

U. S. AIR FORCE

Air Force Way



Vendor Guide

Version 4.0.3.5

Release # S170812

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: All new vendor registrants will be required to provide their CAGE code.** You can obtain a CAGE code by registering at the System for Award Management (SAM) located at www.sam.gov.

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>

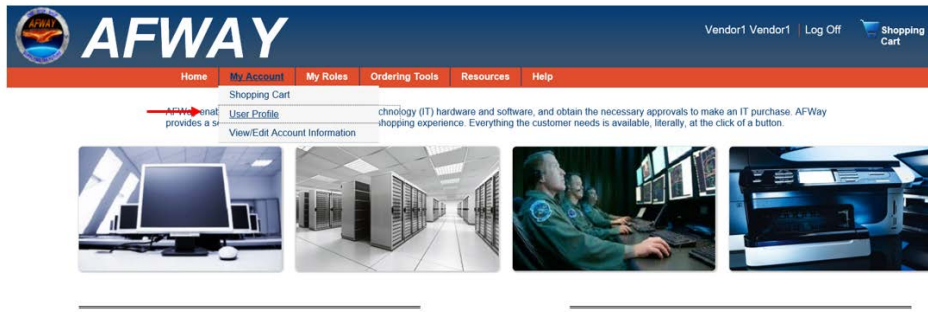
<http://eca.orc.com/pricing/>

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)

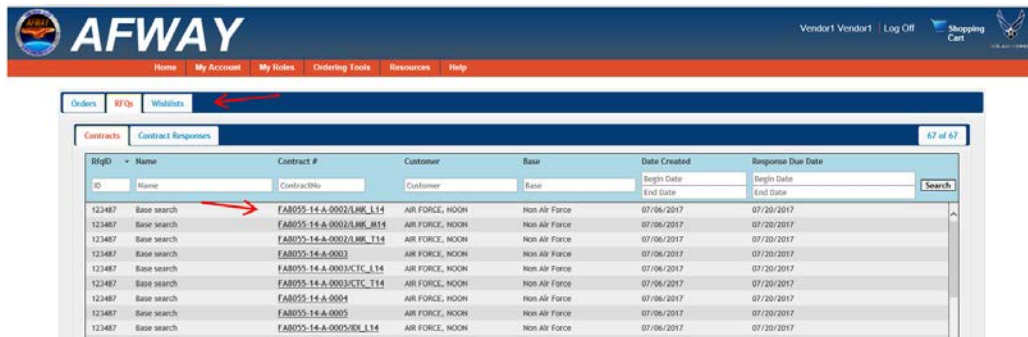
When a customer submits a RFQ, an email notification is sent to the assigned email account(s), up to two per contract vendor.

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



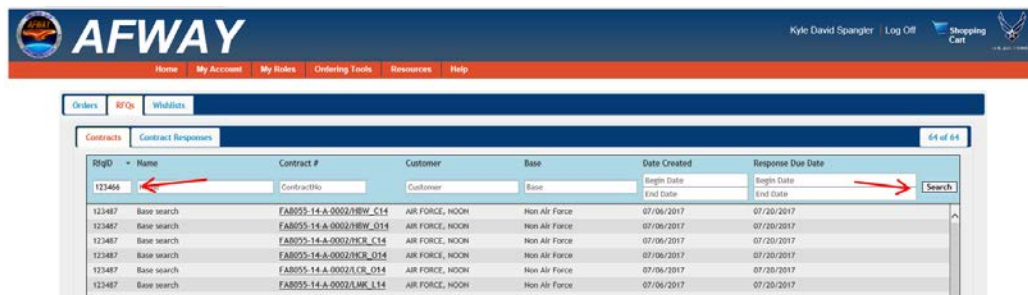
Navigation Bar, User Profile

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



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.



