



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



DISA Storefront – User Manual

DISA Storefront (DSF)

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Table of Contents

1	DISA Storefront Background	11
2	DISA Storefront Access & Role Information	11
	2.1 Account Creation	11
	2.2 DISA Storefront Landing Page Overview (Account Management)	17
	2.3 Introduction to DISA Storefront Roles	19
	2.3.1 Viewing Role Descriptions & Hierarchy Chart in DSF “Manage Account”	22
	2.4 How to Request a New Role	24
	2.5 How to View User’s Roles	27
	2.6 How to Update/Manage Your Account Information	28
	2.7 DISA Storefront Landing Page Overview (Ordering Portal)	32
	2.7.1 DISA Storefront Help Page	34
3	Approving Officials – Role Management & Responsibilities	38
	3.1 How Approve or Deny Role Requests as a TRAO or RO:	38
	3.2 Managing TIBI PDC Access (Funding Approval & Obligations):	38
	3.2.1 Overview of LAFO/AFO Role & Funding Approvals	39
	3.2.2 LAFO and AFO are Held Liable	39
	3.2.3 LAFO and AFO Roles Have an Obligation	39
	3.2.4 How to Manage TIBI PDC Access	39
	3.3 How to Export a List of User Roles (TRAO or RO role required)	41
	3.4 How to View a List of Pending User Roles (TRAO or RO role required)	42
	3.5 How to Deactivate User Roles (TRAO or RO role required)	43
4	Setting Up Order Approval Routing	45
	4.1 Overview of Routing Rules	45
	4.2 Routing Office, Routing List, and Routing Matrix Defined	46
	4.3 Create and Maintain Routing Office	47
	4.3.1 How to Create a Routing Office.....	47
	4.3.2 How to Manage a Routing Office	48
	4.4 Create and Maintain Routing List	49
	4.4.1 How to Create a new Routing List.....	49
	4.4.2 How to Manage a Routing List	50
	4.5 Create and Maintain PDC Routing Matrix	51
	4.5.1 How to Create a PDC Routing Matrix.....	51
	4.5.2 How to Maintain a PDC Routing Matrix.....	52

4.6 Create and Maintain VPN Routing Matrix	52
4.6.1 How to Create a VPN Routing Matrix.....	53
4.6.2 How to Maintain a VPN Routing Matrix	54
5 TIBI	54
5.1 Overview of TIBI	54
5.2 TIBI Application	54
5.3 TIBI Access	54
5.4 TIBI Landing Page	55
6 Service Catalog	58
6.1 How to Navigate the Service Catalog	58
6.2 How to Edit DISA Service Catalog Information	63
7 Order Placement & Management	64
7.1 How to Search for a Service & Start an Order	64
7.1.1 How to Change the Agency and Organization in the Ordering Portal	66
7.2 Order Actions Overview	67
7.3 How to Track/Locate an Order	68
7.3.1 How to Track a Mobility Order (Mobility Subscription Search)	74
7.4 How to Manage an Order	86
7.4.1 How to Delete an Order.....	86
7.4.2 How to Recall an Order	87
7.4.3 How to Amend an Order	88
7.4.4 How to Cancel an Order.....	89
7.4.5 How to Discontinue an Order	91
7.4.6 How to Copy an Order	114
8 Reports in DISA Storefront	115
Appendix A: Roles and Responsibilities	117
Appendix B: Acronyms	121

List of Tables:

Table 2.3.1: Storefront Registered Roles	20
Table 7.2.1: Order Actions, Definition, & Instructions	67
Table B-1: Acronyms.....	121

List of Figures:

Figure 2.1.1: DISA Storefront Login URL	11
Figure 2.1.2: Enter CAC PIN	12
Figure 2.1.3: Read and Close Access Warning	13
Figure 2.1.4: Create Account	13
Figure 2.1.5: Create Account – Customer, Agency, and Organization Fields	14
Figure 2.1.6: Create Account – Rank/Title, Last Name, & Challenge Question Fields..	15
Figure 2.1.7: Create Account – Phone Number and Email Fields	15
Figure 2.1.8: Create Account – Address Information	16
Figure 2.1.9: Create Account – Supervisor & Security Officer.....	16
Figure 2.1.10: Create Account – Account Created.....	17
Figure 2.2.1: DISA Storefront Login	18
Figure 2.2.2: Main DISA Storefront Landing Page (Manage Account)	18
Figure 2.2.3: DISA Storefront Landing Page Tabs	19
Figure 2.3.1.1: Viewing Role Descriptions.....	22
Figure 2.3.1.2: Navigating to Role Hierarchy Chart.....	23
Figure 2.3.1.3: Role Hierarchy Chart.....	23
Figure 2.4.1: Requesting Role(s)	24
Figure 2.4.2: Request Authorized Official Roles.....	24
Figure 2.4.3: Selecting Roles to Request.....	25
Figure 2.4.4: Selecting Role Request Approvers	25
Figure 2.4.5: Requesting Higher-Level Agency Role.....	26
Figure 2.4.6: Requesting Higher-Level Agency Role (Acknowledge Responsibility).....	26
Figure 2.4.7: Submitted Role Request	27
Figure 2.5.1: Viewing User’s Assigned Roles.....	27
Figure 2.6.1: Managing Account Information.....	28
Figure 2.6.2: Managing Account Information (1)	29
Figure 2.6.3: Managing Account Information (2)	30
Figure 2.6.4: Managing Account Information (3)	31
Figure 2.7.1: DISA Storefront Ordering Portal.....	32
Figure 2.7.2: DISA Storefront Ordering Portal - Horizontal Menu Bar	32
Figure 2.7.3: DISA Storefront Ordering Portal – Service Categories Menu.....	33
Figure 2.7.1.1: DISA Storefront Help Page	35
Figure 2.7.1.2: DISA Storefront Help Page	36
Figure 2.7.1.3: DISA Storefront Help Page	37
Figure 3.1.1: Approve/Deny Role Requests	38
Figure 3.2.4.1: Manage Roles	39
Figure 3.2.4.2: Approve/Deny PDC Requests.....	40
Figure 3.3.1: Export User Roles	41
Figure 3.3.2: User Roles List.....	42
Figure 3.5.1: Deactivate User Roles.....	43
Figure 3.5.2: Select User(s) to Deactivate.....	44
Figure 3.5.3: Deactivate User(s)	44
Figure 3.5.4: User(s) Deactivated	45
Figure 4.1.1: DISA Storefront – Manage Routing Tab.....	46
Figure 4.3.1.1: DISA Storefront – Maintaining Routing Office	48

Figure 4.4.1.1: DISA Storefront – Maintaining Routing	49
Figure 4.4.1.2: DISA Storefront – Create Routing List	50
Figure 4.5.1.1: DISA Storefront – Create PDC Routing Matrix.....	52
Figure 4.6.1.1: DISA Storefront – Create VPN Routing Matrix.....	53
Figure 5.4.1.1: TIBI Accessing Government Page Acknowledgement	56
Figure 5.4.1.2: Main TIBI Login	56
Figure 5.4.1.3: TIBI Authentication Options.....	57
Figure 5.4.1.4: TIBI Login As.....	57
Figure 5.4.1.5: Main TIBI Landing Page.....	58
Figure 6.1.1: DISA URL.....	58
Figure 6.1.2: DISA Storefront Service Catalog Tabs.....	59
Figure 6.1.3: Service Catalog – Services and Capabilities Page	59
Figure 6.1.4: Service Catalog – Services and Capabilities Page	60
Figure 6.1.5: Dedicated Transport Service Page Snapshot	60
Figure 6.1.6: Dedicated Transport Service Page Snapshot	61
Figure 6.1.7: Dedicated Transport Service Page Standard Offering Tab	61
Figure 6.1.8: Dedicated Transport Service Page Standard Offering Tab	62
Figure 6.1.9: Dedicated Transport Service Page Standard Offering Tab	63
Figure 6.1.10: Dedicated Transport Service Page Standard Offering Tab	63
Figure 7.1.1: DISA Storefront Landing Page Search Bar Options.....	65
Figure 7.1.2: DISA Storefront Landing Page – Service Search Results	65
Figure 7.1.3: DISA Storefront Landing Page – “Order Now” (Example)	66
Figure 7.1.1.1: Agency / Organization Snapshot.....	66
Figure 7.3.1: DISA Storefront Ordering Portal.....	69
Figure 7.3.2: DISA Storefront Ordering Portal (My Orders / Tracking)	70
Figure 7.3.3: Track an Order by CJON.....	71
Figure 7.3.4: Search Results Window Snapshot.....	72
Figure 7.3.5: Order Addressing and Routing.....	72
Figure 7.3.6: Order Addressing and Routing (Example).....	73
Figure 7.3.7: Order Addressing and Routing – Approval Points.....	73
Figure 7.3.1.1: Navigating to Mobility Subscription Search	74
Figure 7.3.1.2: Mobility Subscription Search Fields	74
Figure 7.3.1.3: Mobility Subscription Search - Order Status Field	75
Figure 7.3.1.4: Mobility Subscription Search - CJON Field	76
Figure 7.3.1.5: Mobility Subscription Search - CJON Results	76
Figure 7.3.1.6: Mobility Subscription Search – Last Name Field	77
Figure 7.3.1.7: Mobility Subscription Search – Last Name Results.....	77
Figure 7.3.1.8: Mobility Subscription Search – CAC Email Field	78
Figure 7.3.1.9: Mobility Subscription Search – CAC Email Results.....	78
Figure 7.3.1.10: Mobility Subscription Search – PDC Field.....	79
Figure 7.3.1.11: Mobility Subscription Search – PDC Field Results.....	79
Figure 7.3.1.12: Mobility Subscription Search – Multiple Criteria	80
Figure 7.3.1.13: Mobility Subscription Search – Multiple Criteria Results	80
Figure 7.3.1.14: Mobility Subscription Search – Criteria & Order Status Field	81
Figure 7.3.1.15: Mobility Subscription Search – Criteria & Order Status Field Results	81
Figure 7.3.1.16: Mobility Subscription Search – Criteria & Subscriber Status Field	82

Figure 7.3.1.17: Mobility Subscription Search – Criteria & Subscriber Status Field Results	82
Figure 7.3.1.18: Mobility Subscription Search – Results Search.....	83
Figure 7.3.1.19: Mobility Subscription Search – Download Results	84
Figure 7.3.1.20: Mobility Subscription Search – Download Process	85
Figure 7.3.1.21: Mobility Subscription Search – View Downloaded Results (Excel)	85
Figure 7.4.1.1: Delete an Order.....	86
Figure 7.4.1.2: Confirming Order Deletion.....	87
Figure 7.4.2.1: Recall an Order	87
Figure 7.4.2.2: Confirming Order Recall.....	88
Figure 7.4.3.1: Amend an Order.....	89
Figure 7.4.3.2: Confirming Order Amendment	89
Figure 7.4.4.1: Cancel an Order.....	90
Figure 7.4.4.2: Confirming Order Cancellation	91
Figure 7.4.5.1: Example Order Status	91
Figure 7.4.5.2: Communications Service Authorization (CSA) Replacement?	92
Figure 7.4.5.1.1: Select Discontinue Option	92
Figure 7.4.5.1.2: Confirm Action Dialogue Box	93
Figure 7.4.5.1.3: Order Discontinue Confirmation	93
Figure 7.4.5.1.4: Configure Tab	94
Figure 7.4.5.1.5: Checkout Checklist	94
Figure 7.4.5.1.6: Purpose-Mission	95
Figure 7.4.5.1.7: Service Dates.....	95
Figure 7.4.5.1.8: Justifications and Approvals.....	96
Figure 7.4.5.1.9: Service Item Review.....	96
Figure 7.4.5.1.10: Cart & Finalize Order.....	97
Figure 7.4.5.1.11: Payment Information	97
Figure 7.4.5.1.12: Order Review & Place Order	98
Figure 7.4.5.1.13: Order Confirmation.....	98
Figure 7.4.5.1.14: My Orders	99
Figure 7.4.5.2.1: Select Discontinue Option	99
Figure 7.4.5.2.2: Confirm Action Dialogue Box	100
Figure 7.4.5.2.3: Order Discontinue Confirmation	100
Figure 7.4.5.2.4: Purpose-Mission	101
Figure 7.4.5.2.5: Service Dates.....	101
Figure 7.4.5.2.6: Justifications and Approvals.....	102
Figure 7.4.5.2.7: Service Item Review.....	103
Figure 7.4.5.2.8: Cart & Finalize Order.....	103
Figure 7.4.5.2.9: Payment Information	104
Figure 7.4.5.2.10: Order Review & Place Order	104
Figure 7.4.5.2.11: Order Confirmation.....	105
Figure 7.4.5.2.12: My Orders	105
Figure 7.4.5.3.1: Actions-View Selections.....	106
Figure 7.4.5.3.2: Subscription Information::Configured	106
Figure 7.4.5.3.3: Discontinue Selection.....	107
Figure 7.4.5.3.4: Confirm Action Dialogue Box	107

Figure 7.4.5.3.5: Order Discontinue Confirmation	108
Figure 7.4.5.3.6: Purpose-Mission	108
Figure 7.4.5.3.7: Service Dates	109
Figure 7.4.5.3.8: Justifications and Approvals.....	110
Figure 7.4.5.3.9: Service Item Review.....	110
Figure 7.4.5.3.10: Cart & Finalize Order.....	111
Figure 7.4.5.3.11: Payment Information	111
Figure 7.4.5.3.12: Order Review & Place Order	112
Figure 7.4.5.3.13: Order Confirmation.....	112
Figure 7.4.5.3.14: My Orders	113
Figure 7.4.5.3.15: Order Selection	113
Figure 7.4.6.1: Copy an Order.....	114
Figure 7.4.6.2: Confirming Order Copy	115
Figure 8.1: DISA Storefront Administrative Landing Page - Reports.....	116
Figure 8.2: DISA Storefront Reports Page	116

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.

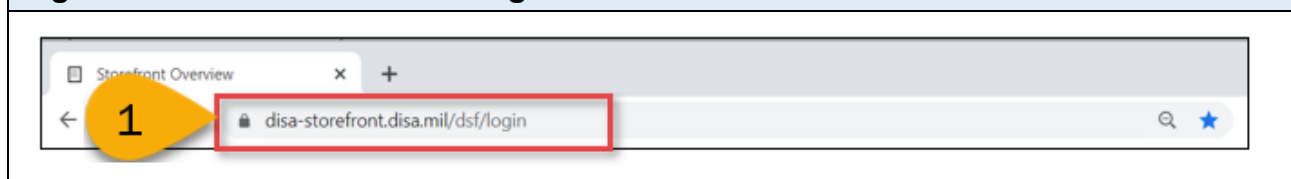
2 DISA Storefront Access & Role Information

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.

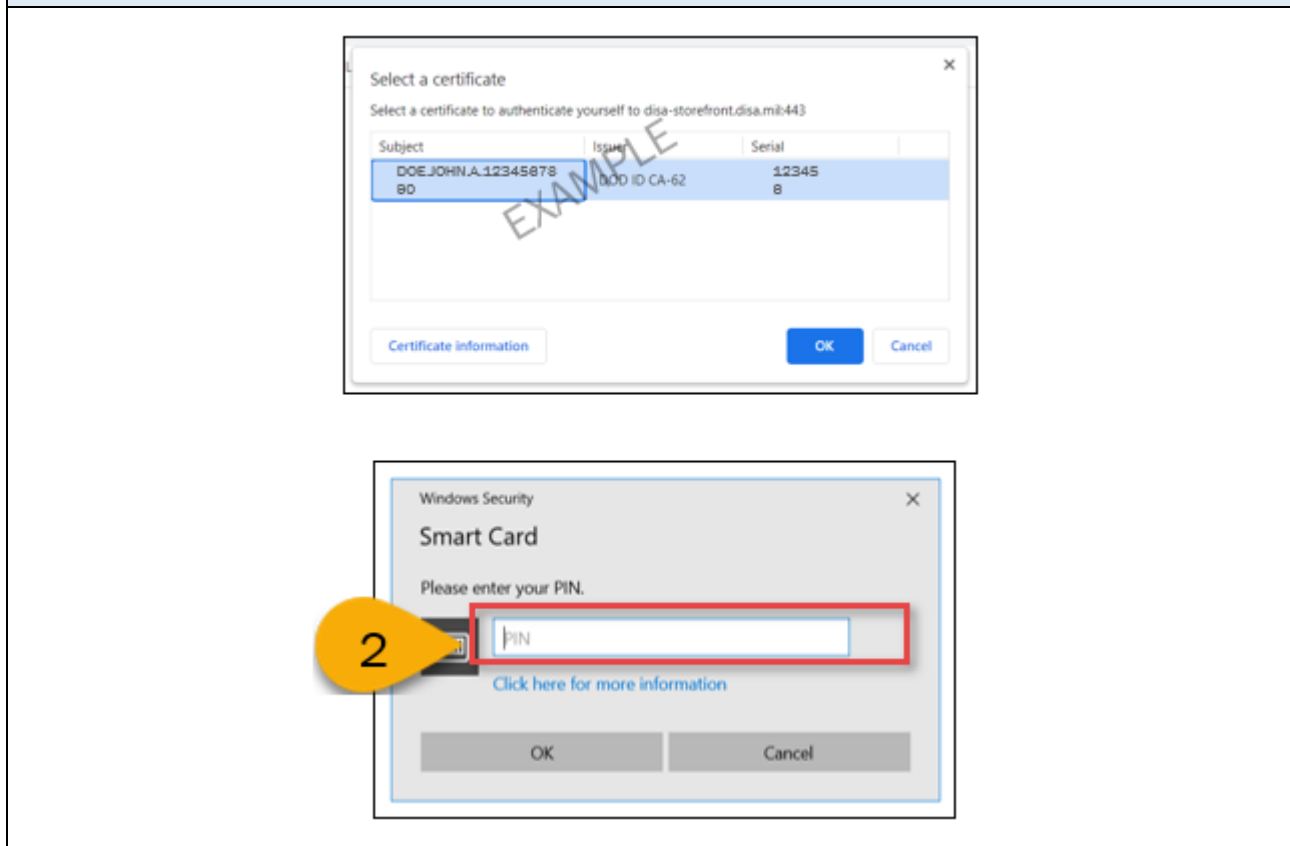
2.1 Account Creation

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

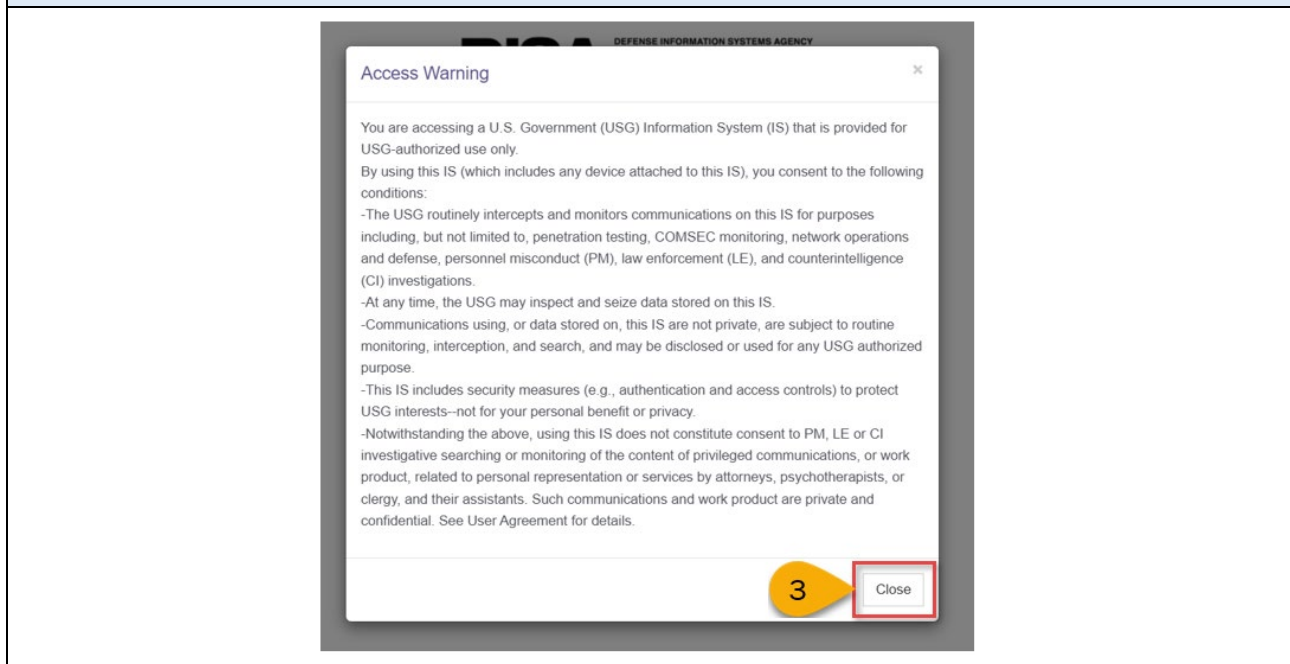


2. Enter the Common Access Card (CAC) PIN in the space provided.
 - a. NOTE: Depending on which browser you use, you may encounter either or both of the dialog boxes shown below.

