

Navy WAWF Help Desk Newsletter

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Hello Again!

Welcome to our second (and long overdue!) Navy WAWF Help Desk Newsletter. If you never saw the first one, the purpose of our newsletters is to communicate news in a more proactive manner to our Navy customers. In this newsletter, we give information on current known systems issues, a head's up on WAWF 5.2.1 and 5.3 functionality, and an article on the value of entering correct dates in WAWF. At the end of the newsletter, contact info, an ICE survey to capture your feedback, a list of helpful POCs, and a list of helpful links is provided.

Our help desk has been busy increasing our training efforts for the Navy. We developed an Acceptor Guide, LPO Guide, Misc Pay Guide, and other training tools for Navy users located on the Navy Acquisition WAWF site (<https://acquisition.navy.mil/content/view/full/99>). In January, we began hosting monthly WAWF webinars for Acceptors and LPOs. If you're interested in attending one of these webinars, please email us (email address provided at end of newsletter).

Aaron Oeken, CGFM, CDFM

Lead Financial Management Analyst

Navy WAWF Help Desk

Current Known Systems Issues

In this section, we identify known recurring systems issues and their workarounds.

Users with multiple accounts cannot log into WAWF

Issue: If a user has multiple WAWF accounts that have been set up for CAC login (whether the user knows it or not), when the user tries to log into one of the accounts, WAWF will display an error message and will not allow the user into the system.

Frequency: Low

Workaround: For the old account(s) that the user has set up for CAC login, the user needs to contact the appropriate Group Administrator (GAM). The GAM will need to reset the certificate for the user's old account(s). Depending on which DoDAACs are associated with the user's old account(s), one GAM may not be able to reset the certificate on all the user's accounts. Once the certificate is reset on all the user's old accounts, the user will be able to log into their current account with their CAC.

Did you know?

On the WAWF homepage, systems issues are displayed in the System Messages section (on the right-hand side of the screen). If you experience a technical issue or run into an error message, first check this location. If there is nothing listed in the System Messages that covers your particular issue or error, you should then contact either the DISA Ogden WAWF Help Desk or us at the Navy WAWF Help Desk. Contact info for both help desks is provided at the end of this newsletter.

The screenshot shows the WAWF homepage in a Windows Internet Explorer browser. The page title is "Wide Area Workflow 5.2". The main content area is divided into several sections: "Login to WAWF" with fields for User ID and Password, "New User?" with links for Registration, Vendors, Government Users, and Machine Setup, "Help" with links for Web Based Training, What's New, Functional Information, Web Services, Group Administrator Lookup, Active DoDAACs & Roles, and Active CAGEs / Contractor DoDAACs & Roles, and "Certificate Login to WAWF". The "System Messages" section is highlighted with a red box and contains the following text:

(2012-APR-10) VENDORS! ACTION REQUIRED!
Due to a backlog in the DoD CAGE code validation in CCR, your new CCR registration or annual renewal may take up to an additional week to process. CCR is working with the DoD CAGE team to resolve the issue.

(2011-OCT-31) ALL USERS!
NOTICE CAC USERS - CAC Users who receive the error, "Client Certificate Cannot be Verified" must follow these instructions to permit access via CAC to WAWF. CAC Users accessing WAWF also may return the error, "ERROR ACCESSING USER ROLES". This is due to a conflict with multiple accounts and certificate registrations. To fix this issue contact your GAM who needs to remove any old certificates from those multiple accounts, these could be active or archived accounts. Once the multiple certificate instances have been removed the user can access with their certificate without getting the error message.

(2011-FEB-13) GOVERNMENT USERS!
Please note that effective 1/21/11 all individual requesting DFAS Pay Office View Only DODAACs that do not have a DD2875 attached to their profile will automatically be archived.

The footer of the page includes links for Security & Privacy, Accessibility, Vendor Customer Support, Government Customer Support, FAQ, and Site Index. The browser's address bar shows "https://wawf.eb.mil/".

