

U. S. AIR FORCE

Air Force Way



Vendor Guide

Version 4.0

Release #S130504

<DATE>

**AFLCMC/HICB
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1. Introduction

This guide is provided as a complement to the AFWay Users Guide. The AFWay Users Guide is provided to assist with everything from registration to receipt of a purchase. Contact the Field Assistance Service (FAS) Team 5 at DSN 596-5771 options 1, 5, 5 if additional guidance or more in-depth assistance is needed.

AFWay System Administrators will work with vendors to establish vendor accounts. A vendor account will exist for each contract in AFWay.

2. AFWay v4.0 PKI Access Requirement

With the release of AFWay 4.0, AFWay will be compliant with the Department of Defense (DoD) mandate to implement Public Key Infrastructure (PKI) authentication. All AFWay users will be 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 will require a Smart Card, a Smart Card reader, and Authentication software or a USB Token and Authentication software. **Browser-based certificates are not permitted.**

The PKI registration process will allow current AFWay DoD Users and Contract Vendors who have valid accounts to associate their existing AFWay account to their PKI Certificate using their legacy credentials (email address & password). For new AFWay users, the system will support 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, along with some pricing information to assist you in acquiring your ECA certificates.

<https://www.symantec.com/theme.jsp?themeid=eca-certificates>

Type	Requirements	Pricing
Medium Assurance (Digital Certificate with keys stored by FIPS 140-2 compliant software on computer)	<ul style="list-style-type: none">• Windows XP, Vista or 7 (Mac not supported)• Use Microsoft Internet Explorer through v9.0 OR Mozilla Firefox v3.0 or later• The Department of Defense (DoD) regulations require notarized verification of identity	<ul style="list-style-type: none">• 1 Year: USD \$119• 2 Years: USD \$218• 3 Years: USD \$299

Type	Requirements	Pricing
<p>Medium Token Assurance (Digital Certificate with keys stored on a FIPS 140-2 compliant Smart Card or USB Token) Meets New JPAS Specifications for Authentication Login Procedures require a user name and password plus a medium assurance hardware token.</p>	<ul style="list-style-type: none"> • Windows XP, Vista or 7 (Mac not supported) • Microsoft Internet Explorer through v9.0 • The Department of Defense (DOD) regulations require notarized verification of identity • You must purchase a smart card or USB token before enrolling for your ECA certificate 	<p>Order FIPS 140-2 Compliant Smart Card or USB Token and Pre-Pay for the ECA certificate</p> <ul style="list-style-type: none"> • Smart Card: USD \$85 • USB Token: USD \$60 • 1 Year: USD \$119 + Hardware • 2 Years: USD \$218 + Hardware • 3 Years: USD \$299 + Hardware

Table 1 - Symantec - Vendor PKI Medium Token Costs

<http://www.identrust.com/certificates/index.html>

Medium Token Assurance	\$139-one year	USB Token
Medium Token Assurance	\$242- two years	USB Token
Medium Token Assurance	\$281- three years	USB Token
Medium Token Assurance Renewal	\$139- one year	USB Token
Medium Token Assurance Renewal	\$242- two years	USB Token
Medium Token Assurance Renewal	\$281- three years	USB Token
Medium Token Assurance Foreign County	\$149-one year	USB Token
Medium Token Assurance Foreign County	\$252- two years	USB Token
Medium Token Assurance Foreign County	\$291- three years	USB Token
Medium Token Assurance Foreign County Renewal	\$149- one year	USB Token
Medium Token Assurance Foreign County Renewal	\$252- two years	USB Token
Medium Token Assurance Foreign County Renewal	\$291- three years	USB Token

Table 2 - Identrust - Vendor PKI Medium Token Costs

Medium Token Assurance Identity and Encryption Certificate pairs (These are 'hardware based' certificates that may be obtained remotely.)

One Year	Three Year
\$129.00*	\$279.00*

*Must be used with a Smart Card or USB Token. See "additional supplies" below.

Additional Supplies

- For **Medium Token Assurance** and **Medium Hardware Assurance** certificates, a USB token and/or a Smart Card, plus ActivIdentity software, are **required**. Pricing is as follows:

USB Token	\$30.52
Smart Card – Smart Card Reader	\$19.52 \$25.00
ActivIdentity CD – ActivIdentity License	\$30.00 per organization \$29.00 per user

- Please contact Cecelia Shaw at (703) 246-8527 or shawc@orc.com to order hardware items.

** Apply sales tax for supplies shipped to California, District of Columbia, Maryland, New York, Pennsylvania, Texas, and Virginia.

Table 3 - ORC Vendor PKI Medium Token Costs

For complete instructions for logging onto AFWay as an existing user or as a new one, please refer to the AFWay Users Guide, paragraphs 1, 2 and 3.