Figure 2.1.2: Enter CAC PIN

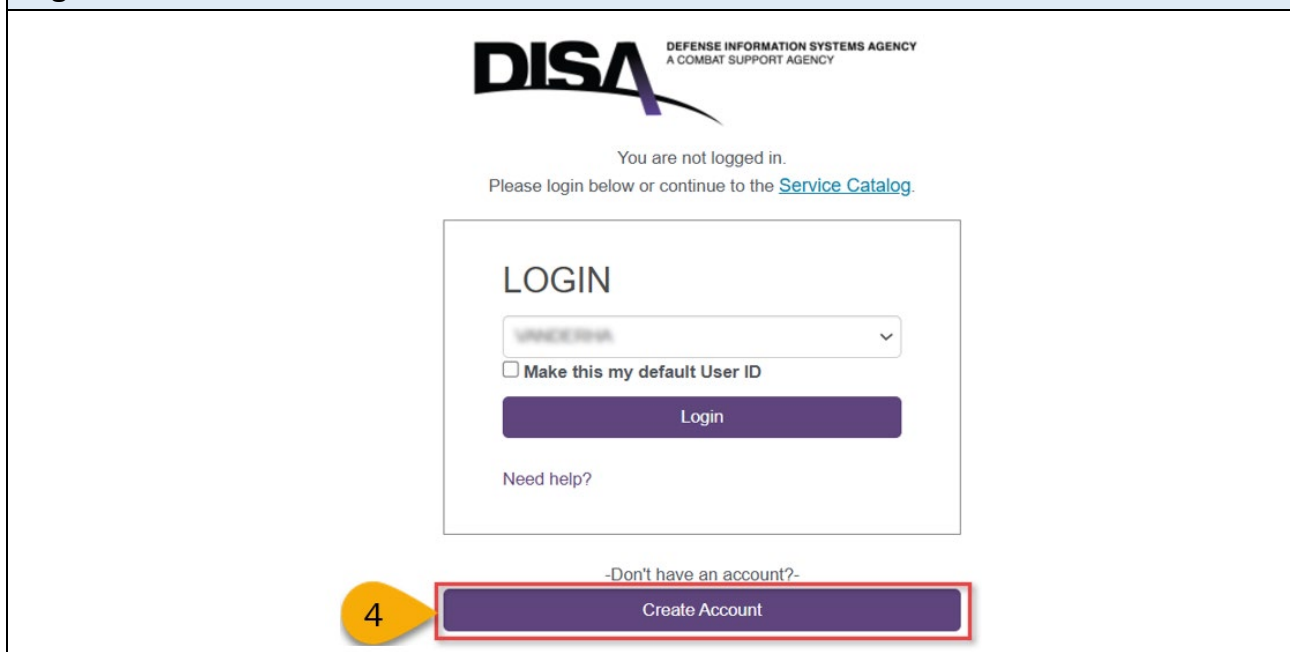
3. When the Access Warning displays, read, and then click **Close**.

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

The screenshot shows a web form titled 'Storefront' with a 'Manage Account' link. A black banner states: 'This page collects Personally Identifiable Information (PII). Please read the Privacy Act Statement at the bottom of this page.' Below this is the 'Create Userid' section with a light blue instruction box: 'Complete the following and click Submit to create your account.' The form contains three dropdown menus: '*Type Customer:', '*Agency:', and '*Organization:'. A red rectangular box encloses these three dropdowns. A yellow callout bubble with the number '5' points to the '*Agency:' dropdown. At the bottom of the form, a light blue box contains contact information: 'If your Agency/Organization is not listed please contact the Tier I Infrastructure - Global Service Desk at 1-844-DISA-HLP (347-2457), option 2 or DSN (312) 850-0032, option 2 and follow the automated menu for specific support services. Email contact: disa.gsd.infrastructure@mail.mil and disa.scott.global.mbx.dccc@mail.smil.mil'.

****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

9 Select if International Address (Do not select if using an APO, FPO, or US Zip5 Code)

For US Addresses, enter a 5-digit Zip code to retrieve the corresponding city and state.

*Address Line 1:

Address Line 2:

City/Installation:

State:

*Zip: -

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

▶ **Supervisor**

Mandatory fields are marked with an asterisk ()*

*Name:

*Commercial voice: Fax:

*DSN voice: Fax:

▶ **Security Officer**

Mandatory fields are marked with an asterisk ()*

*Name:

*Commercial voice: Fax:

*DSN voice: Fax:

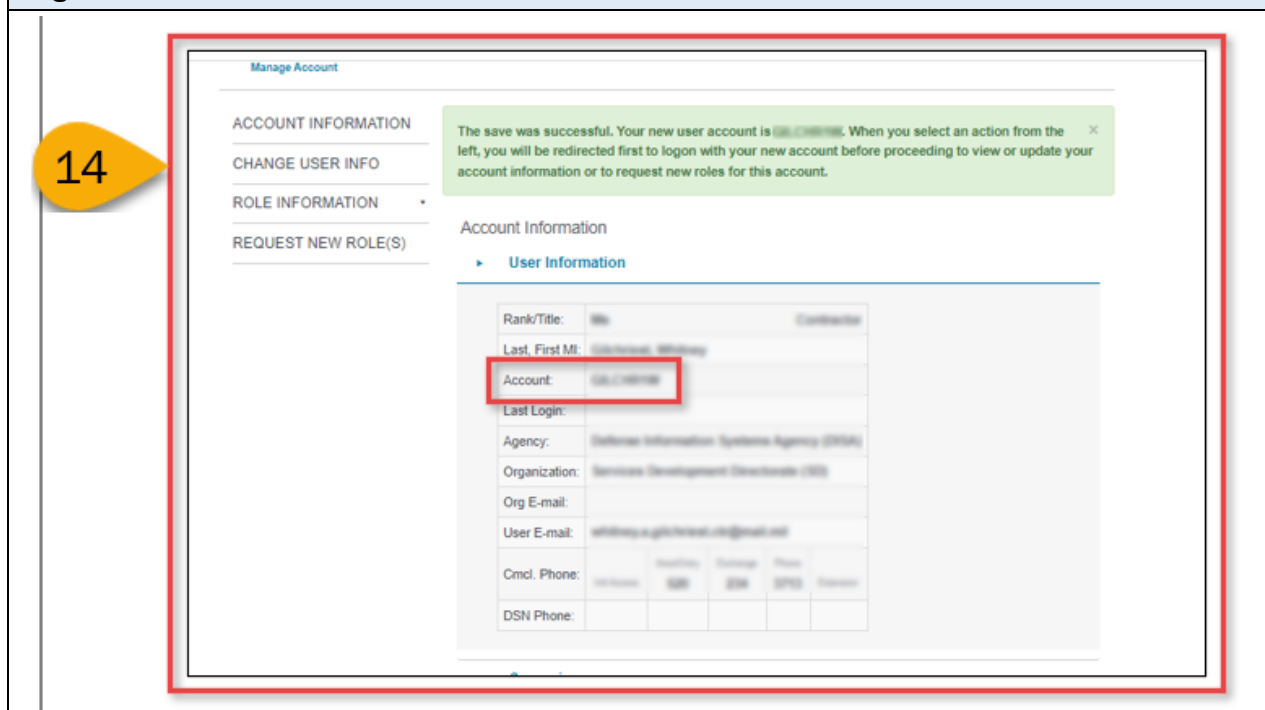
13

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



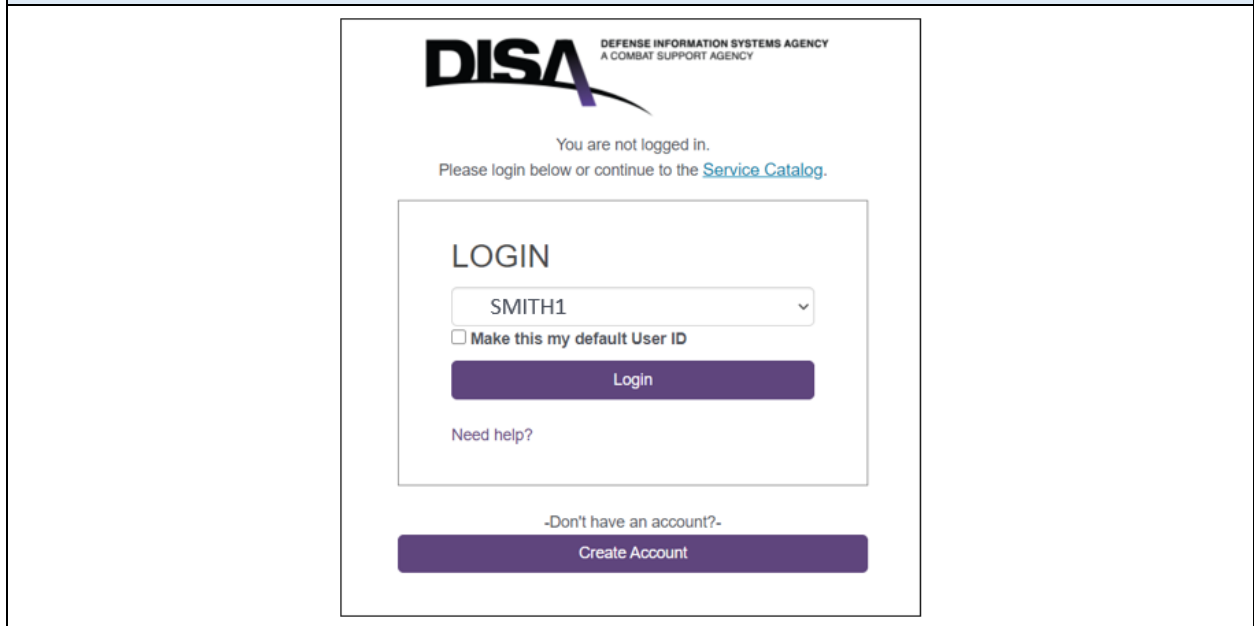
****Please note that the Agency can be changed within the Ordering Portal for the main purpose of processing orders on behalf of another agency. However, your main Agency on your personal account will remain on your account. Refer to the NOTE after Step 5 of Section 2.1 (above).**

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.

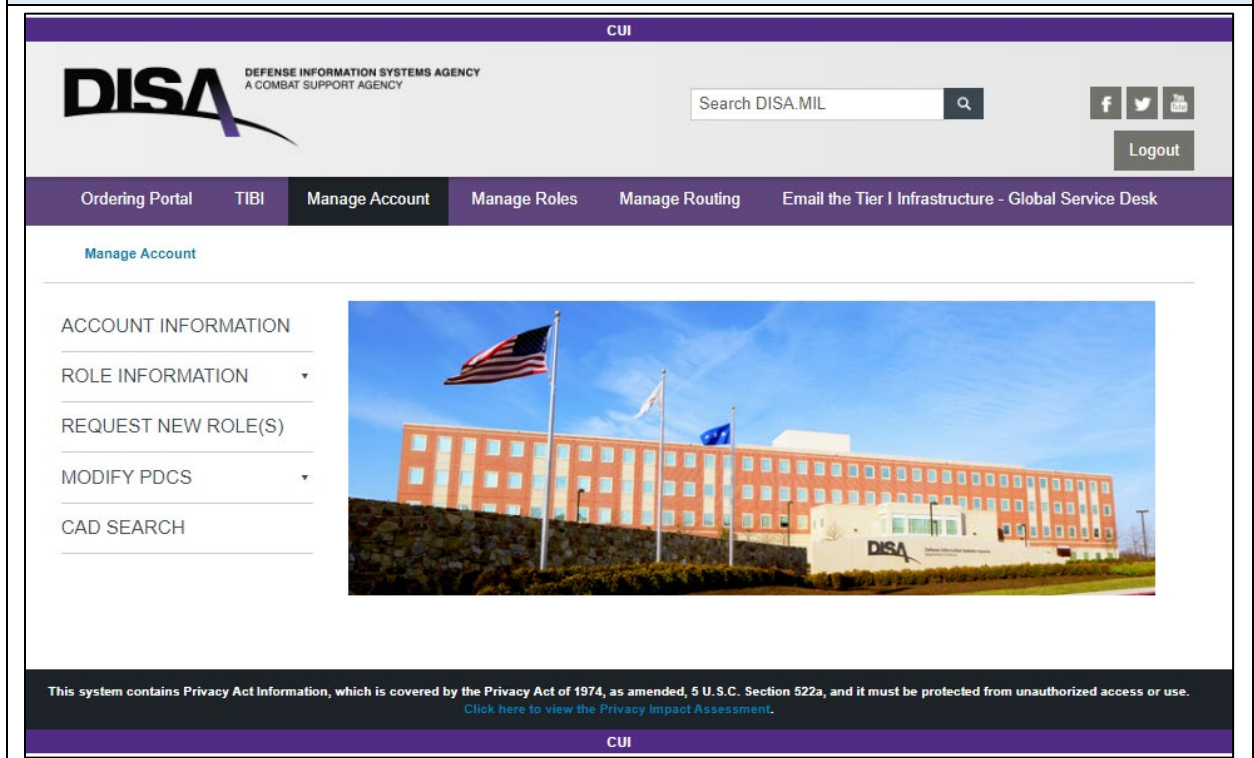
In the browser, enter the following link: <https://disa-storefront.disa.mil/dsf/login>.

Figure 2.2.1: DISA Storefront Login



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

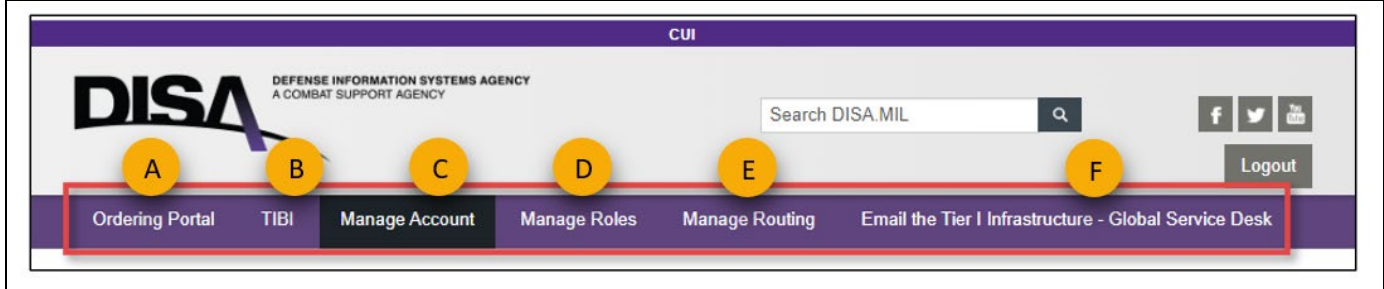
Figure 2.2.2: Main DISA Storefront Landing Page (Manage Account)



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).

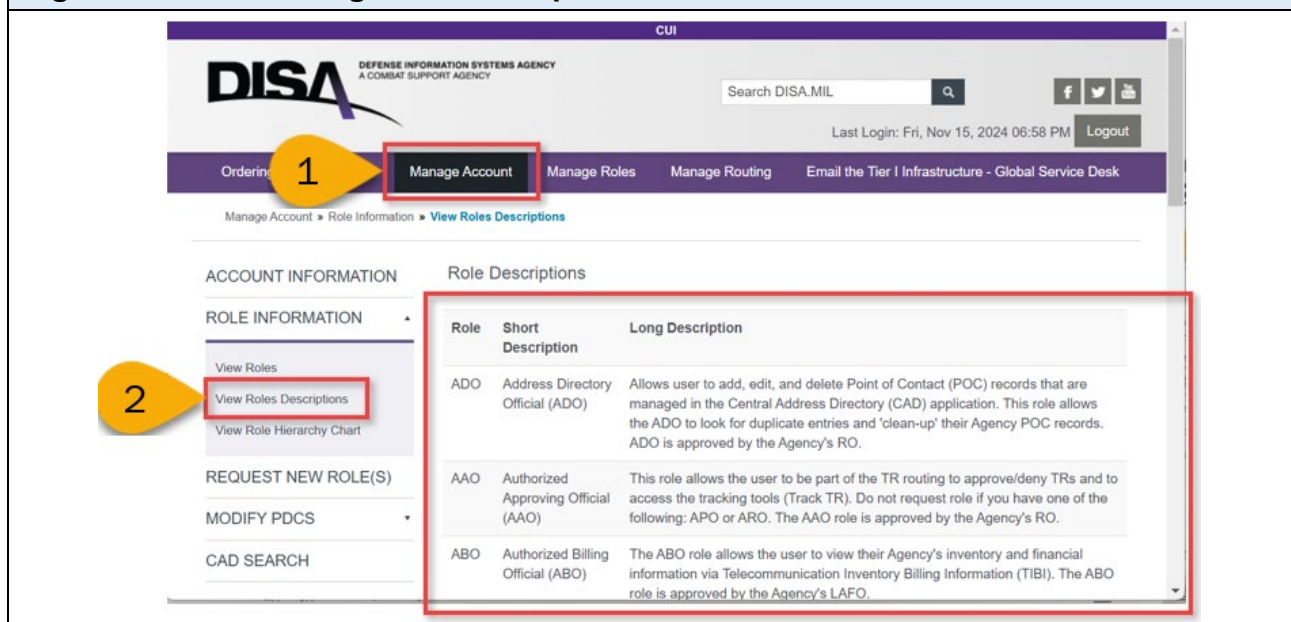
Role	Function
ATO Authorized Tracking Official (ATO)	This role provides access to the tracking tools (Tracking). Do not request this role if you already have one of the following roles: Authorized Approving Official (AAO), Authorized Funding Official (AFO), Authorized Provisioning Official (APO), Authorized 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)	<p>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.</p> <p>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.</p> <p>The SO role is approved by the Agency's Registration Official (RO) or Top Registration Authorized Official (TRAO).</p>

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.

