

U. S. AIR FORCE

Air Force Way



Vendor Guide

Version 4.0.3.14

Release # S180807

August 2, 2018

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

Contents

1. Introduction	2
2. AFWay v4.0 PKI Access Requirement	2
3. Responding to Request for Quotes (RFQs)	3
4. Order Processing	8
5. Vendor Reports	14
6. Need Assistance?	15

1. Introduction

The AFWay Vendor Guide is provided as a complement to the AFWay User Guide. Information covered in the AFWay Vendor Guide is specific to the Vendor's needs. Basic user instructions like registration can be found in the AFWay User Guide. Contact the Field Assistance Service (FAS) Team 5 at COMM: 334-416-5771 or DSN 596-5771 options 1, 5, 5 if additional guidance or more in-depth assistance is needed.

2. AFWay v4.0 PKI Access Requirement

With the release of AFWay 4.0, AFWay became compliant with the Department of Defense (DoD) mandate to implement Public Key Infrastructure (PKI) authentication. All AFWay users are required to have either a DoD issued Common Access Card (CAC), or a Medium Assurance Smart Card (or USB Token) available through one of the DoD External Certificate Authority (ECA) approved vendors. The Hardware Assurance solution requires a Smart Card, a Smart Card reader, and Authentication software or a USB Token and Authentication software. **NOTE: Browser-based certificates are not permitted.**

For new AFWay users, the system supports PKI Certificate association as part of their new account registration. **NOTE: All new vendor registrants will be required to provide their CAGE code.** You can obtain a CAGE code by registering at the System for Award Management (SAM) located at www.sam.gov.

Vendors are encouraged to review the information provided at the DoD ECA Website at <http://iase.disa.mil/pki/eca/>. Additionally, the ECA website provides the links to the approved DoD ECA vendors to obtain information on pricing and identity validation requirements for domestic and foreign national personnel. We have provided links to these companies, where you will find pricing information to assist you in acquiring your ECA certificates.

<https://www.identrust.com/certificates/eca/index.html>

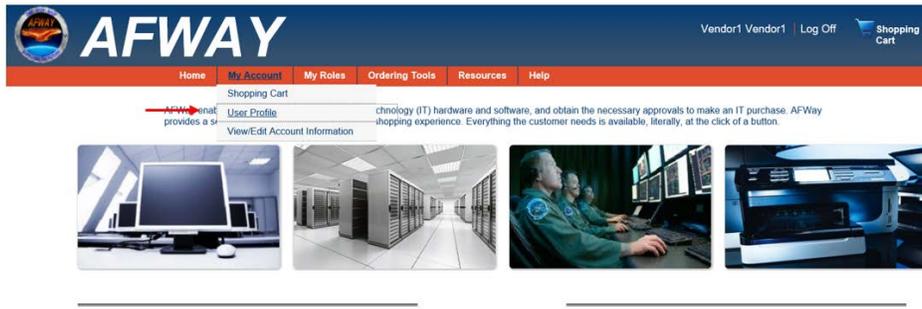
<http://eca.orc.com/pricing/>

For complete instructions to register on AFWay as a new user, please refer to the AFWay User Guide, Sections 1, 2 and 3.

3. Responding to Request for Quotes (RFQs)

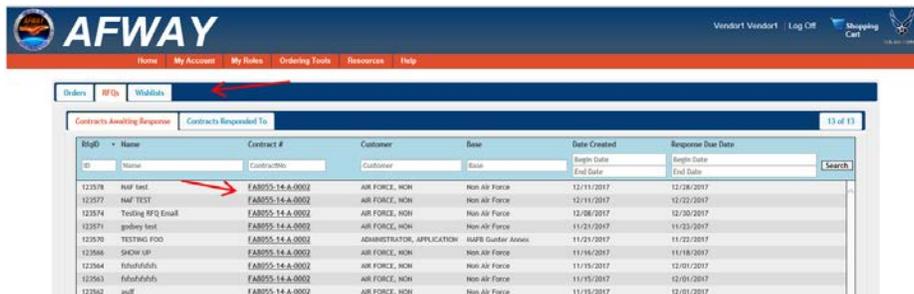
When a customer submits a RFQ, an email notification is sent to the assigned email account(s), up to two per contract vendor.