RFQ Search

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

RFQID	Name	Contract #	Customer	Base	Date Created	Response Due Date
123466	Test RFQ	FA855-14-A-0002	NAHWALD, CHAD	NAFB Garter Annex	05/22/2017	06/15/2017
123466	Test RFQ	FA855-14-A-0002/HBW_C14	NAHWALD, CHAD	NAFB Garter Annex	05/22/2017	06/15/2017
123466	Test RFQ	FA855-14-A-0002/HBW_O14	NAHWALD, CHAD	NAFB Garter Annex	05/22/2017	06/15/2017
123466	Test RFQ	FA855-14-A-0002/HCR_C14	NAHWALD, CHAD	NAFB Garter Annex	05/22/2017	06/15/2017
123466	Test RFQ	FA855-14-A-0002/HCR_O14	NAHWALD, CHAD	NAFB Garter Annex	05/22/2017	06/15/2017
123466	Test RFQ	FA855-14-A-0002/ICR_O14	NAHWALD, CHAD	NAFB Garter Annex	05/22/2017	06/15/2017
123466	Test RFQ	FA855-14-A-0002/LMK_L14	NAHWALD, CHAD	NAFB Garter Annex	05/22/2017	06/15/2017
123466	Test RFQ	FA855-14-A-0002/LMK_M14	NAHWALD, CHAD	NAFB Garter Annex	05/22/2017	06/15/2017
123466	Test RFQ	FA855-14-A-0002/LMK_T14	NAHWALD, CHAD	NAFB Garter Annex	05/22/2017	06/15/2017
123466	Test RFQ	FA855-14-A-0004/HWS_M14	NAHWALD, CHAD	NAFB Garter Annex	05/22/2017	06/15/2017
123466	Test RFQ	FA855-14-A-0004/LCR_C14	NAHWALD, CHAD	NAFB Garter 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.

AFWAY
Vendor1 Vendor1 Log Off

Customer Information

Name: CHAD NAHWALD
 SNA: 3853
 ECAK: ECR
 Address: 545 EAST MOORE DRIVE BLDG 800 I
 GAITHERSBURG, MD 20878
 Email: chad.nahwald@us.af.mil
 Phone: 3346193246

RFQ #123466 Information

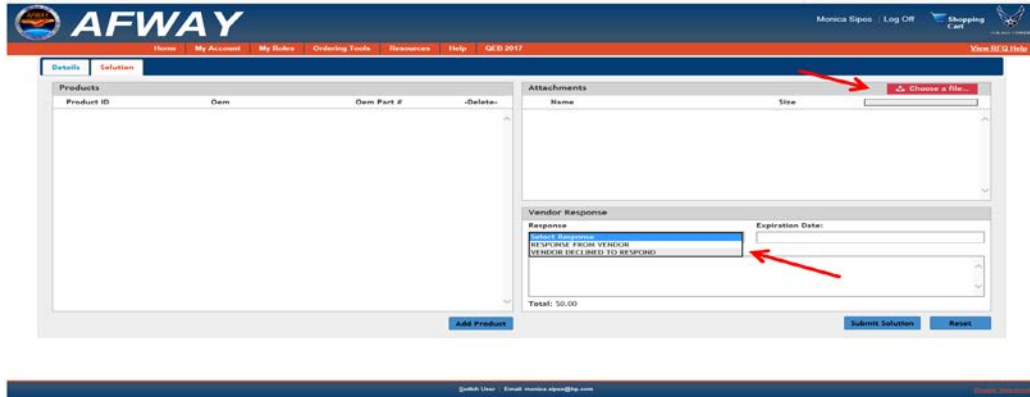
RFQ Name: Test RFQ
 RFQ Status: SUBMITTED TO VENDOR
 Desired Delivery Date: 06/14/2017
 Vendor Response Due Date: 06/15/2017
 Quantity Required: 1
 Vendor Rationale:
 Description: This is a test RFQ. Here is where the product/service description goes.

Attachments Download All

Name: TEST RFQ CHAD NAHWALD

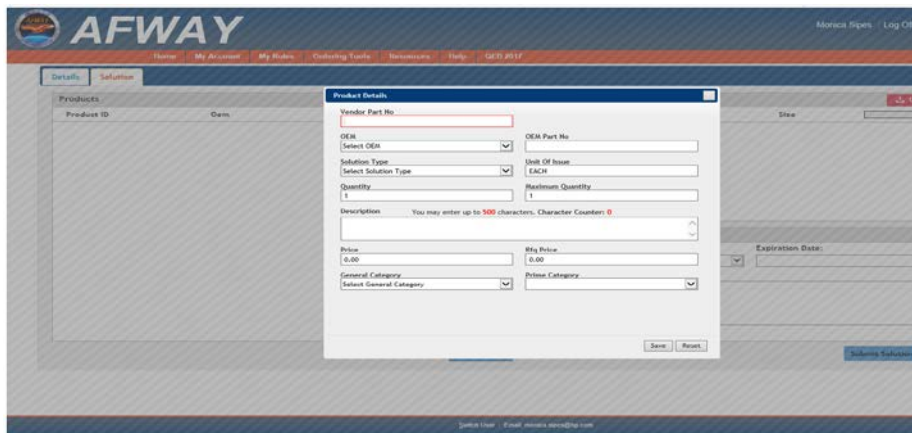
RFQ Details Tab

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).



