it routed to the OPCH *or* to the Resource Advisor (RA) (if the order is over $25,000, it is automatically routed to the RA). If the AO disapproves the order, the order is sent back to the original user as a "Disapproved Order" and also as a wishlist. If the EC has not assigned a name to this role, the order will stop at this step.

Base Communications Systems Officer (CSO)

The Base CSO role is assigned by the Base Review. Orders for cellular phones and services are first routed to the Base CSO to review, approve, or disapprove. If the order is approved and it is not for a phone connected to the network, it skips the Equipment Custodian step and moves on to the next step in the approval process. If the order is approved and it is for a phone connected to the network, the order is then routed to the Equipment Custodian for approval/disapproval. If the Base CSO disapproves the order, it is sent back to the original customer as "Disapproved" and as a wishlist.

Base Purchase Card Holder (BPCH)

The BPCH role is assigned by the BECO. The BPCH has the responsibility to review. Approve or disapprove any orders routed to this role by the RA. Once the order arrives at the BPCH, it will not continue through the process without the approval of the BPCH. Once the BPCH approves the order, it will be sent directly to the vendor. If the BPCH disapproves the order, it is sent back to the original user as "Disapproved" and also as a wishlist. If the BECO has not assigned a name to this role, the order will stop at this step.

The BPCH can create a credit card profile by going to the Navigation Bar, and select ***My Account***, and ***My Credit Card Information***.

Base Review

The Base Review is assigned by the BECO. This role is filled by someone who can evaluate the appropriateness of items being considered for inclusion to the base architecture. This step is optional in the approval process.

The Base Review has the responsibility to review, approve or disapprove an order. If the Base Review is required, orders will not continue through the process without the approval of the Base Review. If the Base Review disapproves the order, it is sent back to the original user as a "Disapproved Order" and as a wishlist. If the Base Review step is required and the BECO has not assigned a name to this role, then orders will stop at this step.

Base Waiver Official (BWO)

The BWO role is assigned by the Base Review. The Base Waiver Official has the responsibility to review, approve, or disapprove waiver requests. Once a waiver request arrives at the Base Waiver Official role, it can be reviewed for validity based on the rationale submitted with the waiver request and according to the standards established by the MAJCOM. When the BWO approves or disapproves a waiver, the original user will receive notification that the waiver is approved or disapproved. There is also an option to approve and check for the waiver request to be forwarded on to the MAJCOM/Functional CIO for final approval/disapproval.

Contracting Officer (CO)

The CO role is assigned by the BECO. The CO has the responsibility to review, approve or disapprove any orders routed to this role by the RA. Once the CO approves the order, it will be sent directly to the vendor. If the CO disapproves the order, the order is sent back to the original user as "Disapproved" and also as a wishlist. If the BECO has not assigned a name to this role, the order will stop at this step.

MAJCOM/Functional CIO (MWO)

The MAJCOM/Functional CIO role is assigned by the MECO. The MAJCOM/Functional CIO (MWO), acting as the Waiver Official, has the responsibility to review, approve or disapprove waiver requests routed to this role. Once a waiver request arrives at the MWO, it can be reviewed for validity based on rational submitted with the waiver and according to standards established by the MAJCOM. Once the waiver request is approved or disapproved by the MWO, the original user will receive e-mail notification.

Organizational Purchase Card Holder (OPCH)

The OPCH role is assigned by the EC. The same individual who holds the AO role cannot fill this role. The OPCH has the responsibility to review, approve or disapprove an order submitted to them for payment. The order will not continue through the process without the approval of the OPCH. Once the OPCH approves the order, it will be sent directly to the vendor. If the OPCH disapproves the order, the order is sent back to the original user as a "Disapproved Order" and also as a wishlist. If the EC has not assigned a name to this role, the order will stop at this step.

The OPCH can create a credit card profile by going to the Navigation Bar, and select ***My Account***, and ***My Credit Card Information***.

Resource Advisor (RA)

The RA role is assigned by the EC. The RA has the responsibility to review, approve or disapprove any orders routed to this role by the AO. Once the RA approves the order, they can choose to have it routed to the BPCH or the CO. If the RA disapproves the order, the order is sent back to the original user as "Disapproved" and also as a wishlist. If the EC has not assigned a name to this role, the order will stop at this step.

Technical Workgroup Manager (TWGM)

The TWGM role is assigned by the EC and is an optional role. If the TWGM is placed in the approval process they will have the "first look" at all requirements submitted under the EC's account. The TWGM has the responsibility to review, approve or disapprove an order. If the TWGM disapproves the order, it is sent back to the original user as “Disapproved” and also as a wishlist. If the TWGM step is activated and the EC has not assigned a name to this role, the order will stop at this step.

5. *AFWay Workflow Process Diagram*

NOTE: *At any step in the Approval Process, the order can be backed up to the last approved step. At any point in the process the order can be disapproved. If disapproved, it will become a Wishlist on the User Profile page of the original user.*

Step 1: Registered user initiates an order.

Step 2: TWGM (Technical Workgroup Manager) if assigned in the approval process, reviews and approves/disapproves the order. ***The TWGM is assigned by the EC.***

Step 3A: EC (Equipment Custodian) reviews and approves/disapproves the order.

Step 3B: If the order is for cellular phone and services, it will go to the Base CSO to review and approve/disapprove the order. If the phone is connected to the network, the order is then sent to the EC to review and approve/disapprove. Otherwise, the order moves on to the next step.

Step 4A: If CIO standards have not been established and CIO approval is required, then Base Review is required.

Step 4B: The Base Review will review and approve/disapprove the order. ***The Base Review is assigned by the BECO.***

Step 5: The BECO reviews and approves/disapproves the order (if added to the workflow). The BECO can opt out of the Approval Process.

Step 6: The AO (Approval Official) reviews and approves/disapproves the order. The AO must decide to send the order to the OPCH (Organizational Purchase Card Holder) or the RA (Resource Advisor). Generally if the order is less than $25,000 it is routed to the OPCH. If the amount of the order is greater than $25,000, the order is automatically routed to the RA. **NOTE**: The AO cannot be the Organizational Purchase Card Holder (OPCH). ***The AO is assigned by the EC.***

Step 7A: If the AO has determined that the purchase should be accomplished by the OPCH, the order is reviewed and approved/disapproved by the OPCH. If approval is granted, the OPCH enters Credit Card information. ***The OPCH is assigned by the EC.***

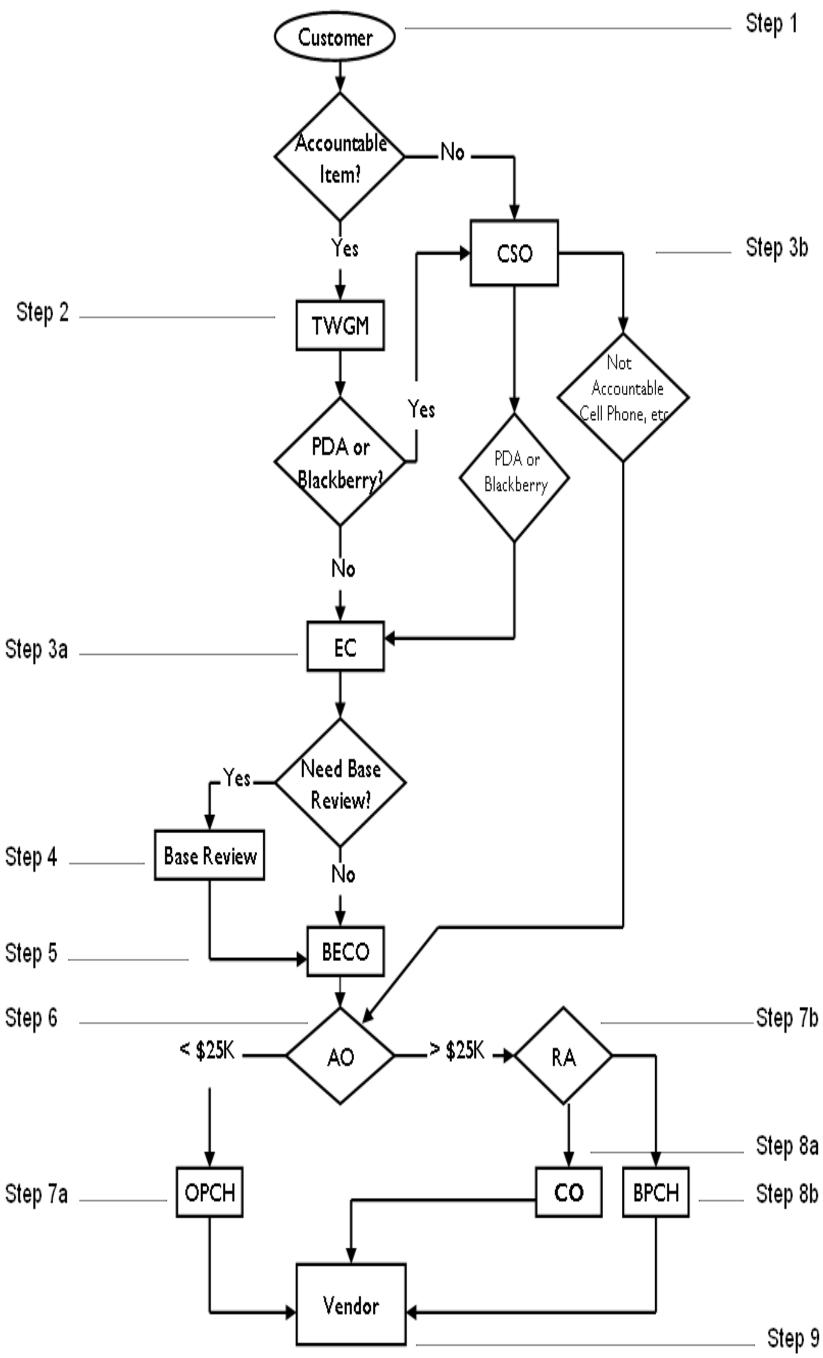
Step 7B: If the order total is greater than $25,000 or the AO requested the order be sent to the RA, the order is reviewed and approved/disapproved by the RA. Additionally, the RA determines if the order should be routed through the CO (Contracting Officer) or the BPCH (Base Purchase Card Holder). ***The RA is assigned by the EC.***

Step 8A: AFWay will notify the CO when there is an order pending their action. The CO will not take action on the order at this point. Once the CO receives a certified AF Form 9, a SF1449 must be created. Upon completion of the SF1449, the CO will return to AFWay, and add the following information to the order:
Line of accounting/fund cite (taken from the certified AF Form 9).
Delivery Order Number from the SF1449 they just created.

The CO is assigned by the BECO.

Step 8B: The BPCH reviews and approves/disapproves the order. If approval is granted, the BPCH enters IMPAC card information. ***The BPCH is assigned by the BECO.***

Step 9: The Vendor receives, reviews, and completes the order.



AFWay Workflow Process Diagram

6. Credit Card Information Profile

The Organization Purchase Card Holder (OPCH), the Base Purchase Card Holder (BPCH) and Users that are considered Non-Air Force users, can create Credit Card Profiles in AFWay so when it comes time to approve Orders/RFQs the Credit Card Information is easily available.

From the Navigation Bar, select ***My Account*** and ***My Credit Card Information***.

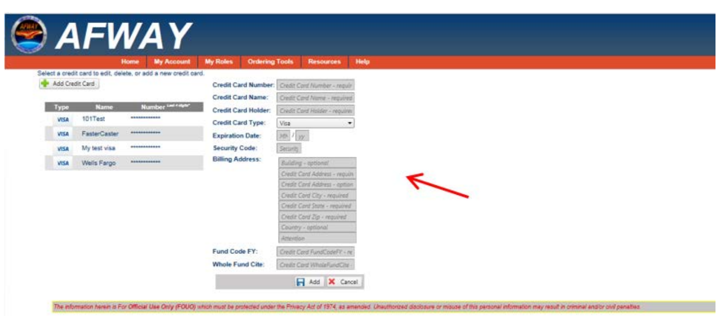
My Credit Card Information

You can store multiple credit card profiles. To add a new credit card profile, click ***Add Credit Card***.

Add Credit Card

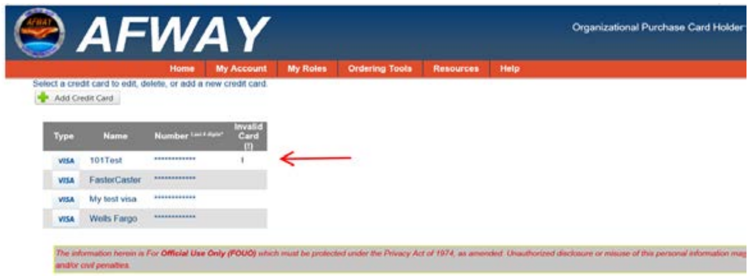
Enter Credit Card information and click ***Add***. The Credit Card Name can be a “Nickname” that helps to distinguish one card from another. Example: If an OPCH holds 2 credit cards and each one is to be used for different DRA/ECAN, the Credit Card Name could be the DRA/ECAN.

NOTE: Fund Cite information is required and may be obtained from the AF Form 4009 or from the Resource Advisor (RA). This information is required so that AFWay can track purchases down to the fund cite account level.



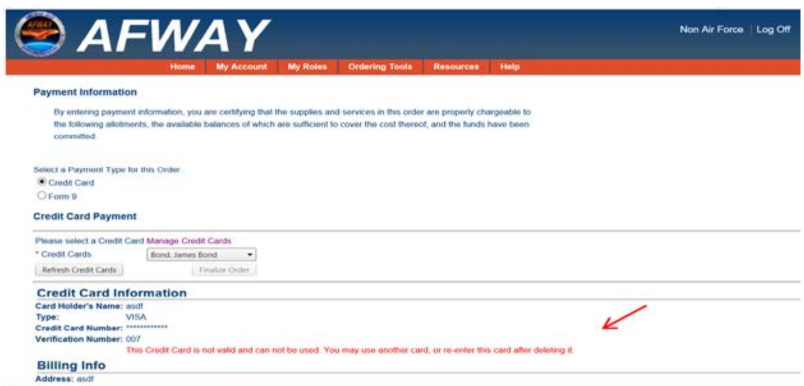
Enter Credit Card Information

Invalid credit cards. A credit card is flagged as Invalid for one of two reasons: 1. the credit card has expired, and 2. when the Vendor places an order on Hold and the reason for Hold is Invalid Credit Card. When the card is flagged as invalid, there will be an explanation point in the Invalid Card Column. **Note:** When a Vendor uses Hold Justification of Invalid Credit Card, the card is flagged and the card holder must delete the credit card profile and enter a new profile.