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



Navigation Bar, User Profile

To view RFQs, click on RFQs tab. You will see two tabs for RFQs. Contracts Awaiting Response, are for RFQs that have been Submitted to Vendor. Contracts Responded To Tab are for RFQs that the Vendor has submitted a response to.



Vendor User Profile of RFQs

You also have the ability to search for specific RFQs. In the light blue section you can search by any or all fields. Just enter the information in the field(s) and click Search.



RFQ Search

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

RFQ #	Name	Contract #	Customer	Buyer	Date Created	Response Due Date
112060	SHOW UP	FA8552-14-A-0001	AIR FORCE, HWH	Pat Mc Force	11/16/2017	11/16/2017

RFQ Search Results

To view the RFQ details, click on the Contract number hyperlink. You will be taken to the RFQ Details Tab. This Tab shows Customer Information, RFQ information and optional attachments.

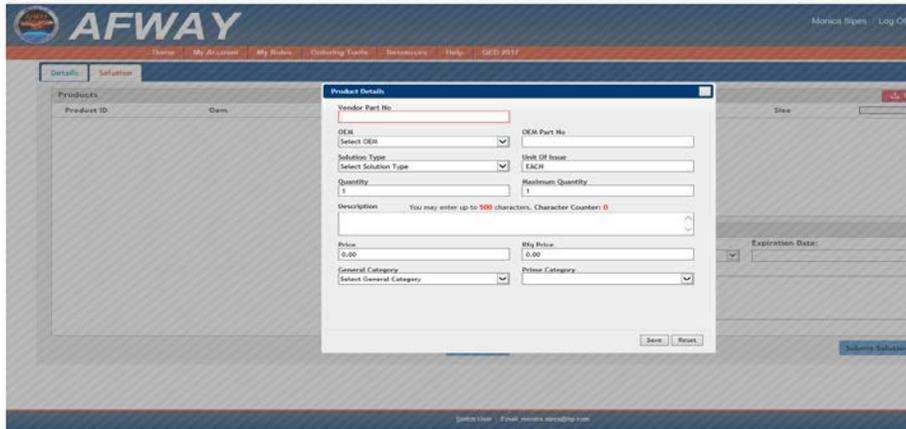
RFQ Details Tab

To submit a response to the RFQ, select the “Solution” tab. You can upload attachment(s) up to 10 not to exceed 12MB cumulatively (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.**

In the Vendor Response section on the right hand side of the screen under the Attachments section, you can choose to Decline or Submit a response. Response from Vendor requires a Response Expiration Date (how long will you honor your Quote).

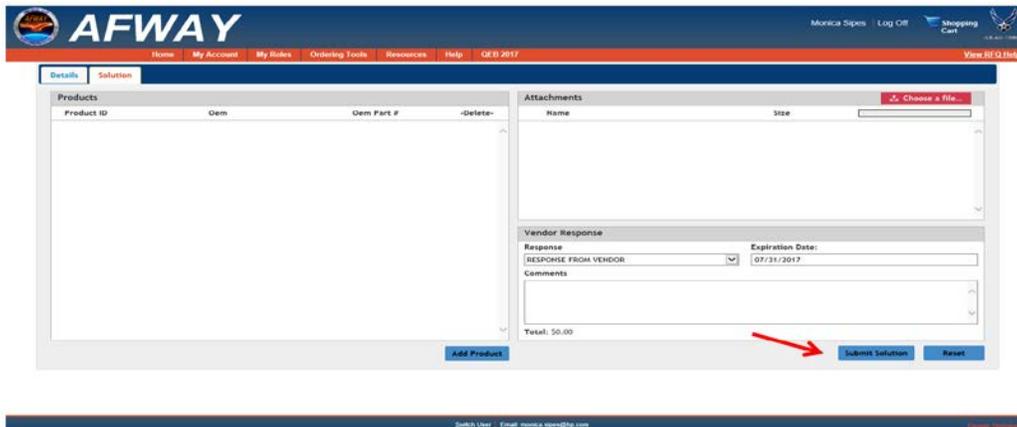
Vendor Response

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



Product Details

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



Submit Solution

Once a Solution has been submitted, the RFQ moves to the Contracts Responded To tab. Vendor’s can view the RFQ here.