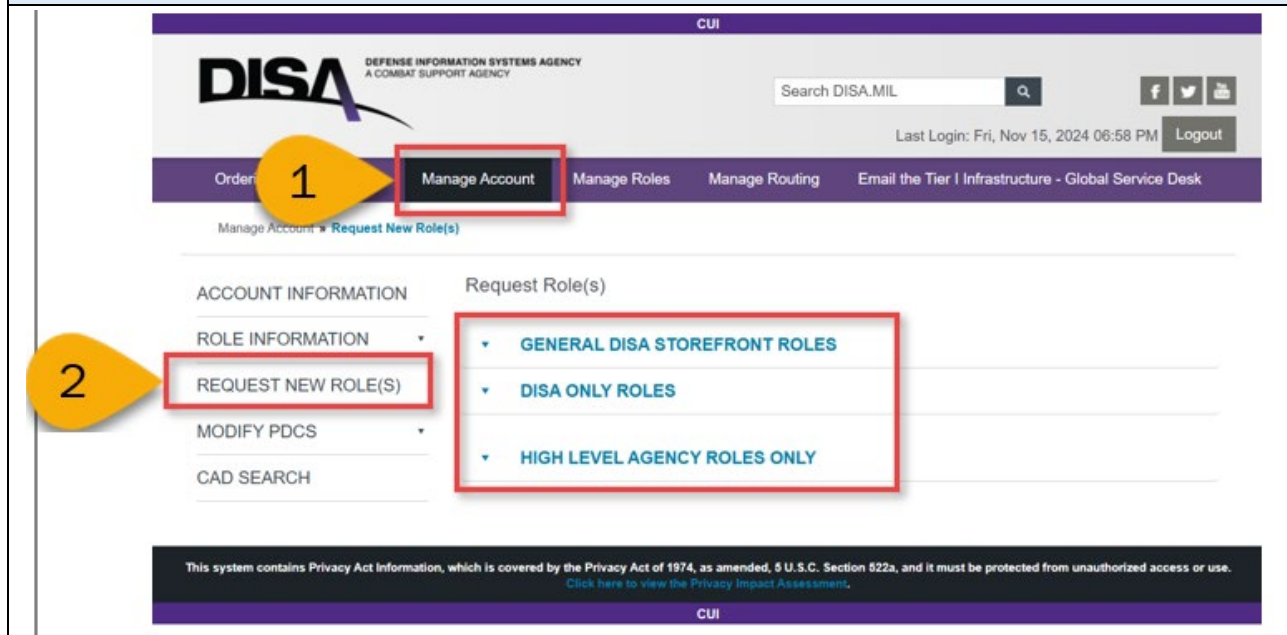
Figure 2.3.1.1: Viewing Role Descriptions



2.4 How to Request a New Role

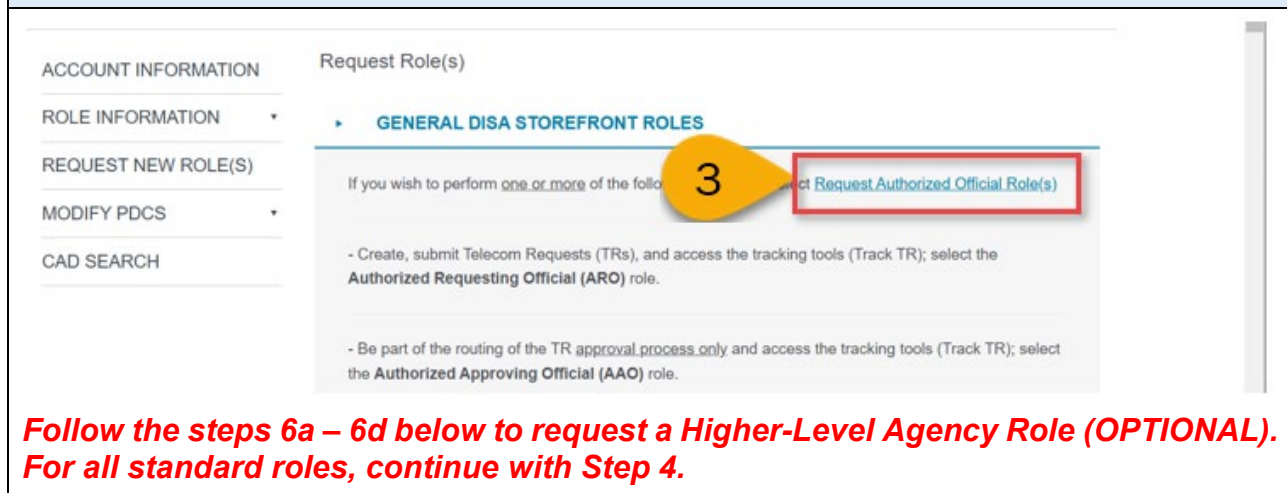
1. From the DISA Storefront landing page, select the **Manage Account** tab.
2. On the left navigation pane, click on **Request New Role(s)**. On this page, you can review **General DISA Storefront Roles**, **DISA Only Roles**, and **High-Level Agency Roles**. Click each one to expand and review the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

Request Role
 Select one or more roles.
To select more than one role in the Listbox, hold the control key down.

- Address Directory Official (ADO)
- Authorized Approving Official (AAO)
- Authorized Billing Official (ABO)
- Authorized Funding Official (AFO)

Continue

To select more than one role in the Listbox, hold the control key down.

***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

Request Role
 Select Official(s) to approve each request. Add comments for each request as necessary. (In order to make multiple Official selections below, you must either hold down the SHIFT key while you click to make continuous selections, or hold down the CTRL key while you click to make non-continuous selections.)

Show All Approvers for my Agency

Requested Role: Authorized Requesting Official (ARO)

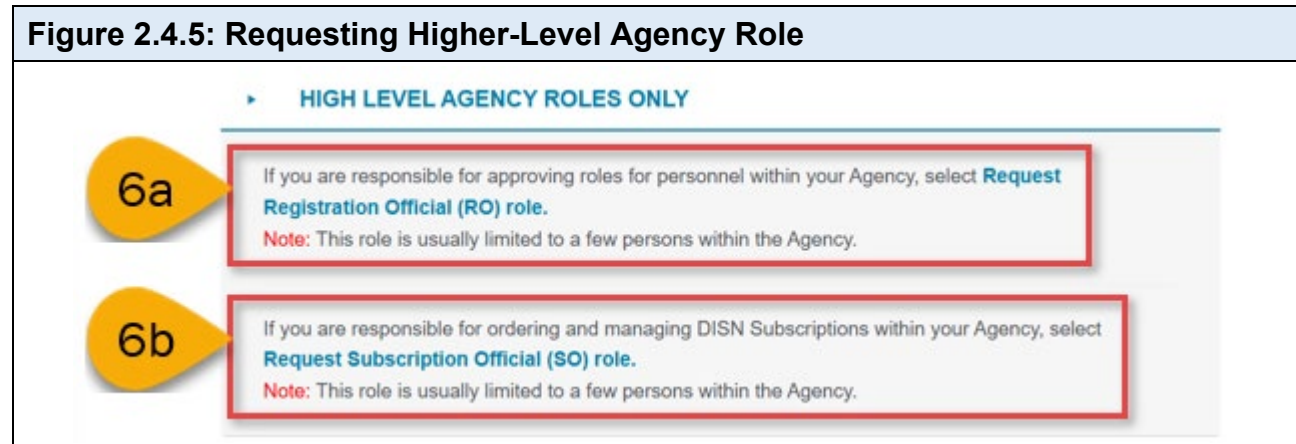
RO Approver: Nicole L. Carver(DISA-DISA)
 Daniel W. Kropp(DISA-DISA)
 Harold L. Hanna(DISA-DISA)

Comments:

Continue

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.



- 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.

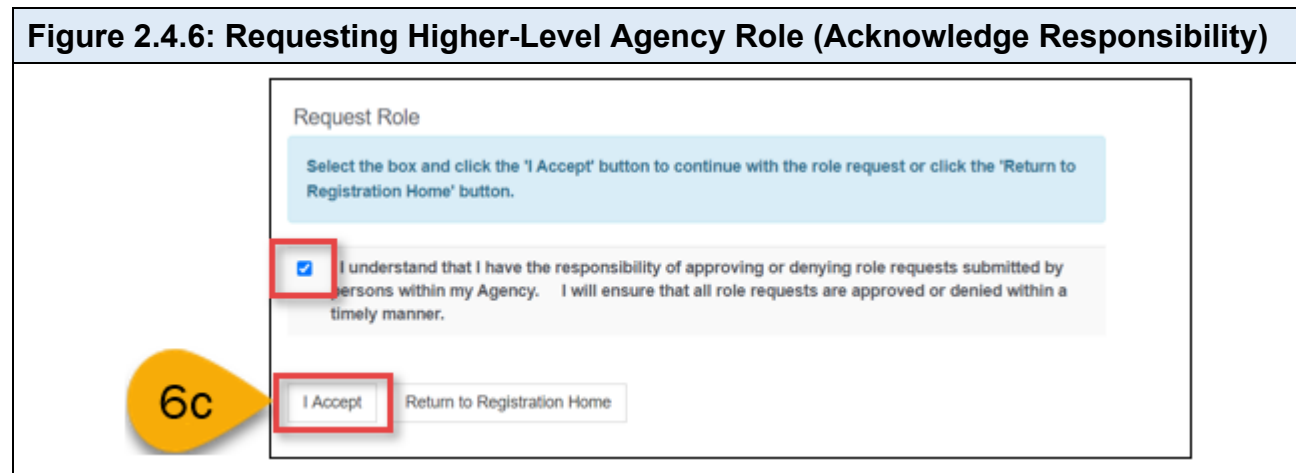


Figure 2.4.7: Submitted Role Request

Request Role - Submit Request

6d

Role: Registration Official (RO)

Your request has been sent to

Approver: John A Doe

TRAO

**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

CUI

DISA DEFENSE INFORMATION SYSTEMS AGENCY
A COMBAT SUPPORT AGENCY

Search DISA.MIL

Logout

Ordering **1** Manage Account Manage Roles Manage Routing Email the Tier I Infrastructure - Global Service Desk

Manage Account > Role Information > View Roles Descriptions

ACCOUNT INFORMATION Account Information - Role Summary

ROLE INFORMATION

2 View Roles

View Roles Descriptions

View Role Hierarchy Chart

REQUEST NEW ROLE(S)

MODIFY PDCS

CAD SEARCH

Role	Deactivation Date
Authorized Requesting Official (ARO)	2021-10-08
Authorized Provisioning Official (APO)	2021-10-08
Routing List Official (RLO)	2021-10-08
Top Role Approval Official (TRAO)	2022-10-08
Authorized Requesting Official (ARO)	2022-10-16

Role Requests	Authorized Approving Official	Date Role Requested
Lead Authorized Funding Official (LAFO)	Harold L. Harris	08 October 2020

This system contains Privacy Act Information, which is covered by the Privacy Act of 1974, as amended, 5 U.S.C. Section 522a, and it must be protected from unauthorized access or use.
Click here to view the Privacy Impact Assessment.

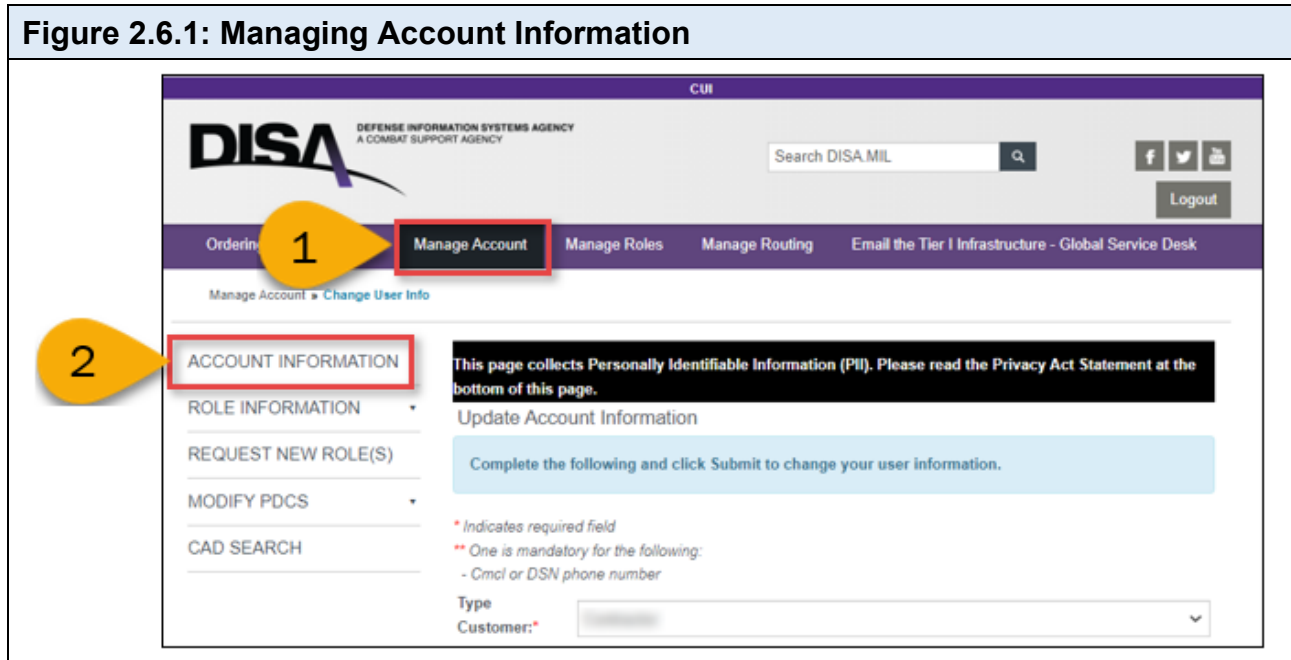
CUI

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)

Update Account Information

Complete the following and click Submit to change your user information.

** Indicates required field*
*** One is mandatory for the following:*
- Cmcl or DSN phone number

Type
 Customer:* ▼

Agency:

Organization:* ▼

If your Agency/Organization is not listed please contact [DISA Storefront Team](#)

Rank/Title:* ▼

Last Name:* **First Name:*** **MI:**

Phone Number: *(Enter the phone number components without hyphens, dashes, or special characters.)*

	Intl Access (5)	Area/Cntry (4)	Exchange (5)	Phone (6)	Extension (10)
Cmcl. Phone:**	<input type="text"/>	<input type="text" value="001"/>	<input type="text" value="070"/>	<input type="text" value="0440"/>	<input type="text" value="007000"/>
DSN Phone:**	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

3

DSF User Manual; v4.6

29

Figure 2.6.3: Managing Account Information (2)

3

Pager:

Fax:

User E-mail.*

Org E-mail:

Class. User E-mail:

Class. Org E-mail:

Select if International Address (Do not select if using an APO, FPO, or US Zip5 Code)

For US Addresses, enter a 5-digit Zip code to retrieve the corresponding city and state.

Address Line 1.*

Address Line 2:

City/Installation: ▼

State:

Zip.* - Retrieve City/State for Zip

▶ Supervisor

Mandatory fields are marked with an asterisk ()*

*Name:

*Commercial voice: Fax:

*DSN voice: Fax:

Figure 2.6.4: Managing Account Information (3)

3

Security Officer

Mandatory fields are marked with an asterisk ()*

***Name:**

***Commercial voice:** **Fax:**

***DSN voice:** **Fax:**

Role Summary

Role	Deactivation Date
Authorized Requesting Official (ARO)	2025-10-01
Authorized Requesting Official (ARO)	2026-10-03
Lead Authorized Funding Official (LAFO)	2026-02-22
Lead Authorized Funding Official (LAFO)	2026-02-22

Role Requests

Role Requests	Authorized Approving Official	Date Role Requested
Authorized Provisioning Official (APO)	James W Brown Charles F Madigan	15 November 2024