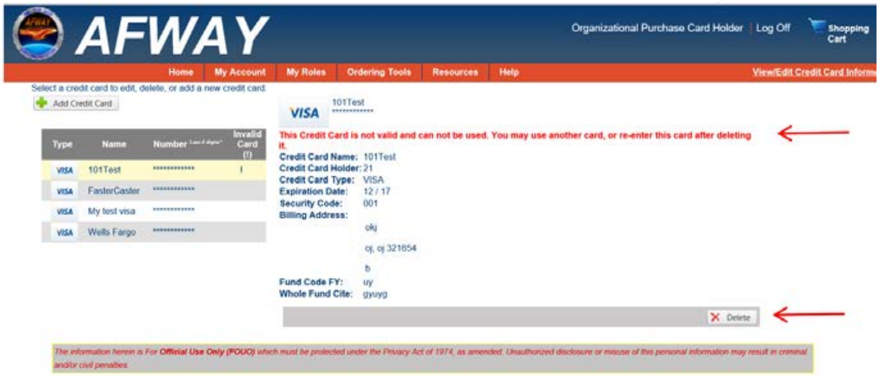
Invalid Credit Card

If a Card Holder tries to use a credit card that has been flagged as invalid, they will receive a message stating "This Credit Card is not valid and cannot be used. You may use another card, or re-enter this card after deleting." Once a credit card has been flagged as Invalid, it cannot be edited or used.



Payment with Invalid Card

The credit card profile must be deleted. From the Navigation Bar, go to My Account, My Credit Card Information. A new credit card profile must be created for a valid credit card. If you click on the invalid credit card to view the profile, you will get a notice that says "This Credit Card is not valid and cannot be used. You may use another card, or re-enter this card after deleting." There will only be a delete button, there is no edit button.



Card cannot be edited

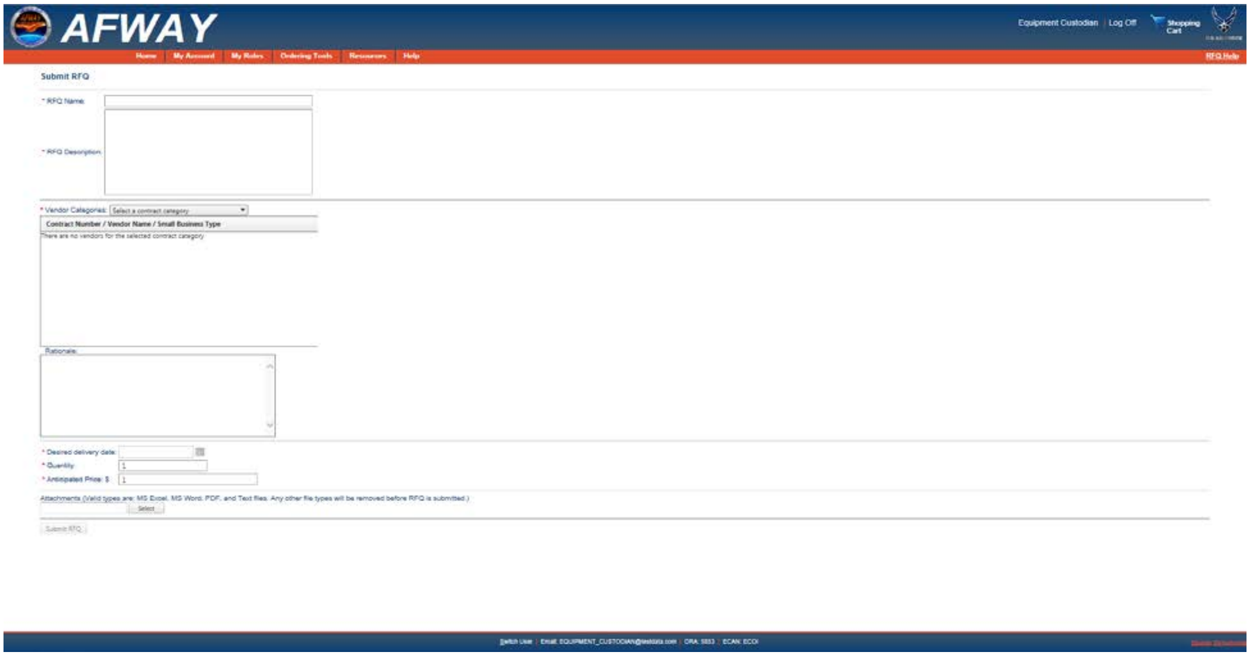
7. Request for Quote (RFQ)

7. a. Creating a Request for Quote (RFQ)

Once you have successfully logged on to AFWay, from the Navigation Bar, select ***Ordering Tools*** and ***Submit RFQ***.

Submit RFQ

The Submit RFQ page is used to input all information that is required to submit a RFQ to the approval process. Items indicated with an asterisk are required fields. **NOTE:** Since AFWay times out, it is recommended to have all information ready to go into the fields before going to the Submit RFQ page. If AFWay times out, all information is lost and the user will have to begin again.



Submit RFQ page

RFQ Name – Enter a name or title to distinguish the RFQ from others. Do not use "&".

RFQ Description – Enter a full description of the item needed.

Vendor Categories – Select the contract category from the drop-down list that best describes the type of product or services desired. Once selected, all vendors associated with the contract category are displayed and highlighted. Some categories allow you to select individual vendors from the list. **NOTE:** If you select individual vendors from the contract category list, you must enter the Rationale in the next field.

Rationale – Enter an explanation if only one (or more) vendors from a vendor category is selected.

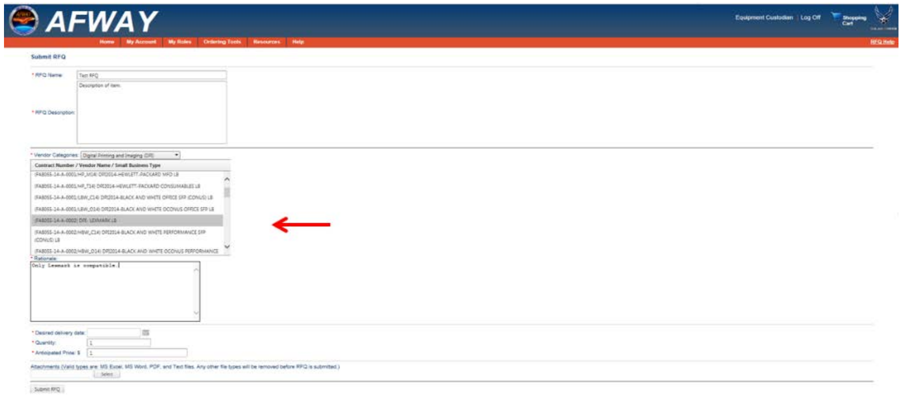
Desired Delivery Date – Select a desired delivery date that is later than the current date. **Note:** This date will also be the RFQ expiration date.

Quantity – Enter the exact quantity of the item needed.

Anticipated Price – Enter an approximate price.

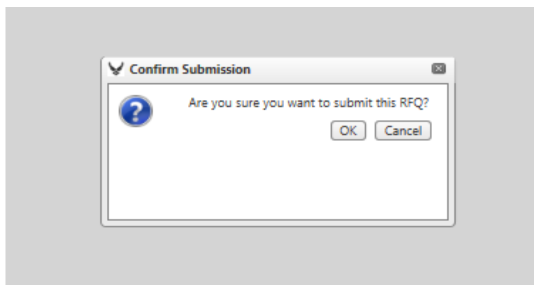
Attachments – Attach any related documents. Click ***Select*** to choose the attachments from your desired location. AFWay allows up to 10 attachments that in total are less than 12MB in size. The following file formats are accepted: .docx, .xlsx, .pptx, and.pdf.

In the example below, the user selected Digital Printing and Imaging (DPI). The drop-down list populated with all vendors in that vendor category. The user selected only one vendor from the list and entered a rationale.



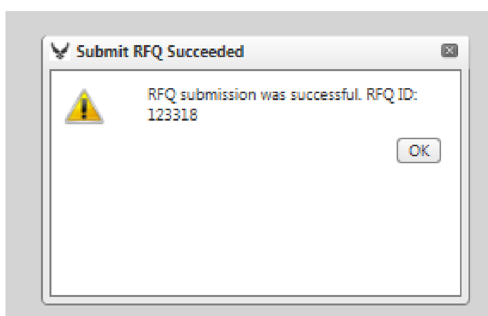
Selecting Vendor Category

Once all required information has been entered, select ***Submit***. You will receive a popup to Confirm Submission.



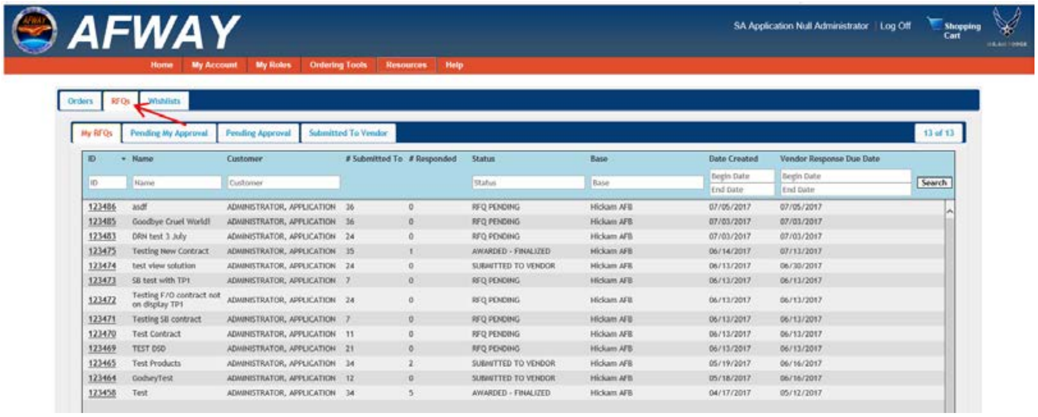
Confirm Submission

If OK is selected, you receive another popup that shows RFQ submitted successfully, and provides you with a RFQ ID.



Submit RFQ Succeeded

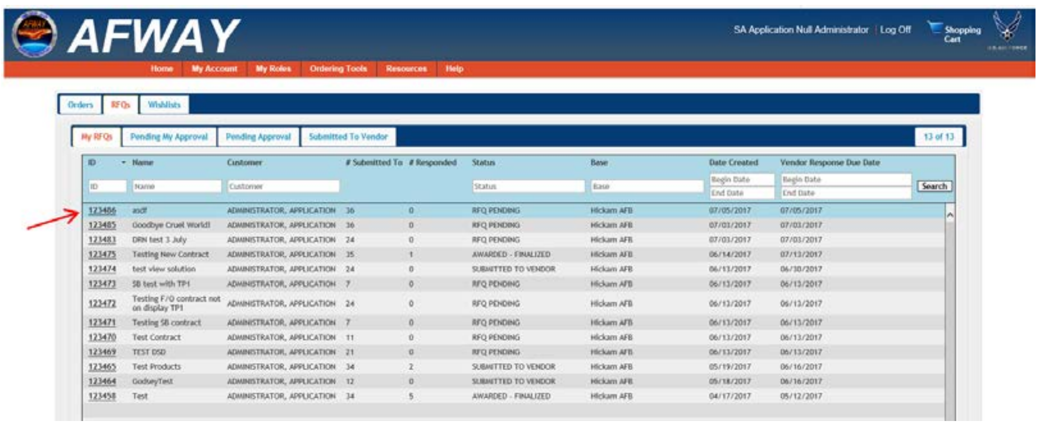
To view your RFQ, from the Navigation Bar, select ***My Account***, ***User Profile***, and ***RFQs*** from the 3 tabs at the top of the page.



User Profile – Submitted RFQs

The RFQs page has 4 tabs. The ***My RFQs*** tab shows any RFQs submitted by the user. The ***Pending My Approval*** tab shows a list of RFQs pending approval at the approval step held by the user. The ***Pending Approval*** tab shows a list of all RFQs pending in the approval process. The ***Submitted to Vendor*** tab shows RFQs created by the user that have been approved and submitted to the Vendor(s).

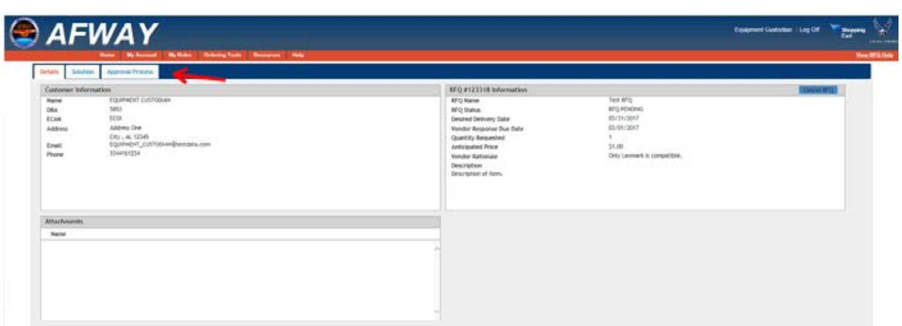
To view the RFQ Details Page, click on the RFQ ID.



Click RFQ ID

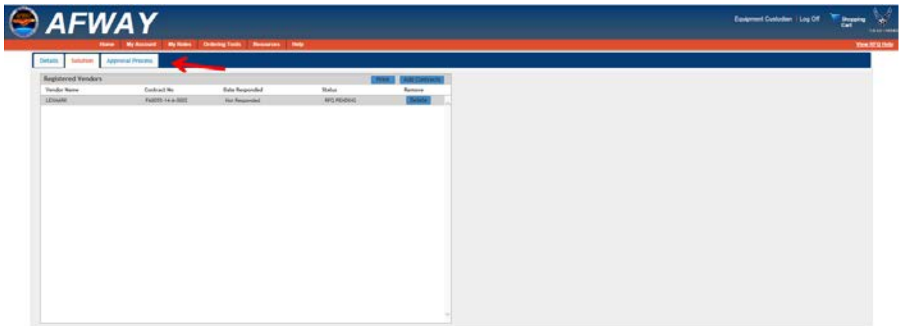
On the RFQ Details page, you will see three tabs:

The ***Details*** tab that shows the RFQ information and any attachments.