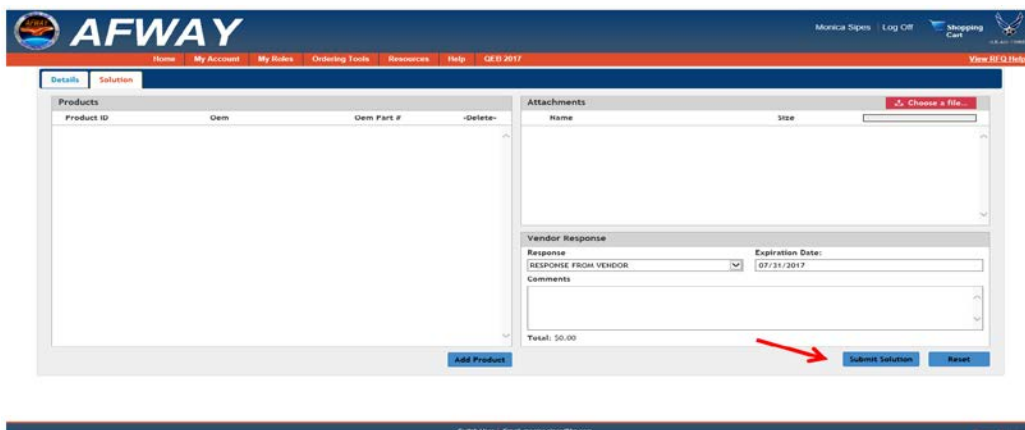
Vendor Response

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



Product Details

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



Submit Solution

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

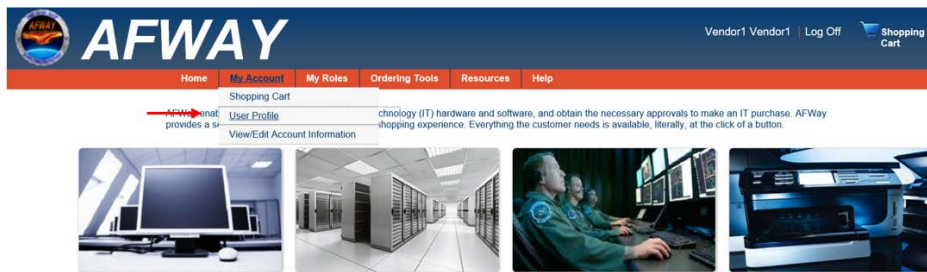
RFQID	Name	Contract #	Customer	Base	Actual Response Date	Response Due Date
123487	State search	FAB055-14-A-0001/NP_114	AIR FORCE, NOON	Non Air Force	07/06/2017 20:58:07	07/20/2017 05:00:00
123482	Where is my super suit?	FAB055-14-A-0001/NP_114	AIR FORCE, NOON	Non Air Force	06/30/2017 20:39:15	07/14/2017 05:00:00
123475	Testing New Contract	FAB055-14-A-0001	ADMINISTRATOR, APPLICATION	Hickam AFB	06/14/2017 17:07:07	07/13/2017 05:00:00
123465	Test Products	FAB771-10-A-0601	ADMINISTRATOR, APPLICATION	Hickam AFB	05/22/2017 18:39:30	06/16/2017 05:00:00
123458	Test	FAB771-10-A-0601	ADMINISTRATOR, APPLICATION	Hickam AFB	05/19/2017 15:41:25	05/12/2017 05:00:00

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**.