Submit

Delete Usend

4

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

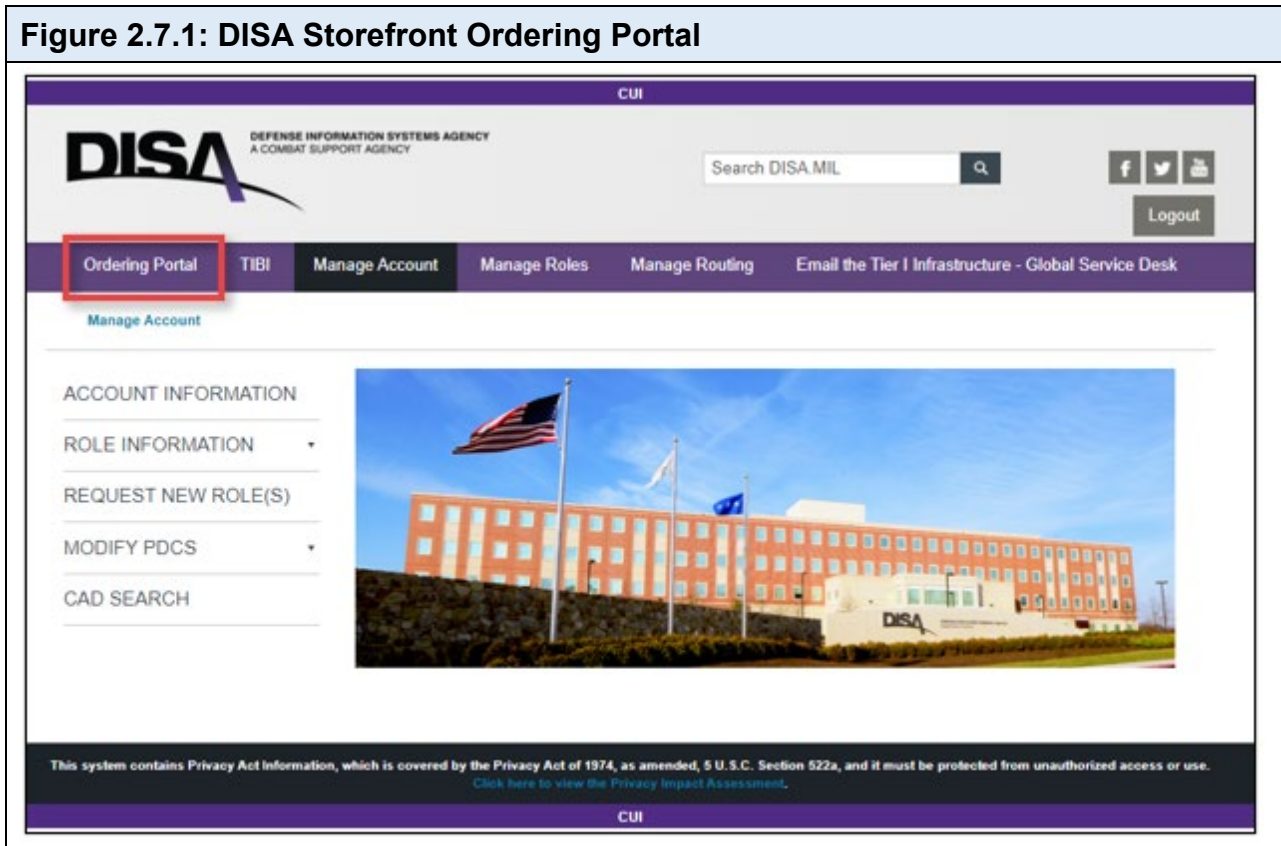
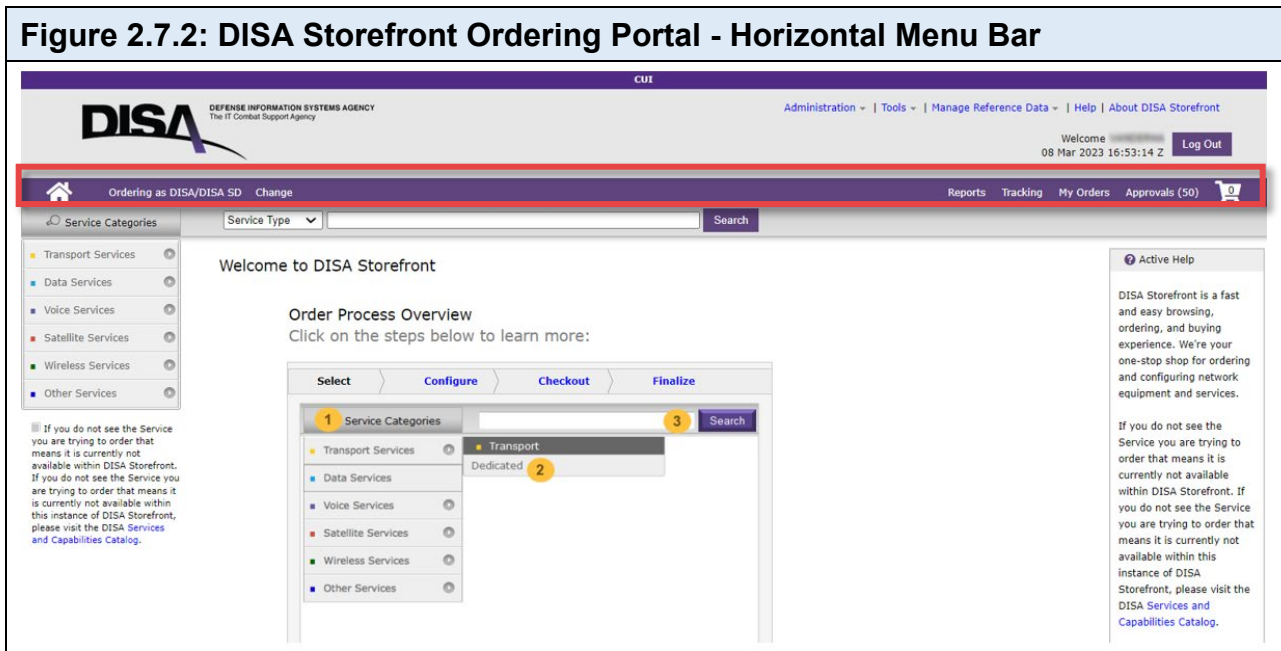


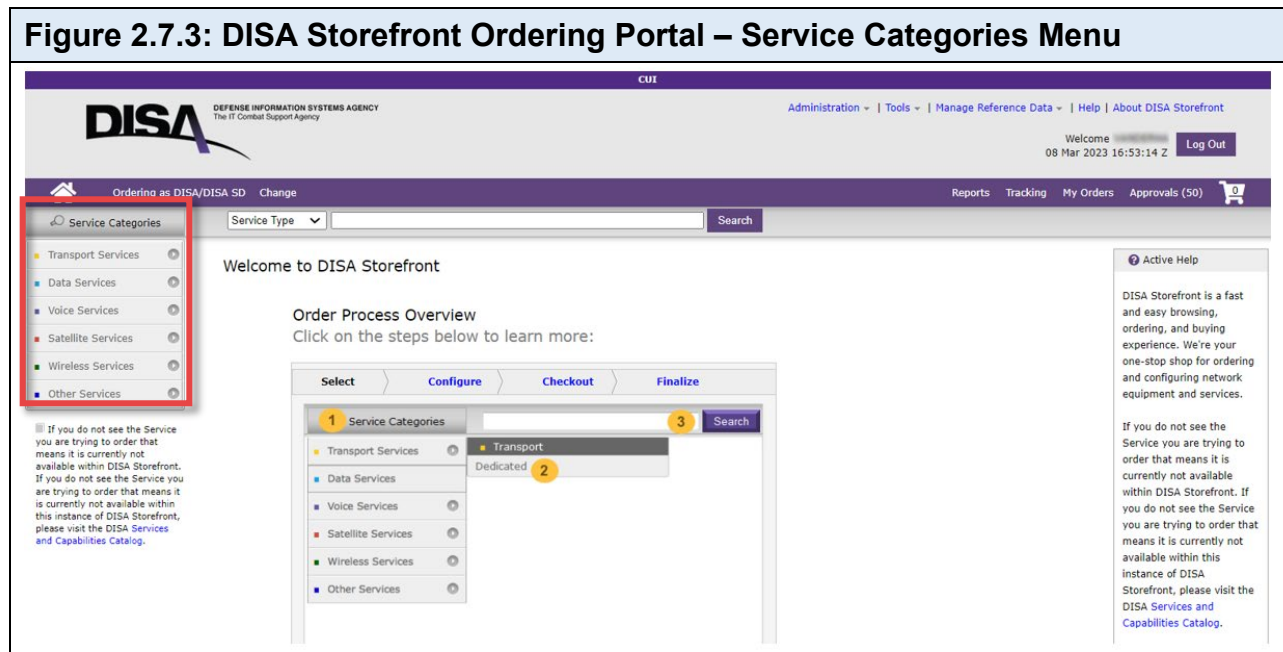
Figure 2.7.2: DISA Storefront Ordering Portal - Horizontal Menu Bar



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.

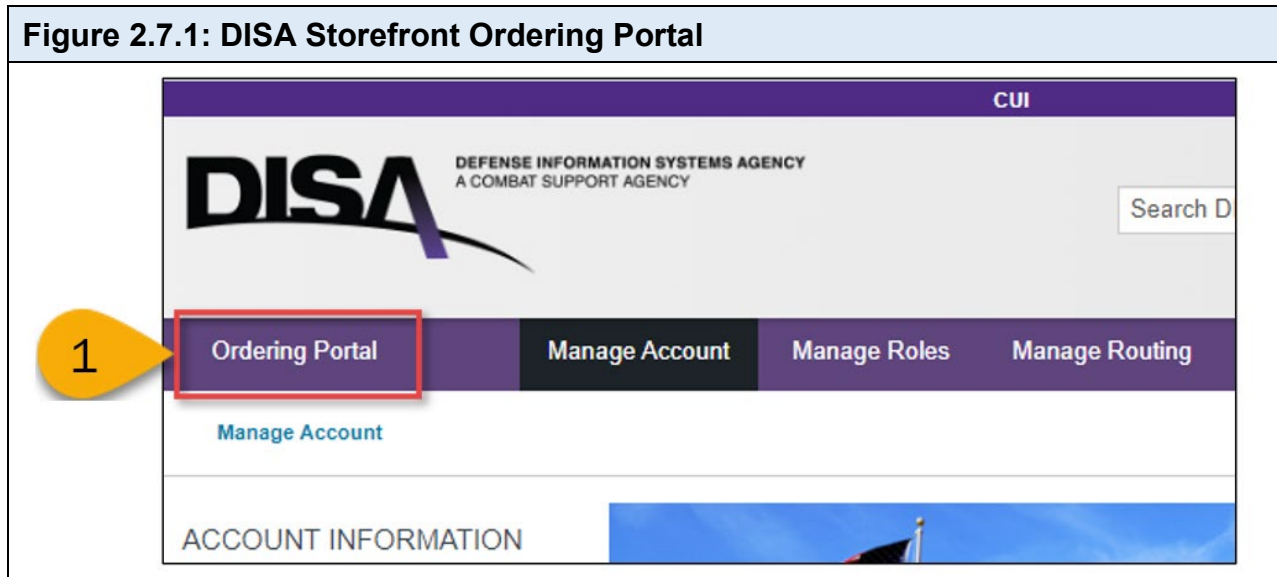
2.7.1 DISA Storefront Help Page

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:

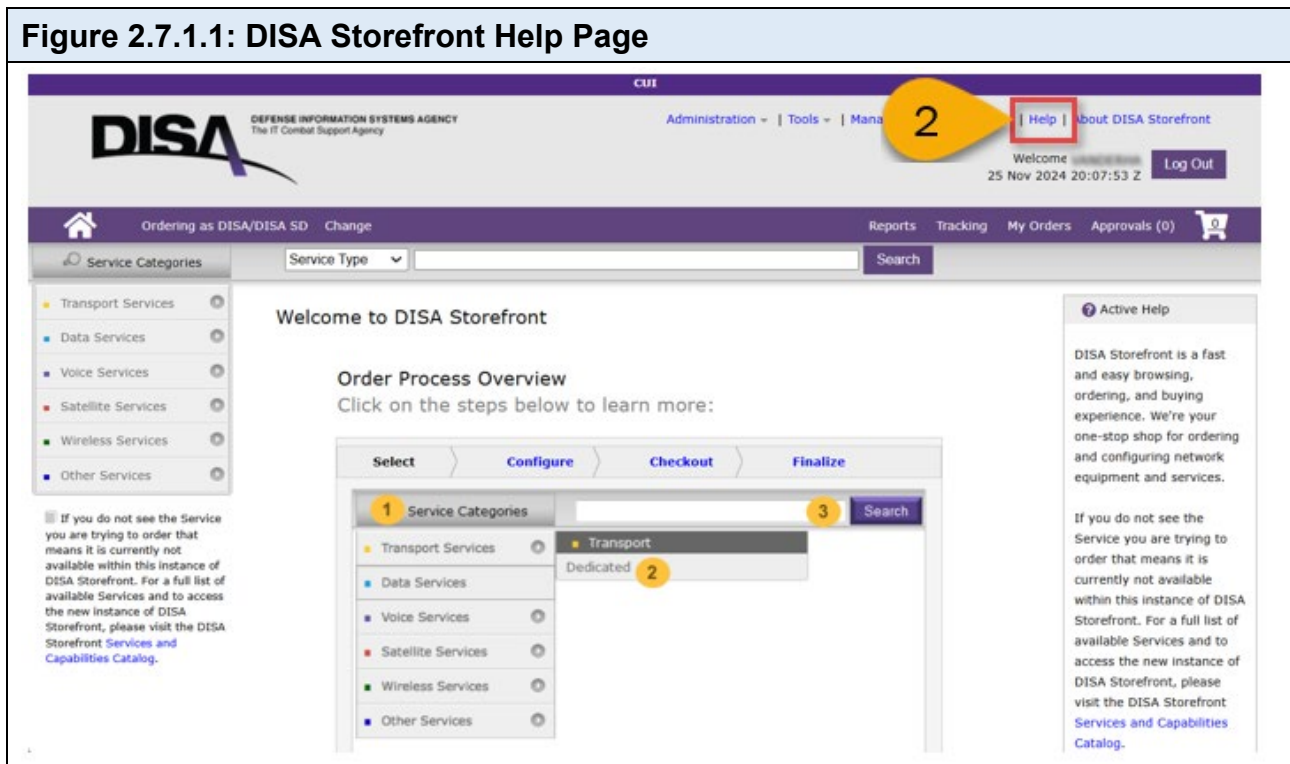
1. From the DISA Storefront Landing Page, select the **Ordering Portal** tab.

Figure 2.7.1: DISA Storefront Ordering Portal



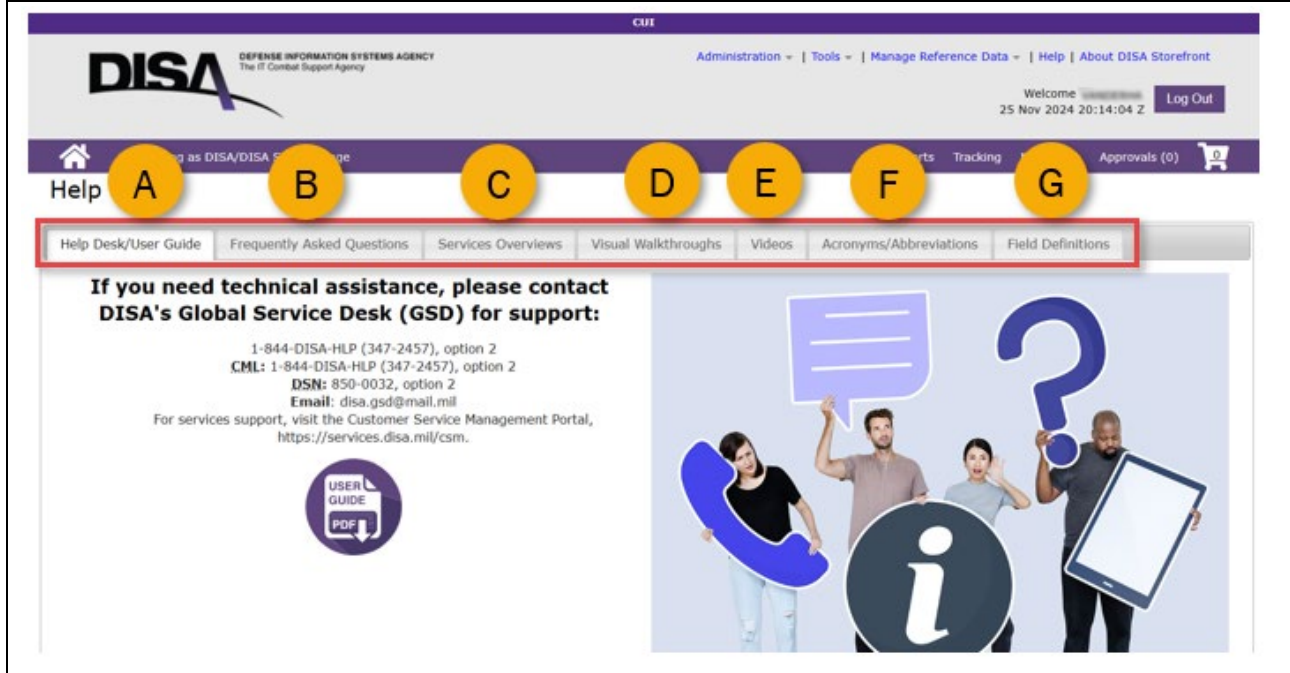
2. Click on **Help** in the upper right-hand corner.

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



- 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.

Help



Filter by Category: Filter by Service:

Data Services

- Enhanced Rough Order of Magnitude (EROM) - Connect Virtual Private Network (VPN) Service Overview
- Enhanced Rough Order of Magnitude (EROM) - Secret Internet Protocol Network (SIPRNet) Service Overview
- Enhanced Rough Order of Magnitude (EROM) - Secure but Unclassified Internet Protocol Network (NIPRNet) Service Overview
- Secret Internet Protocol Network (SIPRNet) Service Overview
- Secure but Unclassified Internet Protocol Network (NIPRNet) Service Overview
- Establish Virtual Private Network (VPN) Service Overview
- Connect Virtual Private Network (VPN) Service Overview

Other Services

- Enhanced Rough Order of Magnitude (EROM) - Defense Switched Network (DSN)
- Enhanced Rough Order of Magnitude (EROM) - Defense Information Systems Network (DISN) Backbone Service Overview
- Equipment Only Service Overview
- Defense Switched Network (DSN) Subscription Service Overview
- Defense Information Systems Network (DISN) Information Systems (IS) Subscription Service Overview
- Operations Management Systems (OMS) Subscription Service Overview
- Defense Research and Engineering Network (DREN) Service Overview
- Defense Information Systems Network (DISN) Backbone Service Overview

Other Services - Commercial Voice Services (CVS)

- Commercial Voice Services (CVS) - Voice Service - Long Distance - Switched (VSLDS) Service Overview
- Commercial Voice Services (CVS) - Voice Service - Long Distance - Dedicated (VSLDD) Service Overview
- Commercial Voice Services (CVS) - Toll-Free Service Switched (TFS-S) Service Overview
- Commercial Voice Services (CVS) - Toll-Free Service Dedicated (TFS-D) Service Overview

Service Overviews Category List

- Data Services
- Other Services
- Other Services - Commercial Voice Services (CVS)
- Other Services - Enterprise Infrastructure Solutions (EIS)
- Other Services - Network
- 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:

- 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.
- 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

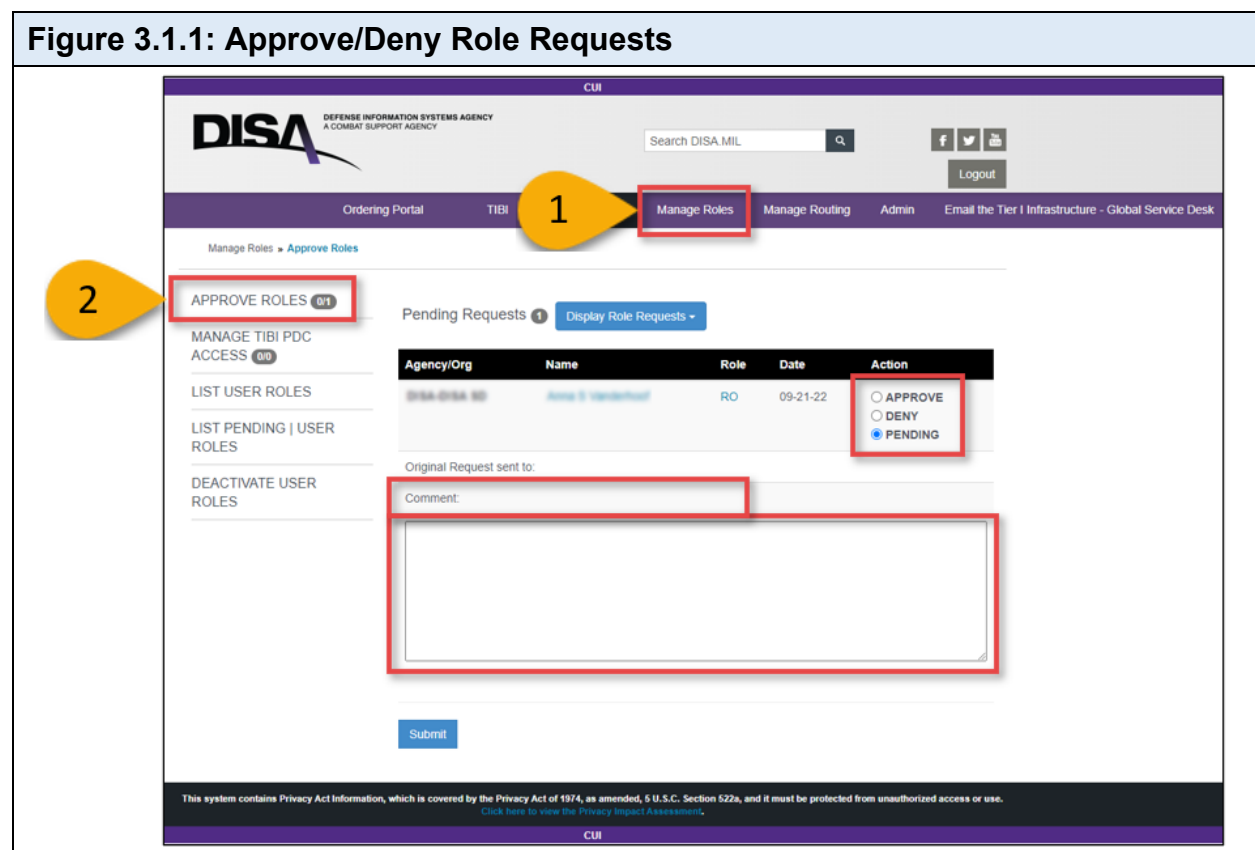
3 Approving Officials – Role Management & Responsibilities

***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**.



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.

