Defense Information Systems Agency (DISA)
Business Systems Division (SD2)

DISA Storefront – User Manual

DISA Storefront (DSF)

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4.0	09 MAR 2023	• Revision of cover page; overall review of text and updating of screenshots • Removed the section referring to Service Management • Removed an incomplete section ("Navigation of Service Selection") • Removed Telecommunication Request (TR) references from the text and the acronym from the Acronyms table (Appendix B) • Replaced references to "My Services" with "My Orders" • Replaced references to "Web request number" with "CJON" • Updated Section Manage Roles with LAFO-specific actions vs RO • Updated Service Catalog section with content management action for the Service Catalog • Expanded Order Actions to include all order actions • Revised and moved content in How to Search for an Order • Updated/corrected numbering in Order Navigation & Management • Removed outdated language from How to Amend an Order • Added a note regarding Cancel request timing/charges incurred • Removed verbiage that did not fit with the Copy order action • Updated Introduction to Routing to reflect both VPN and PDC routing actions • Reorganization of sections into a more logical flow; built out Reports in DISA Storefront • Moved/incorporated Help page information from Sections 9 and 12 into DISA Storefront Landing Page (Sections 4.1 and 4.2) • Added level 3 headers and adjusted figure numbers accordingly	DSF Deliverables Team
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Version No.	Revision Date	Details	Author(s)
4.1	09 JAN 2024	Added subsection 9.2.1 Mobility Subscription Search Added section 9.3.5 (with three subsections) for How to Discontinue an Order including General, DMUC, and DMCC orders; updated subsequent subsection numbering as needed.	DSF Deliverables Team
4.2	26 JAN 2024	Restructured the document to reflect a more logical flow of actions required for users to access DSF and successfully submit/manage an order.	DSF Deliverables Team
4.3	13 MAR 2024	Address PMO comments on Figure 2.2.3, Table 2.3.1, Sections 4.5.2, 4.6.2, 7.2, and Appendix A	DSF Deliverables Team
4.4	30 AUG 2024	Updates to Section 7.3 to include example Scenarios; minor formatting revision to the WARNING in Section 7.4.5; Added note to Section 6 regarding the Service Catalog now requiring CAC/PIV Authentication; corrections to references within the document pointing to other sections of this document; updates/validation of references to other document versions.	DSF Deliverables Team
4.5	02 DEC 2024	Corrected highlighting on a few words where highlighting was unnecessary.	DSF Deliverables Team
4.6	23 JAN 2025	Updated screenshots and instructions (as needed) in sections 2.1, 2.2, 2.3, 2.6, 2.7, 5, 6, 7.2, 7.3, 7.4, and 8 to coordinate with recent updates to the General User Visual Walkthrough Guide and ARO Visual Walkthrough Guide.	DSF Deliverables Team

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1 DISA Storefront Background

DISA Storefront (DSF) is a suite of web-based applications that allows customers to request telecommunications services from DISA. DSF replaced DISA Direct Order Entry (DDOE) in Jan 2017. Mission partners use DSF to submit service requests for approval and fulfillment. DSF uses routing rules and workflow to route orders for approval. Once orders are approved, DSF sends the service request (e.g. Telecommunications Service Request (TSR)) data to key stakeholders, finance, contracting, and fulfillment systems. DSF is public facing and can be accessed by federal and certain foreign mission partners from outside the .mil domain. DSF interfaces with DISA billing and contracting systems (e.g. TIBI, IDEAS, CSS) and the USAF TCOSS system. DSF also supports user registration and authentication services for all TIBI users using PKI enabled single sign on authentication services. DSF is hosted in DISA's Stratus Cloud hosting environment.

2 DISA Storefront Access & Role Information

In order to become a DISA Storefront user, you must first create an account and request a role that will enable you to access the available DSF features and functions. These actions are demonstrated in the following subsections. Once an account is created, the user can manage the account and/or request additional roles.

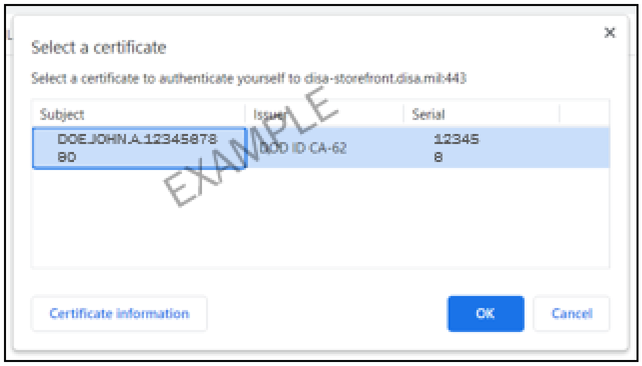
2.1 Account Creation

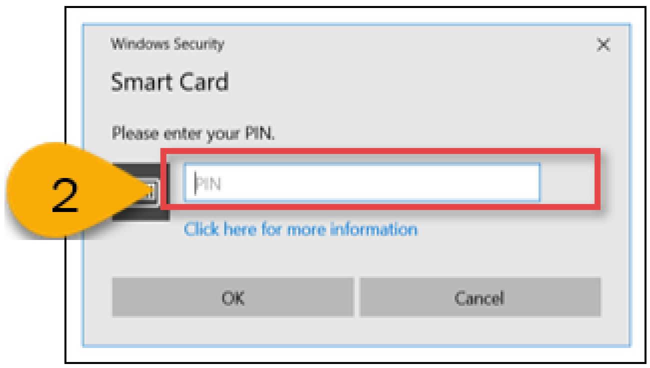
1. Enter the following link into your web browser: https://disa-storefront.disa.mil/dsf/login. The screens associated with Step 2 may vary depending on which web browser you use.

Figure 2.1.1: DISA Storefront Login URL

2. Enter the Common Access Card (CAC) PIN in the space provided.
   a. NOTE: Depending on which browser you use, you may encounter either or both of the dialog boxes shown below.

Figure 2.1.2: Enter CAC PIN

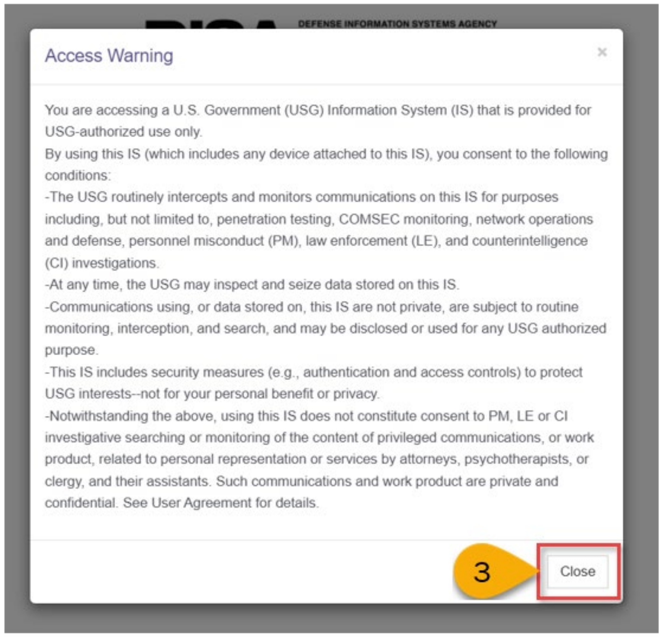




3. When the Access Warning displays, read, and then click **Close**.

NOTE: If a user account is locked or obsolete, DO NOT attempt to create a new account. Please contact the GSD for assistance with unlocking/re-enabling the account.

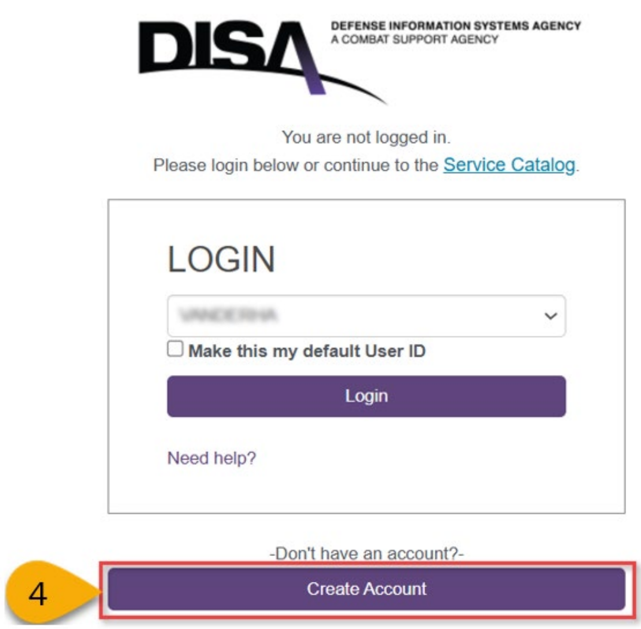
Figure 2.1.3: Read and Close Access Warning



4. Click on **Create Account**.

NOTE: If a user account is locked or obsolete, DO NOT attempt to create a new account. Please contact the GSD for assistance with unlocking/re-enabling the account.

Figure 2.1.4: Create Account

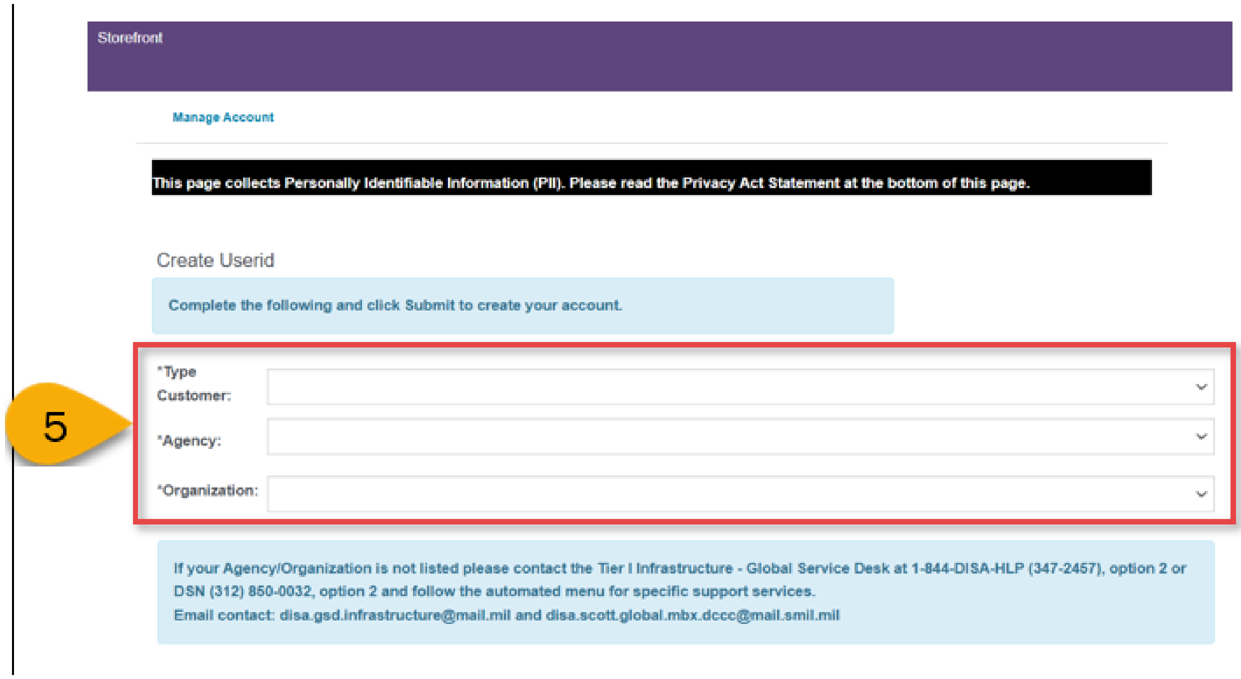


5. Using the available drop-down menus, select the **Type Customer**, assigned **Agency**, and **Organization**.

NOTE: Please confirm before selecting the Agency value. The Agency value is not editable after account creation. An incorrect selection requires the account to be deleted.

   a. If the correct Agency cannot be located in the drop-down, **STOP** and email the Global Service Desk (GSD) requesting that your Agency/Organization be added (refer to the red warning in Figure 2.1.5 below).
   b. If the correct Organization cannot be located in the drop-down, **STOP** and email the GSD requesting that your Organization be added.
   c. For any questions, please contact disa.gsd.infrastructure@mail.mil.

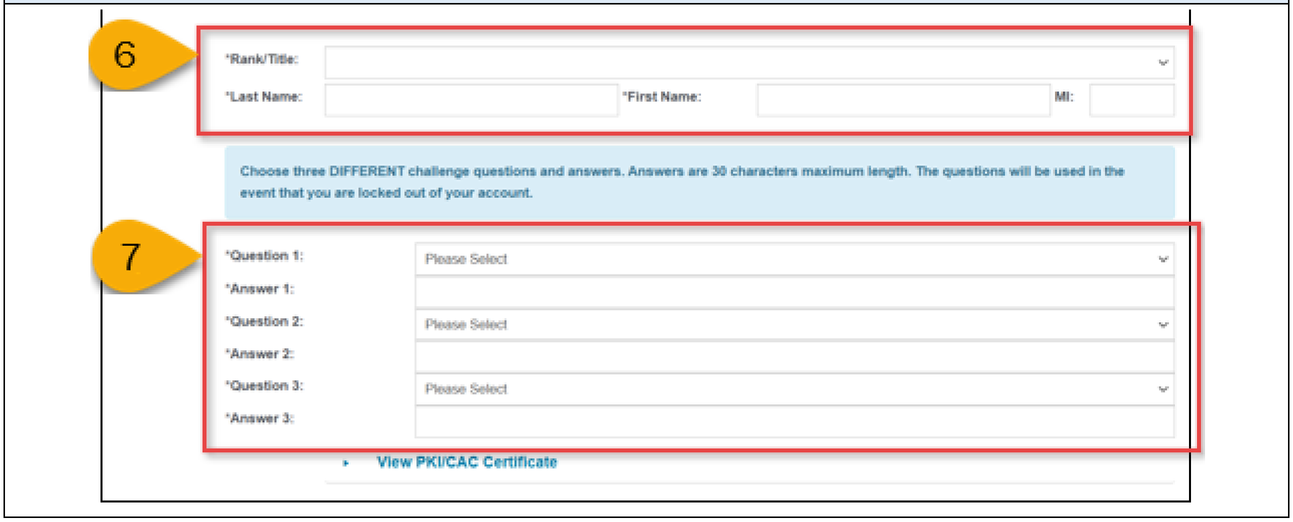
Figure 2.1.5: Create Account – Customer, Agency, and Organization Fields



WARNING: Please confirm before selecting the Agency value. The Agency value is not editable after account creation. An incorrect selection requires the account to be deleted.

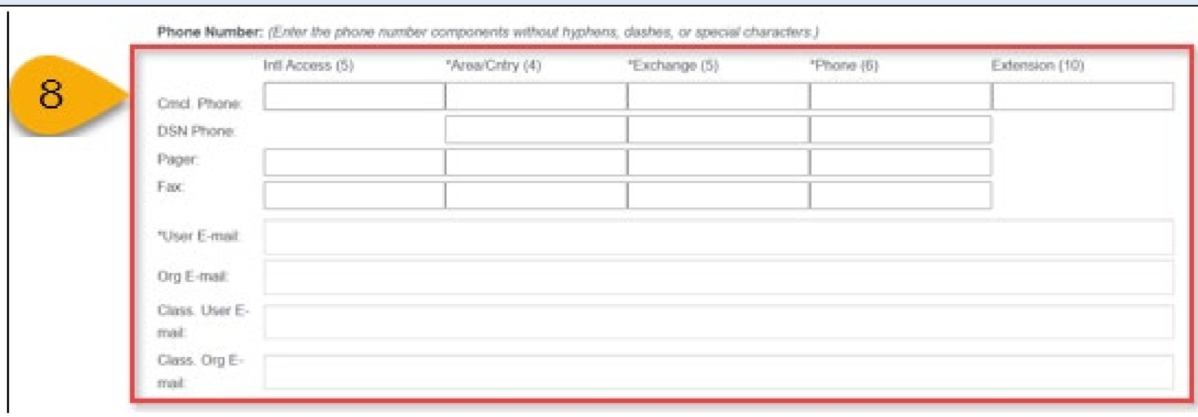
6. In the space provided, enter the Rank/Title, Last Name, and First Name.
7. Select and answer the security questions.
   a. NOTE: It is recommended to use one- or two-word answers. DO NOT use numbers or special characters.

Figure 2.1.6: Create Account – Rank/Title, Last Name, & Challenge Question Fields



8. Enter your phone number and email address.
   *NOTE: When entering the phone number, please follow the correct format indicated in the figure below.

Figure 2.1.7: Create Account – Phone Number and Email Fields



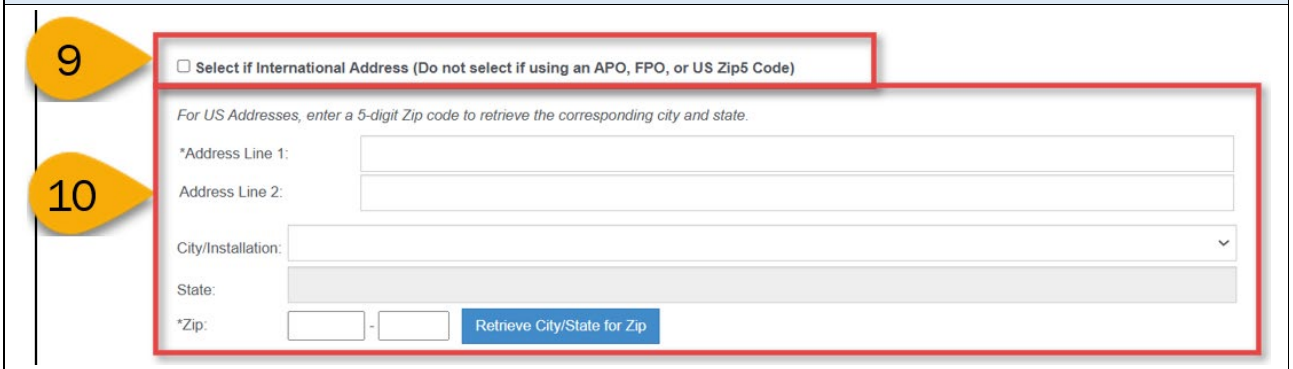
***NOTE**: Many international countries have different phone number format lengths. Please review the table below:

Intl Access	Area Code*	Exchange*	Number*	Extension
must begin with a "+", 1-5 digits	2-4 digits, "()" optional	3-5 digits	4-6 digits	"ext" or "x" followed by 1-10 digits

If the international format does not apply, enter the standard U.S. format (000)-000-0000.

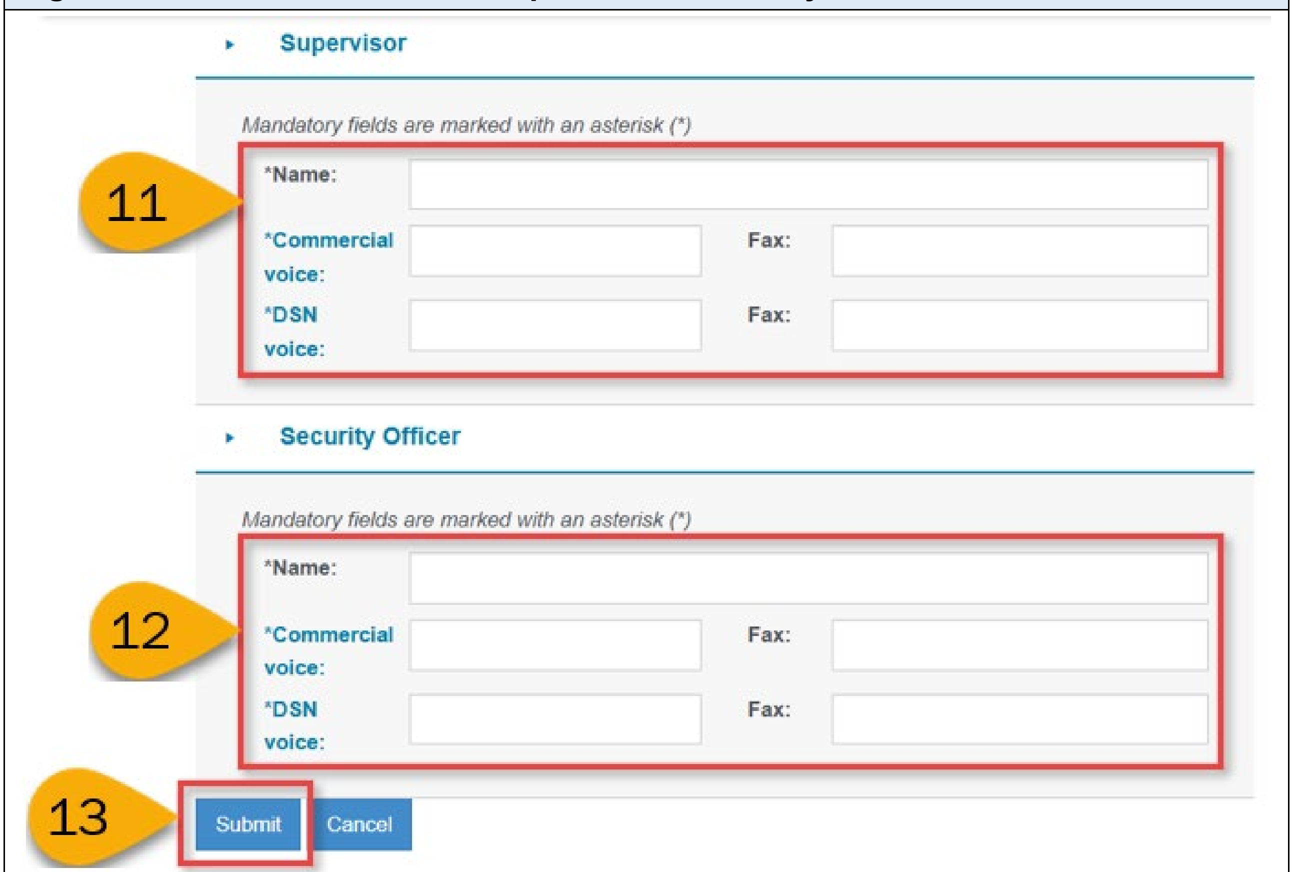
9. If the user creating the account has an international address, check the box.
10. Enter the street address and zip code then subsequently click **Retrieve City/State for Zip** to populate the city and state.

Figure 2.1.8: Create Account – Address Information



11. Enter the required fields for the **Supervisor.**
12. Enter the required fields for the **Security Officer.**
13. Click **Submit** to create the account. Click **Cancel** to cancel account creation.

Figure 2.1.9: Create Account – Supervisor & Security Officer

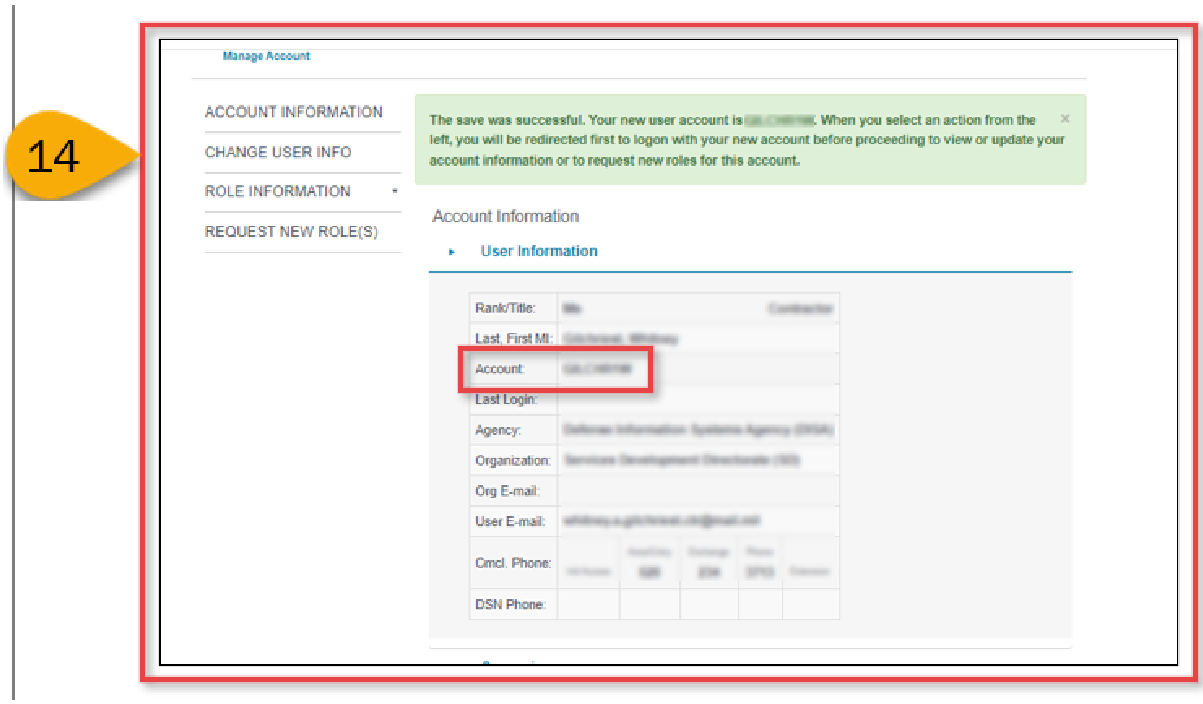


NOTE: If you click **Cancel** (at Step 13), a pop-up will appear which says, "The request to create to create a new User ID will be cancelled …Are you sure you want to proceed?" To confirm the cancellation, click **Yes.**

14. Upon successful submission of a new account, DSF will display a summary window which includes the USERID (Account field). **Be sure to keep track of the USERID** and ONLY create multiple accounts if needed. For example, some users may have multiple accounts if they order, manage, or review orders on behalf of multiple agencies.

NOTE: If a user account is locked or obsolete, DO NOT attempt to create a new account. Please contact the GSD for assistance with unlocking/re-enabling the account. Please refer to Section 2.7.1 for GSD contact information.

Figure 2.1.10: Create Account – Account Created



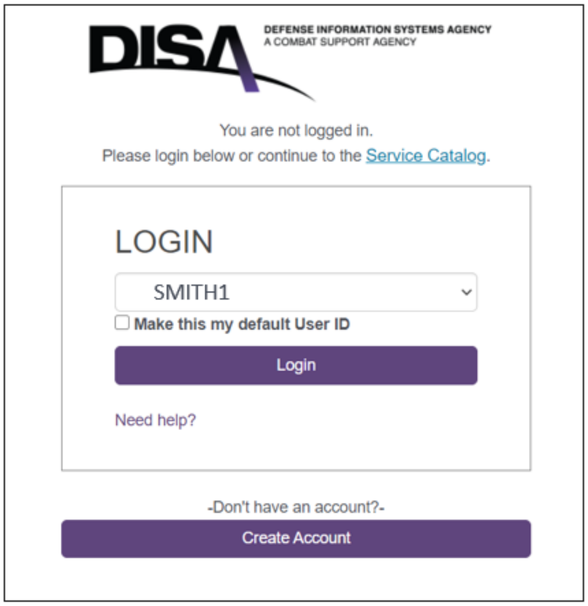
****Please note that the Agency can be changed within the Ordering Portal for the main purpose of processing orders on behalf of another agency. However, your main Agency on your personal account will remain on your account. Refer to the NOTE after Step 5 of Section 2.1 (above).**

2.2 DISA Storefront Landing Page Overview (Account Management)

Welcome to the DISA Storefront. You can access your products and services with just one login using your authorized PKI credentials (Common Access Card [CAC], Personal Identity Verification [PIV], or soft certificate). DISA helps secure and safeguard your data, provide options to easily manage your account information, and offer ways to enhance your security and sign-in without a username and password.

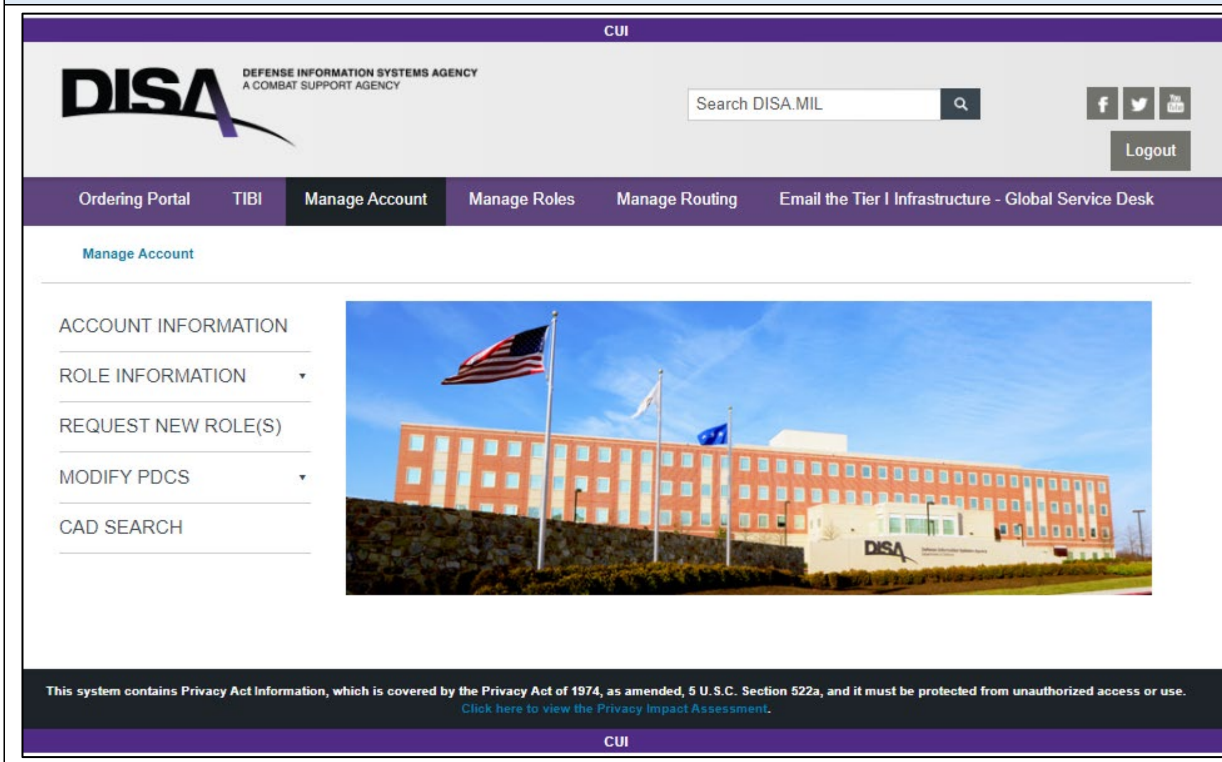
In the browser, enter the following link: https://disa-storefront.disa.mil/dsf/login.

Figure 2.2.1: DISA Storefront Login



After logging on to the DISA Storefront, you will see the DISA Storefront Landing Page.

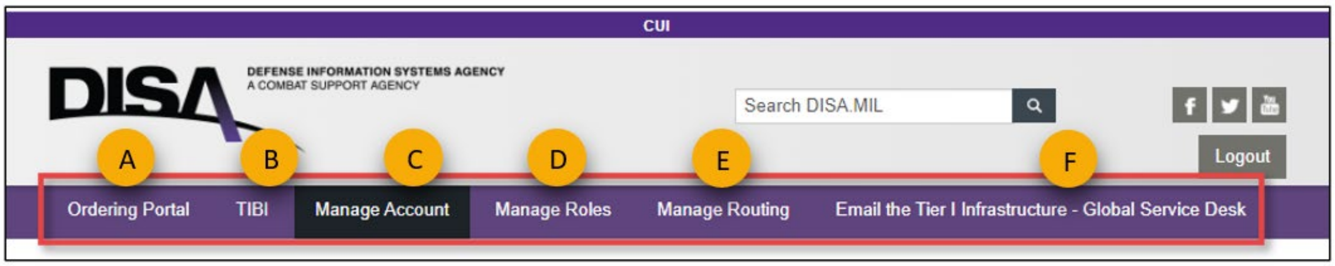
Figure 2.2.2: Main DISA Storefront Landing Page (Manage Account)



Tabs listed under the DISA logo include: Ordering Portal, TIBI, Manage Account, Manage Roles, Manage Routing, and Email the Tier I Infrastructure – Global Service Desk.

NOTE: If the user does not have the TRAO, RO, or LAFO roles, the Manage Roles and Manage Routing tabs (as highlighted by C and D in Figure 2.2.3 below) will not be available/shown. Tabs are visible/accessible based on roles and associated permissions.

Figure 2.2.3: DISA Storefront Landing Page Tabs



Below is a brief description of the different tabs:

a) Ordering Portal – allows the users to purchase, track, and approve orders.
b) TIBI – allows users with LAFO and AFO roles to add, manage, and confirm financing on a PDC.
c) Manage Account – allows users to manage existing accounts and create new client accounts.
d) Manage Roles – allows administrators with TRAO, RO, or LAFO roles to manage existing roles and add new roles to existing accounts. Administrators with these roles are also able to approve or deny role-related requests and deactivate user roles for their agency. This tab is role-dependent! If you do not have the appropriate role, you will see the following message: “Warning: You are not allowed access to Manage Roles.”
e) Manage Routing – allows administrators with the RLO role to create approval workflows. This tab is also role-dependent! If you do not have the appropriate role, you will see the following message: “Warning: You are not allowed access to Manage Routing.”
f) Email infrastructure GSD – allows users to create a Tier I help desk ticket with the Global Service Desk.

2.3 Introduction to DISA Storefront Roles

The table below lists the roles and associated functions. All roles are approved by the Agency’s Registration Official (RO), except as otherwise noted.

NOTE: Prior to requesting the AFO and LAFO roles, users should review subsections 3.2.1 through 3.2.3 regarding obligation and liability associated with those roles.

Table 2.3.1: Storefront Registered Roles

Role	Function
Address Directory Official (ADO)	Allows user to add, edit, and delete Point of Contact (POC) records that are managed in the Central Address Directory (CAD) application. This role allows the ADO to look for duplicate entries and 'clean-up' their Agency POC records.
Authorized Approving Official (AAO)	This role allows the user to be part of the order routing to approve/deny orders and to access the tracking tools (Tracking). Do not request this role if you have either of the following roles: Authorized Provisioning Official (APO) or Authorized Requesting Official (ARO). The AAO role is approved by the Agency's Registration Official (RO).
Authorized Billing Official (ABO)	This role allows the user to view their Agency's inventory and financial information via Telecommunication Inventory Billing Information (TIBI). The ABO role is approved by the Agency's Lead Authorized Funding Official (LAFO).
Authorized Funding Official (AFO)	This role allows a user to be part of the order routing process and to approve the Program Designator Codes (PDCs) associated with the requirement. It also provides access to their Agency's Telecommunication Inventory Billing Information (TIBI) information along with TIBI update capabilities and access to the tracking tools (Tracking). Do not request this role if you have the Lead Authorized Funding Official (LAFO) role. The AFO role is approved by the Agency's LAFO.
Authorized Provisioning Official (APO)	This is a DISA Only role. This role is for those DISA personnel that require access to ALL orders. This role allows access to ordering, tracking tools (Tracking), and view only for TIBI for DISA financial and inventory information. The APO role is approved by the Agency's RO.
Authorized Query Official (AQO)	This role allows access to the tracking tools (Tracking) and certain/limited Reports. The AQO role is approved by the Agency's Registration Official (RO).
Authorized Requesting Official (ARO)	This role allows access to the orders and tracking tools (Tracking). Do not request this role if you have the APO role. The ARO role is approved by the Agency's Registration Official (RO).

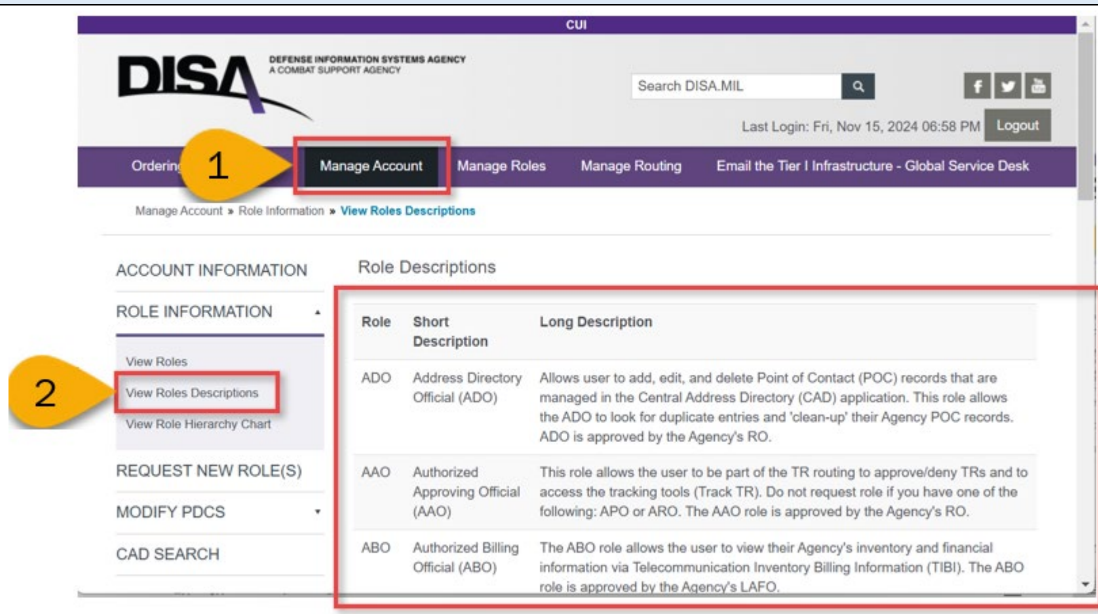
Role	Function
ATO Authorized Tracking Official (ATO)	This role provides access to the tracking tools (Tracking). Do not request this role if you already have one of the following roles: Authorized Approving Official (AAO), Authorized Funding Official (AFO), Authorized Provisioning Official (APO), Authorized Requesting Official (ARO), Lead Authorized Funding Official (LAFO), Routing List Official (RLO), Registration Official (RO), or Subscription Official (SO). These roles already have access to tracking tools (Tracking). The ATO is approved by the Agency's RO.
Billing Team Member (BTM)	This is a DISA/Office of Resource Management Executive (RM) role only. This role provides view and update capability for all PDCs. The BTM is granted access by a DISA RO.
Contracting Official (CO)	This is a DISA/Procurement Services Directorate (PSD) role only. The CO can view TIBI information for all agencies. The CO is approved by a DISA RO.
IT Requirements Review (ITRR)	The ITRR role allows the user to view only their Agency's non-telecom inventory and financial information via TSEAS Inventory Billing Information (TIBI). The ITRR role is approved by the Agency's LAFO.
Lead Authorized Funding Official (LAFO)	This role is responsible for approving or denying role requests submitted by AFOs/ABOs requesting TIBI access. The LAFO has the authorization to request Program Designator Codes (PDCs) via Telecommunication Inventory Billing Information (TIBI). The LAFO may also be part of the TR routing process for funding approval. The LAFO role is approved by the Agency's Registration Official (RO) or Top Registration Authorized Official (TRAO).
Line of Business (LOB)	This is a DISA/Office of Resource Management Executive (RM) role only. The LOB allows the user to manage the costs associated with a particular DISN line of business. The LOB can view TIBI data for all agencies. The LOB can submit requests for updates to PDCs. The LOB role is approved by the DISA RO.
Registration Official (RO)	This role is usually limited by the Agency. The RO is responsible for approving or denying role requests submitted by persons within their Agency/Organization. The RO role is approved by the Agency's TRAO or, in some cases, by the DISA Storefront Team. This role allows access to the tracking tools (Tracking).

Role	Function
Routing List Official (RLO)	This role allows the user to set up business rules for routing orders based upon the Agency's PDCs using the Request-Routing application. This role is usually limited within the Agency. This role allows access to tracking tools (Tracking) and Reports. The RLO role is approved by the Agency's Registration Official (RO) or Top Registration Authorized Official (TRAO).
Subscription Official (SO)	This role was authorized to create, modify, discontinue, and renew DISN Subscriptions for their Agency. This role allowed the user to also access the tracking tools (Tracking), Reports, and TIBI. A user could use the SO role to review historical DISN-IS or OMS orders or associated reports. NOTE: DISN-IS & OMS (the service for which this role was primarily used) transitioned to Marketplace in October 2022. Users can now request/use the Authorized Billing Official (ABO) role if there is a need to access TIBI. The SO role is approved by the Agency's Registration Official (RO) or Top Registration Authorized Official (TRAO).

2.3.1 Viewing Role Descriptions & Hierarchy Chart in DSF “Manage Account”

1. Click on the **Manage Account** tab.
2. On the left navigation pane, under Role Information, click on **View Role Description**. On this page, you can review information about each role which includes a Short Description and Long Description.

Figure 2.3.1.1: Viewing Role Descriptions



3. On the left navigation pane, under **Role Information**, click on **View Role Hierarchy Chart.** *The chart will open in the same tab. To open the chart in a separate tab, press Ctrl+Click on the View Role Hierarchy Chart. A view of the chart is provided below.*

Figure 2.3.1.2: Navigating to Role Hierarchy Chart

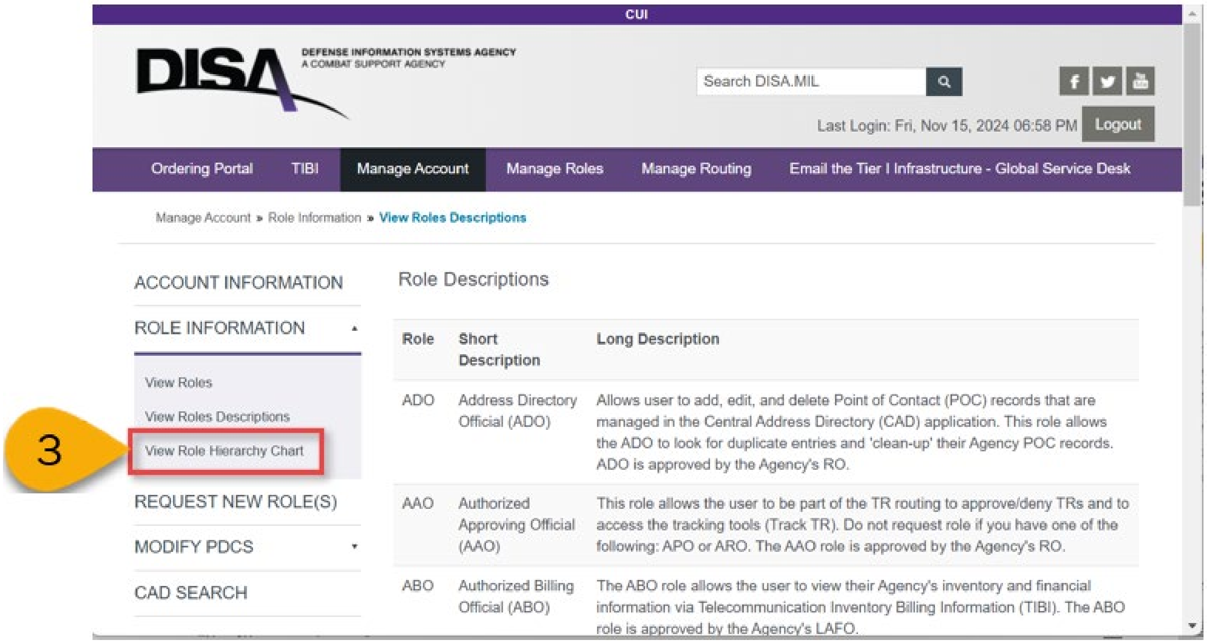
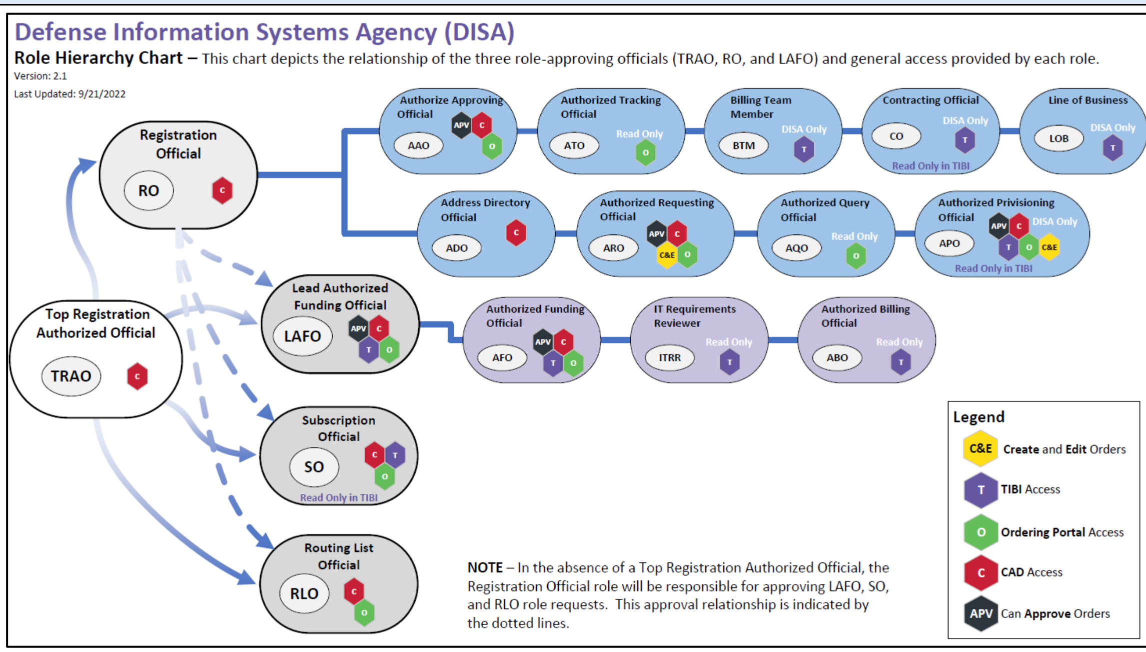


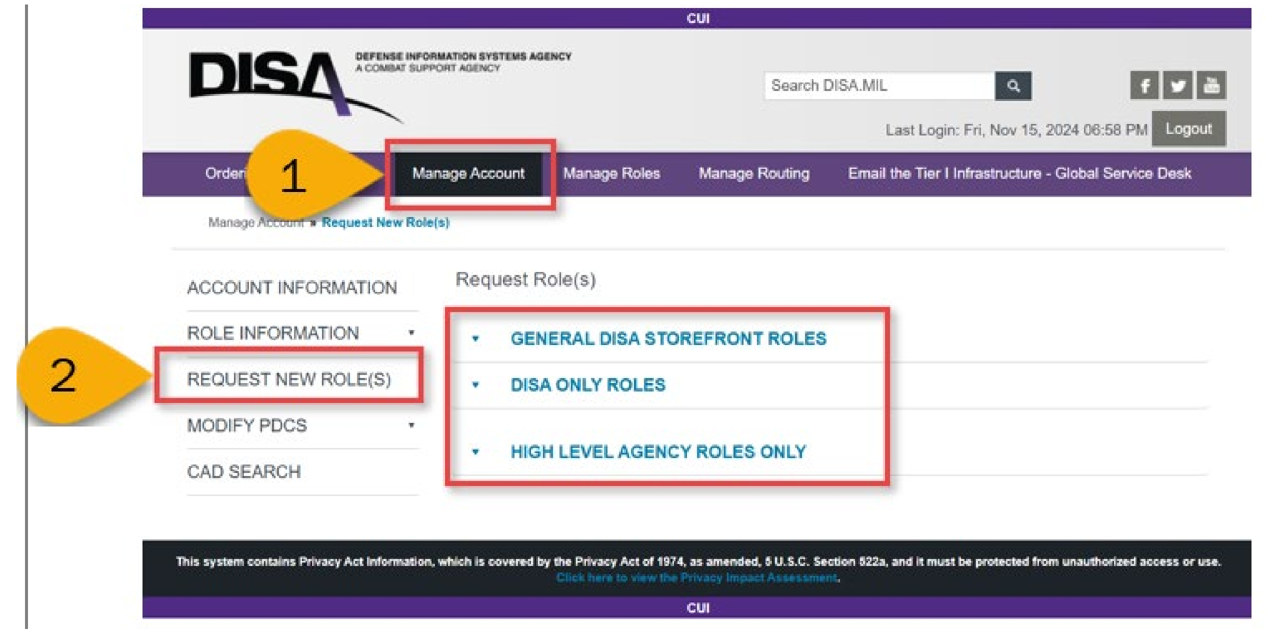
Figure 2.3.1.3: Role Hierarchy Chart



2.4 How to Request a New Role

1. From the DISA Storefront landing page, select the **Manage Account** tab.
2. On the left navigation pane, click on **Request New Role(s)**. On this page, you can review **General DISA Storefront Roles**, **DISA Only Roles**, and **High-Level Agency Roles**. Click each one to expand and review the information provided.