3. Responding to Request for Quotes (RFQs)

You will receive an E-mail notification when a customer requests a quote. Log in to AFWay and from the Navigation Bar, select "My Account", and then "User Profile."

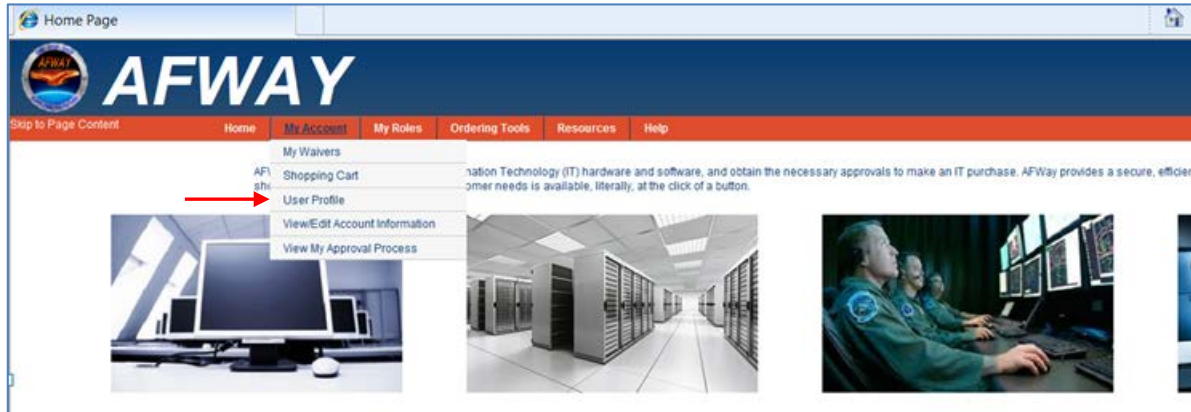


Figure 1 - Navigation Bar, User Profile

This screen displays current Orders (top panel) and current RFQs (bottom panel), as well as their status.

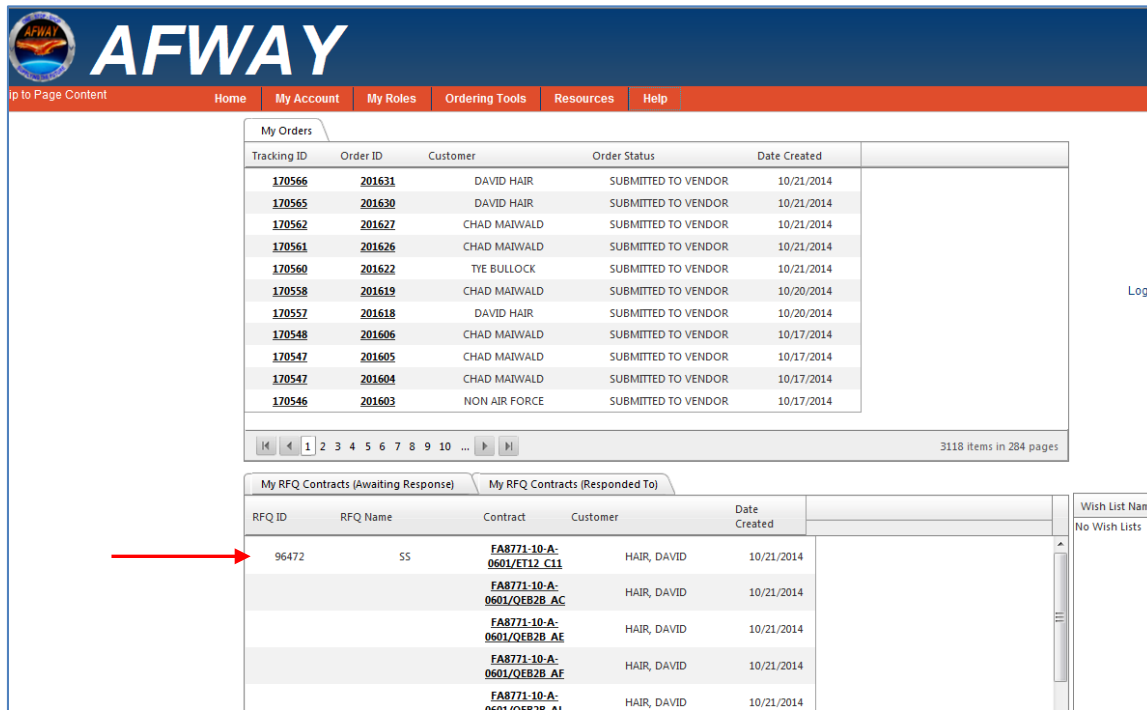


Figure 2 - User Profile Page

Select an RFQ ID, as illustrated in figure 2 and the RFQ Details screen is displayed (figure 3). (NOTE: screen is large and would not fit on one page, so broken out here for readability.)



