U. S. AIR FORCE

Air Force Way

User Guide

RFQs / Waivers / Orders / Reports

Version 4.0.3.14

Release # S180807

August 2, 2018

AFLCMC/HICB
201 East More Drive
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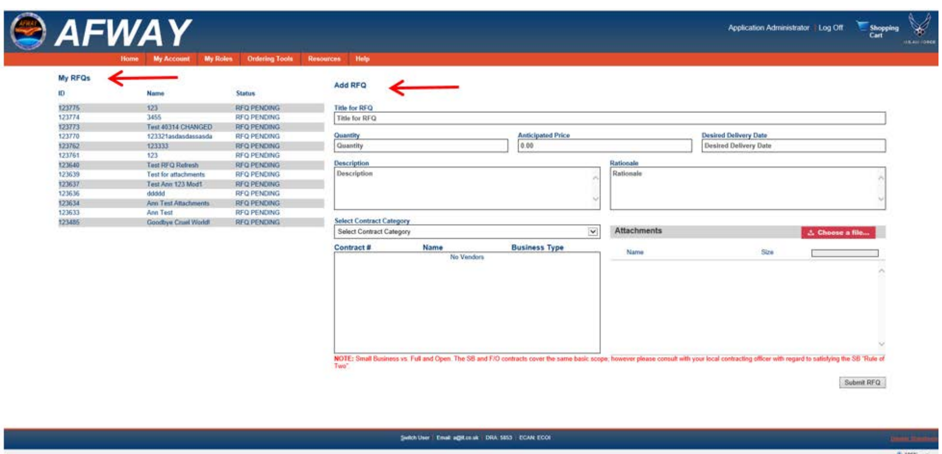
1. Request for Quote (RFQ)

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

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

Submit RFQ

The Add/Update RFQ page is used to input all information that is required to submit a RFQ, or update a RFQ that has already been created. My RFQs list on left side of screen shows a list of all RFQs created by user. Add RFQ on the right side is where a new RFQ can be created. **NOTE:** Since AFWay times out, it is recommended to have all information ready to go into the fields before going to the Add/Update RFQ page. If AFWay times out, all information is lost and the user will have to begin again.



Add RFQ page for Air Force and Non-Air Force Users

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.

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. RFQ will go into History 30 days after the Desired Delivery Date, no matter the status.

Quantity – Enter the exact quantity of the item needed.

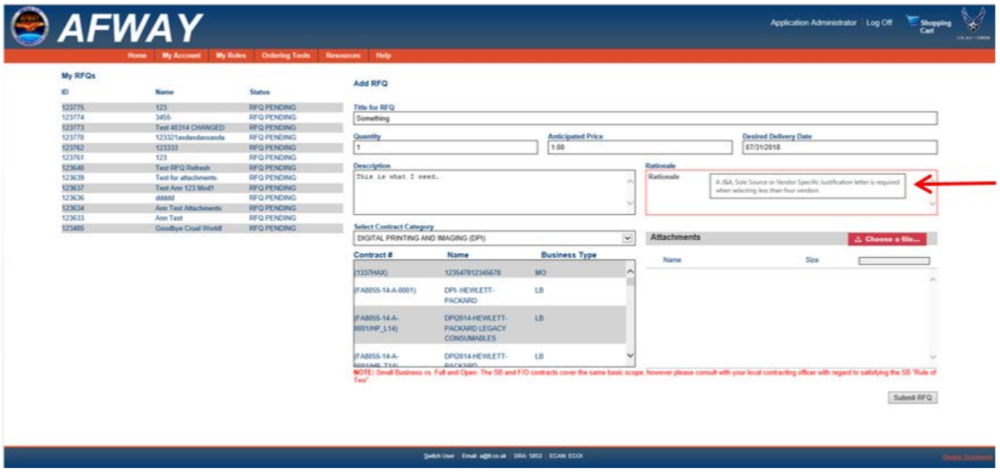
Anticipated Price – Enter an approximate price.

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 (5MB per document). The following file formats are accepted: .docx, .xlsx, .pptx, and.pdf. **NOTE:** Attachment title has a length restriction of 50 characters. If the attachment does not meet requirements or restrictions, it will not load.

Vendor Categories – Select the contract category from the drop-down list that best describes the type of product or services desired. If you hover your mouse over a contract category, a description will appear explaining the category. 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. If you select less than 4 vendors, you must attach a J&A (Justification and Approval) letter.

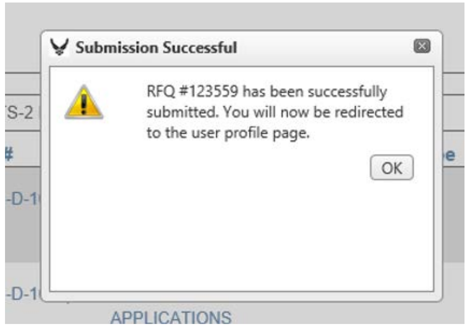
Rationale – Enter an explanation if only one (or more) vendors from a vendor category is selected.

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. A Rationale is required, if customer tries to submit without a Rationale, the box turns red. Hover cursor over box and a message appears stating a Rationale and J&A are required. **Note:** A J&A letter must be attached.



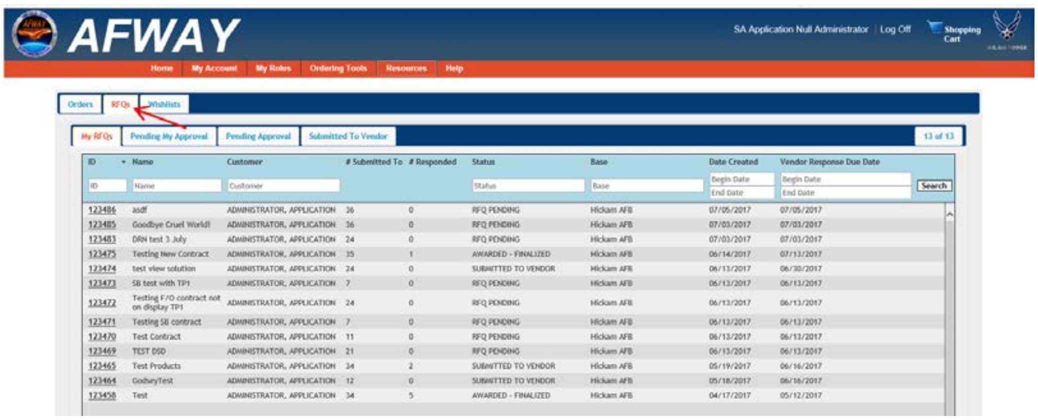
Selecting Vendor Category

Once all required information has been entered, and any attachments have been loaded, select ***Submit***. You will receive a popup that shows RFQ submitted successfully.



Submit RFQ Succeeded

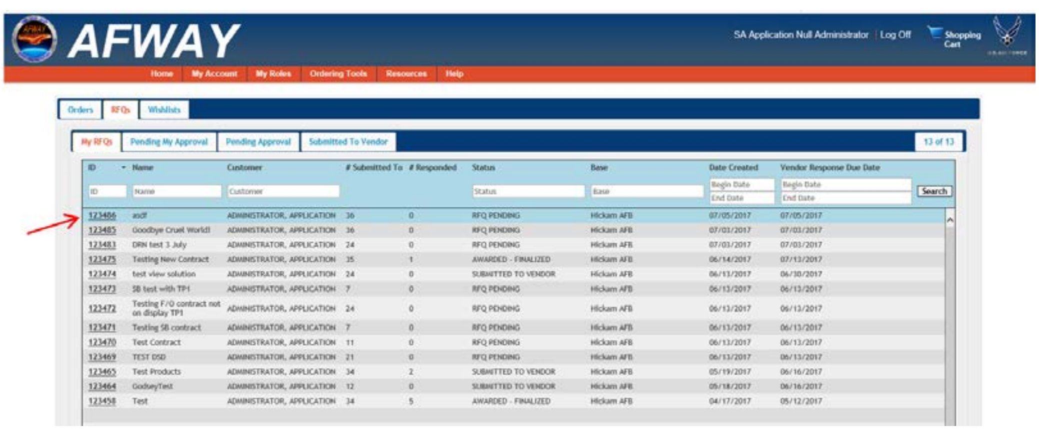
You will be redirected to the User Profile page. You can also view RFQs on the User Profile page by navigating from the Navigation Bar, select ***My Account***, ***User Profile***, and ***RFQs*** from the 3 tabs at the top of the page.



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).

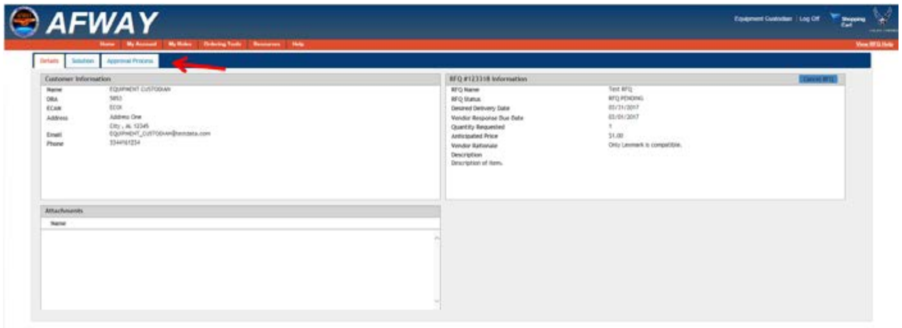
To view the RFQ Details Page, click on the RFQ ID.



