U. S. AIR FORCE

Air Force Way

Quick Reference Guide

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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 Quick Reference Guide provides easy step-by-step how-to instructions from Registration to Order Completion. For instructions including screenshots, see the AFWay User Guides.

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. Registration

2. a. First-Time Users

To register for an AFWay account, the user must possess a valid Department of Defense issued Common Access Card (CAC) or an External Certificate Authority (ECA) Medium Assurance Token from an Air Force authorized vendor.

To register:
1. Go to AFWay at: https://www.afway.af.mil/Default.aspx
2. Click the "Register" link at top right of the page
3. Select your CAC/ECA Certificate
4. Enter CAC/ECA PIN or PASSCODE if prompted (PCs remember the PIN/PASSCODE for a certain session length so if you have used it recently, you may not be prompted to enter PIN/PASSCODE after selecting your certificate.)
5. Complete the Registration Form, important to note:
   a. All fields with a red asterisk (*) are required fields
   b. Authorization Type, Select Customer or Vendor
   c. Comm Phone is a required field and must include Area Code. Vendors cannot contact customers via DSN.
   d. Agency: Air Force customers select "Dept. of Defense – Air Force" and then enter MAJCOM, Base, DRA, and ECAN. Vendors must select "Other".
6. Click Submit

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

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

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

2. c. Alias Accounts

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

There may be reasons for someone to have more than one AFWay account. Examples: An Equipment Custodian (EC) manages 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. The only reason for multiple accounts when you hold multiple roles is if you will be the Originating Customer for more than one ECAN.

To create an Alias account:
1. Log into AFWay at: https://www.afway.af.mil/Default.aspx
2. Click "Switch User" from the blue Status Bar at the bottom of the screen (This bar reflects the e-mail address of the account the user is logged in 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.)
3. On the popup, click "Add New Alias"
4. Provide a justification
5. Click Associate (AFWay duplicates all the information from your primary account profile into a new account. You will receive a popup stating "Alias Associated Successfully".)
6. Click OK
7. Log out and back into AFWay at: https://www.afway.af.mil/Default.aspx

NOTE: each time you log into AFWay, by default you will be logged into the Primary user account

To access an Alias Account:
1. Log into AFWay at: https://www.afway.af.mil/Default.aspx
2. Click "Switch User" from the blue Status Bar at the bottom of the screen
3. Select the email address associated to the account you wish to use. The popup will show a list of user accounts, including the Primary account and any Alias accounts, important to note:
   a. The Primary account is distinguished with [Primary] to the right of the email address for the account
   b. The active account is distinguished with [Active] to the right of the email address for the account (Log on always defaults user to the Primary account.)
   c. The blue Status Bar at the bottom of any AFWay page shows the email address corresponding to the active account. If the account is for an Air Force user, the DRA and ECAN will be shown as well.

NOTE: AFWay does not allow 2 or more accounts to have the same email address. This will affect functionality and prevent role based permissions from being assigned or from working correctly.

To edit an Alias Account:
1. Log into AFWay at: https://www.afway.af.mil/Default.aspx
2. Click "Switch User" from the blue Status Bar at the bottom of the screen
3. Select the email address associated to the account you wish to edit/use
4. Go to the orange Navigation Bar, select My Account, View/Edit Account Information
5. Provide a different email address than the Primary Account (Make sure the email address is valid, otherwise customer will not receive auto-generated email notifications.)
6. Edit any other information for this account such as DRA/ECAN
7. Select Update at bottom right

3. Approval Role Description and Responsibilities

3. a. Base Equipment Control Officer (BECO)

Assigning Yourself the BECO Role

The EC, BECO, and MECO roles are verified against the Assets Inventory Management (AIM) module of the AF Equipment Management System (AFEMS), before access is granted. Before the BECO can self-assign in AFWay, they must have a valid AFWay account, and an AIM User Reference ID.

NOTE: It takes 24 hours for the AIM/AFWay interface before self-assigning an AIM Role in AFWay.

To self-assign the BECO role:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Roles, View/Edit Your Role/Authority
3. Under Add a Role, Select Base Equipment Control Officer from the "Select Role to Request" drop-down
4. Enter AIM User Reference ID and click Submit.
5. Confirm the request by clicking OK on the pop-up
6. Go to the orange Navigation Bar, Home to refresh the system
7. Go to the orange Navigation Bar, My Roles, Base Equipment Control Officer to see BECO management tasks (**NOTE:** If you do not see the Base Equipment Control Officer role under My Roles, log off and log back on.)