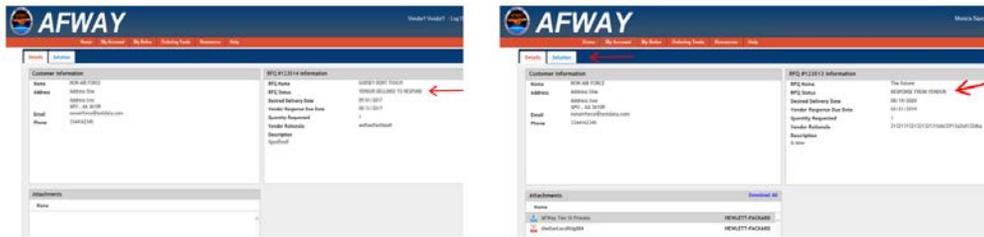
Contracts Responded To

Vendors have the ability to modify their response to an RFQ. Modifications include the ability to add/edit/remove Product Information, add/edit/remove Attachments, change quantity and price

information and change the Solution 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.

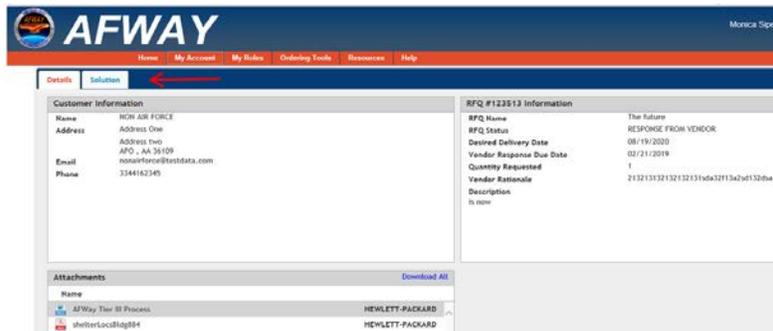
To make modifications to an RFQ, the Vendor needs to log into AFWay and from the Navigation Bar, go to My Account, User Profile, and select the RFQs Tab and then select either the Contracts Awaiting Response or Contracts Responded To Tab. (See Contracts Responded To Image above.)

Click on the Contract Hyperlink of the RFQ that needs modification. Vendors can modify a RFQ whether they submitted a Response or Declined to Respond.



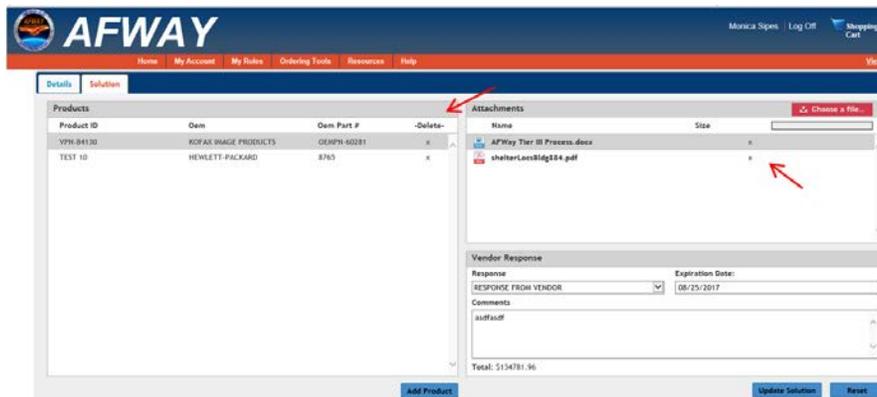
RFQ Status

The Details tab shows the current response information and attachments. Click on the Solution Tab.



Solution Tab

On the Solution Tab, notice the Delete Column with "x", and the "x" next to the Attachments. To remove the product or attachment, click the "x".