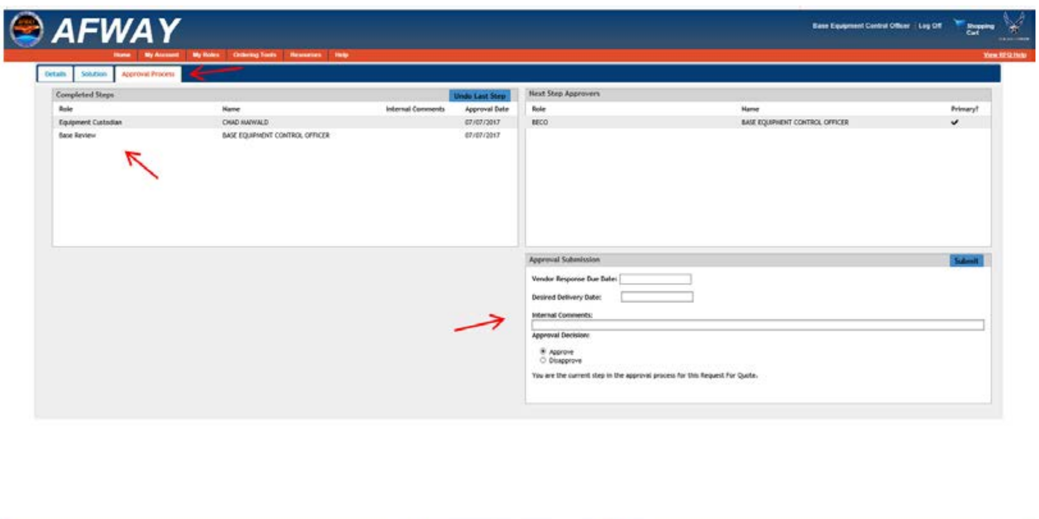
Details tab

The ***Solution*** tab that shows Vendors and their status.



Solution tab

The ***Approval Process*** tab that shows who approved or disapproved the RFQ, and who the Next Step Approver is. It also has the Approval Submission section that can only be seen by those listed as Approver at that step in the Approval Process.



Approval Process tab

The Approval Solution provides a place to change the Vendor Response Due Date and the Desired Delivery Date. Any step approver can update this information, but it is a requirement for the funding representative.

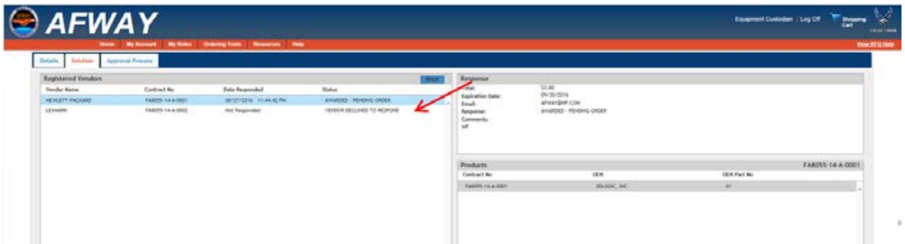
When the RFQ is ***Submitted to Vendor*** by the funding representative (OPCH, BPCH or CO), the vendor(s) receive e-mail notification of the new RFQ awaiting action.

NOTE: The Originating Customer or anyone in the Approval Process can cancel an RFQ until the RFQ goes into any "Awarded" status. This includes after it has been submitted to Vendor.

7. b. Vendor Response to RFQ

After the vendor views the RFQ they will decide whether or not to respond. **NOTE:** A vendor does not have to respond to an RFQ.

If the vendor declines to submit a solution, they will change the status from “Submitted to Vendor” to “Vendor Declined to Respond”.



Vendor Declined to Respond

The original customer and the funding representative will receive e-mail notification of the status change.

From: AFWay Support [mailto:afway.support@mail.mil]
Sent: Wednesday, February 01, 2017 10:15 AM
To: Original user / Funding representative
Subject: AFWay RFQ Response Received - RFQ ID XXXXXX

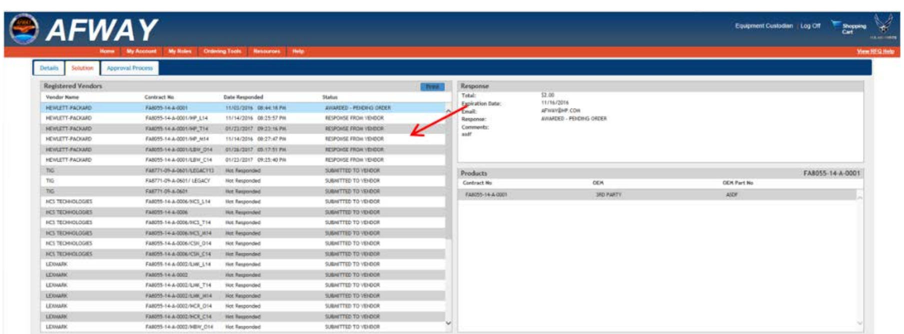
XXXXX.XXXXXXX@us.af.mil
UNICOM GOVERNMENT, INC. (FA8732-13-D-0030) has DECLINED to respond regarding your Request For Quote named: TEST RFQ. To review the response:

1. Go to https://www.afway.af.mil
2. Click on the User Profile link
3. Log on using your email and password
4. Click on the RFQ Named: TEST RFQ
   Or RFQ ID: XXXXXX

This e-mail is automatically generated. PLEASE DO NOT REPLY TO THIS E-MAIL.

E-mail notification

If the vendor decides to respond, they will submit their response, the RFQ status will change to “Response from Vendor”.



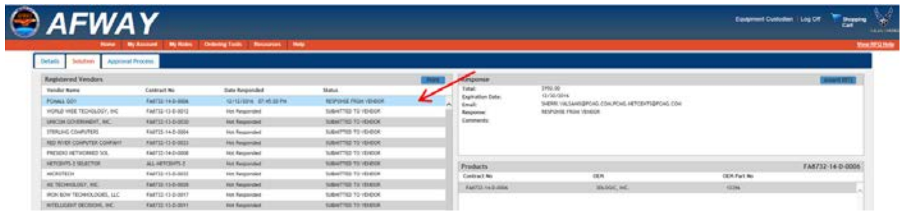
RFQ status change

The original customer and the funding representative will receive e-mail notification of the status change, and can view the vendor’s response.

7. c. Originating Customer – Viewing Vendor Responses

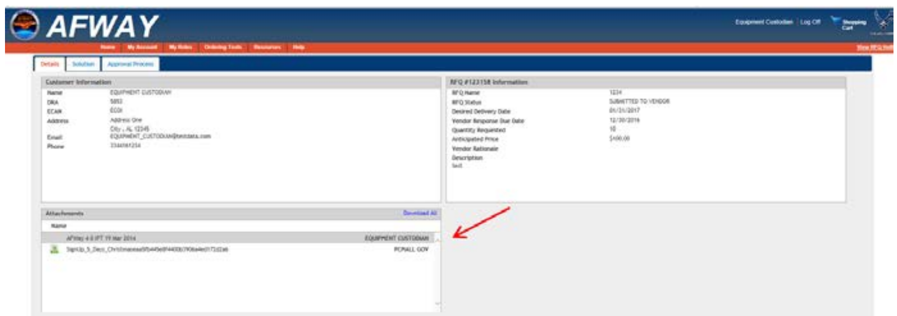
After receiving e-mail notification from vendors, the originating customer may log on to AFWay and view the response.

From the Navigation Bar select ***My Account***, ***User Profile***, and ***RFQs***. Click on the RFQ ID and then click on the ***Solution*** tab.



Response from Vendor

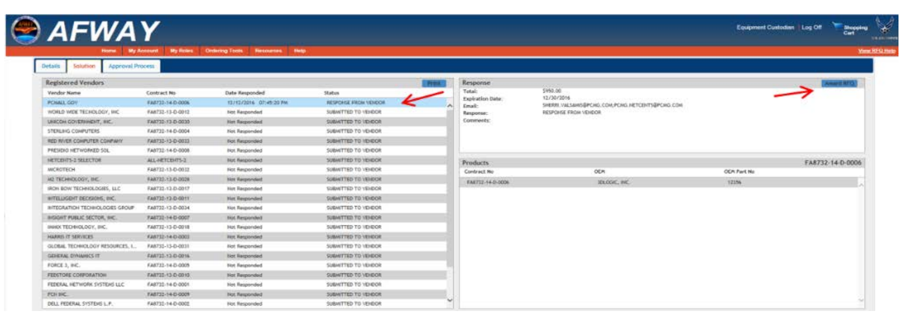
If the vendor added attachment(s), the attachment(s) can be viewed in the Attachments window under the ***Details*** tab.



Vendor attachments

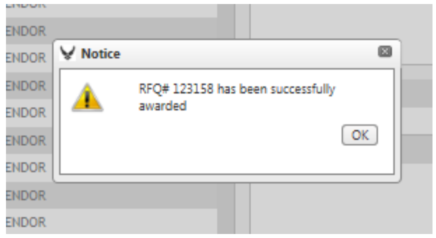
7. d. Originating customer - Accepting a Vendor's Offer

To accept a vendor's offer, from the Navigation Bar select ***My Account***, ***User Profile***, and ***RFQs***. Click on the RFQ ID and then click on the ***Solution*** tab. Select the offer by clicking on the vendor to highlight it and then click ***Award RFQ*** in the top right of the Response window.



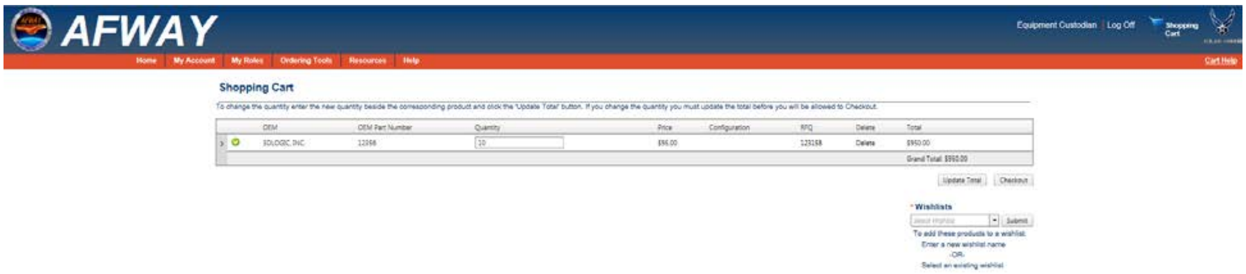
Award RFQ

You will receive a popup notice.



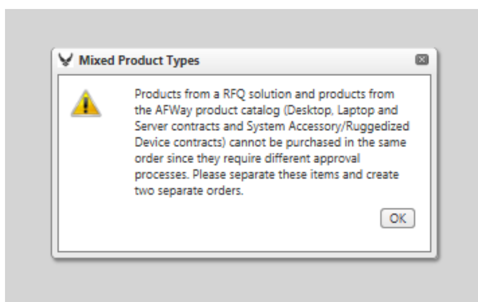
Awarded Successfully

Click ***OK***. The awarded RFQ will show in your Shopping Cart.



RFQ in Shopping Cart

NOTE: If there are catalog products or another RFQ in your Shopping Cart, a "Mixed Product Types" popup will appear. **A RFQ cannot be combined with another RFQ or with additional products.**



Mixed Product Types

Since it has already been through the Approval Process, when a RFQ is converted into an order, it goes to the Approval Official to determine which Funding Representative (OPCH, BPCH or CO) it should be assigned to for purchase. To place the order, see ***Section 8. Creating an Order – Creating an Order from RFQ***.

8. Waiver

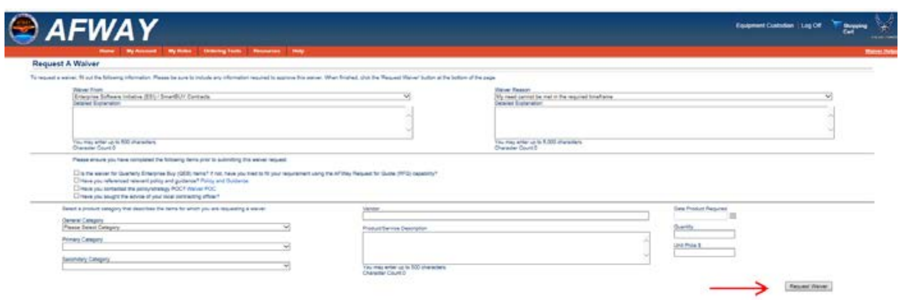
Sometimes a waiver is needed from the normal acquisition process of using standard contract suppliers for IT purchases. The waiver process can be used for purchasing outside AFWay.

8. a. Submitting Waiver Request

From the Navigation Bar, select ***Ordering Tools*** and ***Submit Waiver Request***.

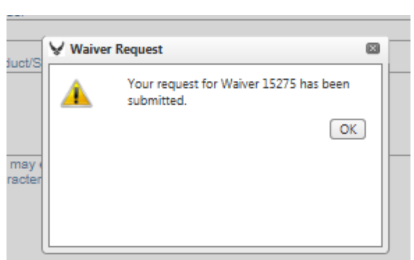
Submit Waiver Request

The "Request A Waiver" page is used to input all information that is required to submit a waiver request. It allows an explanation to be entered as to why the purchase requirements cannot be met utilizing current available (standard) contracts. Ensure all fields are completed, including appropriate categories, vendor, and required date. Be as thorough as possible when submitting the request, so the Base Waiver Official (BWO) and/or the MAJCOM/Functional CIO (MWO) can make an informed decision as to the validity of the waiver request. Once all entries are completed, click the ***Request Waiver***.



Request Waiver page

Once the Waiver Request has been submitted, a "Waiver Request" popup will provide you with a Waiver number. Click ***OK***.