Click RFQ ID

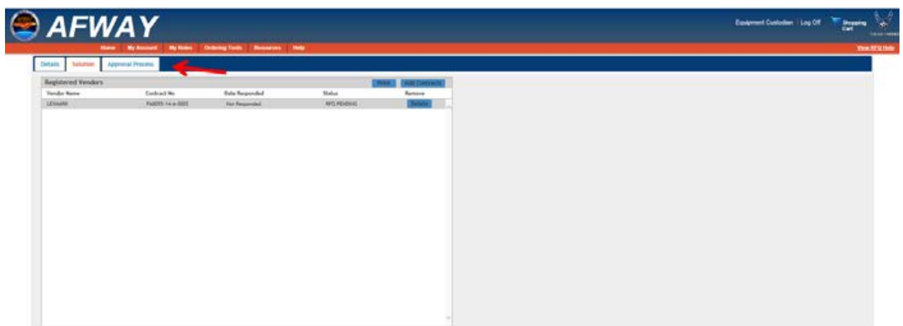
On the RFQ Details page, you will see three tabs:

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



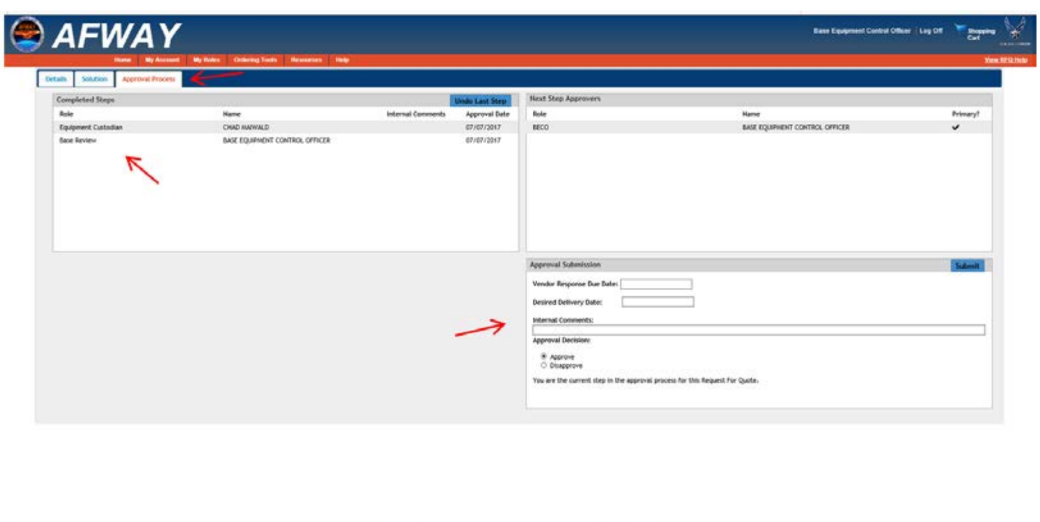
Details tab

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. **NOTE:** Vendors can submit responses until midnight CST on the Vendor Response Due Date. After midnight the ability to submit a response is deactivated and a vendor cannot submit a response.

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.

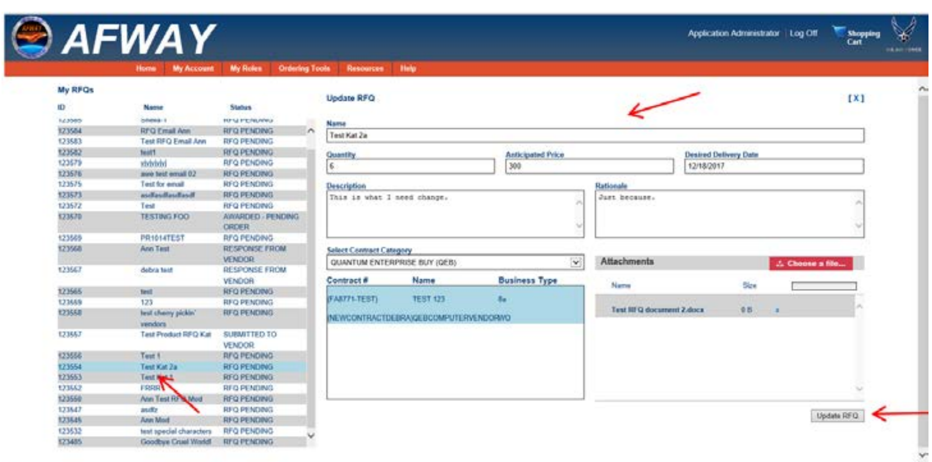
1. b. Customer can Edit/Update RFQ

RFQs can be edited/updated by customer before and after being submitted to Vendor until the RFQ is in Awarded status. This includes Disapproved and Canceled RFQs. When a RFQ has been updated, an auto-generated email is sent to the vendors stating: "RFQ ###### has been updated. Be advised, due to this update, the status may now show as PENDING. Until the RFQ modifications have gone through the approval process, you are not able to make any changes to your proposal."

Air Force Users

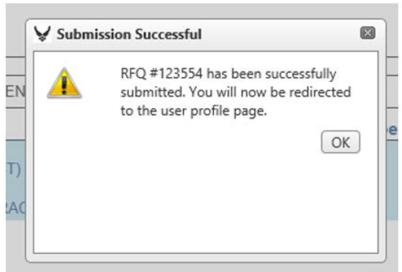
Vendor Category can be updated by customer and the Funding Representative (OPCH, BPCH, and CO) until the RFQ has been submitted to Vendor the first time. After submitted to Vendor, any update requires the RFQ to go back thru the Approval Process. Vendor Response Due Date can be updated, but it is done in the Approval Process and is still mandatory for the Funding Representative (OPCH, BPCH, or CO).

To edit/update RFQ, navigate from orange Navigation Bar to ***Ordering Tools***, ***Add/Update RFQ***, and select RFQ from list of My RFQs. All fields can be updated. Attachments can be removed and added.



Update RFQ Air Force User

Once the updates are complete, select ***Update RFQ***. You will receive a popup showing successful submission. The RFQ ID does not change.

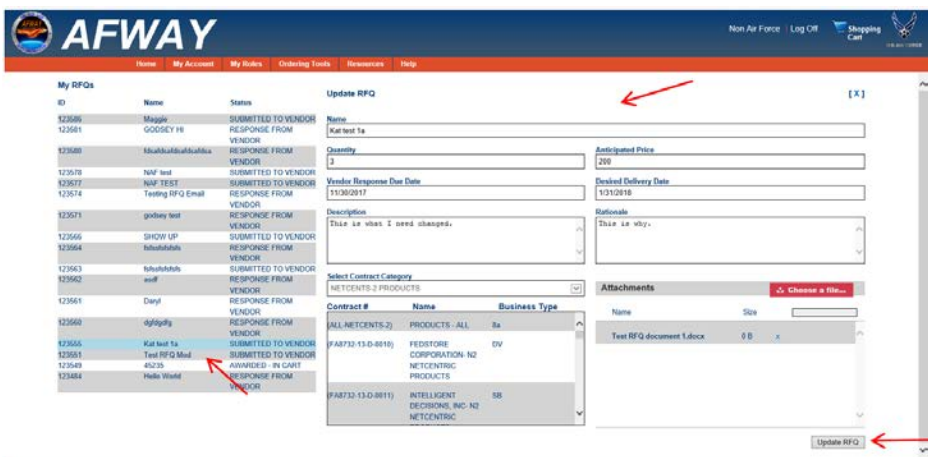


Update Submitted Successfully

<u>**NOTE**: When the RFQ update has been submitted, the Vendor cannot see the updated RFQ until it has been Submitted to Vendor again.</u>

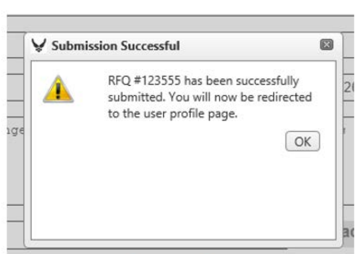
Non-Air Force Users

Vendor Category can only be changed during creation, once the Submit RFQ button is selected, no change can be made to the Vendor Category. Since there is no Approval Process for Non-Air Force users, Vendor Response Due Date is added/updated on the Add RFQ and Update RFQ pages.



Update RFQ Non-Air Force User

Once the updates are complete, select ***Update RFQ***. You will receive a popup showing successful submission. The RFQ ID does not change.

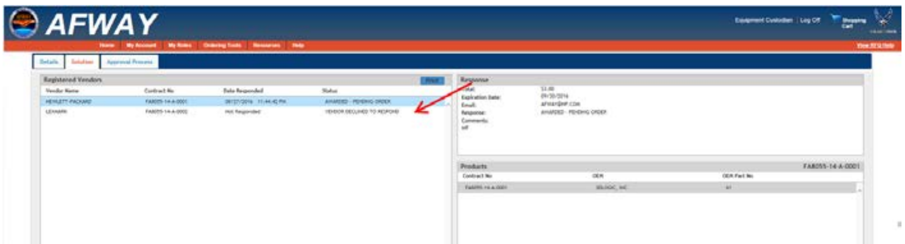


Update Submitted Successfully

1. c. 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

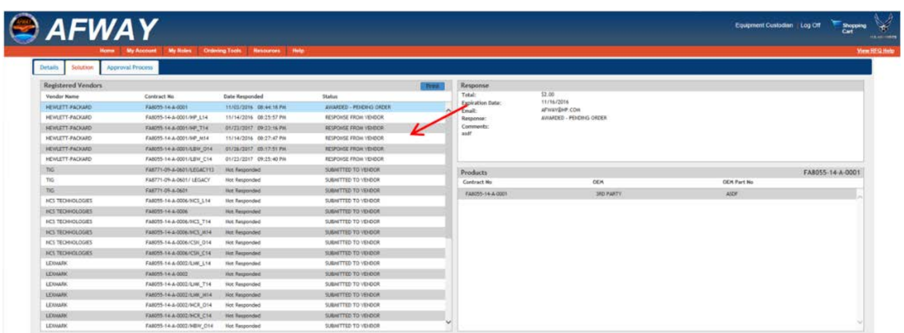
XXXXX.XXXXXXX@us.af.mil
UNICOM GOVERNMENT, INC. (FA8732-13-D-0030) has DECLINED to respond regarding your Request For Quote named: TEST RFQ. To review the response:

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

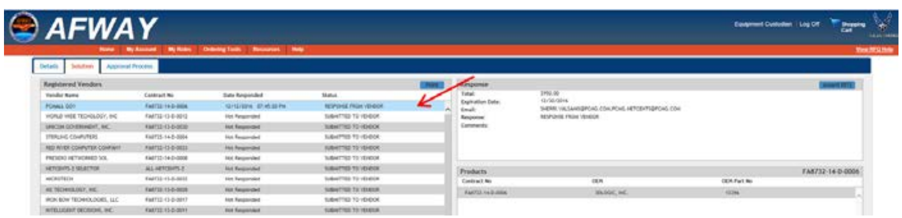
The original customer and the funding representative will receive e-mail notification of the status change, and can view the vendor’s response.

NOTE: Vendors have the ability to modify their responses up until the Vendor Response Due Date. Modifications can include add/edit/remove attachments, add/edit/remove products, changes to price and Vendor Expiration date. If a vendor "Declined to Respond", the RFQ will disappear from their User Profile. The only way to update an RFQ after a "Decline to Respond" status change is if the customer makes changes and the RFQ is re-submitted to the vendors. When the Vendor submits changes, the system will send an auto-generated email notification to the Original Customer and the Purchase Card Hold or the Contracting Officer depending on who the last step approver was that submitted the RFQ to the Vendor.

1. d. Originating Customer – Viewing Vendor Responses

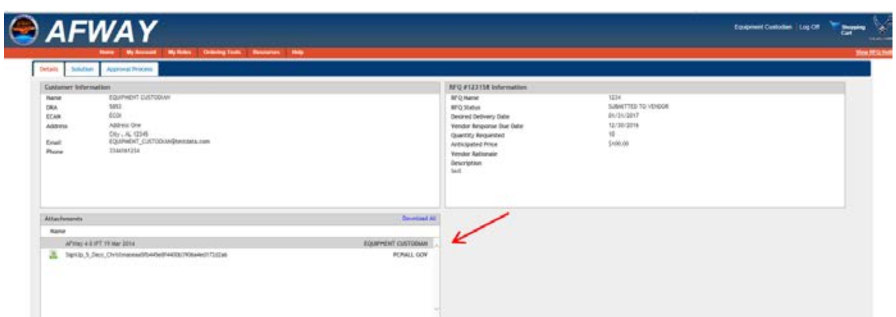
After receiving e-mail notification from vendors, the originating customer may log on to AFWay and view the response.