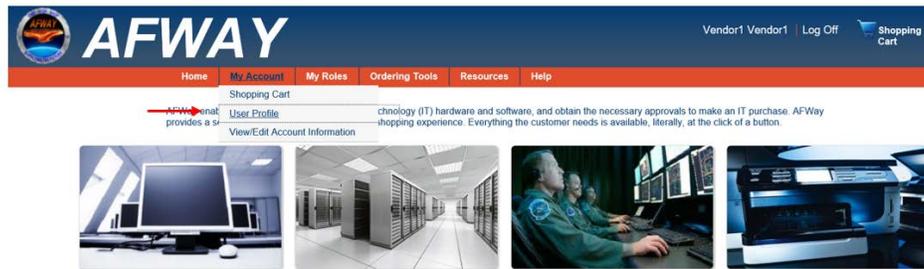


advised, due to this update, the status may now show as PENDING. Until the RFQ modifications have gone through the approval process, you are not able to make any changes to your proposal.” RFQ IDs do not change.

4. Order Processing

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

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



Navigation Bar, User Profile

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



Vendor's User Profile of Orders

You also have the ability to search for specific Orders. In the light blue section you can search by any or all fields. Just enter the information in the field(s) and click Search. A new window will show only the RFQ(s) according to your search parameters.



TrackingNo	OrderID	Customer	Status	Date Created
211869	251547	ADMINISTRATOR, APPLICATION	PRODUCTS SHIPPED	04/17/2017

Order Search Results

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

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

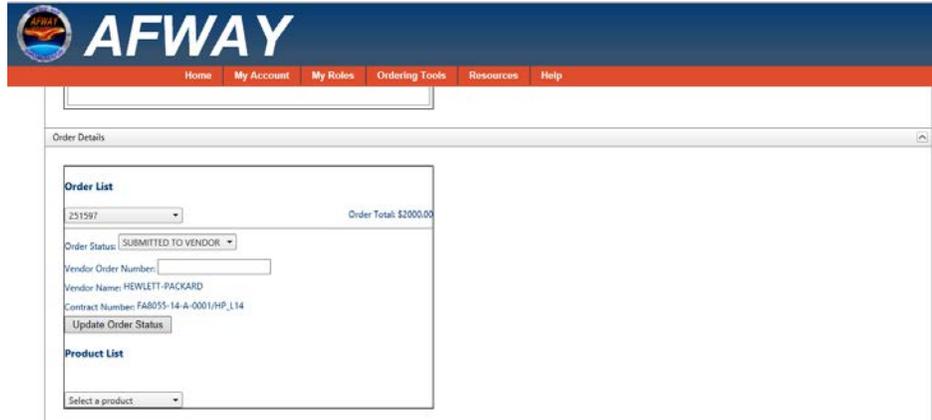
The Tracking Number Info section provides Tracking Number Info, Customer Info, and optional attachments.

Tracking Number Info

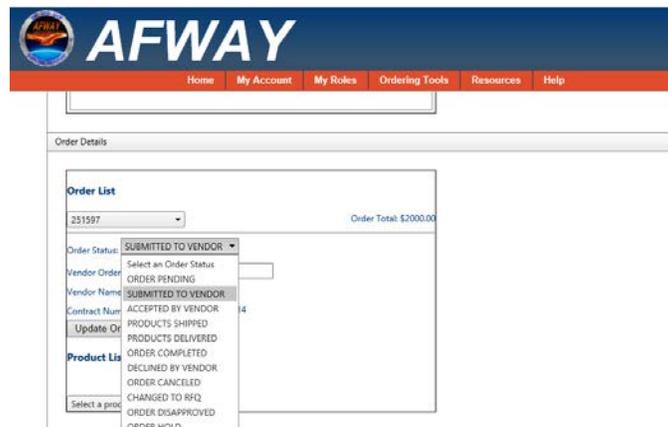
The Order Details section has an Order list. (Sometimes there are multiple Orders linked to the same Tracking Number, when this happens, the Vendor will not be able to view orders for another vendor.) Use the Select an Order dropdown to select an Order ID.

Order List

Once the Order ID has been selected, the Vendor can see the Order Status. The Vendor is responsible for updating the Order Status from the time it is “Submitted to Vendor” until the Order is either “Declined” or “Complete”. Order Status is how the Originating Customer can track their Order.

