

## Section 9. Miscellaneous

**Q. Can I change my contract number of Delivery Order number once my document has been submitted?**

A. Once the document is submitted in WAWF the contract number/Delivery Order cannot be corrected. The document will need to be voided and recreated.

**Q. How do I add an attachment for my freight charge?**

A. You can use the Attachments tab to add attachments. Please note attachments cannot be over 2MB and cannot contain spaces in the file name.

**Q. When entering my CAGE upon registering in WAWF what should I do if I get a message “There are no groups in the system for the CAGE Code entered?”**

A. Have your Electronic Business Point of Contact (EBPOC) contact the Ogden Help Desk to have your CAGE added to WAWF. You can get contact info for the Ogden Help Desk on the Vendor Customer Support link on the WAWF homepage.

**Q. How can I contact the Pay Office?**

A. While in WAWF, in the Lookup Menu, click on Pay DoDAACs. If you search without entering any criteria in the City Name field, it will list all pay offices. Also visit <http://www.dfas.mil/dfas/contractorsvendors/phonenumbers.html>

**Q. How can I find out who my Group Administrator (GAM) is?**

A. If not logged in, you can find your GAM using the Group Administrator Lookup option under Help on the WAWF homepage. If logged in, you can use the Group Administrator Lookup link on the User menu. If you are unsuccessful in finding your GAM using the Group Administrator Lookup tool, 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 my customer is using WAWF?**

A. On the WAWF homepage, there are links under Help called Active DoDAACs & Roles and Active CAGEs & Roles. Enter the appropriate code and this will let you know if there is an active user for the DoDAAC/Cage.

**Q. Will CCR automatically transfer information to WAWF?**

A. CCR populates the Cage Code address information onto WAWF documents. The banking information from CCR flows to CEFT, where it is stored by DFAS to be used by the entitlement systems. MOCAS and EBS receive downloads straight from CCR.

**Q. How is a “lost” document located?**

A. Contact your appropriate service’s help desk using the Government Customer Support link. They should be able to locate your document.

**Q. Can a packaging company submit for a Vendor in WAWF?**

A. The packaging company must be registered in WAWF under their own cage code, as well as their vendor must also be registered in WAWF under their own cage code. In addition, the packaging company must also register in WAWF under the vendor’s cage code to invoice for them. When

invoicing, the packaging company will select the vendor's cage code from the drop down list, and on the DoDAAC Routing screen, list their own cage code in the 'Ship From' field. Comment [D1]: I don't know if this is valid or not. I've never seen it for the Navy but maybe the other services do this.

**Q. What happens if I get the message "There must be at least one CLIN/SLIN type Line Item for this document"?**

A. To complete the document, add at least one item on the Line Item tab. CLIN and SLIN stand for Contract Line Item Number and Sub-line Item Number, respectively.

**Q. Is there a lag time between WAWF and MyInvoice?**

A. WAWF does not interact with MyInvoice directly. Data flows from WAWF to the entitlement systems for processing. Data is then passed from the entitlement systems to MyInvoice. The lag time between systems vary.