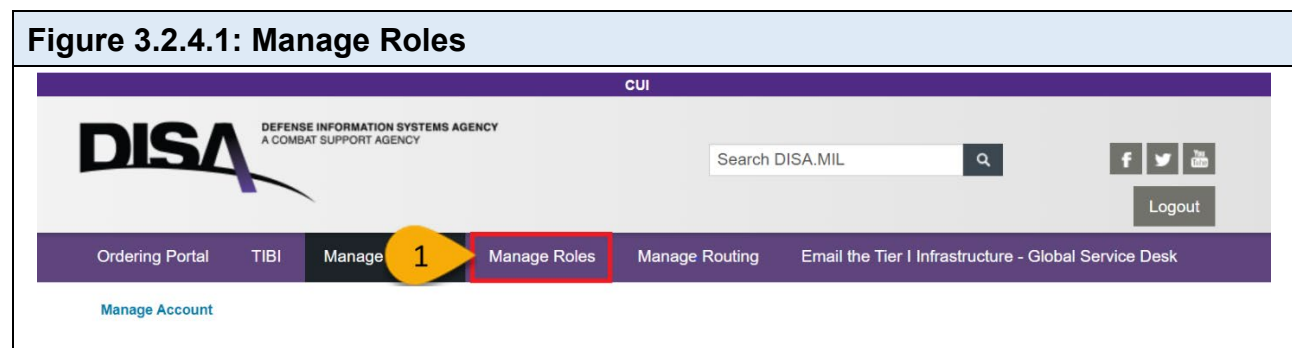
3.2.3 LAFO and AFO Roles Have an Obligation

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.



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

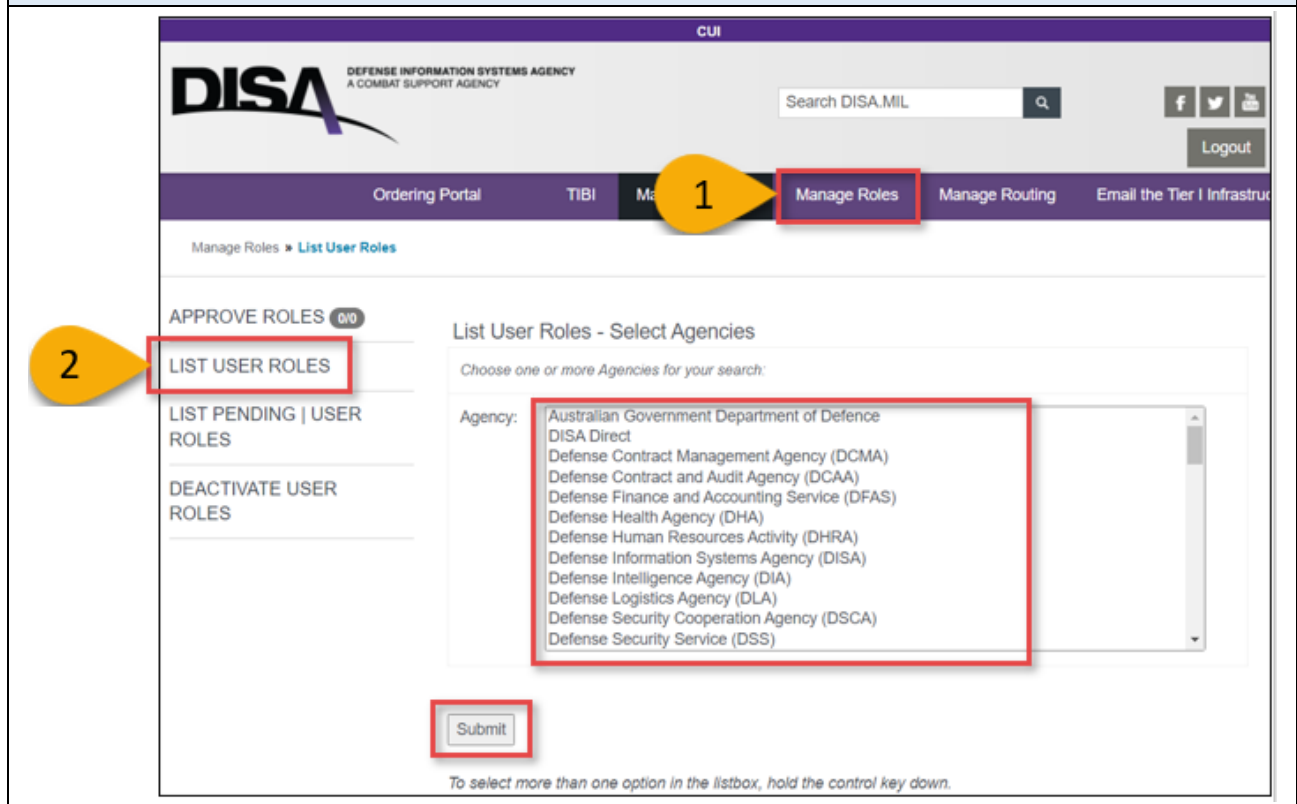
The screenshot displays the 'Manage TIBI PDC Access' interface. The top navigation bar shows 'Manage Roles' and 'Manage TIBI PDC Access'. The main content area is titled 'Manage TIBI PDC Access' and includes a 'Pending Requests' section with a 'Display Role Requests' button. The request details for Charles E Madigan are shown, including the role 'Authorized Funding Official (AFO) with TIBI access' and the request date '15 December 2022'. The 'Remarks' field contains 'Test LAFO Approval'. The PDC management section is highlighted with a red box and includes a 'Requested PDCs' list (currently showing 'All Agency PDCs'), an 'Approved PDCs' list, and a text box for 'Input additional PDCs to be added to the Approved PDCs box'. Below these are 'Add' and 'Remove' buttons. The 'Approve', 'Deny', and 'Pending' radio buttons are also visible, with 'Pending' selected. A 'Your Comment' text box and 'Original request sent to' information (LAFO, Charles E Madigan) are at the bottom. A 'Submit' button is highlighted with a red box.

- 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

List User Roles

Agency:

Choose your other selection criteria:

Organization: Select All

Role: Select All

Last Name:

3

Download **4**

For multiple selection in each listbox, hold the control key down. Last Name is optional

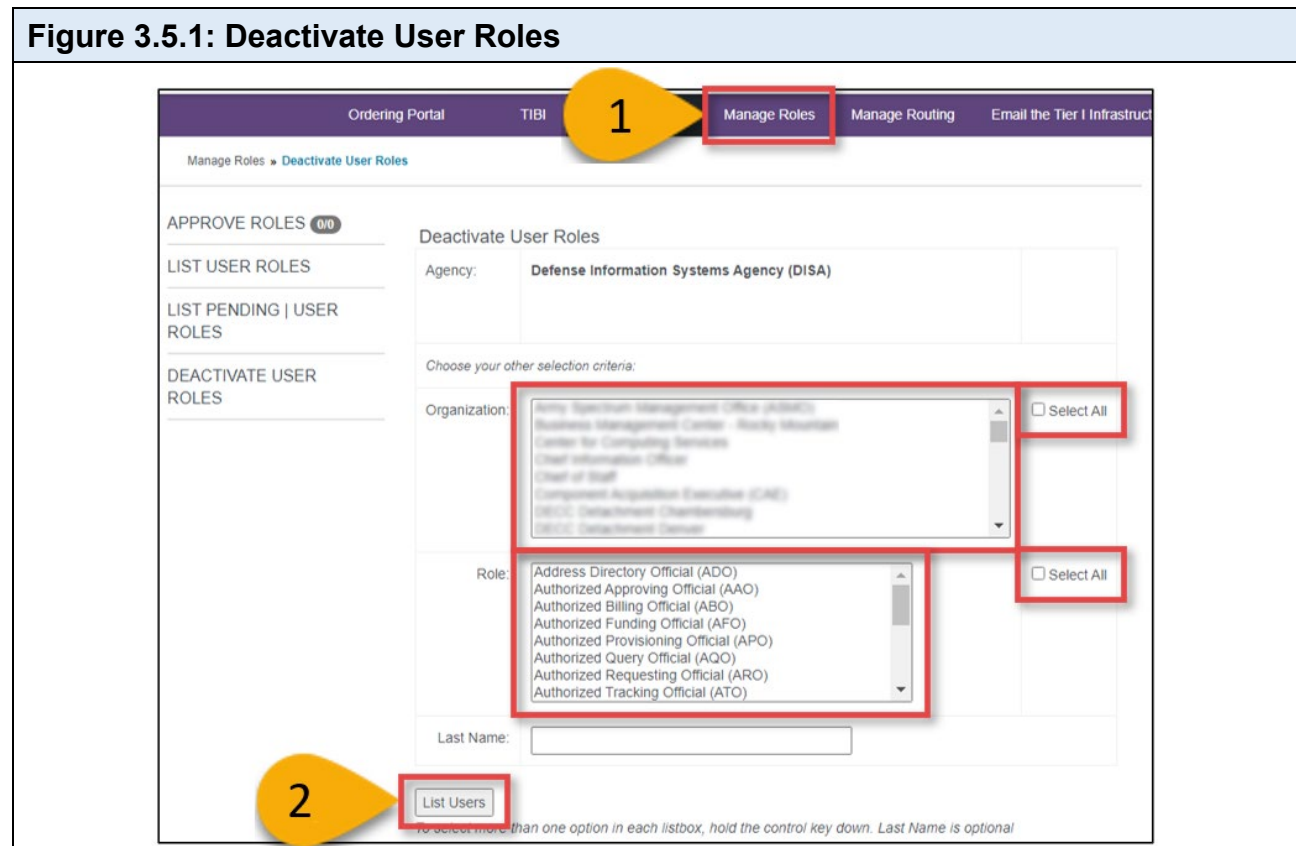
Role	Name	Organization	Approving Official	Date
ARO	Brooks, Gerald W	USDA Forest Service	Brooks, Gerald W	08-23-22
ARO	Brooks, Gerald W	USDA Forest Service	Brooks, Gerald W	08-23-22
ARO	Chapin, William W	USDA Forest Service	Chapin, William W	12-02-21
ARO	Chapin, William W	USDA Forest Service	Chapin, William W	12-02-21

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**.



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

Figure 3.5.2: Select User(s) to Deactivate

	Role	User ID	Name	Organization	Apprv Ofcl	Apprv Date
<input type="checkbox"/>	AFO	AFOU	AFO, User	Services Development Directorate (SD)		30 March 2021
<input type="checkbox"/>	ARO			Services Development Directorate (SD)		05 November 2020
<input type="checkbox"/>	ARO			Services Development Directorate (SD)		12 November 2020
<input type="checkbox"/>	AFO			DISA Direct Team		19 May 2021

Check the boxes next to the users you wish to deactivate, and press continue

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

Figure 3.5.3: Deactivate User(s)

Deactivate Roles

Review list of users selected for deactivation. Add Comments as necessary. Click Deactivate button below to deactivate or Back button to return to previous page.

Agcy/Org	Role	User ID	Name	Comment
Defense Information Systems Agency DISA Services Development Directorate (SD)	AAO	HERRICK	Herrick, Hank L.	

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

Figure 3.5.4: User(s) Deactivated

Deactivate Roles				
The following users have been deactivated.				
Agcy/Org	Role	User ID	Name	Comment
Defense Information Systems Agency (DISA) Services Development Directorate (DD)	AAO	HERRICKM	HERRICK, MERRILL	

4 Setting Up Order Approval Routing

4.1 Overview of Routing Rules

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

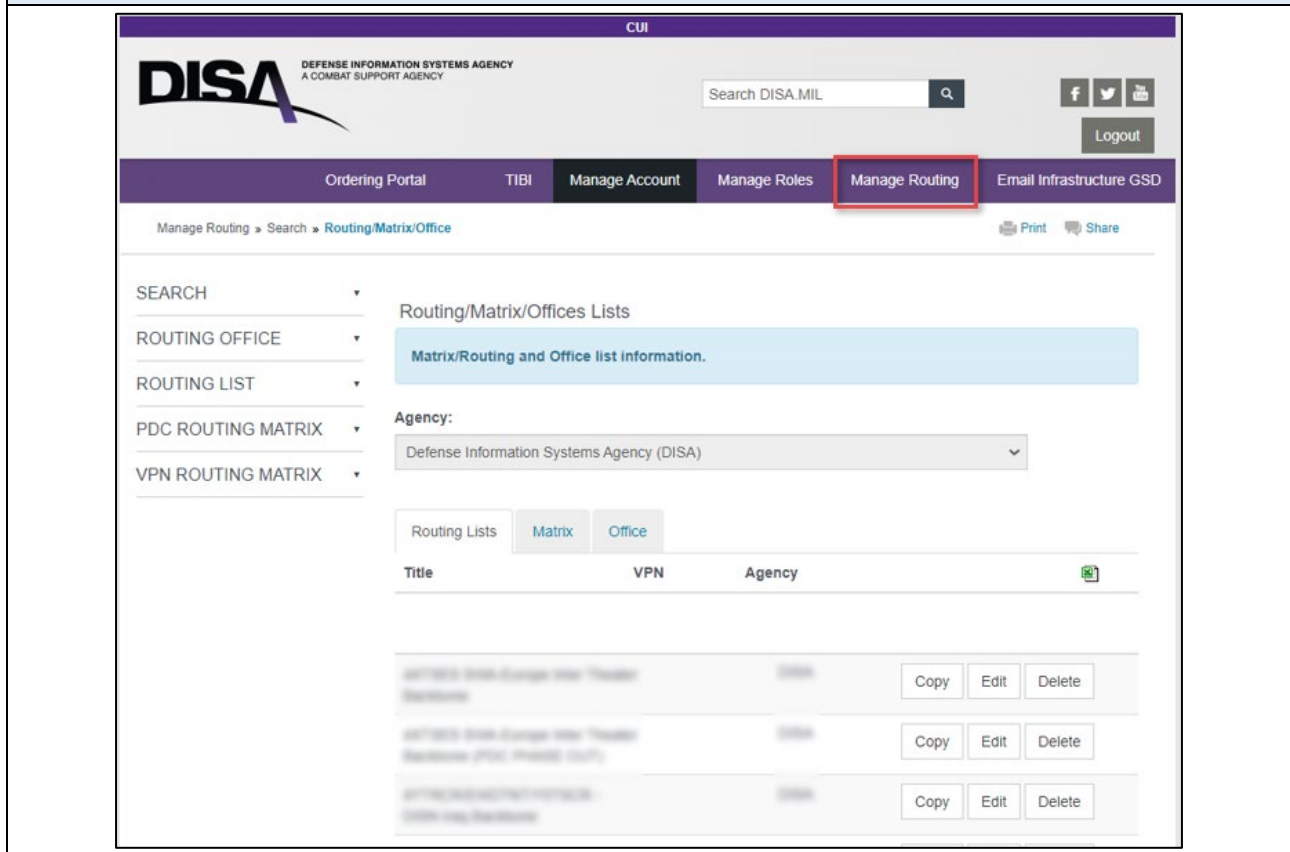
Each agency is required to create and maintain the routing tables that tie their Program Designator Codes (PDCs) and their Virtual Private Network (VPN) IDs, if applicable, to the proper funding/technical approval chain.

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.

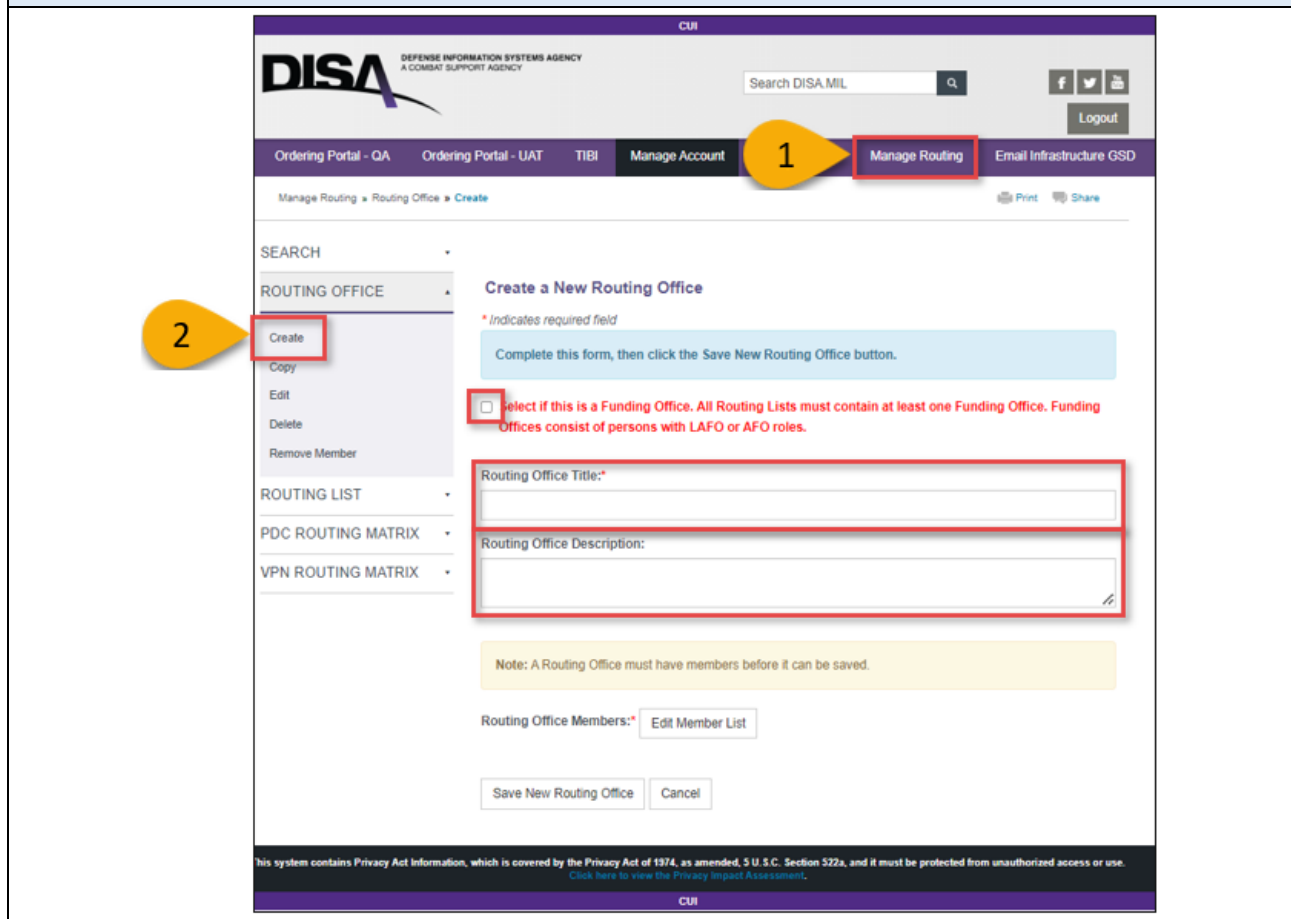
4.3 Create and Maintain Routing Office

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.