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

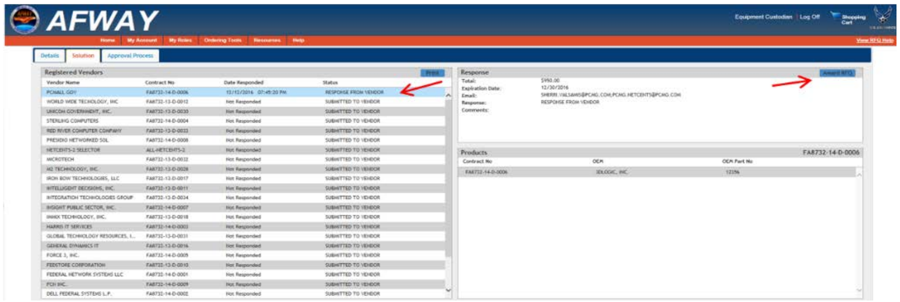
If the vendor added attachment(s), the attachment(s) can be viewed in the Attachments window under the ***Details*** tab.



Vendor attachments

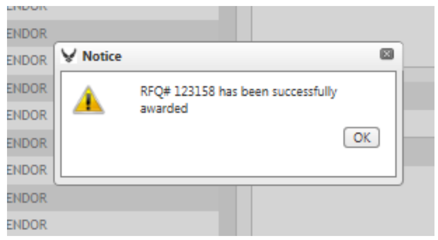
1. e. Originating customer - Accepting a Vendor’s Offer

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.



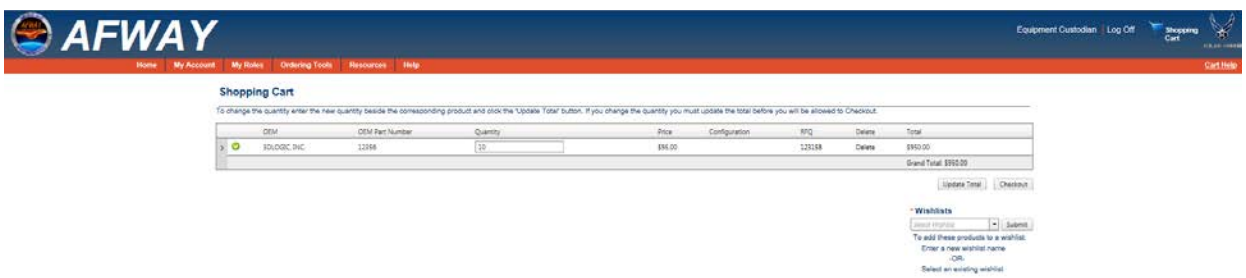
Award RFQ

You will receive a popup notice.



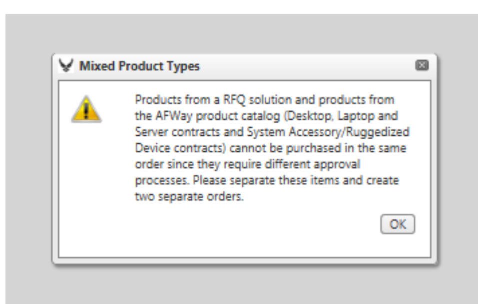
Awarded Successfully

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. **NOTE: 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***.

2. Waiver

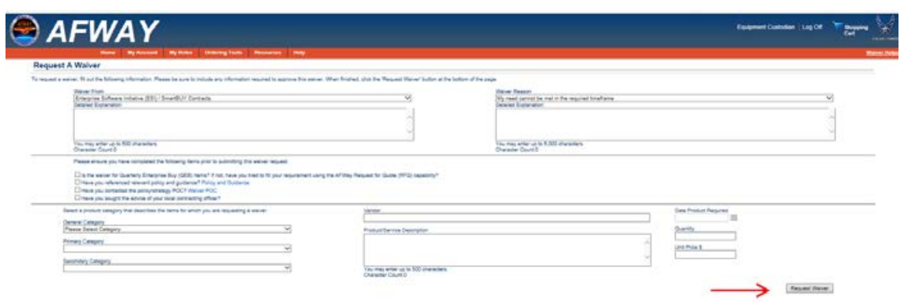
Sometimes a waiver is needed from the normal acquisition process of using standard contract suppliers for IT purchases. The waiver process can be used for purchasing outside AFWay.

2. a. Submitting Waiver Request

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

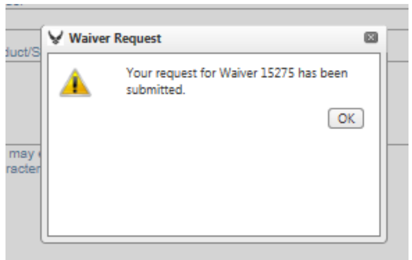
Submit Waiver Request

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***. **Note:** The Detailed Explanation fields will not accept the following special characters: = + \ - _ "



Request Waiver page

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

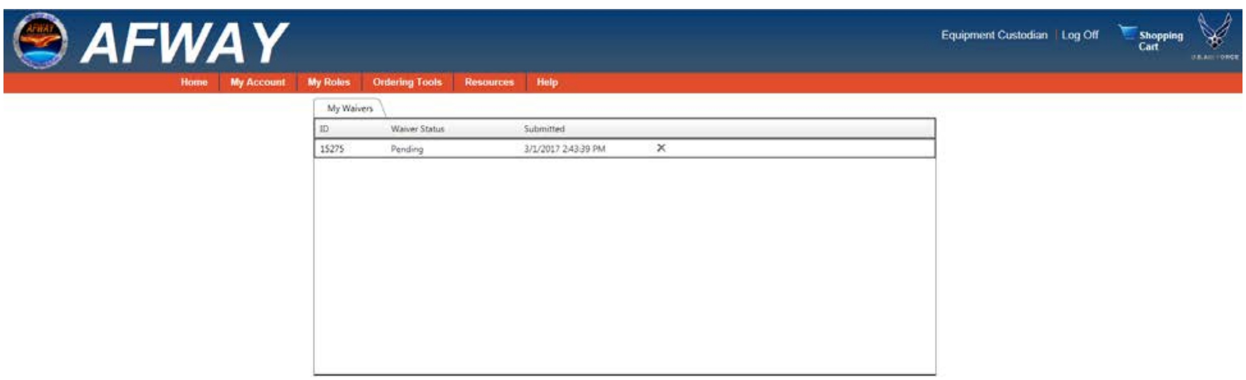


Waiver Request

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

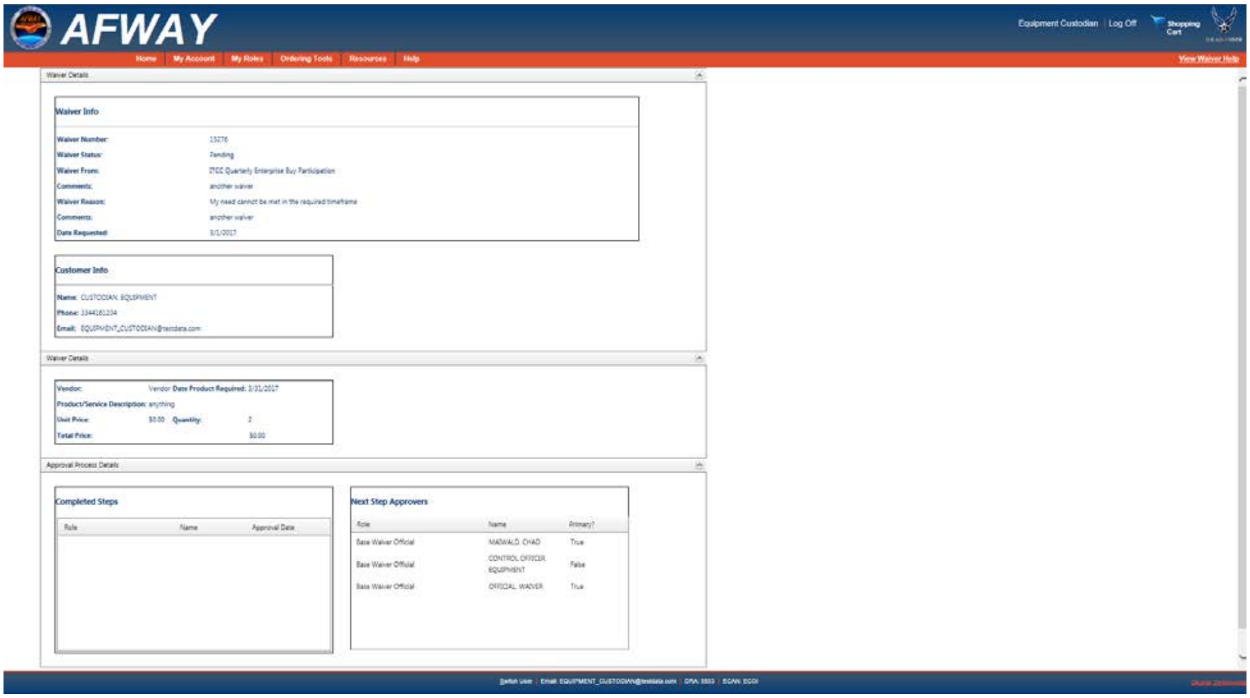
My Waivers

The Waivers Page shows Waiver ID and Waiver Status.



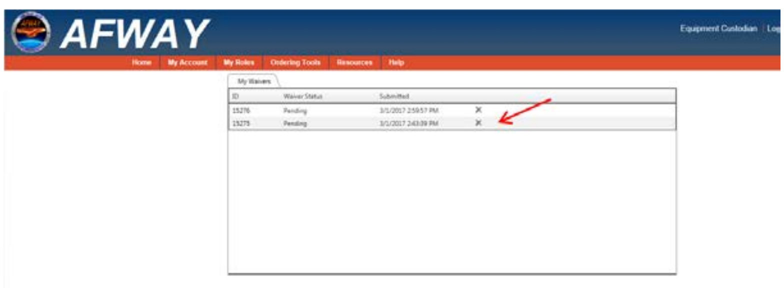
Waivers Page

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



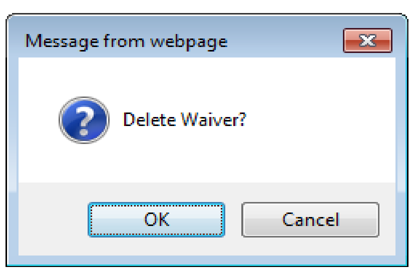
Waiver Details Page

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.