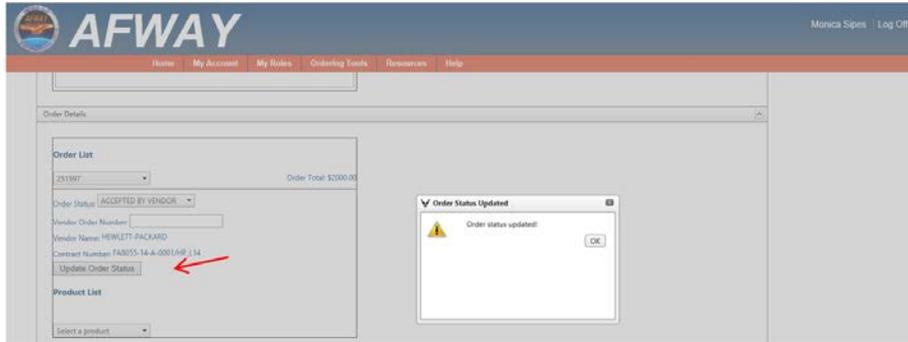


The Vendor must be diligent in updating the Status. Use the Order Status dropdown and select from the options available. **NOTE: Vendor’s will not see an Order that is in “Order Pending” status. This is when the Order is in the Customer’s Approval Process.**



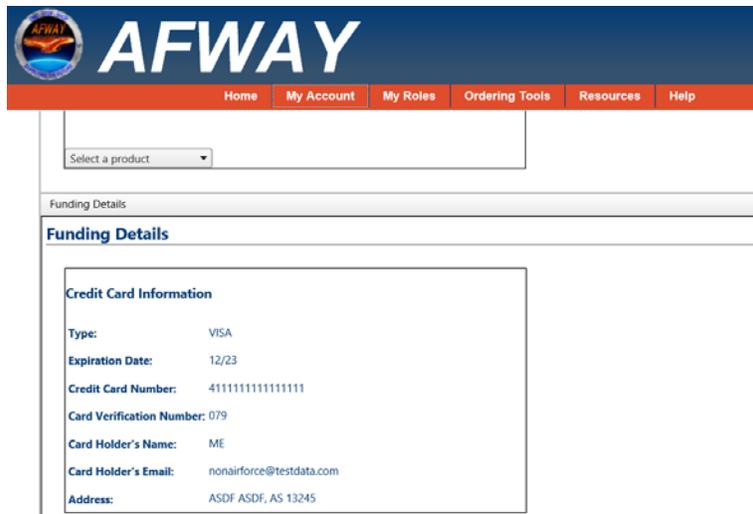
Order Status options

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



Update Order Status

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



Funding Details

There will be times that there is a problem with a Customer's Funding. There is an Order status that can be used to place an order on hold until the funding issue can be resolved. From the Order Status dropdown, select ORDER HOLD. A Hold Justification dropdown will appear. Select the reason the order is being placed on hold. **Note: When a Vendor uses Hold Justification of Invalid Credit Card, the card is flagged Invalid and the card holder must delete the credit card profile and enter a new profile.**

The screenshot shows the AFWAY web application interface. At the top, there is a navigation bar with the AFWAY logo, user name 'Monica Sipas', 'Log Off', and 'Shopping Cart' links. Below the navigation bar is a menu with 'Home', 'My Account', 'My Roles', 'Ordering Tools', 'Resources', and 'Help'. The main content area is titled 'Order Details' and contains the 'Order List' form. The form includes a dropdown for 'Order Status' set to 'ORDER HOLD', a dropdown for 'Hold Justification' with a red arrow pointing to it, and a text area for 'Hold Comment'. Other fields include 'Vendor Order Number', 'Vendor Name: HE...', and 'Contract Number: Other'. There is an 'Update Order Status' button and a 'Product List' section with a 'Select a product' dropdown.