RFQ Details

RFQ Info

RFQ Status: SUBMITTED TO VENDOR
RFQ ID: 96472 RFQ Name: SS
Vendor: Desired
Response Date: Delivery Date:
Anticipated Price: \$1.00
Quantity Requested: 1
Description: SSS

Customer Info

Name: DAVID HAIR
DRA:
ECAN:
Address: UNIT 3050 BOX 80

APO, AE 09094-3050
Email: David.Hair@Ramstein.af.mil
Phone: 011 49 6371 47 3820

RFQ Attachments (Double Click to open; Right-Click to Upload/Delete)

RFQ_96472

Solution Details

Contract Number: FA8771-10-A-0601/ET12_C11

Vendor Products

Contract #	OEM	OEM Part #
------------	-----	------------

Figure 3a - RFQ Details

Add New Product Delete Product

Vendor Attachments(Double Click to open; Right-Click to Upload/Delete)

Vendor 1878

Vendor Response

Response: Submit Response ▾

Expiration Date:

Comments:

Total:

Approval Process Details

Figure 3b - RFQ Details

Step 1. (Adding items to the Solution): Select the *Add New Product* button. This is where you will build your response to the customer's request. See figure 4 below.

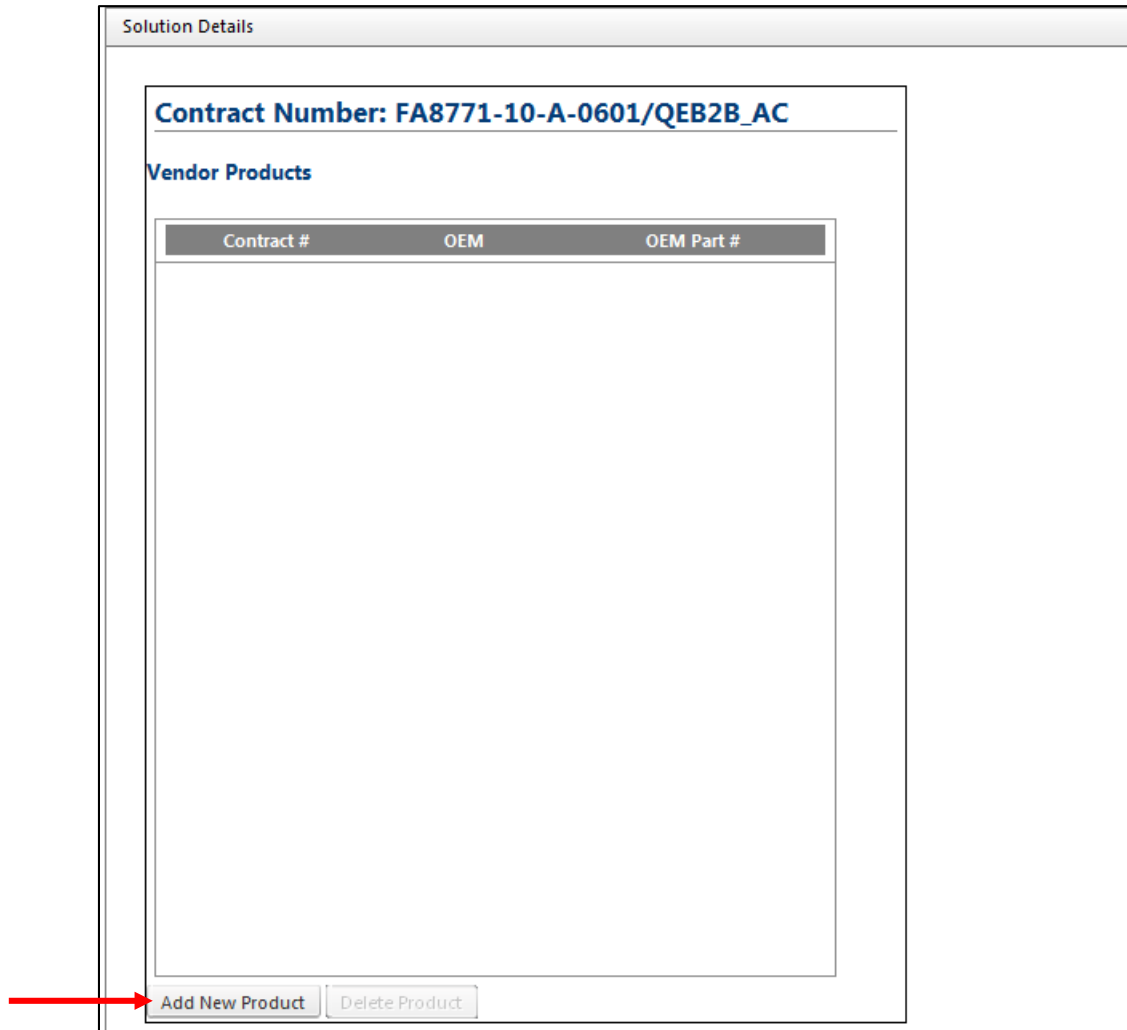


Figure 4 - Add new Product

The screen is updated with a "Product Details" panel:

Solution Details

Contract Number: FA8771-10-A-0601/QEB2B_AC

Vendor Products

Contract #	OEM	OEM Part #

Product Details

*Vendor Part Number:

*OEM Name:

*OEM Part Number:

*Description:

*Unit of Issue:

*Quantity: *Maximum Quantity:

*Solution Type: *BPA Price: (Per Unit)

*RFQ Price: (Per Unit)

*General Category:

Prime Category:

Secondary Category:

Figure 5 - Product Details

Once the Product Details panel has been completed, select the "Add Product" button:

Solution Details

Contract Number: FA8771-10-A-0601/QEB2B_AC

Vendor Products

Contract #	OEM	OEM Part #

Product Details

*Vendor Part Number:

*OEM Name:

*OEM Part Number:

*Description:

*Unit of Issue:

*Quantity: *Maximum Quantity:

*Solution Type: *BPA Price: (Per Unit)

*RFQ Price: (Per Unit)

*General Category:

Prime Category:

Secondary Category:

Figure 6 - Add Product

The product is added to the left panel, as shown below:

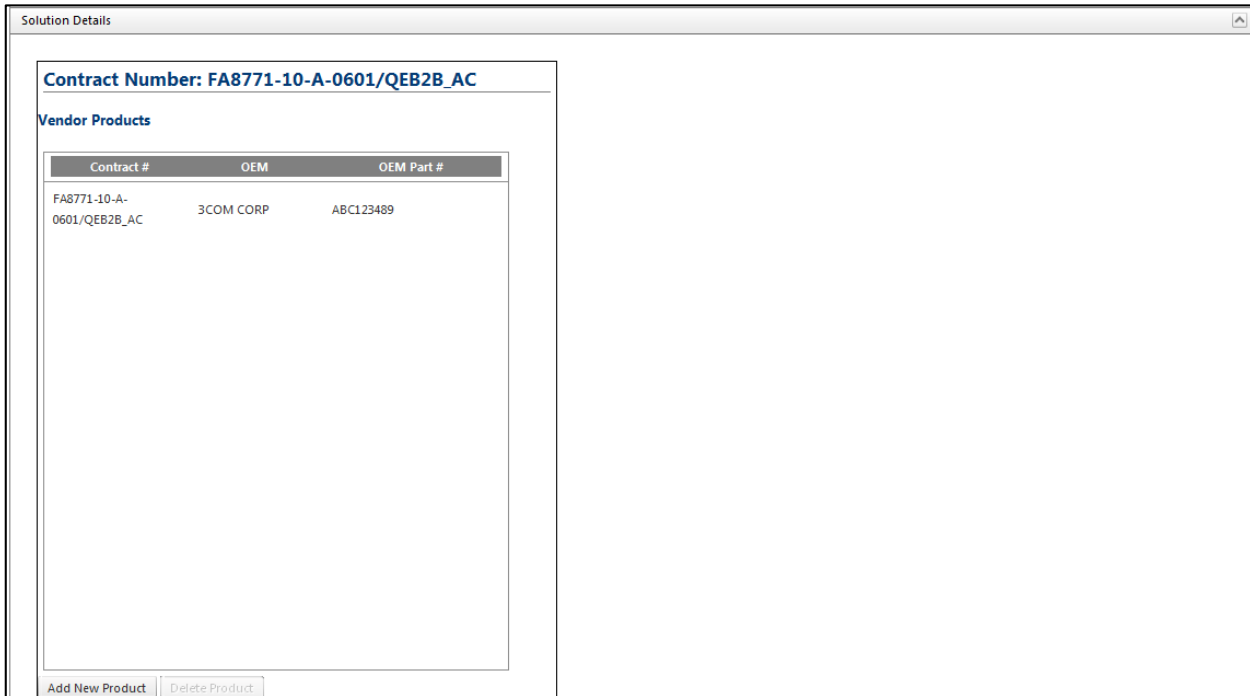


Figure 7 - Product Added to Left Panel

You may wish to add supporting documents to your response. From the same screen, under "Vendor Attachments," right click on the "Vendor" folder to Delete, Rename, or Upload an attachment.