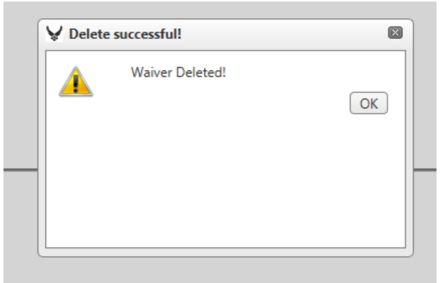
Delete Waiver

You will receive a popup asking you to confirm deletion.



Confirm Delete

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



Delete Confirmed

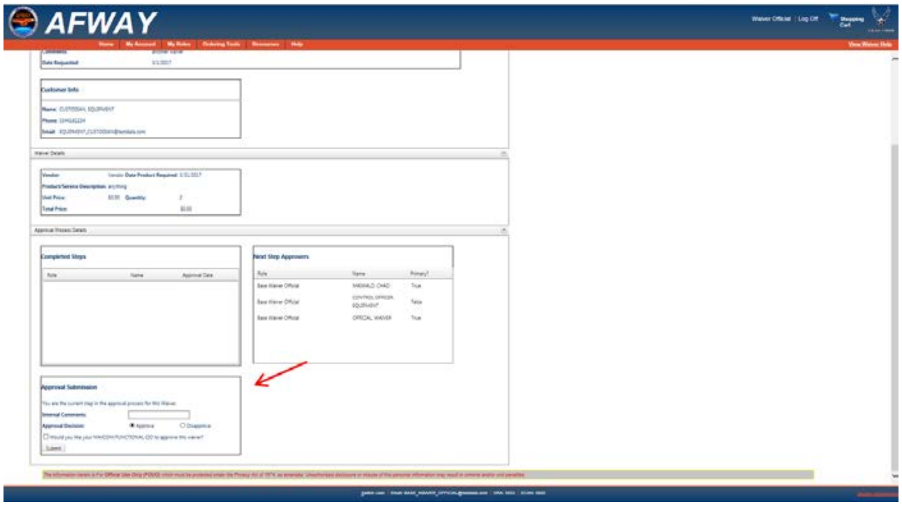
When a waiver is submitted, it will be acted upon by the Base Waiver Official (BWO) and or the MAJCOM/Functional CIO (MWO). If the waiver is on ITRM or QEB Standard, the waiver request will automatically be sent to the MWO for approval. Otherwise, it will be sent to the BWO first.

2. 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***. Notice there are 5 tabs: My Waivers, Waivers Pending My Approval, Waivers Pending Approval Process, Waivers in My DRA, and Disapproved Waivers. To approve a Waiver, select ***Waivers Pending My Approval***.

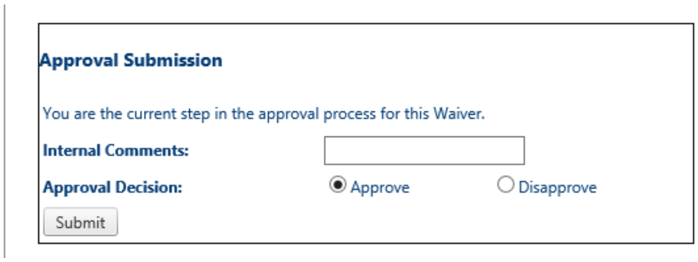
Waivers Pending Approval

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



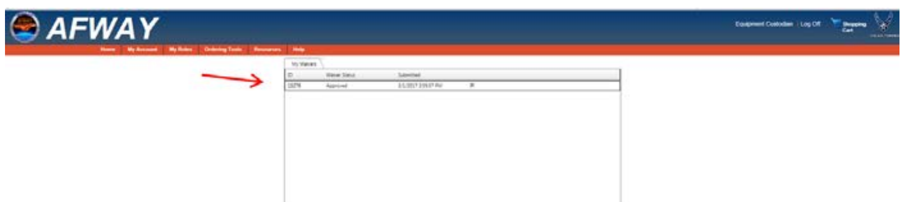
BWO - Waiver Details Page

The BWO can approve/disapprove a waiver request by selecting either ***Approve*** or ***Disapprove***. If approved, the waiver goes to the MWO, if disapproved the waiver stops here and the customer is notified via auto-generated email.



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 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.

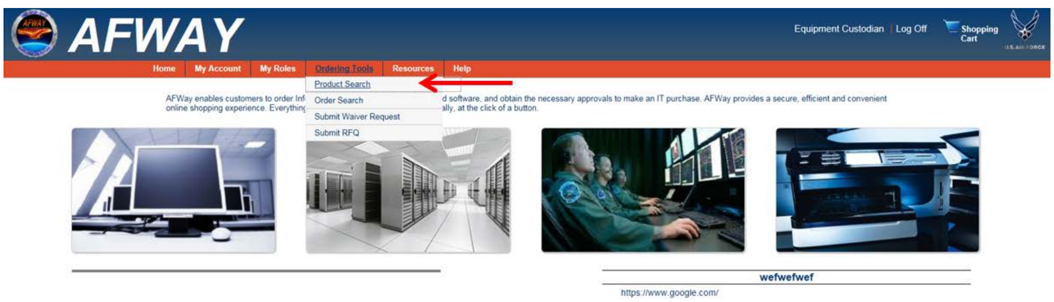
3. Creating an Order

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.

3. a. Adding products to Shopping Cart

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

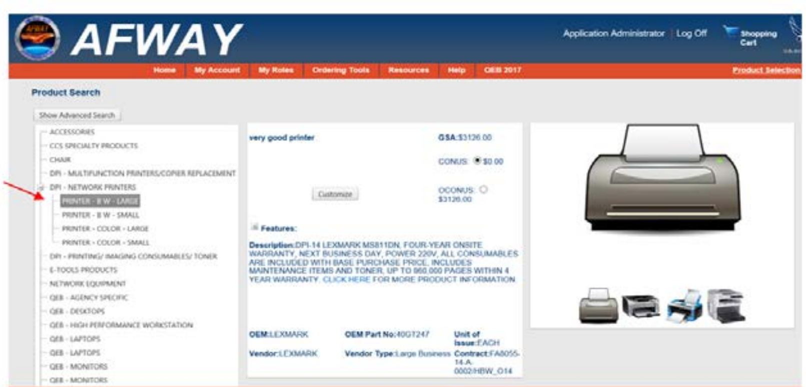


Product Search

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

Search Product by Category

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

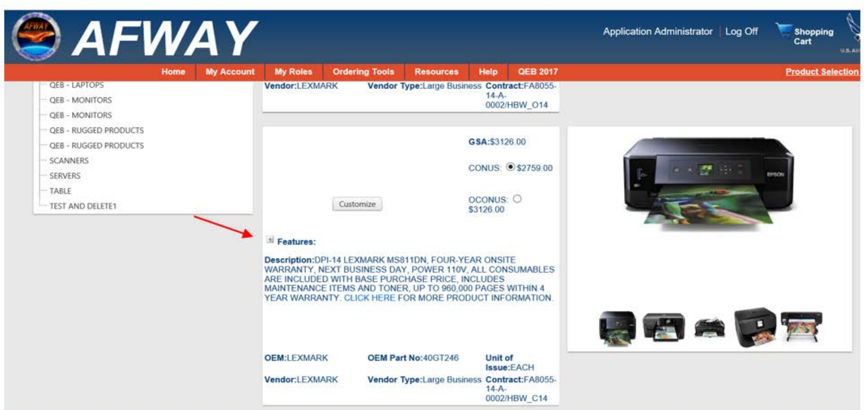


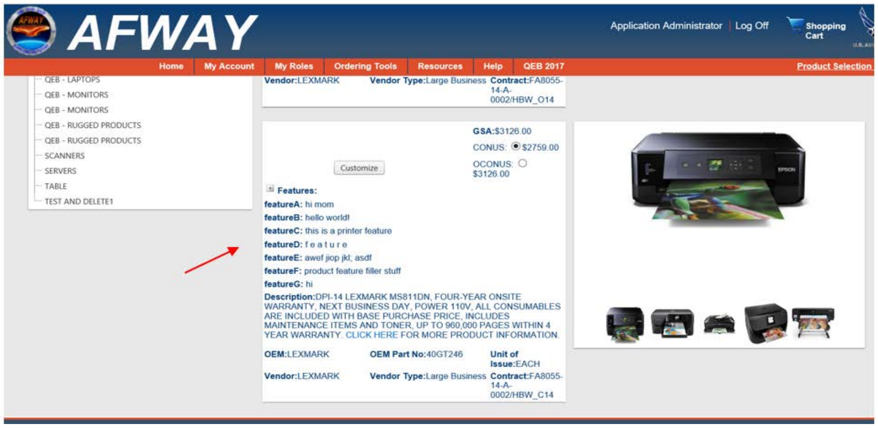
Category and Subcategory

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

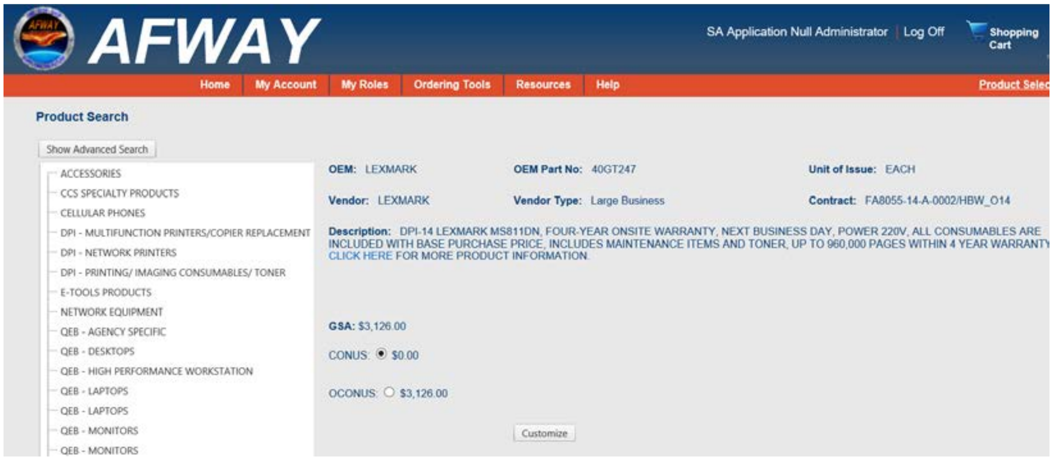
If you know the exact product you are looking for, you can do an Advanced Product search. From the Navigation Bar, select ***Ordering Tools***, ***Product Search*** and click ***Show Advanced Search***. **NOTE:** When you run an Advanced Search, Features, Images and Product Name will not show in the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

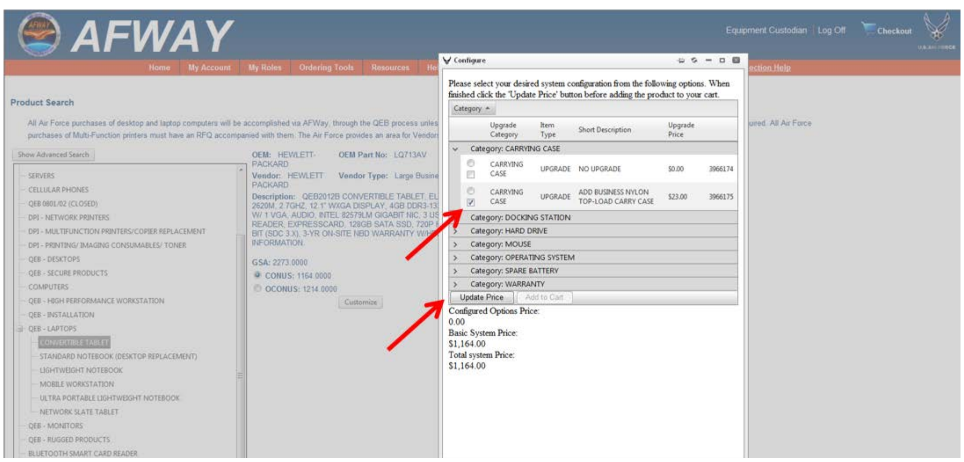
Example: Customer needs a specific Toner and knows the OEM Part Number. Enter the OEM Part Number in the corresponding field and click ***Search***.