View/Edit BECO Options

The BECO has the option to choose whether to be an active participant in the Approval Process, and to set a default ShipTo address. Setting the default ShipTo option will force all items purchased by ECANS within your DRA to be shipped to the ShipTo address you set up. **NOTE: If there is more than one BECO managing the same DRA, only one BECO has to say "Yes" and even if the others have said "No" the orders under that DRA will be shipped to the BECO ShipTo address.**

To set BECO Options:

1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Roles, Base Equipment Control Officer, View/Edit BECO Options
3. To set a default ShipTo, answer "Yes" to the question: Do you want all items purchased by accounts within your DRA to be shipped to you?
4. To opt in or out of the Approval Process, answer "Yes" or "No" to the question: Do you want to be in the workflow?
5. Click Submit.

BECO – ShipTo Address

If a BECO has answered "Yes" to the default ShipTo BECO Option, a ShipTo address must be created before any orders can be created. The ShipTo address determines where the order will be physically shipped to. A BECO cannot create a ShipTo address if the default ShipTo BECO Option is not answered "Yes".

NOTE: If the BECO(s) or EC(s) have not set up ShipTo and MarkFor addresses, customers will not be able to customize or add products to the Shopping Cart and will not be able to Check-out.

To create a BECO default ShipTo Address:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Roles, Base Equipment Control Officer, Admin – ShipTo Address
3. Under ShipTo list, select "Add new ShipTo address"
4. Add a physical address, including all required fields. (APO addresses are not allowed for ShipTo addresses)
5. Click Add ShipTo

To edit a BECO default ShipTo Address:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Roles, Base Equipment Control Officer, Admin – ShipTo Address
3. Under ShipTo list, select address to edit from the "Select a ShipTo" drop-down
4. Edit any information except the DRA. (DRA cannot be edited, if the DRA needs to be changed, a new ShipTo address has to be created.)
5. Click Update ShipTo

To delete a BECO default ShipTo Address:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Roles, Base Equipment Control Officer, Admin – ShipTo Address
3. Under ShipTo list, select address to edit from the "Select a ShipTo" drop-down
4. Click Delete ShipTo
5. **NOTE:** This will remove the ShipTo address from the BECO's Admin-ShipTo page, it will not make the ShipTo address invalid. To invalidate the ShipTo address see "BECO – Unflag

Address" below.

NOTE: This will remove the ShipTo address from the BECO's Admin-ShipTo page, it will not make the ShipTo address invalid. To invalidate the ShipTo address see "BECO – Unflag Address".

BECO – Unflag Address

The BECO can delete/invalidate BECO and EC created ShipTo and EC created MarkFor addresses if they are deemed to be invalid. Once a ShipTo or MarkFor is created, users will continue to see it as an option until it has been flagged invalid, even if it has been deleted from the BECO/EC Admin – ShipTo or EC Admin – MarkFor pages.

To Unflag BECO ShipTo address:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Roles, Base Equipment Control Officer, BECO - Unflag Address
3. The BECO tab will show all valid BECO ShipTo addresses including the address and who created it, to delete/invalidate a BECO ShipTo address, click the red [X] next to the address
4. Click OK on the second chance notice that asks "Do you want to delete?", or Cancel to abort

To Unflag EC ShipTo or MarkFor address:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Roles, Base Equipment Control Officer, BECO - Unflag Address
3. Click on the EC tab
4. The EC tab will show all valid EC ShipTo and MarkFor addresses including the address and who created it, to delete/invalidate a EC ShipTo or MarkFor address, click the red [X] next to the address
5. Click OK on the second chance notice that asks "Do you want to delete?", or Cancel to abort

BECO - Approval Process

The BECO is responsible for assigning the Contracting Officer (CO), Base Purchase Card Holder (BPCH) and Base Review roles to the Approval Process workflow.

NOTE: Only registered AFWay users can be assigned to these roles.

A person can hold multiple roles in the Approval Process with the following exceptions:
1. The same person cannot be the Approval Official (AO) and the Organizational Purchase Card Holder (OPCH). AFWay restricts this assignment.
2. The same person cannot be the Base Equipment Control Officer (BECO) and the Resource Advisor (RA) in the same unit they are performing BECO duties. Per AFMAN 17-1203, para 1.2.11.1.8.
3. The same person cannot be the MAJCOM Equipment Control Officer (MECO) and the BECO for any DRA in the same command. Per AFMAN 17-1203, para 1.2.9.1.2.

4. The same person cannot be the Base Waiver Official (BWO) and the MAJCOM/Functional CIO (M/F CIO). AFWay will not allow the M/F CIO to approve any Waiver as M/F CIO if they also hold any BWO role.