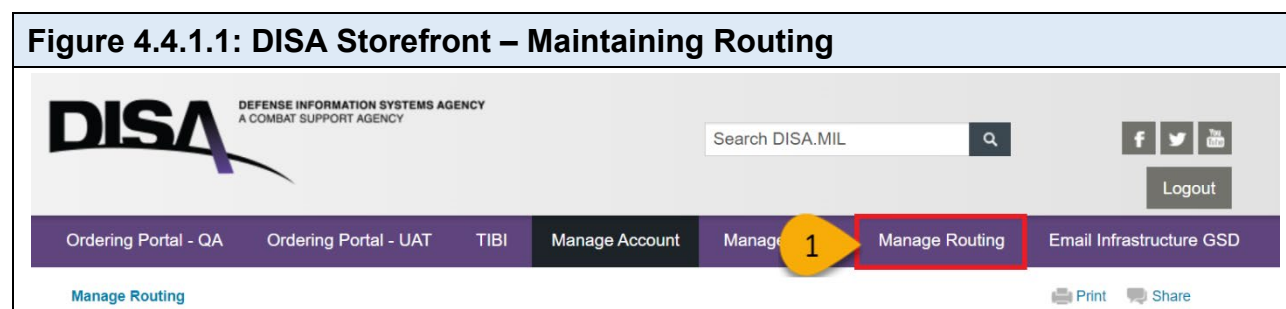
- b. Click on the **Edit Member List** to add a member to, or remove a member from, the routing office.
 - c. Search for individuals by Agency, Role, and/or Last Name. Click **Search**.
 - d. Check the box next to the desired user and click **Save** to add them to the routing office.
 - e. Click on the 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.



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.

- 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

SEARCH

ROUTING OFFICE

ROUTING LIST

PDC ROUTING MATRIX

VPN ROUTING MATRIX

Create New Routing List

Complete this form, then click the Save New Routing List button.

* Indicates required field

Select if this is a VPN Routing List. VPN Routing Lists only contain Routing Office(s), not People or Emails. VPN Routing Lists are only used to route Requests to establish a VPN.

Routing List Title:*
Circuit Management

Note: Routing Lists must include one Funding Office. Use the Create Routing Office or Edit Routing Office hyperlinks on the Routing Home page to indicate an office as a Funding Office.

Routing List Description:
Routing list to approve circuits

Routing List Members:* Edit People List Edit Offices List Edit Email List Download

Seq	Type	Member	Agency	Org/Funding
1	Office	DSCA HQ	Defense Security Cooperation Agency (DSCA)	\$
2	Office	Default Routing for DSCA	Defense Security Cooperation Agency (DSCA)	

Save New Routing List

- Select the **Edit Offices List**.
- A *pop-up window will appear*. Enter the Office Title. Results will automatically populate. Check the box next to the desired office. Click **Save**.
- Select the **Edit Email List**.
- A *pop-up window will appear*. Enter the email address. Click **Add**. Click **Save**.
- (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:

- 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

The screenshot displays the DISA Storefront interface for creating a new PDC Routing Matrix. The top navigation bar includes 'Manage Routing' (1). The left sidebar shows 'PDC ROUTING MATRIX' (2) selected. The main form area contains the following fields and controls:

- Routing Matrix Title:** A text input field containing 'Circuit Management' (3).
- Routing Matrix Description:** A large text area for description.
- Document Type:** A dropdown menu set to 'Program Designator Code'.
- Document ID:** A text input field next to a 'Document Search' button.
- Routing List Title:** A dropdown menu set to 'All' next to a 'Routing List Search' button.
- Buttons:** 'Save New Routing Matrix' (4) and 'Cancel' buttons at the bottom.

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

The screenshot displays the 'Create VPN Routing Matrix' interface. At the top, the navigation bar includes 'Ordering Portal', 'TIBI', 'Manage Account', 'Manage Routing' (highlighted with a red box and a yellow callout '1'), 'Admin', and 'Email Infrastructure GSD'. Below the navigation bar, the breadcrumb trail reads 'Manage Routing > VPN Routing Matrix > Create'. A 'Print' and 'Share' icon are visible on the right. The left sidebar contains a search bar and a list of navigation items: 'SEARCH', 'ROUTING OFFICE', 'ROUTING LIST', 'PDC ROUTING MATRIX', and 'VPN ROUTING MATRIX' (highlighted with a red box and a yellow callout '2'). The main content area features a form with the following fields: 'Routing Matrix Title:*' (with a yellow callout '3'), 'Routing Matrix Description:' (a text area), 'VPN Routing ID:*' (a text input field), and 'Routing List Title:*' (a dropdown menu with 'All' selected and a 'Routing List Search' button). A 'Save New Routing Matrix' button is located at the bottom of the form (with a yellow callout '4'). A blue instruction box above the form states: 'Complete this form, then click the Save New Routing Matrix button.' A red box highlights the entire form area.

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.

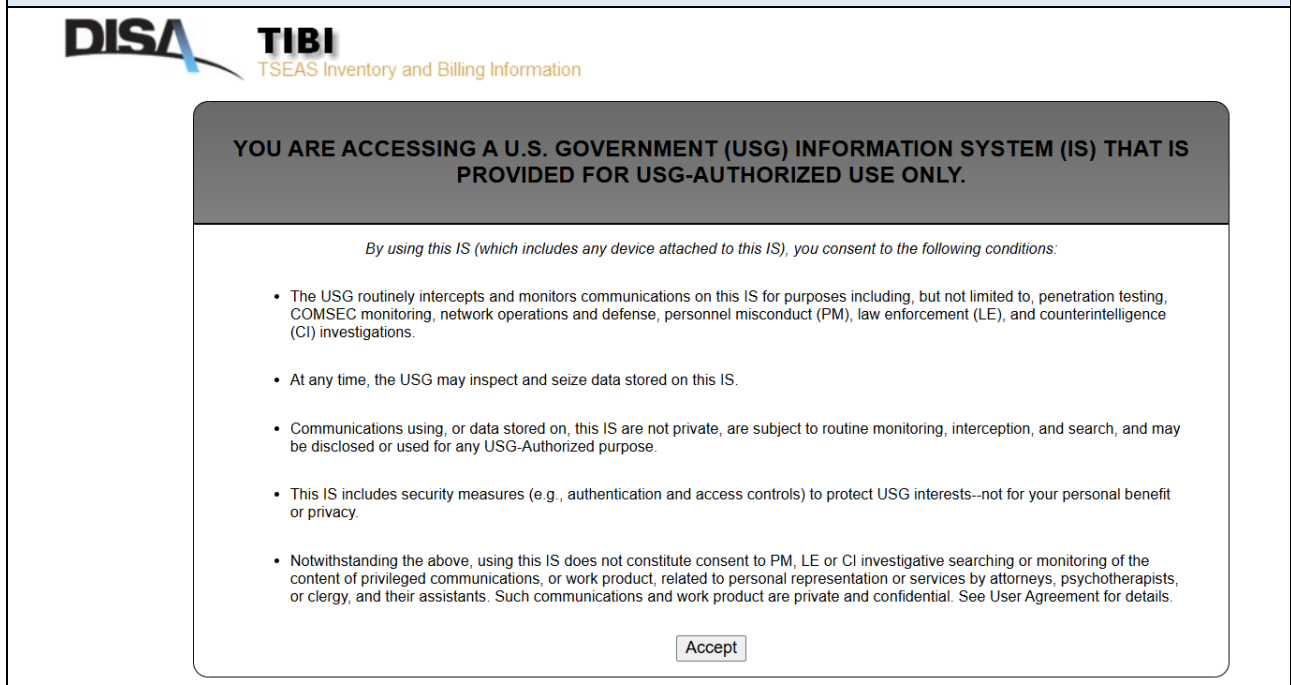
As of AUG2024, TIBI now has its own User Registration and Role Request process to create and manage User Information and roles. As part of this new User Management feature, TIBI now offers multiple authentication options for new and current users:

- 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:

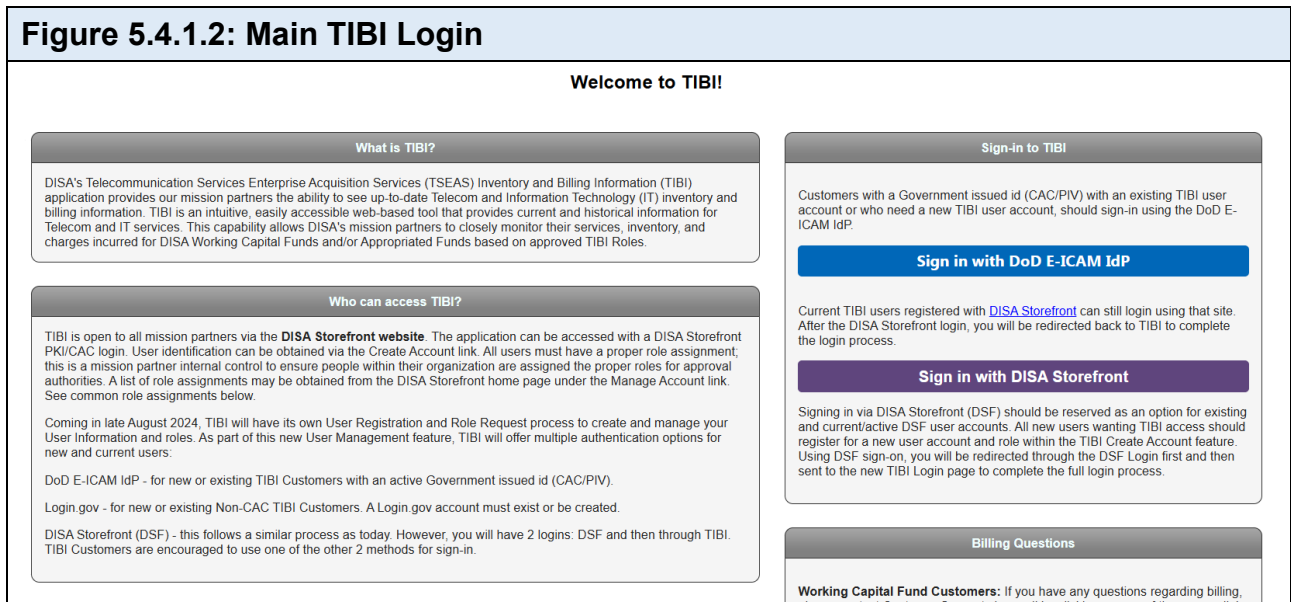
1. In the browser, enter link: <https://tibi.csd.disa.mil> . You will be prompted with the DoD Consent Banner which must be accepted before gaining access to the TIBI Landing Page.
2. Review the notice and Click **Accept**.

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:**
- Sign in with DoD E-ICAM IdP
 - Sign in with DISA Storefront

Figure 5.4.1.3: TIBI Authentication Options

Sign-in to TIBI

Customers with a Government issued id (CAC/PIV) with an existing TIBI user account or who need a new TIBI user account, should sign-in using the DoD E-ICAM IdP.

Sign in with DoD E-ICAM IdP


Current TIBI users registered with [DISA Storefront](#) can still login using that site. After the DISA Storefront login, you will be redirected back to TIBI to complete the login process.

Sign in with DISA Storefront

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, you will be redirected through the DSF Login first and then sent to the new TIBI Login page to complete the full login process.

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


TSEAS Inventory and Billing Information
(QUAL) 6.55.4.0 12/9/2024 3:02:38 PM

Signed in as:

DISA Storefront - [unreadable]

Login As (click here)

User ID: [unreadable]

Name: [unreadable]

Agency: [unreadable]

Approved Roles: [unreadable]

Status: [unreadable]

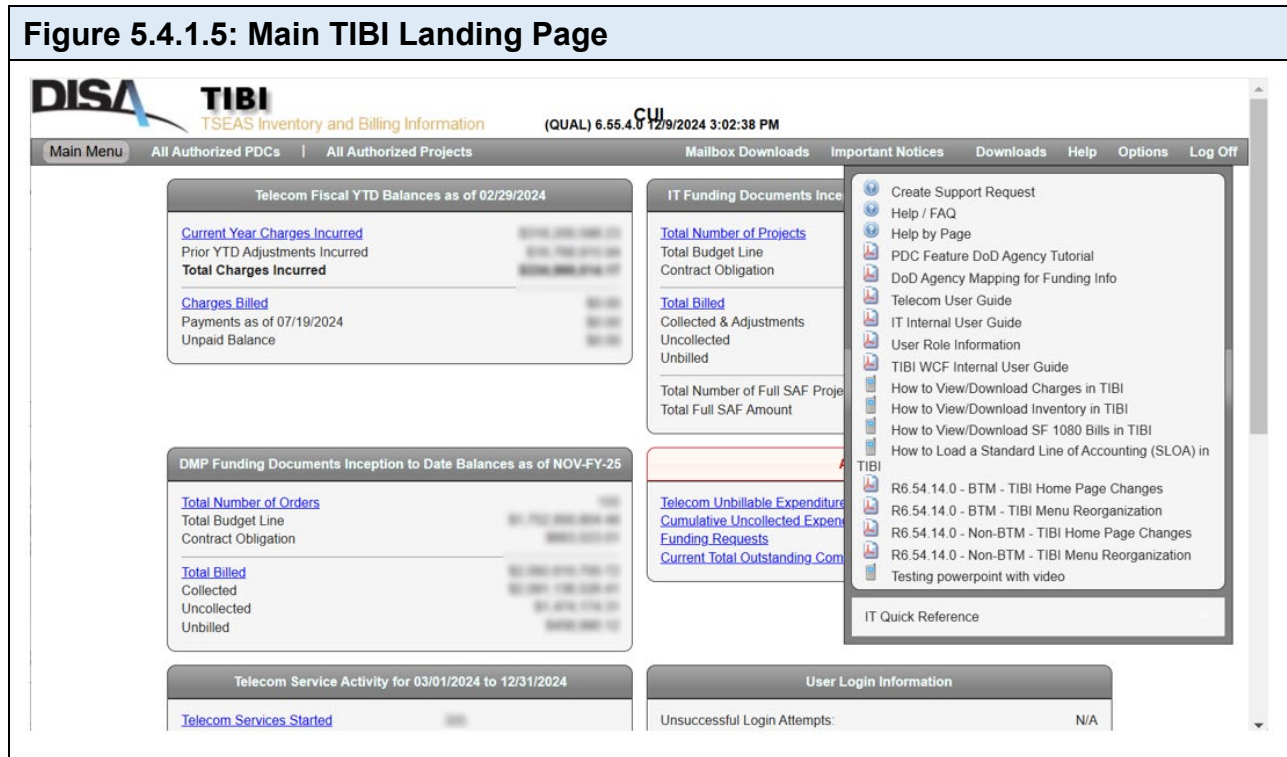
If none of the above user accounts are suitable, you may create additional ones.
For example, if you need to access TIBI on behalf of multiple different Agencies, you may want to create a user account for each one.

Create New TIBI User

CUI

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

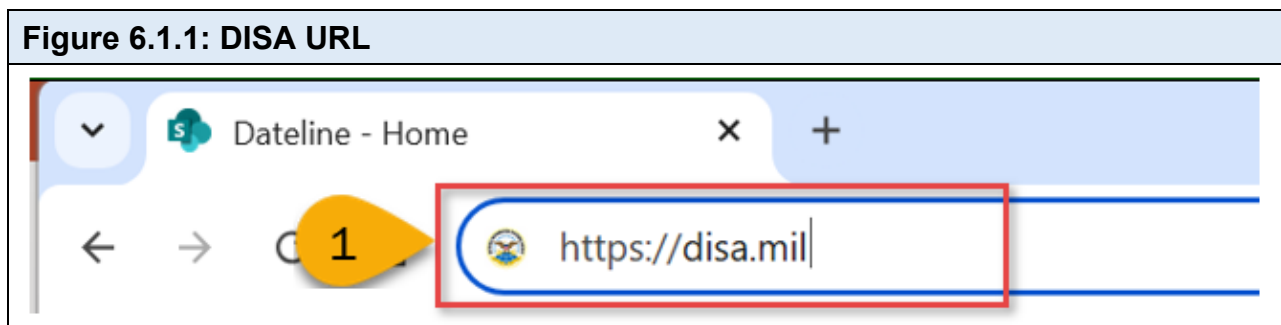
The DISA Service Catalog contains a full collection of DISA's products and services offered through the Ordering Portal. The DISA Service Catalog provides information about the service, order management capabilities, and supports the service lifecycle and sustainment processes.

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.

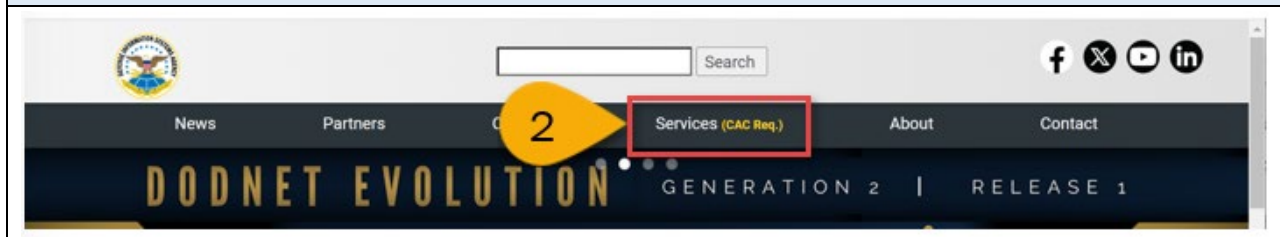
Figure 6.1.1: DISA URL



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

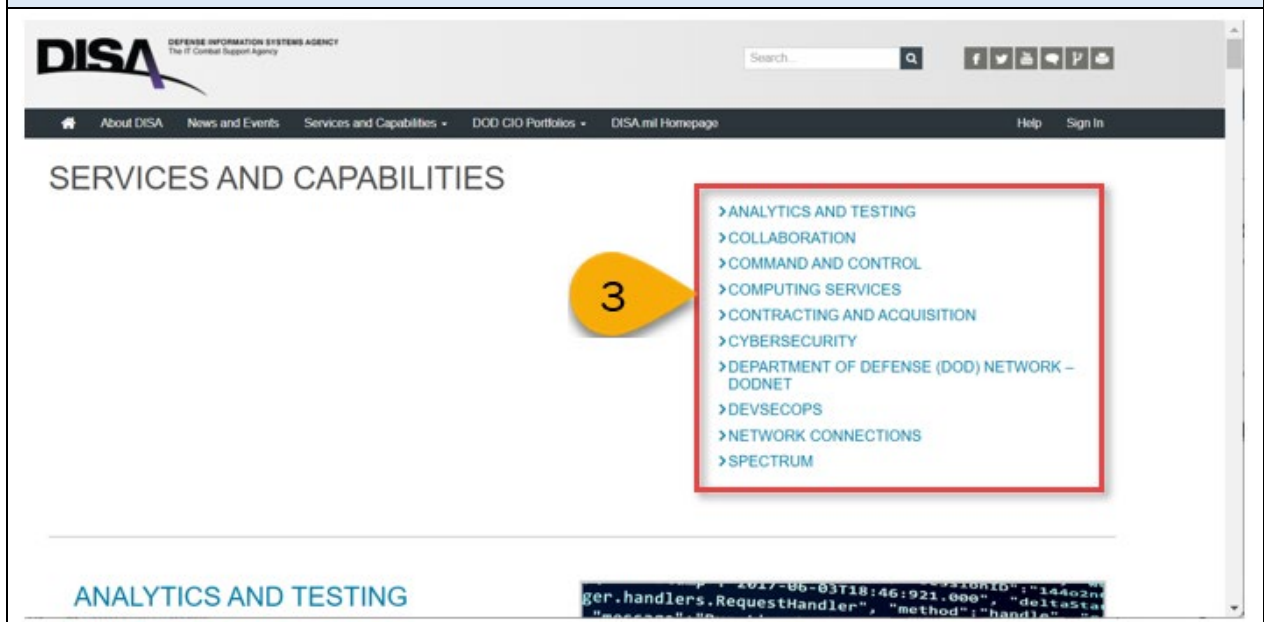
- a. NOTE: The Service Catalog now requires a user to have a Common Access Card (CAC) or Person Identity Verification (PIV) certificate to access.
- b. NOTE: The Service Catalog page has a search bar available on top of the page to search for services.