Advanced Search Results

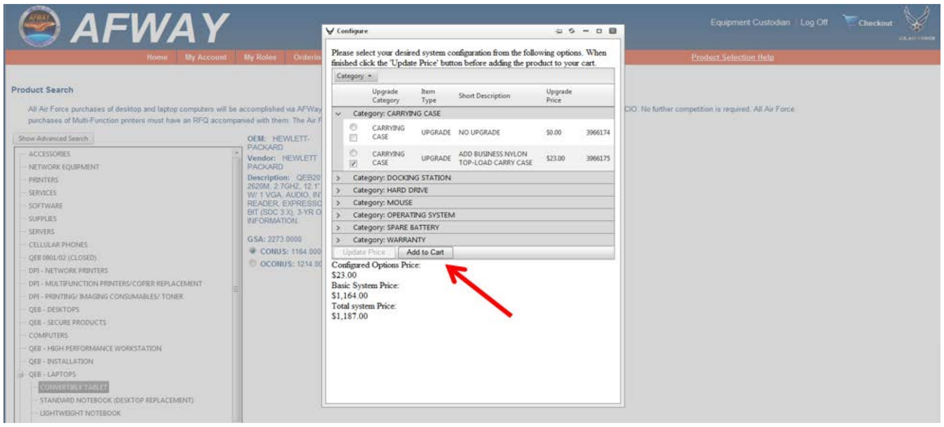
Add Product to Shopping Cart

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***.



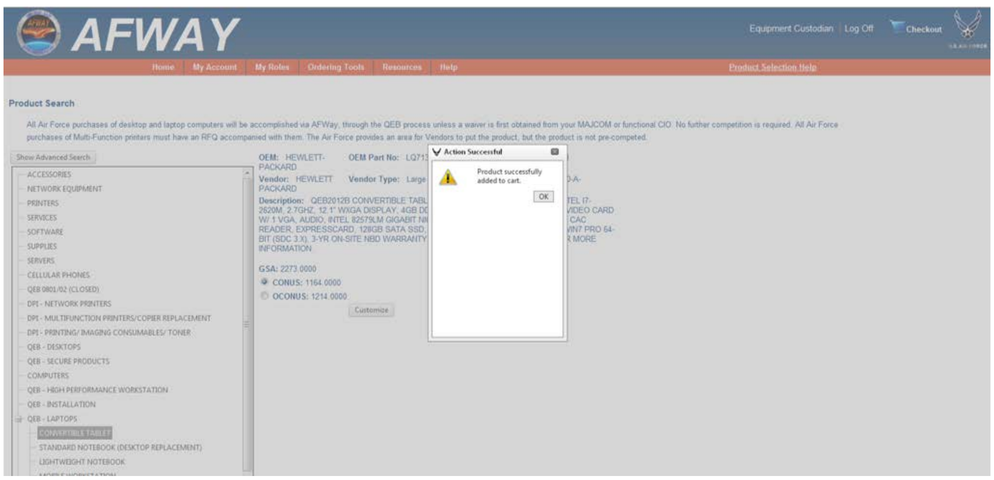
Configure page

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.

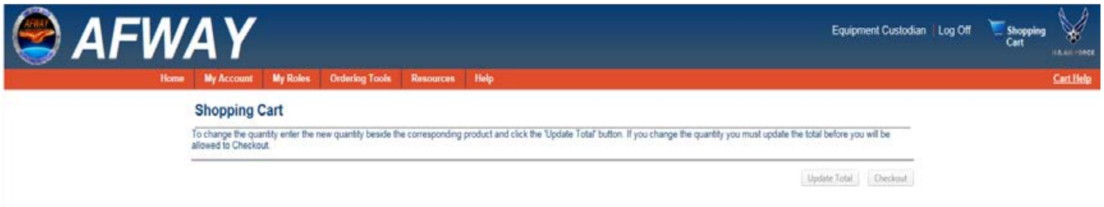


Successfully added to Cart

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

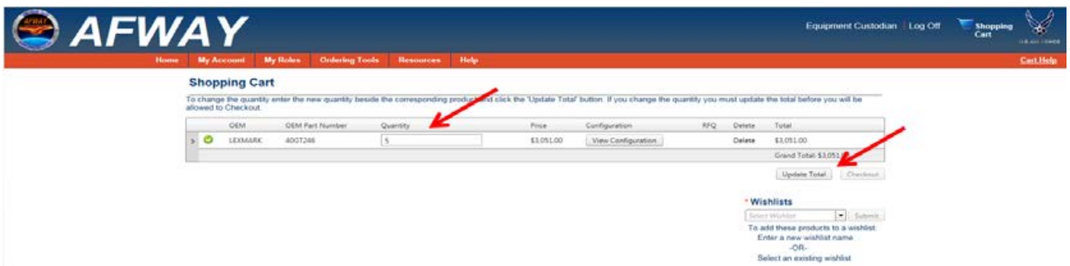
View Shopping Cart

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



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

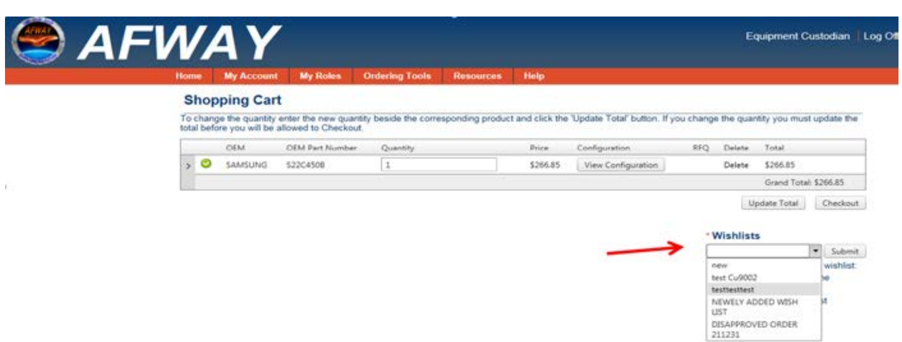
<u>**NOTE:** When a product is selected more than once with different configurations, the system will generate a separate Order ID for each configuration.</u>

<u>**NOTE:** Products will be automatically removed from shopping carts and wishlists when the product is no longer available, i.e. mid-buying cycle product change or end of buying cycle.</u>

3. b. Creating Wishlist

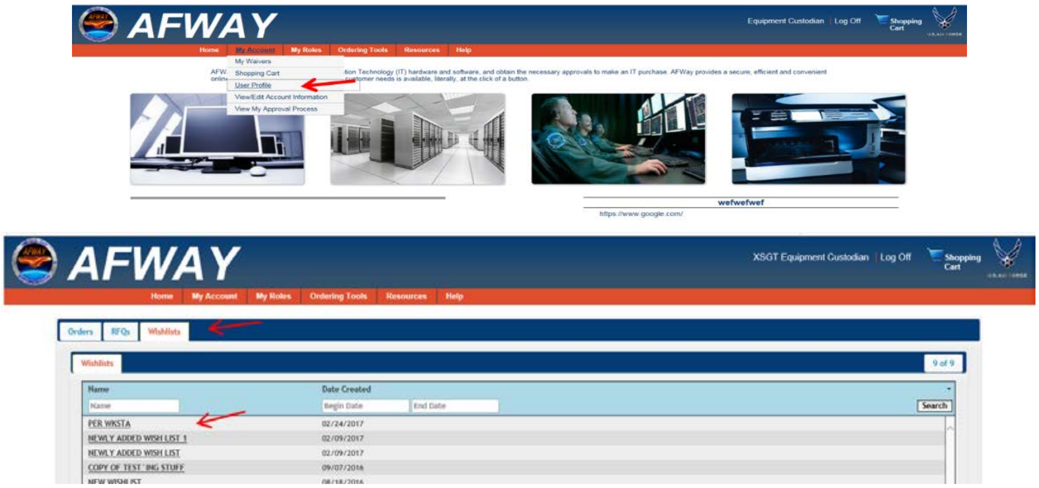
Wishlists are Shopping Carts that have been saved with pricing information of products at the time of creation. Multiple wishlists can be saved for later processing. (An example would be at the end-of-year when pre-built wishlists can be saved for last minute processing.) The only time a wishlist cannot 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. <u>**NOTE:** When an order gets disapproved it becomes a Wishlist of the Originating Customer.</u>

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



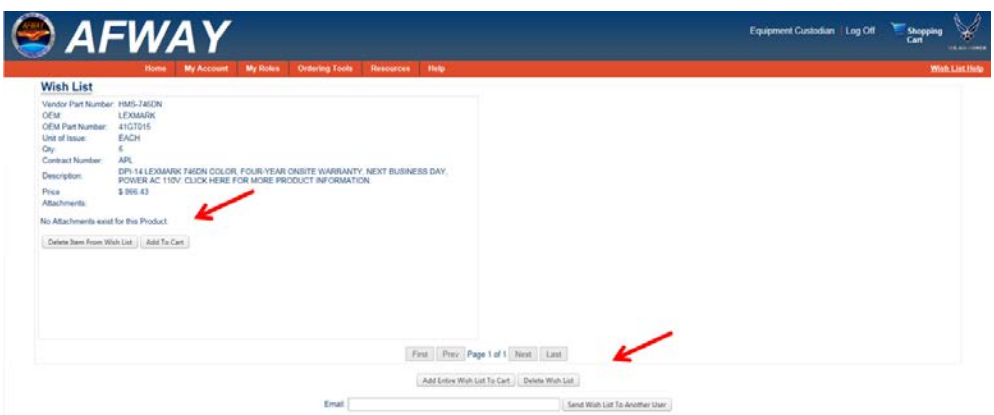
Create Wishlist

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.”