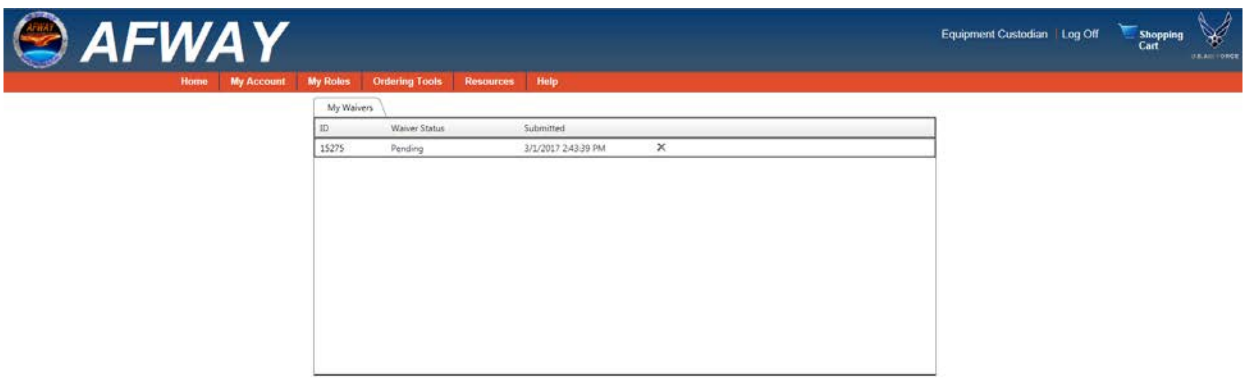


Waiver Request

To review the Waiver; from the Navigation Bar, select ***My Account*** and ***My Waivers***.

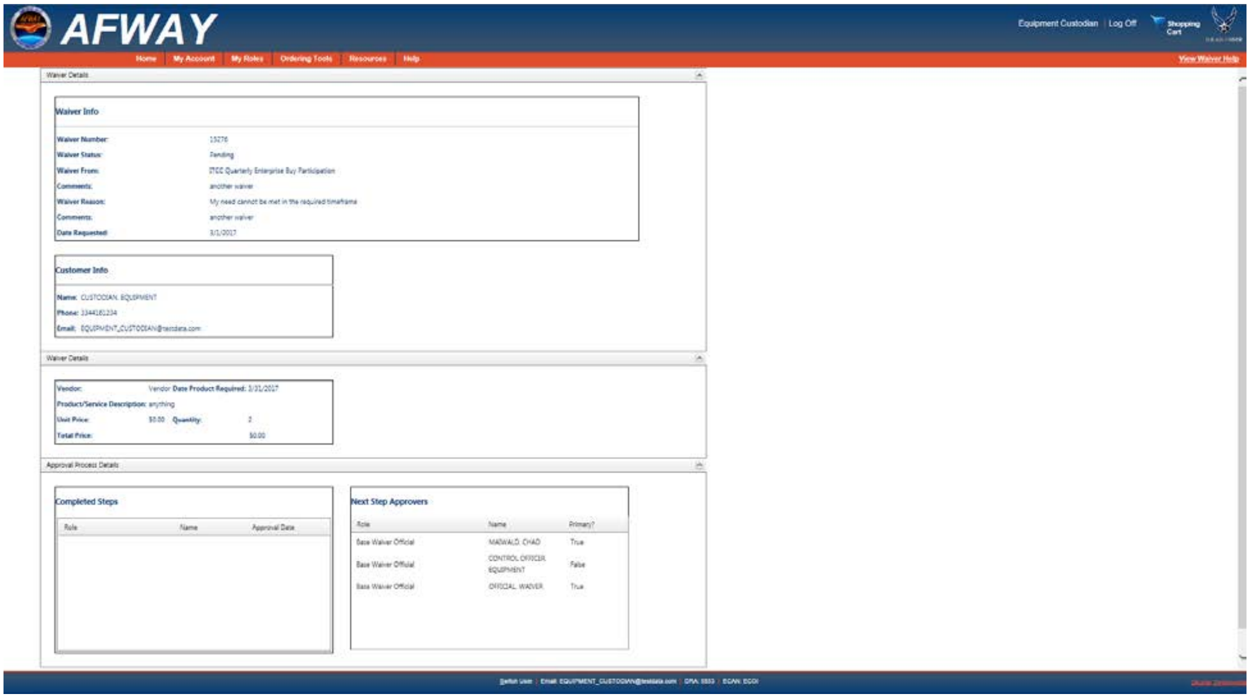
My Waivers

The Waivers Page shows Waiver ID and Waiver Status.



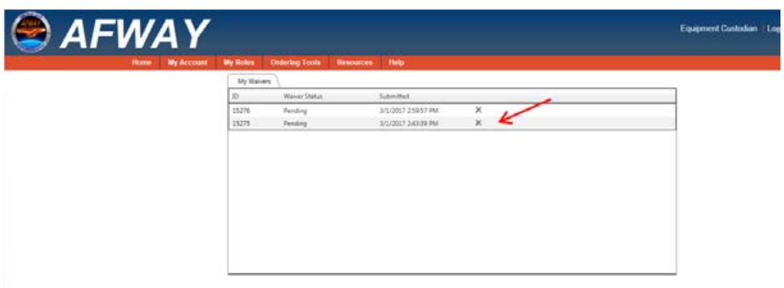
Waivers Page

To view the Waiver Details screen, click on the Waiver ID. The Waiver Details screen presents all details about the waiver request.



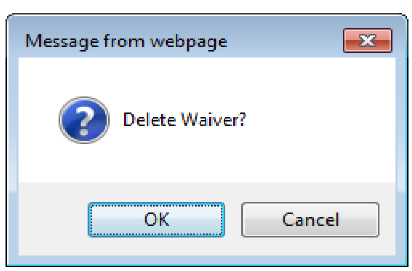
Waiver Details Page

A Waiver can only be deleted by the original Waiver requestor. Delete the waiver request by clicking on the “X” on the far right of the Waiver.



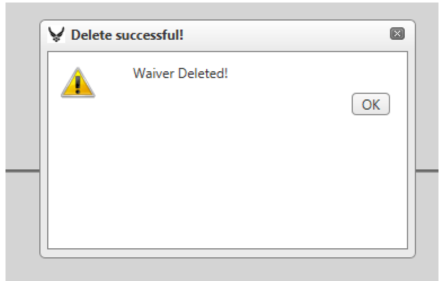
Delete Waiver

You will receive a popup asking you to confirm deletion.



Confirm Delete

Click ***OK*** and receive another popup confirming deletion.

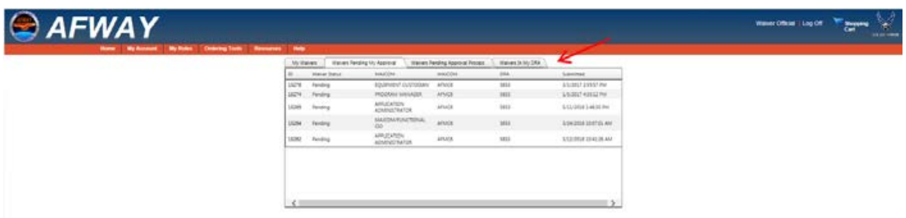


Delete Confirmed

When a waiver is submitted, it will be acted upon by the Base Waiver Official (BWO) and or the MAJCOM/Functional CIO (MWO). If the waiver is on ITRM or QEB Standard, the waiver request will automatically be sent to the MWO for approval. Otherwise, it will be sent to the BWO first.

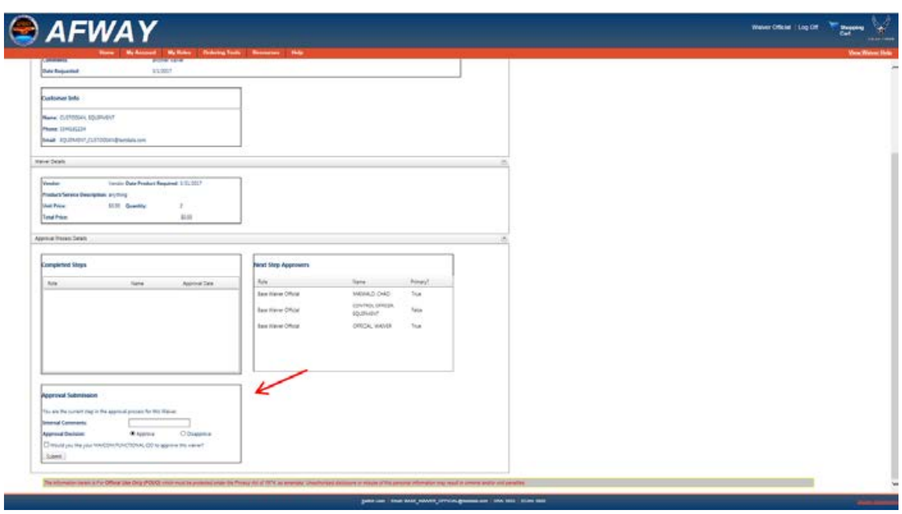
8. b. Approving Waiver Request

To approve a Waiver, the BWO or MWO will log into AFWay, from the Navigation Bar, select ***My Account***, ***My Waivers***, and ***Waivers Pending My Approval***.



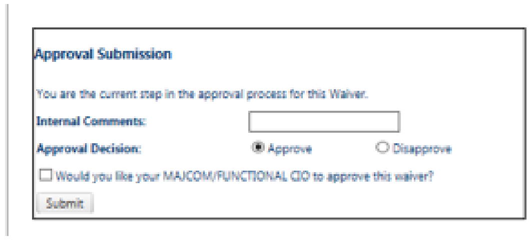
Waivers Pending Approval

The BWO or MWO clicks on the Waiver Number. The Waiver Details Page shows with the option to approve or disapprove.



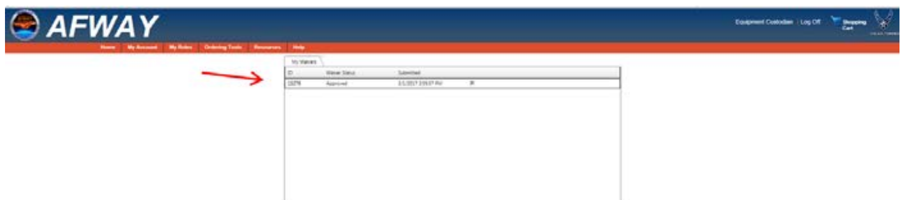
BWO - Waiver Details Page

The BWO can approve a waiver request by selecting either ***Approve*** or ***Disapprove***. The BWO also has the option to send the Waiver to the MWO. Click ***Submit***.



Approval Submission Enlarged

When a Waiver is approved or disapproved, the originating customer receives an e-mail to let them know. To view the Waiver, the originating customer can view the Waiver, from the Navigation Bar, select ***My Account***, and ***My Waivers***.



Approved Waiver

Once a waiver has been approved by the BWO and or the MWO, an order for the desired products can be placed by the requestor; otherwise, the waiver remains in AFWay as a disapproved waiver.

NOTE: When an order is placed following Waiver approval, it is very important that the Waiver number be indicated in the order request.

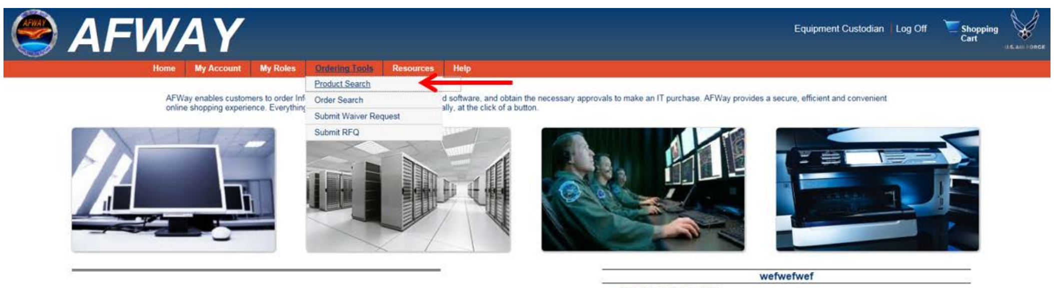
9. Creating an Order

If you are an Air Force user and are not sure if you have purchase permission, you need to contact your Equipment Custodian (EC). If you do not know who your EC is, you can view your ECAN Approval Process to find out. From the Navigation Bar, select ***My Account*** and ***View My Approval Process***. Your Approval Process correlates to what DRA and ECAN you have listed on your Account Information page. If you do not know your DRA and ECAN, contact your Contracting Office for assistance.

Non-Air Force users have their own internal approval process. To receive purchase permission, contact the Field Assistance Service (FAS) Team 5 at COMM: 334-416-5771 or DSN 596-5771 options 1, 5, 5 for assistance.

9. a. Adding products to Shopping Cart

From the Navigation Bar, select ***Ordering Tools*** and ***Product Search***.

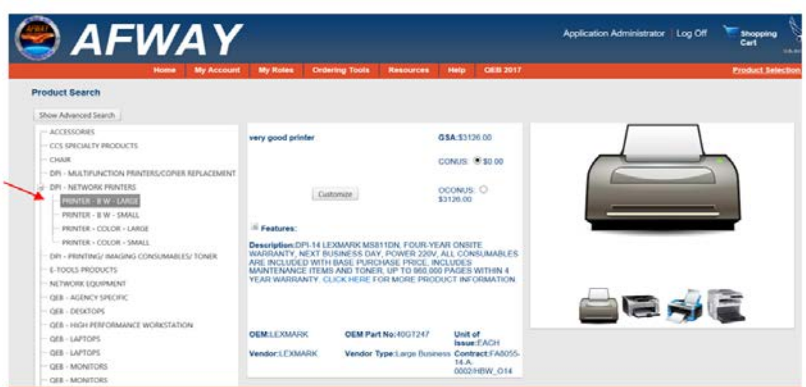


Product Search

There are two methods of searching, by ***Category*** and ***Advanced Search***.

Search Product by Category

Select ***Category***, and appropriate ***Subcategory***.