To add a role to a user:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Roles, Base Equipment Control Officer, BECO – Approval Process
3. Click on the role you want to add to under User roles
4. A list of assigned users will show
5. To add new user, enter user's email address where it says "Add new user (Enter email address)"
6. Click Add
7. Click OK on the user added successful notice

NOTE: If the user is showing in Assigned Users, but does not have role functionality, this is an indication the customer has more than one account with the same email address. Either they need to update their Alias account to a different email address, or contact the Field Assistance Service (FAS) Helpdesk to have the duplicate account archived.

To make a user the Primary or Alternate:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Roles, Base Equipment Control Officer, BECO – Approval Process
3. Click on the role you want to manage under User roles
4. A list of assigned users will show, choose the user you want to manage
5. User Status will show to the right
6. To change the User Status to Primary, Click "Make Primary" button
7. Click OK on the successful notice pop-up. (**NOTE:** The Primary moves to the top of the list and all others are Alternates.)

NOTE: The name and email address boxes do not always match up (each box has its own scroll feature), but they are still linked to each other so either highlighting the name or the email address and selecting a function button will work.

To delete a role from a user:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Roles, Base Equipment Control Officer, BECO – Approval Process
3. Click on the role you want to manage under User roles
4. A list of assigned users will show, choose the user you want to delete
5. Click the "Delete" button, located to the right of the Make Primary button
6. Click OK to Confirm deletion, or Cancel to abort

Roles per Account

The BECO can view all EC accounts under their DRA and the approval process for each account.

To view BECO Accounts:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Roles, Base Equipment Control Officer, Roles per Account
3. The BECO Accounts page shows a list of all ECANs under the BECO's DRA, the Organization, and Point of Contact. The POC should be an EC for the ECAN
4. To view an approval process, Click on the Account Number

BECO 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

For information on reports, see **Section 8. Reports**.

3. b. Equipment Custodian

Assigning yourself to the EC Role

The EC, BECO, and MECO roles are verified against the Assets Inventory Management (AIM) module of the AF Equipment Management System (AFEMS), before access is granted. Before the BECO can self-assign in AFWay, they must have a valid AFWay account, and an AIM User Reference ID.

NOTE: It takes 24 hours for the AIM/AFWay interface before self-assigning an AIM Role in AFWay.

To self-assign the EC role:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Roles, View/Edit Your Role/Authority
3. Under Add a Role, Select Equipment Custodian from the "Select Role to Request" drop-down
4. Enter DRA, ECAN, and AIM User Reference ID
5. Click Submit
6. Confirm the request by clicking OK on the pop-up
7. Go to the orange Navigation Bar, Home to refresh the system
8. Go to the orange Navigation Bar, My Roles, Equipment Custodian to see EC management tasks (**NOTE:** If you do not see the Equipment Custodian role under My Roles, log off and log back on.)

Admin - ShipTo Address

The EC establishes the ShipTo address for orders in their ECAN. The ShipTo address determines the physical location an order will be delivered.

Note: When the BECO selects "Yes" to the BECO Option "Do you want all orders in your DRA shipped to you?," the BECO's ShipTo address becomes the Default and the EC(s) ShipTo address(es) will not show at checkout.

To create an EC ShipTo Address:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Roles, Equipment Custodian, Admin – ShipTo Address
3. Under ShipTo list, select "Add new ShipTo address"
4. Add a physical address, including all required fields. **NOTE:** APO addresses are not allowed for ShipTo addresses.
5. Click Add ShipTo

To edit an EC ShipTo Address:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Roles, Equipment Custodian, Admin – ShipTo Address
3. Under ShipTo list, select address to edit from the "Select a ShipTo" drop-down
4. Edit any information except the DRA and ECAN. (**NOTE:** DRA and ECAN cannot be edited, if the DRA or ECAN needs to be changed, a new ShipTo address needs to be created.)
5. Click Update ShipTo

To delete an EC ShipTo Address:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Roles, Equipment Custodian, Admin – ShipTo Address
3. Under ShipTo list, select address to edit from the "Select a ShipTo" drop-down
4. Click Delete ShipTo

NOTE: This will remove the ShipTo address from the EC's Admin-ShipTo page, it will not make the ShipTo address invalid. To invalidate the ShipTo address the BECO will have to un-flag the address, see "BECO – Unflag Address".

Admin - MarkFor Address

The EC establishes the MarkFor address for orders in their ECAN. The MarkFor address tells the receiving location who the order is for.