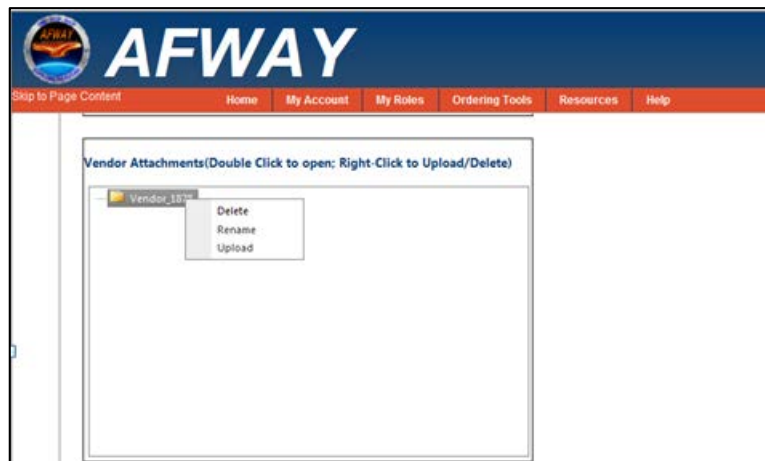


Figure 8 - Vendor Folder

Once attachments have been uploaded (if any) you are ready to submit your response to the customer. You will need to provide the expiration date for your bid, make any additional comments in the 'comment field' and click "Submit Solution to Customer" button. The RFQ is then removed from your profile, and the status is updated on the customer's user profile page. The customer's user profile page will display both the solution submitted by the

vendor, and the expiration date of the quote.

The screenshot shows a web interface with two main sections. The top section is titled "Vendor Attachments(Double Click to open; Right-Click to Upload/Delete)" and contains a folder icon labeled "Vendor_1961". The bottom section is titled "Vendor Response" and contains the following fields: "Response:" with a dropdown menu set to "Submit Response"; "Expiration Date:" with a text box containing "11/20/2014" and a calendar icon; "Comments:" with a text box containing "For your consideration"; and "Total:" with a button labeled "Submit Solution to Customer". Two red arrows point to the "Expiration Date" field and the "Submit Solution to Customer" button. At the bottom of the interface is a tab labeled "Approval Process Details".

Figure 9 - Submit Solution

In the event you decline to bid, simply change the "Submit Response" to "Decline to Bid" and "Submit Solution to Customer" as shown below:

This screenshot shows the "Vendor Response" form with the "Response:" dropdown menu set to "Decline to Submit". The "Expiration Date:" field is empty, and the "Comments:" field is also empty. The "Submit Solution to Customer" button is still present. Two red arrows point to the "Decline to Submit" dropdown and the "Submit Solution to Customer" button. The "Approval Process Details" tab is visible at the bottom.

Figure 10 - Decline to Submit

4. Order Processing

You will receive an E-mail notification when a customer places an order. Order information is displayed on your User Profile page on the top panel, and includes the Tracking ID, Order ID, Customer, Order Status, and Date Created:

Tracking ID	Order ID	Customer	Order Status	Date Created
170566	201631	DAVID HAIR	SUBMITTED TO VENDOR	10/21/2014
170565	201630	DAVID HAIR	SUBMITTED TO VENDOR	10/21/2014
170562	201627	CHAD MAIWALD	SUBMITTED TO VENDOR	10/21/2014
170561	201626	CHAD MAIWALD	SUBMITTED TO VENDOR	10/21/2014
170560	201622	TYE BULLOCK	SUBMITTED TO VENDOR	10/21/2014
170558	201619	CHAD MAIWALD	SUBMITTED TO VENDOR	10/20/2014
170557	201618	DAVID HAIR	SUBMITTED TO VENDOR	10/20/2014
170548	201606	CHAD MAIWALD	SUBMITTED TO VENDOR	10/17/2014
170547	201605	CHAD MAIWALD	SUBMITTED TO VENDOR	10/17/2014
170547	201604	CHAD MAIWALD	SUBMITTED TO VENDOR	10/17/2014
170546	201603	NON AIR FORCE	SUBMITTED TO VENDOR	10/17/2014

RFQ ID	RFQ Name	Contract	Customer	Date Created
96472	SS	FA8771-10-A-0601/ET12_C11	HAIR, DAVID	10/21/2014
		FA8771-10-A-0601/QEB2B_AC	HAIR, DAVID	10/21/2014
		FA8771-10-A-0601/QEB2B_AE	HAIR, DAVID	10/21/2014
		FA8771-10-A-0601/QEB2B_AF	HAIR, DAVID	10/21/2014
		FA8771-10-A-0601/QEB2B_AI	HAIR, DAVID	10/21/2014