Figure 2.4.1: Requesting Role(s)



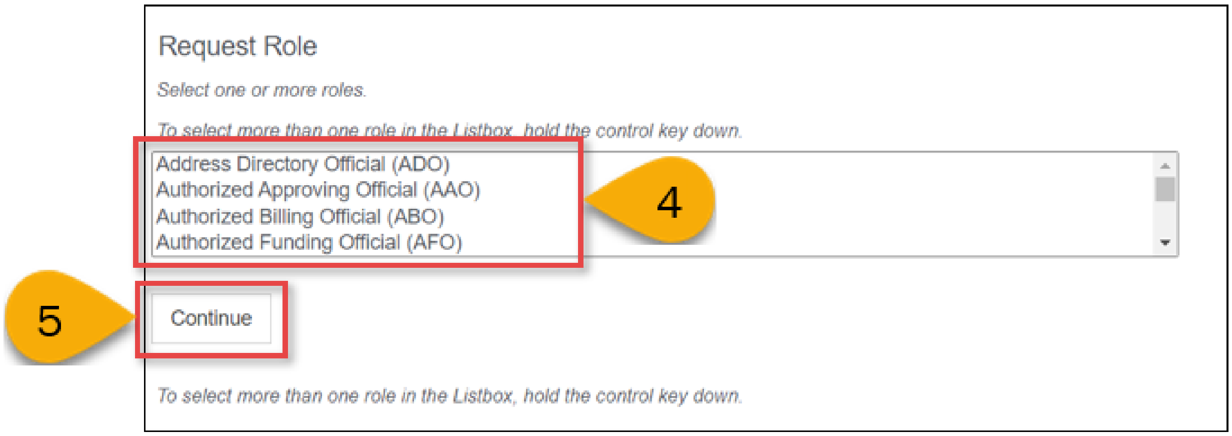
3. For all standard roles, expand General DISA Storefront Roles and then select **Request Authorized Official Role(s)**.

Figure 2.4.2: Request Authorized Official Roles

Follow the steps 6a – 6d below to request a Higher-Level Agency Role (OPTIONAL). For all standard roles, continue with Step 4.

4. From the Request Role page, select the appropriate role from the list box.
5. Click **Continue**.

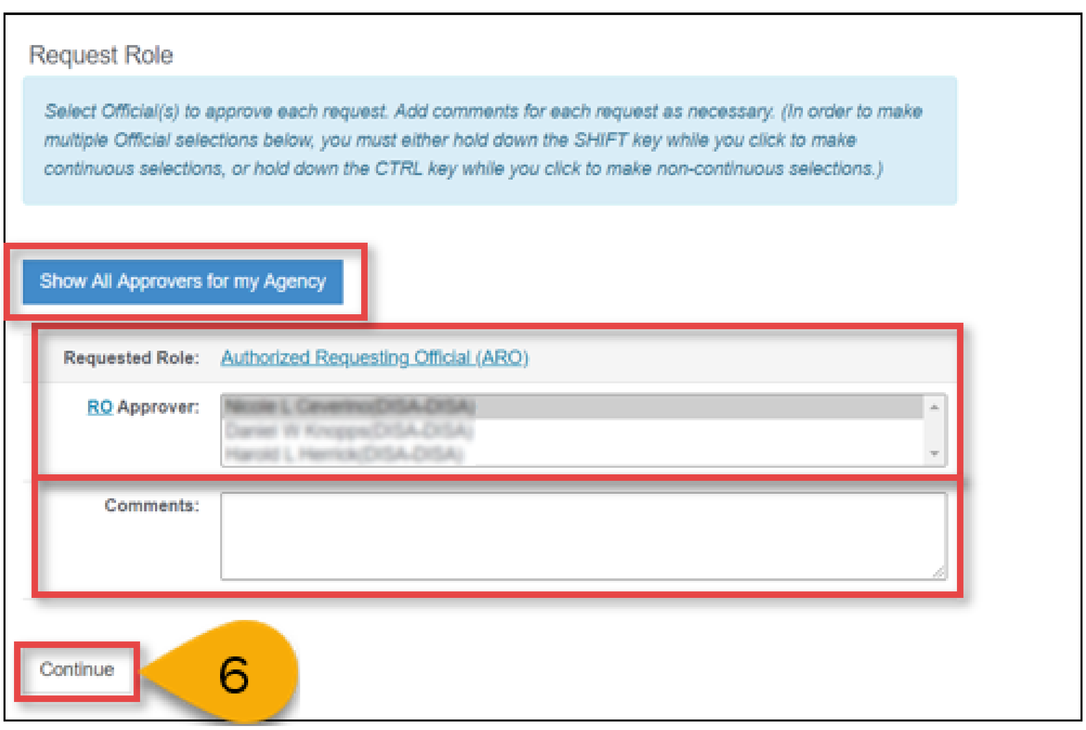
Figure 2.4.3: Selecting Roles to Request



*NOTE: By holding down the control key, this allows a user to select multiple roles.

6. Select the appropriate Approver(s). You have the option to enter a comment. If you do not see the appropriate Approver, select Show All Approvers for my Agency to view all approving officials. Once an Approver is selected, click Continue.

Figure 2.4.4: Selecting Role Request Approvers



NOTE: The steps below (6a – 6d) are OPTIONAL!

a. The user has the option to request the Registration Official (RO) role.
b. The user has the option to request the Subscription Official (SO) role.

Figure 2.4.5: Requesting Higher-Level Agency Role

c. Checkmark the "I understand that I have the responsibility of approving or denying role requests…" Click **I Accept**.
d. Your request has been submitted.

Figure 2.4.6: Requesting Higher-Level Agency Role (Acknowledge Responsibility)

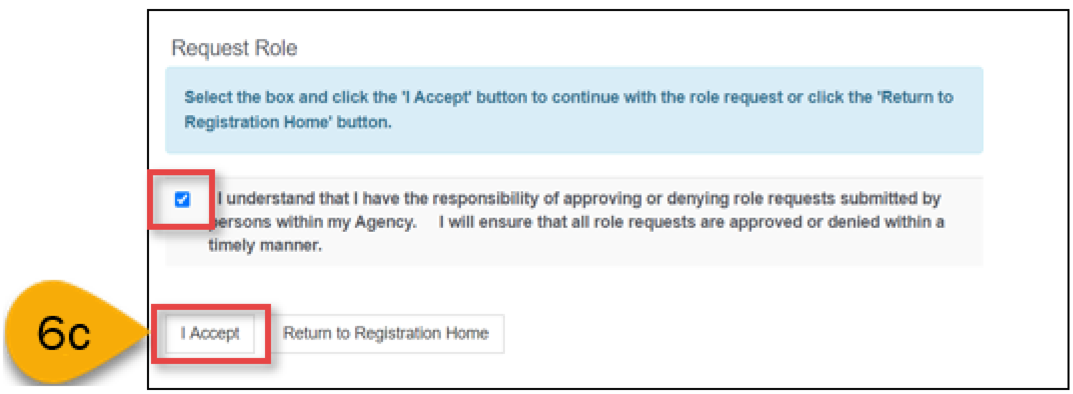
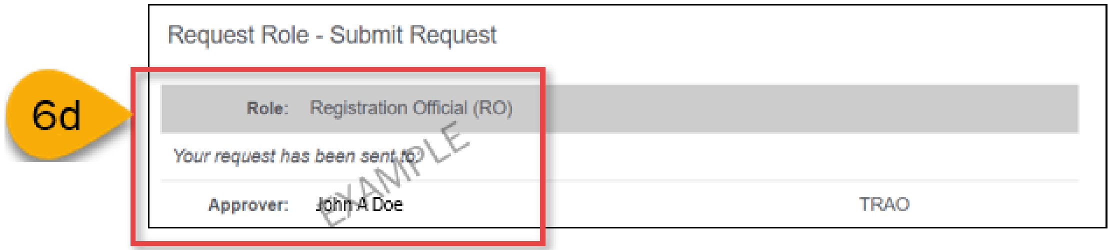


Figure 2.4.7: Submitted Role Request



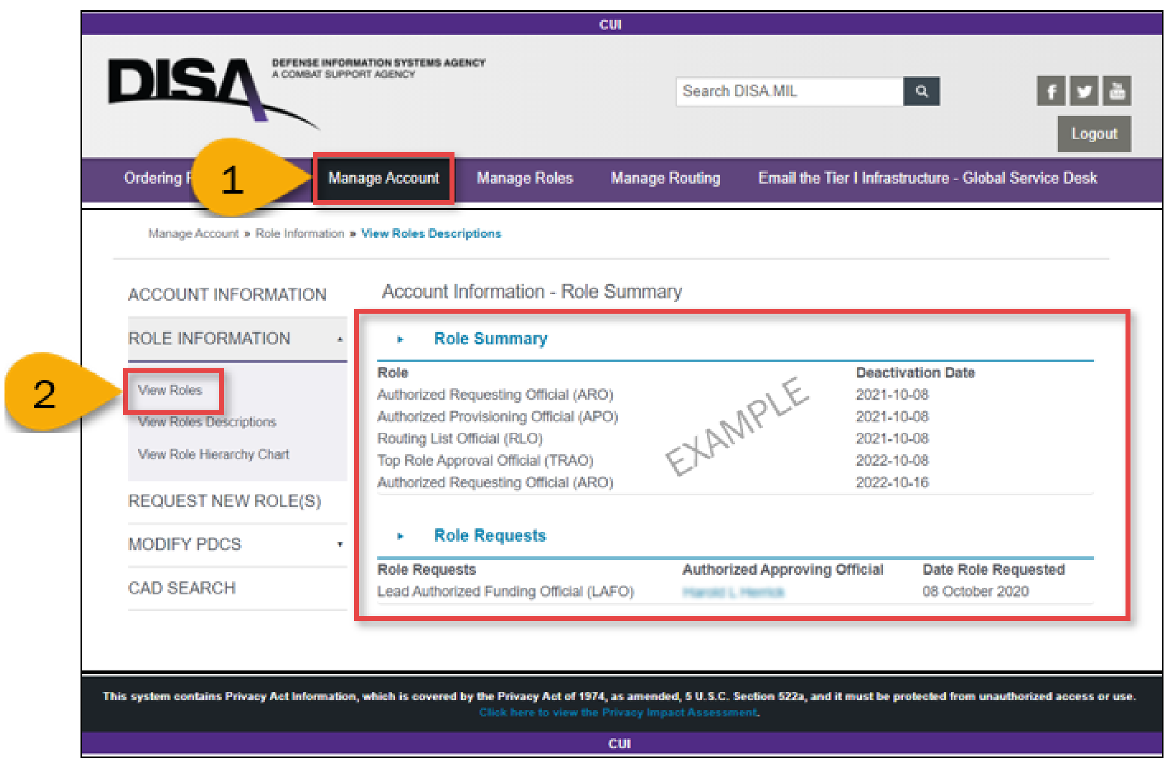
****NOTE*: An RO role requires the user to complete a System Authorization Access Request (SAAR) 2875 and submit to your Agency or DISA TRAO. The SAAR 2875 form will be sent to you by the DISA Storefront PMO upon receipt of your RO role request. NOTE: The SO role does not require a 2875.*

Repeat the above steps for additional role requests.

2.5 How to View User's Roles

1. Click on the **Manage Account** tab.
2. On the left navigation, under **Role Information**, click on **View Role**. On this page, you can review information about the **Role Summary** and **Role Requests** that may be pending approval.

Figure 2.5.1: Viewing User's Assigned Roles

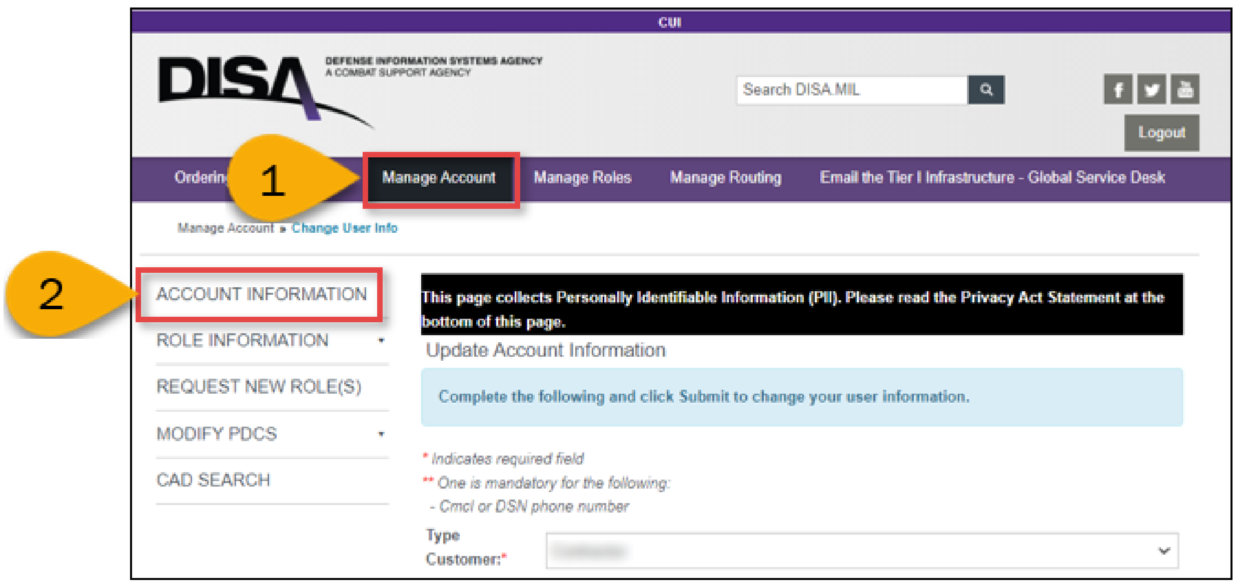


2.6 How to Update/Manage Your Account Information

Follow the steps below to manage account information.

1. From the DISA Storefront landing page, select the **Manage Account** tab.
2. Select **Account Information** from the left navigation pane.

Figure 2.6.1: Managing Account Information



3. From the Update Account Information page, make appropriate changes to the account information in the fields provided and then click **Submit**.

****Warning: As noted in Section 2.1 Step 5, the Agency value is not editable after account creation.**

Figure 2.6.2: Managing Account Information (1)

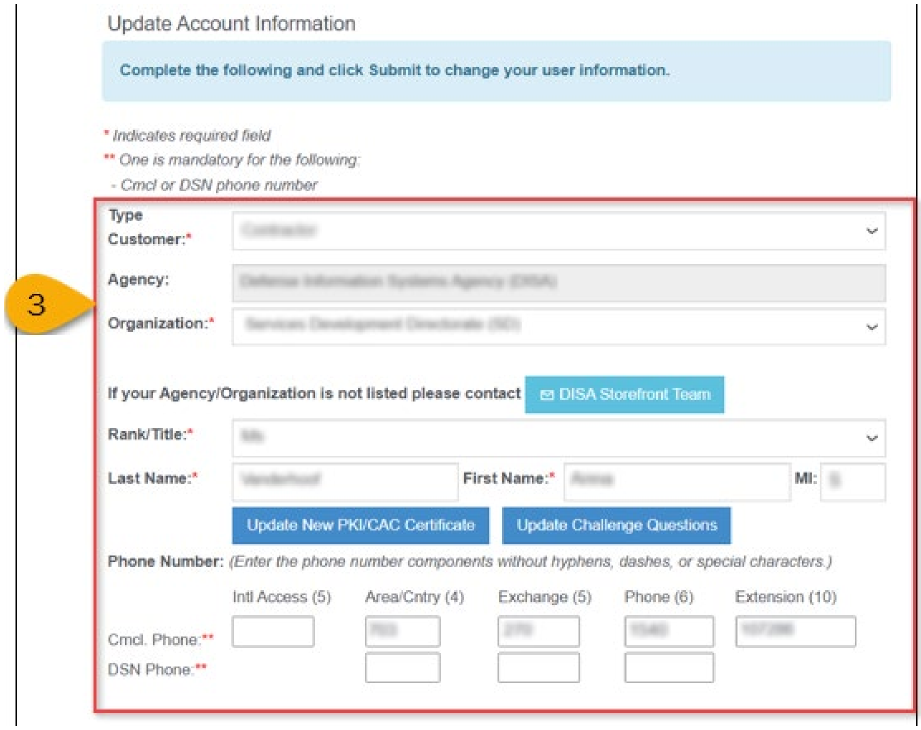


Figure 2.6.3: Managing Account Information (2)

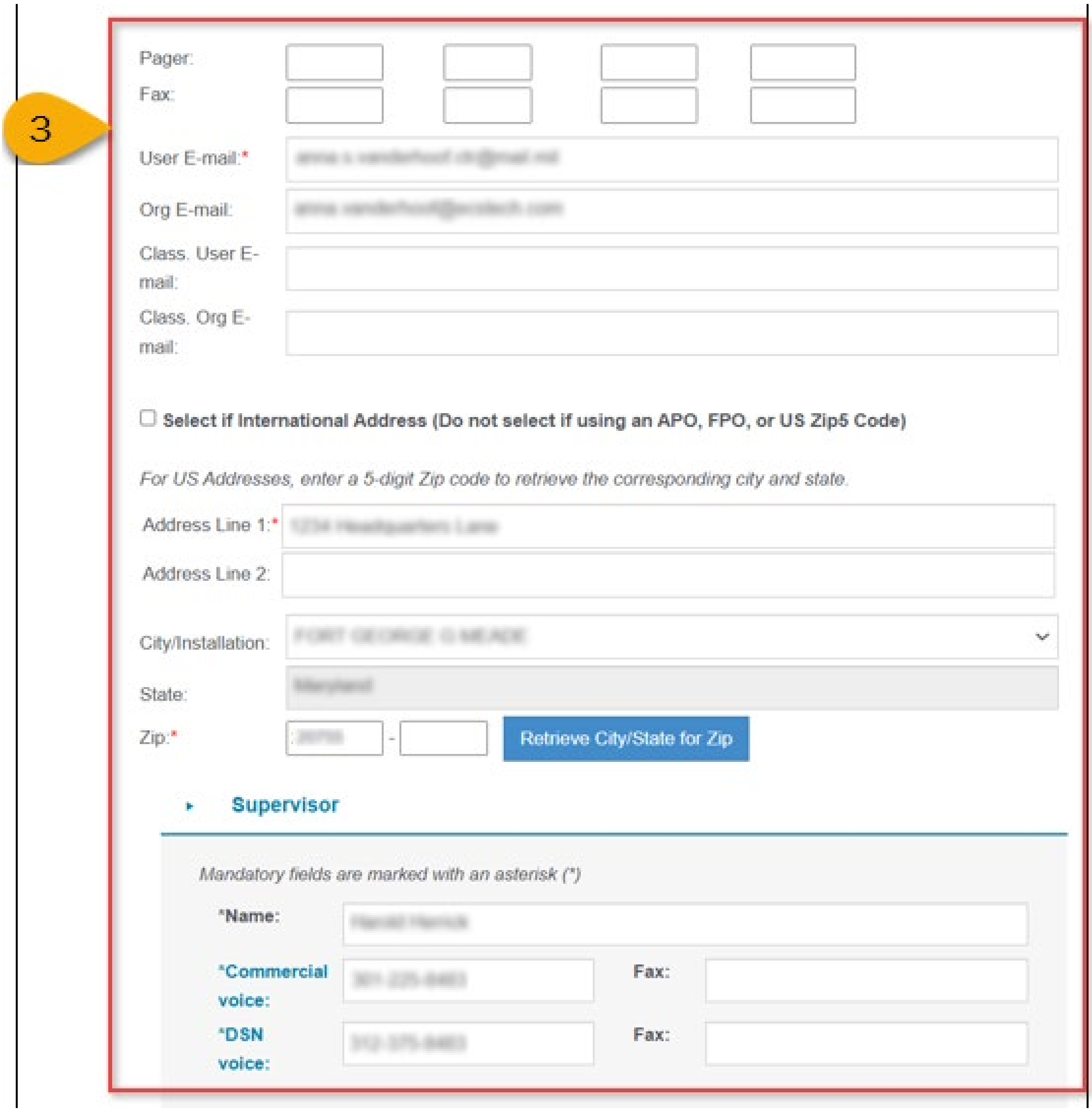
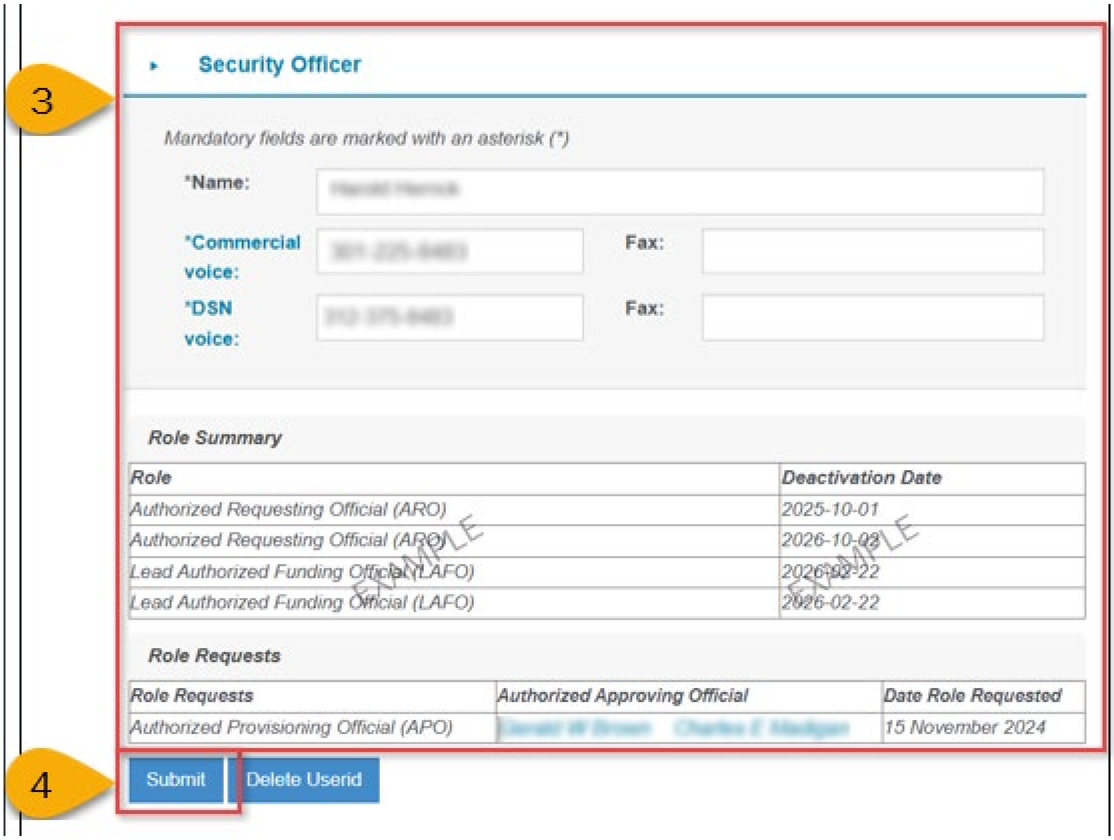


Figure 2.6.4: Managing Account Information (3)



2.7 DISA Storefront Landing Page Overview (Ordering Portal)

From the DISA Storefront Landing Page, select **Ordering Portal** from the left portion of the horizontal menu bar.

Figure 2.7.1: DISA Storefront Ordering Portal

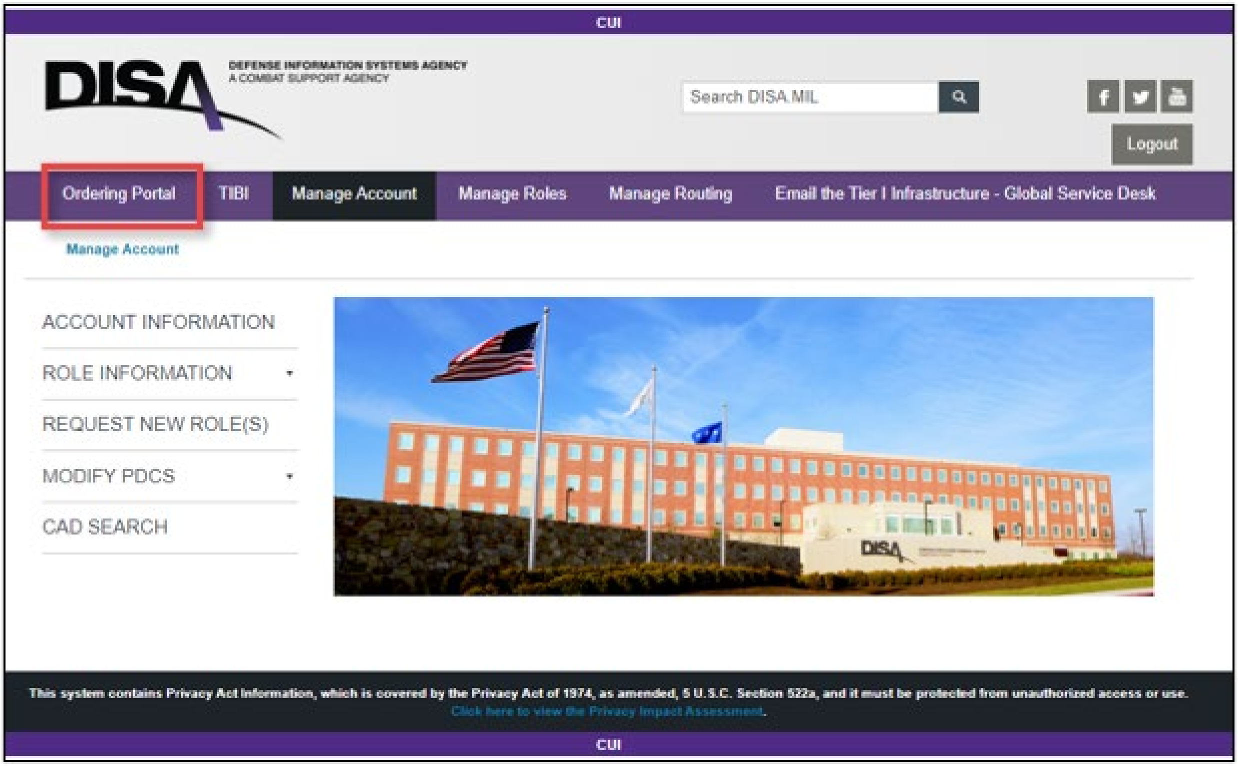
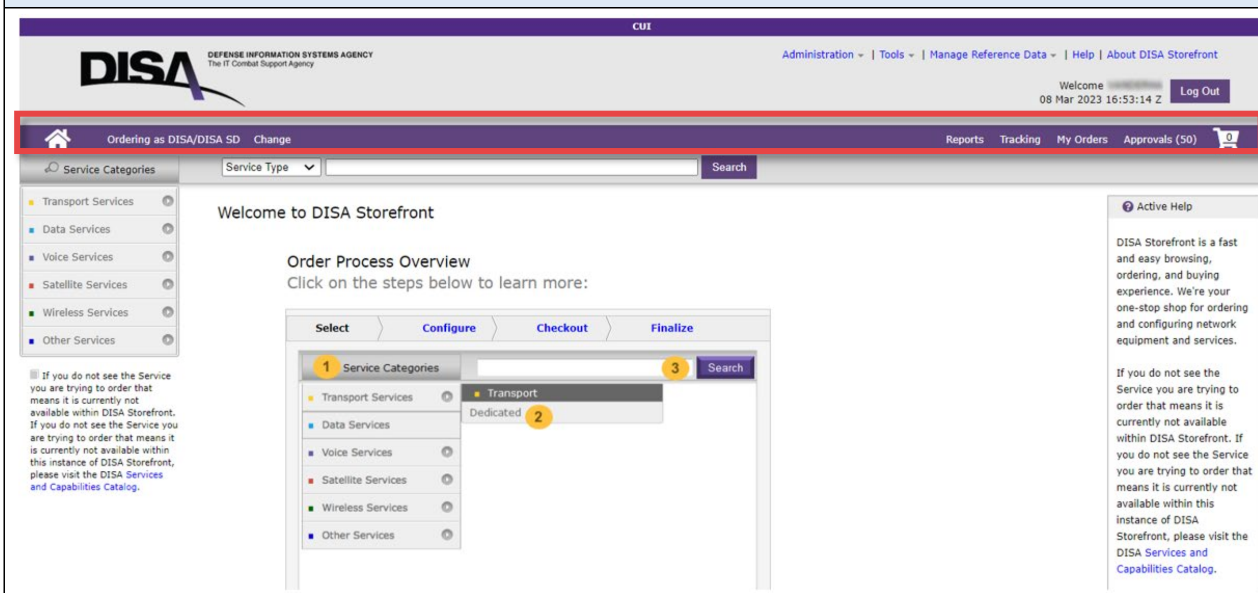


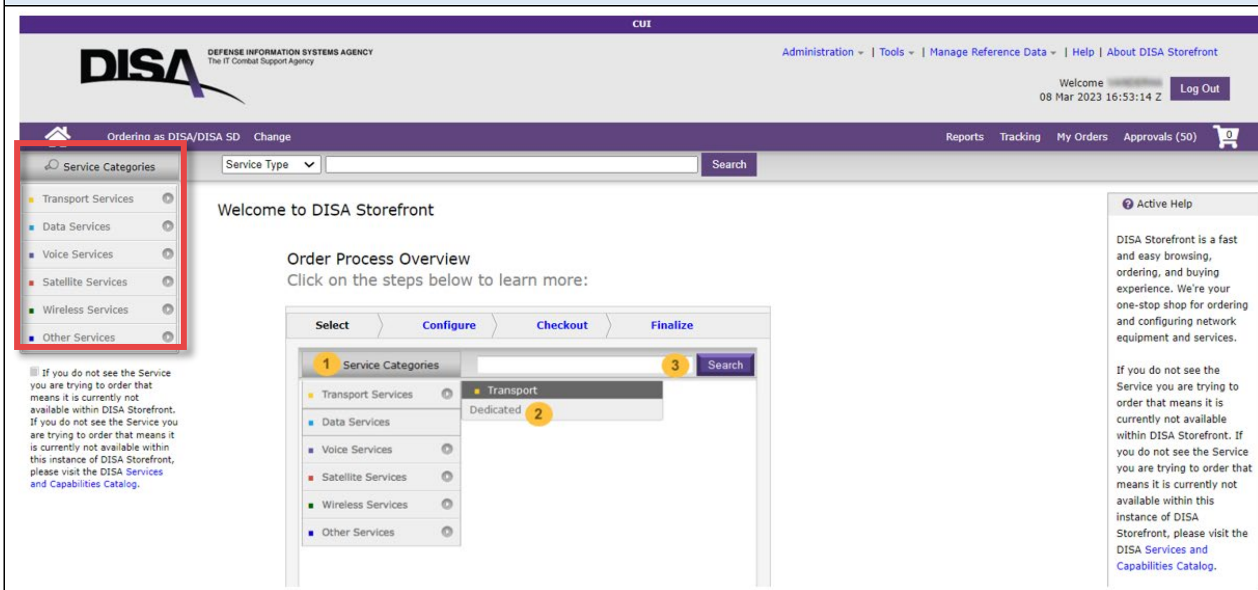
Figure 2.7.2: DISA Storefront Ordering Portal - Horizontal Menu Bar



Below is a brief description of the different options available on the horizontal menu bar at the top of the Order Portal page. **NOTE:** You may not have access to certain options, depending on your role's permissions.

a) Home Logo – allows the user to navigate back to the Ordering Portal Home page.
b) Ordering as DISA/DISA SD Change – allows users with specific permissions to order as either a DISA account holder, or as a DISA Services Development Directorate account holder.
c) Reports – allows users to view a list of order reports from the previous day that can be downloaded as a .csv file. Please refer to Section 8 for additional details on DSF Reports.
d) Tracking – allows users to find and view/manage previously-submitted orders using different criteria, such as CJON or TSR. Please refer to Section 7.3 for additional details on how to track an order.
e) My Orders – allows users to find and view/manage orders they have previously placed, using different criteria, such as CJON or TSR.
f) Approvals – navigates users to the Approvals page, which displays any approval actions an authorized user has taken through DISA Storefront.
g) Cart Logo – navigates the user to the cart, to view any items or services that have been selected for purchase.

Figure 2.7.3: DISA Storefront Ordering Portal – Service Categories Menu



The Service Categories vertical menu bar on the left side of the Ordering Portal page allows the user to select the required service and begin the ordering process. Services available for selection are configured based on the Agency/Org for which the user is ordering. Services are listed under their respective portfolios.

For instructions on placing an order for a service, please refer to our Service Overviews, available on the Help page (Service Overview tab) as well as on the individual service pages.

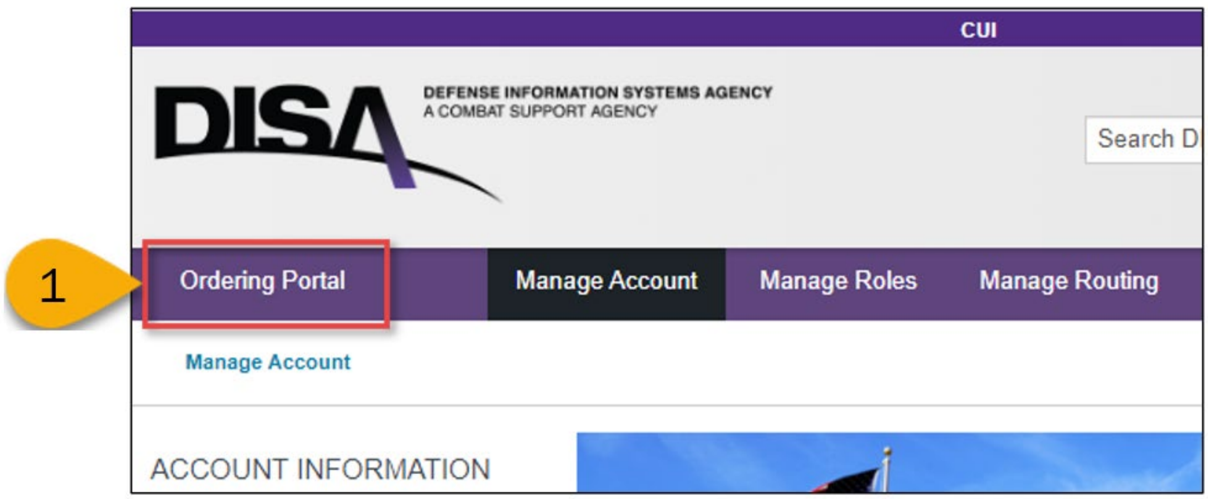
2.7.1 DISA Storefront Help Page

The DISA Storefront maintains a Help page to provide guidance and to answer common user questions. Users are encouraged to take advantage of this resource before reaching out to the DISA Global Service Desk or the DISA Storefront Help Desk. Help page navigation involves selecting from available tabs located at the top of the page.

The steps for locating the Help page are as follows:

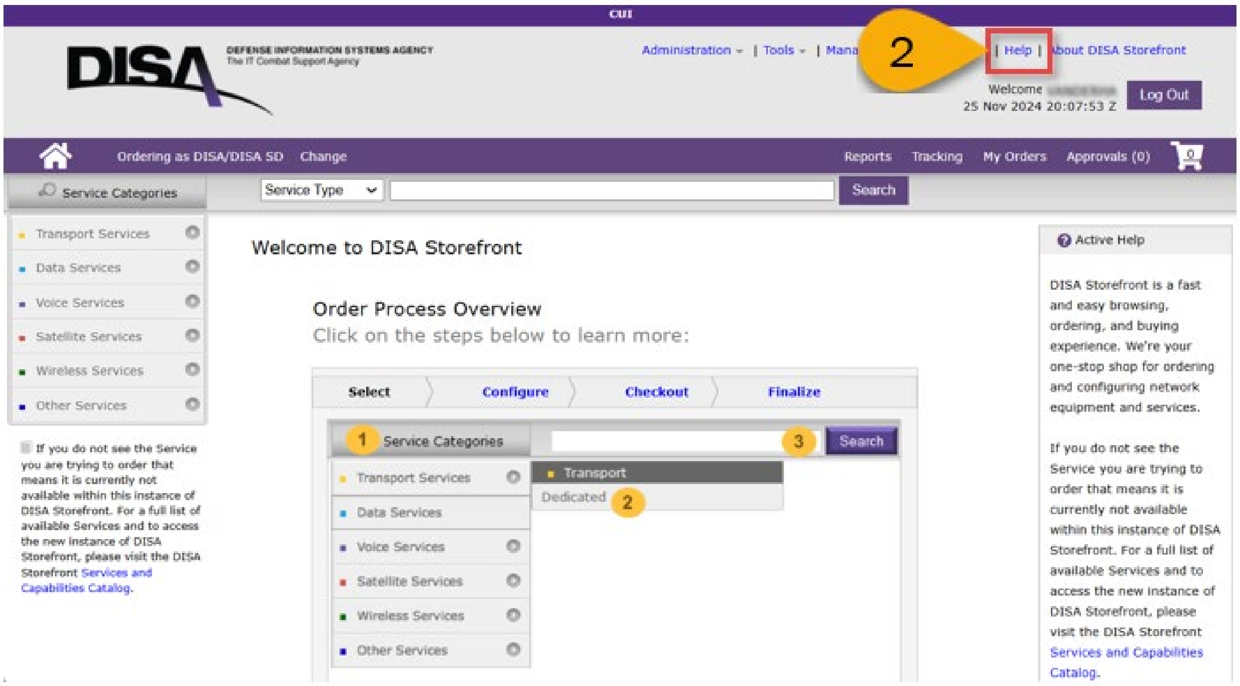
1. From the DISA Storefront Landing Page, select the **Ordering Portal** tab.

Figure 2.7.1: DISA Storefront Ordering Portal



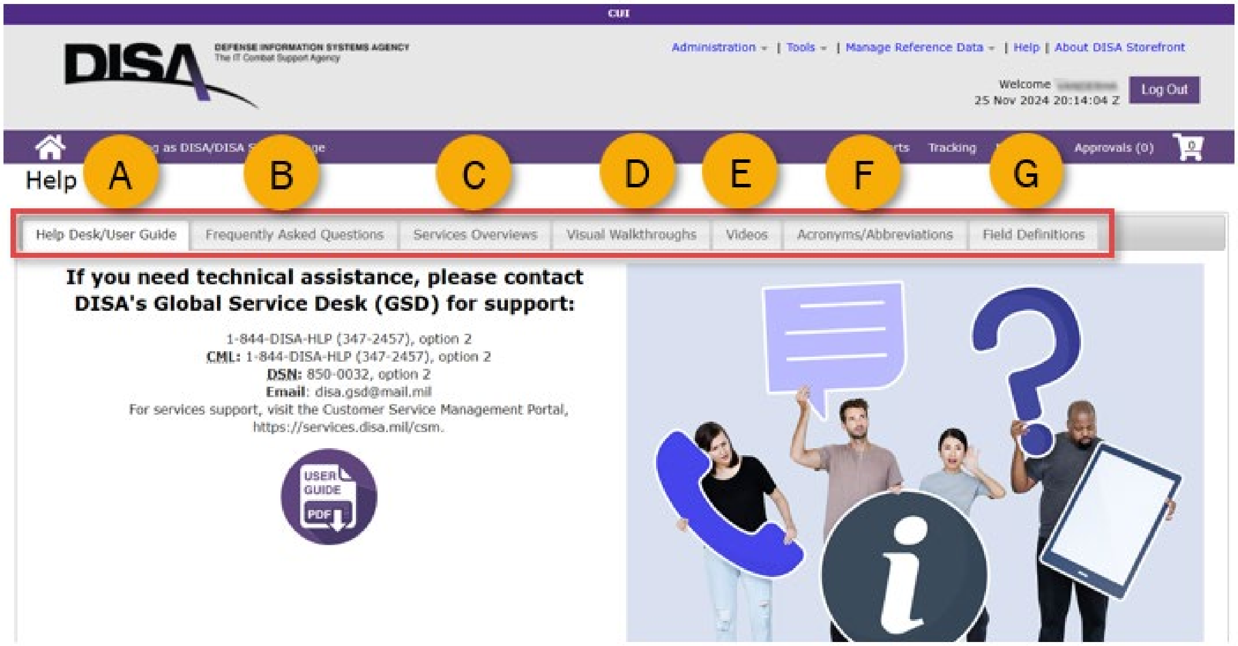
2. Click on **Help** in the upper right-hand corner.

Figure 2.7.1.1: DISA Storefront Help Page



3. From the Help page, select from one of the available tabs to review related reference material:
    a. Help Desk/User Guide
    b. Frequently Asked Questions
    c. Service Overviews
    d. Visual Walkthroughs
    e. Videos
    f. Acronyms/Abbreviations
    g. Field Definitions

Figure 2.7.1.2: DISA Storefront Help Page

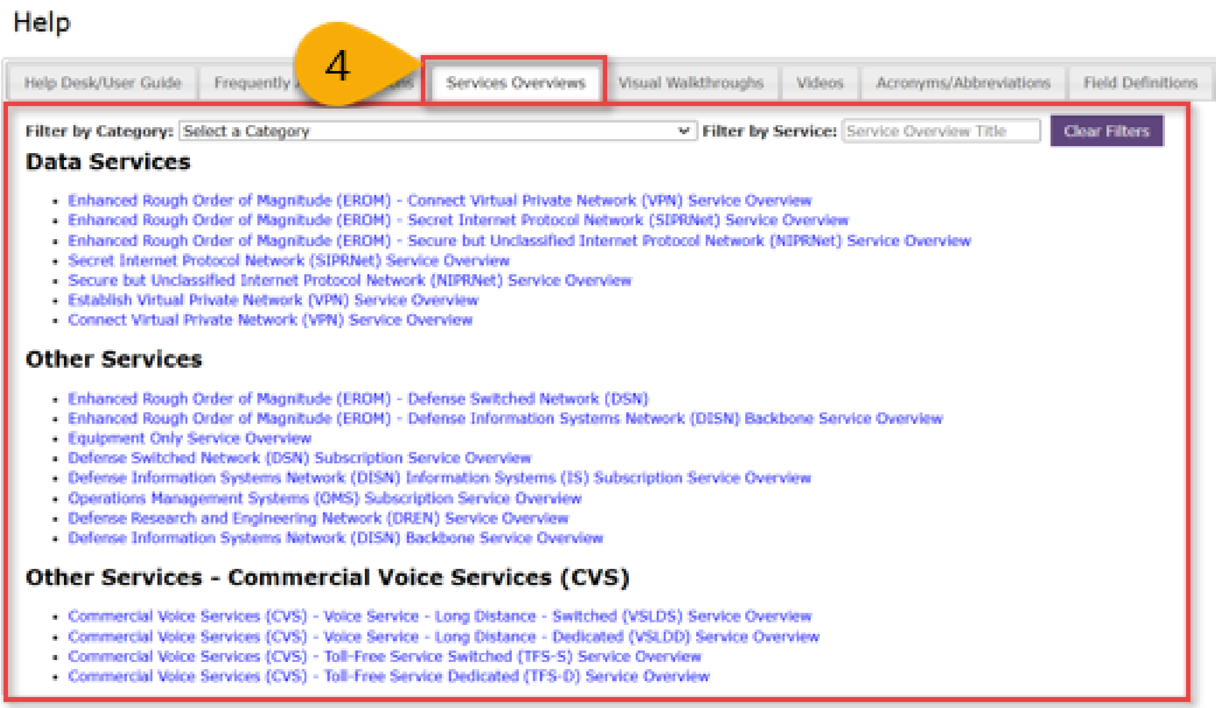


4. On the Help page, select the **Service Overview tab,** the user can download the desired Service Overview by clicking on the hyperlink. The user can either scroll through the listed Service Overviews or the user can utilize the Filter by Category or Filter by Service. NOTE: The screenshot below does not represent the full inventory of Service Overviews. See Service Overviews Category List below.

NOTE: Most user guidance documents are PDF. Depending on web browser, clicking on a document link will open the document in a separate browser tab.

Figure 2.7.1.3: DISA Storefront Help Page

NOTE: The screenshot below does not represent the full inventory of Service Overviews. See Service Overviews Category List below.



Service Overviews Category List

- Data Services
- Other Services
- Other Services – Commercial Voice Services (CVS)
- Other Services – Enterprise Infrastructure Solutions (EIS)
- Other Services – Networx
- Satellite Services
- Satellite Services – Commercial Satellite Subscription Services (CSSS)
- Satellite Services – Enhanced Mobile Satellite Services (EMSS)
- Transport Services
- Voice Services
- Wireless Devices and Services
- Wireless Services

NOTE: If the user still requires assistance after using the options above, please choose one of the following additional options:

1. Call or email the DISA Global Service Desk (information below):
   - Phone: 1-844-DISA-HLP (347-2457), Option 2; or
   - Email: disa.gsd.infrastructure@mail.mil for assistance.
2. Contact the DISA Storefront Self Service Portal at the following link to initiate a ticket:
   - https://services.disa.mil/sp?id=sc_cat_item&sys_id=da65f0fddb0e1d50b1227ea5f396196f&sysparm_category=ca67ac7ddb8a1d50b1227ea5f396197f

3 Approving Officials – Role Management & Responsibilities

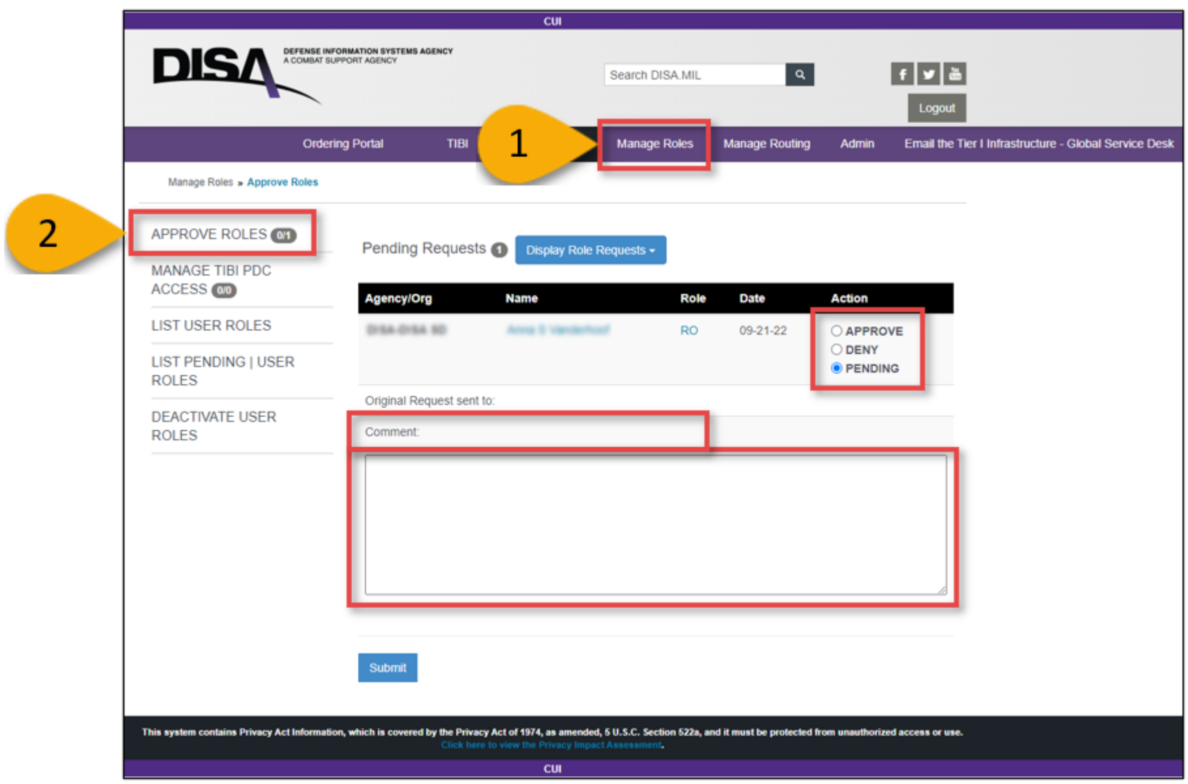
***Please Note: The role approver must have either the Top Registration Authorized Official (TRAO), Registration Official (RO) role, or Lead Authorized Funding Official (LAFO) role to approve or deny the respective roles below them.**

3.1 How Approve or Deny Role Requests as a TRAO or RO:

The process for approving or denying role requests as a TRAO or RO is similar.

