

Section 1. WAWF Basics

Q. Who maintains WAWF? Who owns WAWF?

A. DISA Ogden maintains the server for WAWF. WAWF is being transitioned to DLA for ownership.

Q. My password doesn't work, what do I do now? How do I get a new password?

A. First try the "Forgot Your Password?" link on the WAWF homepage. If you are unsuccessful with that tool, you will need to contact your Group Administrator (GAM) for a manual password reset. You can find your GAM using the Group Administrator Lookup option under Help on the WAWF homepage. If you are unsuccessful in finding your GAM, contact your appropriate Help Desk using the Vendor Customer Support or Government Customer Support links at the bottom of the WAWF homepage.

Q. How can I tell if I need to use WAWF?

A. If the Electronic Invoicing Mandate Clause DFARS 252-232-7003 is in your contract, you should be using WAWF as the means of electronic submission.

Q. Is there "Hands On" WAWF raining?

A. Yes. You can use the WAWF training site at <https://wawftraining.eb.mil/> to practice entering and processing WAWF documents. For info on classroom training, please visit: <http://www.dfas.mil/dfas/ecommerce/wawf/training.html>

Q. Does WAWF have a "Save" function?

A. Yes. After saving, you can either open the document and continue working on it or you can purge it (clear all work you performed on the document). Saved documents are automatically purged after 7 days. In your working folder, there will be a number under the Purge column that will show you how many days are left until the document is automatically purged.