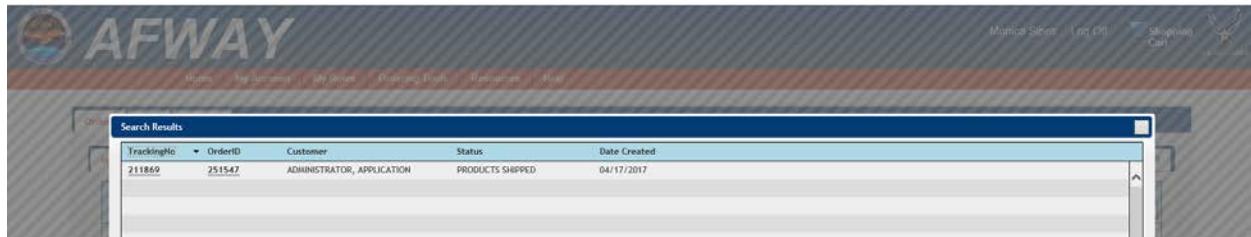
Navigation Bar, User Profile

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

TrackingNo	OrderID	Customer	Status	Date Created
211905	251601	ADMINISTRATOR, APPLICATION	ORDER HOLD	07/06/2017
211903	251597	AIR FORCE, NOON	SUBMITTED TO VENDOR	07/06/2017
211896	251588	AIR FORCE, NOON	ACCEPTED BY VENDOR	07/05/2017
211895	251586	ADMINISTRATOR, APPLICATION	SUBMITTED TO VENDOR	07/05/2017
211893	251583	SPANGLER, KYLE	SUBMITTED TO VENDOR	07/05/2017
211892	251581	ADMINISTRATOR, APPLICATION	SUBMITTED TO VENDOR	07/05/2017
211880	251565	ADMINISTRATOR, APPLICATION	ORDER HOLD	06/14/2017
211872	251550	AIR FORCE, NOON	ORDER HOLD	05/24/2017
211871	251549	OFFICER, CONTRACTING	SUBMITTED TO VENDOR	05/19/2017
211862	251547	ADMINISTRATOR, APPLICATION	PRODUCTS SHIPPED	04/17/2017

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.

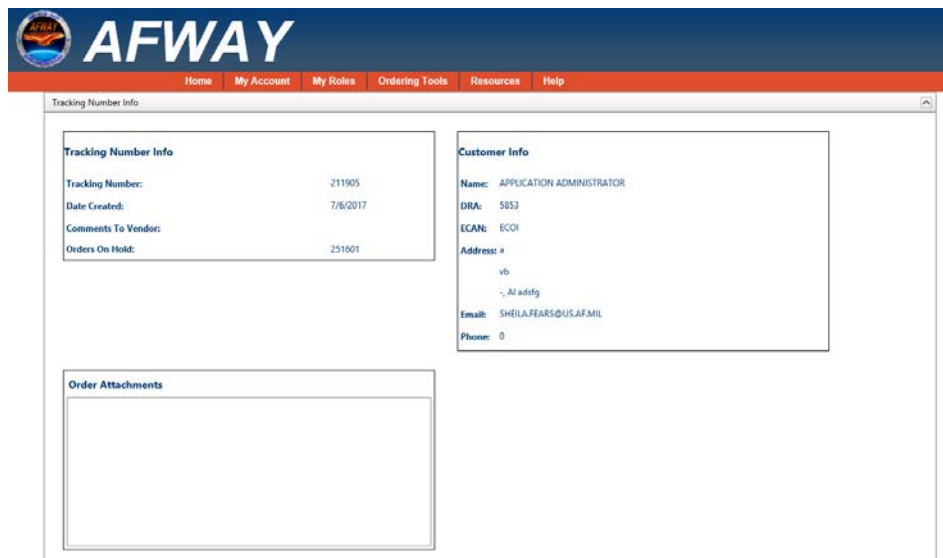


Order Search Results

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

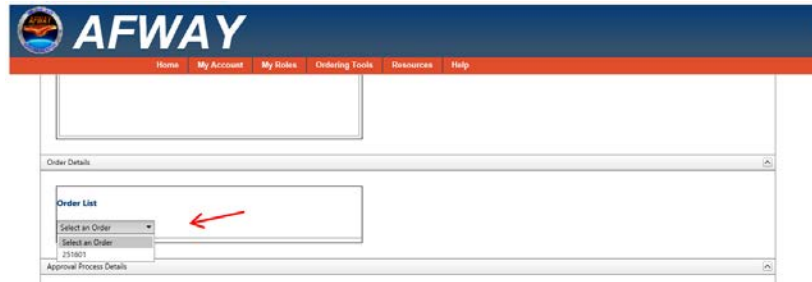
The order screen has 3 sections; Tracking Number Info, Order Details, and Funding Details.