1. Click on the **Manage Roles** tab.
2. On the left navigation pane, click on **Approve Roles**. Next to the user, select the appropriate action: Approve, Deny, or Pending. It is optional to add a comment for a role approval but should be considered mandatory for all denials. Click **Submit**.

Figure 3.1.1: Approve/Deny Role Requests



3.2 Managing TIBI PDC Access (Funding Approval & Obligations):

*NOTE: In order to approve or deny TIBI PDC access, you must have the LAFO role.

- The AFO role allows you to certify funds.
- The LAFO role allows you to give others the AFO role and therefore the ability to certify funds.

3.2.1 Overview of LAFO/AFO Role & Funding Approvals

The LAFO certifies funding within the order routing process, via DISA Storefront and is the only customer role that creates PDCs in the TIBI application. The LAFO approves and authorizes access to PDCs and is responsible for approving or denying role requests submitted by Authorized Funding Officials (AFOs), Authorized Billing Officials (ABOs), and IT Requirements Reviewer (ITRR) requesting TIBI access. The LAFO has view and update capability for TIBI information that is within their agency.

Please refer to Section 5 for more information and instructions on accessing TIBI.

3.2.2 LAFO and AFO are Held Liable

All personnel certifying funds hold a personal pecuniary (financial) liability, in accordance with DoD 7000.14-R, Volume 5, Chapter 5. If an AFO or LAFO were to inappropriately certify funds, they would have to repay those funds to the government. Prior to certifying funds, LAFOs and AFOs should have a strong understanding of fiscal law. Each Organization appointing their LAFOs and AFOs should be briefed/trained on their financial responsibilities as a LAFO/AFO.

3.2.3 LAFO and AFO Roles Have an Obligation

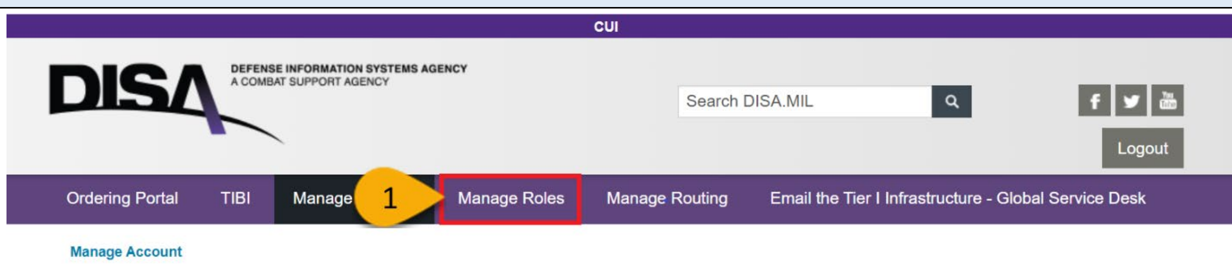
LAFOs/AFOs should have visibility of the purpose Congress appropriated the specified funds, what timeframe the customer's funds are available for obligation, and if the customer has sufficient funds remaining to make the obligation.

3.2.4 How to Manage TIBI PDC Access

The **LAFO** has authority to approve TIBI PDC access for specific roles assigned within an Agency.

1. Click on the **Manage Roles** tab.

Figure 3.2.4.1: Manage Roles



2. On the left navigation pane, click on **Manage TIBI PDC Access**.
    a. Next to the user, select from the available actions **Approve**, **Deny** and/or **Pending**. It is optional to add a comment. Click **Submit**.

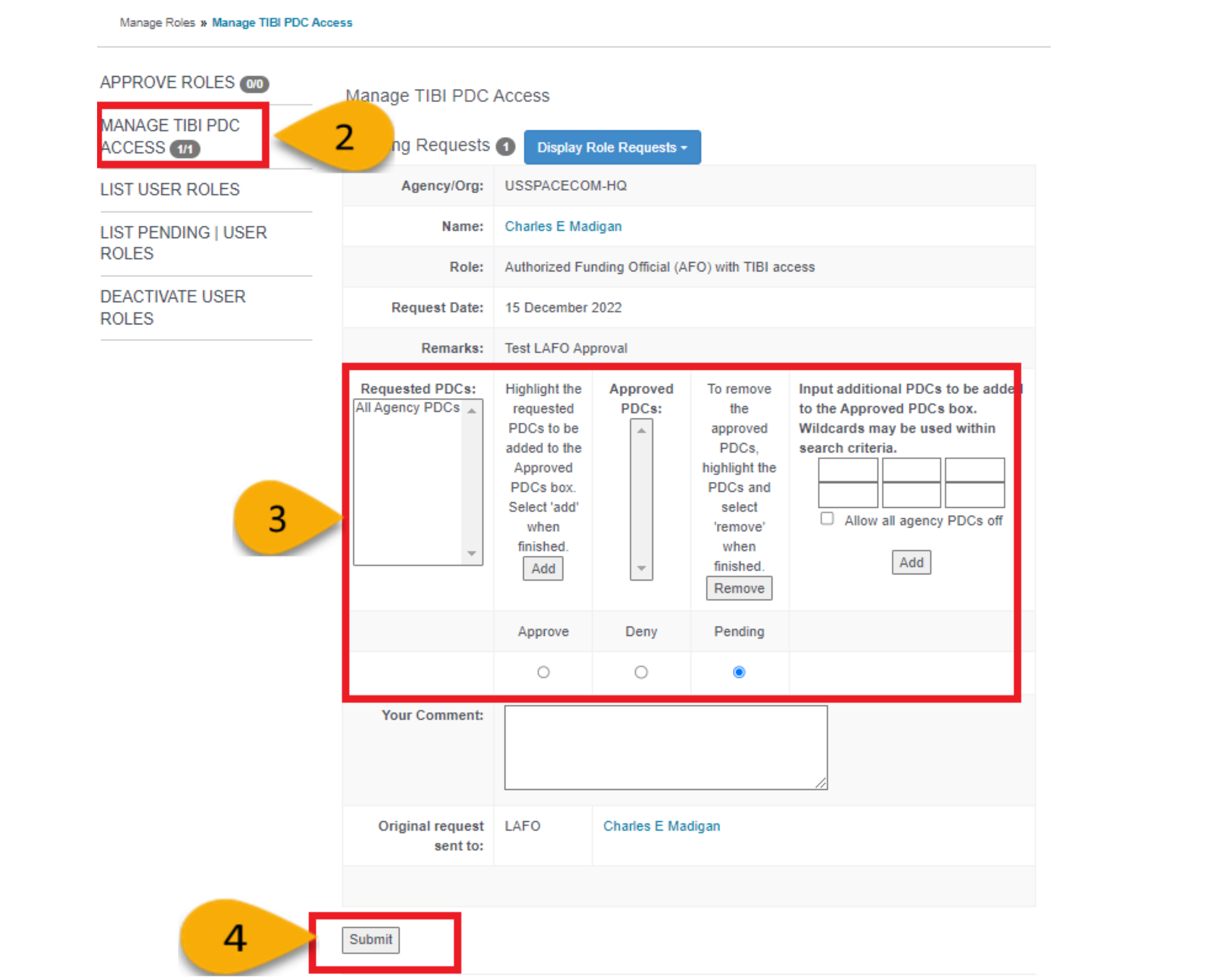
NOTE: Before granting access, ensure that the correct user is selected.

3. The resulting page will then display a list of requested PDCs for review.

a. In the Requested PDCs box on the left side, highlight the PDCs intended for approval and select **Add** to add them to the Approved PDCs window. Conversely, to remove a PDC from the Approved PDCs window, highlight the PDC and select **Remove**.

NOTE: You must have at least one PDC or All Agency PDCs in the Approved PDCs box to make the approval.

Figure 3.2.4.2: Approve/Deny PDC Requests



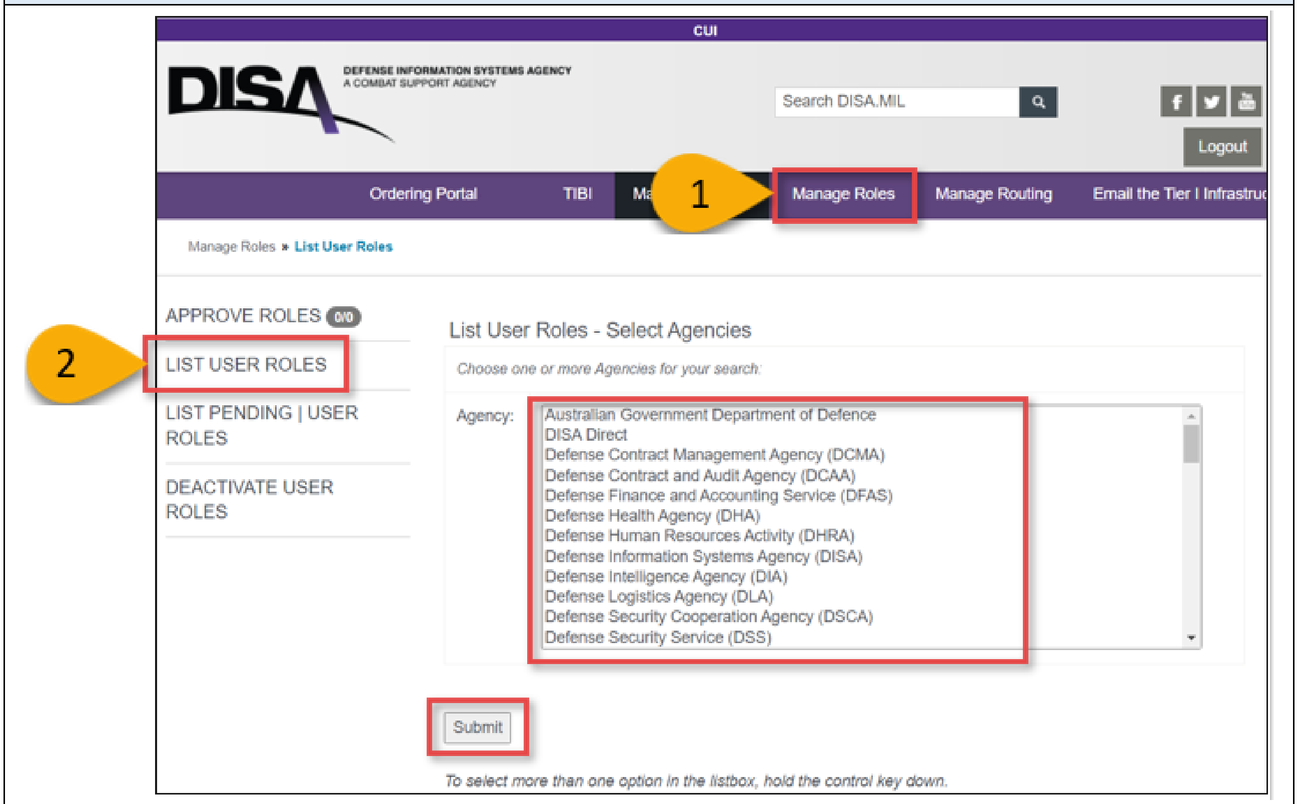
b. (Optional) On the right side of the page, text box is available for the LAFO approver to manually add any additional PDCs and remove approved PDCs. If additional PDCs are entered, select **Add** to add them to the Approved PDCs window.

4. Select **Approve, Deny,** or **Pending** using the radio buttons available. It is optional to add comments. Click **Submit**.

3.3 How to Export a List of User Roles (TRAO or RO role required)

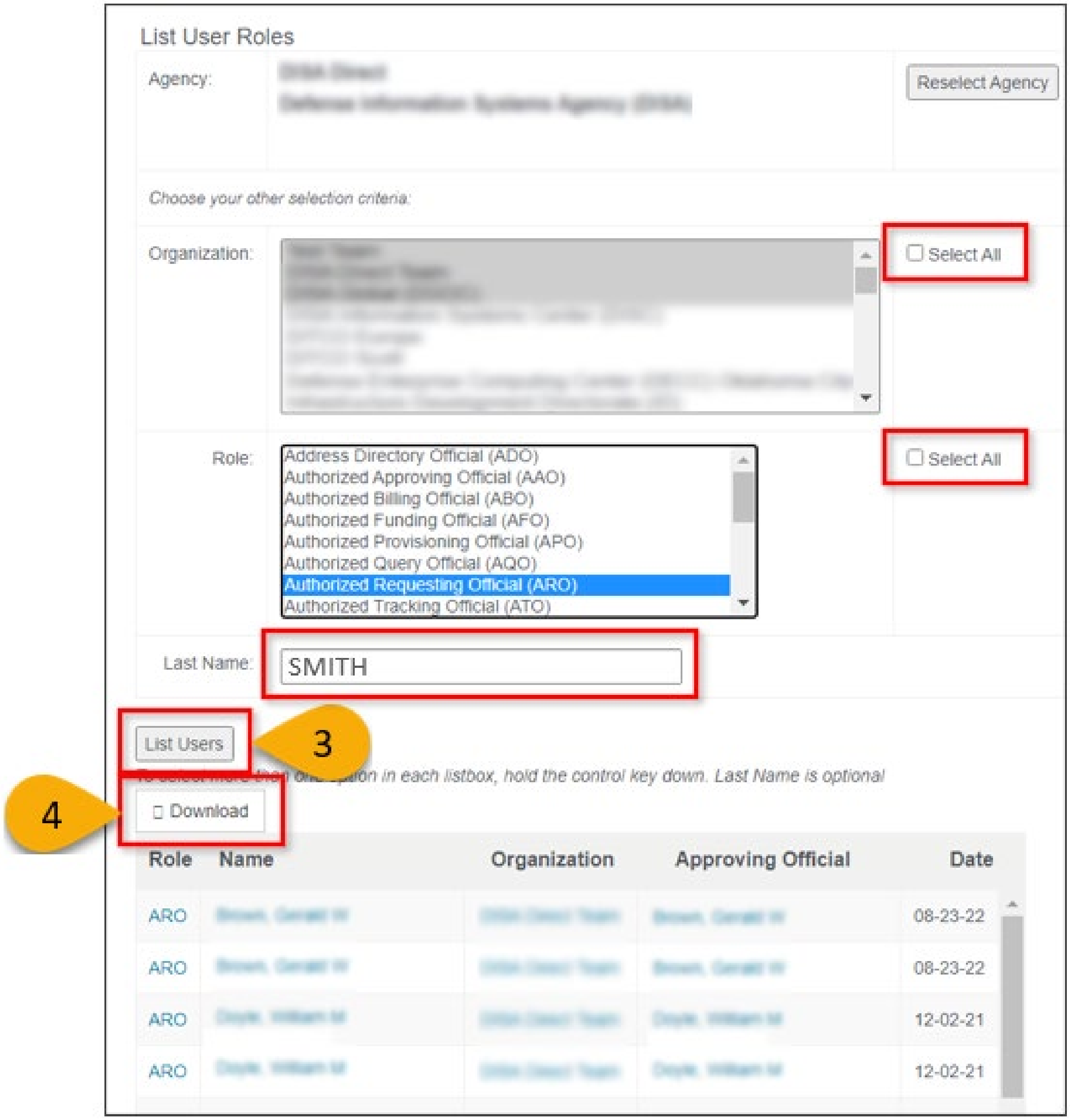
1. Click on the **Manage Roles** tab
2. On the left navigation pane, click on **List User Roles**. Select the **Agency**. Click **Submit**. NOTE: The Agency selection will usually default to the user's designated agency.

Figure 3.3.1: Export User Roles



3. Select an **Organization**, **Role, and/**or **Last Name**. Users also can use the select all options on the right. Click List Users. NOTE: Users tend to return better search results by using fewer filters, i.e. filtering by Organization only, or Last Name only.

Figure 3.3.2: User Roles List



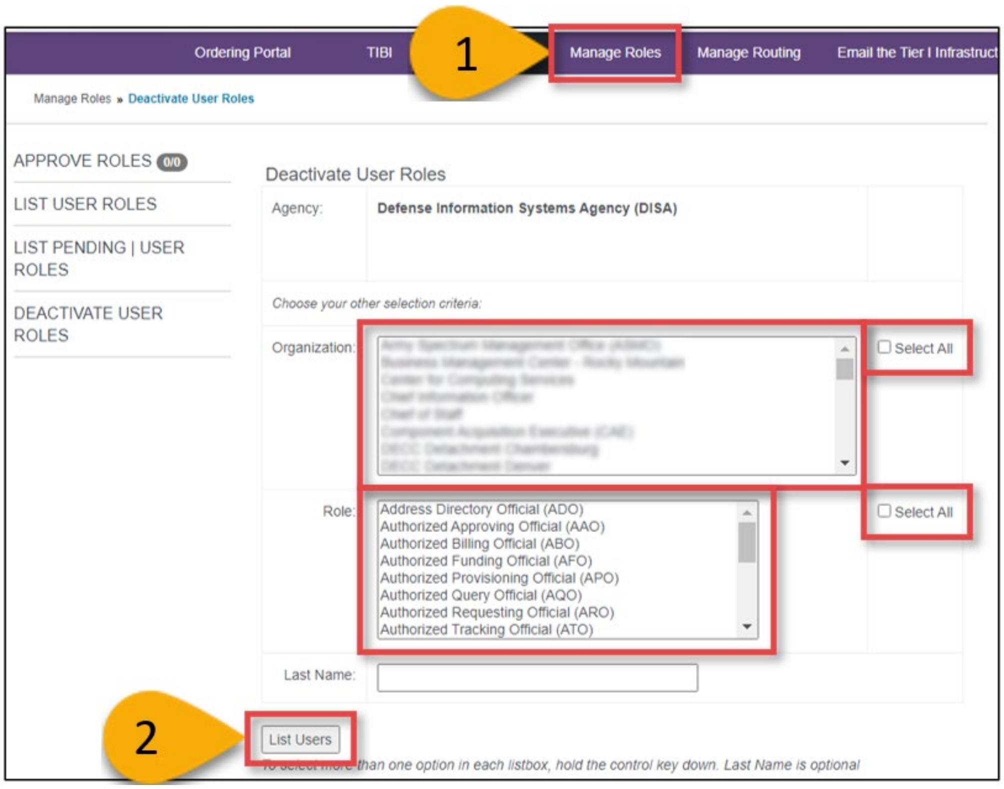
3.4 How to View a List of Pending User Roles (TRAO or RO role required)

1. Click on the **Manage Account** tab.
2. On the left navigation pane, click on **List Pending User Roles**. Select the **Agency**. Click **Submit**.
3. Select an **Organization**, **Role**, and/or **Last Name**. Users also can use the select all options on the right. Click **List Users.**

3.5 How to Deactivate User Roles (TRAO or RO role required)

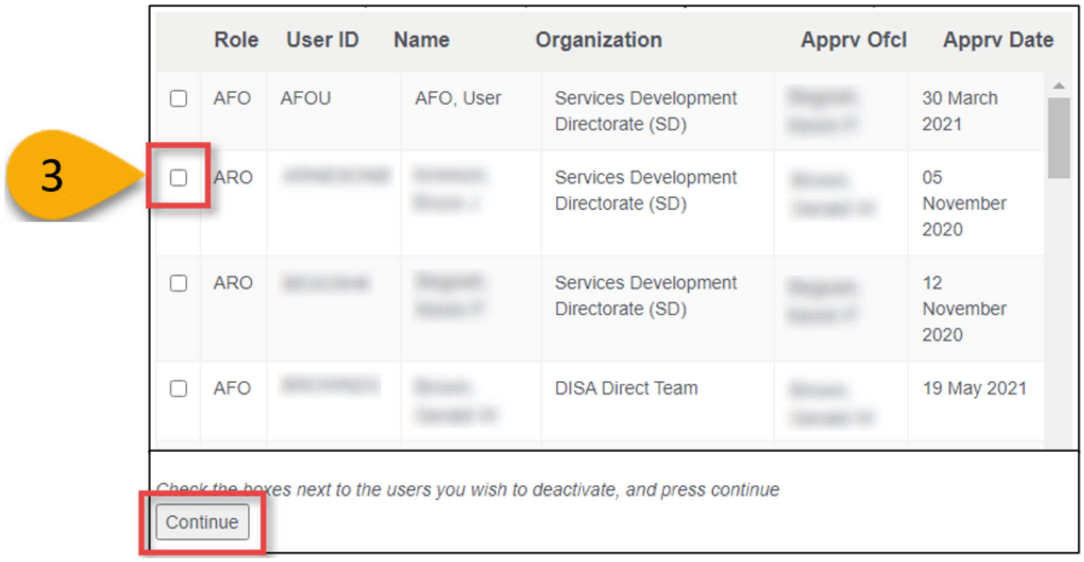
1. Click on the **Manage Account** tab.
2. On the left navigation pane, click on **Deactivate User Roles**. Select the desired Organization(s), Role(s), and/or Last Name. Users also can use the **Select All** options on the right. Click **List Users**.

Figure 3.5.1: Deactivate User Roles



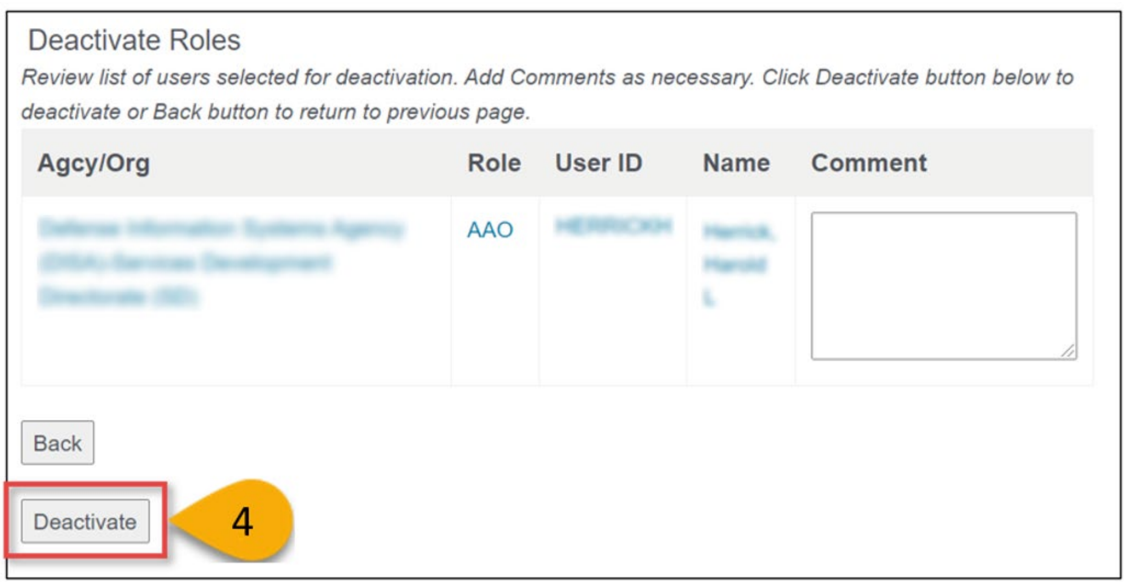
3. Checkmark the desired role. **Click Continue.**

Figure 3.5.2: Select User(s) to Deactivate



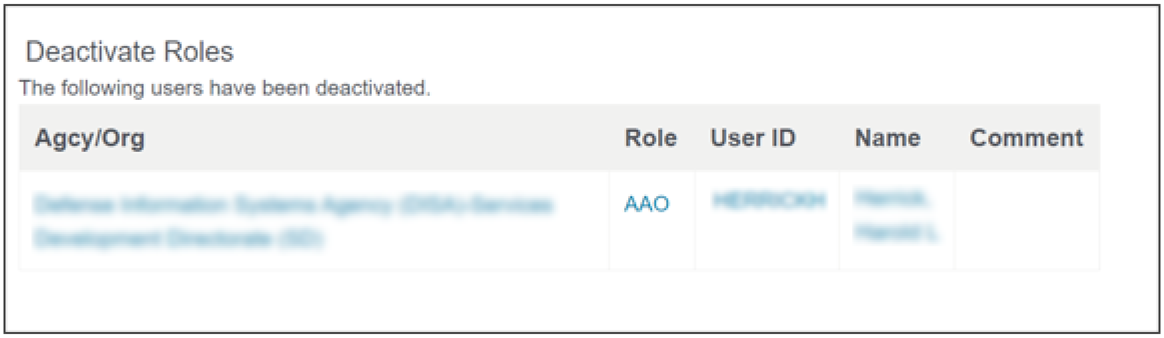
4. Click **Deactivate.** Entering a **Comment** prior to clicking Deactivate is Optional.

Figure 3.5.3: Deactivate User(s)



5. A message will be displayed confirming the user role deactivation.

Figure 3.5.4: User(s) Deactivated



4 Setting Up Order Approval Routing

4.1 Overview of Routing Rules

NOTE: This section is for the Routing List Official (RLOs) role only.

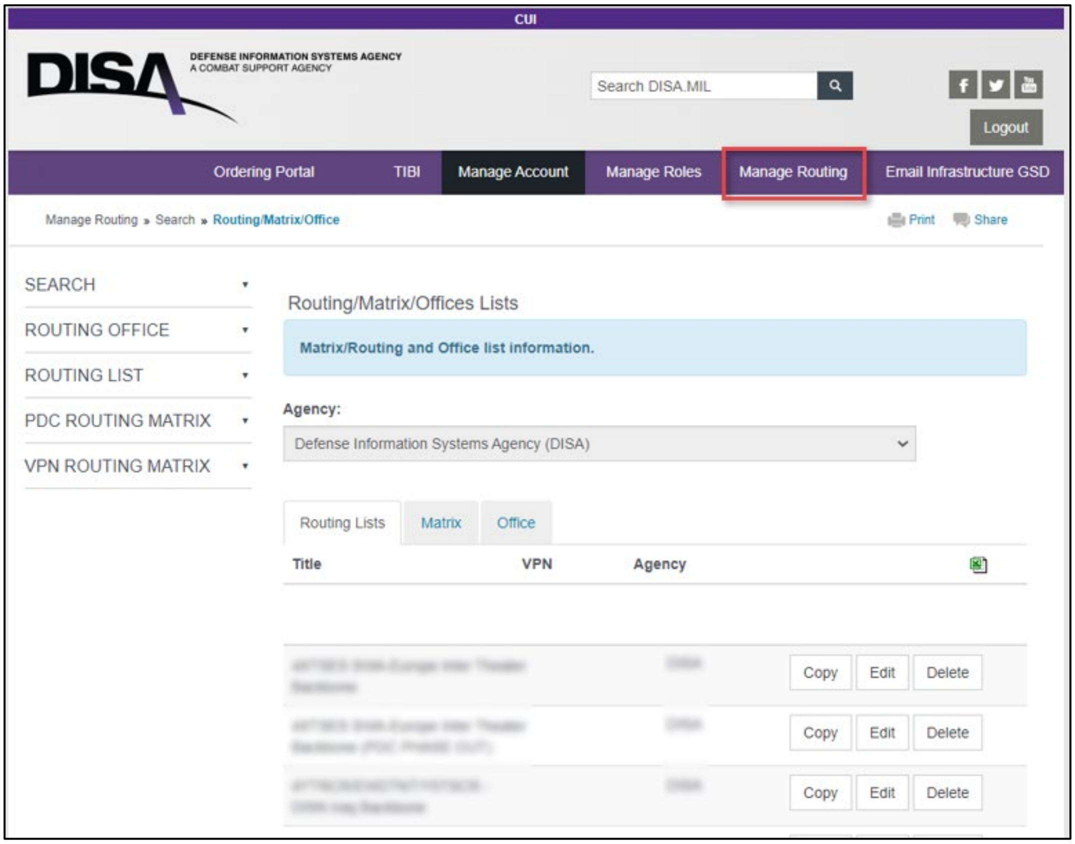
Each agency is required to create and maintain the routing tables that tie their Program Designator Codes (PDCs) and their Virtual Private Network (VPN) IDs, if applicable, to the proper funding/technical approval chain.

There are two main types of routing for an order:

- PDC Routing (Mandatory for all orders) (further information in Section 4.5)
- VPN Routing (Only used for establishing VPN connections) (further information in Section 4.6)

The routing of an order is based on the routing list associated with the PDC. The VPN Routing ID, used for selection in the order process, is added to the routing before the PDC routing list. The order may have additional DISA and other agency approvals, based on the service being requested. PDC and VPN routing are established by the customer agency RLO. RLOs can access the Manage Routing tab in the top menu bar on the Storefront Homepage. See Figure 4.1.1 below.

Figure 4.1.1: DISA Storefront – Manage Routing Tab



4.2 Routing Office, Routing List, and Routing Matrix Defined

As a minimum, each agency is required to have at least one AFO approval in the routing matrix to perform funds certification. All services are routed according to the rules associated with a routing matrix. Users with the RLO role have access to the DSF routing manager functions to monitor, create, update, and remove approval routing rules. Approval routing rules for service requests are based upon the PDC entered on an order, the VPN Routing ID entered for VPN Connect orders, and any hard-coded approval rules associated with service type and geographic region.

Each agency **must periodically review and maintain** their Agency Routing rules including:

- Managing office membership as personnel changes occur
- Ensure offices have two or more members where possible
- Monitor, create, update, and remove obsolete offices, lists and matrices.

Failure to maintain routing rules can result in delays in service request approvals. For example, if a routing office membership is not maintained, a service request could be routed to an office with outdated membership and sit in Pending Approval status, unable to be fulfilled.

Routing rules involve three components: a Routing Office, a Routing List, and a Routing Matrix.

- Routing Office: A routing office identifies two or more individuals who belong to an organizational office (actual or virtual) with responsibility for reviewing and approving requests submitted by an ARO. For funding offices (PDC routing), membership is restricted to users with key TIBI roles like AFO and LAFO.
- Routing List: A routing list sequentially organizes routing points. A routing point can be a routing office or an email notification. The system is currently experiencing an issue with using an individual as a routing point, so that option is not recommended. Service requests will be routed for approval to route points identified in the routing list, and in the order specified on the routing list.
- Routing Matrix: A routing matrix associates the PDC or VPN Routing ID used on a service request with a specific routing list, so the request can route to the approving officials in the sequence specified on the routing list.

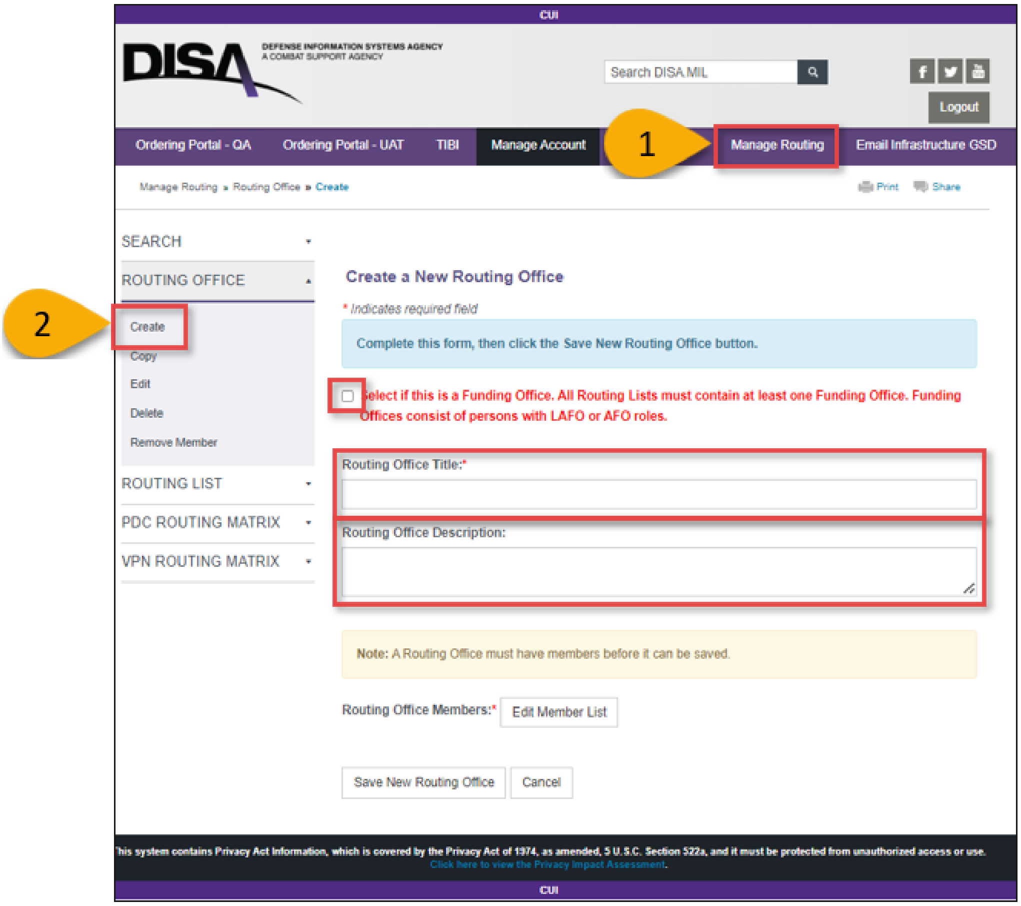
4.3 Create and Maintain Routing Office

4.3.1 How to Create a Routing Office

The steps to create a new routing list are as follows:

1. Click on the **Manage Routing** tab.
2. On the left navigation pane, under the Routing Office drop-down menu, click **Create**. Verify if this will be a funding page (PDC routing) by checking the box that says, “Select if this is a Funding Office…” Enter the Routing Office Title and Routing Office Description. **NOTE:** Use the description field to describe the purpose of the Routing Office including, but not limited to, the target audience or the type of office.

Figure 4.3.1.1: DISA Storefront – Maintaining Routing Office



3. Click **Edit Member List**
4. *A pop-up will appear.* Search for the user by entering the user's last name. Click Search. Check the box next to the desired user. Click **Save**.
5. You may select multiple Office members. Indicate the primary member. Click **Save New Routing Office**.
   NOTE: Only members with an AFO or LAFO role can be assigned to a funding office. If the member has not been assigned the appropriate role(s) they will not be displayed in the search results.

4.3.2 How to Manage a Routing Office

The steps to create a new routing list are as follows:

1. Click on the **Manage Routing** tab.
2. On the left navigation pane, under the Routing Office drop-down menu, select the action that the user wants to make – **Copy, Edit, Delete,** or **Remove Member**. Search for the desired routing office using the Routing Title and Description.
3. Click **Edit** next to the desired routing office.
   a. Edit the Routing Office Title and Routing Office Description.

   b. Click on the **Edit Member List** to add a member to, or remove a member from, the routing office.
   c. Search for individuals by Agency, Role, and/or Last Name. Click **Search.**
   d. Check the box next to the desired user and click **Save** to add them to the routing office.
   e. Click on the red X to remove a user from the routing office.
   f. Click **Save This Routing Office** to save any changes made.
4. Click **Copy** next to the desired routing office.
   a. The user must modify the fields in order to successfully save a copy of the routing office.
   b. Edit the Routing Office Title and Routing Office Description.
   c. Click on the **Edit Member List** to add a member to, or remove a member from, the routing office.
   d. Search for individuals by Agency, Role, and/or Last Name. Click **Search.**
   e. Check the box next to the desired user and click **Save** to add them to the routing office.
   f. Click on the red X to remove a user from the routing office.
   g. Click **Save This Routing Office** to save any changes made.
5. Click **Delete** next to the desired routing office.
   a. The user will need to confirm that the selected routing office should be deleted
   b. Click **Delete Routing Office**.

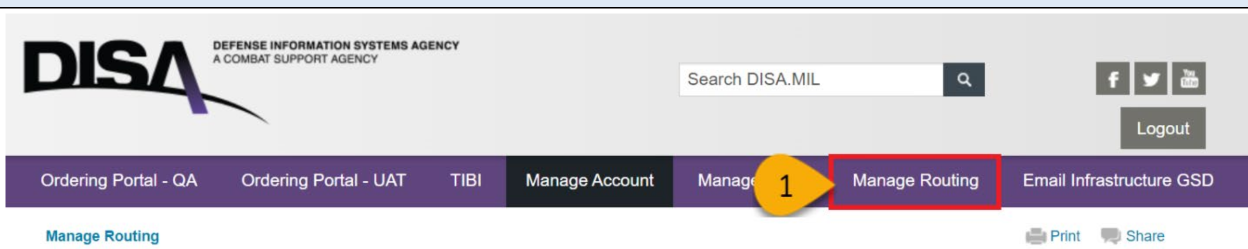
4.4 Create and Maintain Routing List

4.4.1 How to Create a new Routing List

The steps to create a new routing list are as follows:

1. Click on the **Manage Routing** tab.

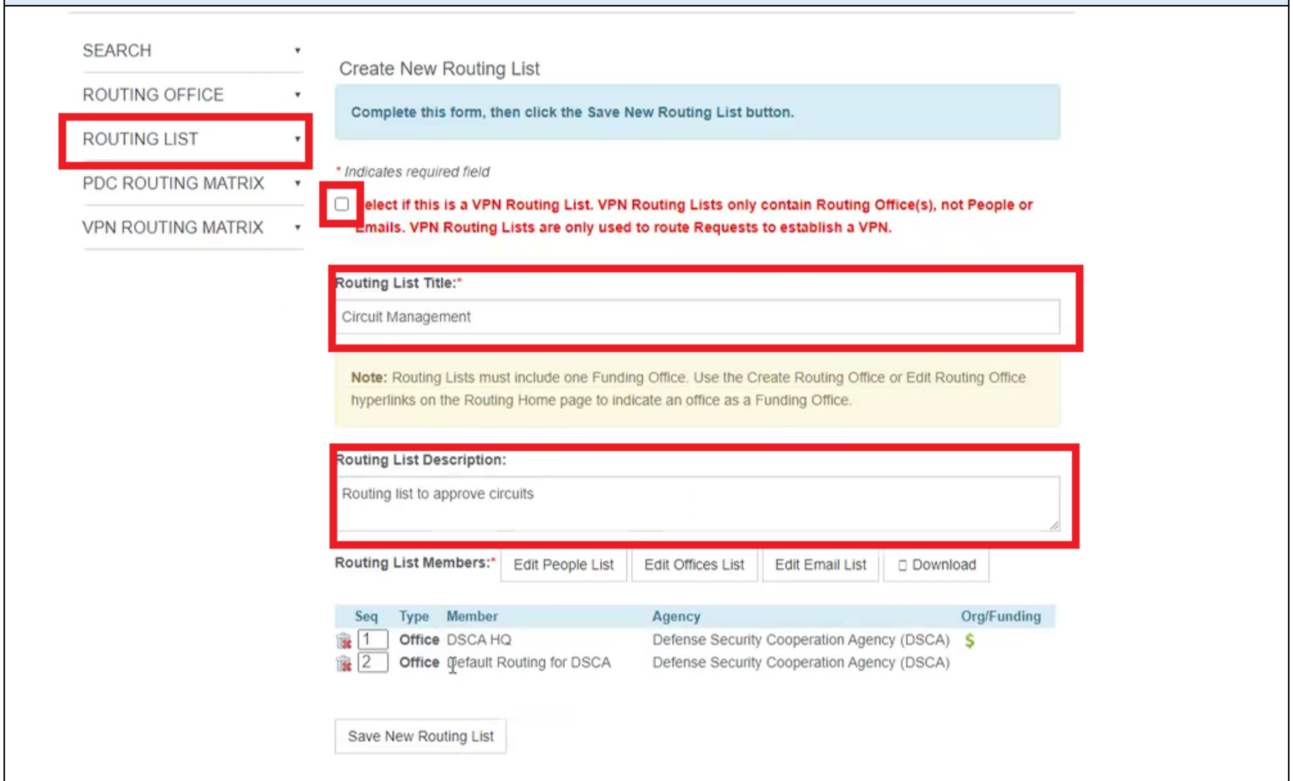
Figure 4.4.1.1: DISA Storefront – Maintaining Routing



2. On the left navigation pane, click on the **Routing List** dropdown menu. Select **Create**.
3. Enter the Routing List Title and Routing List Description. **NOTE:** Use the description field to describe the purpose of the Routing List including, but not limited to, the target audience or the type of office.

4. If this will be a **VPN** routing list, check the associated box. Note: VPN routing lists can only contain Routing Offices (Use the Edit Offices option below), not People or Emails.

Figure 4.4.1.2: DISA Storefront – Create Routing List



5. Select the **Edit Offices List**.
6. *A pop-up window will appear.* Enter the Office Title. Results will automatically populate. Check the box next to the desired office. Click **Save**.
7. Select the **Edit Email List**.
8. *A pop-up window will appear.* Enter the email address. Click **Add.** Click **Save**.
9. (Optional) The user can change the sequence of the routing list by changing the sequence numbers for each route point. A route point can be removed by clicking on the trash can with an X icon. Click **Save New Routing List**.

Note: The **Edit People** option is currently not available.

4.4.2 How to Manage a Routing List

The steps to create a new routing list are as follows:

1. Click on the **Manage Routing** tab.

2. On the left navigation pane, under the Routing List drop-down menu, select the action that the user wants to make – **Copy, Edit, Delete,** or **Office Search**. Search for the desired routing list using the Routing List Title and Description.
3. Click **Edit** next to the desired routing list.
    a. Edit the Routing List Title and Routing List Description.
    b. Click on the **Edit Office List** to add an office to the routing list.
    c. Click on the red X to remove the office.
4. On the desired Routing List, select **Copy**.
    a. The user must modify the following fields in order to successfully save a copy of the routing list.
5. On the desired Routing List, select **Delete**.
    a. The user will need to confirm that the selected routing list should be deleted
    b. Click **Delete Routing List.**

4.5 Create and Maintain PDC Routing Matrix

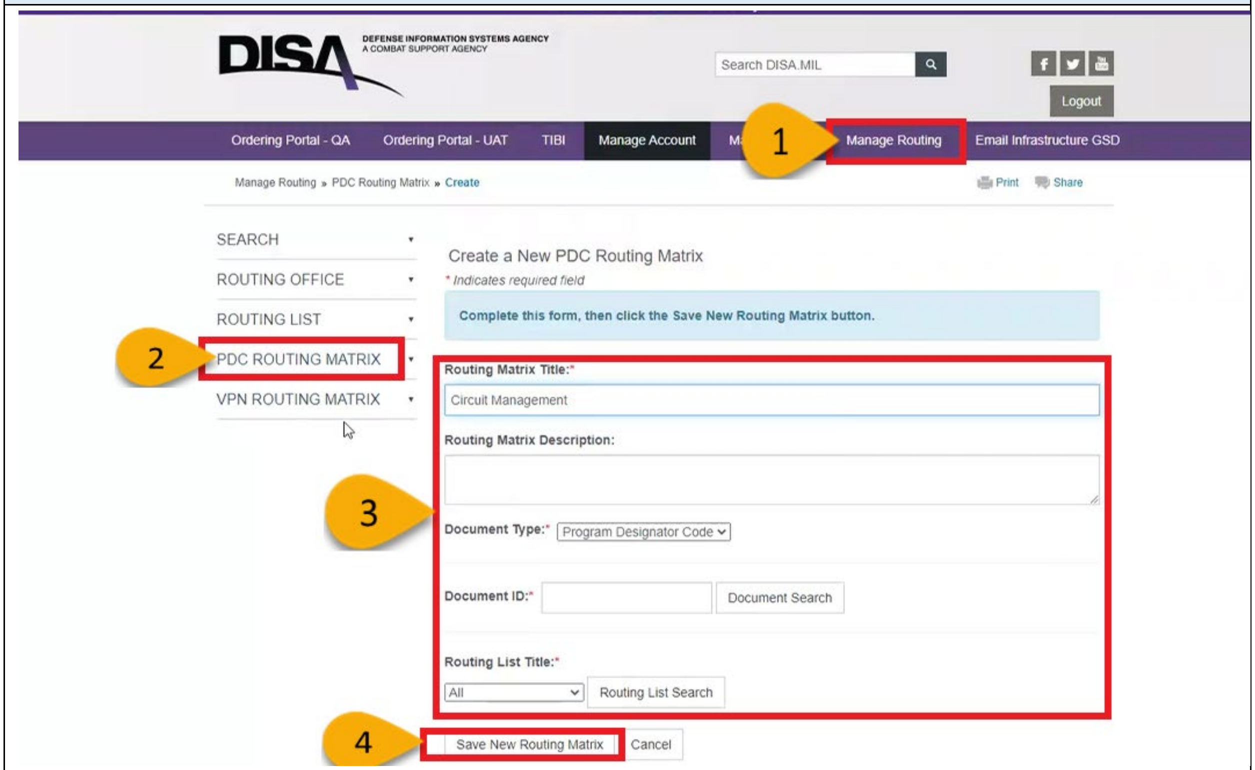
Refer to Section 4.4.1 ("How to Create a new Routing List" Step 4) for instructions on creating a VPN routing list. The Routing List is used in creating a Routing Matrix as described in the steps below.