To create an EC MarkFor Address:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Roles, Equipment Custodian, Admin – MarkFor Address
3. Select "Add new MarkFor"
4. Enter information for MarkFor

5. Click the button with a checkmark

To edit an EC MarkFor Address:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Roles, Equipment Custodian, Admin – MarkFor Address
3. Select the pencil next to the MarkFor address you wish to edit
4. Edit any information except the DRA and ECAN. (**NOTE:** DRA and ECAN cannot be edited, if the DRA or ECAN needs to be changed, a new MarkFor address needs to be created.)
5. Click the button with a checkmark

To delete an EC ShipTo Address:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Roles, Equipment Custodian, Admin – MarkFor Address
3. Click the "x" to the far right of the name you want to delete
4. Click OK on the pop-up to delete, or Cancel to abort

NOTE: This will remove the MarkFor address from the EC's Admin-MarkFor page, it will not make the MarkFor address invalid. To invalidate the MarkFor address the BECO will have to un-flag the address, see "BECO – Unflag Address".

View/Edit EC Options

The EC has the option to choose whether a Technical Workgroup Manager (TWGM) is required to approve orders or not. If so, the TWGM is the first person in the approval process. **NOTE:** If "Yes" is selected, the EC must assign someone as TWGM before orders/RFQs can be processed.

To set EC Options:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Roles, Equipment Custodian, View/Edit EC Options
3. To decide if you need a TWGM, select "Yes" or "No" and click Submit.

EC – Approval Process

The EC is responsible for assigning the Approval Official (AO), Organizational Purchase Card Holder (OPCH) and Resource Advisor (RA) roles.

NOTE: Only registered AFWay users can be assigned to these roles.

A person can hold multiple roles in the Approval Process with the following exceptions:

1. The same person cannot be the Approval Official (AO) and the Organizational Purchase Card Holder (OPCH). AFWay restricts this assignment.
2. The same person cannot be the Base Equipment Control Officer (BECO) and the Resource Advisor (RA) in the same unit they are performing BECO duties. Per AFMAN 17-1203, para 1.2.11.1.8.

3. The same person cannot be the MAJCOM Equipment Control Officer (MECO) and the BECO for any DRA in the same command. Per AFMAN 17-1203, para 1.2.9.1.2.

4. The same person cannot be the Base Waiver Official (BWO) and the MAJCOM/Functional CIO (M/F CIO). AFWay will not allow the M/F CIO to approve any Waiver as M/F CIO if they also hold any BWO role.

To add a role to a user:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Roles, Equipment Custodian, EC – Approval Process
3. Click on the role you want to add to under User roles
4. A list of assigned users will show
5. To add new user, enter user's email address where it says "Add new user (Enter email address)"
6. Click Add
7. Click OK on the user added successful notice

NOTE: If the user is showing in Assigned Users, but does not have role functionality, this is an indication the customer has more than one account with the same email address. Either they need to update their Alias account to a different email address, or contact the Field Assistance Service (FAS) Helpdesk to have the duplicate account archived.

To make a user the Primary or Alternate:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Roles, Equipment Custodian, EC – Approval Process
3. Click on the role you want to manage under User roles
4. A list of assigned users will show, choose the user you want to manage
5. User Status will show to the right
6. To change the User Status to Primary, Click "Make Primary" button
7. Click OK on the successful notice pop-up. (**NOTE:** The Primary moves to the top of the list and all others are Alternates.)

NOTE: The name and email address boxes do not always match up (each box has its own scroll feature), but they are still linked to each other so either highlighting the name or the email address and selecting a function button will work.

To delete a role from a user:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Roles, Equipment Custodian, EC – Approval Process
3. Click on the role you want to manage under User roles
4. A list of assigned users will show, choose the user you want to delete
5. Click the "Delete" button, located to the right of the Make Primary button
6. Click OK to Confirm deletion, or Cancel to abort

View/Edit EC Workgroup

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. Purchase Permission means the ability to customize products and create/submit an Order or RFQ to the approval process.

To grant purchase permission:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Roles, Equipment Custodian, View/Edit EC Workgroup
3. Select the pencil icon next to the name of the person you want to grant permission to
4. Place a check in the box
5. Click the checkmark icon to confirm the edit, or the X icon to abort
6. Click OK on the edit confirmation pop-up

To remove purchase permission:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Roles, Equipment Custodian, View/Edit EC Workgroup
3. Select the pencil icon next to the name of the person you want to remove permission from
4. Remove the check in the box
5. Click the checkmark icon to confirm the edit, or the X icon to abort
6. Click OK on the edit confirmation pop-up

NOTE: The only way to be removed from this list is for the user to update their Account Information page to change their ECAN.

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 "2. Registration 2.c. Alias Accounts". If the EC manages more than 3 ECANs it is suggested that the EC have others be the Originating Customer.