Figure 11 - My Orders

Clicking on one of the Tracking ID or Order ID numbers brings up the following screen (figure 12):

Tracking Number Info

Tracking Number:	170566
Date Created:	10/21/2014

Customer Info

Name: DAVID HAIR

DRA:

ECAN:

Address: UNIT 3050 BOX 80

APO, AE 09094-3050

Email: David.Hair@Ramstein.af.mil

Order Attachments

[Savemeeee4.doc](#) (Originator)

Order Details

Order List

Select an Order ▼

Funding Details

Credit Card Information

Type: VISA

Expiration Date: 8/18

Credit Card Number: *****2243

Card Holder's Name: DAVID HAIR

Card Holder's Email: David.Hair@Ramstein.af.mil

Address: 129 CAMPLE DR PELHAM, AL 35124

Figure 12 - Tracking Number Info

From the "Order Details" panel, "Select an Order" and details are displayed about the specific order:

Order Details

Order List

Select an Order ▼

Select an Order

201631

Figure 13 - Select an Order



Figure 14 - Update Order Status

From here, you may update the Order Status to any of the following, as shown below:



Figure 15 - Select Order Status

In this example, we selected "ORDER PENDING" and clicked the button "Update Order Status." The system responds with a message acknowledging your action.

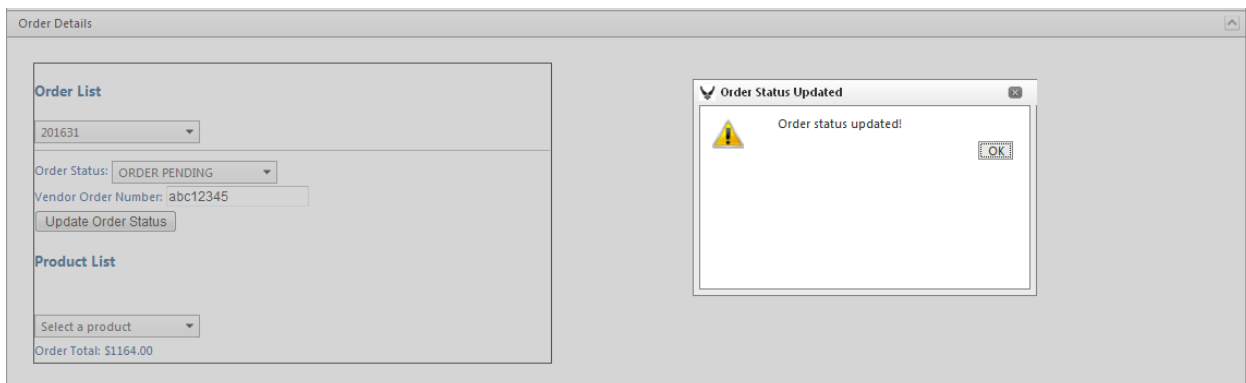


Figure 16 - Order Status Updated

Select a product to update the shipping information.

The screenshot shows a web interface with two main sections: "Order List" and "Product List". In the "Order List" section, there is a dropdown menu with "201631" selected, an "Order Status" dropdown with "ORDER PENDING" selected, and a "Vendor Order Number" field containing "abc12345". Below these is an "Update Order Status" button. The "Product List" section features a "Select a product" dropdown menu that is currently open, showing "LQ713AV" as the selected option.

Figure 17 - Select a Product

The screen displays information about the product selected.

This screenshot shows the same interface as Figure 17, but with more details. The "Product List" section now displays "LQ713AV" as the selected product, with a "View Configuration" link next to it. Below the product name, the following information is shown: "OEM: HEWLETT-PACKARD", "Quantity: 1", "Price: \$1164.00", and a detailed "Description: QEB2012B CONVERTIBLE TABLET, ELITEBOOK 2760P TABLET PC: INTEL I7-2620M, 2.7GHZ, 12.1\" WXGA DISPLAY, 4GB DDR3-1333MHZ SDRAM, INTEL HD 3000 VIDEO CARD W/1 VGA, AUDIO, INTEL 82579LM GIGABIT NIC, 3 USB 2.0, 802.11ABGN WIRELESS, CAC READER, EXPRESSCARD, 128GB SATA SSD, 720P HD WEBCAM, 6-HR BATTERY, WIN7 PRO 64-BIT (SDC B.X), 3-YR ON-SITE NBD WARRANTY W/HDD RETENTION. [CLICK HERE FOR MORE INFORMATION.](#)". A red arrow points to the "CLICK HERE" link. Below the description is a "Shipment List" section with a "Select a shipment" dropdown menu and an "Order Total: \$1164.00" label.