4.5.1 How to Create a PDC Routing Matrix

The steps to create a new routing list are as follows:

1. Click on the **Manage Routing** tab.
2. On the left navigation pane, click on **PDC Routing Matrix** dropdown menu, select **Create.**
3. Enter the **Routing Matrix Title.** Entering the **Routing Matrix description** is optional but recommended**. NOTE:** Use the description field to describe the purpose of the Routing Matrix including, but not limited to, the target audience or the purpose of the matrix.
4. Click **Document Search.** *A pop-up will appear.* In the search bar, enter the **Document ID.** Click on the radio button next to the desired document number then click **Save.**
5. Select the **Routing List Title** by clicking on the drop-down menu. **(Optional)** Click on the **Routing List Search** button to search for a routing list.
6. *A pop-up will appear.* In the search bar, enter the **Routing List Title.** Click on the radio button next to the desired routing list then click **Save.**

Figure 4.5.1.1: DISA Storefront – Create PDC Routing Matrix



4.5.2 How to Maintain a PDC Routing Matrix

The steps to edit or modify a routing list are as follows:

1. Click on the **Manage Routing** tab.
2. On the left navigation pane, click on **PDC Routing Matrix** dropdown menu, select **Edit.** In the following fields, search for the desired PDC routing matrix.
3. **Click Edit** next to the desired PDC Routing Matrix. Edit the **required fields.**
4. Return to the **PDC Routing Matrix page.** Next to the desired **PDC Routing Matrix,** select **Copy.**
5. The user must modify one of the required fields in order to successfully save a copy of the PDC routing matrix.
6. Return to the **PDC Routing Matrix page.** Next to the desired **PDC Routing Matrix,** select **Delete.**
    - **a.** Click **Delete Routing Matrix.**
    - b. The user will need to confirm that the Routing Matrix should be deleted by clicking **Delete.**

4.6 Create and Maintain VPN Routing Matrix

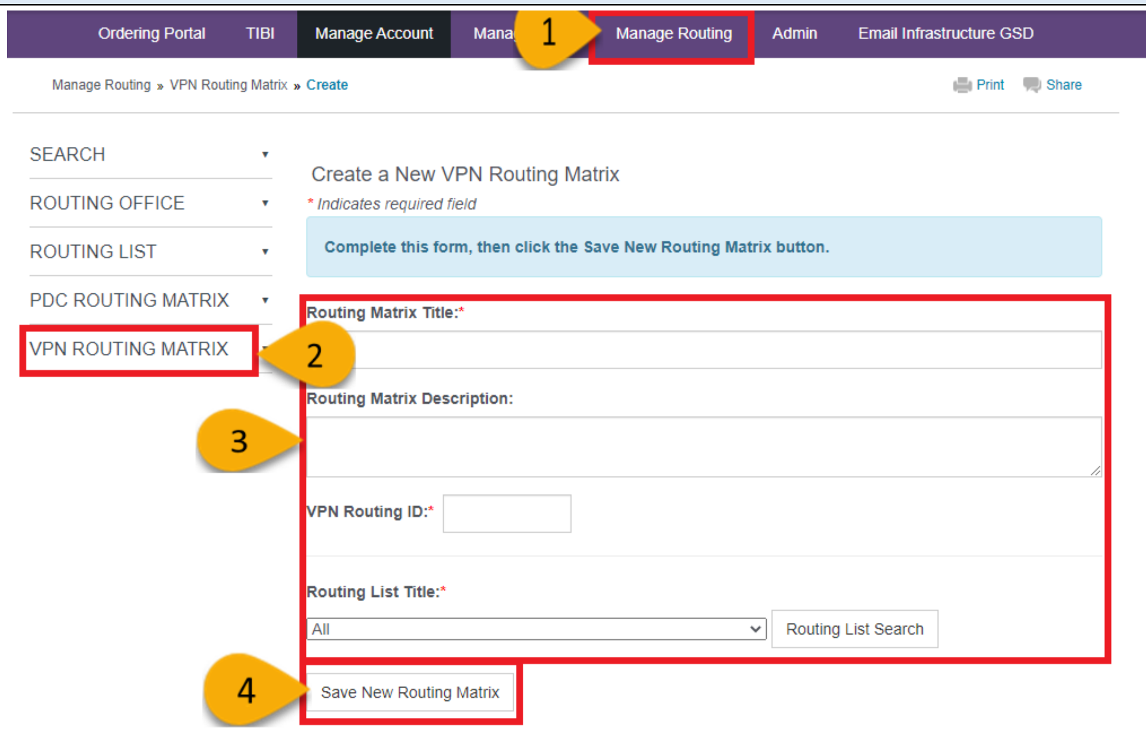
Refer to Section 4.4.1 (“How to Create a new Routing List” Step 4) for instructions on creating a VPN routing list. The Routing List is used in creating a Routing Matrix as described in the steps below.

4.6.1 How to Create a VPN Routing Matrix

The steps to create a new routing list are as follows:

1. Click on the **Manage Routing** tab.
2. On the left navigation pane, click on **VPN Routing Matrix** dropdown menu. Select **Create.**
3. Enter the **Routing Matrix Title.** Entering the **Routing Matrix description** is optional but recommended**. NOTE:** Use the description field to describe the purpose of the VPN Routing Matrix including, but not limited to, the target audience or the purpose of the matrix.
4. Enter the **VPN Routing ID** number**.**
5. Select the **Routing List Title** by clicking on the drop-down menu.
6. **Optional)** Click on the **Routing List Search** button to search for a routing list. *A pop-up will appear.* In the search bar, enter the **Routing List Title.** Click on the radio button next to the desired routing list then click **Save.**
7. Once you have populated the required fields, click on the **Save New Routing Matrix.**

Figure 4.6.1.1: DISA Storefront – Create VPN Routing Matrix



4.6.2 How to Maintain a VPN Routing Matrix

The steps to edit or modify a routing list are as follows:

1. Click on the **Manage Routing** tab.
2. On the left navigation pane, click on the **VPN Routing Matrix** dropdown menu, select **Edit.** Search for the **VPN Routing ID** using the following fields below.
3. **Click Edit** next to the desired VPN Routing Matrix. Edit the required fields. Click **Save This Routing Matrix.**
4. Return to the **VPN Routing Matrix page.** Next to the desired **VPN Routing Matrix,** select **Copy.**
    a. The user must modify one of the required fields in order to successfully save a copy of the VPN Routing Matrix.
5. Return to the **VPN Routing Matrix page.** Next to the desired **VPN Routing Matrix,** select **Delete.**
    a. Click **Delete Routing Matrix.**
    b. The user will need to confirm that the selected Routing Matrix should be deleted by clicking **Delete.**

5 TIBI

5.1 Overview of TIBI

DISA's Telecommunication Services Enterprise Acquisition Services (TSEAS) Inventory and Billing Information (TIBI) application provides our mission partner with the ability to see up-to-date Telecom and Information Technology (IT) inventory and billing information. TIBI is a web-based tool that provides current and historical information for Telecommunication and IT Services.

5.2 TIBI Application

TIBI is open to certain agencies and customers of DISA Storefront. TIBI access requires a customer to obtain a DISA Storefront User Account and TIBI role Registration/Approval.

DSF provides user registration, access management, and SSO capabilities for TIBI. NOTE: As of AUG2024, TIBI now has its own User Registration and Role Request process to create and manage User Information and roles. Please refer to Section 5.4 below for additional information and instructions that reflect the new login screens and options.

5.3 TIBI Access

Roles that give users TIBI access are LAFO, AFO, ABO, ITRR, APO, SO, LOB, BTM, and CO. Note that there are selected roles that are only applicable outside of DISA such as the LAFO, AFO ABO and ITRR. The rest are DISA only roles.

If there are questions about the DISA Storefront Login/Registration application, please call or email the DISA Global Service Desk (information below):

- Phone: 1-844-DISA-HLP (347-2457), Option 2; or

- Email: disa.gsd.infrastructure@mail.mil for assistance.

If the user has questions regarding TIBI, please contact the DISA GSD and/or visit the TIBI page and navigate to the Help page (Figure 2.7.1.1 above).

5.4 TIBI Landing Page

To view the TIBI Landing Page, paste the TIBI URL (https://tibi.csd.disa.mil) directly in a web browser address bar sends customers to the TIBI Landing Page for Logon. Customers are initially prompted with the DoD Consent Banner which must be accepted before gaining access to the TIBI Landing Page.

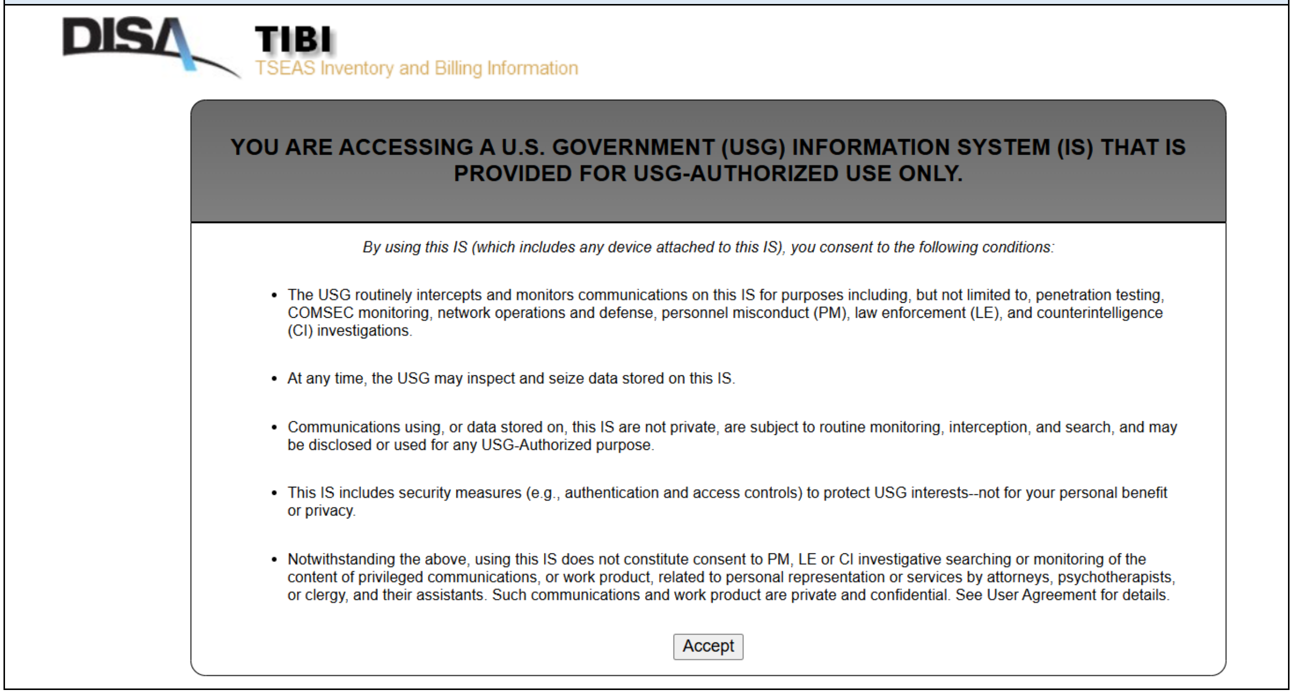
As of AUG2024, TIBI now has its own User Registration and Role Request process to create and manage User Information and roles. As part of this new User Management feature, TIBI now offers multiple authentication options for new and current users:

- DoD E-ICAM IdP - for new or existing TIBI Customers with an active Government issued ID (CAC/PIV), the customer would log directly into TIBI, then navigate to the DSF login screen, utilizing the SSO authentication (passing the digitally signed token application-to-application). TIBI Customers are encouraged to use this option for sign-in.
- DISA Storefront (DSF) – Signing in via DISA Storefront (DSF) should be reserved as an option for existing and current/active DSF user accounts. All new users wanting TIBI access should register for a new user account and role within the TIBI Create Account feature. Using DSF sign-on, the user will be redirected through the DSF Login first and then sent to the new TIBI Login page to complete the full login process.

Follow these steps to access TIBI:

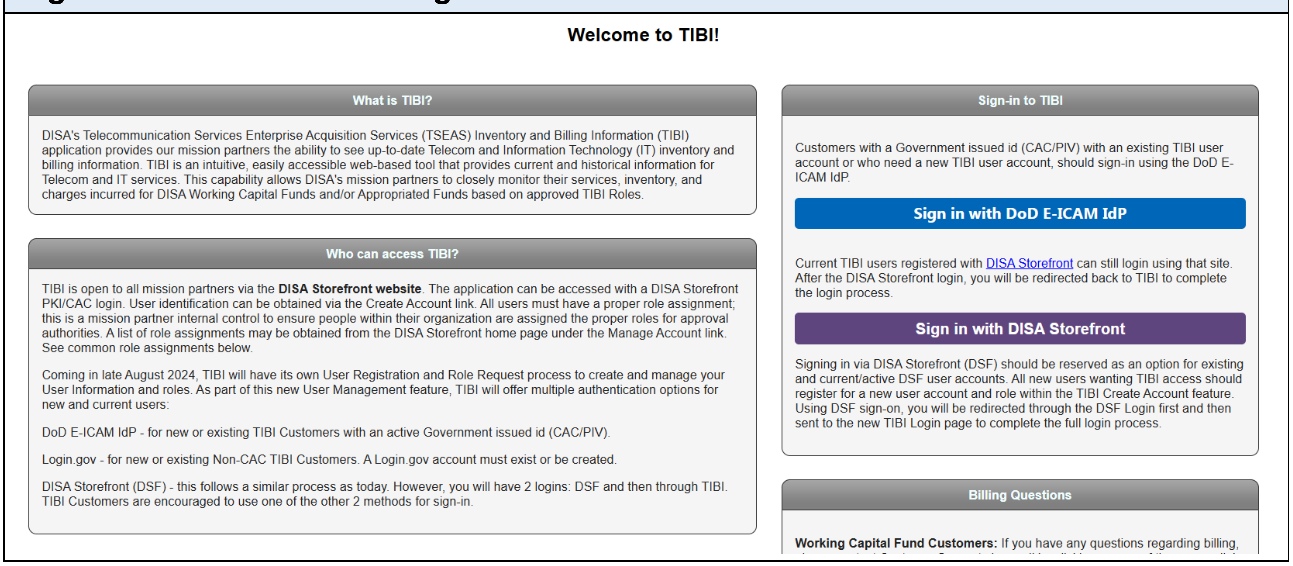
1. In the browser, enter link: https://tibi.csd.disa.mil . You will be prompted with the DoD Consent Banner which must be accepted before gaining access to the TIBI Landing Page.
2. Review the notice and Click **Accept.**

Figure 5.4.1.1: TIBI Accessing Government Page Acknowledgement



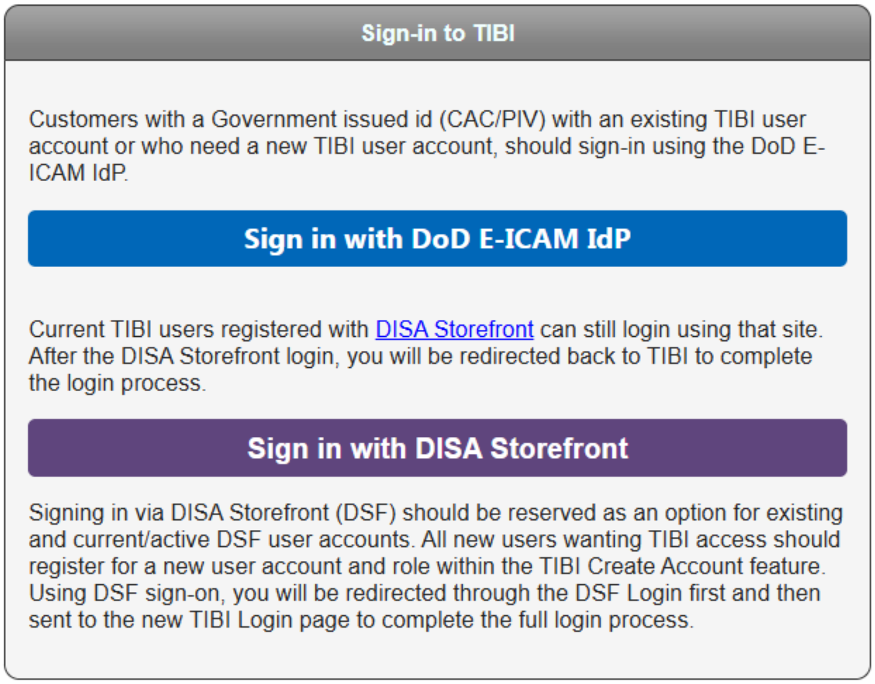
3. The user will see the TIBI login page.

Figure 5.4.1.2: Main TIBI Login



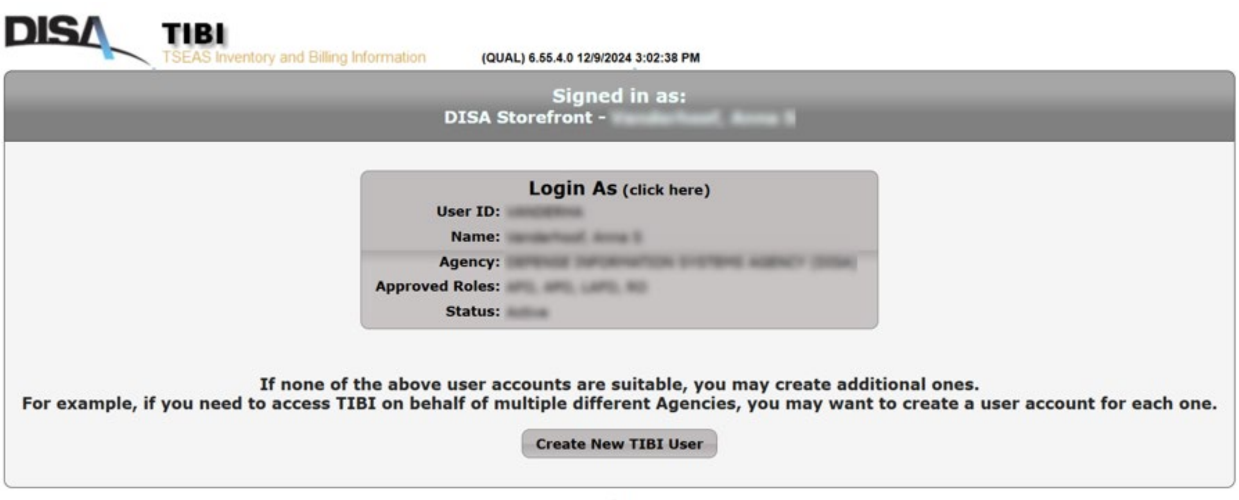
4. **Select the method to authenticate and log in to TIBI:**
    a. Sign in with DoD E-ICAM IdP
    b. Sign in with DISA Storefront

Figure 5.4.1.3: TIBI Authentication Options



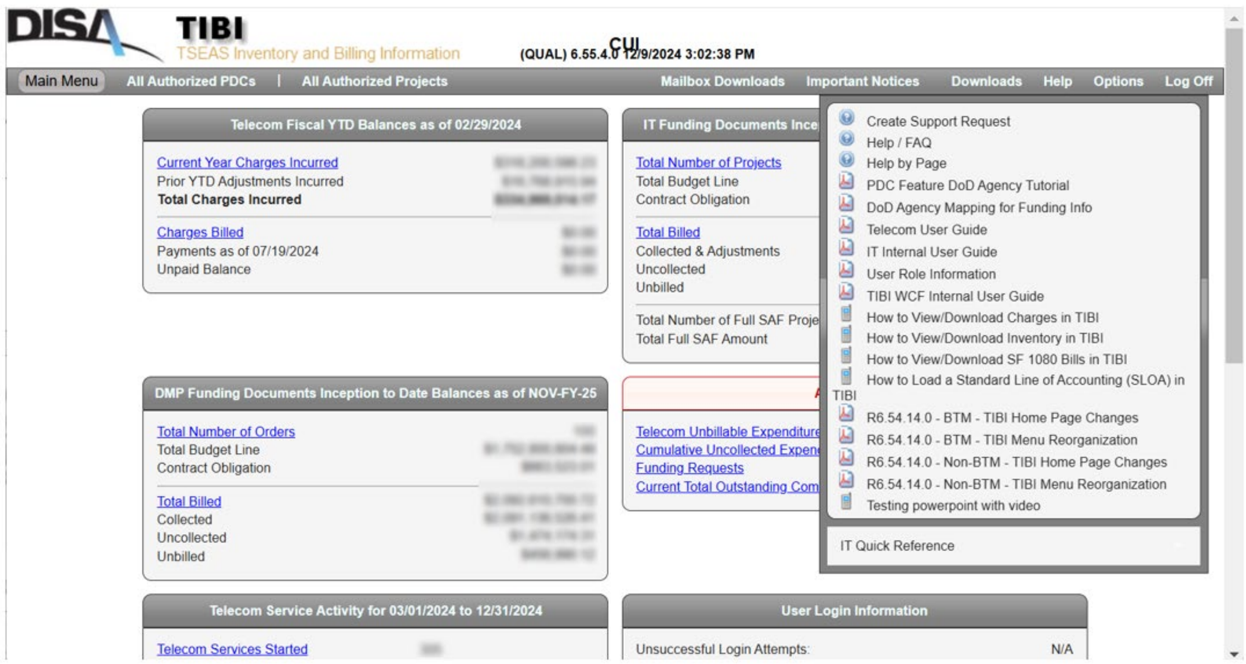
5. If a user account with TIBI exists through DISA Storefront, the user will see as shown below. Click on **Login As (click here).**
   a. If a user needs to create a TIBI account, click **Create New TIBI User.**

Figure 5.4.1.4: TIBI Login As



6. Hover over the Help tab. Here you have the option to download resources from the TIBI website.

Figure 5.4.1.5: Main TIBI Landing Page



6 Service Catalog

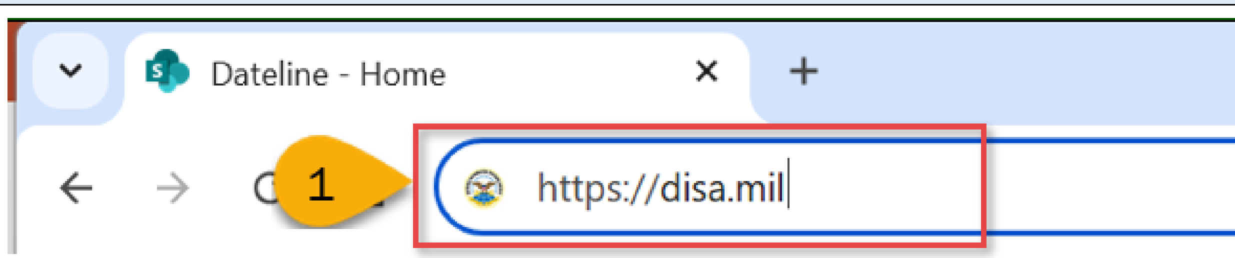
The DISA Service Catalog contains a full collection of DISA's products and services offered through the Ordering Portal. The DISA Service Catalog provides information about the service, order management capabilities, and supports the service lifecycle and sustainment processes.

6.1 How to Navigate the Service Catalog

Use the following steps to navigate to and through the Service Catalog.

1. Enter https://disa.mil in the browser window.

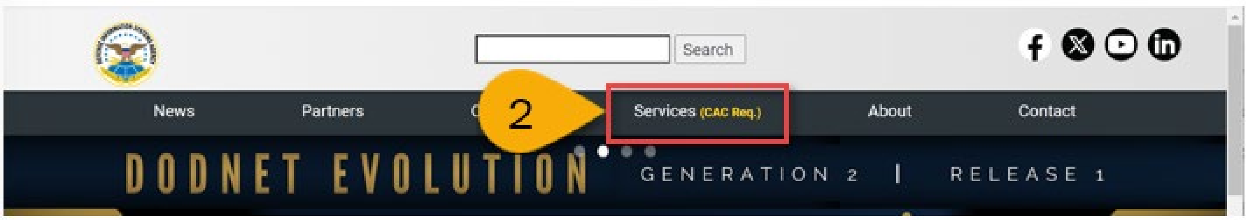
Figure 6.1.1: DISA URL



2. Click on the **Services and Capabilities** tab at the top of the page.

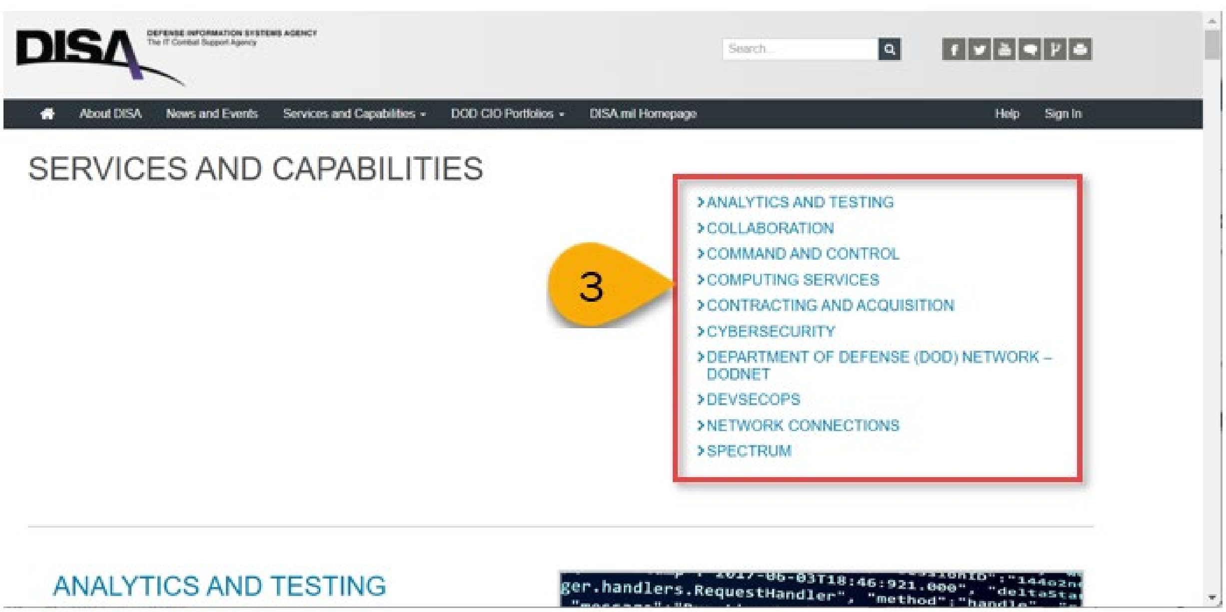
a. NOTE: The Service Catalog now requires a user to have a Common Access Card (CAC) or Person Identity Verification (PIV) certificate to access.
b. NOTE: The Service Catalog page has a search bar available on top of the page to search for services.

Figure 6.1.2: DISA Storefront Service Catalog Tabs



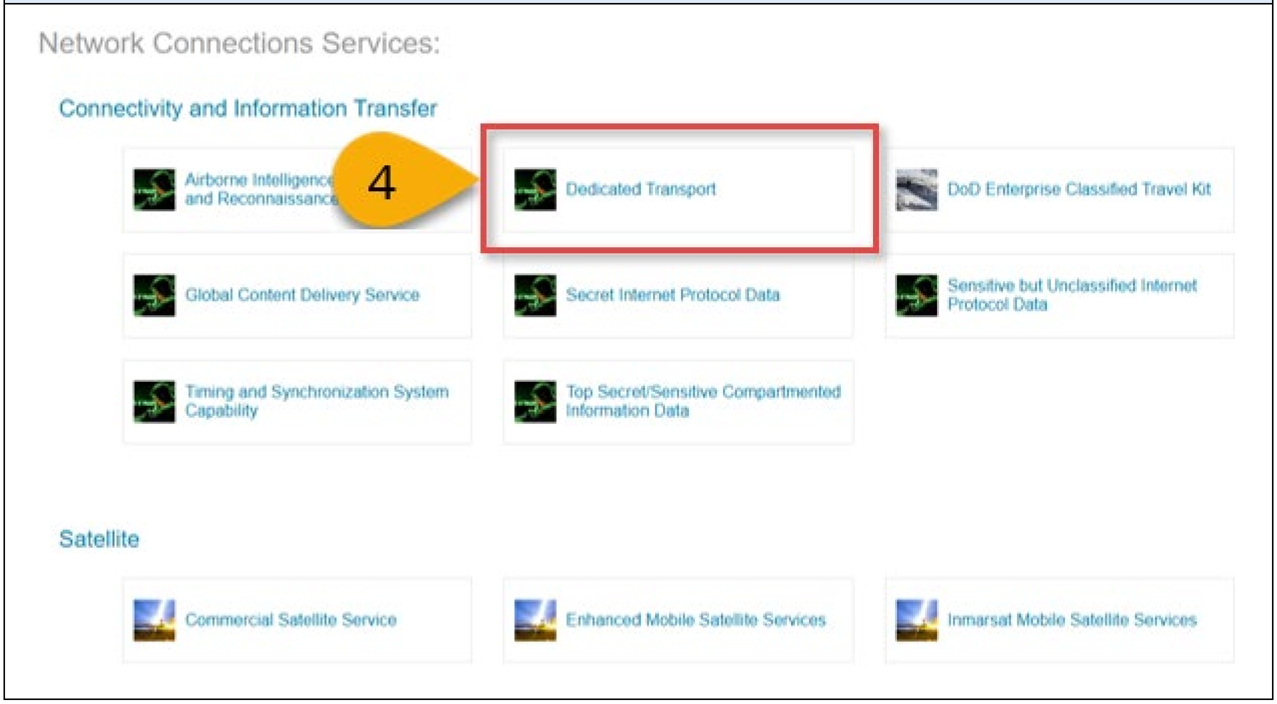
3. On the right side of the **Services and Capabilities** page is a list of products and services that is categorized by the type of service.

Figure 6.1.3: Service Catalog – Services and Capabilities Page



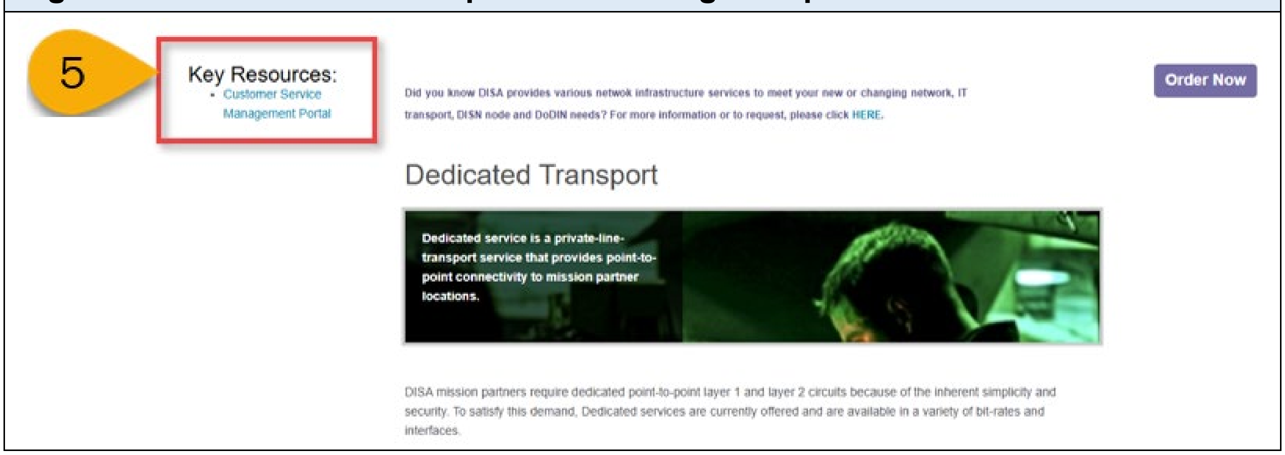
4. Select the desired service.

Figure 6.1.4: Service Catalog – Services and Capabilities Page



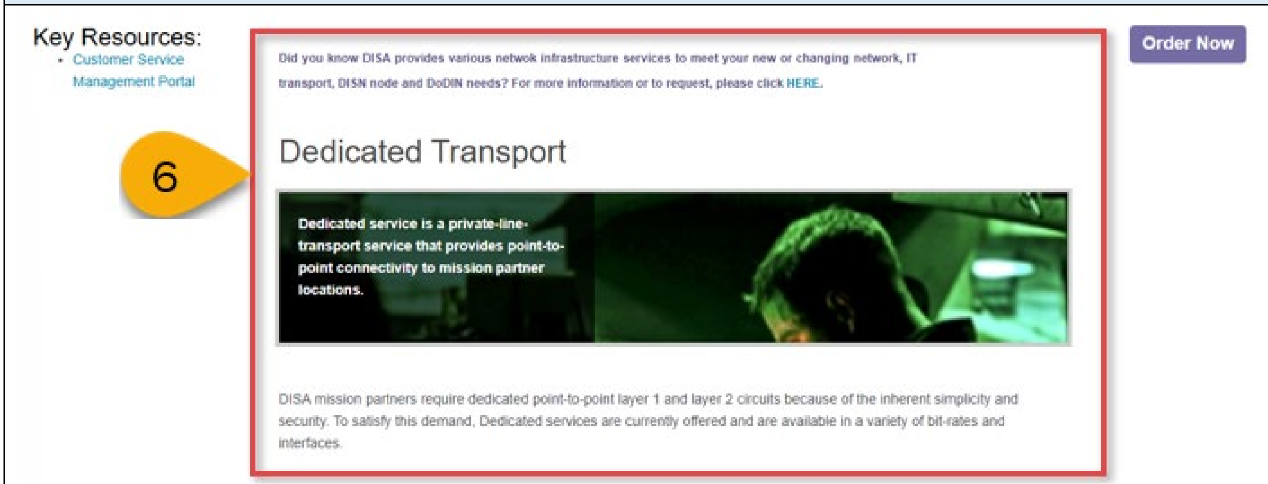
5. Find the **Key Resources** available to the user on the left side of the page.

Figure 6.1.5: Dedicated Transport Service Page Snapshot



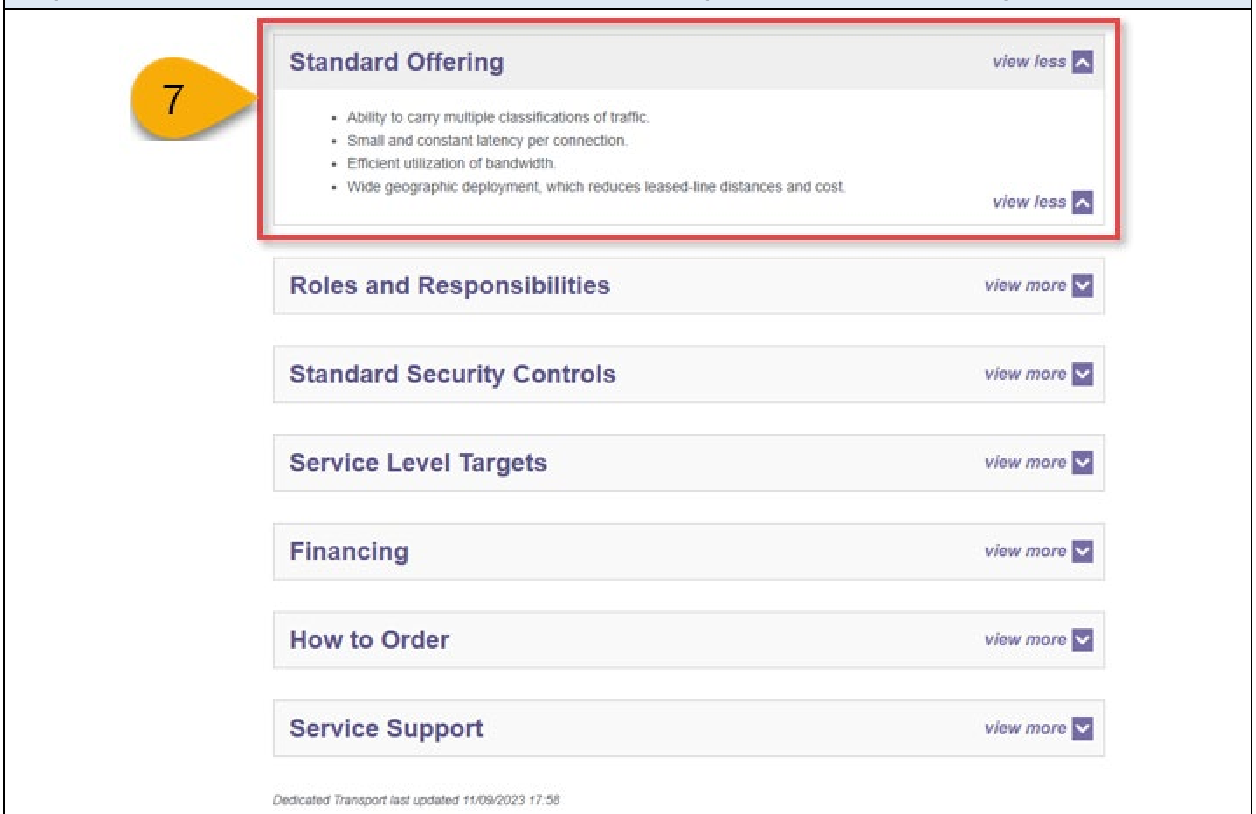
6. Review the service summary.

Figure 6.1.6: Dedicated Transport Service Page Snapshot



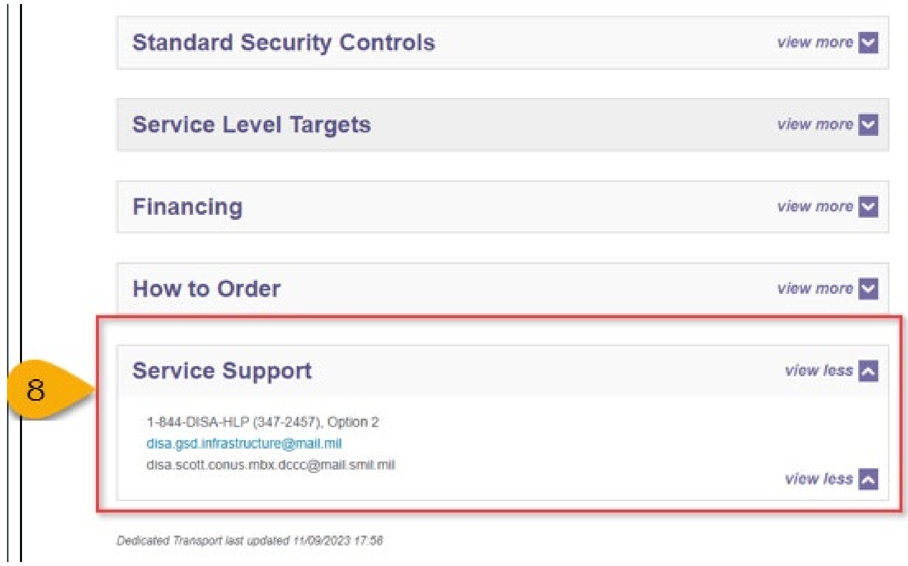
7. The user can review each section by clicking on the purple arrow on the right.

Figure 6.1.7: Dedicated Transport Service Page Standard Offering Tab



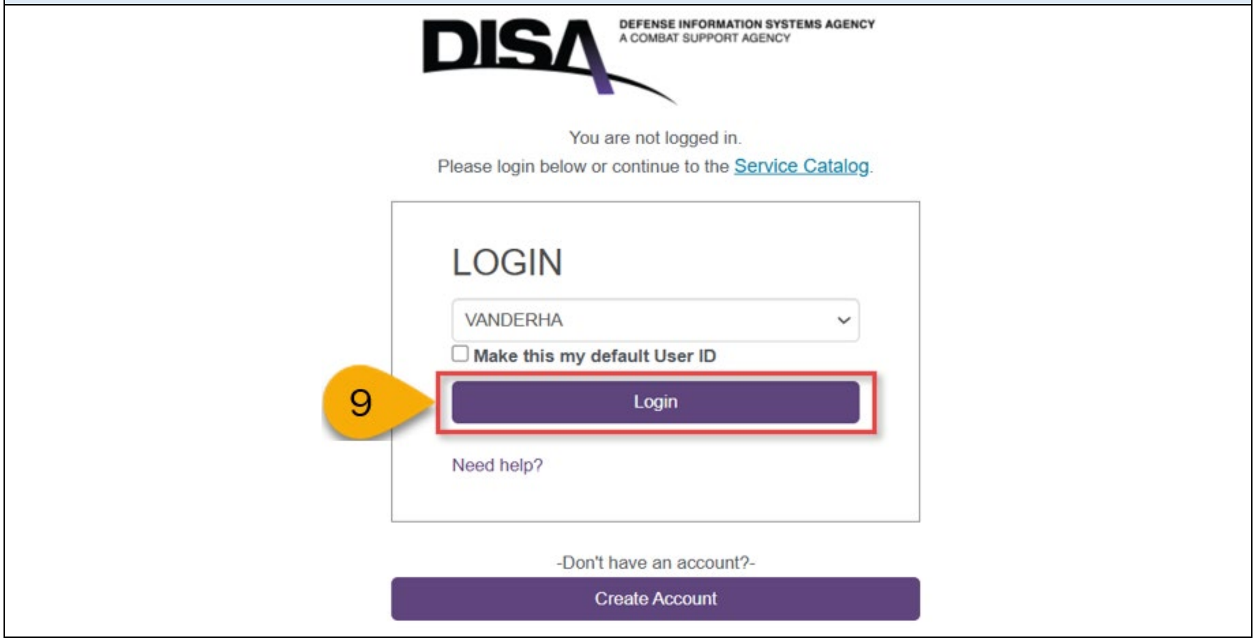
8. For additional support and/or more information, expand the **Service Support** for contact information.

Figure 6.1.8: Dedicated Transport Service Page Standard Offering Tab



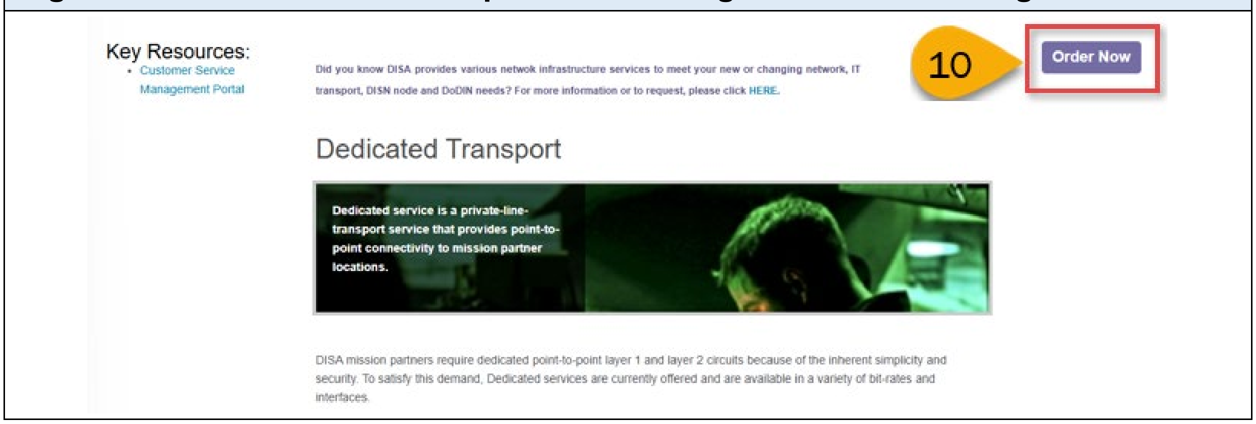
9. The user MUST be logged into the DSF Ordering Portal already for the Order Now button (visible in Step 5 above) to work appropriately.
    a. The user can log into the Ordering Portal with the URL: https://disa-storefront.disa.mil/dsf/logon?a=DDR&r=https%3A%2F%2Fddsf.disadirect.disa.mil%2Fkinetic%2FDisplayPage%3Fname%3DDDSF_Home
    b. NOTE: If the user does not have an account with role(s), refer to the General User walkthrough guide for instructions on account creation and role request.

Figure 6.1.9: Dedicated Transport Service Page Standard Offering Tab



10. Navigate back to the service to be ordered in the Service Catalog and click **Order Now.**

Figure 6.1.10: Dedicated Transport Service Page Standard Offering Tab



6.2 How to Edit DISA Service Catalog Information

NOTE: *(Only enabled for the DISA Service Catalog Management team and authorized DISA Service owners)*

1. Enter https://storefront.disa.mil/kinetic/disa/service-catalog#/ in the browser window.
2. Choose the appropriate Service by selecting **Service Categories**.
3. Scroll through subcategories to locate the Service that requires an update.
4. Select the **Edit** button.

5. Once the Edit button is selected, areas enabled for update will be indicated by green, dotted lines.
6. Once the desired edits/updates are complete, select **Preview** to review the changes.
7. Select **Submit for Approval**.
8. Confirmation of submittal will appear on the screen, and the user should also receive a confirmation email within 30 minutes of submittal.
9. Approval or rejection notification should be received via email within 2-3 business days.

7 Order Placement & Management

NOTE: Before you begin, you must have the ARO role in order to gain access to the Ordering Portal and Help page.

The sections below provide general guidance on how to manage an order once it has been placed. For instructions on placing an order for a service, the user should refer to the associated Service Overview. Service Overviews are generally available on the Ordering Portal Help page (Service Overview tab) as well as on the service page where the user can select "Order Now" for the chosen service.

For more information on how to create an account and request a role, please refer to Section 2. of this document.

7.1 How to Search for a Service & Start an Order

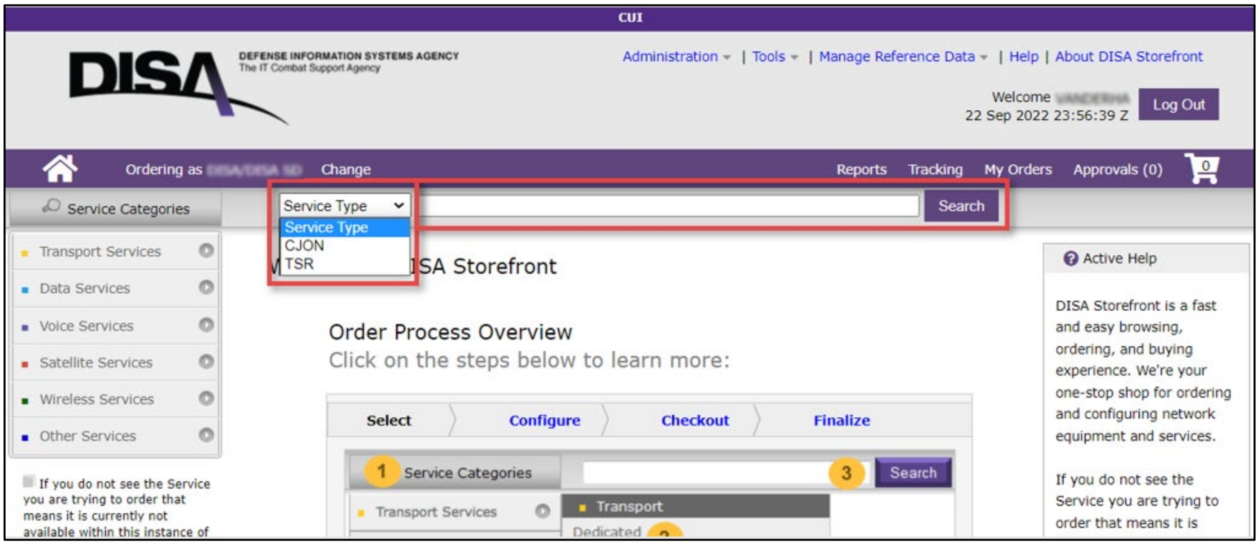
To search for a Service in the DISA Storefront Service Catalog, type the search string in the Search bar on the Homepage, and click on **Search**. There is a drop-down list where the user can use a filter to search for/by Service Type, Customer Job Order Number (CJON), or Telecommunications Service Request (TSR). For example, if you are looking for the EMSS service, you can type in "EMSS", click "**Search**", then the Search Results for EMSS will appear. From there, you can click on the hyperlinked text, and the link will take you directly to the EMSS Service page.

The steps to search for an order are as follows:

1. Login to the **DISA Storefront Admin Landing Page**.
2. Click on the **Ordering Portal** tab.
3. On the search box, there is an option to filter by Service Type, CJON and TSR.