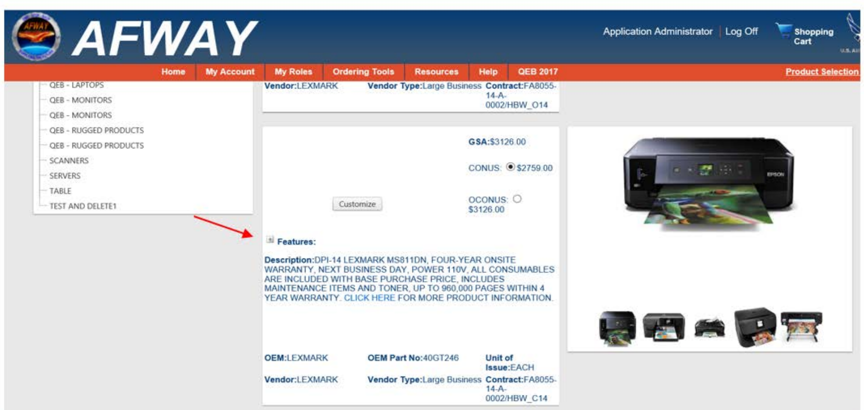


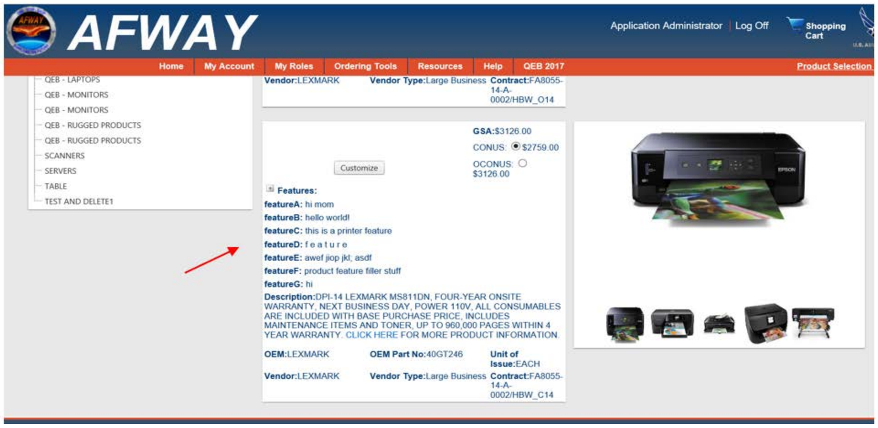
Category and Subcategory

Products will have up to 5 images showing different angles/views of the product. Click on any of the bottom images, and it expands to the top image. Click on the top image and it expands to a scrolling view. You can click on the left and right arrows to scroll through the images. Click the X in the top right corner to exit the scrolling image screen.

Scrolling image

Products have a Features link. Click Features and it will either expand to show features, or reduce to show none.





Features expand/reduce

Search by Advanced Search

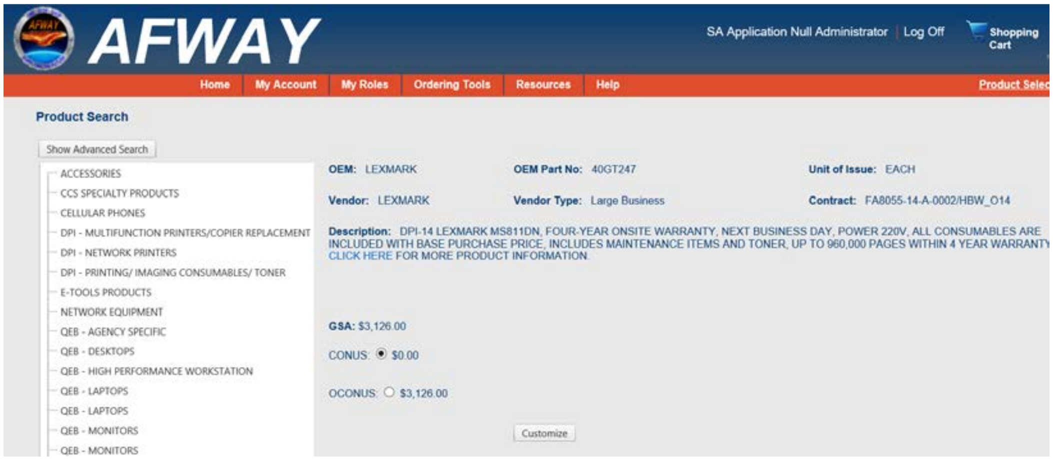
If you know the exact product you are looking for, you can do an Advanced Product search. From the Navigation Bar, select ***Ordering Tools***, ***Product Search*** and click ***Show Advanced Search***. **NOTE: When you run an Advanced Search, Features, Images and Product Name will not show in the Product Information.**

Show Advanced Search

From the Product Search screen, you can search by OEM (Original Equipment Manufacturer) and Product Category. You can also do a more detailed search if you know the OEM Part Number, Vendor Part Number or Product Description. You can enter any information you have on a product. You then have the option to ***Search*** or ***Reset*** (Reset clears all fields so you can start over).

Product Search

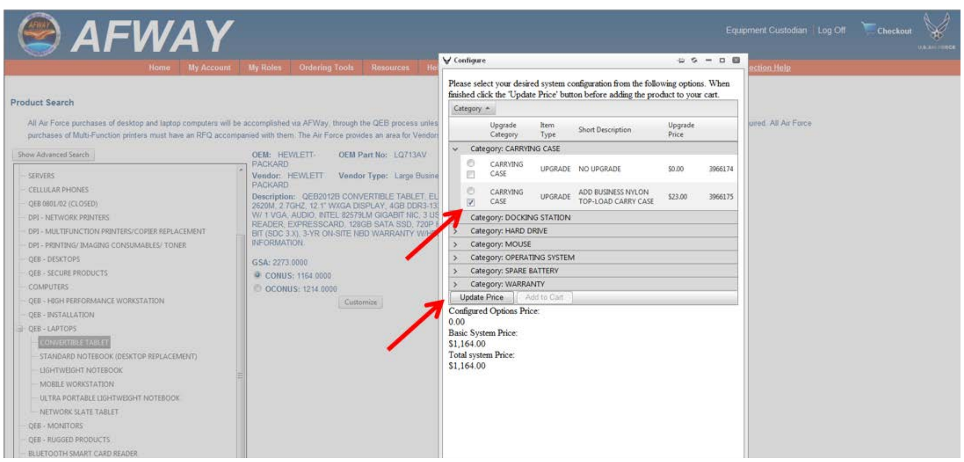
Example: Customer needs a specific Toner and knows the OEM Part Number. Enter the OEM Part Number in the corresponding field and click ***Search***.



Advanced Search Results

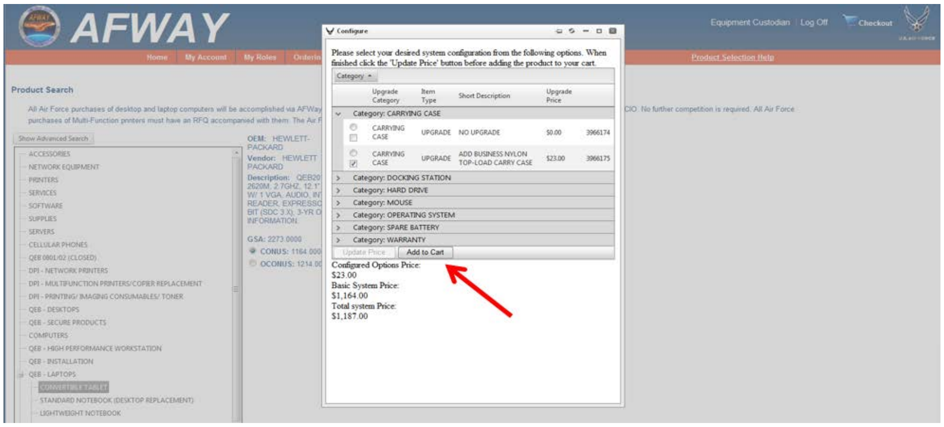
Add Product to Shopping Cart

Some product items are customizable. On the Item you are choosing select ***CONUS*** or ***OCONUS*** and ***Customize***. A Configure popup will display. Choose any upgrades you desire. The "Update Price" button becomes enabled. Click ***Update Price***.



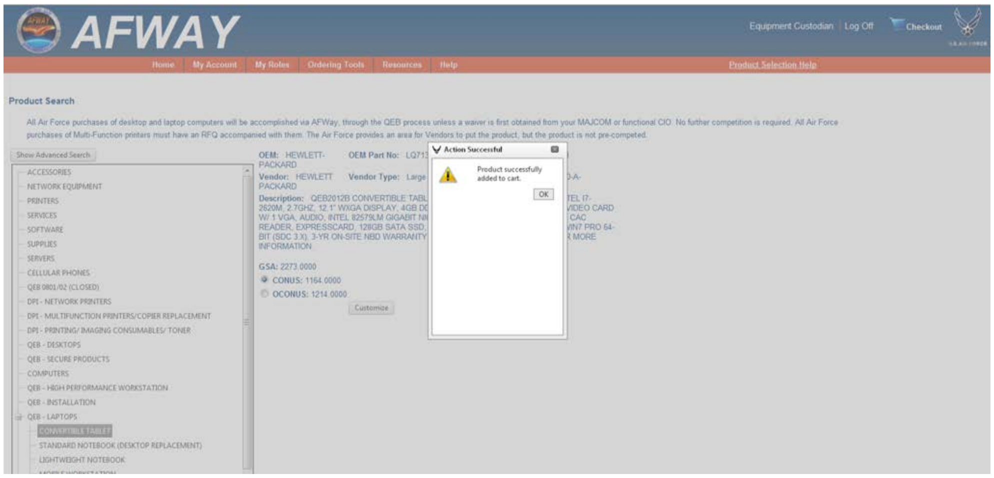
Configure page

Once you Update Price, the "Add to Cart" button becomes enabled. Click ***Add to Cart***.



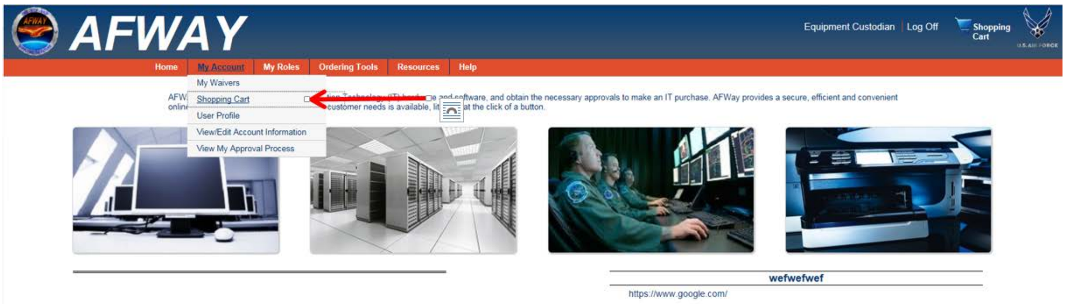
Add to Cart

An “Action Successful” popup appears stating: Product successfully added to cart.



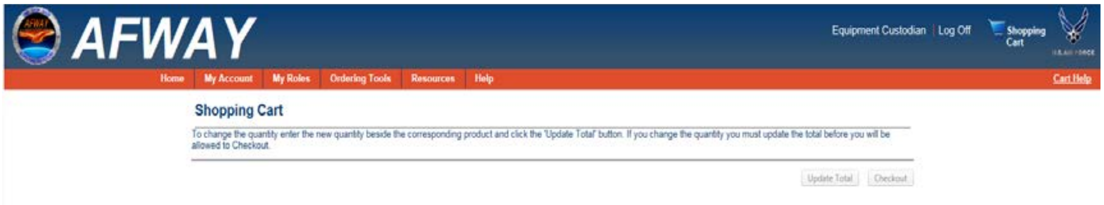
Successfully added to Cart

To go to your Shopping Cart, from the Navigation Bar, select ***My Account*** and ***Shopping Cart***.



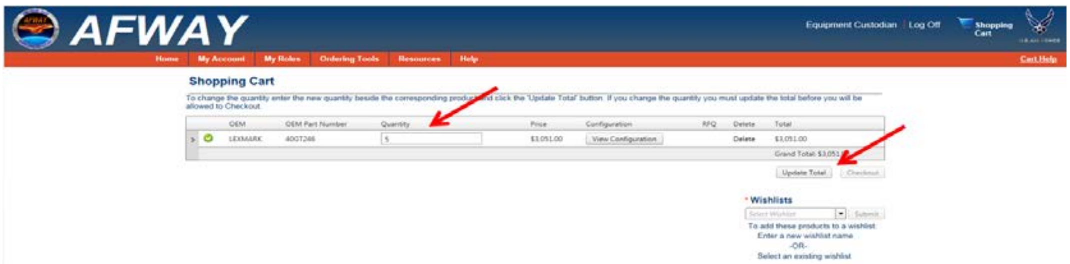
View Shopping Cart

<u>**NOTE:** An empty Shopping Cart will having nothing in it except for an information message on how to change the quantity of products.</u>



Empty Shopping Cart

When you have products in your Shopping Cart you can change the quantity. If you change quantity, you must click ***Update Total*** before the Checkout button becomes enabled.