Figure 18 - Product Details

By selecting "CLICK HERE" additional information is displayed about the product (figure 19):

Please see below for the customer's chosen configuration:

Feature:
 RAM: UPGRADE TO 32GB RAM
 OEM: HEWLETT-PACKARD
 OEM Part Number: QE260AV

VIDEO CARD: ADD 2ND AMD FIREPRO V3900 1GB PCIE X16 3D WITH DUAL DIGITAL OUTPUTS; ADAPTER FOR DP TO DVI-D INCLUDED
 OEM: HEWLETT-PACKARD
 OEM Part Number: QE184AV

EXTERNAL DRIVE: NO UPGRADE
 OEM: HEWLETT-PACKARD
 OEM Part Number: -

WARRANTY: UPGRADE TO 4-YEAR, ON-SITE, NBD WITH HARD DRIVE RETENTION
 OEM: HEWLETT-PACKARD
 OEM Part Number: UQ713E

OPERATING SYSTEM: SELECT 64-BIT SDC 3.X WINDOWS 7 (DEFAULT)
 OEM: HEWLETT-PACKARD
 OEM Part Number: -

Figure 19 - Additional Product Details

When the vendor is ready to ship the products to the "Shipto Address", they select a shipment, as shown in figure 20:

<p>Quantity: 1 Price: \$1440.00 Description: QEB2012B MID-TIER WORKSTATION, HP Z420: INTEL XEON E5-1620, 3.6GHZ QUAD CORE, 8GB DDR3-1600MHZ SDRAM, AMD FIREPRO V3900 1GB (W/ADAPTER DP TO DVI), INTEL 82579LM 10/100/1000 GBE NIC, 5 USB 2.0, 4 USB 3.0, TWO 1394A, TWO 1TB HDD W/RAID 0/1/5, 16X DVD+-RW SUPERMULTI, USB 104-KEY CAC KEYBOARD, USB OPTICAL MOUSE, TPM 1.2, WIN7 PRO 64-BIT (SDC 3.X); 3-YR NBD ONSITE W/HDD RETENTION. CLICK HERE FOR MORE INFORMATION.</p> <hr/> <p>Shipment List</p> <p>Select a shipment </p> <p>Order Total: \$1440.00</p>	
---	--

Figure 20a - Select a Shipment

	<p>Shipment List</p> <p>Select a shipment <input type="text"/></p> <p>Select a shipment <input type="text"/></p> <p>1270326</p>
--	--

Figure 20b - Select a Shipment

Once the vendor has selected a shipment from the list, the Shipto Address is displayed, and the vendor can update the Shipping Status from this screen (figure 21):

Shipment List

1270326

Building: BUILDING 880
Address 1: 515 E. MOORE DRIVE
Address 2: HQ 754 ELSG/DOME
City: GUNTER AFB
State: AL
Zip Code: 36114
Country: UNITED STATES
Mailstop:
Name: JASON PALMLUND
Building: 880
Room Number:
Unit/Org:
Phone: 334-416-4288
Fax:
Email:

Shipment Details

Shipping Status: AWAITING SHIPMENT

Qty Shipped: 1

Tracking Number:

Shipping Company:

Ship Date: 10/28/2014

Subtotal: \$1440.00
Order Total: \$1440.00

Figure 21 - Shipment Details

Shipment Details

Shipping Status: AWAITING SHIPMENT

Qty Shipped: 1

Tracking Number: AWAITING SHIPMENT

Shipping Company: NONE

SHIPPED BY VENDOR

Figure 22 - Update Shipping Status

Once the vendor selects the proper Shipping Status and clicks the "Update Shipping Status" button, the system confirms the actions with a popup message (figure 23):