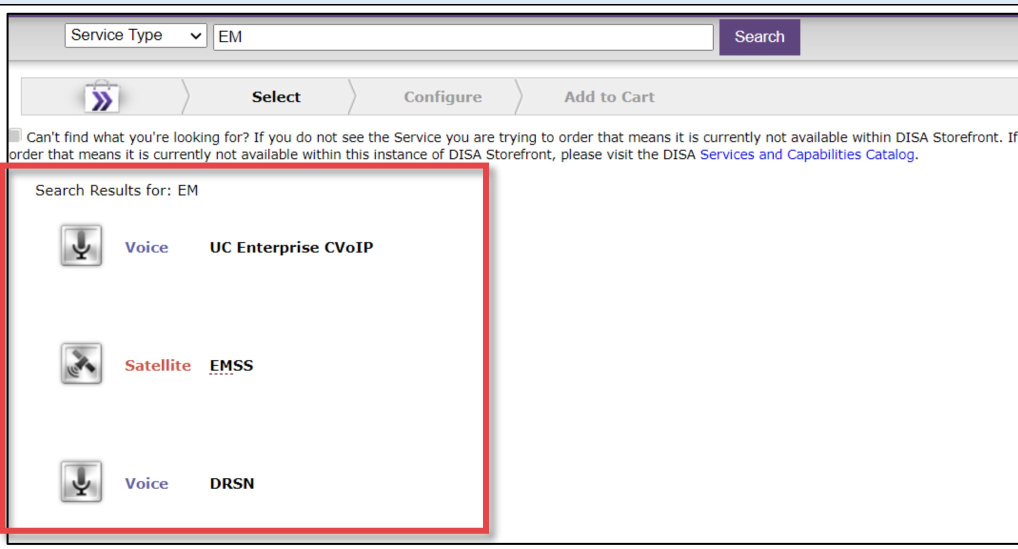
NOTE: If the user needs to place an order on behalf of another Agency and Organization, please refer to Section 7.1.1 below.

Figure 7.1.1: DISA Storefront Landing Page Search Bar Options



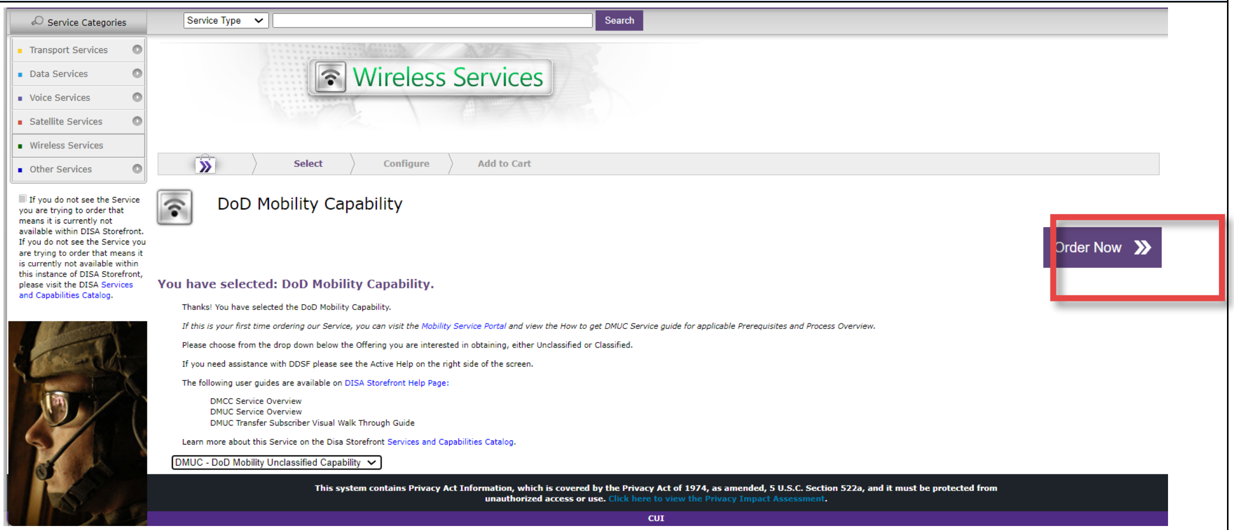
4. Enter the keywords on the search bar.
5. The search results will appear below:

Figure 7.1.2: DISA Storefront Landing Page – Service Search Results



6. Once the user has identified the service they want to order, click **Order Now.** This will begin the ordering process for the selected service.

Figure 7.1.3: DISA Storefront Landing Page – "Order Now" (Example)

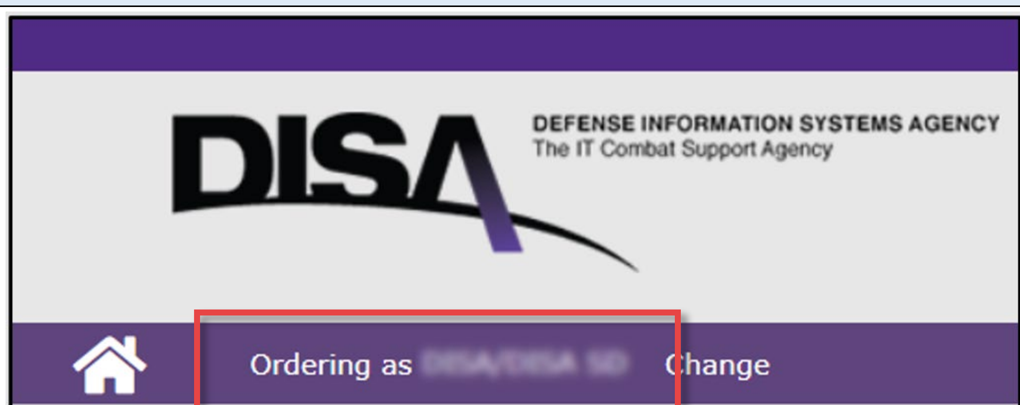


Once the user finishes filling out the order details pages, applies funding, and clicks **Place Order,** the order will be listed in the "My Orders" page.

7.1.1 How to Change the Agency and Organization in the Ordering Portal

1. In your browser, enter this address: https://disa-storefront.disa.mil/dsf/home.
2. *Please ensure that your CAC is inserted into the card reader of your computer.*
3. Click **Login**.
4. Click on the **Ordering Portal** tab.
5. Next to the Home button, click on the **Ordering as** button/tab.
6. Select the desired **Agency** and **Organization** using the drop-down menu.
7. Click **Save**.

Figure 7.1.1.1: Agency / Organization Snapshot



****Please note that the Agency can be changed within the Ordering Portal for the main purpose of processing orders on behalf of another Agency. However, your main Agency on your personal account will remain the same. Refer to the NOTE after Step 5 of Section 2.1 (above).**

7.2 Order Actions Overview

The My Orders page contains numerous statuses and options which are automatically updated based on user, manager, and administrator actions. There are five active actions on the DISA Storefront. Below is a list of all available order actions and their definitions.

Table 7.2.1: Order Actions, Definition, & Instructions

Action	Definition
	Start Orders
Start	The Start action initiates a new order.
Copy	The Copy action creates a duplicate of an order which can be used to create a new Start action for the same service type. NOTE: Depending on the order copied, certain elements will be invalidated and will require review and editing in order for the order to be submitted.
Delete	The Delete action can be used at any time throughout the order drafting process BEFORE/UNTIL "Place Order" is clicked. If the Delete action is used on an order being drafted, the user will have to re-create/start from the beginning.
Recall	The Recall action is used after the user has submitted an order (clicked "Place Order") for approval. This enables recalling an order for edits. An approving official can also recall an order when it is pending in the next downstream approval office.
Temporary	The temporary action is used when service will not exceed 90 days and where the start and discontinue dates are both identified. When performing a Start order, on the Service Dates page, which appears during the "Checkout" process, if the user answers "Yes" to the question, "Is this a Temporary order request?", the Start order will become a Temporary order.
	Orders Pending Fulfillment
Amend	The Amend action is used to modify a fully approved but not yet fulfilled (Pending Fulfillment) order.

Action	Definition
Cancel	The Cancel action is used to nullify an action in its entirety PRIOR to the service being fulfilled. Scenario 1: If a Start order and an Amendment both have not been fulfilled, the Cancel action will cancel both the Start and Amendment. Scenario 2: If a Start order HAS been fulfilled and the user submits a Change action, and the Change has NOT yet been fulfilled, the Cancel action will ONLY impact the Change, not the original order. **NOTE:** Cancel actions CANNOT be used to discontinue service and billing. See Discontinue Action below. Also, if the user cancels a request, implementation costs may still be incurred if the cancellation is received too late. This is more likely to happen when there is a support contract element involved with fulfilling the service request.
Active Orders	
Change	The Change action is used to alter an active service or circuit configuration. Any modification of an active circuit or service that has been fulfilled must be submitted as a Change action.
Re-award	The Re-Award allows users to initiate an action to Re-Award their current service contract. Normally this is done for circuit leases but could also be done for other contract services. Please refer to the “How do I discontinue the previous CSA that was re-awarded to another CSA for the service?” question in the Frequently Asked Questions (FAQ) tab located on the DSF Help page.
Discontinue	The Discontinue action is used to initiate stopping/terminating service and billing.

7.3 How to Track/Locate an Order

Here are five example scenarios why a user would need to track an order:

1. Scenario 1: User has a sensitive deadline by which an order needs to be approved.
    a. The user can use the Addressing and Routing tab to identify individuals in the associated routing offices for an order and contact the approvers to help expedite the approval process.
2. Scenario 2: One approving office on an order may want to know what the previous or the next approving office is.
    a. The user can identify the routing offices by navigating to the Routing tab to easily view the Routing Offices for an order.
3. Scenario 3: Why is my order not approved yet? My order seems stuck in the approval process.
    a. The user can use the Routing tab to identify individuals in the associated routing offices for an order and contact the approvers to help expedite the approval process.

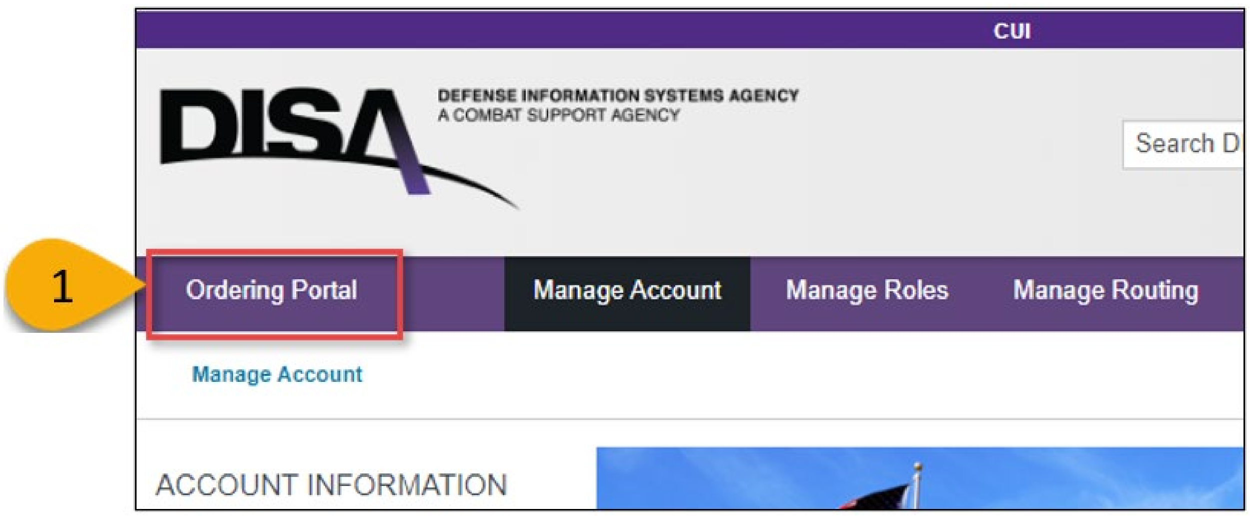
4. Scenario 4: My order status shows Denied. Why?
   a. The user can use the Routing tab to identify where in the routing process that the order was denied and view the Comments field where denial justification should be provided.
5. Scenario 5: My CJON is missing/deleted. How can I find it?
   a. An order (CJON) can ONLY be deleted BEFORE it is submitted. If a user is unable to locate their order (CJON), please open a ticket with GSD to be assigned to the DSF Help Desk.

NOTE: Users can locate their order(s) by using the Tracking function to help address the example scenarios shown above. The Customer Job Order Number (CJON) and Telecommunication Service Request (TSR) number are the primary search elements, but users can also search on other general criteria to locate orders. The following pages in this section guide the user to the answers to these scenarios.

The steps to track an order are as follows:

1. From the DISA Storefront Admin Landing Page, click on the **Ordering Portal**.

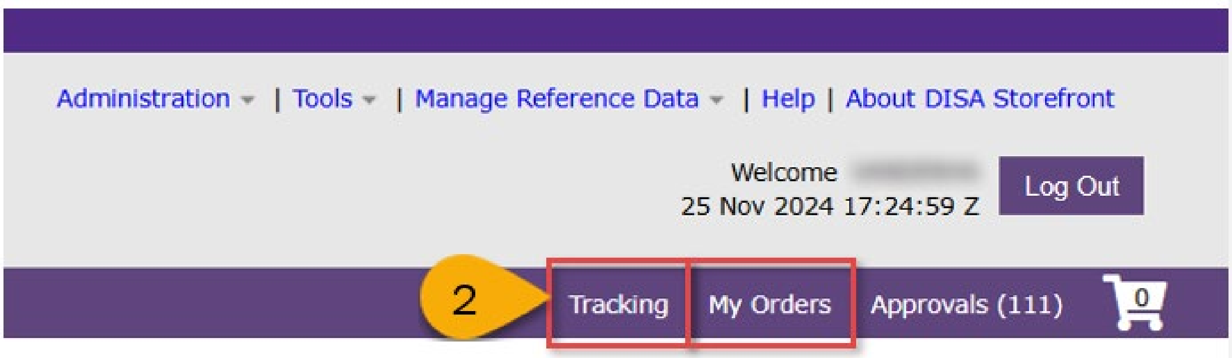
Figure 7.3.1: DISA Storefront Ordering Portal



2. In the Ordering Portal, there are two ways to track an order based on who is looking.
   a. If an individual (the “originator”) wants to review the status of an order they have placed, click on My Orders and then proceed to Step 3 to locate the order of interest. Functionality of the My Orders page is essentially the same as the Tracking page as shown in Step 3.
   b. If someone other than the individual who placed the order wants to review an order status, click on **Tracking** and proceed to **Step 3.**

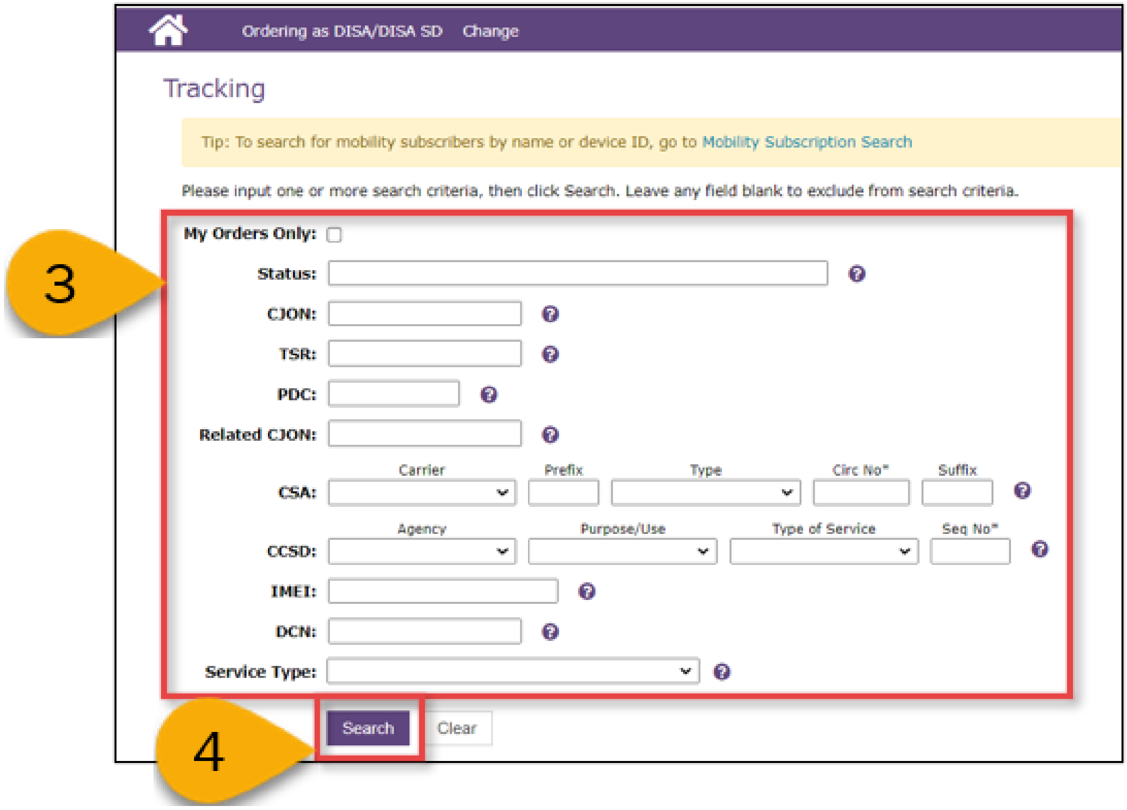
c. To search for a DMUC order using subscriber information, use the **Mobility Subscription Search** page/capability. Instructions for using the **Mobility Subscription Search** page are provided in section 7.3.1 below.

Figure 7.3.2: DISA Storefront Ordering Portal (My Orders / Tracking)



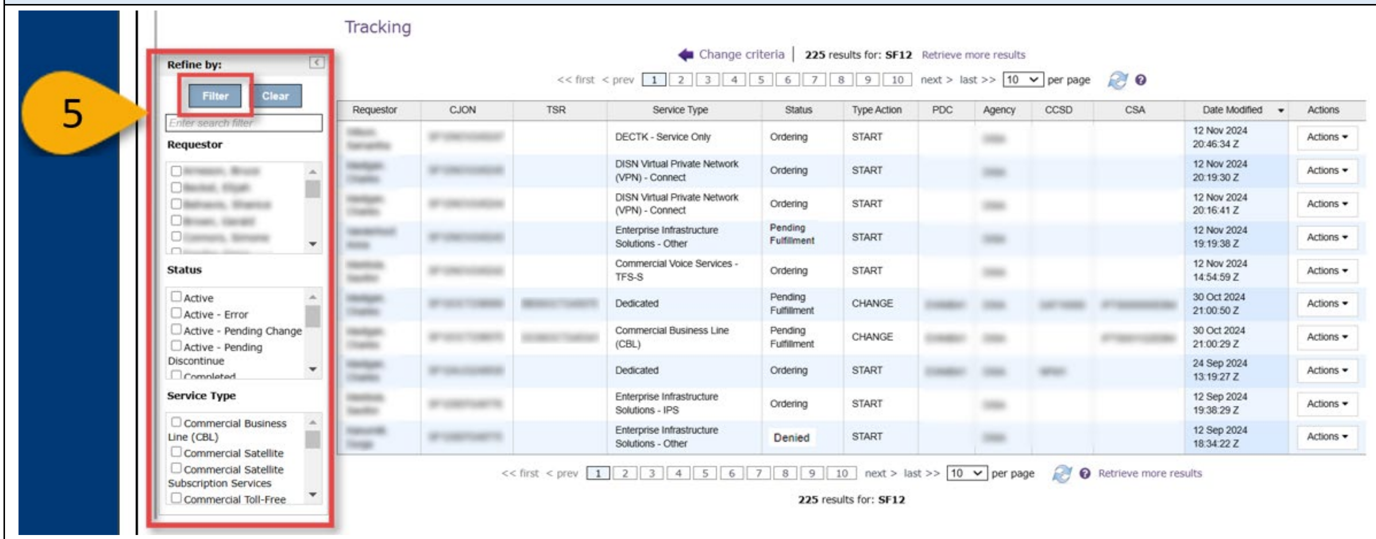
3. On Tracking screen, enter the CJON number of the order. Partial CJONs (e.g., SF12FEB, 12FEB15, 5000) may be entered.
4. Click **Search**.
   a. Optional: More than one criteria can be used to narrow your search if the CJON or TSR number is not known, or if you want to use tracking for general searches. For instance, you have the option to filter an order using the DCN number or you can specify the service type by clicking and selecting from the drop-down menu.

Figure 7.3.3: Track an Order by CJON



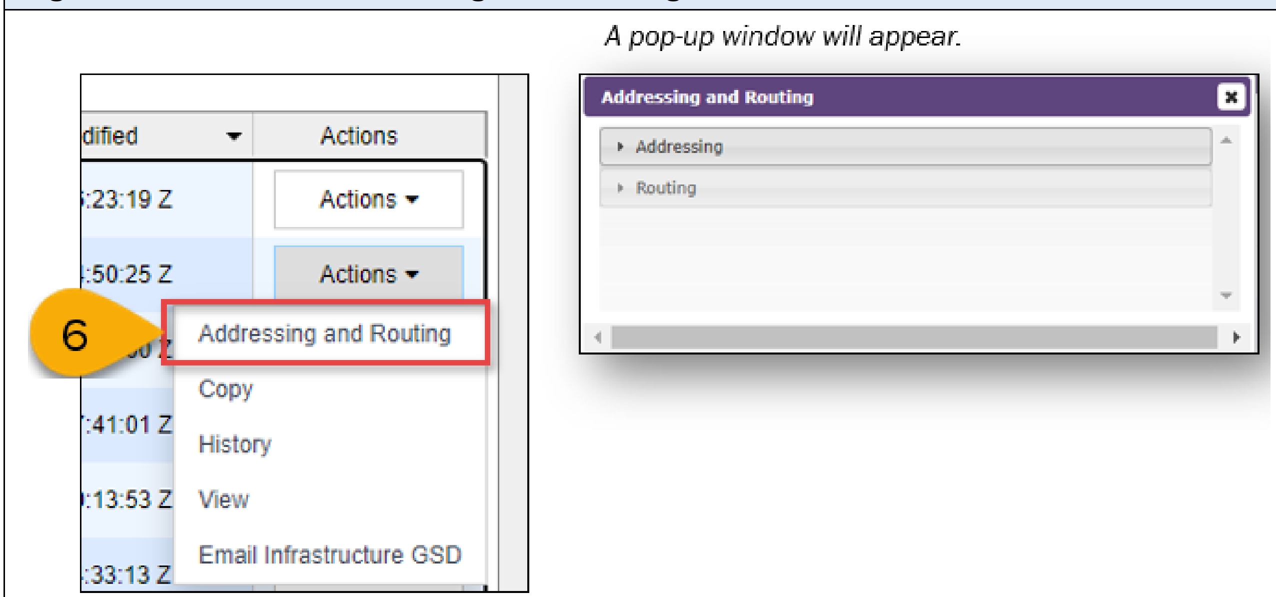
5. On the Tracking page, you have the option to search for the service order by Agency, Requestor, Status, and Service Type by check-marking the applicable fields and clicking on Filter button or Enter on the keyboard. It is optional for the ARO to use the search filter. If the user is unable to find the appropriate DoD Mobility Unclassified Capability (DMUC) order using the instructions here, try using the Mobility Subscription Search page (see section 7.3.1) to search using other DMUC-specific criteria.
    a. The user can keep clicking on **Retrieve more results** until it changes to/indicates “Displaying All Results”. Once “Displaying All Results” is displayed, DSF is showing all the records for the specific tracking search.
    b. **“per page”** dropdown menu – this dropdown menu allows the user to select the number of search results that is displayed on the screen. The search can display 10, 25, 50, or 100 results.
    c. NOTE: This function is also located on all the user queues like My Orders, Approvals, and My Provisioning. Not showing all results conserves server processing resources and helps avoid impacts to operations due to large searches.

Figure 7.3.4: Search Results Window Snapshot



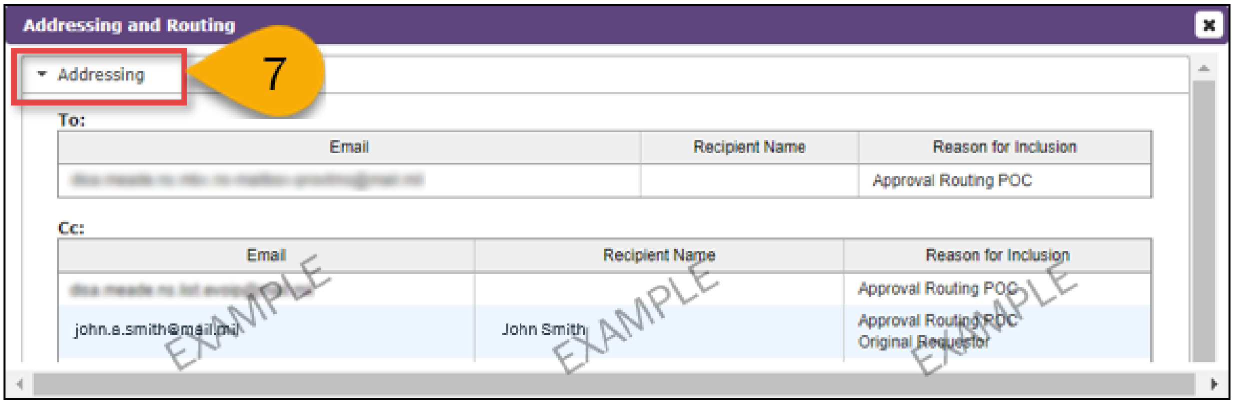
6. Locate the desired service order. Under the Actions drop-down menu, click on **Addressing and Routing**.
   a. NOTE: There are other options available from the Actions button that may be relevant; History (for example), which shows the historical status of an order as it was processed for approval and final fulfillment. It also contains a service history of the order from initiation through its life until discontinue.

Figure 7.3.5: Order Addressing and Routing



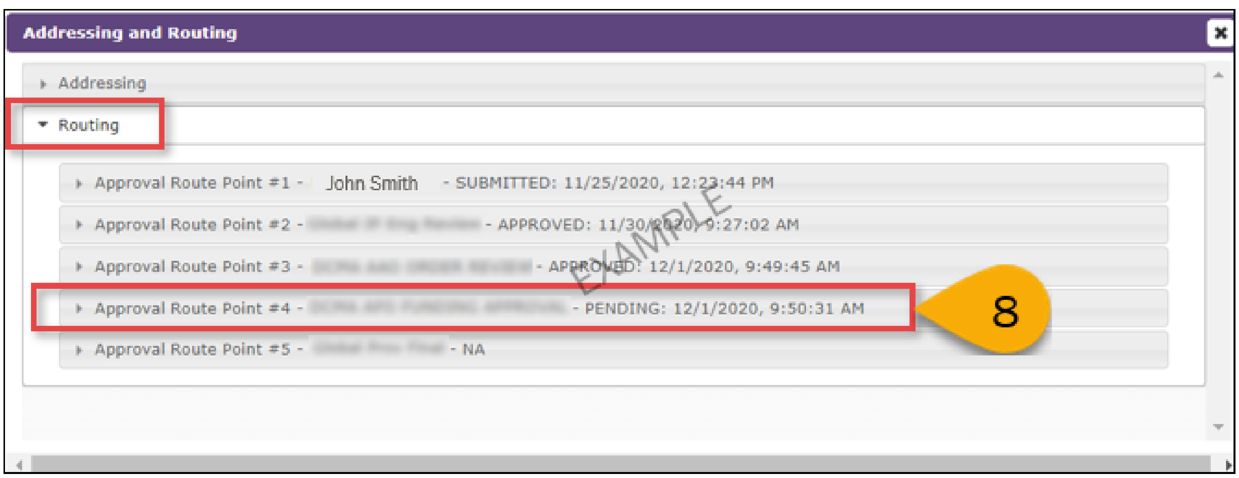
7. Click on the **Addressing** tab to review the email notifications that is associated with the service. Collapse the tab by clicking on the **Addressing** tab.

Figure 7.3.6: Order Addressing and Routing (Example)



8. Click on the **Routing** tab to review the status of the order. In this example, the order is currently Pending on Approval Route Point #4. Click this tab to review more information.

Figure 7.3.7: Order Addressing and Routing – Approval Points



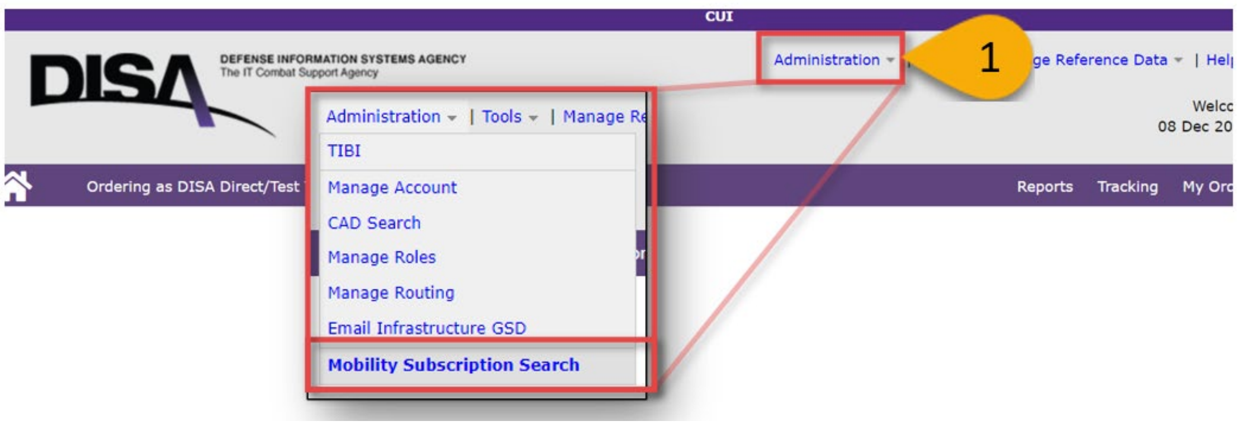
9. If an order approval is delayed or needs to be expedited, the ARO can contact any of the approving officials displayed in the expanded route point information to request their service order be approved. Once approved, the order will be promoted to the next approval route point for action or if it is the last approval route point, the order will be issued for fulfillment.

7.3.1 How to Track a Mobility Order (Mobility Subscription Search)

1. To search for Mobility Subscribers by name or device ID, select the Mobility Subscription Search page link from the Administration dropdown menu at the top of the Ordering Portal page.

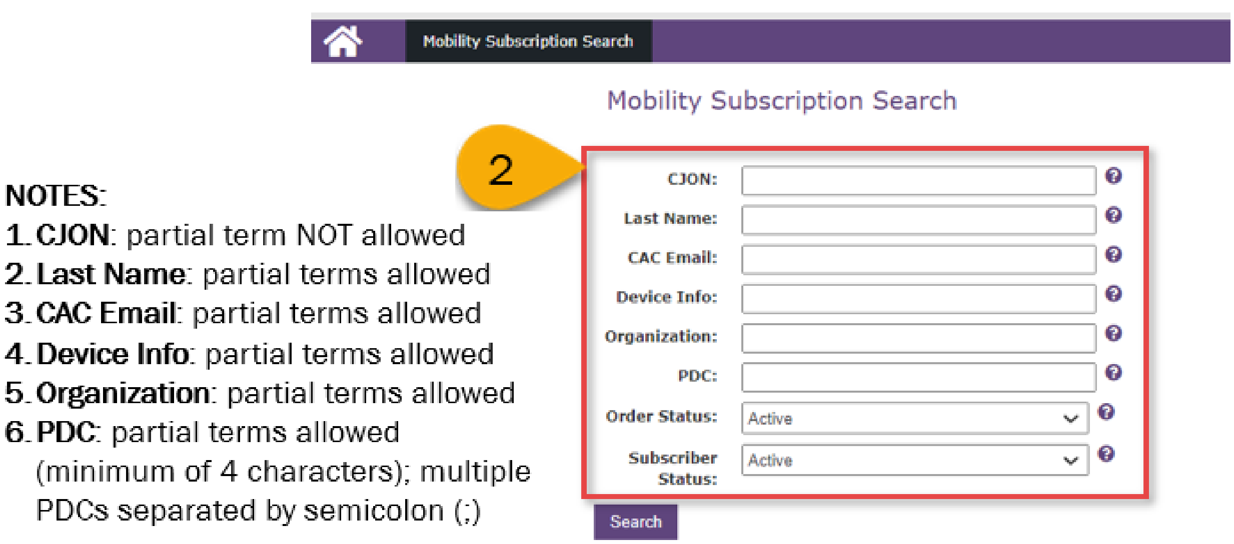
NOTE: A link to the Mobility Subscription Search page is also provided at the top of the Tracking page.

Figure 7.3.1.1: Navigating to Mobility Subscription Search



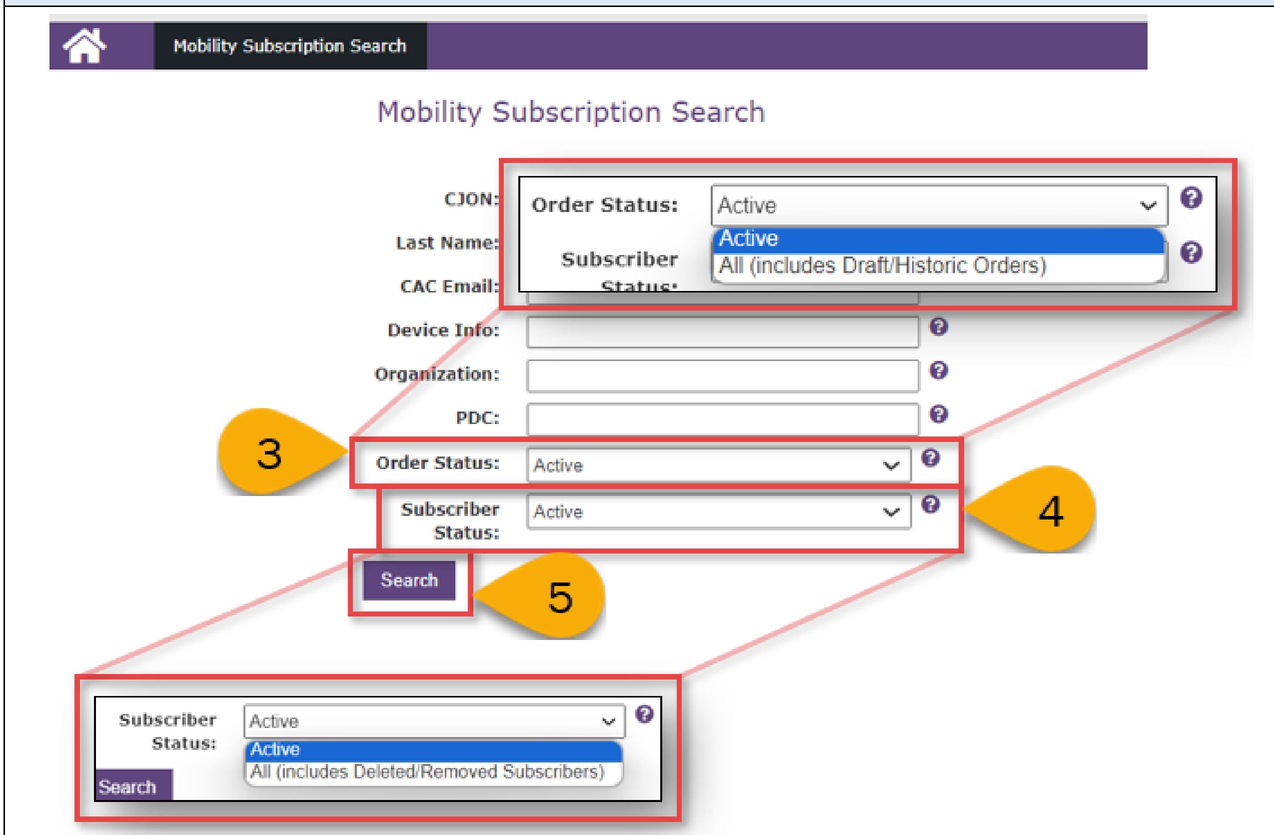
2. Enter search criteria in the fields provided: **CJON**, **Last Name**, **CAC Email**, **Device Info**, **Organization**, **PDC**, and **Order Status**

Figure 7.3.1.2: Mobility Subscription Search Fields



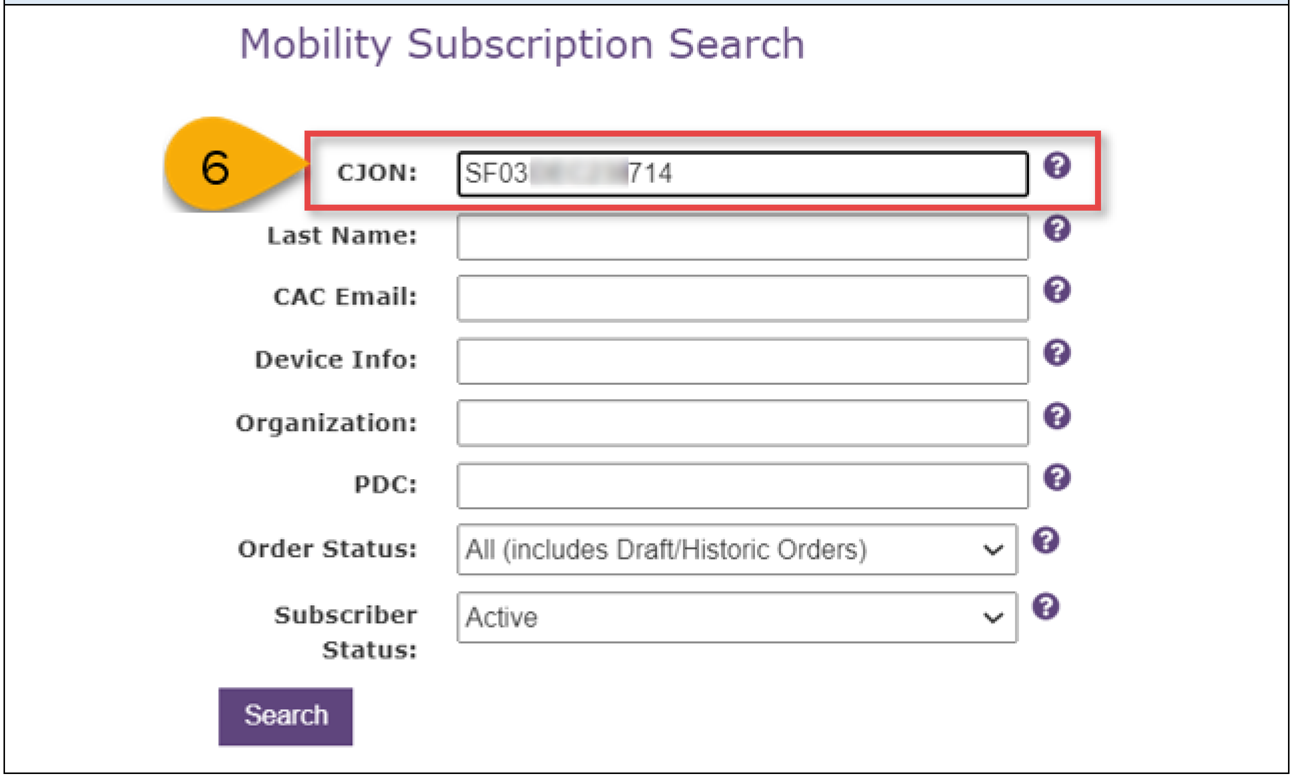
3. Click the **Order Status** drop-down menu. This menu provides the user the option to specify what search results should show for the user's search criteria:
    a. **Active**: This will narrow search results to show ONLY Active orders
    b. **All (includes Draft/Historic Orders)**: This will broaden search to show all order(s) / subscriber(s) that exist(ed)
4. Click the **Subscriber Status** drop-down menu. This menu provides the user the option to specify what subscriber search results should show for the user's search criteria:
    a. Active: This will narrow search results to show ONLY Active subscribers
    b. All (includes Deleted/Removed Subscribers): This will broaden search to show all subscriber(s) that exist(ed).
5. Click **Search**. See below for examples of searches and results using example/fake information.

Figure 7.3.1.3: Mobility Subscription Search - Order Status Field



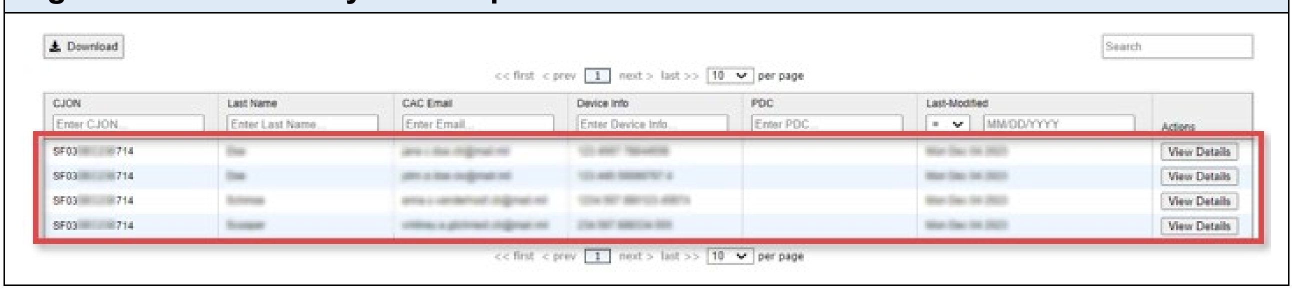
6. If the user enters a CJON, the search will return the subscribers currently on that order/CJON.

Figure 7.3.1.4: Mobility Subscription Search - CJON Field



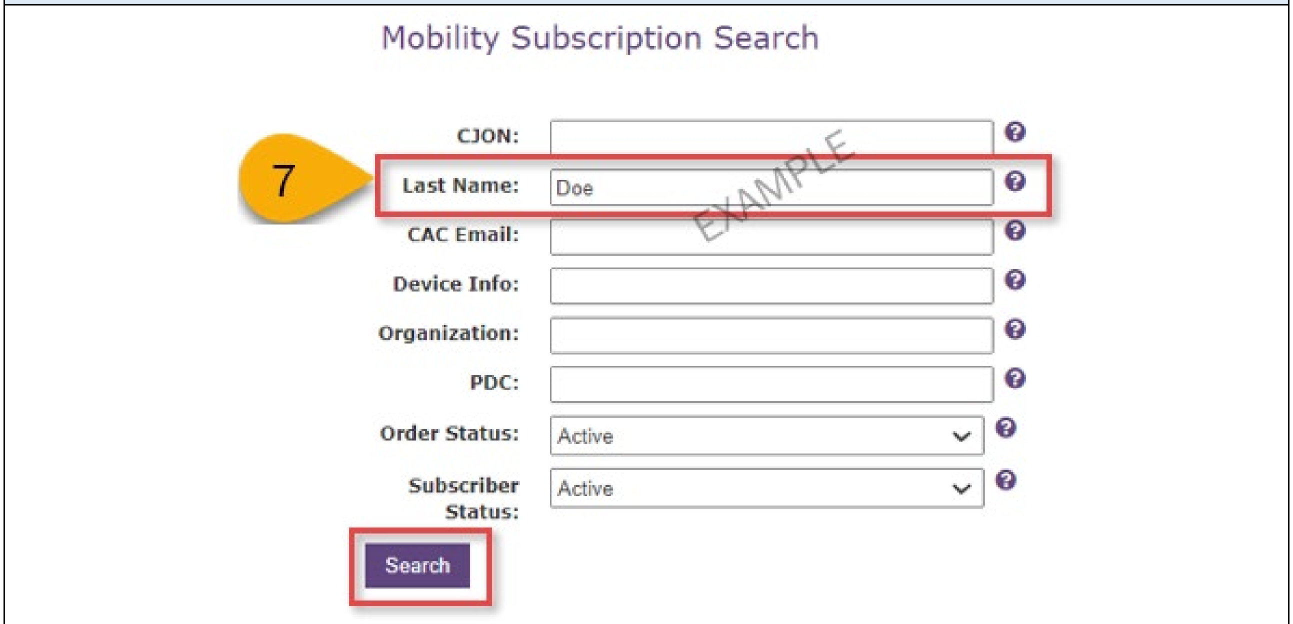
View CJON search results (example below).

Figure 7.3.1.5: Mobility Subscription Search - CJON Results



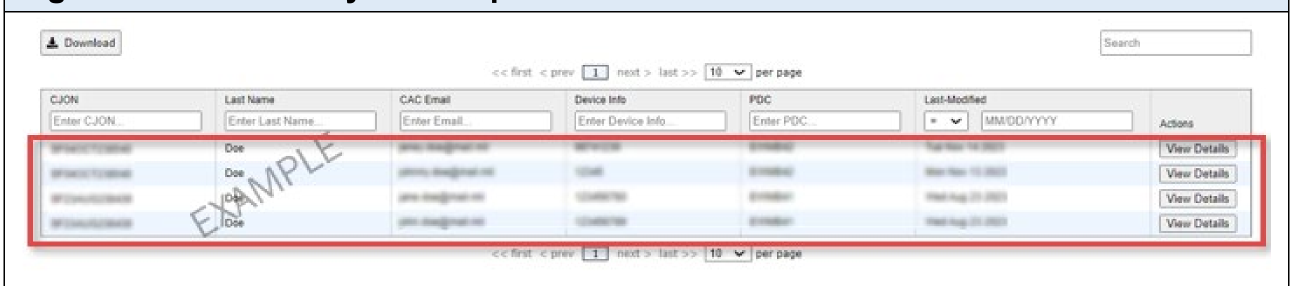
7. If the user searches by Last Name, the search will return the subscribers with that last name and the associated orders they are on.

Figure 7.3.1.6: Mobility Subscription Search – Last Name Field



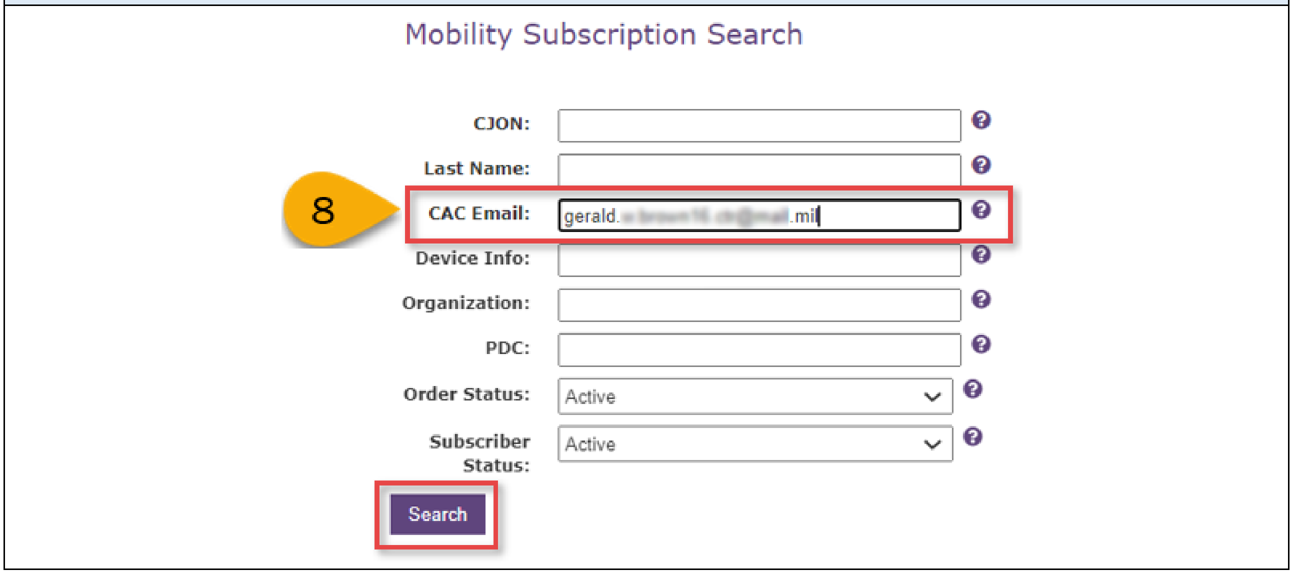
View Last Name search results (example below).