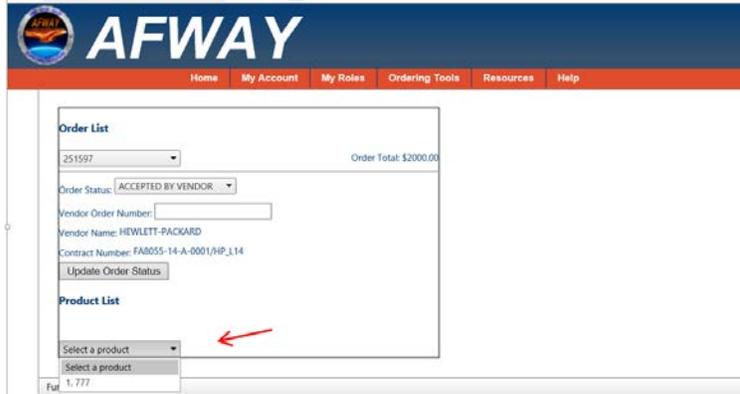
Hold Justification

There is also a field for Hold comments. Vendor will use this field to enter comments to the Customer concerning the hold status. **NOTE: Vendor must include contact information so that the customer can contact the Vendor with questions, or to notify the Vendor that they have corrected the issue.**

This screenshot shows the same AFWAY web application interface as the previous one. In this view, the 'Hold Justification' dropdown is set to 'Invalid Credit Card'. The 'Hold Comment' text area now contains the text 'Please enter your POC info and details for hold status.', with a red arrow pointing to it. The 'Vendor Name' is now 'HEWLETT-PACKARD' and the 'Contract Number' is 'FAR055-14-A-0001/NP_L14'. The 'Update Order Status' button is still present, along with the 'Product List' section.