3. c. MAJCOM Equipment Control Officer (MECO)

Assigning Yourself to the MECO Role

The EC, BECO, and MECO roles are verified against the Assets Inventory Management (AIM) module of the AF Equipment Management System (AFEMS), before access is granted. Before the BECO can self-assign in AFWay, they must have a valid AFWay account, and an AIM User Reference ID.

NOTE: It takes 24 hours for the AIM/AFWay interface before self-assigning an AIM Role in AFWay.

To self-assign the MECO role:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Roles, View/Edit Your Role/Authority
3. Under Add a Role, Select MAJCOM Equipment Control Officer from the "Select Role to Request" drop-down

4. Enter AIM User Reference ID and click Submit.
5. Confirm the request by clicking OK on the pop-up
6. Go to the orange Navigation Bar, Home to refresh the system
7. Go to the orange Navigation Bar, My Roles, MAJCOM Equipment Control Officer to see MECO management tasks (**NOTE:** If you do not see the MAJCOM Equipment Control Officer role under My Roles, log off and log back on.)

MECO – Approval Process

This option allows the MECO to assign individuals to the MAJCOM/Functional CIO and MAJCOM Program Manager roles. **NOTE**: Only registered AFWay users can be assigned to these roles.

A person can hold multiple roles in the Approval Process with the following exceptions:

1. The same person cannot be the Approval Official (AO) and the Organizational Purchase Card Holder (OPCH). AFWay restricts this assignment.
2. The same person cannot be the Base Equipment Control Officer (BECO) and the Resource Advisor (RA) in the same unit they are performing BECO duties. Per AFMAN 17-1203, para 1.2.11.1.8.
3. The same person cannot be the MAJCOM Equipment Control Officer (MECO) and the BECO for any DRA in the same command. Per AFMAN 17-1203, para 1.2.9.1.2.
4. The same person cannot be the Base Waiver Official (BWO) and the MAJCOM/Functional CIO (M/F CIO). AFWay will not allow the M/F CIO to approve any Waiver as M/F CIO if they also hold any BWO role.

To add a role to a user:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Roles, Equipment Custodian, MECO – Approval Process
3. Click on the role you want to add to under User roles
4. A list of assigned users will show
5. To add new user, enter user's email address where it says "Add new user (Enter email address)"
6. Click Add
7. Click OK on the user added successful notice

NOTE: If the user is showing in Assigned Users, but does not have role functionality, this is an indication the customer has more than one account with the same email address. Either they need to update their Alias account to a different email address, or contact the Field Assistance Service (FAS) Helpdesk to have the duplicate account archived.

To make a user the Primary or Alternate:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Roles, Equipment Custodian, MECO – Approval Process
3. Click on the role you want to manage under User roles
4. A list of assigned users will show, choose the user you want to manage
5. User Status will show to the right
6. To change the User Status to Primary, Click "Make Primary" button

7. Click OK on the successful notice pop-up. (**NOTE:** The Primary moves to the top of the list and all others are Alternates.)

NOTE: The name and email address boxes do not always match up (each box has its own scroll feature), but they are still linked to each other so either highlighting the name or the email address and selecting a function button will work.

To delete a role from a user:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Roles, Equipment Custodian, MECO – Approval Process
3. Click on the role you want to manage under User roles
4. A list of assigned users will show, choose the user you want to delete
5. Click the "Delete" button, located to the right of the Make Primary button
6. Click OK to Confirm deletion, or Cancel to abort

Admin – MAJCOM Information

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

To add MAJCOM Information:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Roles, Equipment Custodian, Admin – MAJCOM Information
3. Enter a MAJCOM Name and a MAJCOM Link (URL)
4. Click Add
5. Click OK to confirm, or Cancel to abort

To edit MAJCOM Information:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Roles, Equipment Custodian, Admin – MAJCOM Information
3. Select a MAJCOM from the list of MAJCOMs under "Edit an existing MAJCOM"
4. Edit MAJCOM Name and/or MAJCOM Link
5. Click Update
6. Click OK to confirm, or Cancel to abort

MECO Reports

The MECO has the ability to run the following reports:

MECO Fiscal Report

For information on reports, see *Section 8. Reports*

4. Credit Card Information Profile

The Organization Purchase Card Holder (OPCH), the Base Purchase Card Holder (BPCH) and Users that are considered Non-Air Force customers, can create Credit Card Profiles in AFWay so that when it comes time to approve Orders as the Card Holder or make direct purchases as a Non-Air Force customer, the Credit Card Information is easily available.