Figure 6.1.2: DISA Storefront Service Catalog Tabs



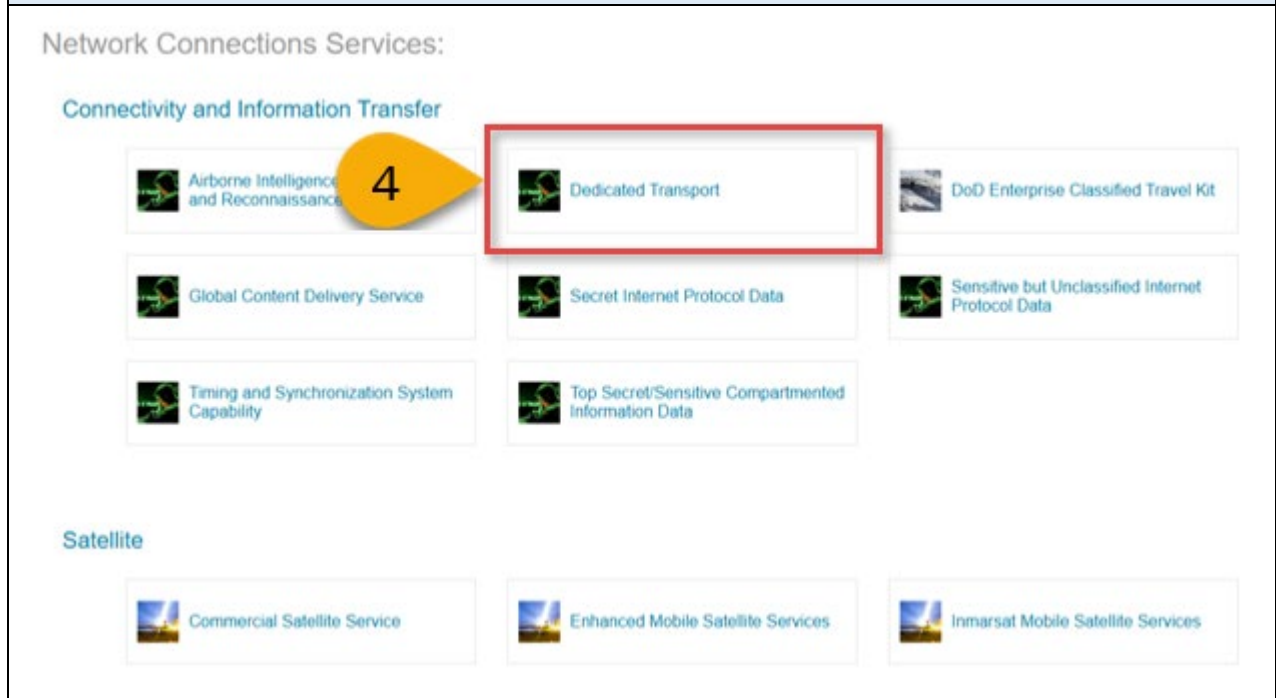
3. On the right side of the **Services and Capabilities** page is a list of products and services that is categorized by the type of service.

Figure 6.1.3: Service Catalog – Services and Capabilities Page



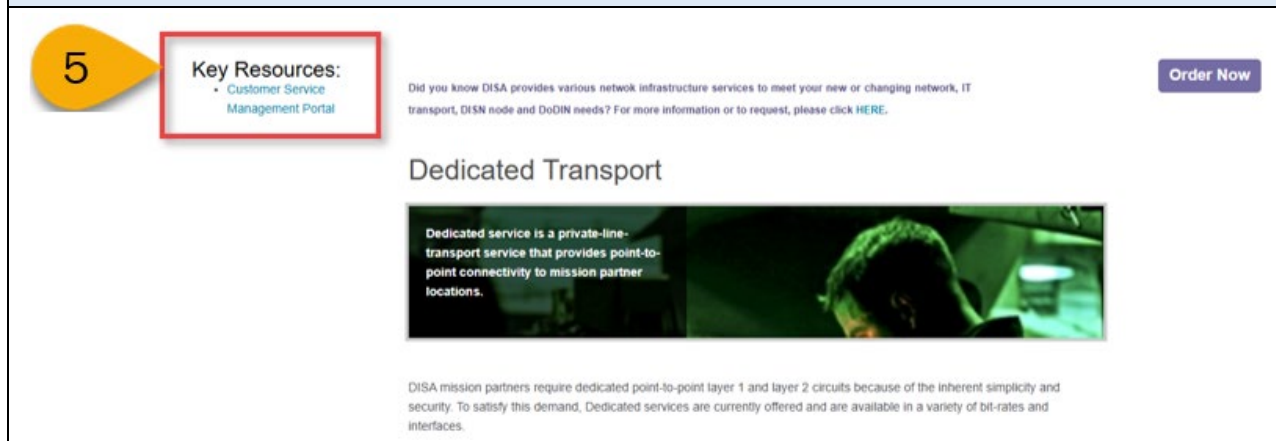
4. Select the desired service.

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

The screenshot shows a web page for 'Dedicated Transport'. On the left, under 'Key Resources', there are links for 'Customer Service' and 'Management Portal'. A yellow callout bubble with the number '6' points to the main content area. The main content area has a red border and contains the following text:

Did you know DISA provides various network infrastructure services to meet your new or changing network, IT transport, DISN node and DoDIN needs? For more information or to request, please click [HERE](#).

Dedicated Transport

Dedicated service is a private-line-transport service that provides point-to-point connectivity to mission partner locations.

DISA mission partners require dedicated point-to-point layer 1 and layer 2 circuits because of the inherent simplicity and security. To satisfy this demand, Dedicated services are currently offered and are available in a variety of bit-rates and interfaces.

An 'Order Now' button is visible in the top right corner of the main content area.

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

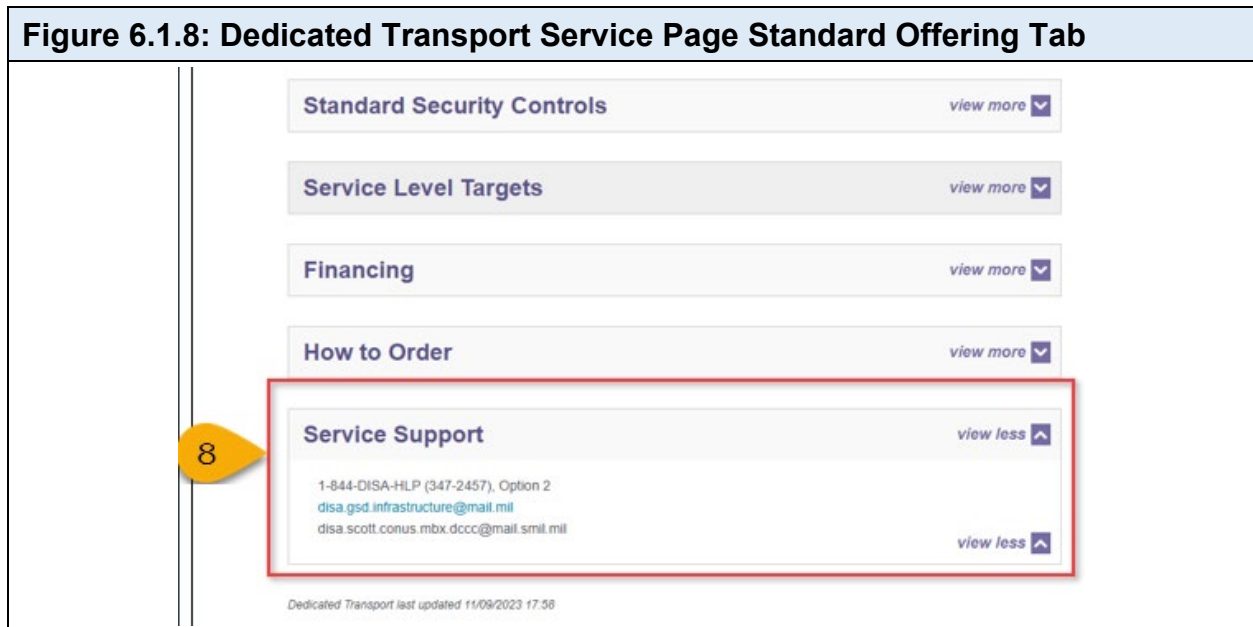
Figure 6.1.7: Dedicated Transport Service Page Standard Offering Tab

The screenshot shows the 'Standard Offering' tab selected. A yellow callout bubble with the number '7' points to the 'Standard Offering' section. The page lists several sections, each with a 'view more' or 'view less' link and a dropdown arrow:

- Standard Offering** (view less)
- Roles and Responsibilities** (view more)
- Standard Security Controls** (view more)
- Service Level Targets** (view more)
- Financing** (view more)
- How to Order** (view more)
- Service Support** (view more)

At the bottom of the page, it says: 'Dedicated Transport last updated 11/09/2023 17:58'.

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



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%2Fdsf.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

DISA DEFENSE INFORMATION SYSTEMS AGENCY
A COMBAT SUPPORT AGENCY

You are not logged in.
Please login below or continue to the [Service Catalog](#).

LOGIN

VANDERHA

Make this my default User ID

Login

Need help?

-Don't have an account?-

Create Account

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

Key Resources:

- Customer Service
- Management Portal

Did you know DISA provides various network infrastructure services to meet your new or changing network, IT transport, DISN node and DoDIN needs? For more information or to request, please click [HERE](#).

10 **Order Now**

Dedicated Transport

Dedicated service is a private-line-transport service that provides point-to-point connectivity to mission partner locations.

DISA mission partners require dedicated point-to-point layer 1 and layer 2 circuits because of the inherent simplicity and security. To satisfy this demand, Dedicated services are currently offered and are available in a variety of bit-rates and interfaces.

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

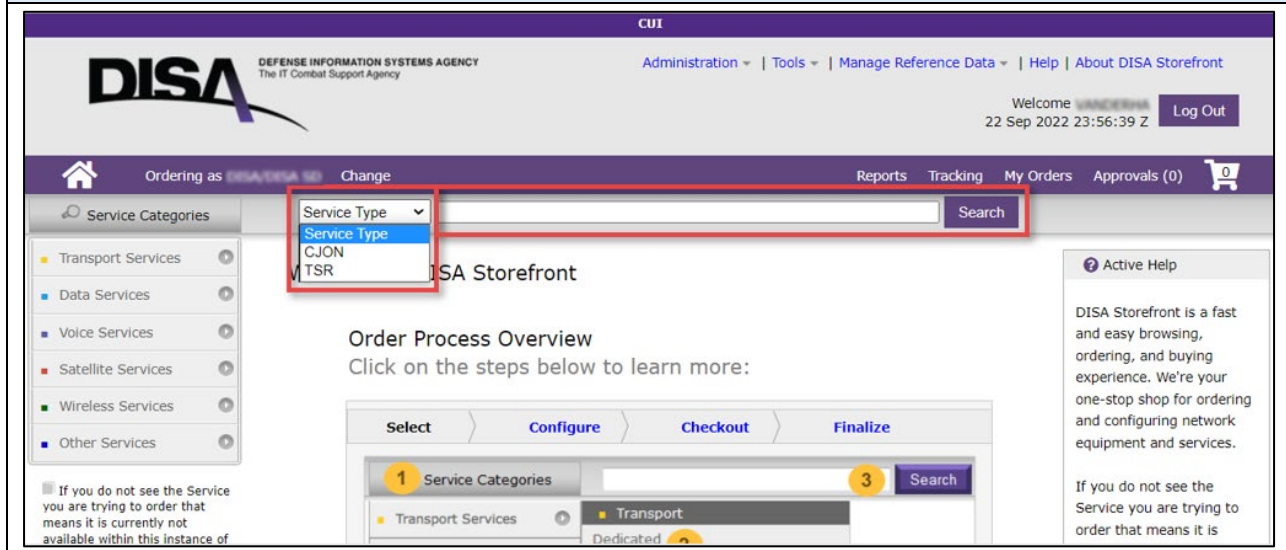
To search for a Service in the DISA Storefront Service Catalog, type the search string in the Search bar on the Homepage, and click on **Search**. There is a drop-down list where the user can use a filter to search for/by Service Type, Customer Job Order Number (CJON), or Telecommunications Service Request (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.

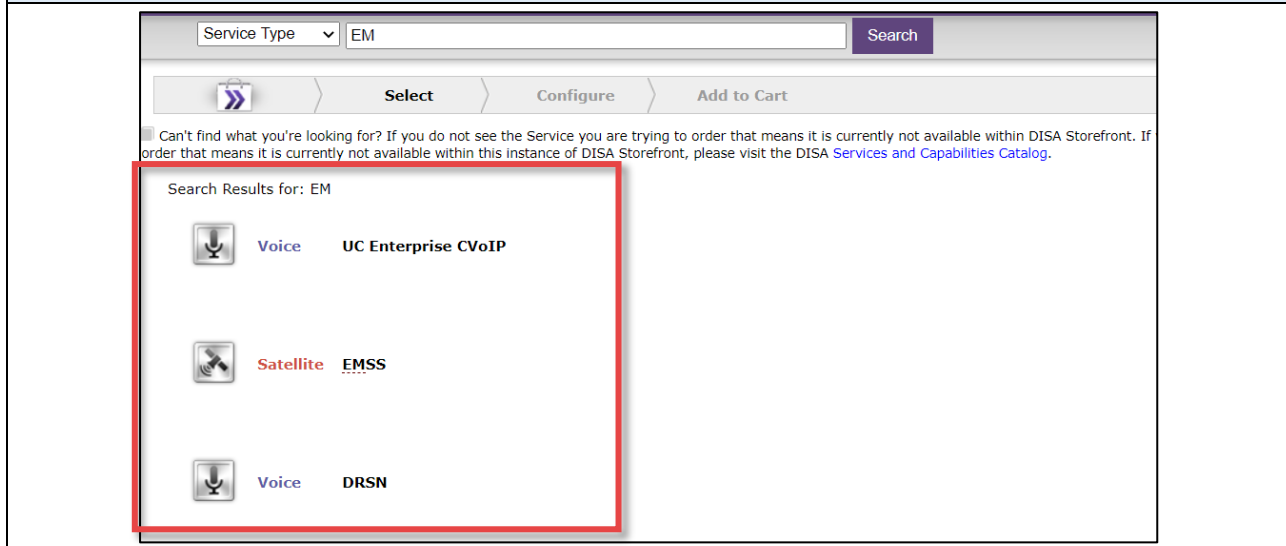
NOTE: If the user needs to place an order on behalf of another Agency and Organization, please refer to Section 7.1.1 below.

Figure 7.1.1: DISA Storefront Landing Page Search Bar Options



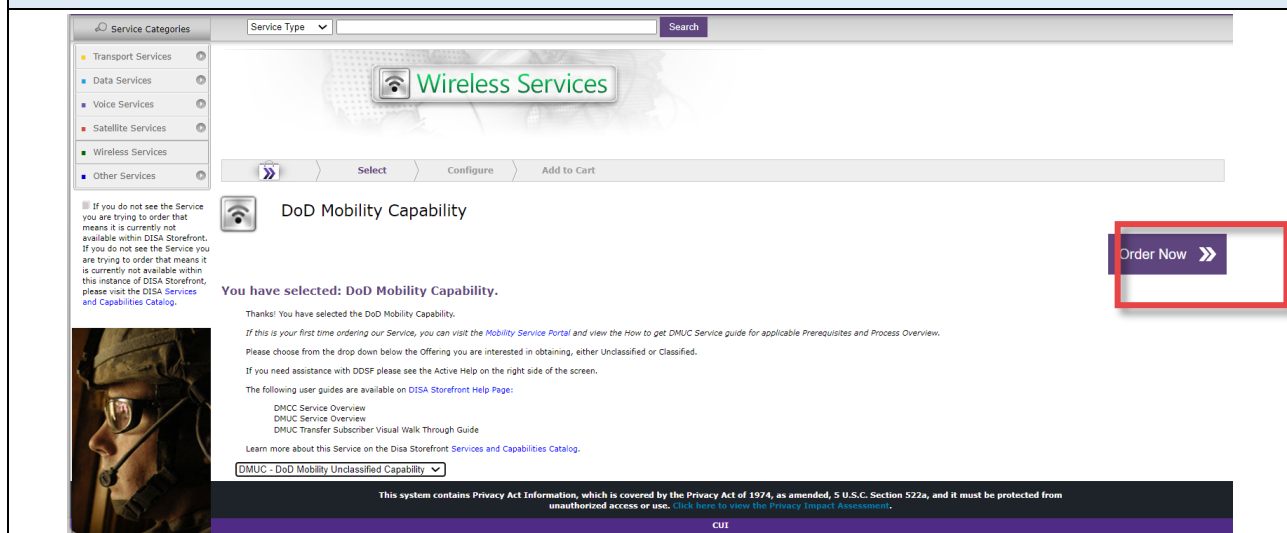
4. Enter the keywords on the search bar.
5. The search results will appear below:

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)

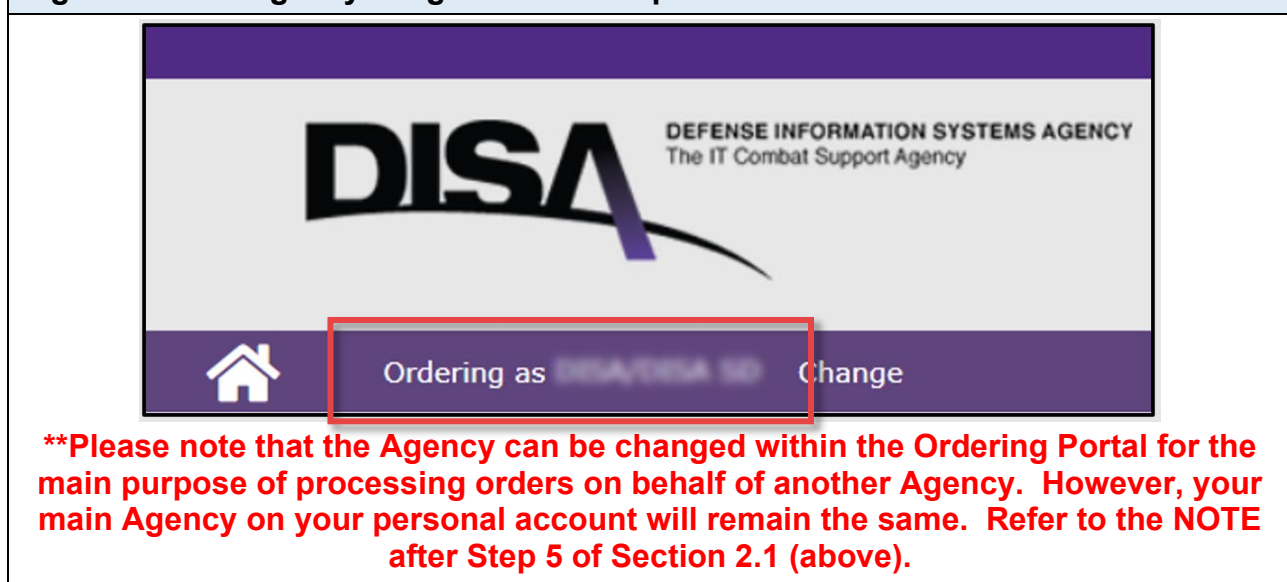


Once the user finishes filling out the order details pages, applies funding, and clicks **Place Order**, the order will be listed in the “My Orders” page.