Figure 7.3.1.7: Mobility Subscription Search – Last Name Results



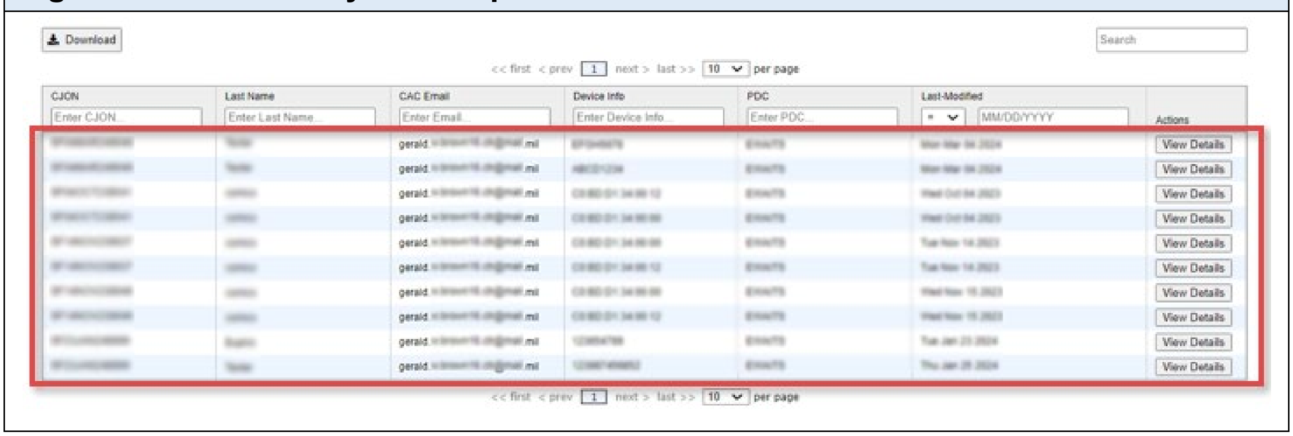
8. If the user searches by CAC Email, the search will return the subscriber/orders that have that CAC email address.

Figure 7.3.1.8: Mobility Subscription Search – CAC Email Field



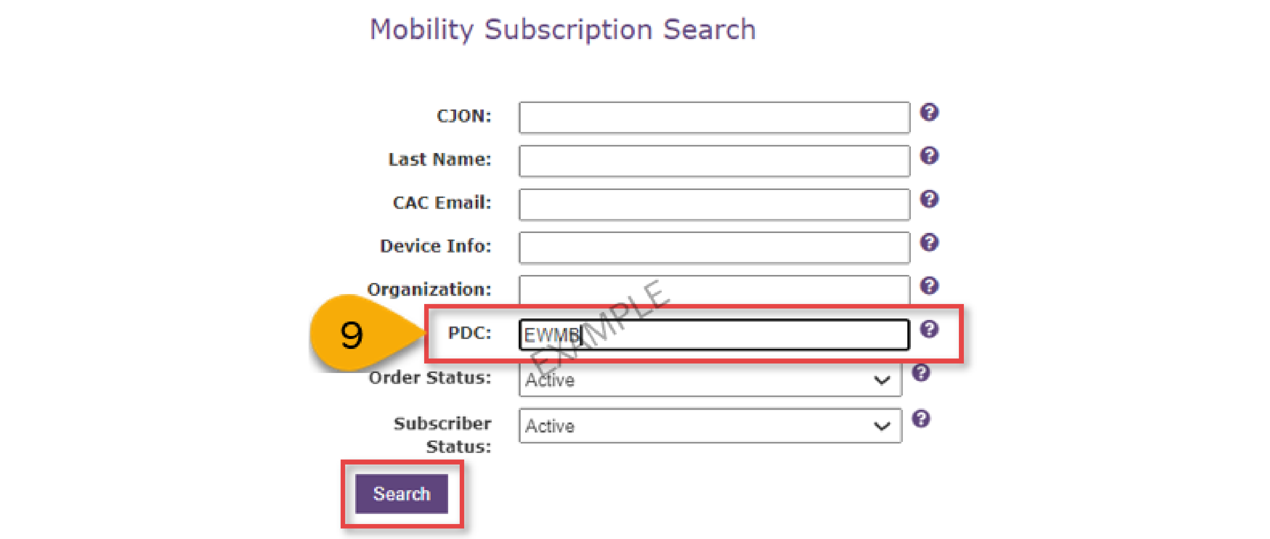
View CAC Email search results (example below).

Figure 7.3.1.9: Mobility Subscription Search – CAC Email Results



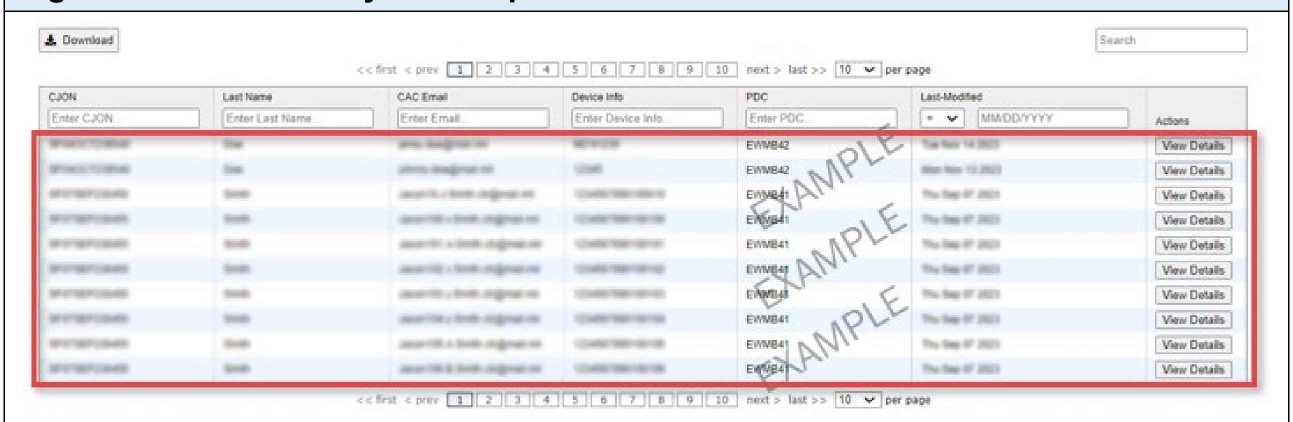
9. If the user enters a partial or full PDC, the search will return the subscribers being billed to that PDC.

Figure 7.3.1.10: Mobility Subscription Search – PDC Field



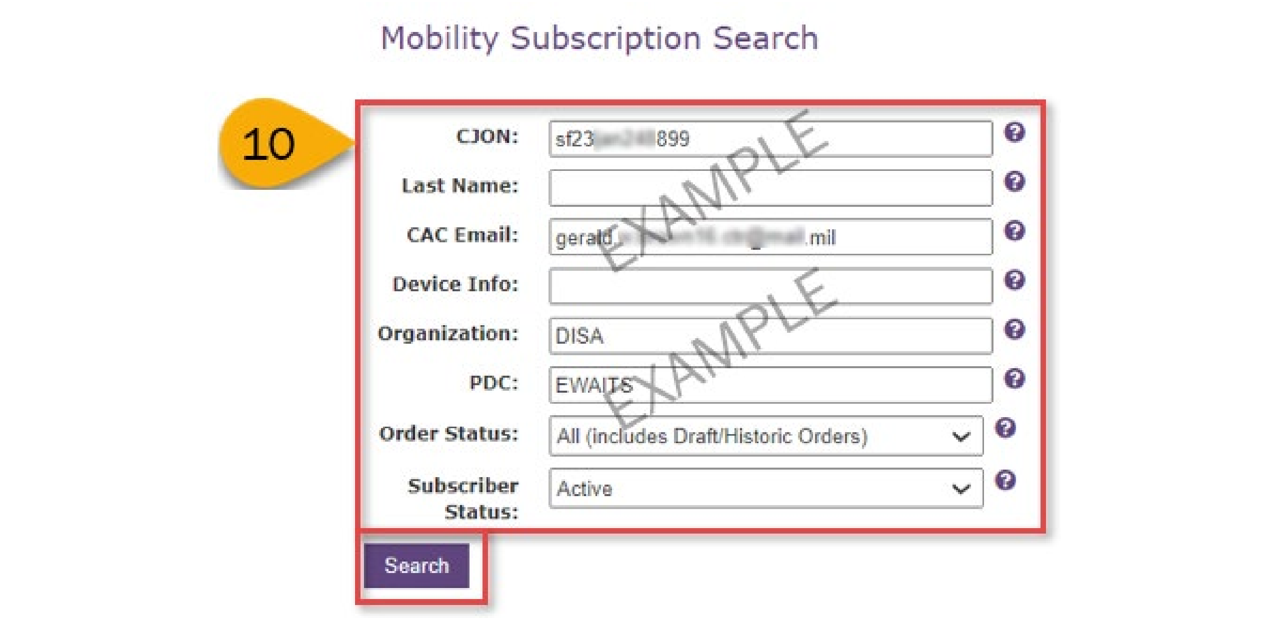
View search results for the PDC parameter (example below).

Figure 7.3.1.11: Mobility Subscription Search – PDC Field Results



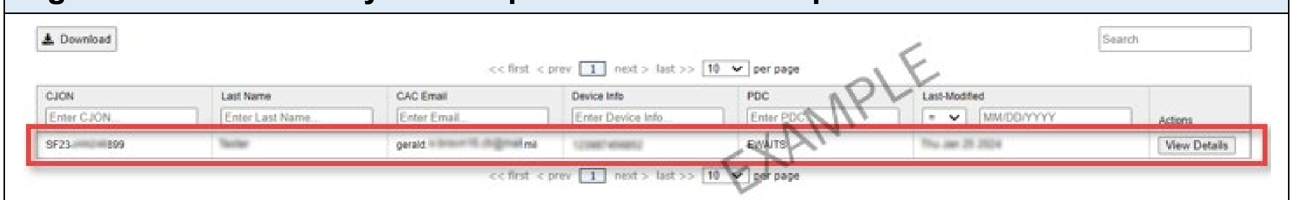
10. If the user enters multiple search criteria, results (if found) will display for the criteria entered. Once known search criteria are entered, click Search.

Figure 7.3.1.12: Mobility Subscription Search – Multiple Criteria



View search results using multiple search parameters (example below).

Figure 7.3.1.13: Mobility Subscription Search – Multiple Criteria Results



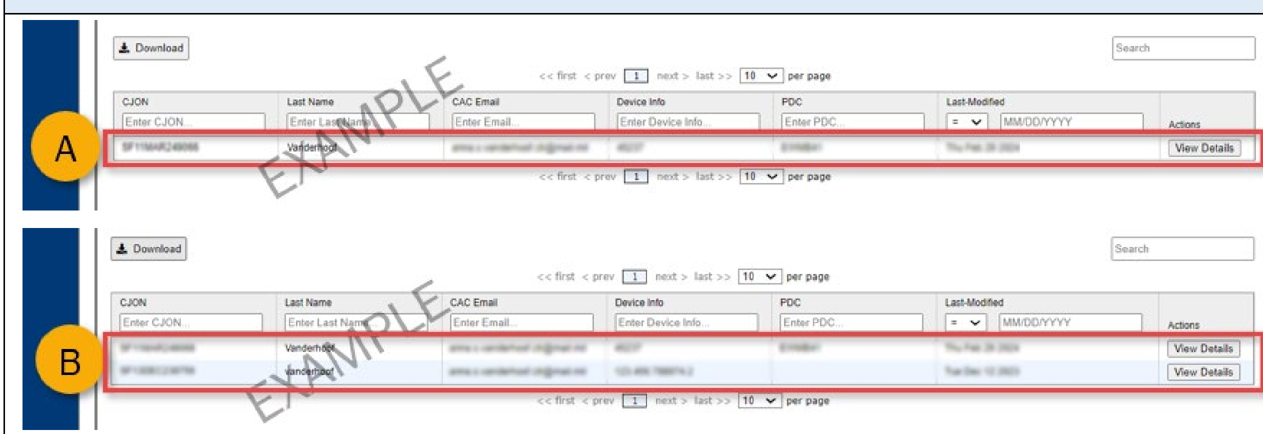
11. If the user enters a search criteria AND specifies an Order Status option, different results will be displayed. A very simple example is demonstrated below.

Figure 7.3.1.14: Mobility Subscription Search – Criteria & Order Status Field

View search results for a last name search with different Order Status selection (examples below).

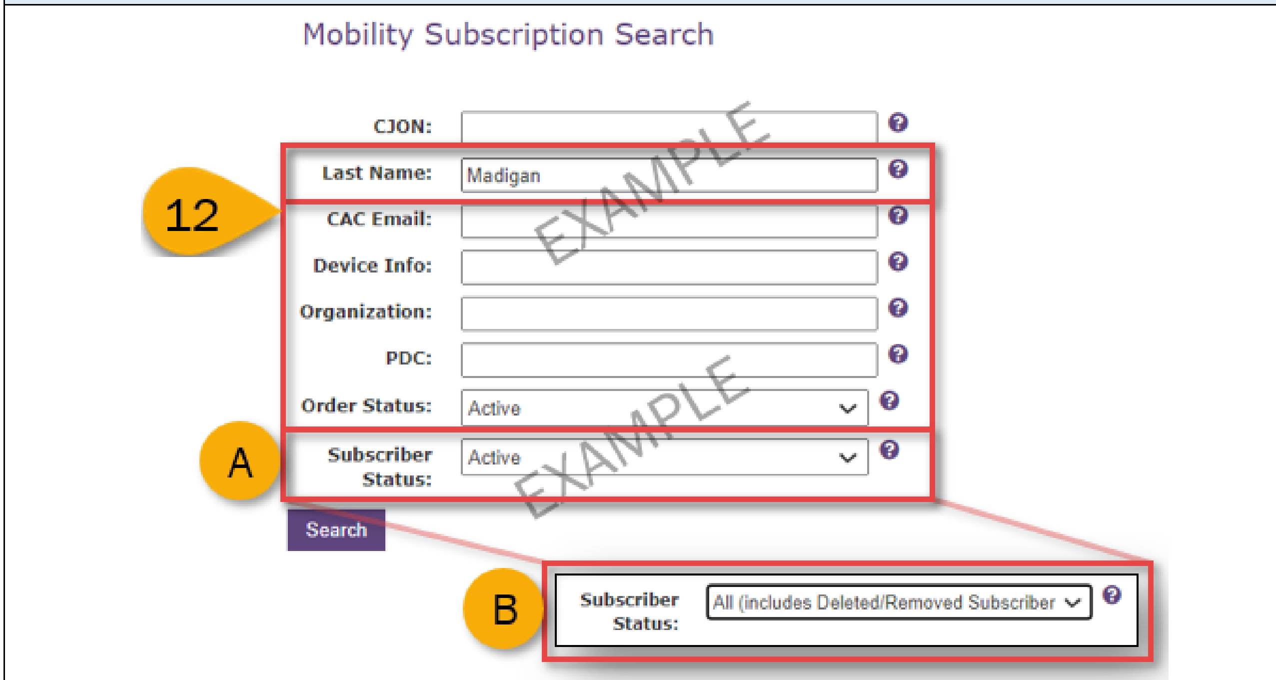
a. Example search results when Order Status selection is **Active**:
b. Example search results when Order Status selection is **All (includes Draft/Historic/ Orders)**:

Figure 7.3.1.15: Mobility Subscription Search – Criteria & Order Status Field Results



12. If the user enters a search criteria AND specifies a **Subscriber Status** option, different results will be displayed. A very simple example is demonstrated below.

Figure 7.3.1.16: Mobility Subscription Search – Criteria & Subscriber Status Field

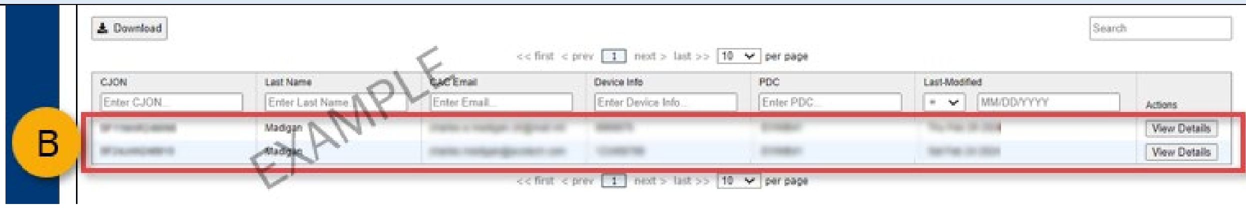


View search results for a last name search with different Subscriber Status selection (examples below).

a. Example search results when **Subscriber Status** selection is **Active**.
b. Example search results when **Subscriber Status** selection is **All (includes Draft/Historic/ Orders)**.

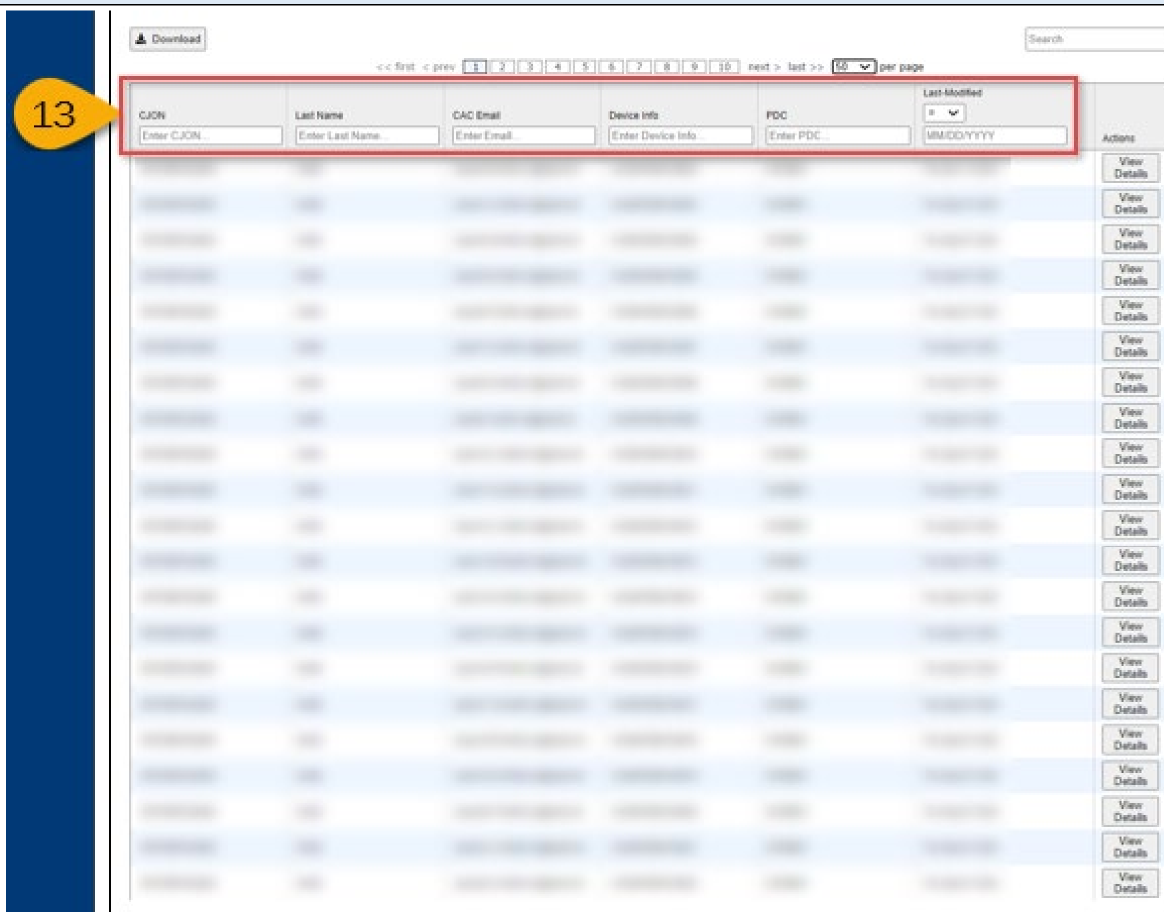
Figure 7.3.1.17: Mobility Subscription Search – Criteria & Subscriber Status Field Results

Figure 7.3.1.17: Mobility Subscription Search – Criteria & Subscriber Status Field Results



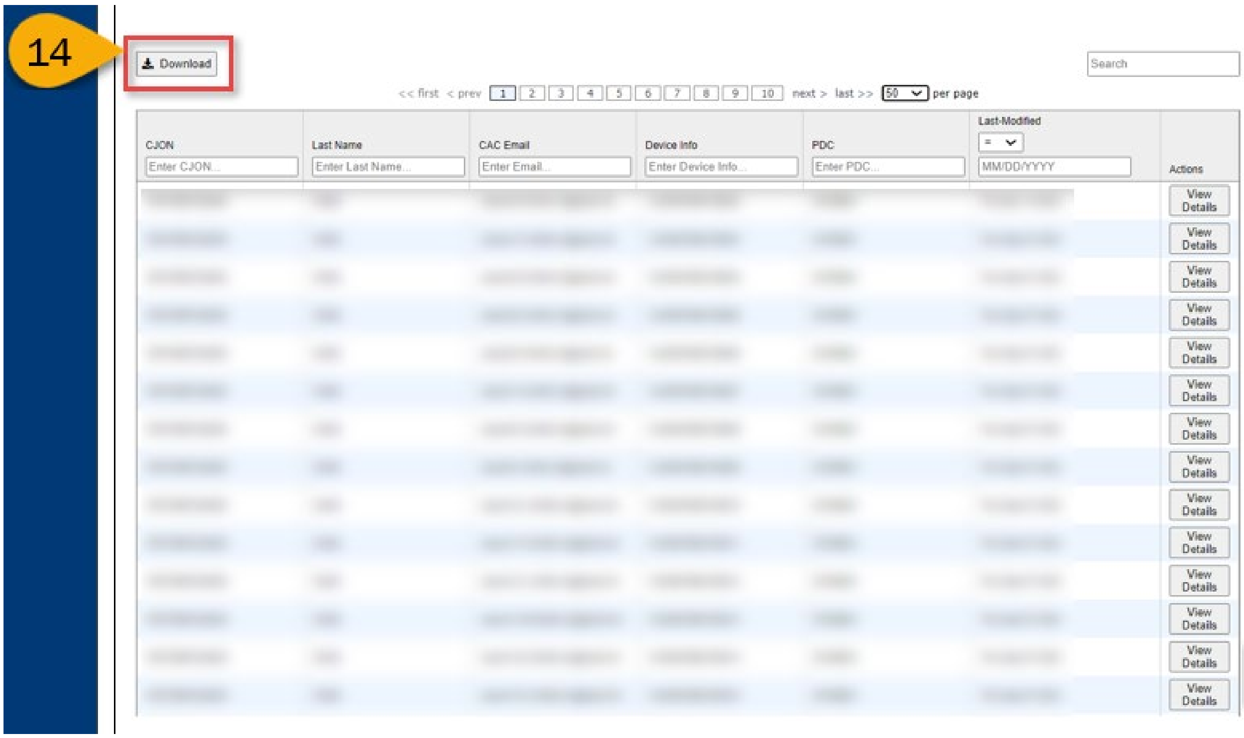
13. When there are numerous results to review, the user the fields provided to help narrow the results.

Figure 7.3.1.18: Mobility Subscription Search – Results Search



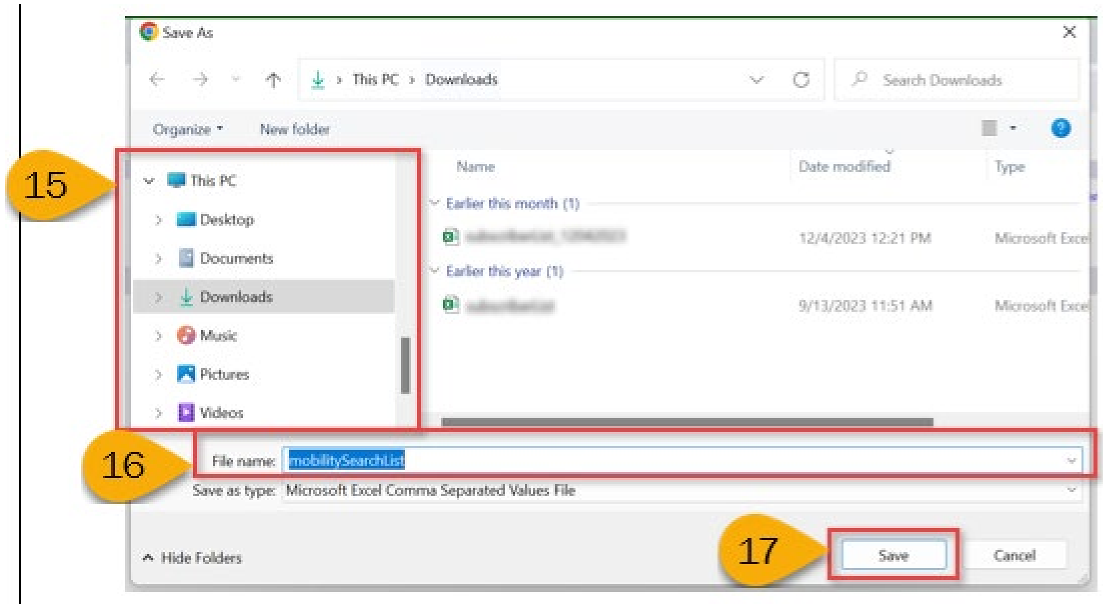
14. Once the user has conducted their search using the necessary criteria and identified the desired results, the user can download the results as a tool to conduct/maintain an inventory.

Figure 7.3.1.19: Mobility Subscription Search – Download Results



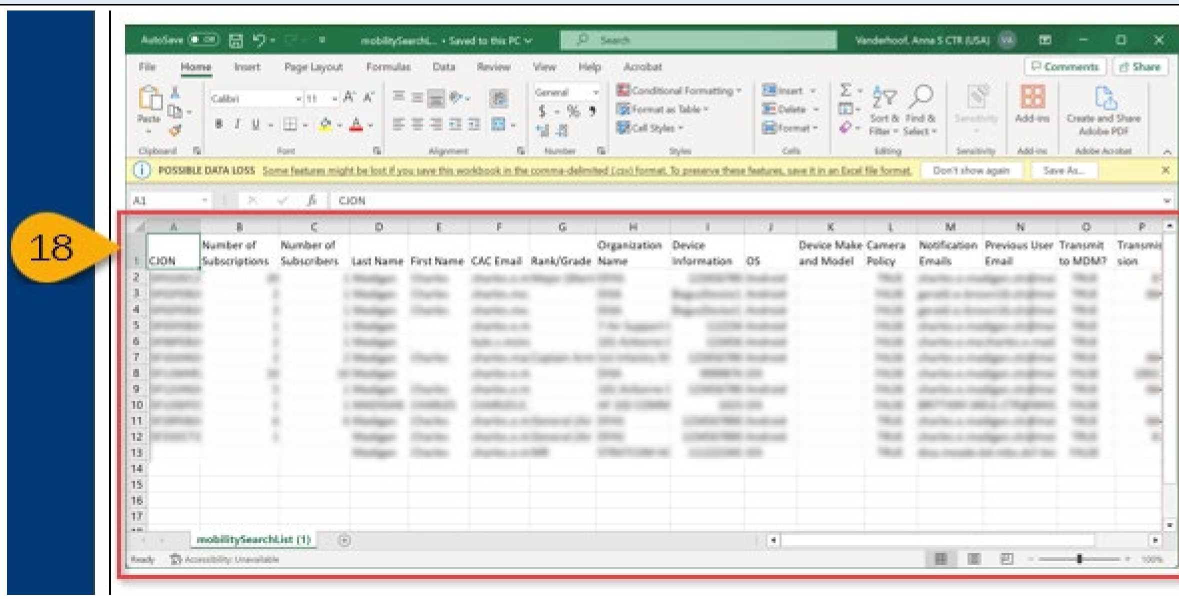
15. Select the location to which the downloaded file should be saved.
16. **(Optional):** The user can rename the file if desired.
17. Click **Save**. The file will save as a Comma Separated Values (csv) file type. Click **Cancel** to stop the process.

Figure 7.3.1.20: Mobility Subscription Search – Download Process



18. Open the downloaded file to view all the results.

Figure 7.3.1.21: Mobility Subscription Search – View Downloaded Results (Excel)



7.4 How to Manage an Order

NOTE: A user can navigate to the order management actions either of two ways depending on if they are the submitter or interested party. If the user is also the requestor (the individual who submitted the order), use Scenario 1 below to access order management actions. If the user is a party with an interest in an order, use Scenario 2 to access appropriate order management actions.

Scenario 1: In the Ordering Portal, the user can click on **My Orders** and identify the order that needs to be managed by the CJON number.

Scenario 2: In the Ordering Portal, the user can click on **Tracking** and search for the specific order by the CJON number.

For the purposes of the subsections below, the instructions assume the user is the submitter (Scenario 1) unless otherwise noted.

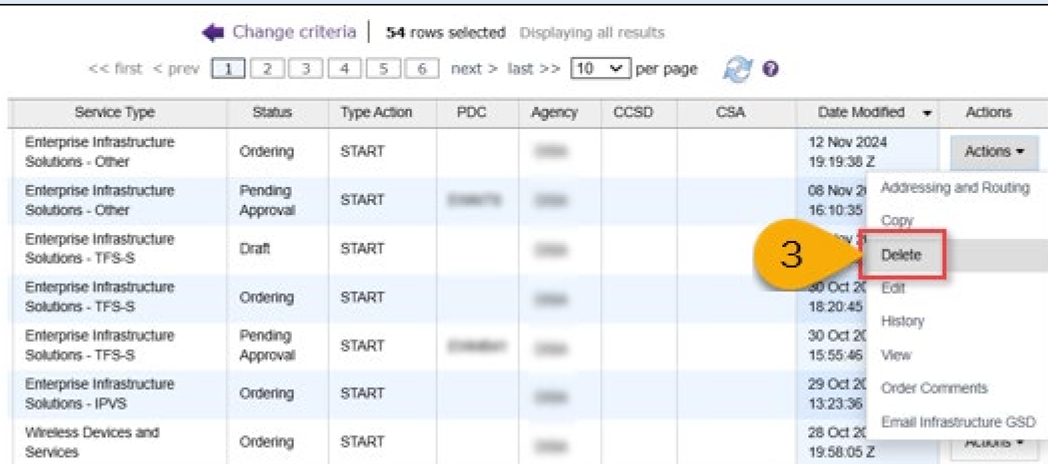
7.4.1 How to Delete an Order

NOTE: The option to Delete an order will only be available if the order has NOT yet been submitted for fulfillment.

The steps to delete an order are as follows:

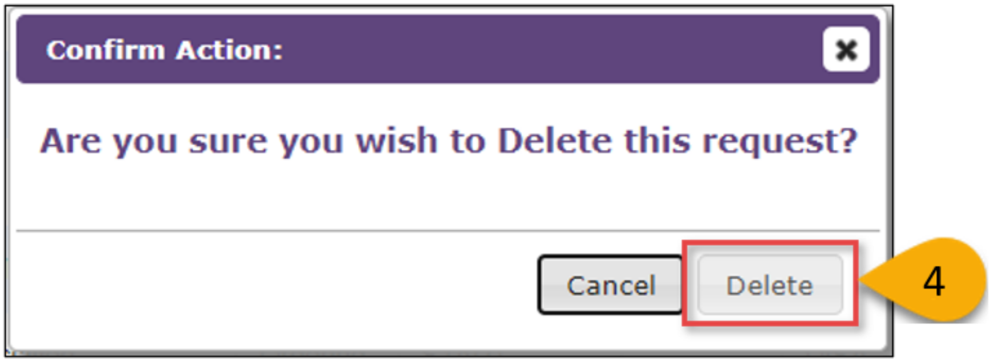
1. On the DISA Storefront Admin Landing Page, click on the **Ordering Portal**.
2. On the Ordering Portal, click on **My Orders**.
3. Next to the desired order, on the **Actions** drop-down menu, select **Delete**.

Figure 7.4.1.1: Delete an Order



4. A pop-up window will appear. The user will need to confirm that the order should be deleted. Click **Delete**.

Figure 7.4.1.2: Confirming Order Deletion



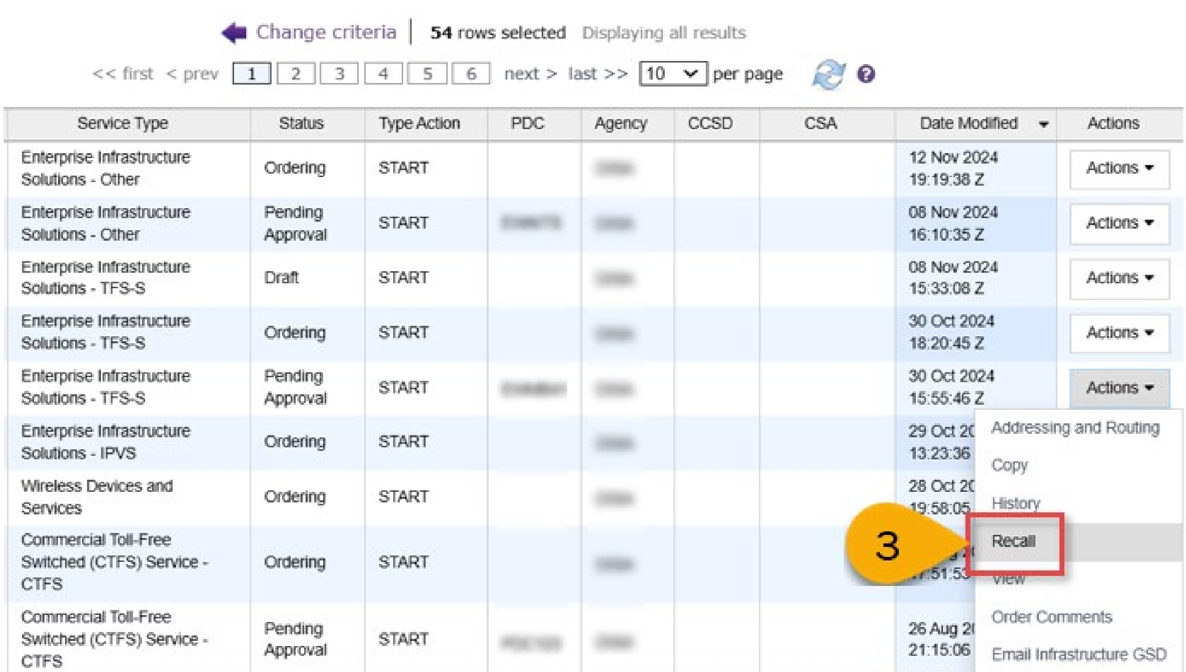
7.4.2 How to Recall an Order

NOTE: The option to Recall an order will only be available AFTER the order has been submitted for approval(Pending Approval status).

The steps to recall an order are as follows:

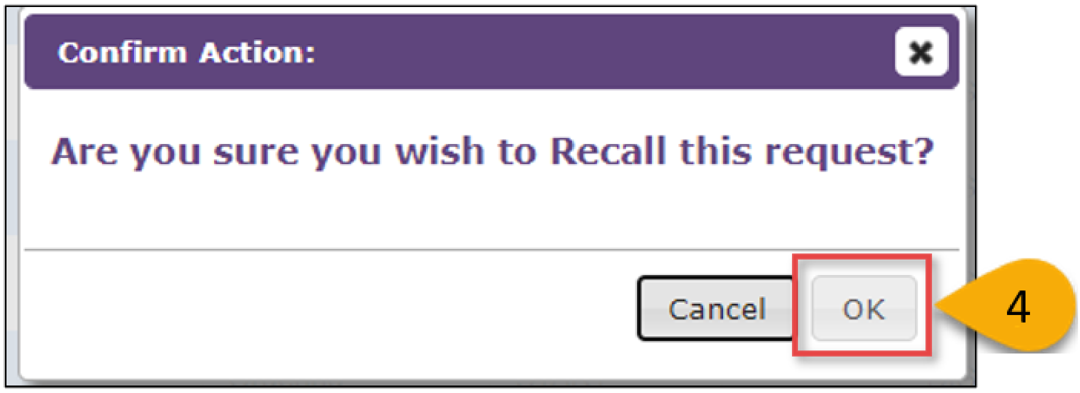
1. On the DISA Storefront Admin Landing Page, click on the **Ordering Portal**.
2. On the Ordering Portal, click on **My Orders**.
3. Your order should be in **Pending Approval** status. Next to the desired order, on the **Actions** drop-down menu, select **Recall.**

Figure 7.4.2.1: Recall an Order



4. *A pop-up window will appear.* The user will need to confirm that the order should be recalled by clicking **Ok.**

Figure 7.4.2.2: Confirming Order Recall



Scenario: Recalling an Order, Error says "Insufficient Privileges".

When the user is the requester (originator) of an order and is also an approving official in an approval route point for the/an order, the user cannot recall the order. In this case, the requester would need to access the order through the approvals menu and deny the order with a comment to return it to the requester. Had the order been at another routing point, where the user wasn't an approving official in the route point, the requester would be able to recall it as expected.

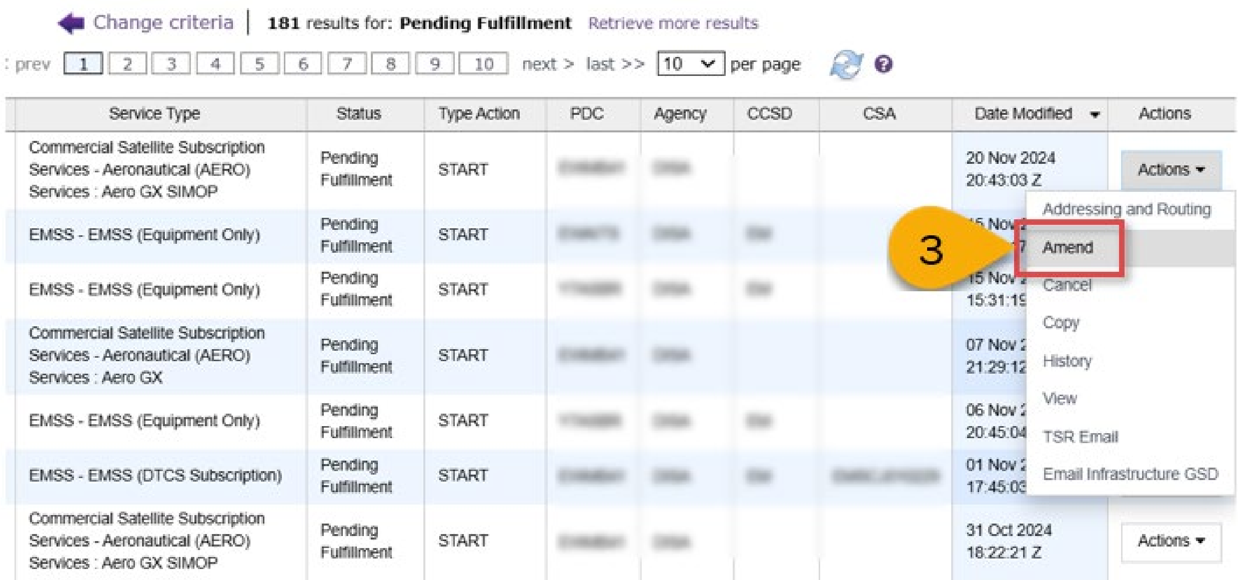
7.4.3 How to Amend an Order

NOTE: Amend can only be accomplished on an order that is in the Pending Fulfillment status. Refer to the Summary of Order Actions (Table 7.2.1) in this User Manual.

The steps to amend an order are as follows:

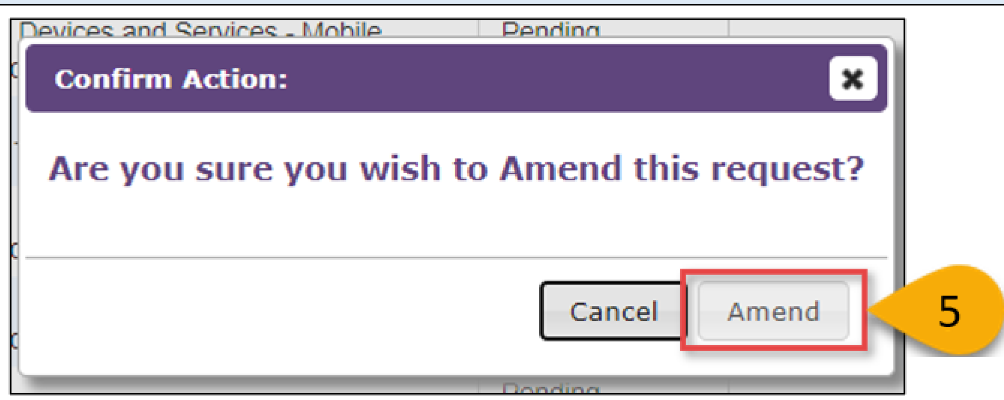
1. On the DISA Storefront Admin Landing Page, click on the **Ordering Portal**.
2. On the Ordering Portal, click on **My Orders**.
    a. The service order must be in **Pending Fulfillment** in order for the user to amend the order.
3. Next to the desired order, on the **Actions** drop-down menu, select **Amend.**

Figure 7.4.3.1: Amend an Order



4. Next to the desired order, under the **Actions** drop-down menu, select **Amend.**
5. *A pop-up window will appear.* The user will need to confirm that the order should be amended by clicking **Amend.**

Figure 7.4.3.2: Confirming Order Amendment



7.4.4 How to Cancel an Order

Scenario: The user submitted a service request, it was fully approved, and now it is in a pending fulfillment status. However, an unexpected issue occurred where the user now needs to cancel the request before it is fulfilled.

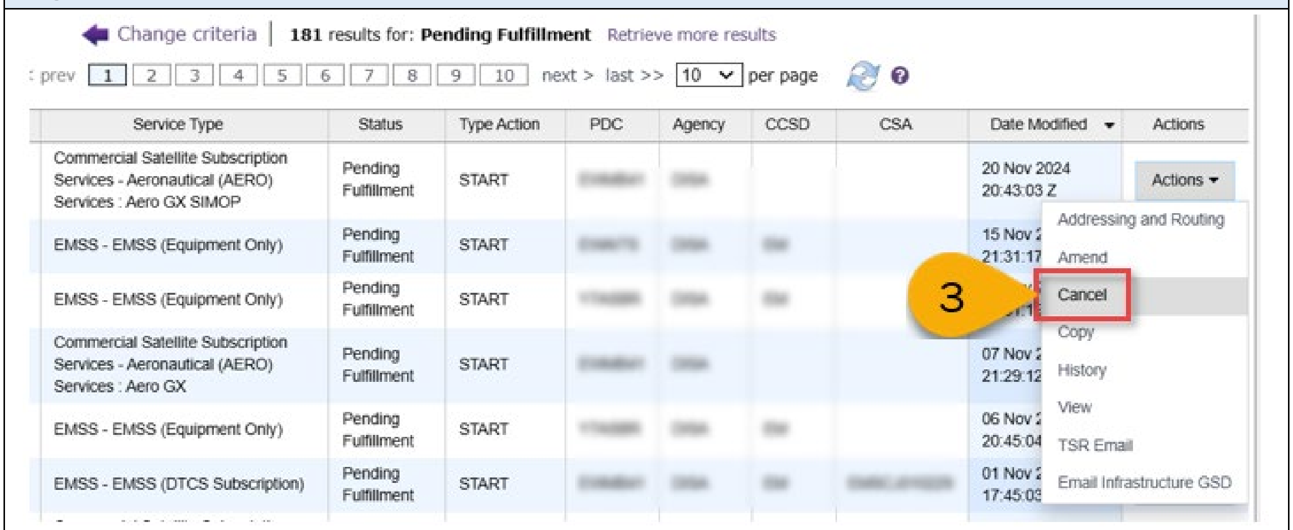
NOTES:

- If the user cancels a request, implementation costs may still be incurred if the cancellation is received late in the ordering and fulfillment process. This is more likely to happen when there is a support contract element involved with fulfilling the order.
- Instructions in this subsection assume the user is an interested party.
- The option to Recall an order will only be available AFTER the order has been submitted for fulfillment (Pending Approval status).

The steps to cancel an order are as follows:

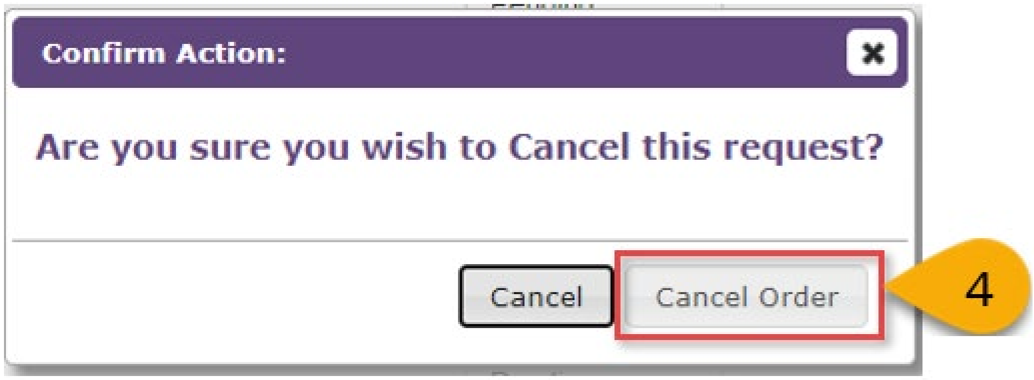
1. On the DISA Storefront Admin Landing Page, click on the **Ordering Portal**.
2. On the Ordering Portal, click on **My Orders.**
    a. The service order must be in **Pending Fulfillment** in order for the user to cancel the order.
3. Next to the desired order, under the **Actions** drop-down menu, select **Cancel.**

Figure 7.4.4.1: Cancel an Order



4. *A pop-up window will appear.* The user will need to confirm that the order should be canceled by clicking **Cancel Order.**

Figure 7.4.4.2: Confirming Order Cancellation

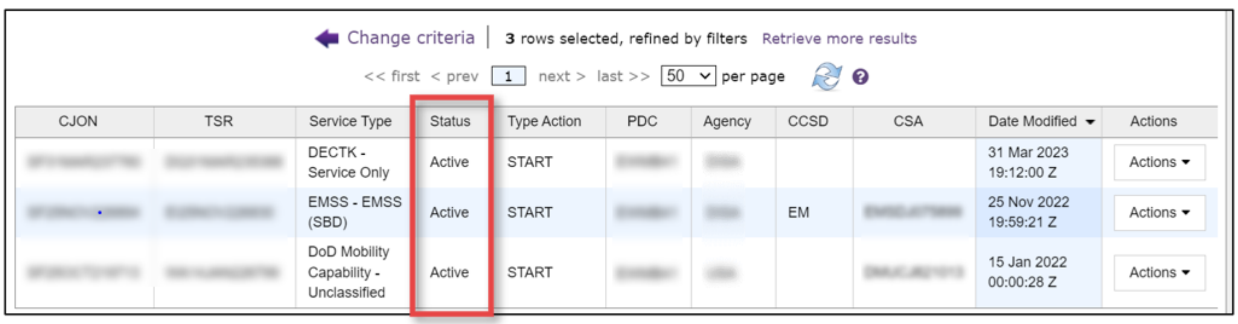


7.4.5 How to Discontinue an Order

General Discontinue Information:

1. An order **must be in an Active status before the Discontinue action is available**. Orders in any other status will need the last action completed first, e.g., Pending Fulfillment.