Note: AFWay was designed for Government Purchase Cards (GPCs), however, P-Cards can also be used. The only difference between GPCs and P-Cards is how the funds are acquired. The Fund Cite and Fund Code are required fields in AFWay. If your local Finance Office cannot provide you with or you do not have a Fund Cite or Fund Code, something still has to be entered into those fields.

You can store multiple credit card profiles.

To create a Credit Card Profile:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Account, My Credit Card Information
3. Click Add Credit Card
4. Enter Credit Card Information
5. Click Add
6. Click OK to confirm, or Cancel to abort
7. If confirmed, click OK on Action Successful pop-up

To edit a Credit Card Profile:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Account, My Credit Card Information
3. Select a card to edit
4. Click Edit
5. Edit credit card information (NOTE: The Card number cannot be edited. A new profile would need to be created.)
6. Click Update, or Cancel to abort
7. Click OK to confirm, or Cancel to abort
8. If confirmed, click OK on Action Successful pop-up

Invalid credit cards. A credit card is flagged as Invalid for one of two reasons: 1. the credit card has expired, or 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 of that credit card profile.

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.

5. Request for Quote (RFQ)

If a customer cannot find or configure a product or service from the ITCC product catalog to meet their needs they can submit a Request for Quote (RFQ).

Note: With the fielding of AFWay 4.0, RFQ and RFI (Request for Information) are considered the same and are processed the same way in AFWay.

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

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.

To create an RFQ:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, Ordering Tools, Add/Update RFQ
3. Populate fields under Add RFQ located on the right side of the screen
4. Select a Contract Category (what group of vendors to send the RFQ to)
5. Add optional attachments by clicking Choose a file, select attachment from desired location and click open
6. Click Submit RFQ
7. Click OK on the Submission Successful pop-up (RFQ ID provided)
8. You will be redirected to the User Profile page

Description of RFQ fields:
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 including exact specifications.
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 anticipated price (vendors do not see this information)
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.
Contract 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.

5. b. Edit/Update RFQ by customer

To edit/update RFQ:

1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, Ordering Tools, Add/Update RFQ
3. Select RFQ from available list of RFQs on the left side of the screen
4. RFQ will populate in the fields on the right side of the screen, edit as required
5. If necessary, add optional attachments by clicking Choose a file, select attachment from desired location and click open
6. If necessary, remove optional attachments by clicking the X to the right of the attachment
7. Click Update RFQ
8. Click OK on the Submission Successful pop-up (RFQ ID does not change)
9. You will be redirected to the User Profile page

Air Force Users

Any update requires the RFQ to go back thru the Approval Process. Contract Category can be updated by customer and the Funding Representative (OPCH, BPCH, and CO) until the RFQ has been submitted to Vendors the first time. After submitted to Vendor, the Contract Category cannot be changed. 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).

NOTE: When an RFQ update has been submitted, the Vendor cannot see the updated RFQ until it has gone through the approval process and been Submitted to Vendor again.

Non-Air Force Users

Contract Category can only be changed during creation, once the Submit RFQ button is selected, no change can be made to the Contract 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.

5. 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 decides not to submit a solution, they will either do nothing or change the status from "Submitted to Vendor" to "Vendor Declined to Respond". The original customer and the funding representative will receive e-mail notification of the status change.

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

5. 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.

To view Vendor Responses:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Account, User Profile, RFQ tab
3. Click on the RFQ ID
4. From the RFQ page, click on the Solution Tab
5. Click on a vendor with a status of "Response from Vendor"
6. Solution Expiration date, Total and Comments will show in the Response box to the right of the Vendor list.
7. Customer can view Product by clicking the contract number in the Products box

NOTE: If vendor submitted an attachment with their bid, the attachment will be located on the Details tab under Attachments.

5. e. Originating Customer – Accepting a Vendor's Offer thru AFWay

There are 2 ways to accept a Vendor's offer. If the response is from a NETCENTS-2 vendor, the customer or funding representative can contact the vendor and make the purchase directly, omitting AFWay at this point. (AFWay cannot track purchases made directly to vendor.) If the response is from an ITCC vendor, or customer wishes AFWay to track the purchase, the originating customer can Award the RFQ to the selected vendor.

To view Award an RFQ thru AFWay:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Account, User Profile, RFQ tab
3. Click on the RFQ ID
4. From the RFQ page, click on the Solution Tab
5. Click on a vendor with a status of "Response from Vendor"
6. Click Award RFQ at top right of the Response box
7. Click OK on the Successfully awarded notice
8. The Awarded RFQ will be placed in the Originator's Shopping Cart as a line item.
9. To complete the Award process by turning the RFQ into an Order, see *Section 9. Creating an Order – Creating an Order from RFQ*.