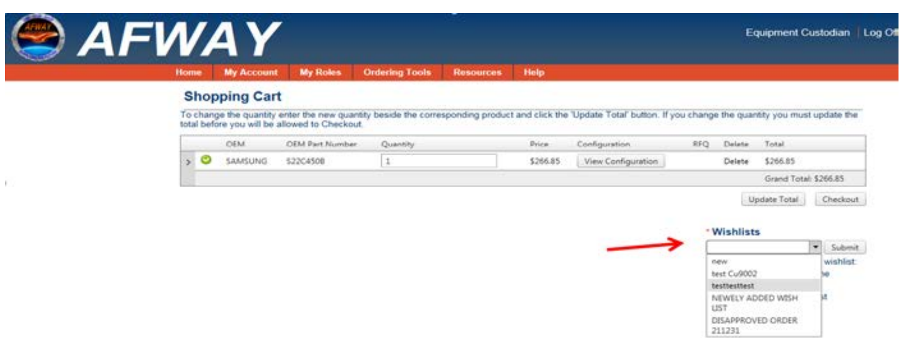


Change Quantity

9. b. Creating Wishlist

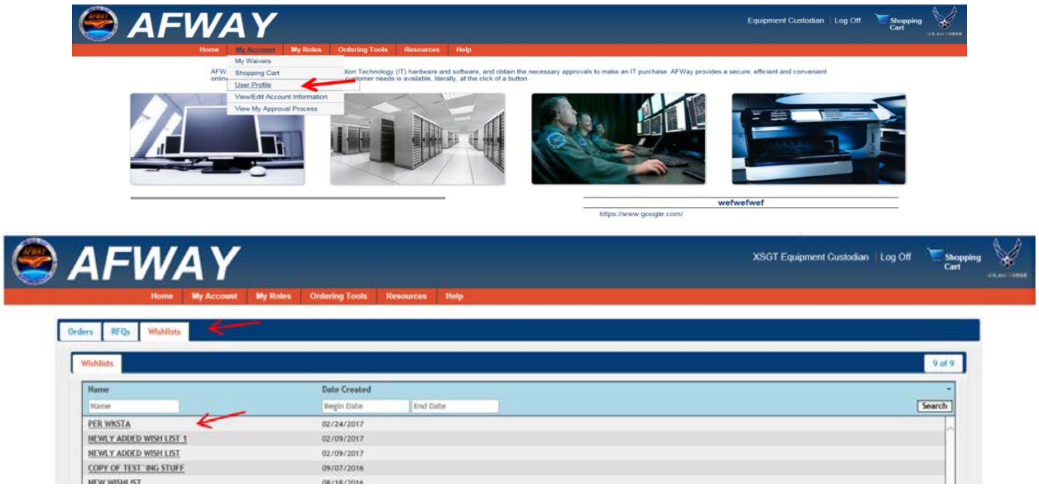
Wishlists are Shopping Carts that have been saved with pricing information of products at the time of creation. Multiple wishlists can be saved for later processing. (An example would be at the end-of-year when pre-built wishlists can be saved for last minute processing.) The only time a wishlist cannot be created is when an RFQ is added to the Shopping Cart. Once an item has been sent to a wishlist, the configuration of that item cannot be changed.

To save the Shopping Cart as a Wishlist, you can either create a new name or select an existing wishlist and click ***Submit***.



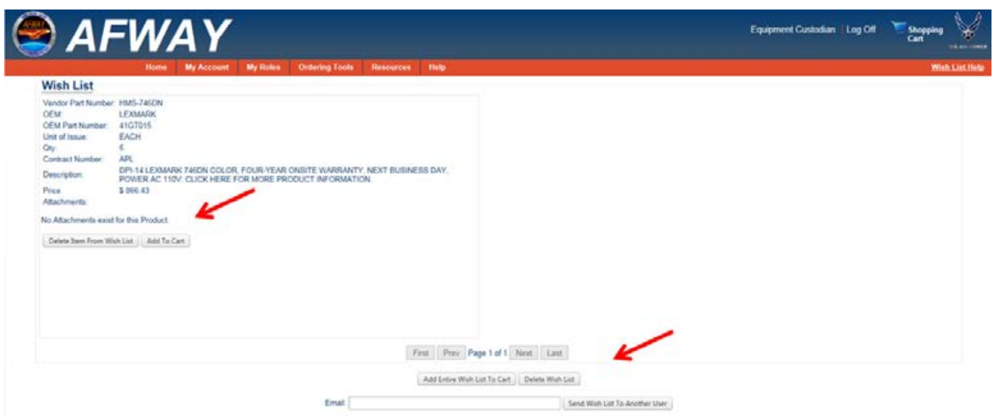
Create Wishlist

To view or use an existing wishlist, go to the Navigation Bar, select ***My Account***, ***User Profile*** and ***Wishlists***.



Viewing your Wishlists

Selecting your wishlist gives you multiple options. You can delete items from the wishlist, add item(s) from the wishlist to Shopping Cart, delete the entire wishlist, add entire wishlist to the Shopping Cart or share the wishlist with another AFWay user.



Options for Your Wishlist

If you decide to share the wishlist with others, it must be shared with registered AFWay users. The wishlist can be sent to multiple AFWay users, one at a time. The person(s) can process the wishlist in the same manner as the original customer. The original customer also retains use of the wishlist. When shared, a copy of the wishlist shows up on the User Profile Wishlist Tab of the person the wishlist was shared with.

If the e-mail does not match a current AFWay user account, a message will state "The email specified is not owned by a current user of AFWay. Please enter a valid email."

Invalid User Email notice

9. c. Checkout

To start the Checkout process, from the Navigation Bar, select ***My Account*** and ***Shopping Cart***. In your Shopping Cart you will either have products you have selected from the Product Search, products added to the Shopping Cart from a Wishlist, or an Awarded RFQ. **NOTE:** A RFQ cannot be combined with another RFQ or with additional products.

After verifying the Shopping Cart has exactly what you want to order, click ***Checkout***.

Checkout

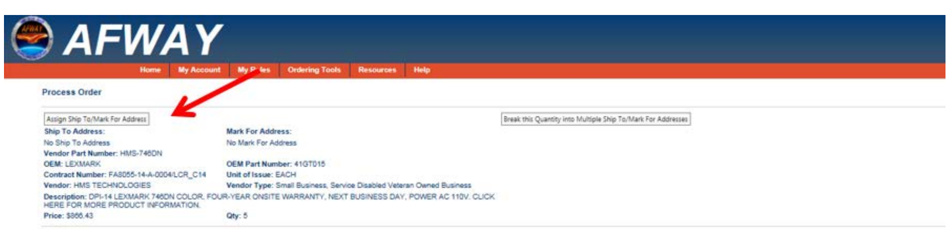
You will need to choose your ShipTo and MarkFor addresses for the order. The Default ShipTo and MarkFor addresses established by the BECO and EC will appear. If the BECO/EC has established more than one Default ShipTo address, you can choose which one to use by selecting the drop-down.

Shipping to Alternate or Multiple Locations

If you wish to change the ShipTo and MarkFor addresses for this order, or break up the order and ship to multiple locations, select ***Multiple ShipTo/MarkFor Addresses***.

Changing Shipping Information

To change the ShipTo/MarkFor to one shipping location, click ***Assign ShipTo/MarkFor Address***.



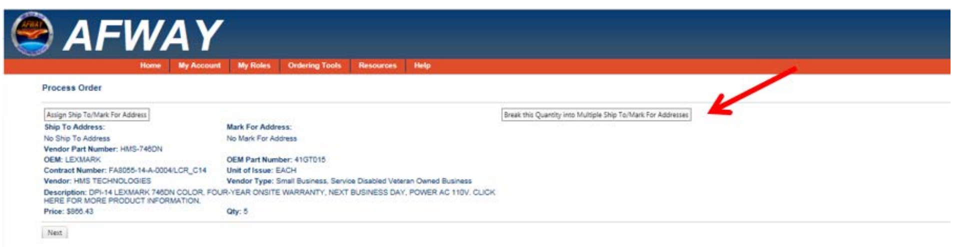
Change to one shipping location.

NOTE: When changing the ShipTo/MarkFor addresses to other than the Defaults, the e-mail address you use needs to be for a person in the DRA/ECAN you wish the products to go to. AFWay will enter the Default ShipTo and MarkFor addresses corresponding to that persons DRA/ECAN.

Enter the e-mail address and any Delivery Instructions you wish to add and click ***Submit***.

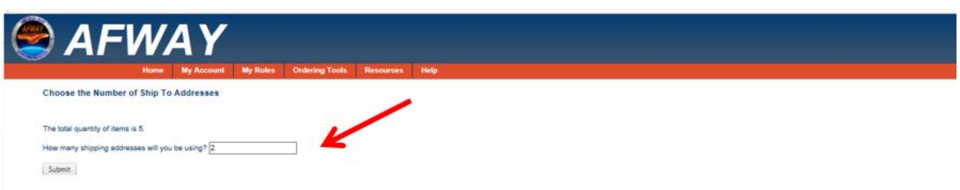
Enter e-mail address and Delivery instructions.

If you want to break up the order into multiple shipping locations, click ***Break this Quantity into Multiple Ship To/MarkFor Addresses***.



Multiple ShipTo addresses

Enter the number of shipments you want the order broken into and click ***Submit***.

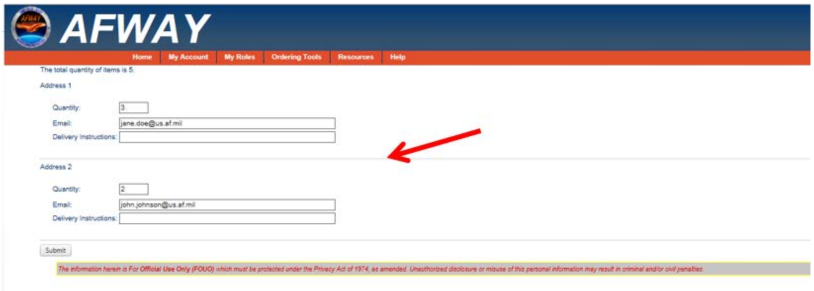


Enter the number of shipments

Enter the quantity of items for each shipment in the Quantity fields. **NOTE:** Combined the total must match the total quantity of items listed at top left.

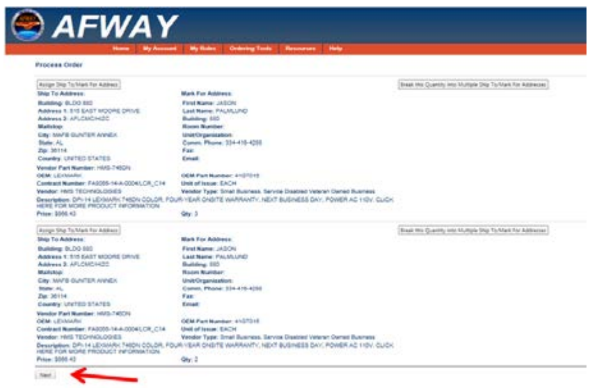
Enter the e-mail address and Delivery Instructions for each ShipTo location, click ***Submit***.

NOTE: When changing the ShipTo/MarkFor addresses to other than the Defaults, the e-mail address you use needs to be for a person in the DRA/ECAN you wish the products to go to. AFWay will enter the Default ShipTo and MarkFor addresses corresponding to that persons DRA/ECAN.



Quantity, e-mail and Delivery Instructions

The Process Order page will show you the new ShipTo/MarkFor address information. Click ***Next***.

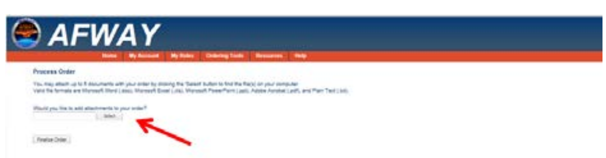


New Multiple ShipTo/MarkFor Addresses

If you didn't change the Default ShipTo/MarkFor addresses, you would also, click ***Next***.

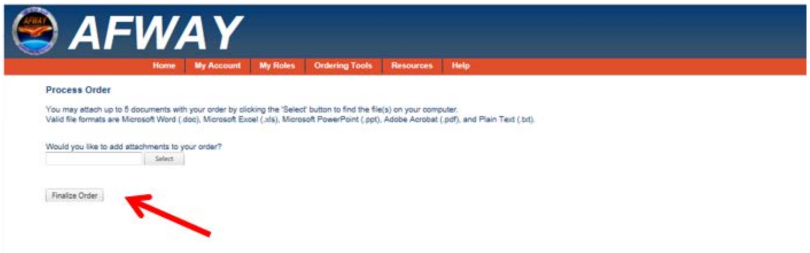
Accepting Default ShipTo/MarkFor

Attach any related documents. Click ***Select*** to choose the attachments from your desired location. AFWay allows up to 10 attachments that in total are less than 12MB in size. The following file formats are accepted: .docx, .xlsx, .pptx, and.pdf.



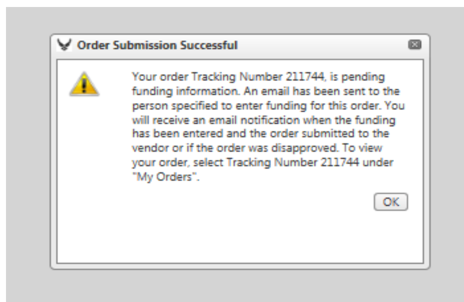
Add Attachments

Once attachments, if any, are uploaded, click ***Finalize Order***.



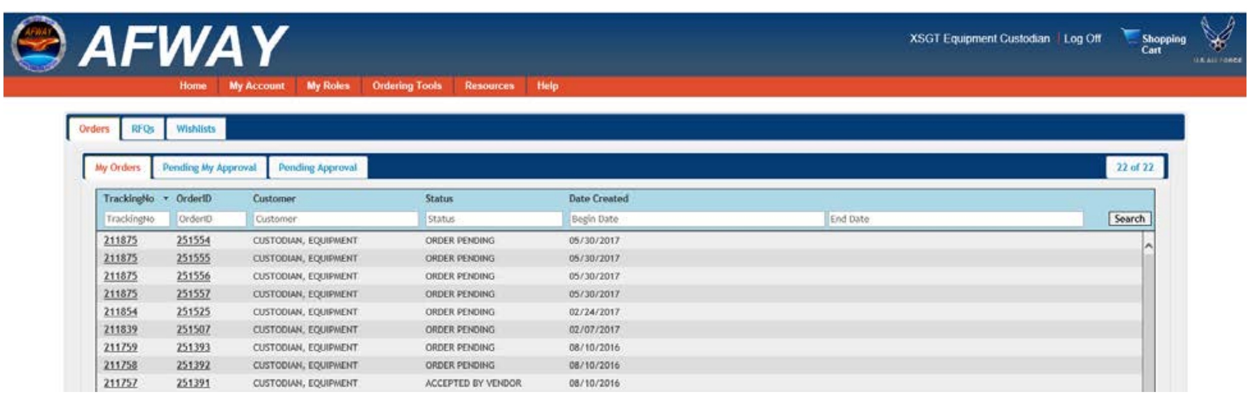
Finalize Order

You will receive an Order Submission Successful popup that provides the Tracking Number of your order.