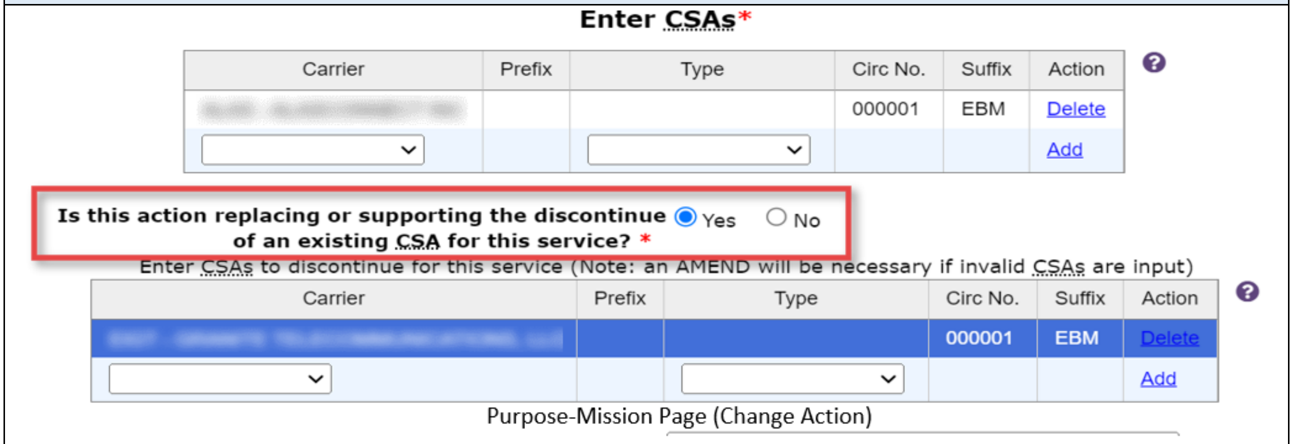
Figure 7.4.5.1: Example Order Status



CJON	TSR	Service Type	Status	Type Action	PDC	Agency	CCSD	CSA	Date Modified	Actions
[redacted]	[redacted]	DECTK - Service Only	Active	START	[redacted]	[redacted]			31 Mar 2023 19:12:00 Z	Actions
[redacted]	[redacted]	EMSS - EMSS (SBD)	Active	START	[redacted]	[redacted]	EM	[redacted]	25 Nov 2022 19:59:21 Z	Actions
[redacted]	[redacted]	DoD Mobility Capability - Unclassified	Active	START	[redacted]	[redacted]		[redacted]	15 Jan 2022 00:00:28 Z	Actions

2. The **Cancel action is not the same as a Discontinue action**.
   - *Cancel* is only to stop the last action, e.g., START, AMEND, RE-AWARD, CHANGE, or DISCONTINUE from being fulfilled/completed or placed into service. The availability of the Cancel action depends on the type of service being ordered.
   - *Discontinue* notifies all parties that the service is no longer needed and stops billing once approved.
3. When a Communications Service Authorization (CSA) is replaced during a RE-AWARD, the action to discontinue the old CSA is a CHANGE, not DISCONTINUE. Perform a Discontinue action only when the service is no longer needed.

Figure 7.4.5.2: Communications Service Authorization (CSA) Replacement?



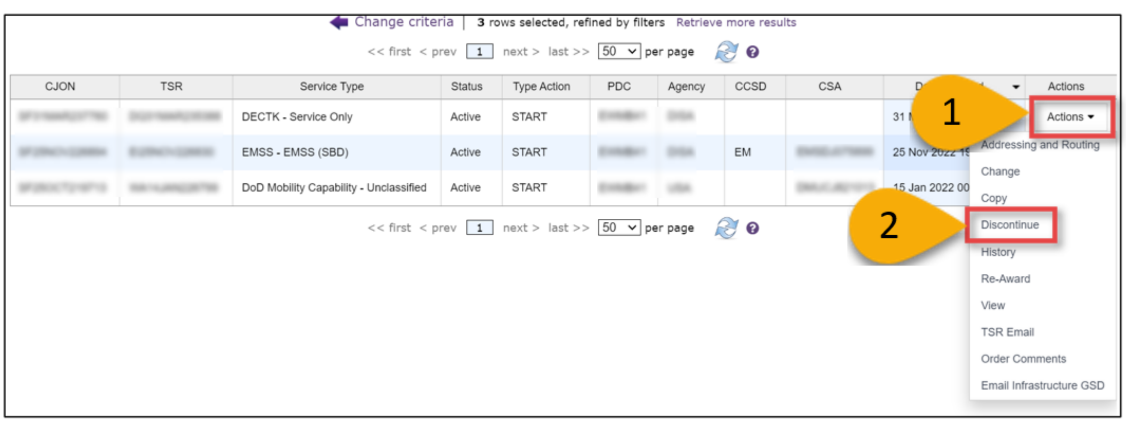
4. If a DoD Mobility Unclassified Capability (DMUC) order with active subscribers is discontinued without first transferring subscribers to a different active order, those subscribers will automatically lose service when the Discontinue order action is approved. See **Discontinue DMUC Order** below.
5. When discontinuing DoD Mobility Capability orders, billing will stop on last day of the month in which the Discontinue action is fully approved and TSR issued. There is no prorated billing for this service. For example, if a discontinue order was submitted and approved in August, then August will be the last billable month.
6. Every DoD Mobility Capability – Classified order **has a related Wireless Devices and Services (equipment) order that must be discontinued** as well. See Discontinue DMUC Order below for more information.

7.4.5.1 General Discontinue Steps:

Navigate to My Orders or Order Tracking (see Section 7.3).

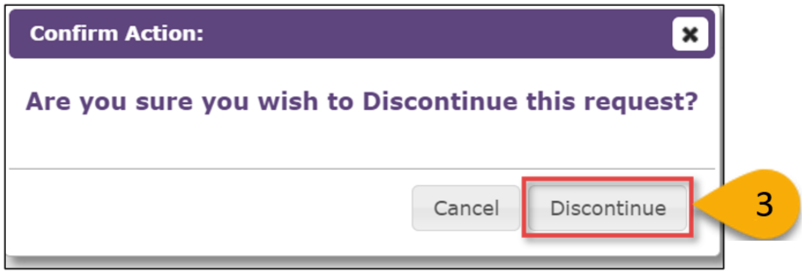
1. Click **Actions.**
2. Click **Discontinue.**

Figure 7.4.5.1.1: Select Discontinue Option



3. Click Discontinue to confirm the desire to continue with the order discontinue action. Click Cancel to exit the discontinue process.

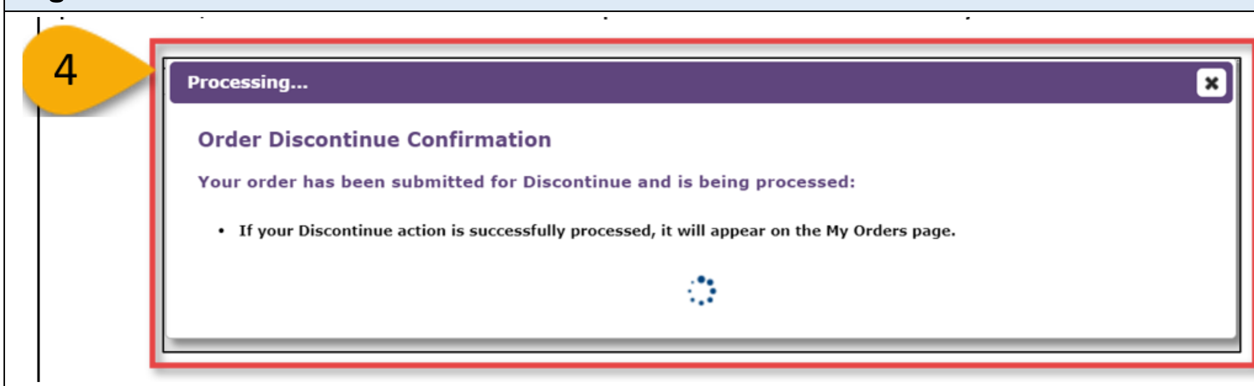
Figure 7.4.5.1.2: Confirm Action Dialogue Box



NOTE: If you select Discontinue on an order by mistake, you can delete the action from My Orders. The Discontinue Telecommunications Service Request (TSR) is generated once the order is approved by all approval routing offices. Until all routing offices approve the discontinue action, the order can be Recalled/Deleted by the requestor and the discontinue process is stopped.

4. **Order Discontinue Confirmation Message**: If the Discontinue action is successfully processed, the discontinue order will open and be available in My Orders.

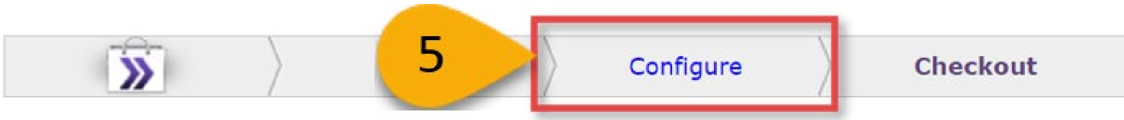
Figure 7.4.5.1.3: Order Discontinue Confirmation



- Discontinue order opens to the Purpose-Mission page, unless Configuration pages require information before discontinuing, e.g., IMEI for EMSS orders.
- For most services offered though DISA Storefront, Configuration pages do not require an update during the Discontinue action.

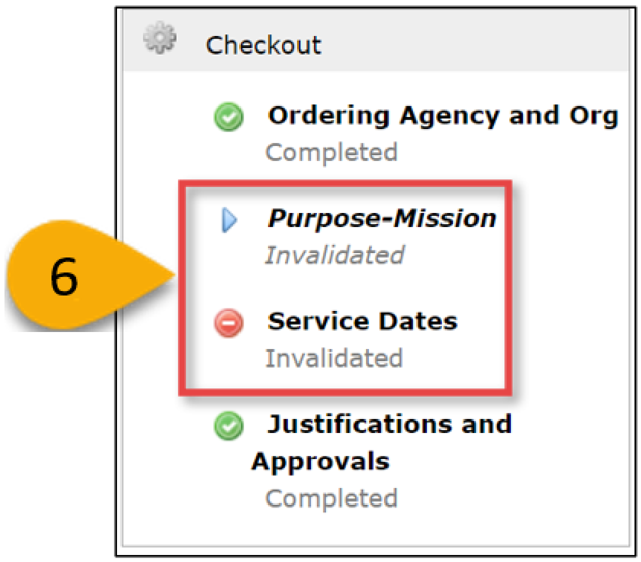
5. If configuration changes are needed, select Configure. Otherwise continue with the Checkout pages.

Figure 7.4.5.1.4: Configure Tab



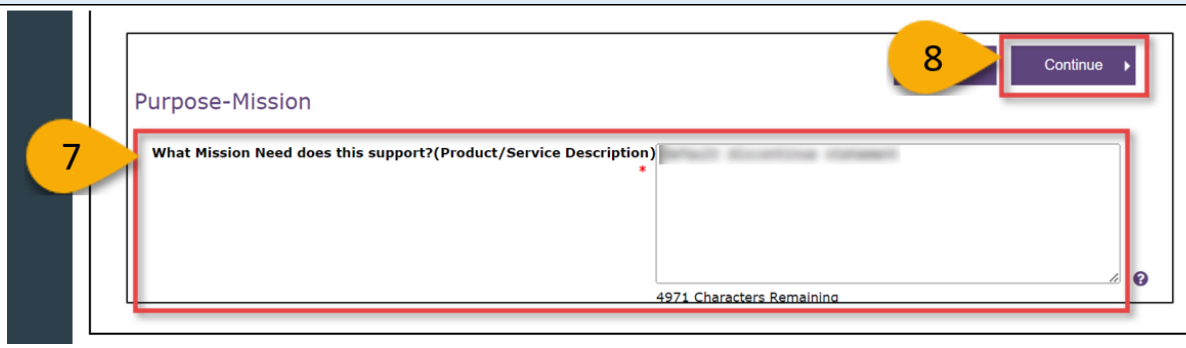
6. Review the left column Checkout for minimum pages requiring Discontinue information. Any checkout page with "Invalidated" text or a **red** radio button with a dash requires an update.

Figure 7.4.5.1.5: Checkout Checklist



7. Verify/Update the **Mission Need statement** from the default statement. Review/update any additional information on the Purpose-Mission page.
8. Click **Continue.** If the continue button is not bold, there is mandatory (*) information missing from the page that must be updated before you can continue.

Figure 7.4.5.1.6: Purpose-Mission

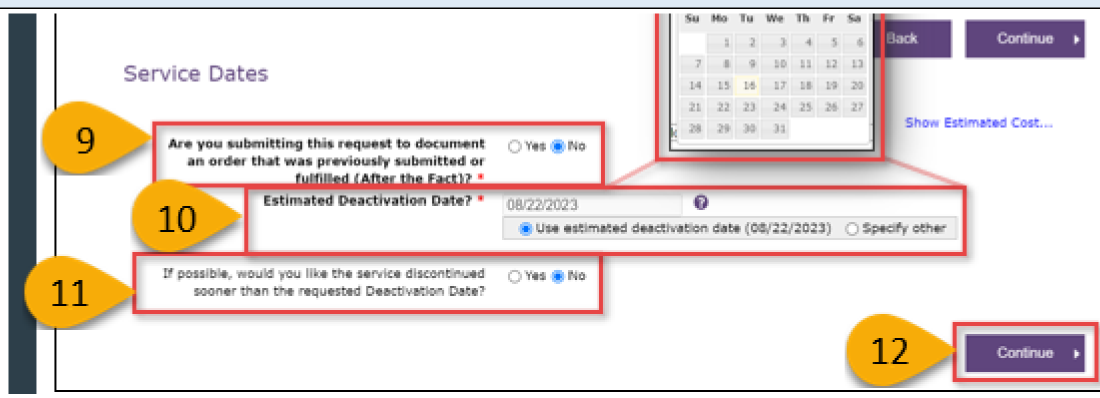


9. Click **Yes** or **No** to the question **Are you submitting this request to document an order that was previously submitted or fulfilled (After the Fact)?**
10. Select an **Estimated Deactivation Date** or leave as default. If **Specify Other** is selected, click on the date field and select the desired start date.

NOTE: The ability to meet the Estimated Deactivation Date depends on when the final approval is accomplished and what is necessary to deactivate the service.

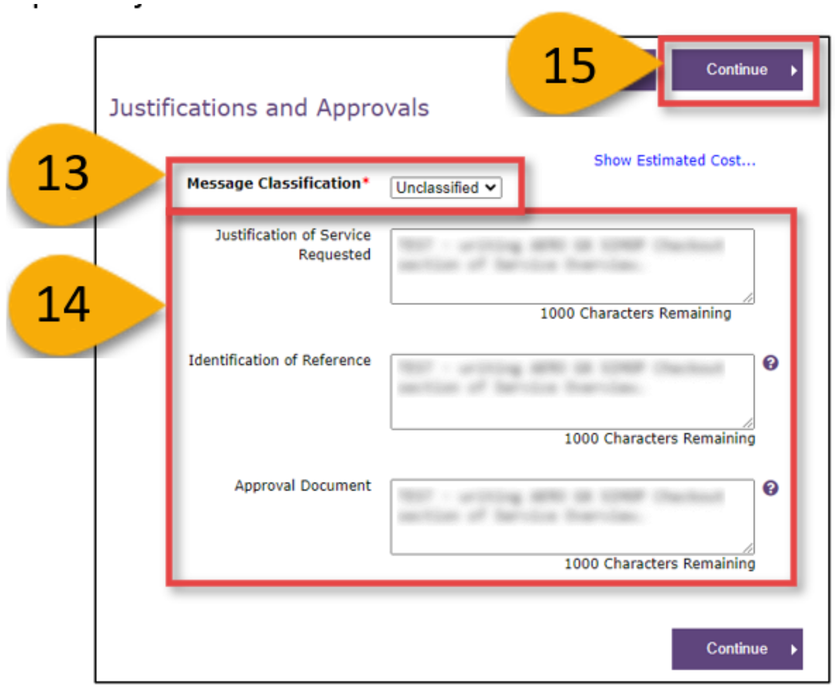
11. If you would like the service deactivated **sooner** than the estimated Deactivated Date select Yes. If not, leave as No.
12. Click **Continue.**

Figure 7.4.5.1.7: Service Dates



13. Select the appropriate **Message Classification** using the drop-down menu.
14. **(Optional)** Enter appropriate justification and reference statements in the textboxes provided.
15. Click **Continue.**

Figure 7.4.5.1.8: Justifications and Approvals

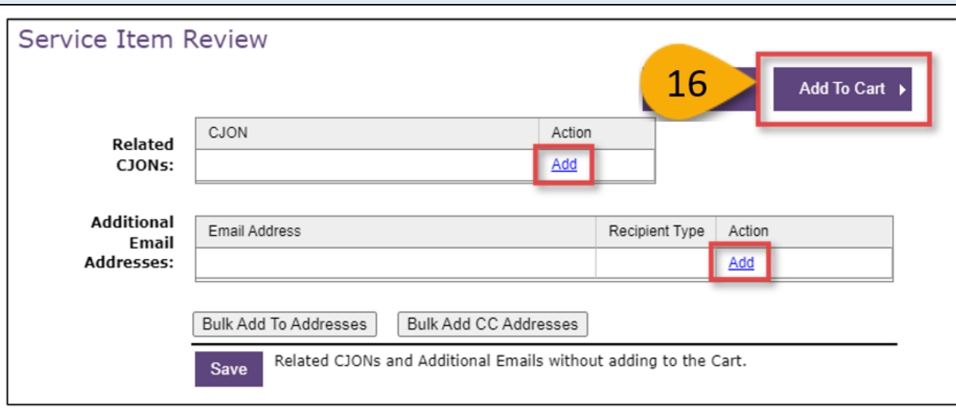


The Service Item Review page allows you to review the Checkout pages. You have the option to **Add Related CJONs** and **Add Additional Email Address** before moving to the Cart process**.**

NOTE: The user can add **Related CJONs** or **Additional Email Addresses** if desired. Refer to page 37 of the DSF Order Discontinue guide available on the DSF Ordering Portal Help page for additional instructions on these items.

16. When ready to finalize and place the order for approval, click **Add To Cart**.

Figure 7.4.5.1.9: Service Item Review



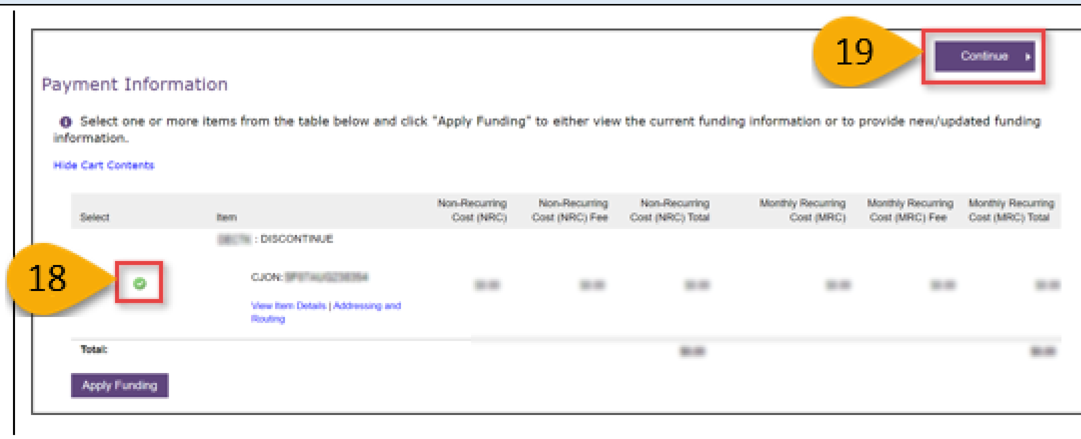
17. Review the item information. Click **Finalize Order**.

Figure 7.4.5.1.10: Cart & Finalize Order

18. Verify the radio button is a green checkmark.
19. Click **Continue.**

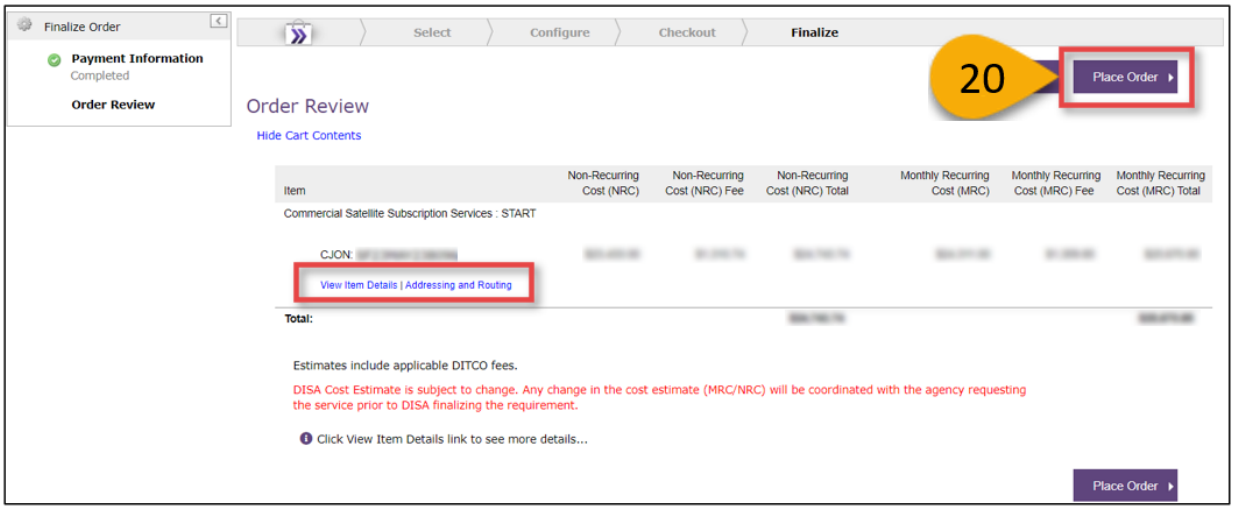
NOTE: The Program Designator Code (PDC) is used for funding and routing.

Figure 7.4.5.1.11: Payment Information



20. Click **Place Order**.

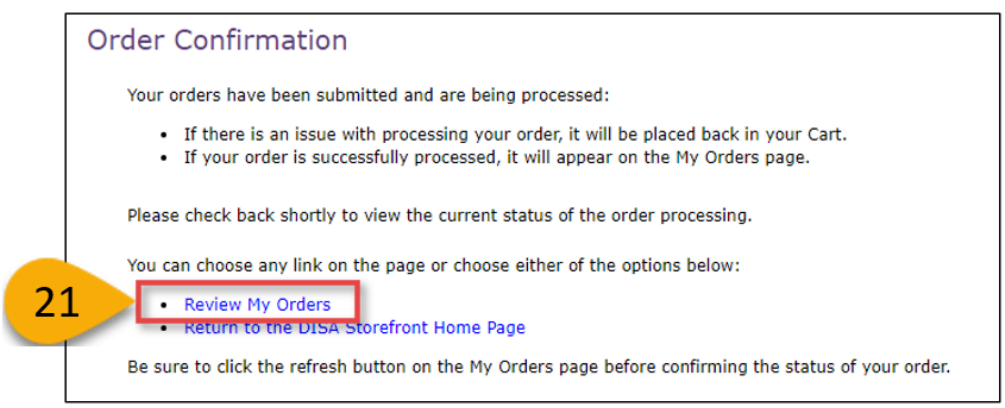
Figure 7.4.5.1.12: Order Review & Place Order



NOTE: You have the option to click on the **View Item Details** or **Addressing and Routing** before placing the order for approval.

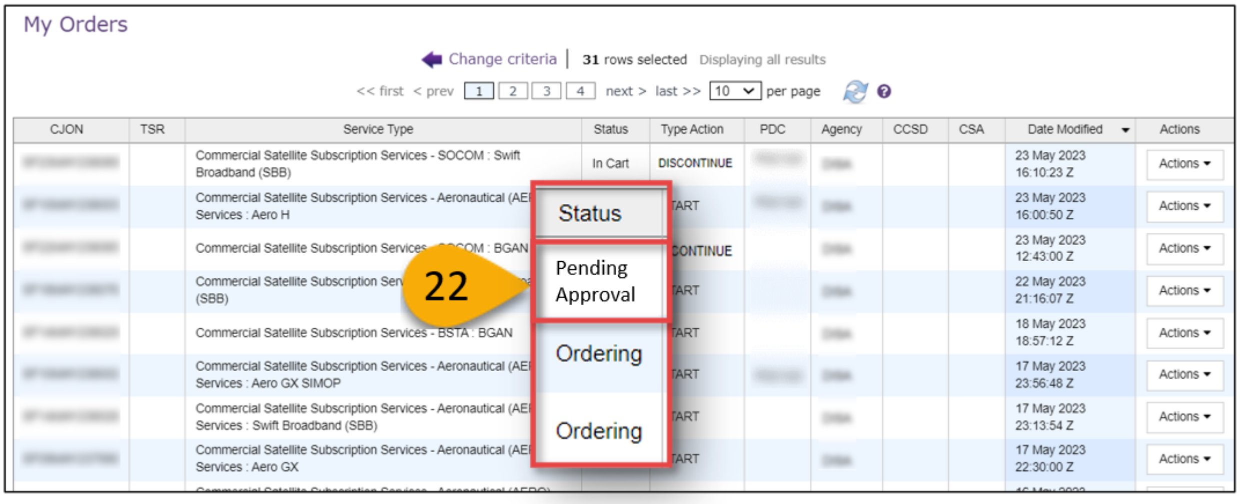
21. **(Optional)** The Confirmation page shows that the Order has been recorded and it is being processed. Click on the **Review My Orders** link to view the status of the order.

Figure 7.4.5.1.13: Order Confirmation



22. **(Optional)** You have the option to review the order status in the My Orders table. Once an order is placed, the status changes to Pending Approval.

Figure 7.4.5.1.14: My Orders



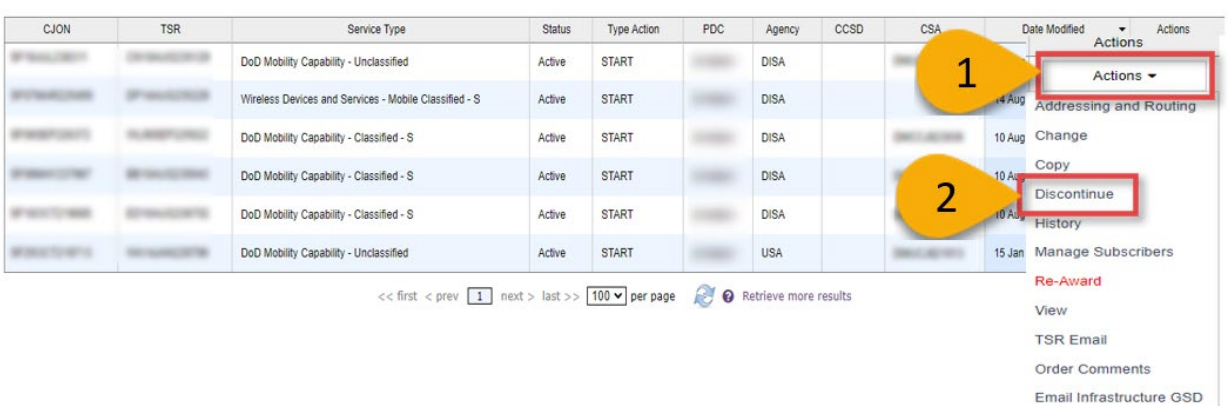
7.4.5.2 Discontinue a DMUC Order:

Navigate to My Orders or Order Tracking (see Section 7.3) or Mobility Subscription Search (Section 7.3.1).

WARNING: If the user proceeds with discontinuing an order, ***all Subscribers remaining on the order will be removed, and their service will be deactivated***. Subscribers who need to retain access must be transferred to another order before discontinuing the selected order.

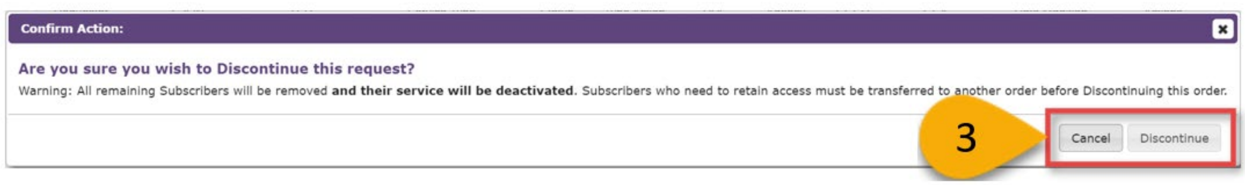
1. Click **Actions.**
2. Click **Discontinue.**

Figure 7.4.5.2.1: Select Discontinue Option



3. If the user wishes to proceed, click **Discontinue.** If the user does not want to proceed with the order discontinue, click **Cancel.**

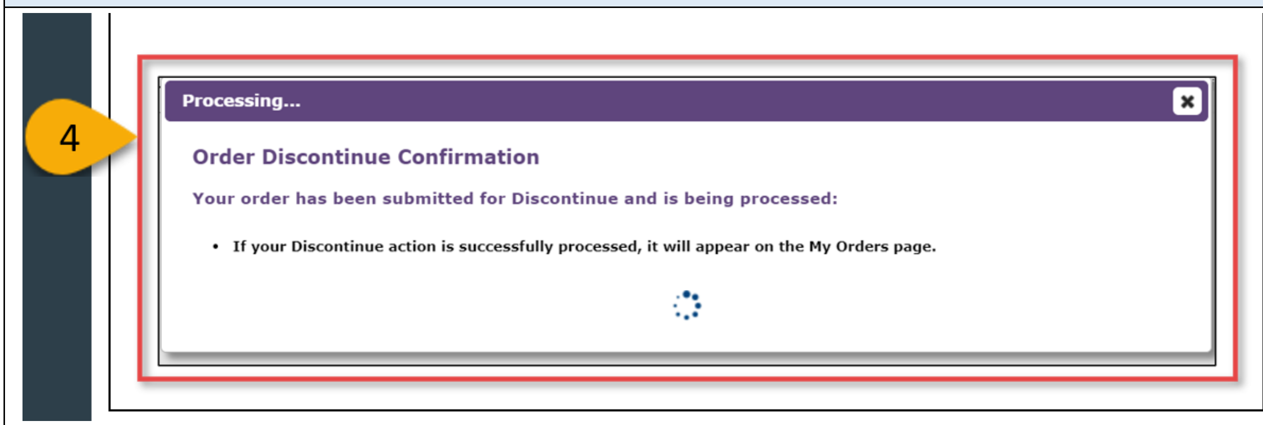
Figure 7.4.5.2.2: Confirm Action Dialogue Box



NOTE: If you select Discontinue on an order by mistake, you can delete the action from My Orders. The discontinue Telecommunications Service Request (TSR) is generated once the order is approved by all approval routing offices. Until all routing offices approve the discontinue action, the order can be Recalled/Deleted by the requestor and no Discontinue action is taken.

4. Review the **Order Discontinue Confirmation** message. If the Discontinue action is successfully started, the discontinue order will open and be available in My Orders. Once the Order Discontinue Confirmation message window is closed, the user will be presented with the order's Purpose-Mission page.

Figure 7.4.5.2.3: Order Discontinue Confirmation

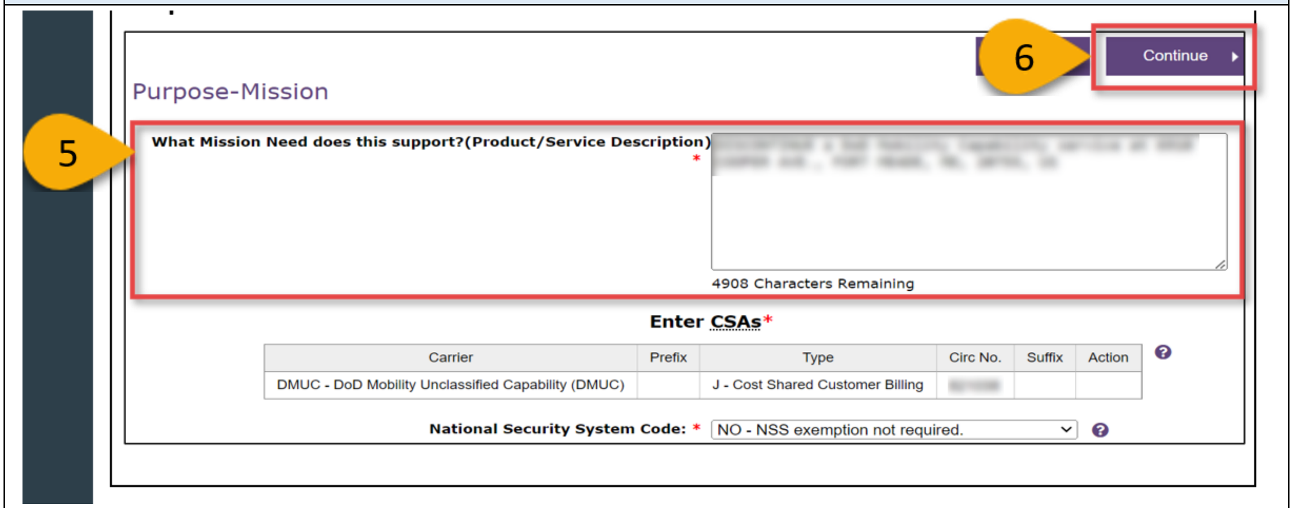


5. Review the default Mission Need statement; no update for a DMUC discontinue order should be necessary.

NOTE: No changes can be made to the **Enter CSAs** field, nor should the **National Security System Code** be changed.

6. Click **Continue**

Figure 7.4.5.2.4: Purpose-Mission

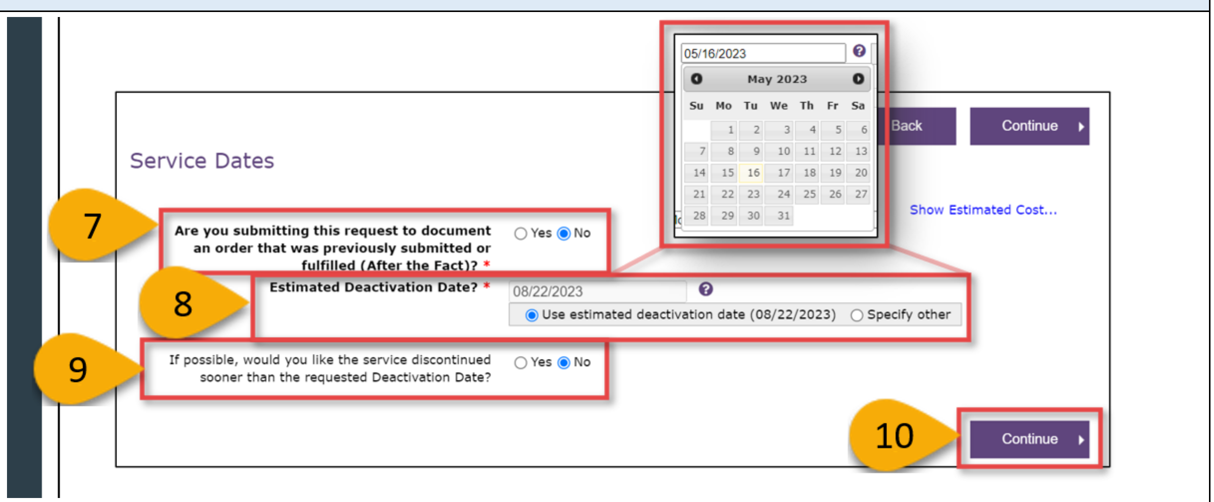


7. For the question **Are you submitting this request to document an order that was previously submitted or fulfilled (After the Fact)?**, leave it as default No.
8. For the **Estimated Deactivation Date** field, leave it as the default.
9. Leave this question as default **No**.

NOTE: Once the order is Discontinued, the last day of billing is the last day of the month in which the Discontinue action was approved, regardless of what date is entered. Furthermore, the service date for DoD Mobility Unclassified Capability (DMUC) orders cannot be extended beyond when the discontinue action is fully approved.

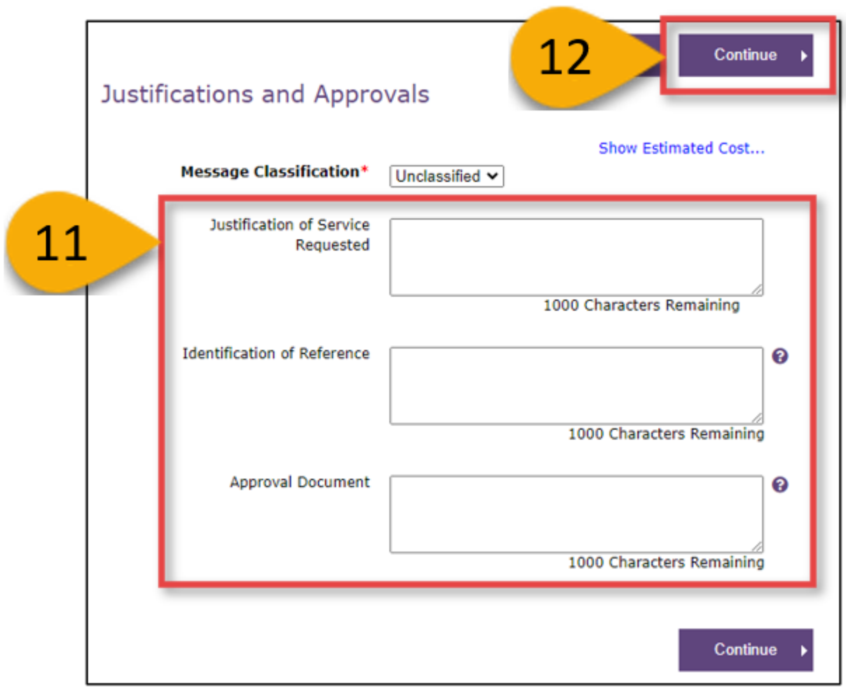
10. Click **Continue**.

Figure 7.4.5.2.5: Service Dates



11. **(Optional)**: Enter appropriate justification and reference statements in the textboxes provided. If no statements are necessary, leave the fields blank.
12. Click **Continue**.

Figure 7.4.5.2.6: Justifications and Approvals

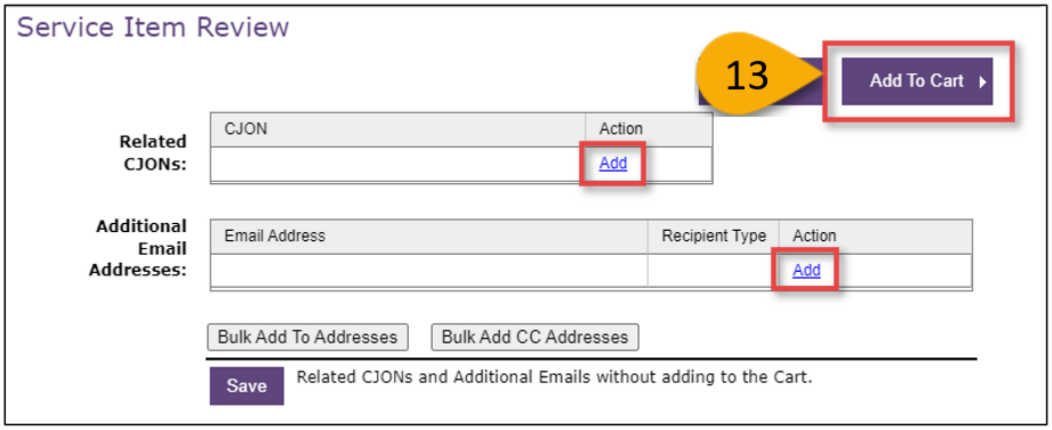


The Service Item Review page allows you to review the Checkout pages. You have the option to **Add Related CJONs** and **Add Additional Email Address** before moving to the Cart process**.**

NOTE: The user can add **Related CJONs** or **Additional Email Addresses** if desired. Refer to page 37 of the DSF Order Discontinue guide available on the DSF Ordering Portal Help page for additional instructions on these items.

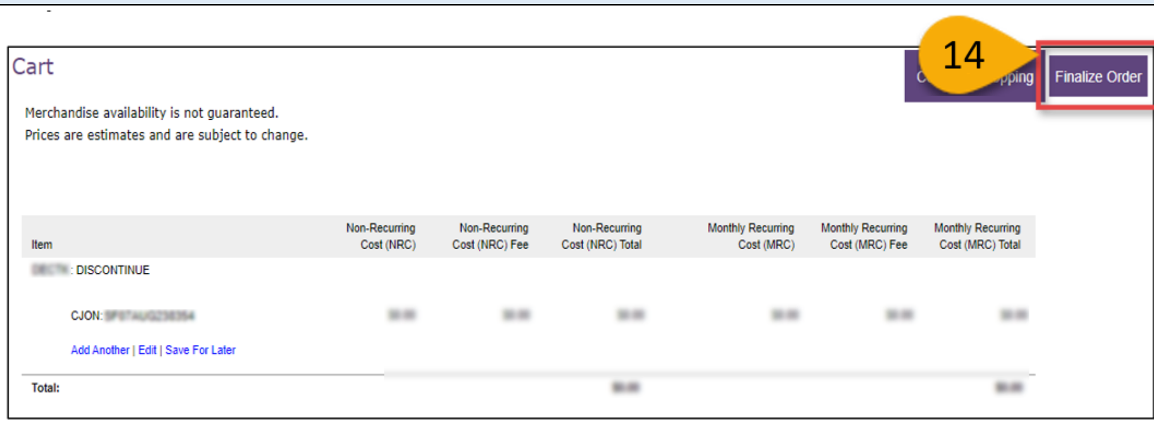
13. When ready to finalize and place the order for approval, click **Add To Cart**

Figure 7.4.5.2.7: Service Item Review



14. Review the item information. Click **Finalize Order.**

Figure 7.4.5.2.8: Cart & Finalize Order



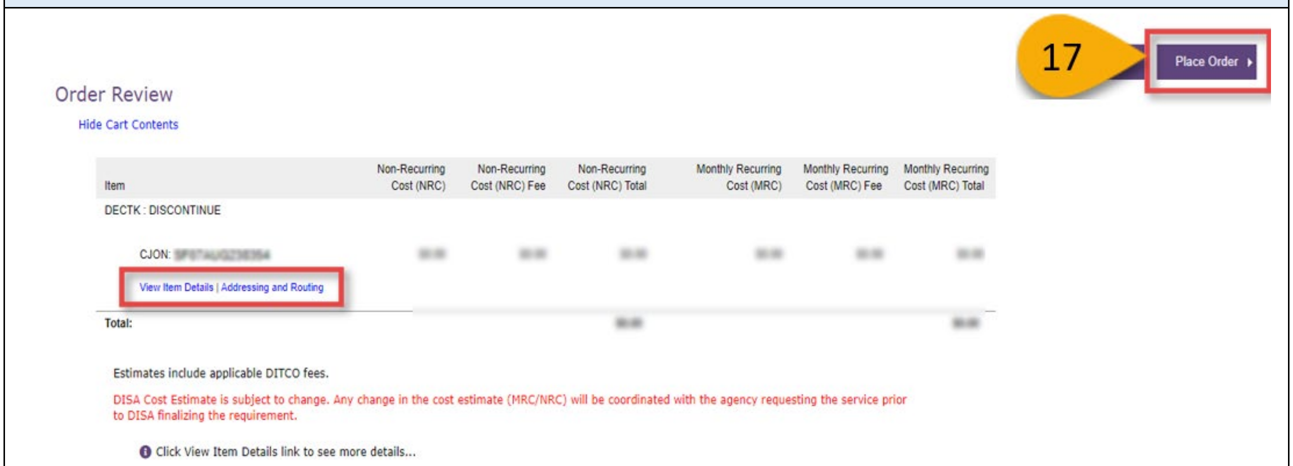
15. Verify the radio button is a green checkmark.
16. Click **Continue**

NOTE: The Program Designator Code (PDC) is used for funding and routing.

Figure 7.4.5.2.9: Payment Information

17. Review the item details and click **Place Order**.

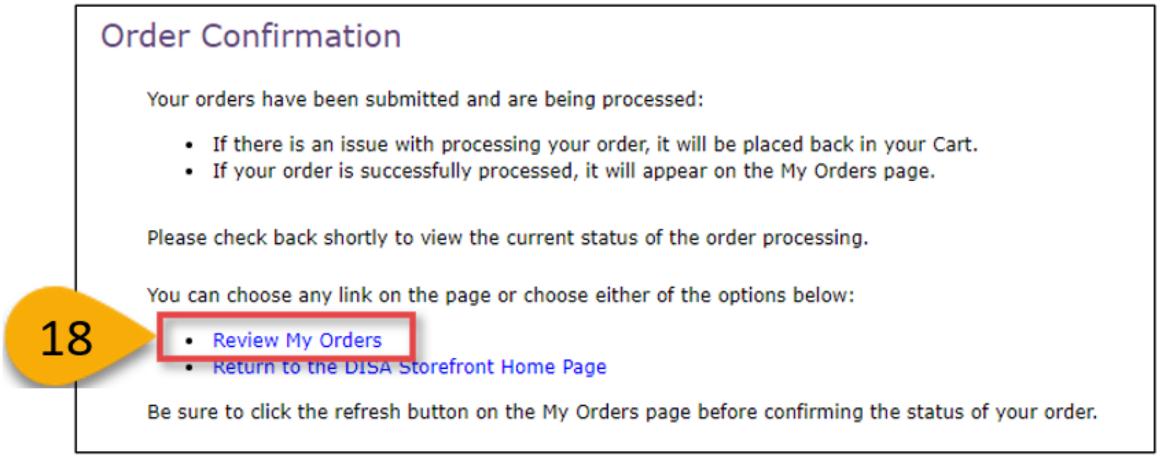
Figure 7.4.5.2.10: Order Review & Place Order



NOTE: You have the option to click on the **View Item Details** or **Addressing and Routing** before placing the Discontinue for approval.

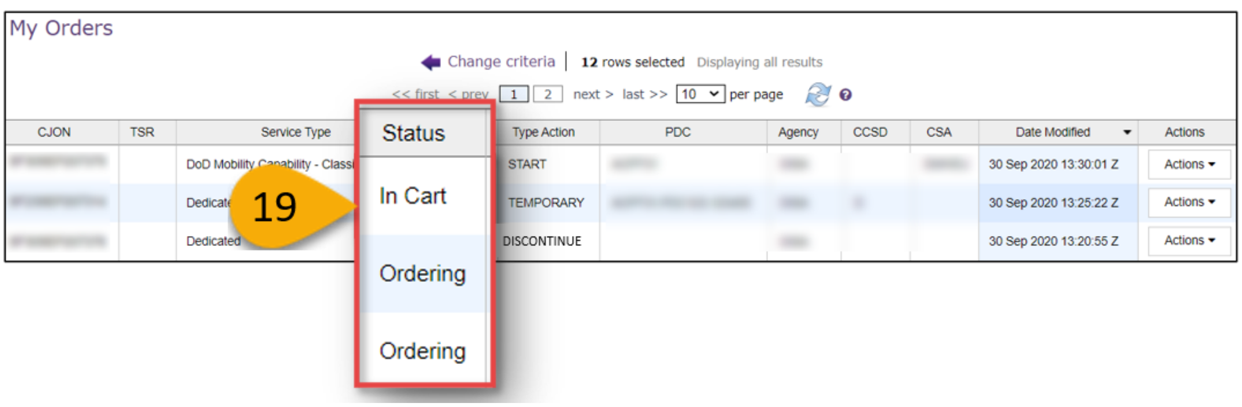
18. **(Optional)** The Confirmation page shows that the Order has been recorded and it is being processed. Click on the Review My Orders link to view the status of the order.

Figure 7.4.5.2.11: Order Confirmation



19. **(Optional)** You have the option to review the order status in the table. Once an order is placed, the status changes to Pending Approval.