If there are catalog products or another RFQ in your Shopping Cart, a "Mixed Product Types" popup will appear.

NOTE: An RFQ cannot be combined with another RFQ or with additional products from the product catalog.

6. 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. The waiver process is only available for Air Force customers that fall under a DRA/ECAN combination.

6. a. Submitting a Waiver Request

To Submit a Waiver:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, Ordering Tools, Submit Waiver
3. Complete all fields
4. Click Request RFQ
5. Click OK on the Successful notice

To Review your Waiver:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Account, My Waivers
3. Click on the Waiver ID

To Delete your Waiver:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Account, My Waivers
3. Click on the X next to the Waiver you wish to delete
4. Click OK on the Confirm Deletion pop-up
5. Click OK on the Successful notice

NOTE: Only the Originator of the waiver can delete it.

6. b. Approving a Waiver Request

Waivers are approved or disapproved by the Base Waiver Official (BWO) and then by the MAJCOM/Functional CIO (MWO).

To Approve/Disapprove a Waiver:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Account, My Waivers
3. Select "Waivers Pending My Approval" tab
4. Click on the Waiver ID

5. Select Approve or Disapprove
6. Add any Internal Comments (Optional)
7. Click Submit

When a waiver has been approved/disapproved, the originator will receive email notification and they can view the 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.

7. Creating an Order

Air Force customers must be given purchase permission from their Equipment Custodian (EC) before they can place orders. For non-Air Force customers to receive purchase permission, they need to contact the Field Assistance Service (FAS) Team 5 at COMM: 334-416-5771 or DSN 596-5771 options 1, 5, 5 for assistance.

7. a. Adding products to Shopping Cart

Products in the ITCC product catalog have already been competed, tested and approved to go on the AFNet unless product details state otherwise. A customer should not have to submit an RFQ for products in the catalog.

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.

To find/configure/add Product to the Shopping Cart:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, Ordering Tools, Product Search
3. Search for product by either Category or Advanced Search
   a. To search by Category
      i. Select Category
      ii. Select Sub Category
   b. To search by Advanced Search
      i. Select Show Advanced Search
      ii. Enter any information in fields provided
4. When you find the product, click customize
5. Choose upgrade options, if any
6. Click Update Price
7. Click Add to Cart
8. Click OK on successful action pop-up

To view Shopping Cart:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx

2. Go to the orange Navigation Bar, My Account, Shopping Cart

NOTE: When a product is selected more than once with different configurations, the system will generate a separate Order ID for each configuration. Once a product is added to the shopping cart, the configuration cannot be changed.

To update product quantity:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Account, Shopping Cart
3. Each product or different configuration of product will have a separate line item
4. Change quantity
5. Click Update Total button

To delete line item:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Account, Shopping Cart
3. Click delete on the line item you wish to delete

7. b. Creating Wishlist

Wishlists can be saved for future processing or for sharing with other AFWay users. The only time a wishlist cannot be created is when an RFQ is added to the Shopping Cart.

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.

To create a wishlist:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Account, Shopping Cart
3. Make sure only products are listed in line items (No RFQ)
4. Use drop down to select a current wishlist to add to, or select new
5. If new is selected, create a name
6. Click Submit

To view or use an existing wishlist:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Account, User Profile
3. Click Wishlists tab
4. Select the wishlist you wish to view

To delete item from wishlist:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Account, User Profile
3. Click Wishlists tab
4. Select the wishlist you wish to view
5. Select "Delete Item From Wish List"

6. Click OK on confirmation pop-up

To send a copy of a wishlist to another AFWay user:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Account, User Profile
3. Click Wishlists tab
4. Select the wishlist you wish to view
5. Enter email address of person you wish to send wishlist to
6. Click "Send Wish List To Another User"
7. Click OK on the confirmation pop-up (a copy of the wishlist will show up on the User Profile Wishlist Tab of the person it was sent to

NOTE: 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."

7. c. Checkout as Air Force customer:

To start the checkout process:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Account, Shopping Cart
3. Make sure there is no mixed order (products and an RFQ or more than one RFQ)
4. Verify the items in the shopping cart are exactly what you want to order (including the configuration and quantity)
5. Click Checkout
6. Choose your ShipTo and MarkFor addresses for the order
7. Click Next
8. Add any optional attachments
9. Click Finalize Order
10. Enter email address of contact person for this order (so vendor can contact if necessary)
11. Click Finalize Order
12. Click OK on the Order Submission Successful pop-up (the message provides the Tracking Number)

Shipping to Alternate or Multiple Locations

If you wish, you can change the ShipTo and MarkFor addresses for this order, or break up the order and ship to multiple locations.