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



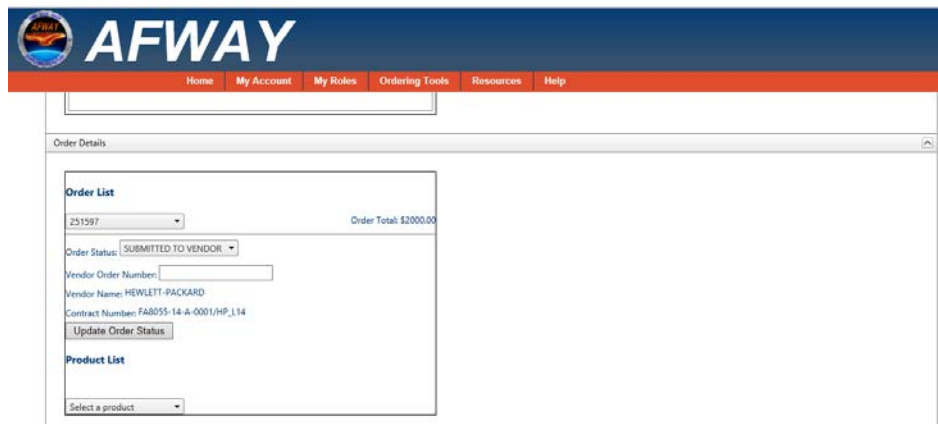
Tracking Number Info

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.

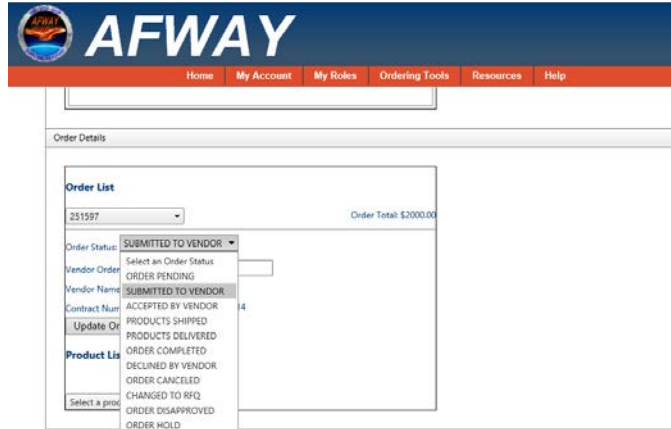


Order List

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.

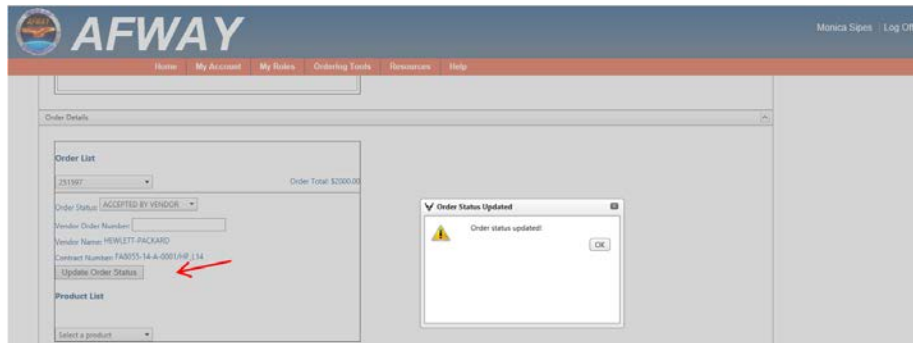


The Vendor must be diligent in updating the Status. Use the Order Status dropdown and select from the options available. **NOTE: Vendor's will not see an Order that is in "Order Pending" status. This is when the Order is in the Customer's Approval Process.**