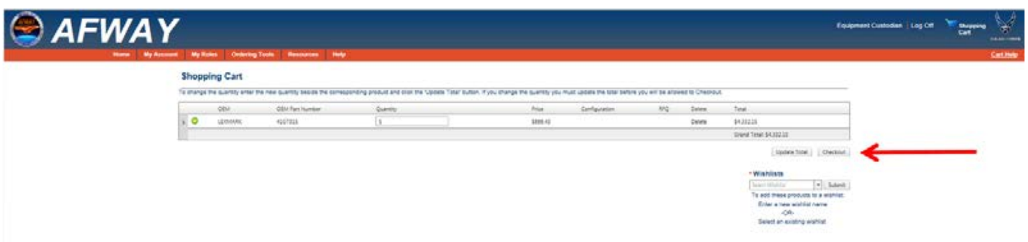
Invalid User Email notice

NOTE: Products will be automatically removed from shopping carts and wishlists when the product is no longer available, i.e. mid-buying cycle product change or end of buying cycle.

3. 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

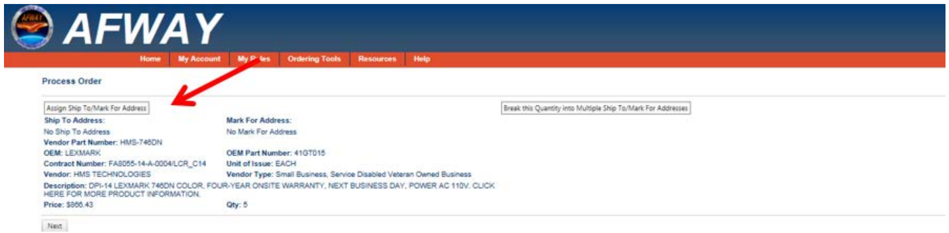
You will need to choose your ShipTo and MarkFor addresses for the order. The Default ShipTo and MarkFor addresses established by the BECO and EC will appear. If the BECO/EC has established more than one Default ShipTo address, you can choose which one to use by selecting the drop-down.

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***.



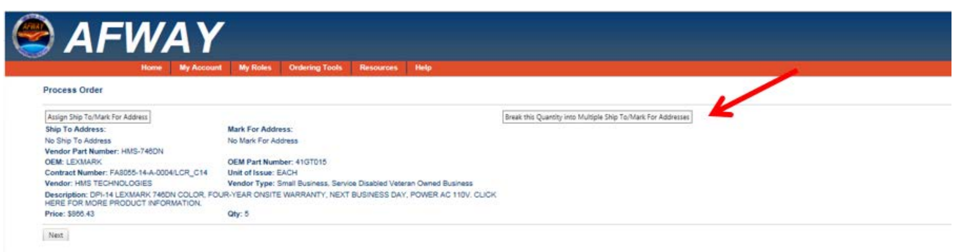
Change to one shipping location.

<u>**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.</u>

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

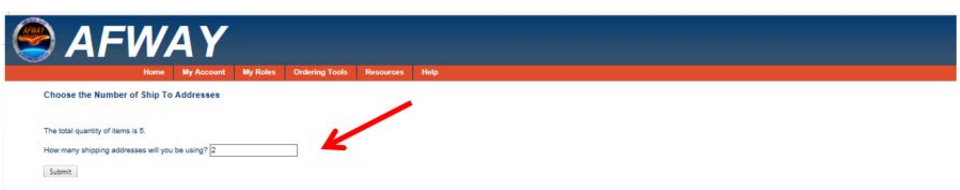
Enter e-mail address and Delivery instructions.

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***.

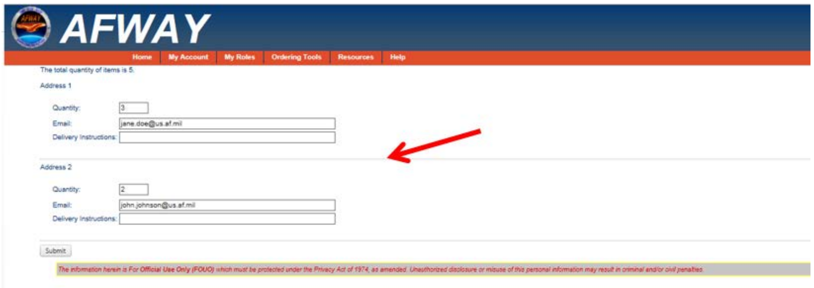


Enter the number of shipments

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.**

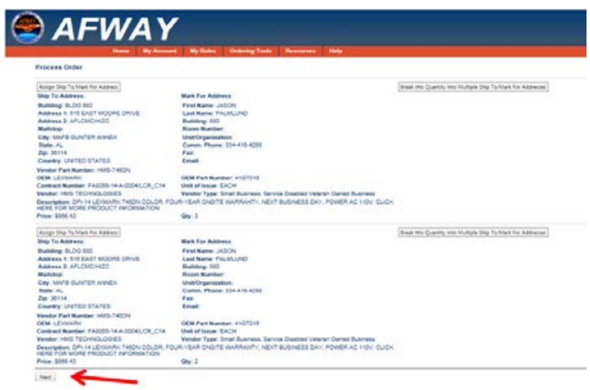
Enter the e-mail address and Delivery Instructions for each ShipTo location, click ***Submit***.

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

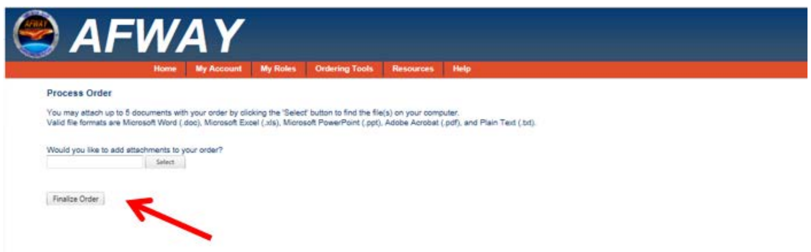
If you didn't change the Default ShipTo/MarkFor addresses, you would also, click ***Next***.

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 (5MB per document). The following file formats are accepted: .docx, .xlsx, .pptx, and.pdf. **NOTE:** Attachment title has a length restriction of 50 characters. If the attachment does not meet requirements or restrictions, it will not load.

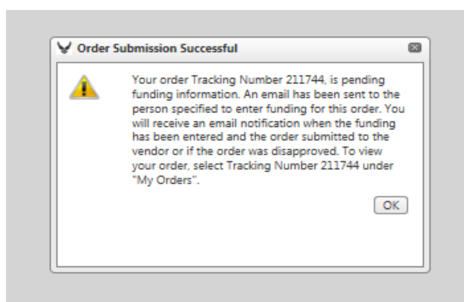
Add Attachments

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



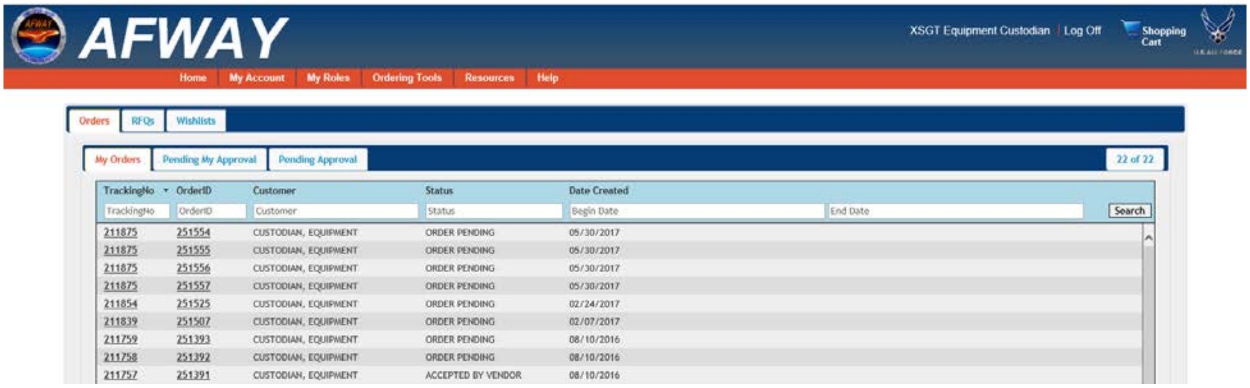
Finalize Order

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



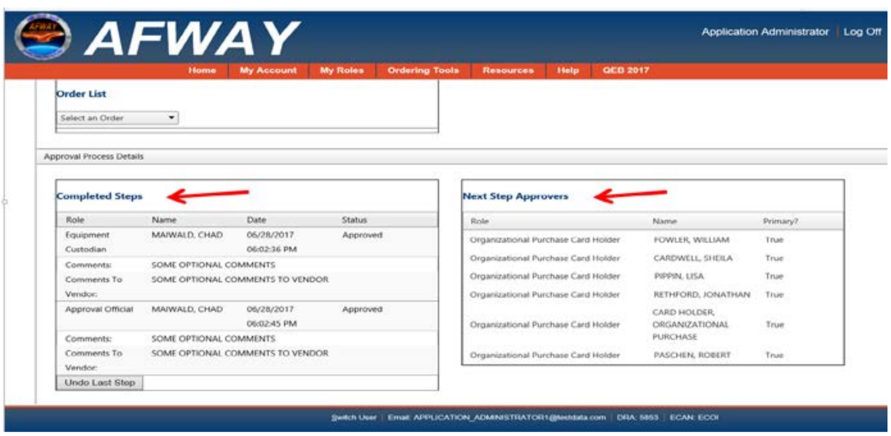
Order Submission Successful

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

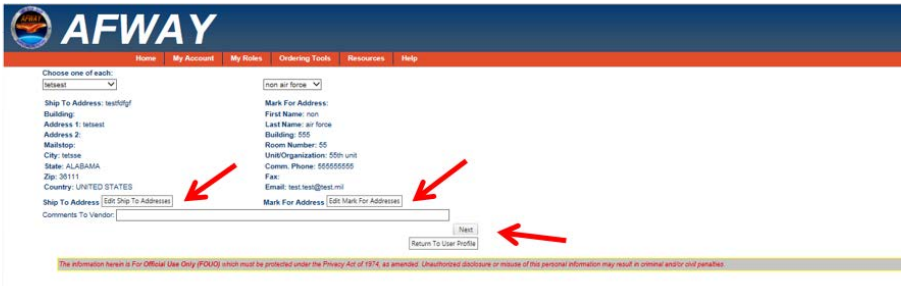
Click on the Tracking Number and scroll down to Approval Process Details to track the approval process. The left hand box shows the Completed Steps in the Approval Process. You see the Role, Name, Date and Status listed. The right hand box shows the Next Step Approver. At each step of the approval process, an email is automatically sent to the Primary and all Alternates in the Next Step Approver box letting them know an order is waiting their approval. **NOTE:** Only the Primary Contracting Officer (CO) receives this email notification, none of the Alternate COs do.