To checkout with Alternate or Multiple shipping locations:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Account, Shopping Cart
3. Make sure there is no mixed order (products and RFQ or more than one RFQ)
4. Verify the items in the shopping cart are exactly what you want to order (including the configuration and quantity)
5. Click Checkout
6. Click Multiple ShipTo/MarkFor Addresses

        a. For Alternate Shipping:
            i. Click Assign ShipTo/MarkFor Address
           ii. Enter email address of registered AFWay user with ShipTo/MarkFor address you would like this order to be shipped to.
          iii. Enter optional Delivery instructions
          iv. Click Submit
        b. For Multiple Shipping:
            i. Click Break this Quantity into Multiple ShipTo/MarkFor addresses
           ii. Enter how many shipping addresses you will be using
          iii. Click Submit
          iv. For each Address, enter Quantity of product you wished shipped (Quantities once totaled should equal original quantity of product)
           v. Enter email address of registered AFWay user with ShipTo/MarkFor address you would like this order to be shipped to.
          vi. Enter optional Delivery instructions
         vii. Click Submit

7. Click Next
8. Add any optional attachments
9. Click Finalize Order
10. Enter email address of contact person for this order (so vendor can contact if necessary)
11. Click Finalize Order
12. Click OK on the Order Submission Successful pop-up (the message provides the Tracking Number)
13. Email notification will automatically be generated to persons in the first step of the Approval Process workflow, letting them know an order is waiting their approval

Once the order has been created, it proceeds thru the Approval Process of your workflow. Your workflow will depend on what options the EC (Equipment Custodian) and BECO (Base Equipment Control Officer) 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.

NOTE: If the order originated from an RFQ, it is not having to be approved again as an order, it is only being routed for payment. It starts at the AO (Approval Official) stage in the approval process so it can be routed to the correct funding representative.

8. *Approval Process workflow for Orders/RFQs*

Orders and RFQs created by Air Force customers go thru the same Approval Process workflow. Once created, orders and RFQs flow thru the approval process before being submitted to the vendor(s).

Once an Order or RFQ has been created and assigned a Tracking Number or RFQ ID, email notification will automatically be generated to person(s) in the first step of the Approval Process workflow, letting them know an order or RFQ is waiting their approval. As the Order or RFQ advances thru the approval process, each approver at that step will receive auto-generated email notification.

8. a. Approving an Order:

To approve/disapprove an RFQ:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Account, User Profile
3. Click on Order tab
4. Click on Tracking Number
5. Review all Order IDs to know what is being approved (approval is for the entire order under the Tracking Number)
6. Scroll down to Approval Process Details
7. Enter optional comments and optional comments to vendor
8. Select Approve or Disapprove
9. Click Submit
10. Email notification will automatically be generated to persons in the next step of the Approval Process workflow, letting them know an order is waiting their approval

NOTE: If the order is disapproved, it will convert to a Wishlist for the Originator.

8. b. Approving an RFQ:

To approve/disapprove an RFQ:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Account, User Profile
3. Select RFQ tab
4. Click on RFQ ID
5. Click on Approval Process Tab
6. Enter Vendor Response Due Date and Desired Delivery Date (these are mandatory for the funding representative)
7. Add any optional Internal Comments
8. Select Approve or Disapprove
9. Click Submit
10. Email notification will automatically be generated to persons in the next step of the Approval Process workflow, letting them know an order is waiting their approval

When the funding representative approves the RFQ, the status will change to Submitted to Vendor. Email notification will automatically be generated to all contract category vendors.

9. 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.

To run a report:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Roles, Reports
3. Select a report to run (the list of reports available depend on the role(s) you have)
4. Enter desired criteria in the required fields
5. Click Continue
6. Choose the format you wish for your report
7. Click Process Report
8. Click OK on the Successful Action pop-up
9. Refresh your screen, report will show status of In-Processing until Complete

NOTE: If you are trying to pull too much data in your report, the report will time-out. If the report times-out, the status will remain In-Process, it will not complete. You may have to build smaller reports and combine them.

To open a report:
1. Log in to AFWay at: https://www.afway.af.mil/Default.aspx
2. Go to the orange Navigation Bar, My Roles, Reports
3. From the Report Queue, left click on report name
4. Select format
5. Select open

NOTE: Reports stay in the Report Queue for 48 hours.

10. 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.

To find contact information on AFWay:
1. Go to AFWay at: https://www.afway.af.mil/Default.aspx (you do not have to log on to get to contact information
2. Go to the orange Navigation Bar, Help, Contact Us
3. You will find contact information for the FAS as well as the ITCC MAJCOM Representatives