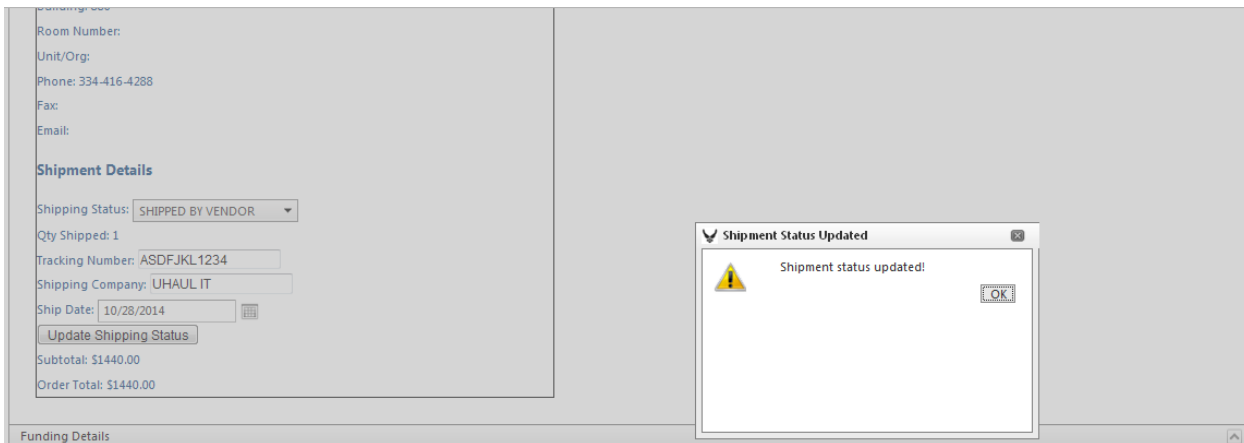


Figure 23 - Shipment Status Update Popup Message

Once the item has been shipped, additional shipping information is required for input into the AFWay system by the vendor (figure 24): Tracking Number, Shipping Company, and Ship Date.

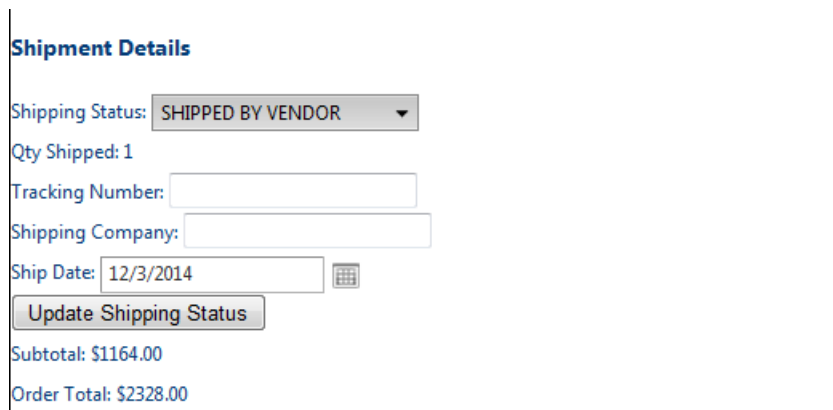


Figure 24 - Shipped By Vendor

Funding information is also shown on the Tracking Number Screen, accessible from the vendor's User Profile page:

Funding Details	
Funding Details	
Credit Card Information	
Type:	VISA
Expiration Date:	12/16
Credit Card Number:	*****1017
Card Holder's Name:	CHAD MAIWALD
Card Holder's Email:	chad.maiwald@gunter.af.mil
Address:	501 EAST MOORE DRIVE GUNTER ANNEX, AL 36114

Figure 25 - Funding Information

5. Need Assistance?

Click on the "Help" from the Navigation Menu or contact the FAS Team 5 at DSN 596-5771 (Option 1, 5, 5) for POC contact numbers or further assistance. We are here to serve you in your partnership with the Air Force. Please feel free to contact us if we can help in any way. We stand ready to help you provide cutting edge technology to meet Air Force Acquisition requirements for the 21st century.

The screenshot shows the AFWay website header with a navigation menu. The 'Help' menu is open, showing options: 'AFWay User Manual', 'Contact Us', and 'FAQ'. A red arrow points to the 'Contact Us' option. Below the navigation menu, the page content lists various support categories and their contact information:

- AFWay Training**
CIV Test AFWay 4.0
AFLCMC
afway_cmo@gunter.af.mil
(DSN) : 596-5771 (Comm) : (334)416-5771 ext.
- AFWay Support**
*** FIRST LINE OF SUPPORT ***
TEAM5@GUNTER.AF.MIL
- AFWay Ordering and Technical Support**
FIELD ASSISTANCE SERVICE
HQ 754 ELSG/OO
TEAM@GUNTER.AF.MIL
(DSN) : 596-5771 opt 1 (Comm) : 334-416-5771 opt 1
- Contract/Program Assistance**
Network-Centric Solutions (NETCENTS)
CENTRALIZED CUSTOMER SERVICE LINE
HQ 754 ELSG/KABH
NETCENTS@GUNTER.AF.MIL
(DSN) : 596-5070, Opt 1 (Comm) : 334-416-5070, Opt 1
- Enterprise Hardware Agreements (EHAs)**
Desktops / Laptops / Servers (DLS)
CENTRALIZED CUSTOMER SERVICE LINE
HQ 754 ELSG/KABH
DER@GUNTER.AF.MIL
- Digital Printing & Imaging (DPI)**
CENTRALIZED CUSTOMER SERVICE LINE
HQ 754 ELSG/KABH
DER@GUNTER.AF.MIL
- Quarterly Enterprise Buy (QEB)**

Figure 26 - Contact Us