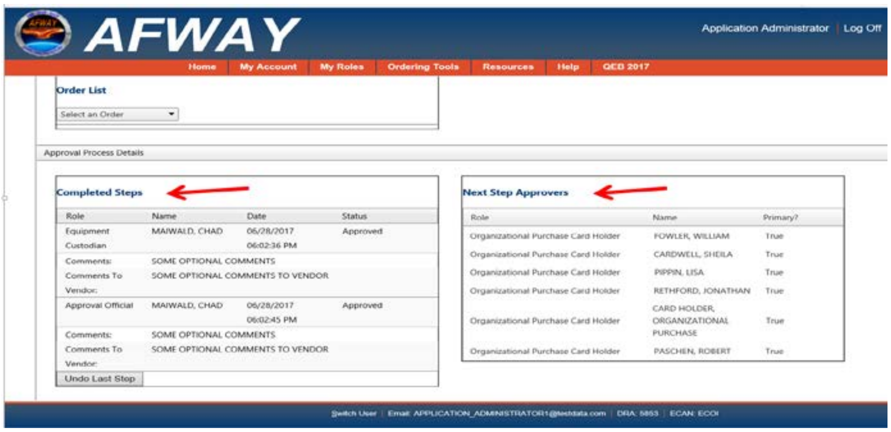
Order Submission Successful

Once your order has been created, it proceeds thru the Approval Process for your workflow. Your workflow will depend on what options the EC and BECO have chosen. Each step in the Approval Process has the ability to approve or disapprove the order. You can track your order through the Approval Process by going to the orange Navigation Bar, My Account, User Profile, Orders button.



User Profile showing Orders

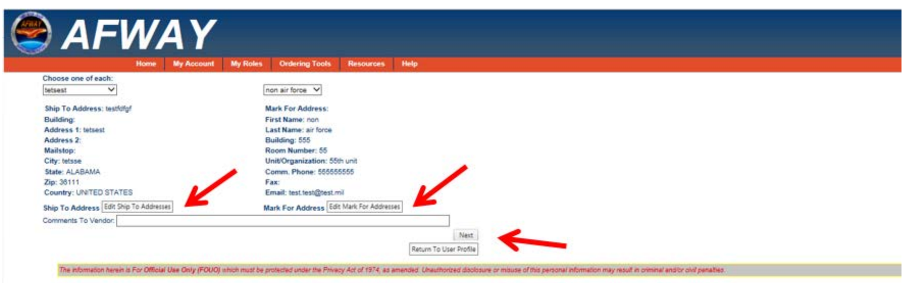
Click on the Tracking Number and scroll down to Approval Process Details to track the approval process. The left hand box shows the Completed Steps in the Approval Process. You see the Role, Name, Date and Status listed. The right hand box shows the Next Step Approver. At each step of the approval process, an email is automatically sent to the Next Step Approver letting them know an order is waiting their approval.



Order Approval Process

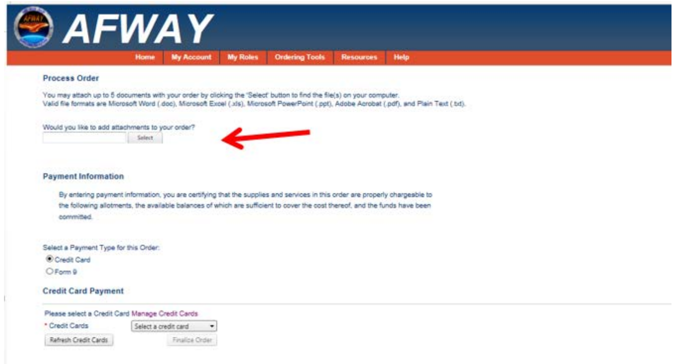
9. d. Checking-out as a Non-Air Force User

Once Products or RFQ have been added to the Shopping Cart, from the Navigation Bar, select ***My Account***, ***Shopping Cart*** and ***Checkout***. You can edit both the ShipTo and MarkFor addresses, add any comments for the Vendor and click ***Next***.



Adding ShipTo and MarkFor Information

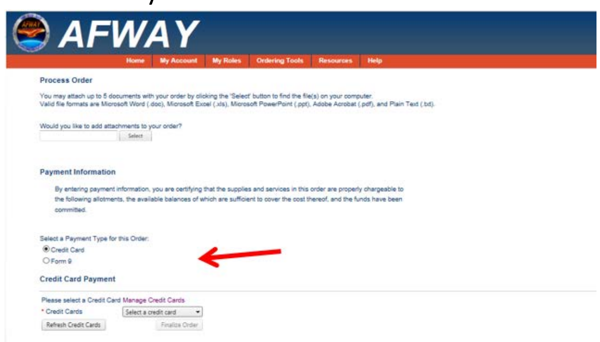
Attach any related documents. Click ***Select*** to choose the attachments from your desired location. AFWay allows up to 10 attachments that in total are less than 12MB in size. The following file formats are accepted: .docx, .xlsx, .pptx, and.pdf.



Add Attachments

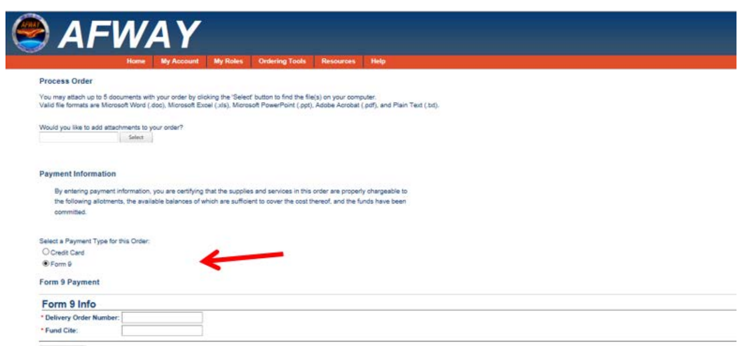
Select Payment Type for the order.

If you select Credit Card, you can enter your Credit Card Information.



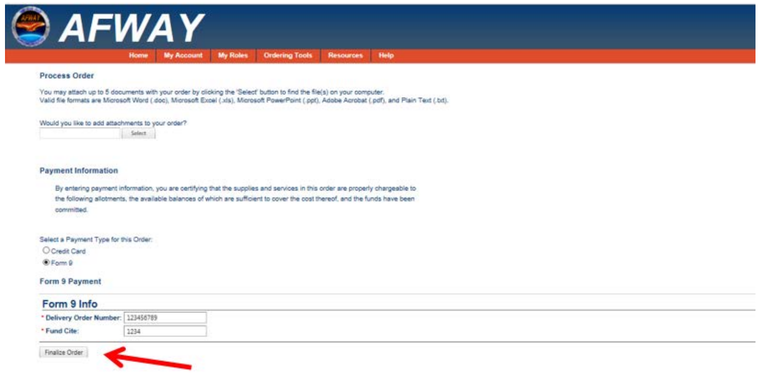
Credit Card Payment Type

If you select Form 9, you can enter your Form 9 Information.



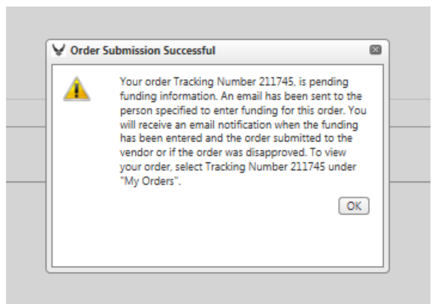
Form 9 Payment Type

Once your payment information is loaded, click ***Finalize Order***.



Finalize Order

You will receive an Order Submission Successful popup that provides the Tracking Number of your order.



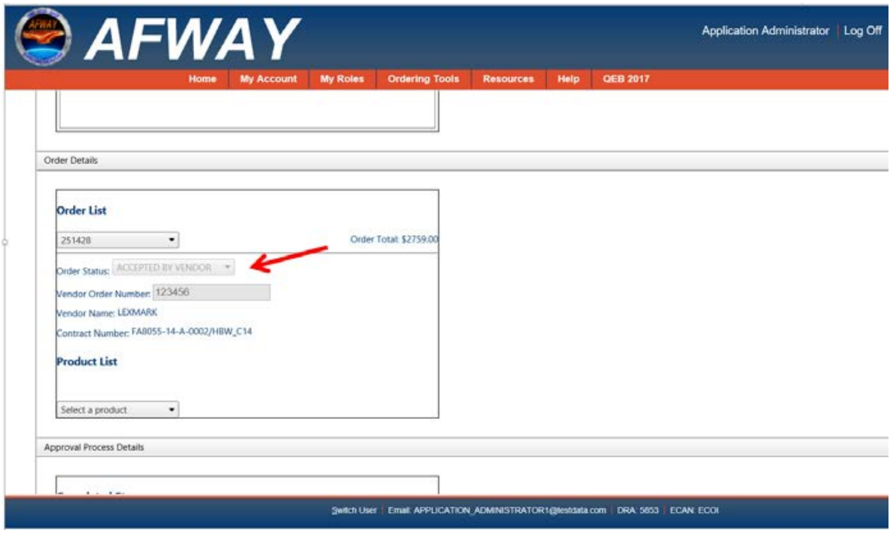
Order Submission Successful

9. e. Viewing Vendor Response to Order

Once the order has gone through all the required Approval Steps, AFWay generates e-mail notifications to the originating customer that their Order ID# has been approved and submitted to the vendor, as well as to the vendor associated with the contract against which the order is being placed.

The Vendor will view, accept, or decline the order. The Vendor is responsible for updating the Order Status so that the originating customer can track the status.

To view the status of an order, the originating customer logs into AFWay and from the Navigation Bar, selects ***My Account***, ***User Profile***, ***Orders***, and selects the Tracking Number or Order Number, then scrolls down to Order Details. Selects Order Number from the Order List Dropdown and can see the Order Status. **NOTE:** It is the vendor's responsibility to update the Order Status.

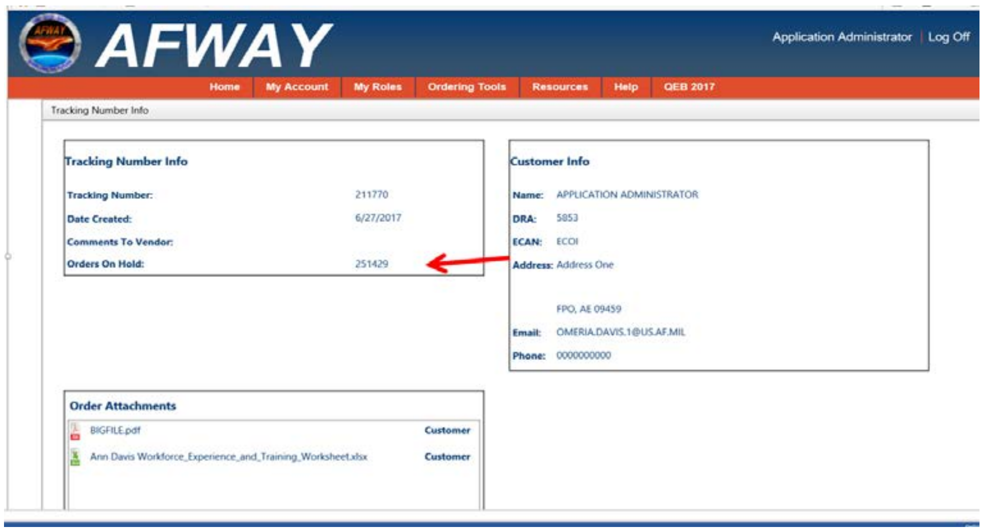


Order Status

9. f. Orders placed on HOLD

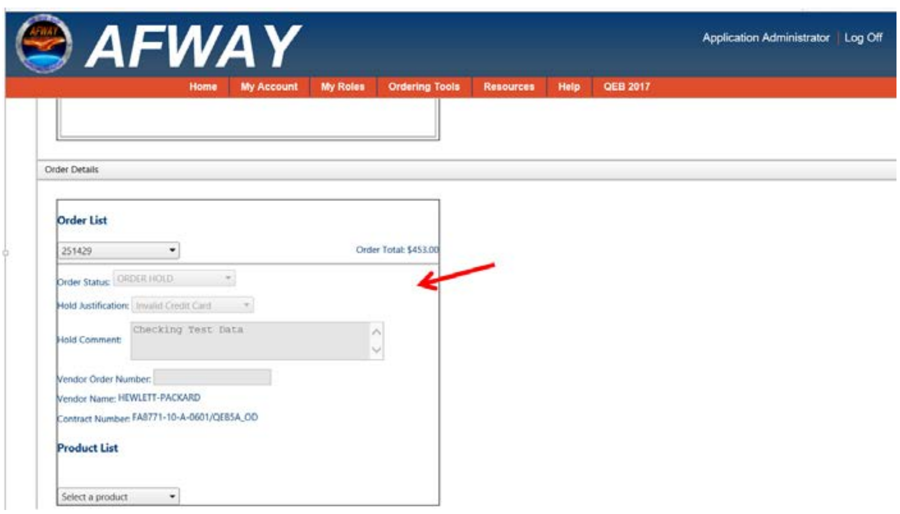
The Vendor has the ability to place an order on HOLD status. This feature is used when there is an issue that prevents the vendor from accepting the order within their mandated response time. The HOLD feature is used mostly due to funding issues, i.e. incorrect or invalid credit card information, funds not available on credit card, Form 9 not attached to order, etc. **NOTE:** If "Invalid Credit Card" is used by Vendor for Hold Justification, the Credit Card will be flagged and the Card Holder will have to Delete the Credit Card profile and create a new one.

When an order is placed on HOLD status, an email notification is sent to the Originating Customer at the email address in their Account Information page of AFWay. The vendor should also send an email using the valid email address for this order that was provided when the order was created. It is the responsibility of the Originating Customer to log into AFWay and view the order's HOLD status comments to find the reason for the HOLD. An order may have multiple Order IDs under the same Tracking Number. Any order(s) on HOLD will be listed in the Tracking Number Info box.



Order(s) on HOLD Status

To view the HOLD comments, scroll down to Order List, select the Order ID from the dropdown menu. You will see the Order Status, the HOLD Justification (reason for HOLD), and HOLD comments. The vendor should have provided their contact information for this order in the HOLD comments section. If no vendor contact information has been provided, the customer can find vendor contact information by going to the orange Navigation Bar, Resources, ITCC, ITCC Program Portal, or by contacting ITCC at itccsupport@us.af.mil.



HOLD Justification and Comments

It is also the Originating Customer's responsibility to notify the correct Funding Representative to have the issue resolved and to make sure the Vendor is notified of the actions taken to resolve the issue.

When the issue has been addressed, the Vendor will change the HOLD status appropriately. If the HOLD status does not change within 30 days, the order is automatically canceled and goes into history.