Order Approval Process

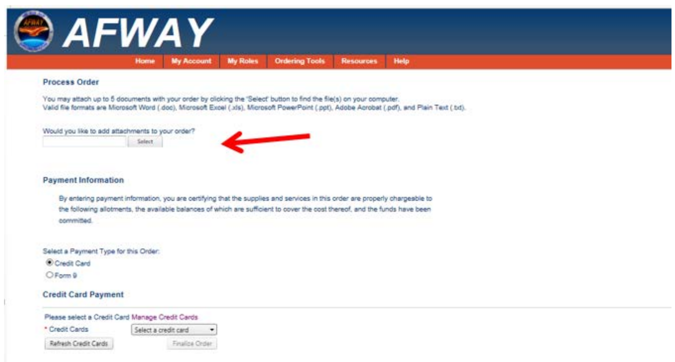
3. d. Checking-out as a Non-Air Force User

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

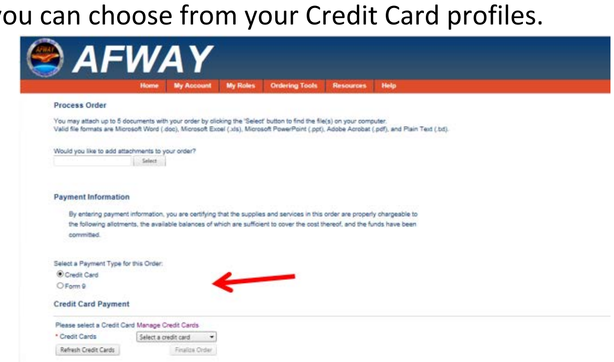
Attach any related documents. Click ***Select*** to choose the attachments from your desired location. AFWay allows up to 10 attachments that in total are less than 12MB in size (5MB per document). The following file formats are accepted: .docx, .xlsx, .pptx, and.pdf. <u>**NOTE:** Attachment title has a length restriction of 50 characters. If the attachment does not meet requirements or restrictions, it will not load.</u>



Add Attachments

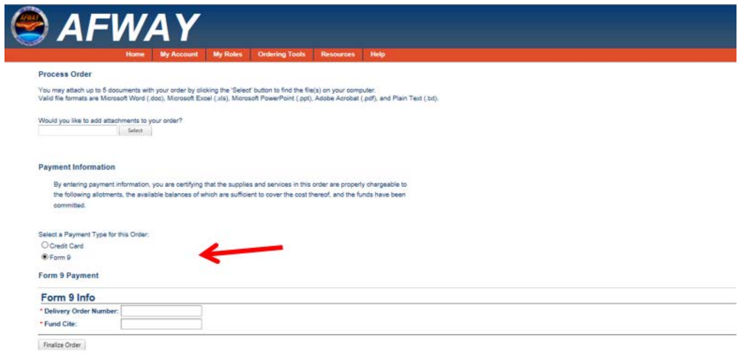
Select Payment Type for the order.

If you select Credit Card, you can choose from your Credit Card profiles.



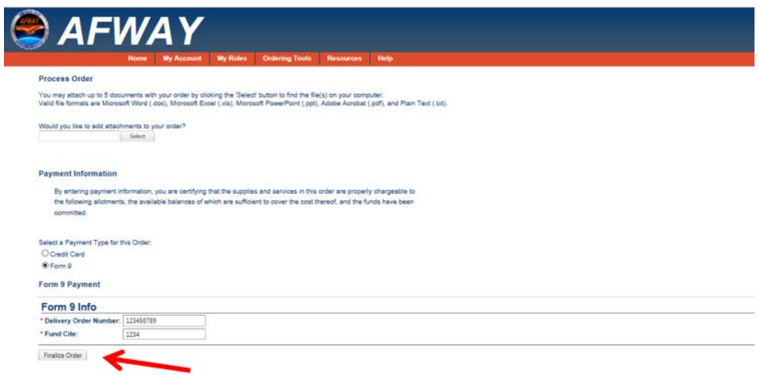
Credit Card Payment Type

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



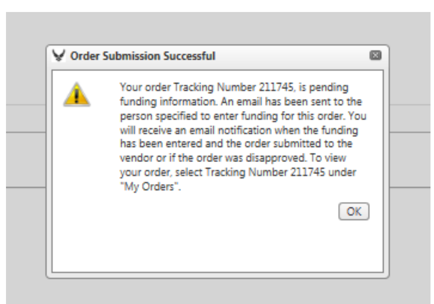
Form 9 Payment Type

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.



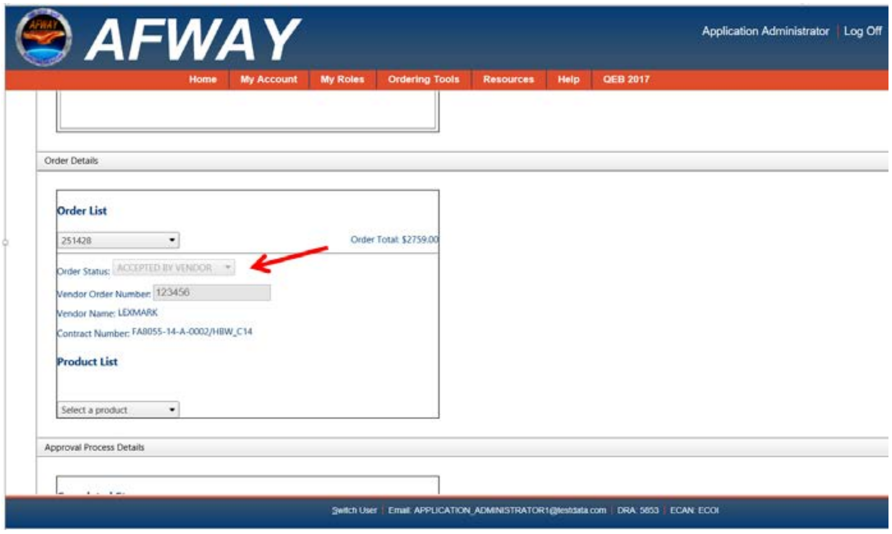
Order Submission Successful

3. 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.

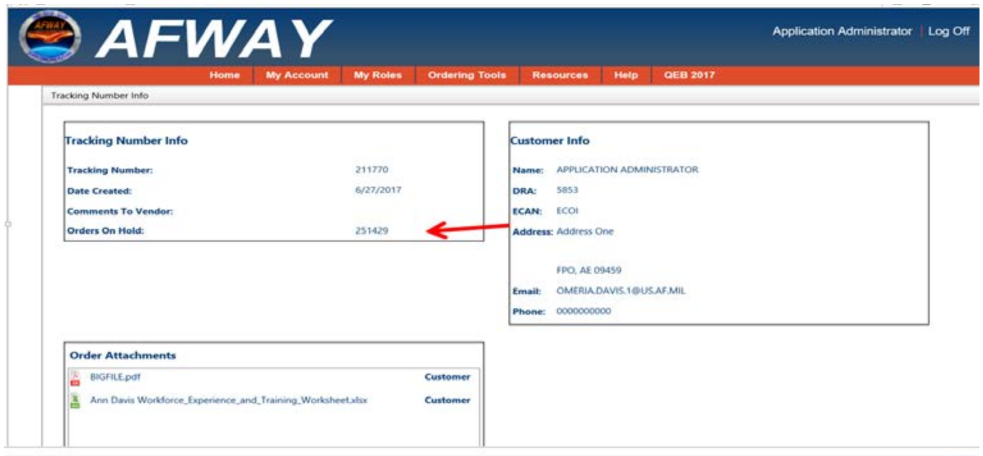


Order Status

3. f. Orders placed on HOLD

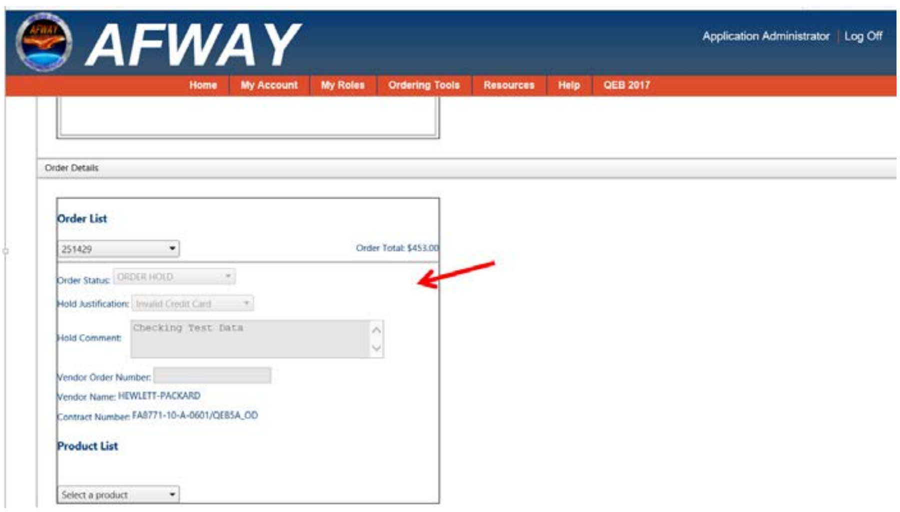
The Vendor has the ability to place an order on HOLD status. This feature is used when there is an issue that prevents the vendor from accepting the order within their mandated response time. The HOLD feature is used mostly due to funding issues, i.e. incorrect or invalid credit card information, funds 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 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. **Note:** The Originating Customer and Funding Representative (OPCH, BPCH, and CO) can add attachments to an order even after "Submitted to Vendor" until the status becomes "Accepted by Vendor".

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

4. Reports

AFWay provides the capability to run various reports. The ability to run reports depends on what Role(s) you have been granted. Report permission is linked to specific roles, it is not granted to individuals. If you have a role that has report permission associated to it, you will see Reports in the My Roles dropdown from the Navigation Bar. 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 made by AFWay users.

Sales Volume Report by Contract Category

The Sales Volume Report by Contract Category can be used to track the amount in dollars of sales made by AFWay users under a particular Contract Category.

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.

Vendor Sales Volume Report

The Vendor Sales Volume Report allows the Vendor to track sales by Order Status.

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

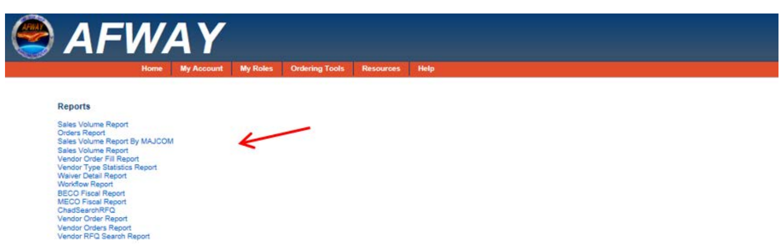
MECO Fiscal Reports provide Order Status based on MAJCOM and DRA.