Figure 7.4.5.2.12: My Orders



7.4.5.3 Discontinue a DMCC Order:

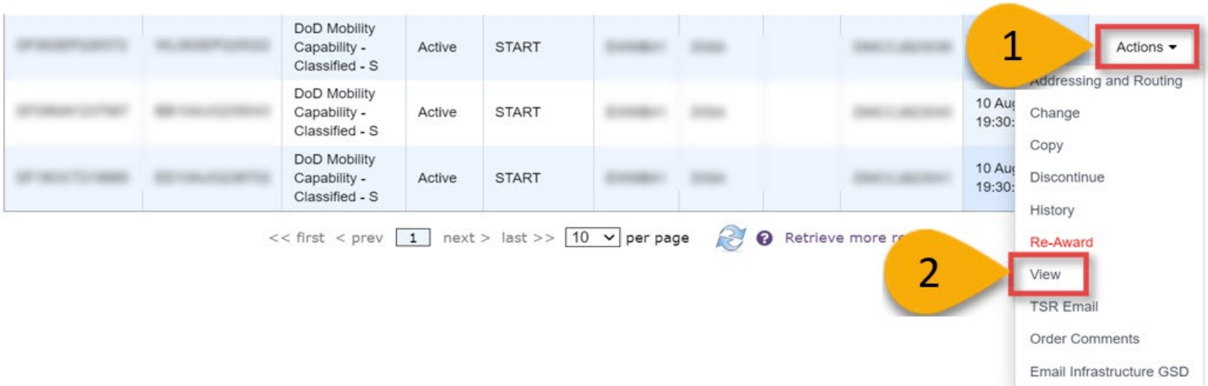
IMPORTANT: To obtain full DMCC operational capability, an order for DMCC and associated device and service plan (Wireless Devices & Services – Mobile Classified – S) was placed. Discontinuing the DMCC order for the subscriber DOES NOT discontinue the data plan acquired via the Wireless Devices & Services order. Billing for the data plan will continue until the user takes the Discontinue action on the Wireless Devices & Services order associated with the DMCC order.

Review the order's spreadsheet containing the DoD Mobility Capability – Classified (DMCC) subscriber(s) before starting the Discontinue action.

Navigate to My Orders or Order Tracking (see Section 7.3).

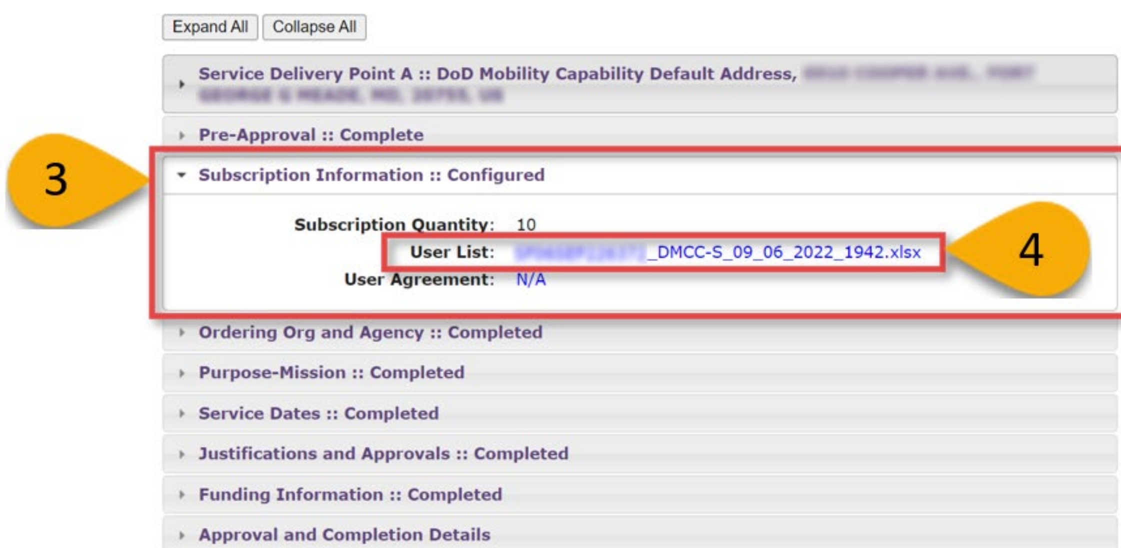
1. Click **Actions** on the order to be reviewed for a Discontinue action.
2. Click **View.**

Figure 7.4.5.3.1: Actions-View Selections



3. On the **Item Review** page, expand the "**Subscription Information :: Configured**"
4. Click the link next to the **User List** to download a copy to your computer so that you can review the subscribers/personnel on the order.

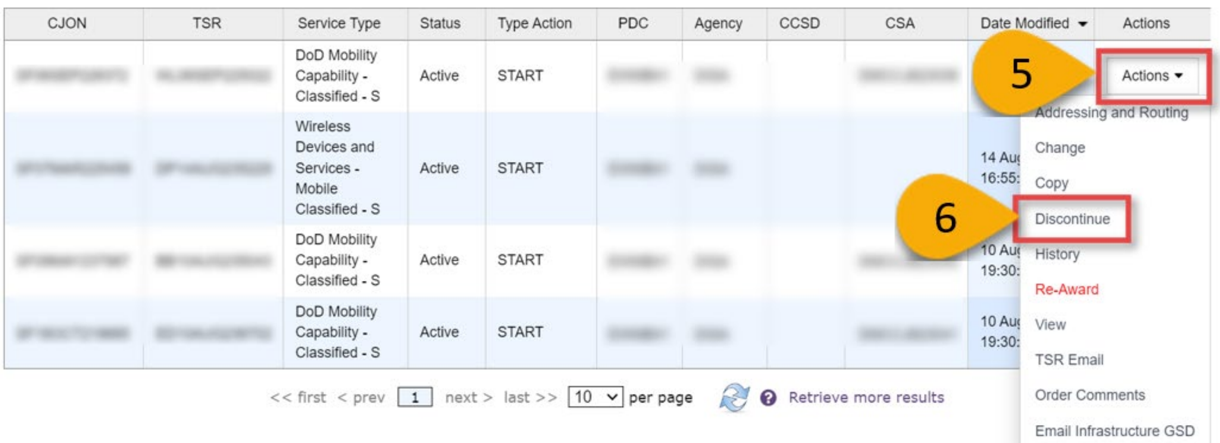
Figure 7.4.5.3.2: Subscription Information::Configured



Return to My Orders or Order Tracking (see Section 7.3).

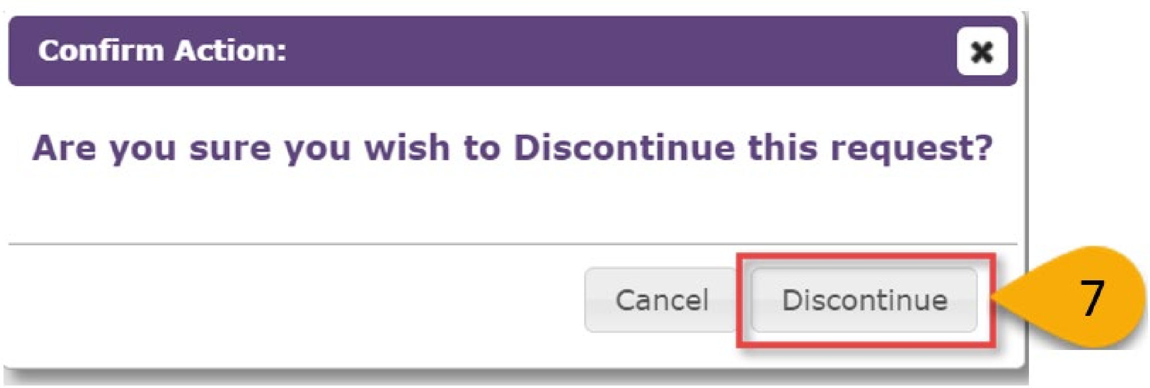
5. Click on **Actions**.
6. Click on **Discontinue**

Figure 7.4.5.3.3: Discontinue Selection



7. Click **Discontinue**

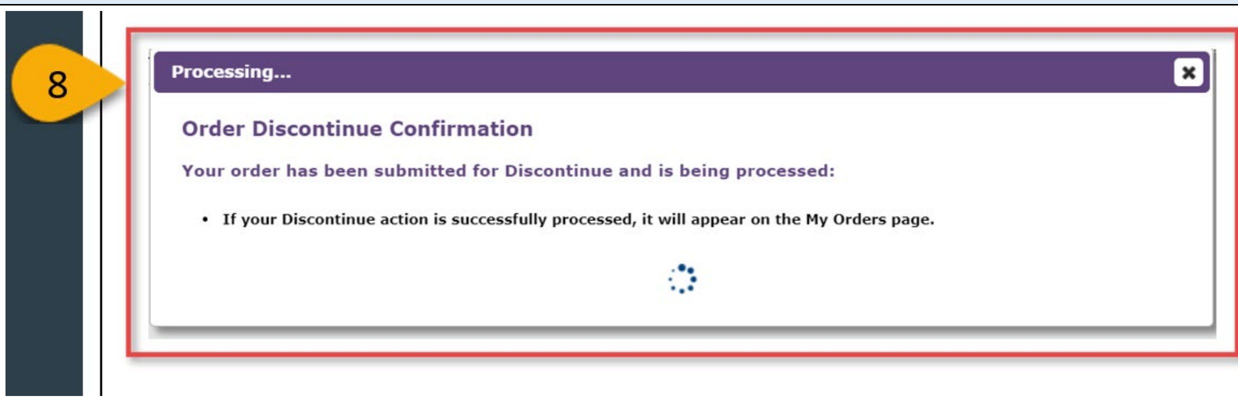
Figure 7.4.5.3.4: Confirm Action Dialogue Box



NOTE: If you select Discontinue on an order by mistake, you can delete the action from My Orders. The discontinue Telecommunications Service Request (TSR) is generated once the order is approved by all approval routing offices. Until all routing offices approve the discontinue action, the order can be Recalled/Deleted by the requestor and no Discontinue action is taken.

8. Review the **Order Discontinue Confirmation** message. If the Discontinue action is successfully started, the discontinue order will open and be available in My Orders. Once the Order Discontinue Confirmation message window is closed, the user will be presented with the order's Purpose-Mission page.

Figure 7.4.5.3.5: Order Discontinue Confirmation

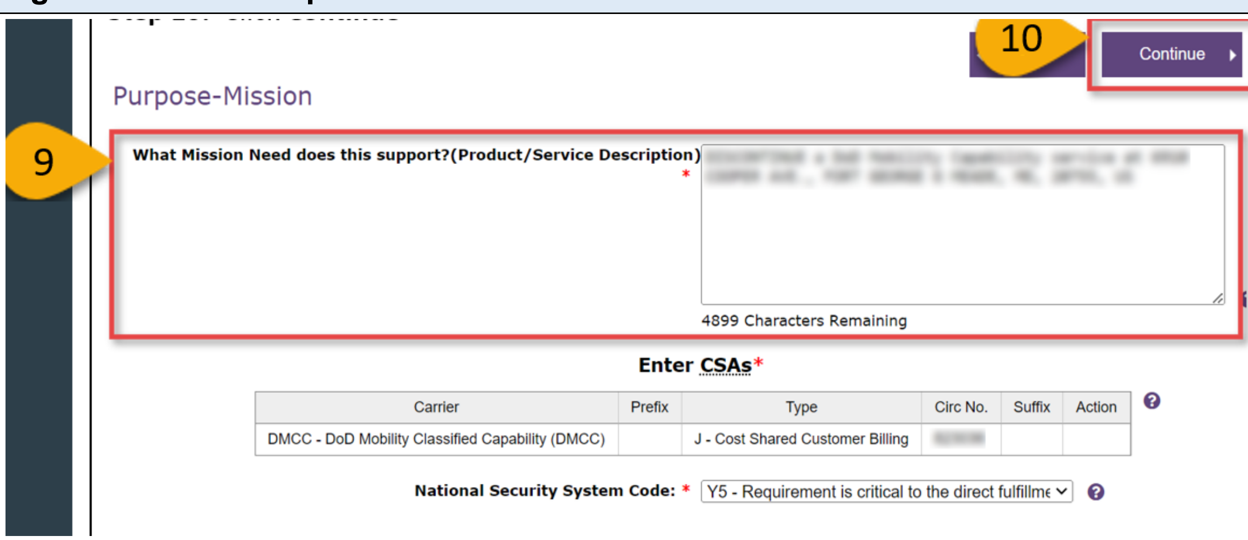


9. Review the default Mission Need statement; no changes for a Discontinue should be necessary.

NOTE: No changes can be made to the **Enter CSAs** field, nor should the **National Security System Code** field be changed.

10. Click **Continue**

Figure 7.4.5.3.6: Purpose-Mission

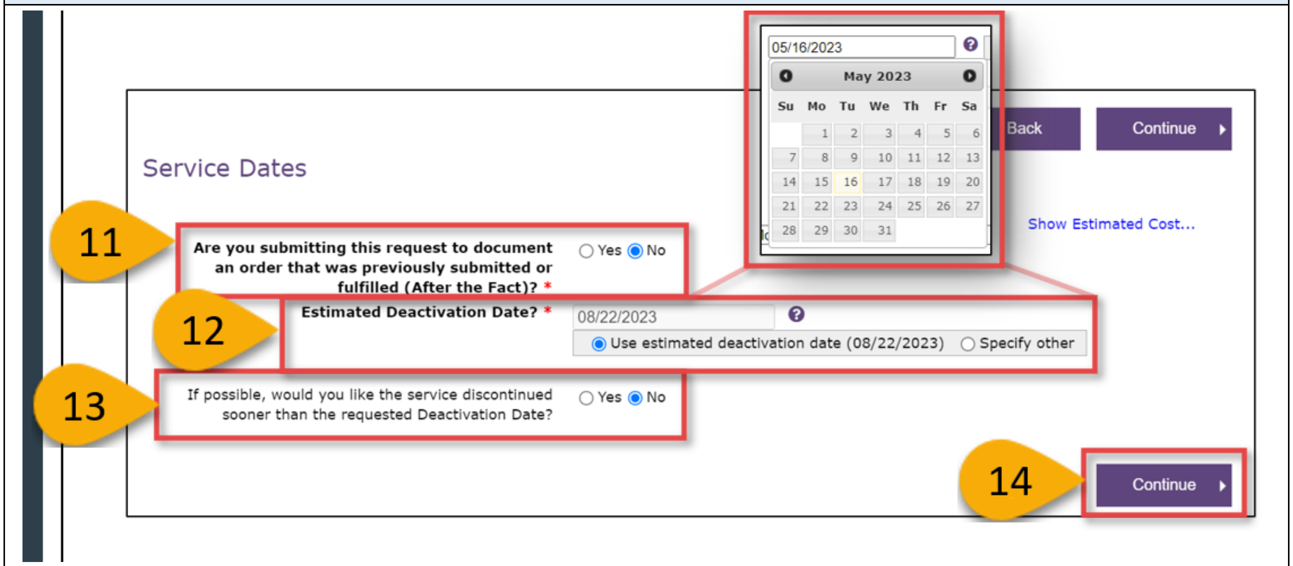


11. For the question **Are you submitting this request to document an order that was previously submitted or fulfilled (After the Fact)?** leave it as default No.
12. For the **Estimated Deactivation Date field**, leave it as the default.
13. Leave this question as default **No**.

NOTE: Once the order is Discontinued, the last day of billing is the last day in the month the order was approved regardless of what date is entered. Furthermore, you cannot use a discontinue action to extend subscriber service beyond when the discontinue action is approved.

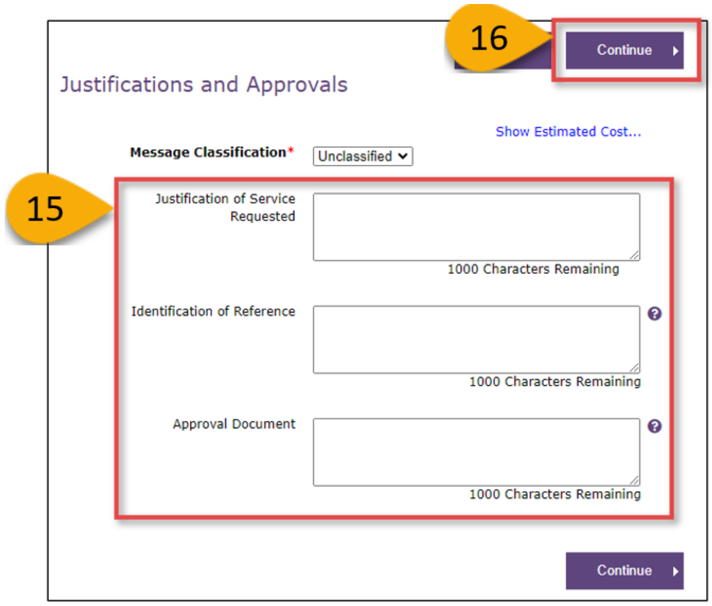
14. Click **Continue**.

Figure 7.4.5.3.7: Service Dates



15. **(Optional)**: Enter appropriate justification and reference statements in the textboxes provided. If no statements are necessary, leave the fields blank.
16. Click **Continue**.

Figure 7.4.5.3.8: Justifications and Approvals

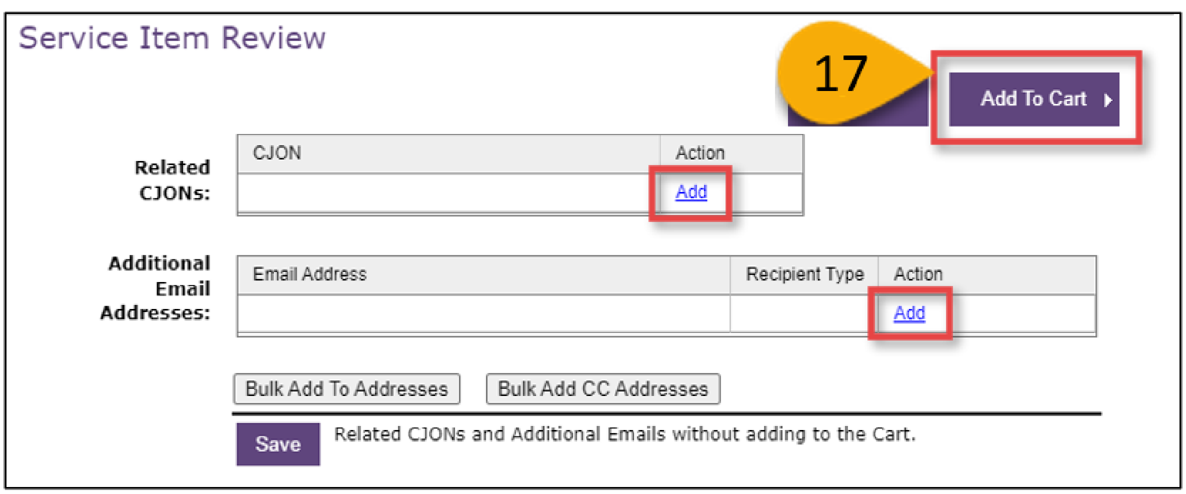


The Service Item Review page allows you to review the Checkout pages. You have the option to **Add Related CJONs** and **Add Additional Email Address** before adding to the Cart.

NOTE: For full DMCC service, the user had to place a Wireless Devices & Services Order. If the CJON for the associated Wireless Devices & Services order was related during order creation, the CJON for that order would appear in this field and has to go through a separate discontinue process.

17. When ready to finalize and place the order for approval, click **Add To Cart**

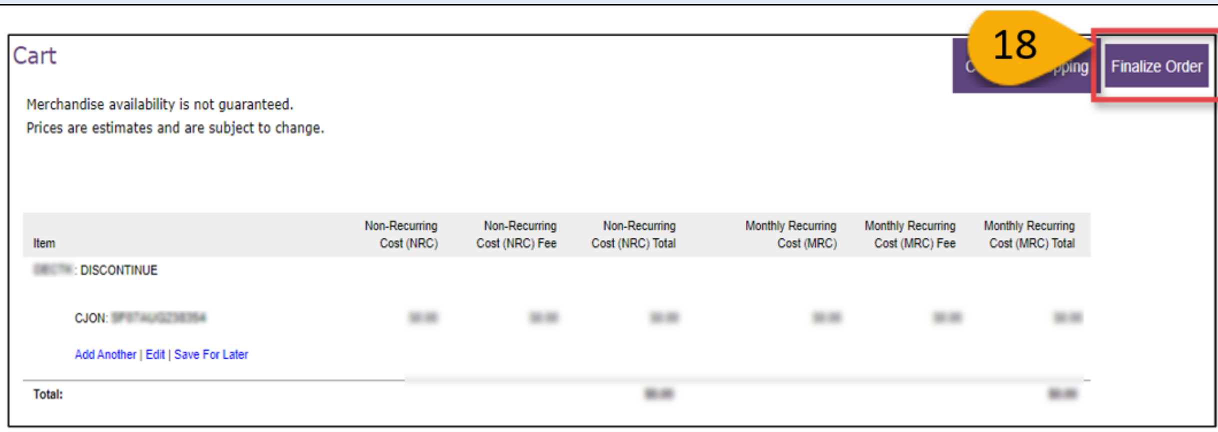
Figure 7.4.5.3.9: Service Item Review



NOTE: The user can add **Related CJONs** or **Additional Email Addresses** if desired. Refer to page 37 of the DSF Order Discontinue guide available on the DSF Ordering Portal Help page for additional instructions on these items.

18. Review the item information. Click **Finalize Order.**

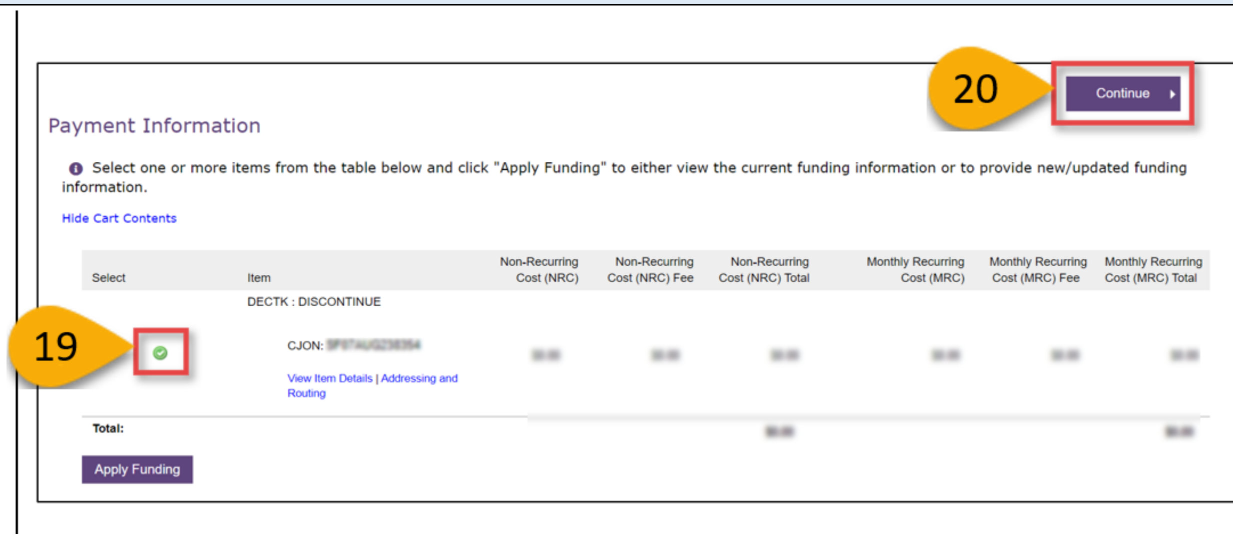
Figure 7.4.5.3.10: Cart & Finalize Order



19. Verify the radio button is a green checkmark.
20. Click **Continue**

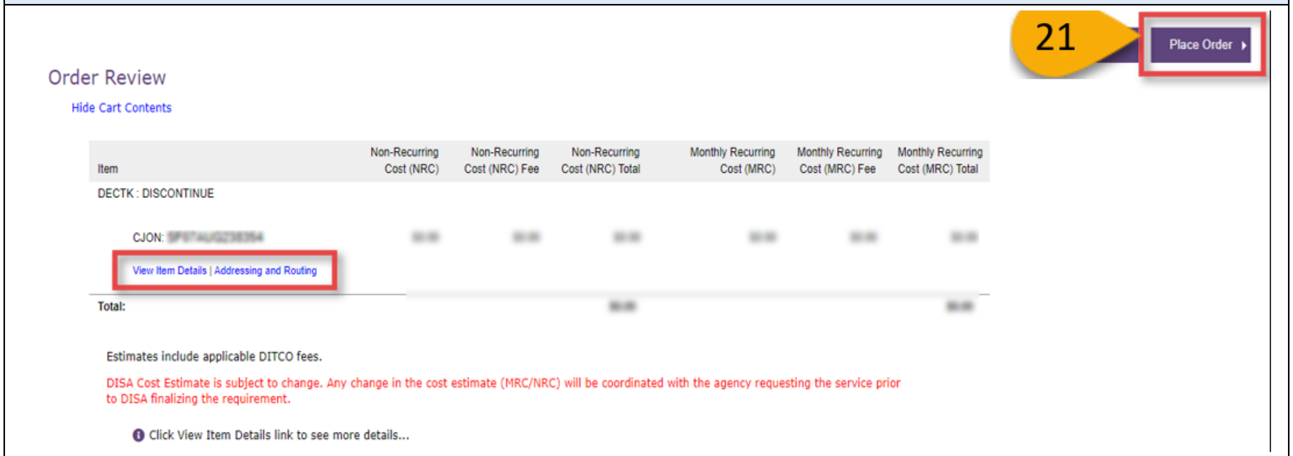
NOTE: The Program Designator Code (PDC) is used for funding and routing.

Figure 7.4.5.3.11: Payment Information



21. Review the item details and click **Place Order**.

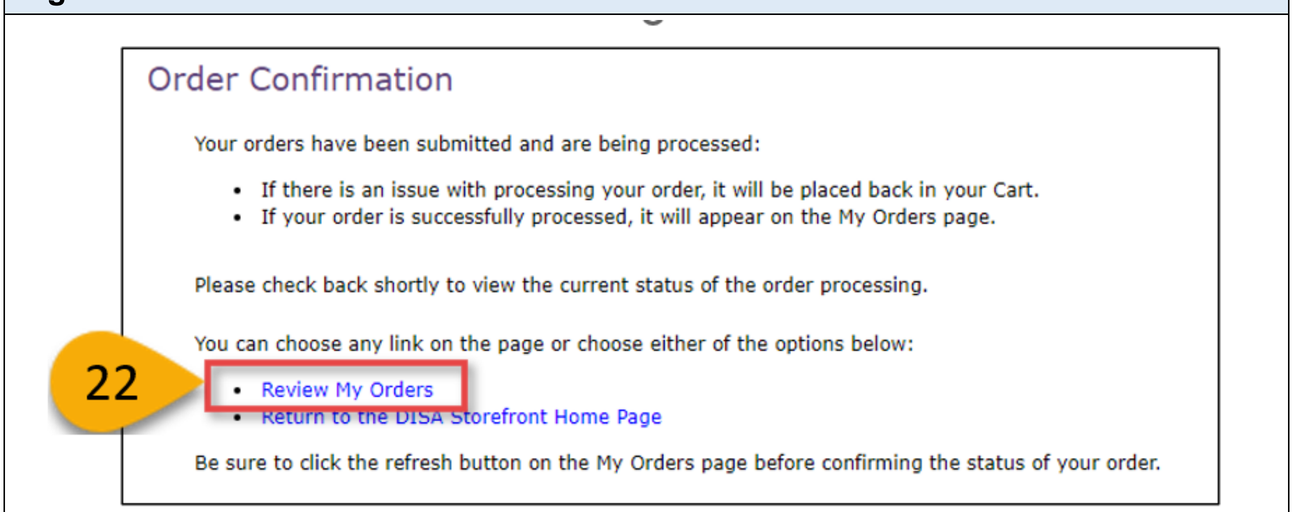
Figure 7.4.5.3.12: Order Review & Place Order



NOTE: You have the option to click on the **View Item Details** or **Addressing and Routing**.

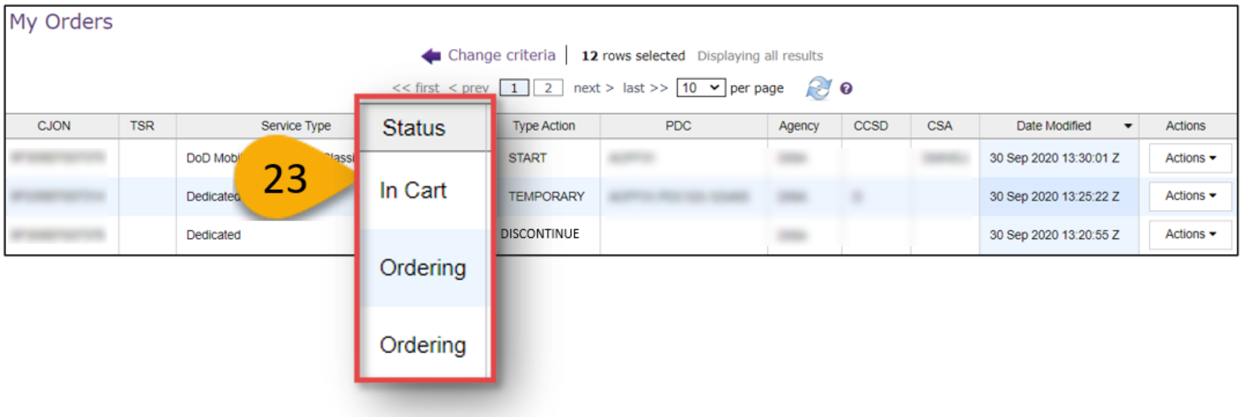
22. **(Optional)**: The Confirmation page shows that the Order has been recorded and it is being processed. Click on the **Review My Orders** link to view the status of the order.

Figure 7.4.5.3.13: Order Confirmation



23. **(Optional)**: You have the option to review the order status in the table. Once an order is placed, the status changes to Pending Approval.

Figure 7.4.5.3.14: My Orders



IMPORTANT: To obtain full DMCC operational capability, an order for DMCC and associated device and service plan (Wireless Devices & Services – Mobile Classified – S) was placed. Discontinuing the DMCC order for the subscriber DOES NOT discontinue the data plan acquired via the Wireless Devices & Services order. Billing for the data plan will continue until the user takes the Discontinue action on the Wireless Devices & Services order associated with the DMCC order.

Navigate to My Orders or Order Tracking (see Section 7.3). The user will need to know which Wireless Devices and Services order is associated with the DMCC order so that the appropriate order is discontinued.

24. To discontinue the Wireless Devices and Services order associated with the DMCC service, the user should follow the same (or very similar) discontinue process as shown in this section (7.4.5) and/or subsections (7.4.5.1 – 7.4.5.3).

Figure 7.4.5.3.15: Order Selection

To return a DoD Mobility device, procedures depend on the type of device. The user can find **Return and Relinquishment Instructions and Forms** guidance on the DoD Mobility page at the following URL:

https://dod365.sharepoint-mil.us/sites/DISA-DOD-Mobility/SitePages/DMCCGuides.aspx?OR=Teams-HL&CT=1692893318319&clickparams=eyJBcHBOYW1lIjoiVGVhbXMtRGVza3RvcCIsIkFwcFZlcnNpb24iOiIyNy8yMzA2MDQwMTEzOCIsIkhhc0ZlZGVyYXRlZFVzZXIiOmZhbHNlfQ%3D%3D

For Additional Information: Users can visit the DoD Mobility Home Page at the following URL:

https://dod365.sharepoint-mil.us/sites/DISA-DOD-Mobility/SitePages/Home.aspx

7.4.6 How to Copy an Order

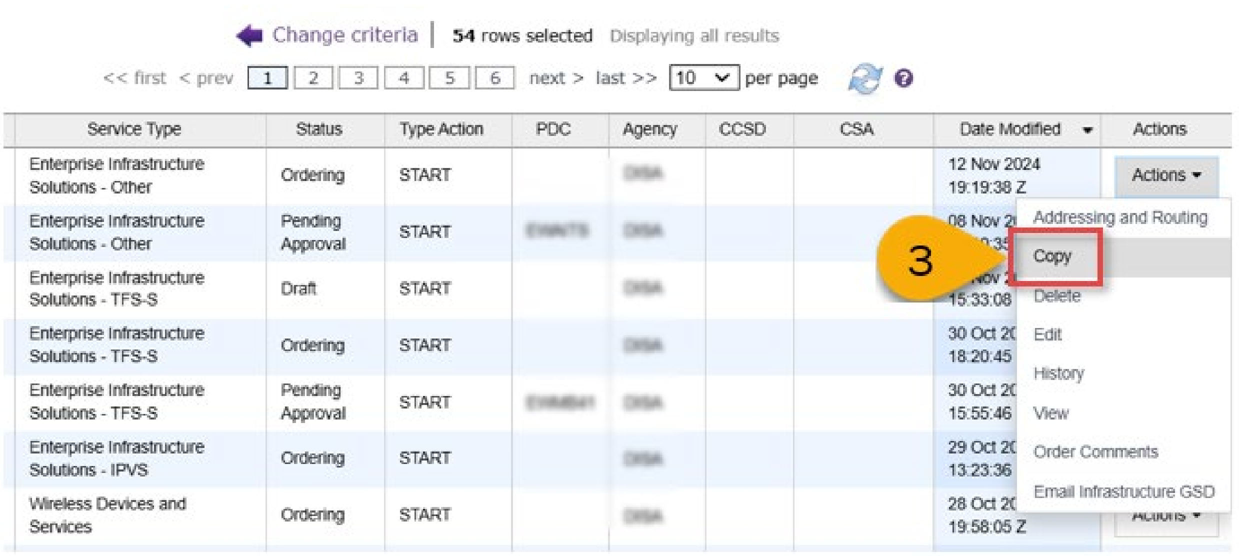
Scenario: The user has submitted service requests in the past, which have been fully approved. Now the user needs to create a template of a similar order to save time. NOTE: A copied order can only be used for a new start action and will not be associated with the service order from which the copy was made.

Instructions in this subsection assume the user is an interested party.

The steps to copy an order are as follows:

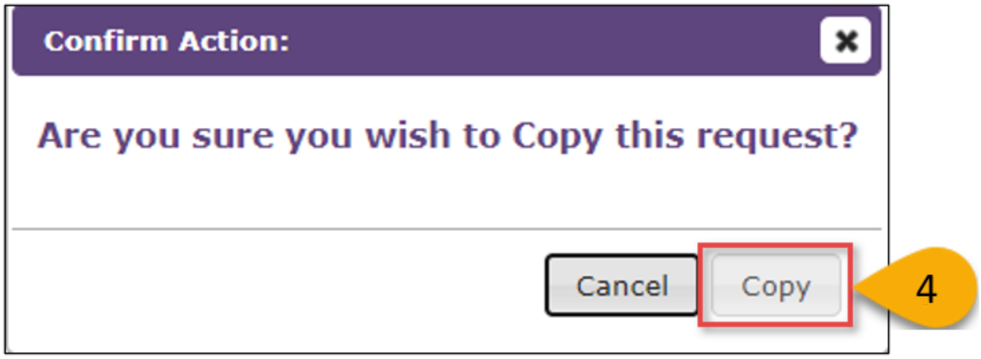
1. On the DISA Storefront Admin Landing Page, click on the **Ordering Portal**.
2. On the Ordering Portal, click on **My Orders.**
3. Next to the desired order, on the **Actions** drop-down menu, select **Copy.**

Figure 7.4.6.1: Copy an Order



4. *A pop-up window will appear.* The user will need to confirm that the order should be copied by clicking **Copy.**

Figure 7.4.6.2: Confirming Order Copy



8 Reports in DISA Storefront

The DISA Storefront Reports page allows you to download order reports from the previous day. Each report contains all the DISA Storefront orders across Services for a specific order status (Draft, Denied\Recalled, Pending Approval, or Approved). If your agency doesn't have orders in a specific order status, this report will not be available in the list.

Reports are displayed based on a user's role. Users with the AAO, AFO, APO, AQO, ARO, ATO, or LAFO roles will see reports for all non-subscription service orders placed by or for their agency.

Users with the SO role have the additional access to reports for all subscription service orders placed by or for their agency. The DISN-IS and OMS orders are protected high value subscription orders for which the SO role provides access. ***NOTE:*** DISN-IS and OMS ordering capability migrated to DISA Marketplace in October of 2022, but the historical reports for these services can still be viewed.

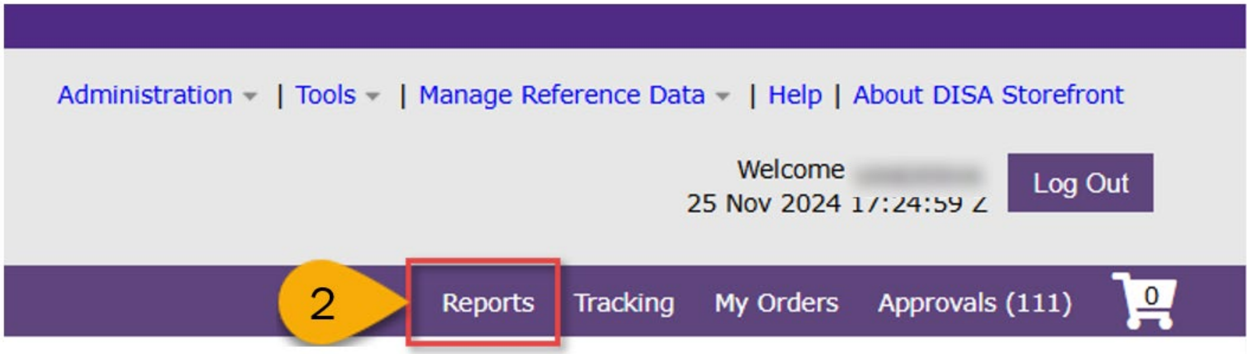
DISA users with the APO role will see reports for all non-subscription service orders placed by DISA, in addition to reports for each non-subscription service orders placed by all agencies.

DISA users with the APO will see reports for service orders placed by all agencies, but also require the SO role to view the high value subscription service reports.

Follow the steps below to access the reports.

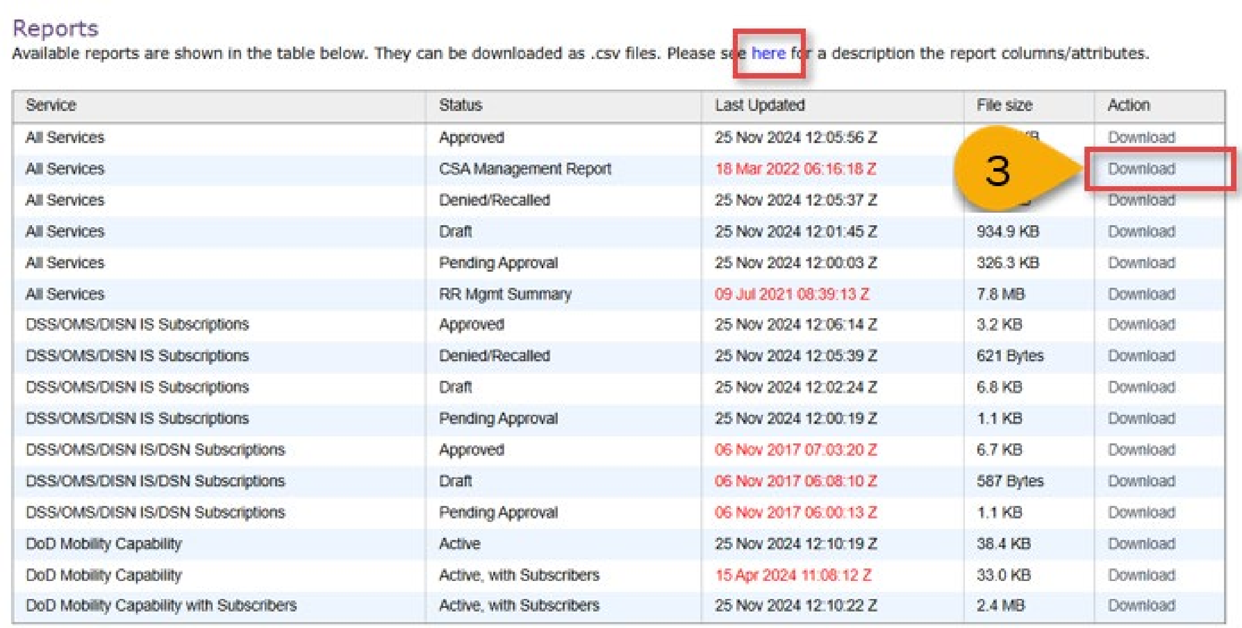
1. On the DISA Storefront Administrative Landing Page, click on the **Ordering Portal.**
2. On the Ordering Portal, click on **Reports.**

Figure 8.1: DISA Storefront Administrative Landing Page - Reports



3. Click **Download** next on the row that the user would like to download.
4. Optional: Click on "here" on the Reports page to view a downloadable file of the report attributes. The file can be found at this link: DISA Storefront (DSF) Report Attributes (v1.3 : 2017-10-30)

Figure 8.2: DISA Storefront Reports Page



Reports

Available reports are shown in the table below. They can be downloaded as .csv files. Please see here for a description the report columns/attributes.

Service	Status	Last Updated	File size	Action
All Services	Approved	25 Nov 2024 12:05:56 Z	[illegible]	Download
All Services	CSA Management Report	18 Mar 2022 06:16:18 Z	[illegible]	Download
All Services	Denied/Recalled	25 Nov 2024 12:05:37 Z	[illegible]	Download
All Services	Draft	25 Nov 2024 12:01:45 Z	934.9 KB	Download
All Services	Pending Approval	25 Nov 2024 12:00:03 Z	326.3 KB	Download
All Services	RR Mgmt Summary	09 Jul 2021 08:39:13 Z	7.8 MB	Download
DSS/OMS/DISN IS Subscriptions	Approved	25 Nov 2024 12:06:14 Z	3.2 KB	Download
DSS/OMS/DISN IS Subscriptions	Denied/Recalled	25 Nov 2024 12:05:39 Z	621 Bytes	Download
DSS/OMS/DISN IS Subscriptions	Draft	25 Nov 2024 12:02:24 Z	6.8 KB	Download
DSS/OMS/DISN IS Subscriptions	Pending Approval	25 Nov 2024 12:00:19 Z	1.1 KB	Download
DSS/OMS/DISN IS/DSN Subscriptions	Approved	06 Nov 2017 07:03:20 Z	6.7 KB	Download
DSS/OMS/DISN IS/DSN Subscriptions	Draft	06 Nov 2017 06:08:10 Z	587 Bytes	Download
DSS/OMS/DISN IS/DSN Subscriptions	Pending Approval	06 Nov 2017 06:00:13 Z	1.1 KB	Download
DoD Mobility Capability	Active	25 Nov 2024 12:10:19 Z	38.4 KB	Download
DoD Mobility Capability	Active, with Subscribers	15 Apr 2024 11:08:12 Z	33.0 KB	Download
DoD Mobility Capability with Subscribers	Active, with Subscribers	25 Nov 2024 12:10:22 Z	2.4 MB	Download

Appendix A: Roles and Responsibilities

Task	General User	Authorized Requesting Official (ARO)	Registration Official (RO)	Authorized Provisioning Official (APO)	Subscription Official (SO)	Lead Authorized Funding Official (LAFO)	Authorized Funding Official (AFO)	Authorized Billing Official (ABO)	Routing List Official (RLO)	Top Registration Authorized Official (TRAO)
Before Ordering										
Submit 2875 Form			x							x
Create An Account	x									
Unlock Account (self)	x									
Delete User ID (self)	x									
Request A Role	x									
Update Your Account Information	x									
View 'DSF And/Or TIBI' Role Information	x									
View 'DSF And/Or TIBI' Role Descriptions	x									
View 'DSF And/Or TIBI' Role Hierarchy Chart	x									
Request Additional Roles	x									
Start An Order										
Search For An Order		x								
Submit an Order		x								
Copy an Order		x								
Download Visual Walkthrough for Service Orders					x					

Task	General User	Authorized Requesting Official (ARO)	Registration Official (RO)	Authorized Provisioning Official (APO)	Subscription Official (SO)	Lead Authorized Funding Official (LAFO)	Authorized Funding Official (AFO)	Authorized Billing Official (ABO)	Routing List Official (RLO)	Top Registration Authorized Official (TRAO)
Overview of Types of Action		x								
Manage An Order										
View Order		x								
Track An Order		x				x	x			
Amend An Order		x								
Recall An Order		x								
Delete An Order		x								
Cancel An Order		x								
Discontinue An Order		x								
Approval or Deny An Order						x	x			
Change An Order		x								
Re-award An Order		x								
Create a Temporary Order		x								
Download a Report on the Ordering Portal		x								
Follow up with Routing Office		x								
Create Line Of Work Profile										
TIBI Access										
Approve or Deny TIBI PDC Access						x				
Download TIBI Resources					x		x			

Task	General User	Authorized Requesting Official (ARO)	Registration Official (RO)	Authorized Provisioning Official (APO)	Subscription Official (SO)	Lead Authorized Funding Official (LAFO)	Authorized Funding Official (AFO)	Authorized Billing Official (ABO)	Routing List Official (RLO)	Top Registration Authorized Official (TRAO)
Modify ABO And PDC's										
Modify ABO PDC’s										
Modify AFO PDC’s										
Use The CAD Search	x	x	x							
Manage Roles										
Approve Or Deny A Higher Level Role Request (RO, SO, LAFO, Or RLO)										x
Approve Or Deny DISA only Roles Request			x							
Approve Or Deny AFO Roles Request										
Export A List Of User Roles			x							
View A List Of Pending User Roles			x							
Deactivate User Roles			x							
Manage Routing										
Manage A Routing/Matrix/Offices List									x	
Use The Person Search									x	
Create A New Routing Office									x	
Manage A Routing Office									x	

Task	General User	Authorized Requesting Official (ARO)	Registration Official (RO)	Authorized Provisioning Official (APO)	Subscription Official (SO)	Lead Authorized Funding Official (LAFO)	Authorized Funding Official (AFO)	Authorized Billing Official (ABO)	Routing List Official (RLO)	Top Registration Authorized Official (TRAO)
Remove A Routing Office Member									x	
Create A New Routing List									x	
Manage A Routing List									x	
Use The Office Search						x			x	
Create A PDC Routing Matrix									x	
Manage A PDC Routing Matrix									x	
Create A VPN Routing Matrix									x	
Manage A VPN Routing Matrix									x	

Note: In order to provide access to BTM, LOB, and CO roles, the roles only appear available in the pick list if a user has registered under specific DISA Organizations.

Appendix B: Acronyms.

Table B-1: Acronyms	
Acronym	**Term**
AAO	Authorized Approving Official
ABO	Authorized Billing Official
AF	Air Force
AFO	Authorized Funding Official
AO	Authorized Official
APO	Authorized Provisioning Official
AQO	Authorized Query Official
ARO	Authorized Requesting Official
ATO	Authorized Tracking Official
BSC	Business Service Catalog
CAC	Common Access Card
DDOE	DISA Direct Order Entry
DSF	DISA Storefront
DISA	Defense Information Systems Agency
DISN	Defense Information System Network
DoD	Department of Defense
DSS	DISN Subscription Service
FAQ	Frequently Asked Questions
ID	Identifier
LAFO	Lead Authorized Funding Official
MP	Mission Partner
PDC	Program Designator Code
PKE	Public Key Enabling
PKI	Public Key Infrastructure
POC	Point of Contact
RLO	Routing List Official
RO	Registration Official
SO	Subscription Official
TIBI	Telecommunications Inventory Billing Information