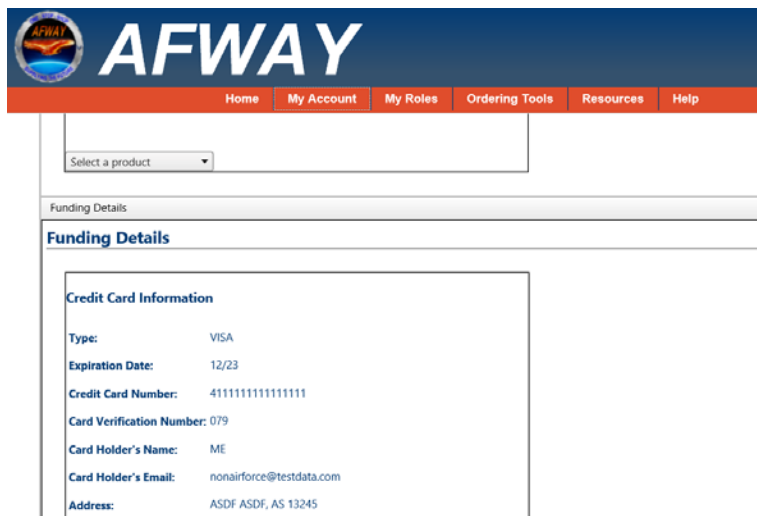
Order Status options

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



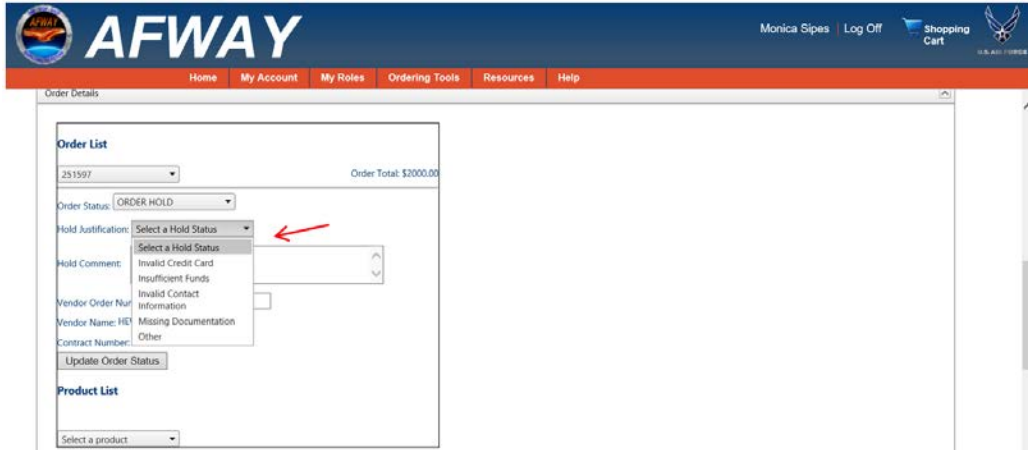
Update Order Status

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



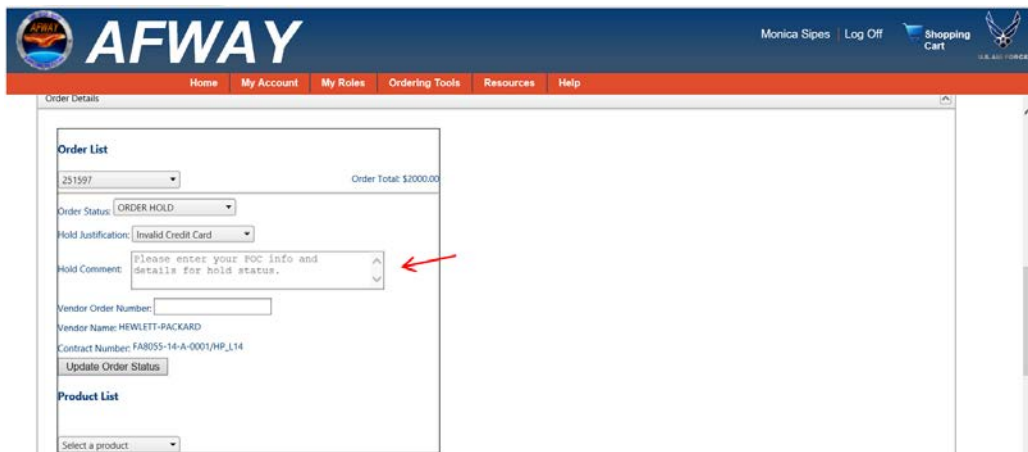
Funding Details

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.**



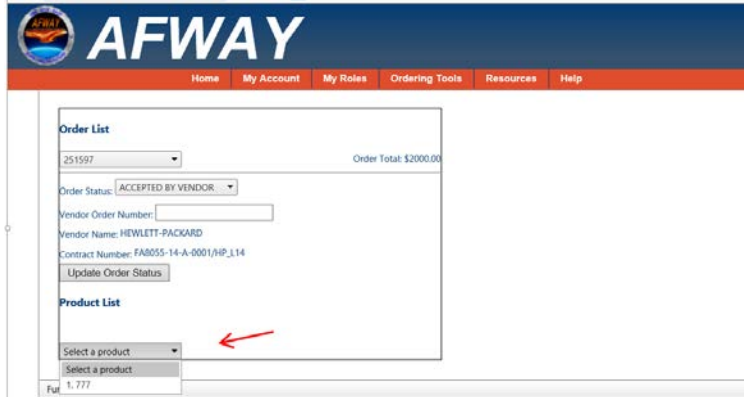
Hold Justification