Running reports:

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

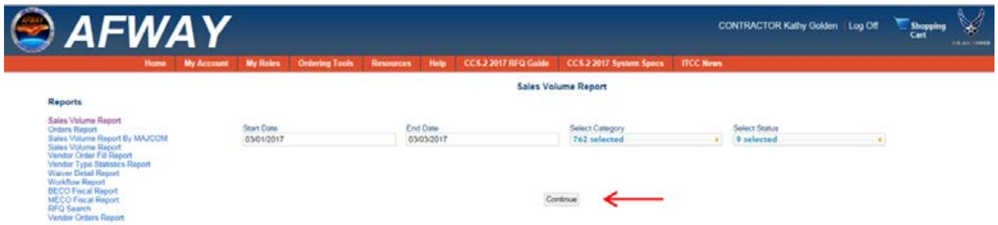
Reports

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



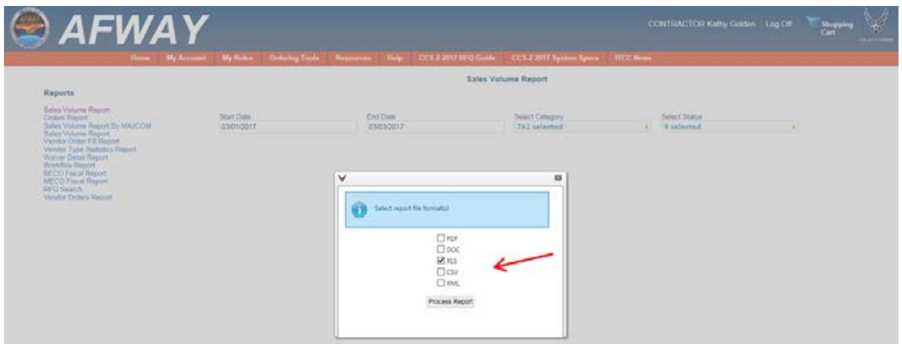
Reports

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



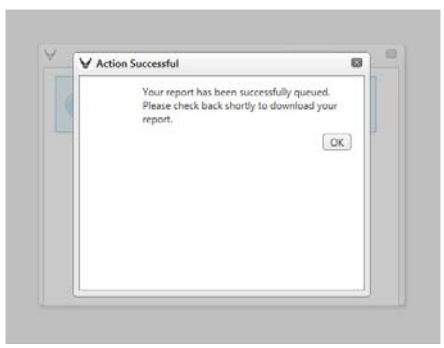
Enter required information for report

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***.



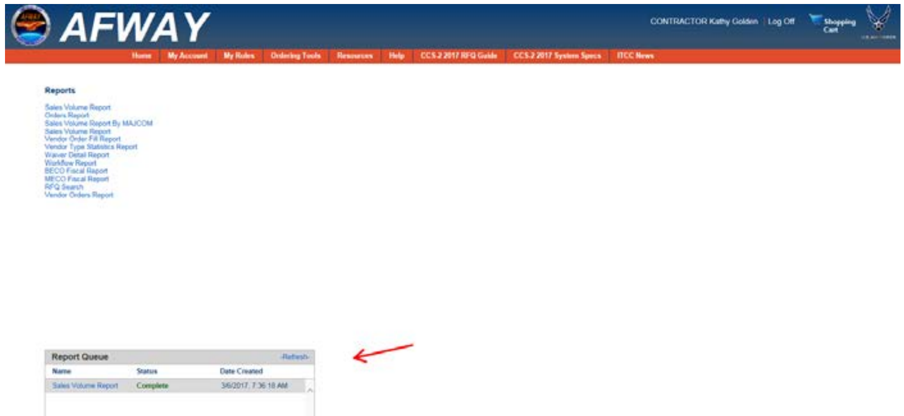
Choose Format and Process Report

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



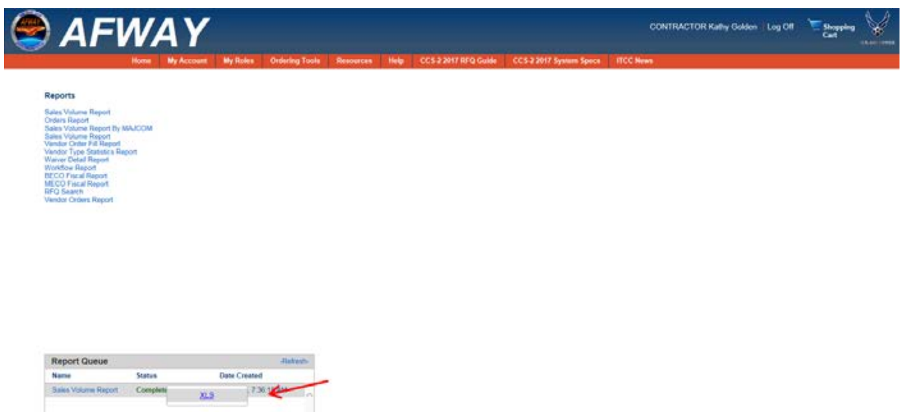
Action Successful

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***.

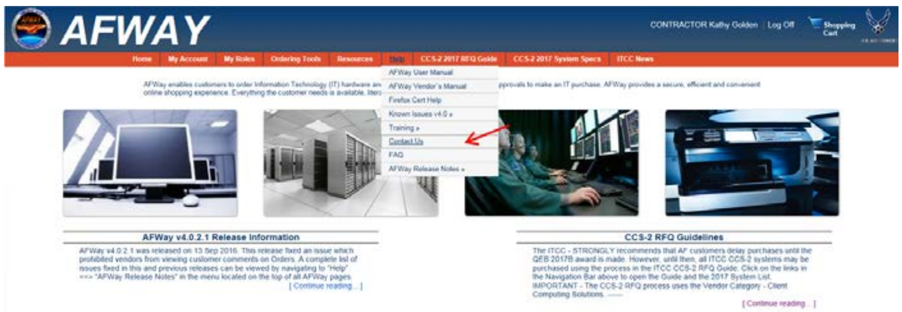
Open Report

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

5. Need Assistance?

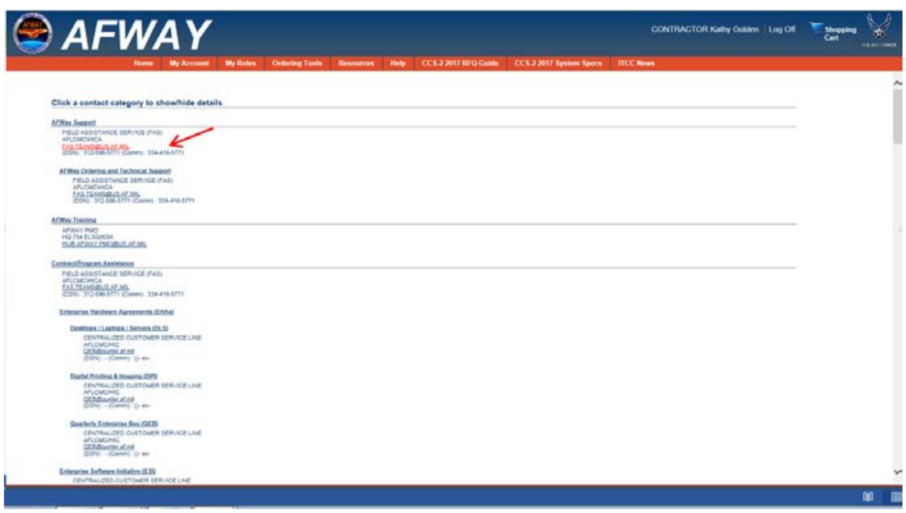
If additional guidance or more in-depth assistance is needed, you can contact the Field Assistance Service (FAS) at Team 5 at COMM: 334-416-5771 or DSN 596-5771 options 1, 5, 5., and you will also find additional contact numbers including Contract/Program Assistance as well as MAJCOM Information Technology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

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



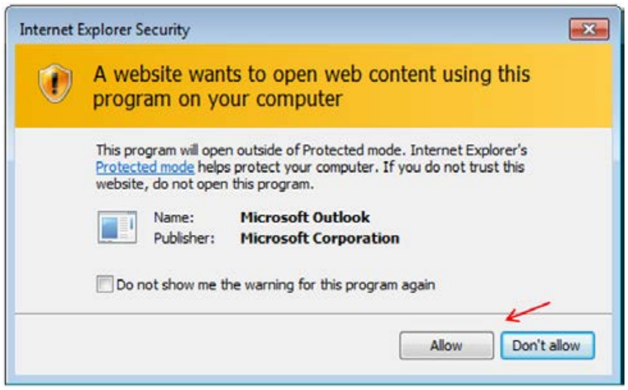
Contact Us

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

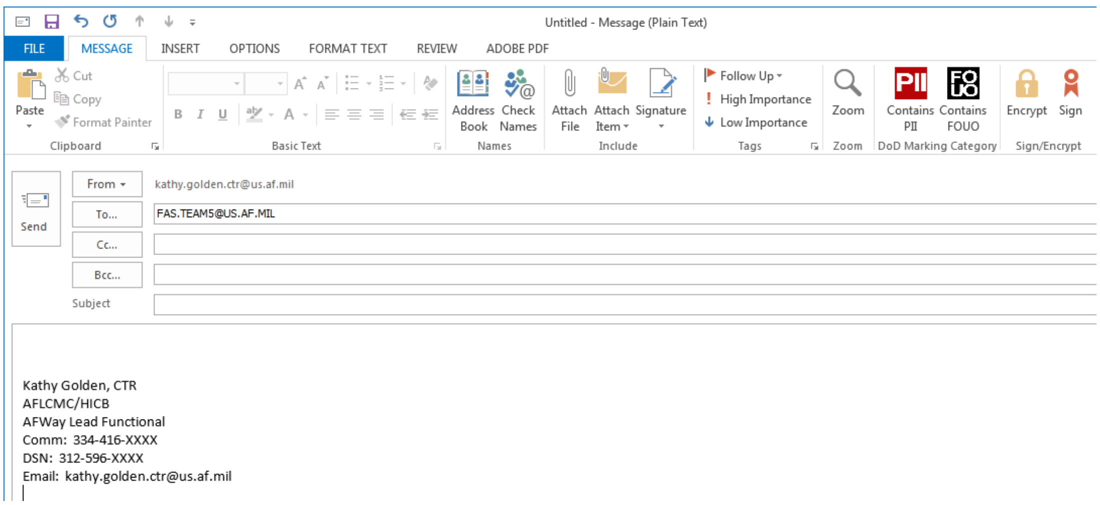


List of Contacts

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