WAWF 5.2.1

In this section, we discuss what enhancements are coming up in a new version of WAWF or what enhancements were implemented in a recently deployed new version of WAWF.

WAWF 5.2.1 is currently scheduled to be deployed the weekend of May 12-14, 2012. WAWF 5.2.1 enhancements include:

Auditor Visibility

This enhancement will create a new Functional Auditor role. Only authorized auditors will be allowed access to this role. The DLA WAWF PMO will be in charge of activating/deactivating users for this role. The DLA WAWF PMO will also have the ability to limit the documents that each user with this role will be able to access (e.g. documents with contract numbers that begin with N00189, documents with a Ship To DoDAAC of N62766).

Changes to Fast Pay Invoices

This release will change the Fast Pay Invoice process to make an LPO mandatory for Fast Pay Invoices going to a One Pay pay office. Currently, the LPO DoDAAC is optional for a vendor to enter. If they enter the LPO, the LPO will be responsible for entering LOA data on the LLA tab. If they do not enter an LPO, the vendor will be responsible for entering the LOA data. This change will make it mandatory for the vendor to enter an LPO and the LPO will have to certify the document for it to process.

WAWF 5.3

WAWF 5.3 is currently scheduled to be deployed the weekend of June 22-24, 2012. WAWF 5.3 enhancements include:

SDR/PQDR Open and Pre-Pop from Acceptance

This enhancement allows an Inspector, Acceptor, Gov't Property Receiver, or Contractor Property Receiver to mark a "Deficiency Report" indicator in WAWF for items with defects for particular document types. Upon processing the document, the user will be given links to the ezPDR system where the user can create a PQDR or SDR with information pre-populated from WAWF.

CLIN Level Rounding For Foreign Currencies

This enhancement will specify the number of decimal places for amount fields in WAWF based on the currency code used. The Unit Price field will still be limited by the pay office used for the document.

Electronic SAAR and DD577

This enhancement will change the way Group Administrators (GAMs) check for user forms and how they activate users. Indicators will be added to the Administration Console for the GAM to mark for each user. The indicators are for the DD2875 form, DD577 form, GAM appointment letter, and if the user is a government employee or not. Only the applicable indicators will show up for each role. In addition to marking all needed indicators to activate new users, GAMs will also have to mark all needed indicators for all existing users after 5.3 is released.

Add Embedded Item on RRR

This enhancement allows for an embedded item to be entered on a Reparables Receiving Report or Reparables Combo.

WAWF 5.3 (cont'd)

Certify/Approve DoD Agencies LOA in WAWF for One Pay Invoices

This enhancement will allow a 9 character SDN to be entered in the SDN field on the Line Item tab and Document Record Reference ID field on the LLA tab for certain AAIs when the pay office is a One Pay pay office. The system will also automatically check an AAI against a TFS AAI table and if not on the table, WAWF will tell the user to enter the full LOA on the LLA tab and the Department Indicator, Fiscal Year Indicator, and Basic Symbol Number will become mandatory fields.

WAWF Misc Pay Threshold

This enhancement will display a pop-up message to all users in the process for a Miscellaneous Payment or non-contractual Telecom Invoice that exceeds \$50,000 before they can submit/approve/certify the document. This message is intended to prevent the inadvertent processing of an unauthorized high-dollar Misc Pay.

DCAA CV Rejection Revisions

This enhancement changes a couple things with the Cost Voucher process: 1) if a CV Reviewer recommends a reject, the CV Approver cannot then block sign (i.e. sign multiple CVs at the same time) the CV as approved, and 2) if a user other than the CV Approver rejects a CV, the CV will not automatically have to be approved by the CV Approver upon resubmission unless at the time of resubmission, the CV becomes an interim CV.

Correct Dates in WAWF

In this section, we cover a general WAWF topic. For this issue, we cover the value of entering correct dates in WAWF.