10. 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.

Orders Report

The Orders Report provides the number of orders created, submitted, disapproved, canceled, declined by Vendor, accepted by Vendor, pending, shipped, delivered and completed.

Vendor Type Statistics Report

The Vendor Type Statistics Report is used to determine sales based on type of vendor (large or small business, disadvantaged, etc.) selected for the specified date range.

Sales Volume Report

The Sales Volume Report can be used to track the amount in dollars of sales bade by AFWay users.

Sales Volume Report by MAJCOM

The Sales Volume Report by MAJCOM can be used to track the amount in dollars of sales made by AFWay users in a particular MAJCOM, Base, or DRA.

Vendor Order Fill Time Report

The Vendor Order Fill Time Report is used to determine the length of time a vendor takes to fill an order from the time the order was received until the equipment arrives at the designated destination.

Workflow Report

The Workflow Report tracks the status of orders and the average time each step takes in the workflow process.

Waiver Detail Report

The Waiver Detail Report is used to track the number of waivers requested, approved, disapproved, and the type of equipment/services users requested.

BECO Fiscal Report

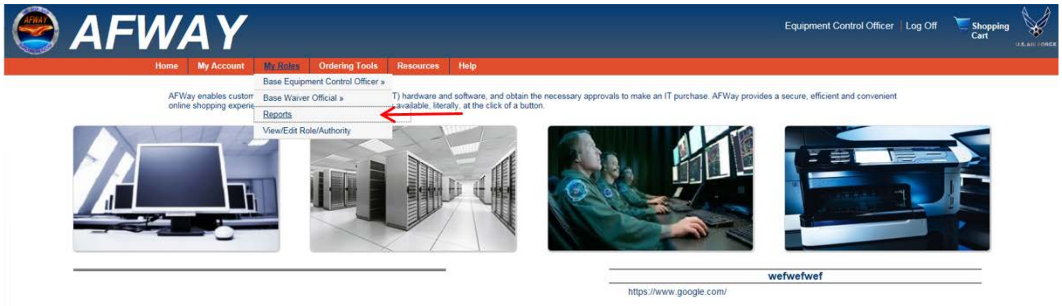
BECO Fiscal Reports provide Order Status based on ECAN.

MECO Fiscal Report

MECO Fiscal Reports provide Order Status based on MAJCOM and DRA.

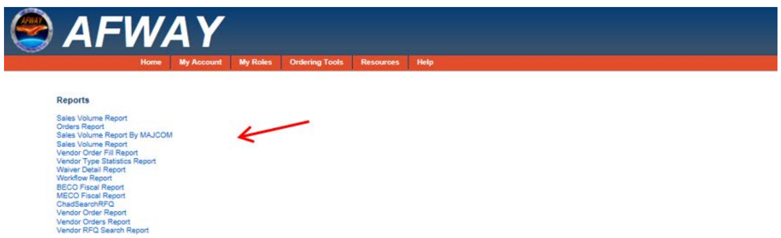
Running reports:

From the Navigation Bar, select ***My Roles*** and ***Reports***.



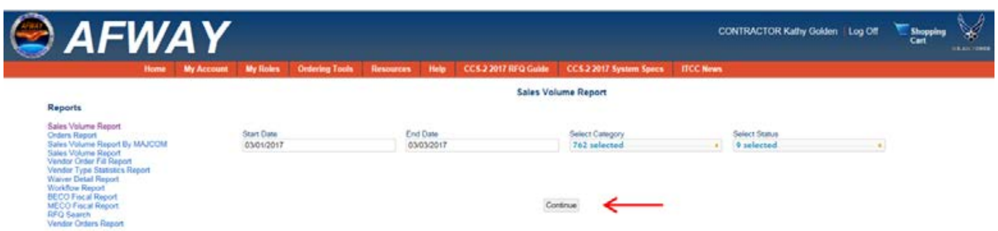
Reports

The reports that you can run will be listed under Reports. Click on the Report you wish to run.



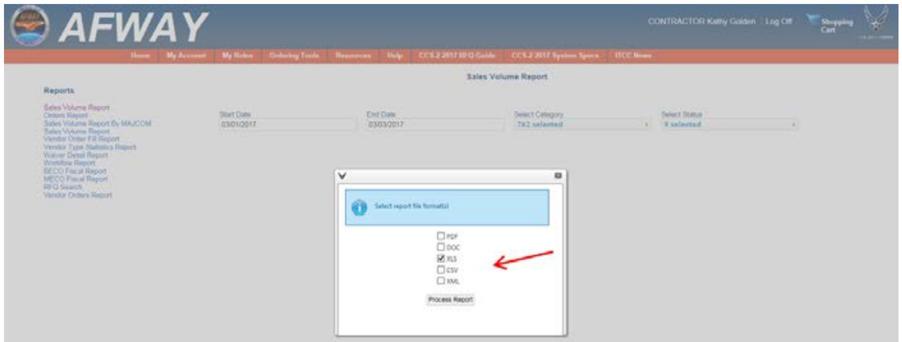
Reports

Enter the desired criteria for the report and click ***Continue***.



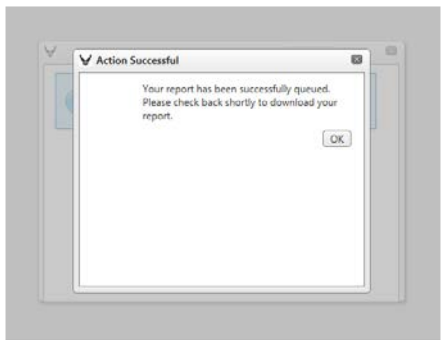
Enter required information for report

You will be prompted to choose the format of your report. Check the box next to the format you wish to use and click ***Process Report***.



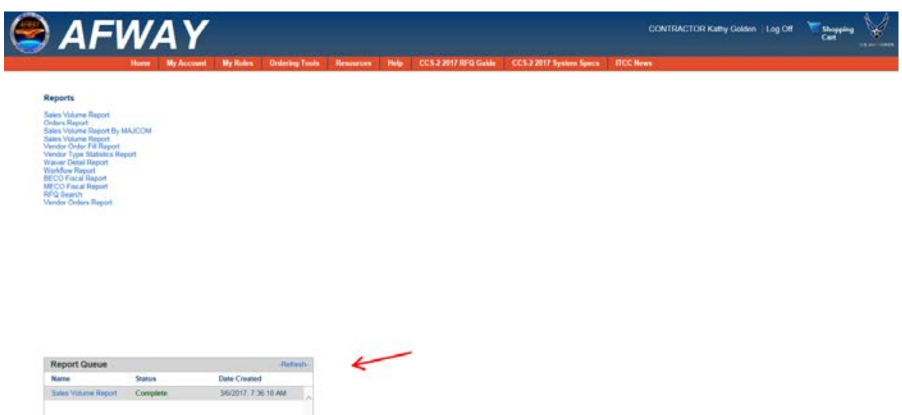
Choose Format and Process Report

You will receive a popup stating report was successfully queued. Click ***OK***.



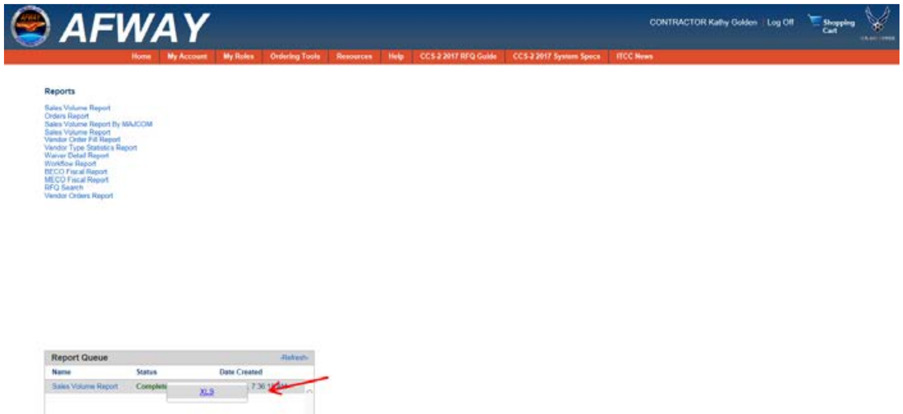
Action Successful

You will have to refresh your screen to see the report in the queue. You may have to refresh a couple of times to see the status as **Complete**.



Report in Queue

To open report, click ***Complete*** in Status Column, and click the format.



Open Report

You will be prompted to Open, Save or Cancel. To open, click ***Open***.

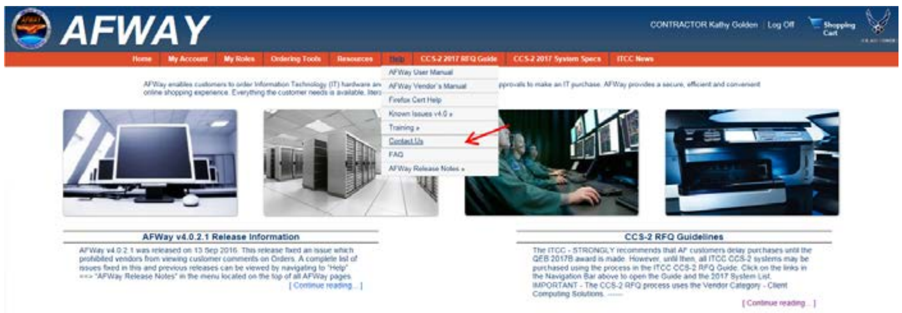
Open Report

Your report will open and you can view, edit and/or save. **NOTE:** Reports stay in the Report Queue for 48 hours.

11. Need Assistance?

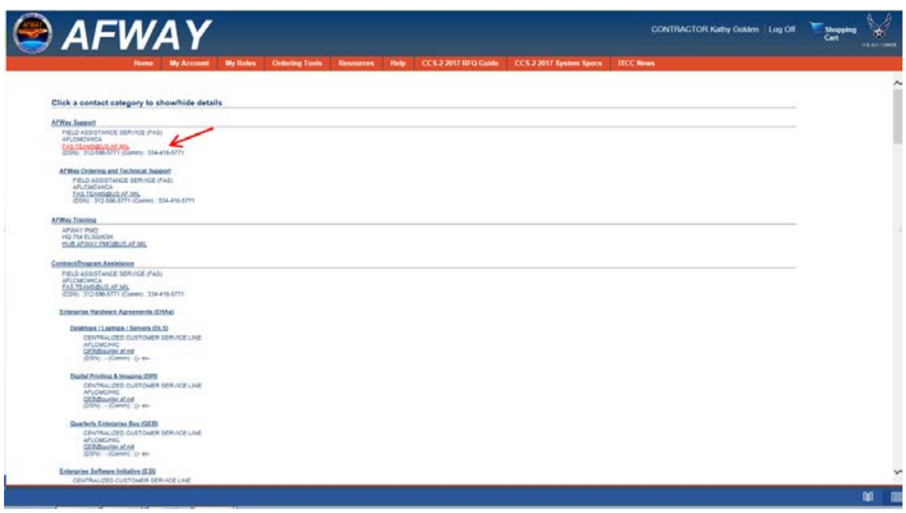
If additional guidance or more in-depth assistance is needed, you can contact the Field Assistance Service (FAS) at Team 5 at COMM: 334-416-5771 or DSN 596-5771 options 1, 5, 5., and you will also find additional contact numbers including Contract/Program Assistance as well as MAJCOM Information Technology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

From the Navigation Bar, select ***Help*** and ***Contact Us***.



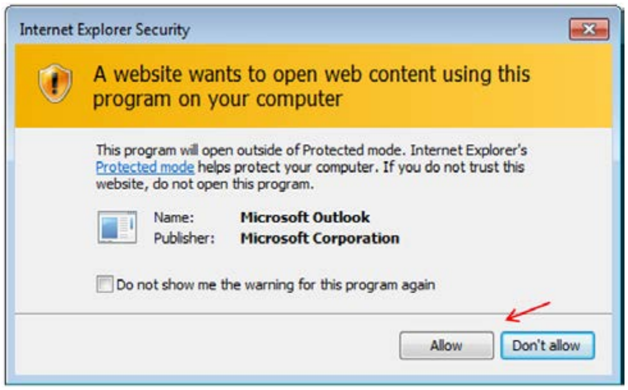
Contact Us

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

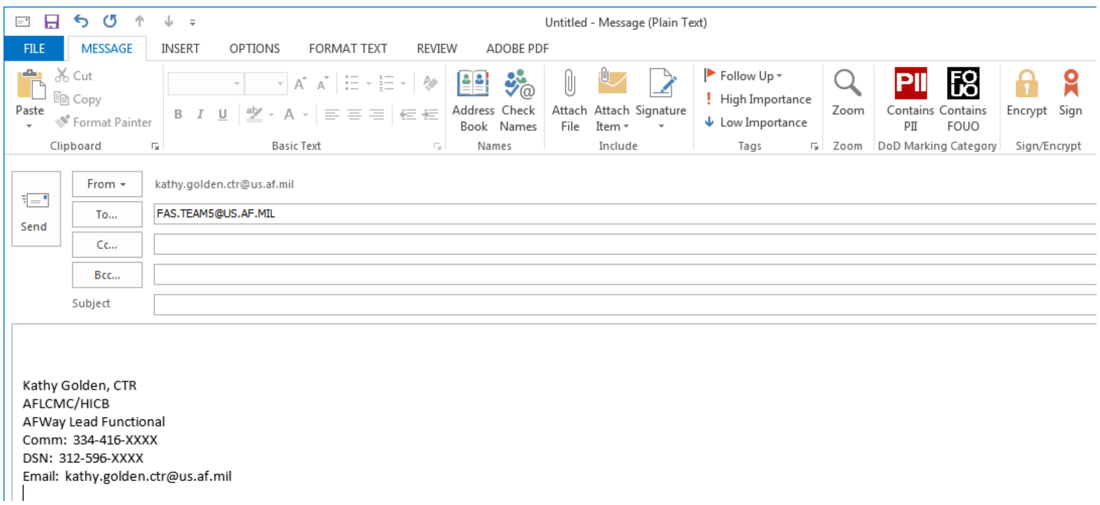


List of Contacts

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***.



Allow to access Outlook



Submit comments/questions via e-mail