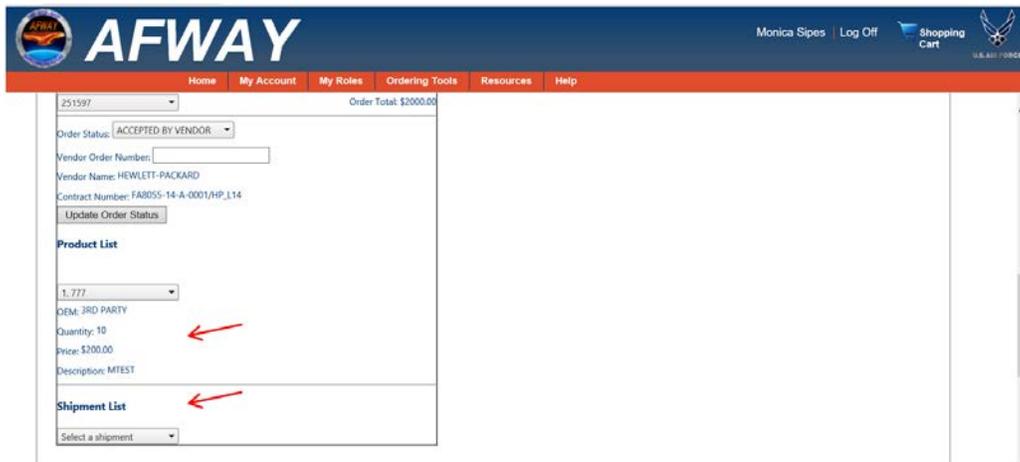
Hold Comment

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



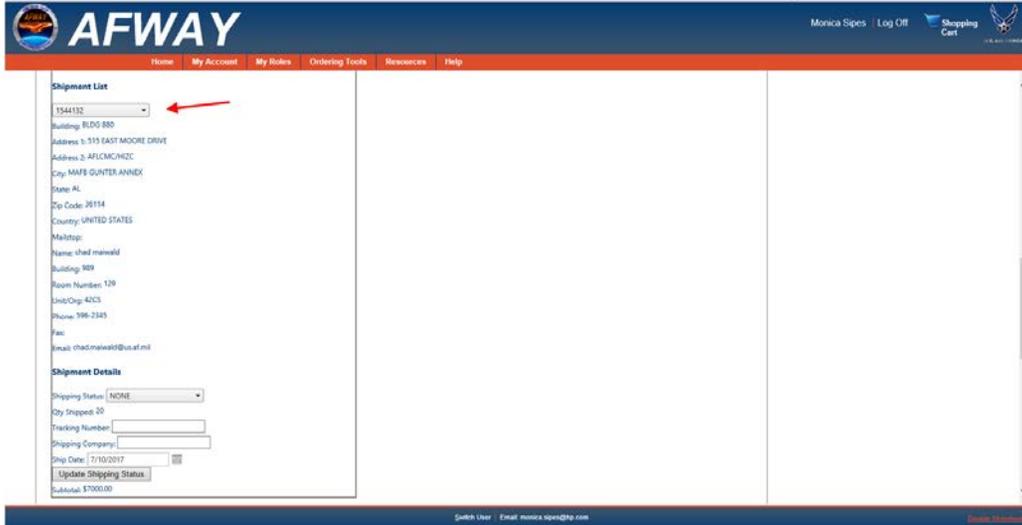
Product List

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



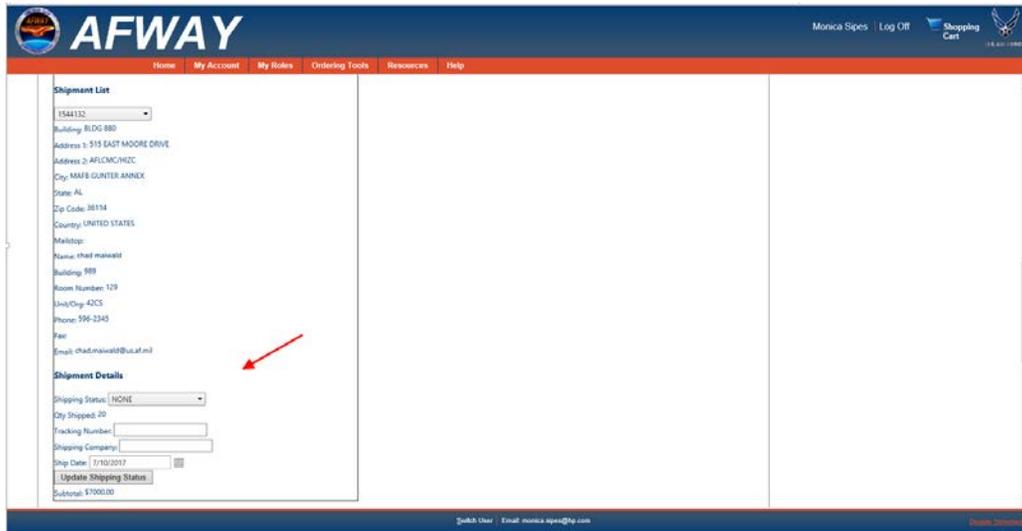
Product Description and Shipment List

In the Order Details, the Shipment List provides the ShipTo and MarkFor address information of the customer. There is a dropdown for shipment numbers. This is for orders that are broken down and shipped to multiple locations.



Shipment List - ShipTo and MarkFor

Shipment Details provide a place for the Vendor to enter the Shipping Status, the name of the Delivery Company, and their Tracking Number. This allows the Vendor and Customer to track the shipment process. When the Shipping Status is changed Vendor must select "Update Shipping Status".



Shipment Details

5. Vendor Reports

AFWay provides the capability to run various reports. The ability to run reports depends on what permissions you have been granted. All reports are generated the same way, the only difference is the information extracted. For instructions on running reports in AFWay, see the **AFWay User Guide RFQs/Waivers/Orders/Reports, Section 4. Reports**, starting on page 34.

Vendors have access to run the following reports:

Vendor Orders Report

The Vendor Orders Report provides detailed information pertaining to the Order ID that is searched. Only one Order ID per search.

Vendor RFQ Search Report

The Vendor RFQ Search Report provides detailed information pertaining to the RFQ ID that is searched.