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.**



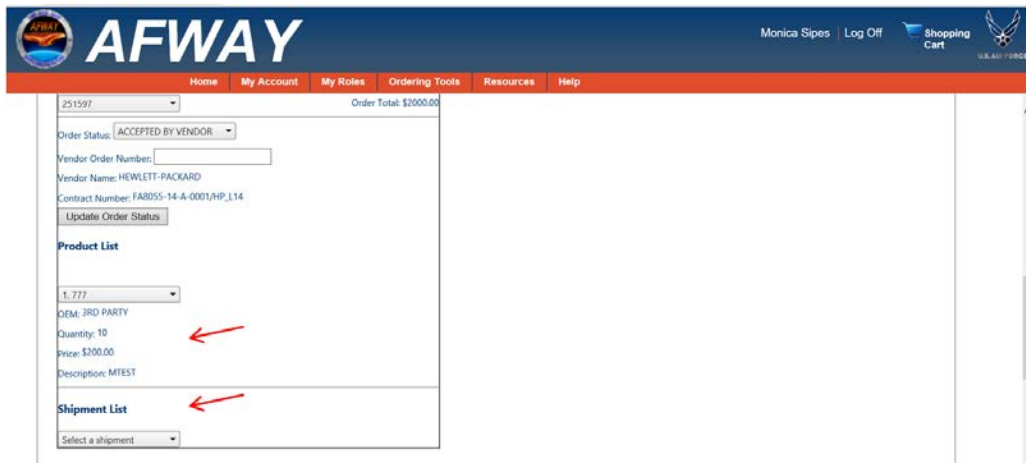
Hold Comment

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



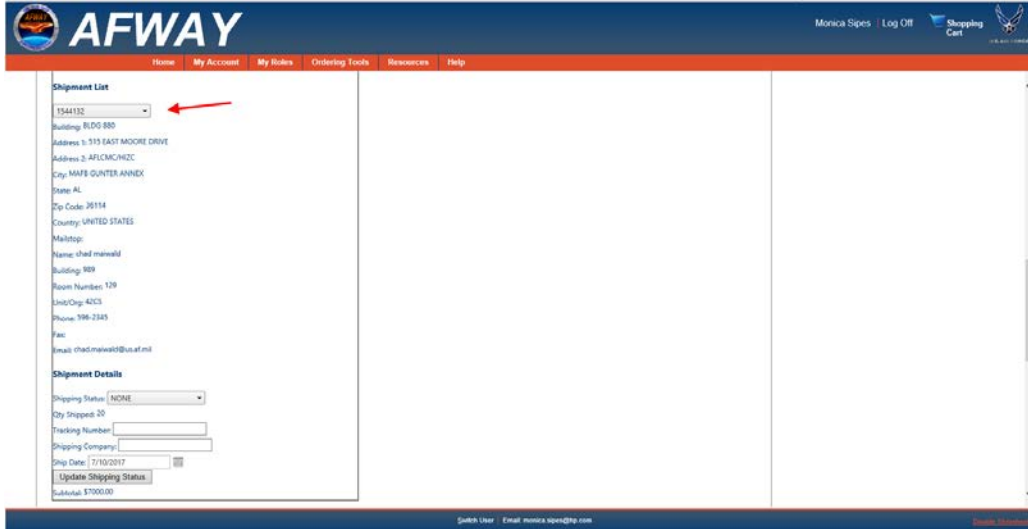
Product List

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



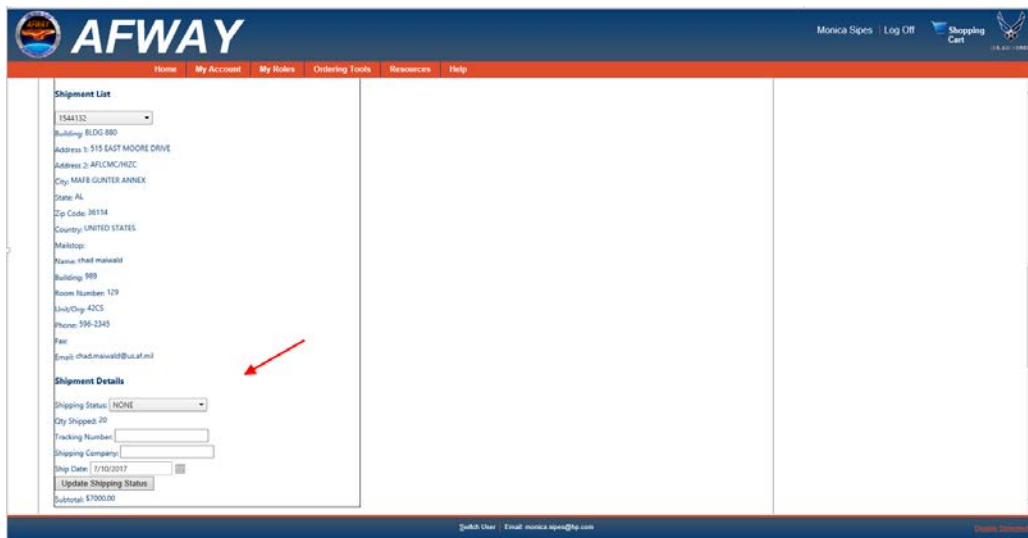
Product Description and Shipment List

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

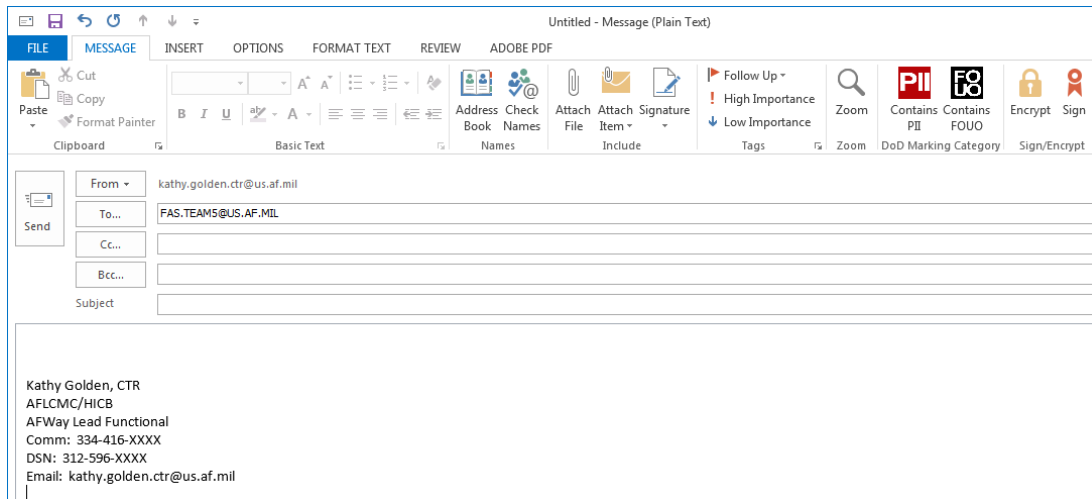
AFWay provides the capability to run various reports. The ability to run reports depends on what permissions you have been granted. All reports are generated the same way, the only difference is the information extracted. For instructions on running reports in AFWay, see the **AFWay User Guide, Section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

Vendors have access to run the following reports:

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