Entering correct dates in WAWF is very important. The dates that you enter in WAWF are sent to the entitlement system after the invoice is processed in WAWF. The entitlement system uses these dates, along with the contract terms and/or WAWF document type, to calculate the invoice due date in accordance with the Prompt Payment Act. If you enter incorrect dates in WAWF, the invoice due date calculation will be incorrect in the entitlement system. An incorrect due date could lead to a) delayed payment to the vendor, which could possibly affect the vendor's cash flow and their attitude toward doing work with the government, b) too much or not enough interest being paid to the vendor if the invoice is paid late, and c) discounts not being taken when they could have been or discounts being taken when they should not have been. Also, if the dates you enter into WAWF are invalid (e.g. Acceptance Date before Received Date), when the invoice gets to the entitlement system, it will error out.

Now that you know the importance of entering correct dates into WAWF, how do you know which dates should actually be entered into the system? Admittedly, the labels for the different dates fields in WAWF are not always the easiest to decipher. That is why we at the Navy WAWF Help Desk created a [WAWF Dates Guidance](#) document to help users. It lists for each document type, what each date that the different users in the process will have to enter and what the date should actually be. For example, on a 2n1, the Signature Date entered by the Acceptor should be the date that the goods/services were accepted, NOT the date the Acceptor is signing the document in WAWF (unless of course they are the same).

In conclusion, entering correct dates in WAWF is an important task that has effects on both the vendor and the Navy. With the use of our WAWF Dates Guidance document, you can rest assured that you are entering correct dates.

E-mail: CCL-EC-NAVY-WAWF-HELPDESK@DFAS.MIL
Phone: 1-877-251-9293

Open 0700 - 1630 EST Monday-Friday (excluding
Federal holidays)

The Navy WAWF Help Desk is located at DFAS Cleveland. We assist Navy users and vendors with Navy contracts with their WAWF-related problems.

Contacted us lately?

Our goal is 100% customer satisfaction. Below is a link to an ICE survey where you can rate our service. If you ever feel that we have not fully assisted you, please send us an email stating what we could have done better.

ICE Survey:

https://ice.disa.mil/index.cfm?fa=card&service_provider_id=114777&site_id=599&service_category_id=34

Helpful POCs

DISA Ogden WAWF Help Desk

1-866-618-5988

cscassig@csd.disa.mil

Army WAWF Help Desk

1-877-232-9293

CCO-EC-ARMY-WAWF-HELPDESK@DFAS.MIL

Marine Corps WAWF Help Desk

540.322.2897 x3210

susan.dibianca@taic.net

Air Force WAWF Help Desk

wawf.team@wpafb.af.mil

DLA WAWF Help Desk

703-767-1915

wawf@dla.mil

DCMA WAWF Help Desk

888-576-3262

helpdesk@dcma.mil

Eric Ferraro, Navy WAWF Program Manager

703-699-3240

eric.ferraro@navy.mil

Group Administrators (GAMs)

Group Administrator Lookup -

If logged in, under the *User* menu

If not logged in, on the WAWF homepage under *Help*

Pay Offices

Pay DoDAACs under *Lookup* tab in WAWF

Main DFAS customer service: 800-756-4571

Helpful Links

WAWF Production

<https://wawf.eb.mil/>

WAWF "Sand Box" Training Site

<https://wawftraining.eb.mil/>

WAWF Web-Based Training Site

<https://wawftraining.eb.mil/xhtml/unauth/web/wbt/WbtMainMenu.xhtml>

DFAS Electronic Commerce Site

<http://www.dfas.mil/dfas/ecommerce.html>

Navy Acquisition WAWF Site

<https://acquisition.navy.mil/content/view/full/99>

DAASINQ (DoDAAC Query)

<https://www.transactionservices.dla.mil/DAASINQ/>

Electronic Document Access (EDA)

<http://eda.ogden.disa.mil/>

MyInvoice

<https://myinvoice.csd.disa.mil/>