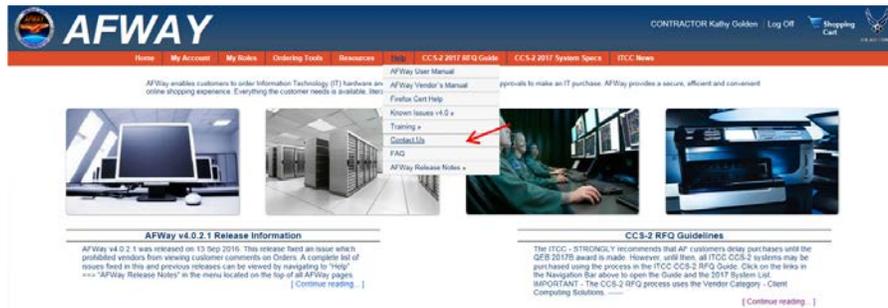
Vendor Sales Volume Report

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

6. Need Assistance?

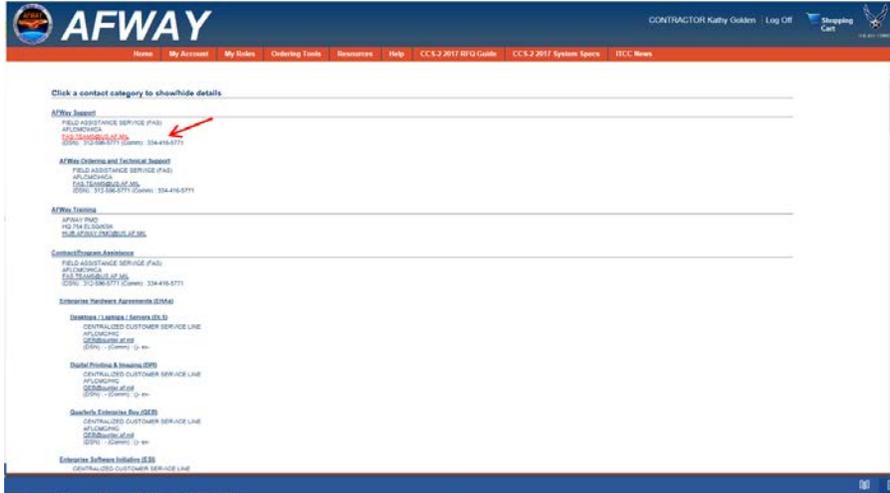
If additional guidance or more in-depth assistance is needed, you can contact the Field Assistance Service (FAS) at Team 5 at COMM: 334-416-5771 or DSN 596-5771 options 1, 5, 5., and you will also find additional contact numbers including Contract/Program Assistance as well as MAJCOM Information Technology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

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



Contact Us

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

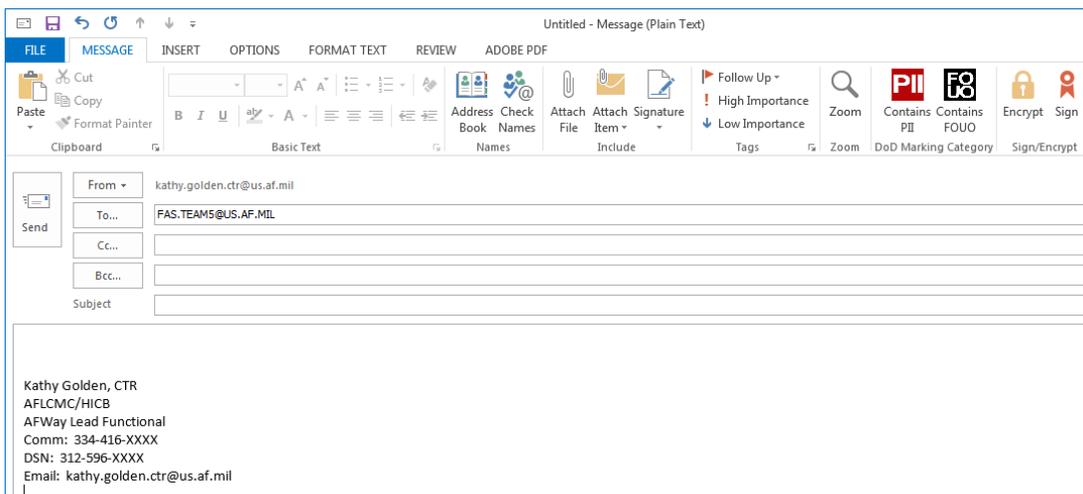


List of Contacts

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