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



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	<p>The Cancel action is used to nullify an action in its entirety PRIOR to the service being fulfilled.</p> <p><u>Scenario 1:</u> If a Start order and an Amendment both have not been fulfilled, the Cancel action will cancel both the Start and Amendment.</p> <p><u>Scenario 2:</u> 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.</p> <p>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.</p>
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:

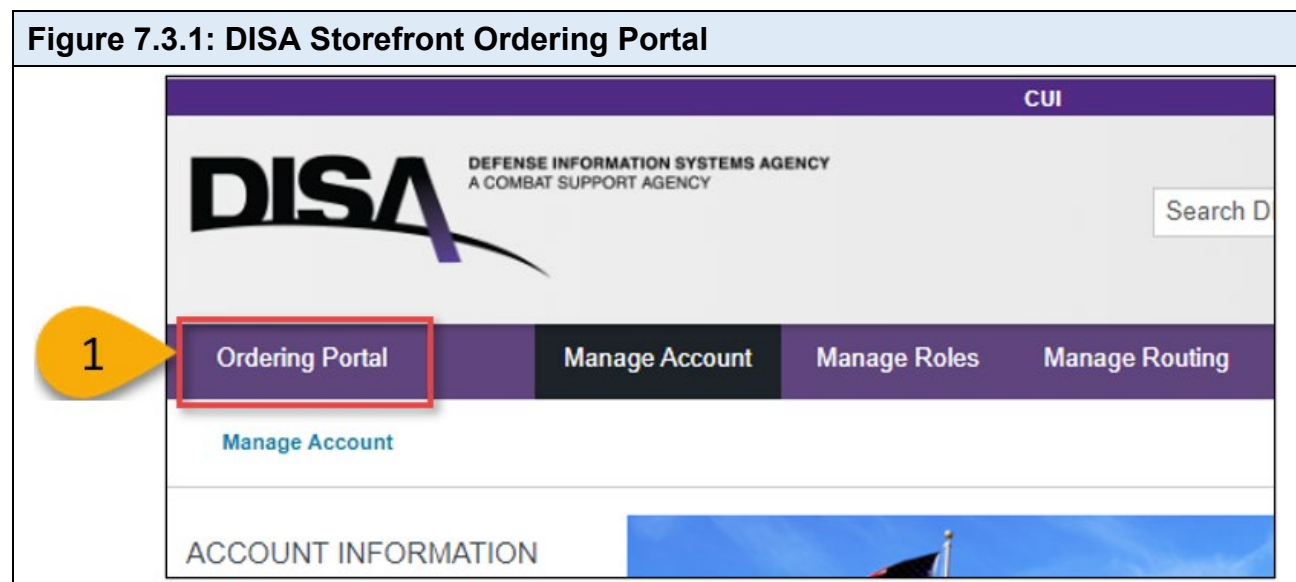
1. Scenario 1: User has a sensitive deadline by which an order needs to be approved.
 - a. The user can use the Addressing and Routing tab to identify individuals in the associated routing offices for an order and contact the approvers to help expedite the approval process.
2. Scenario 2: One approving 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:

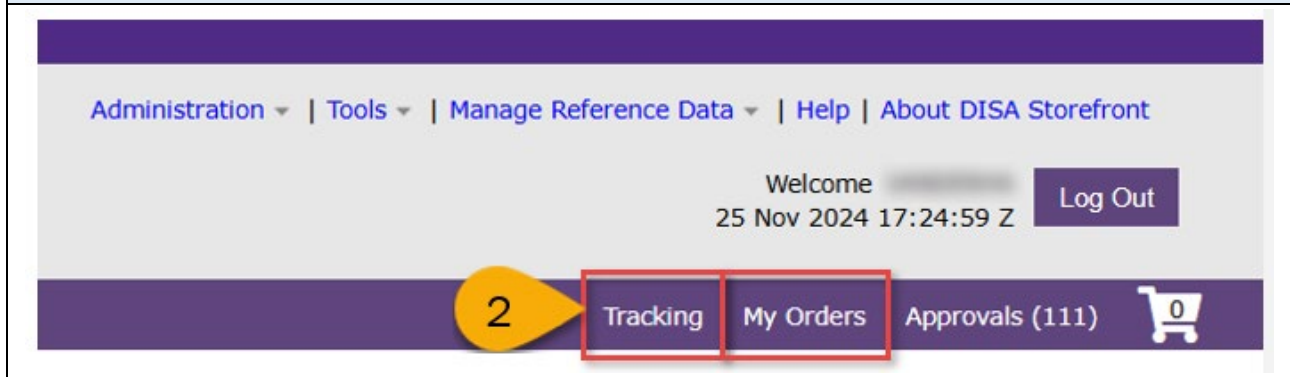
1. From the DISA Storefront Admin Landing Page, click on the **Ordering Portal**.



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

Ordering as DISA/DISA SD [Change](#)

Tracking

Tip: To search for mobility subscribers by name or device ID, go to [Mobility Subscription Search](#)

Please input one or more search criteria, then click Search. Leave any field blank to exclude from search criteria.

My Orders Only:

Status: ?

CJON: ?

TSR: ?

PDC: ?

Related CJON: ?

CSA: Carrier Prefix Type Circ No* Suffix ?

CCSD: Agency Purpose/Use Type of Service Seq No* ?

IMEI: ?

DCN: ?

Service Type: ?

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

Tracking

Change criteria | 225 results for: SF12 Retrieve more results

<< first < prev 1 2 3 4 5 6 7 8 9 10 next > last >> 10 per page

Requestor	CJON	TSR	Service Type	Status	Type Action	PDC	Agency	CCSD	CSA	Date Modified	Actions
			DECTK - Service Only	Ordering	START					12 Nov 2024 20:46:34 Z	Actions
			DISN Virtual Private Network (VPN) - Connect	Ordering	START					12 Nov 2024 20:19:30 Z	Actions
			DISN Virtual Private Network (VPN) - Connect	Ordering	START					12 Nov 2024 20:16:41 Z	Actions
			Enterprise Infrastructure Solutions - Other	Pending Fulfillment	START					12 Nov 2024 19:19:38 Z	Actions
			Commercial Voice Services - TFS-S	Ordering	START					12 Nov 2024 14:54:59 Z	Actions
			Dedicated	Pending Fulfillment	CHANGE					30 Oct 2024 21:00:50 Z	Actions
			Commercial Business Line (CBL)	Pending Fulfillment	CHANGE					30 Oct 2024 21:00:29 Z	Actions
			Dedicated	Ordering	START					24 Sep 2024 13:19:27 Z	Actions
			Enterprise Infrastructure Solutions - IPS	Ordering	START					12 Sep 2024 19:38:29 Z	Actions
			Enterprise Infrastructure Solutions - Other	Denied	START					12 Sep 2024 18:34:22 Z	Actions

<< first < prev 1 2 3 4 5 6 7 8 9 10 next > last >> 10 per page Retrieve more results

225 results for: SF12

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

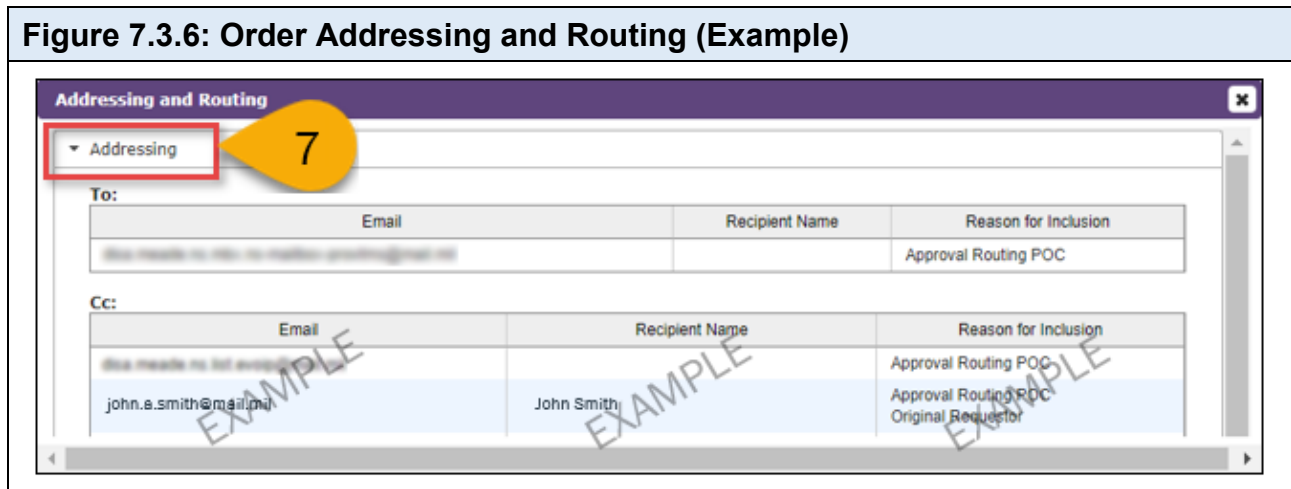
A pop-up window will appear.

Addressing and Routing

- Addressing
- Routing

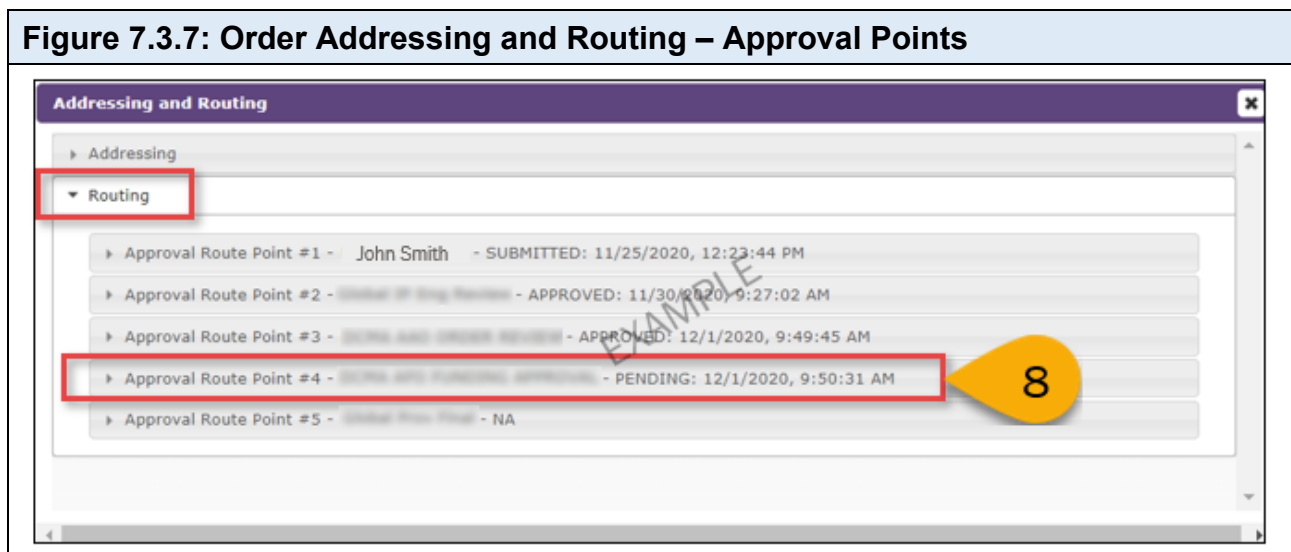
- Click on the **Addressing** tab to review the email notifications that is associated with the service. Collapse the tab by clicking on the **Addressing** tab.

Figure 7.3.6: Order Addressing and Routing (Example)



- 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

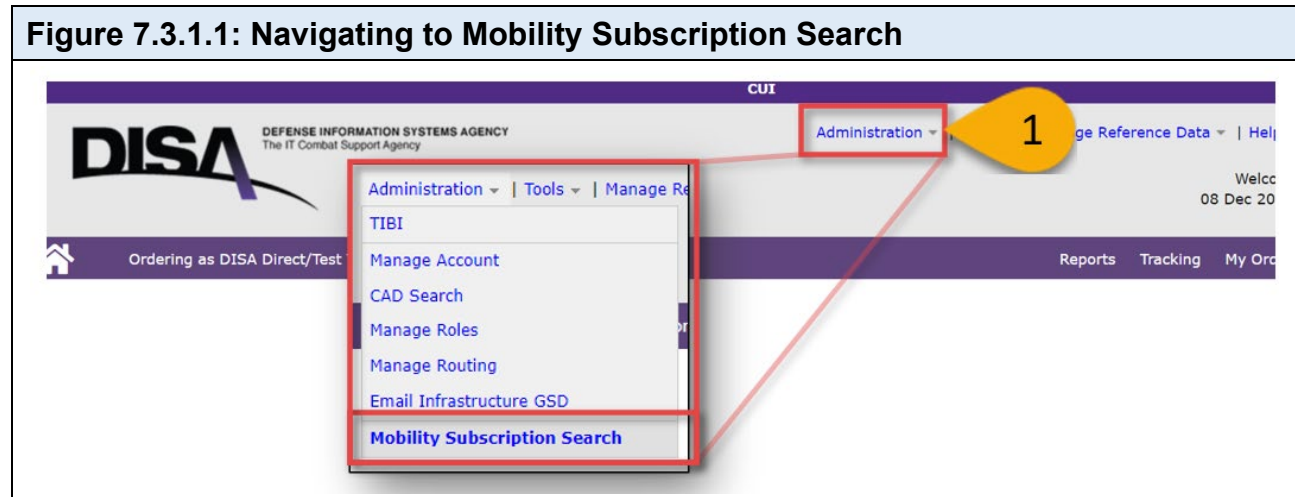


- If an order approval is delayed or needs to be expedited, the ARO can contact any of the approving officials displayed in the expanded route point information to request their service order be approved. Once approved, the order will be promoted to the next approval route point for action or if it is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

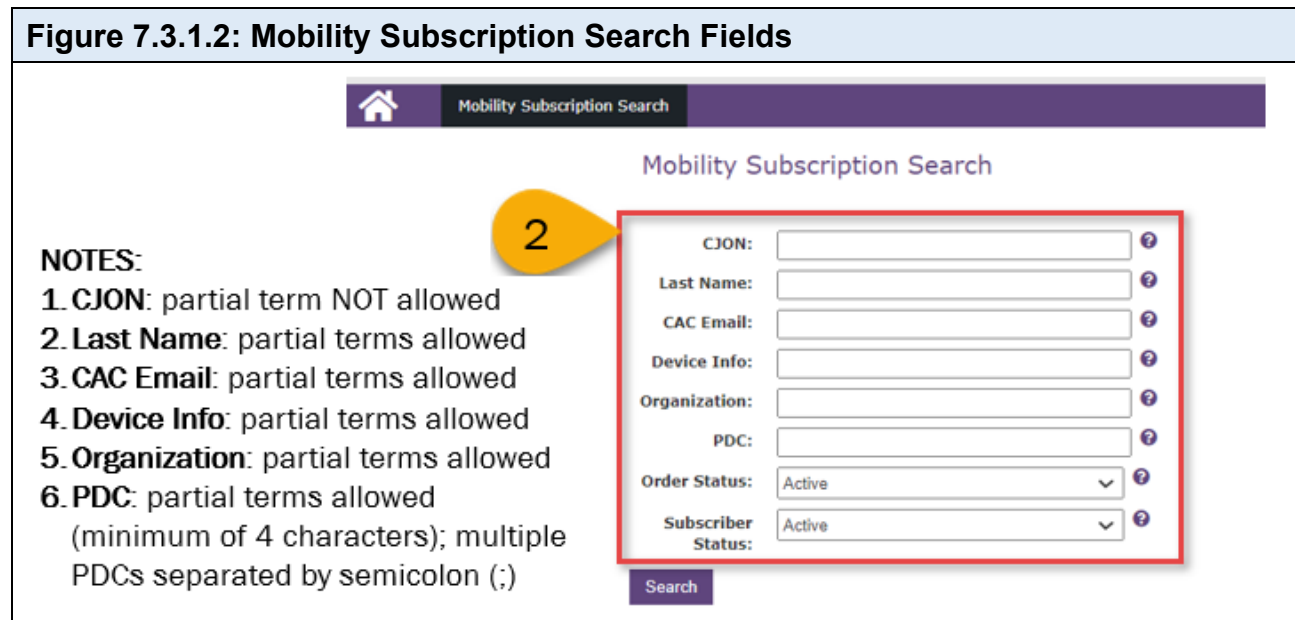
7.3.1 How to Track a Mobility Order (Mobility Subscription Search)

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.



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



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

The screenshot displays the 'Mobility Subscription Search' interface. The search form includes fields for CJon, Last Name, CAC Email, Device Info, Organization, and PDC. Two dropdown menus are highlighted with red boxes and callouts:

- Callout 3:** Points to the 'Order Status' dropdown menu, which is currently set to 'Active'. The dropdown menu is open, showing options: 'Active' (selected) and 'All (includes Draft/Historic Orders)'.
- Callout 4:** Points to the 'Subscriber Status' dropdown menu, which is currently set to 'Active'. The dropdown menu is open, showing options: 'Active' (selected) and 'All (includes Deleted/Removed Subscribers)'.
- Callout 5:** Points to the 'Search' button.

Below the main search form, a separate view of the 'Subscriber Status' dropdown menu is shown, also with a red box and callout 5, highlighting the 'Search' button and the dropdown options: 'Active' (selected) and 'All (includes Deleted/Removed Subscribers)'.

- 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

Mobility Subscription Search

6
CJON:

Last Name:

CAC Email:

Device Info:

Organization:

PDC:

Order Status:

Subscriber Status:

Search

View CJON search results (example below).

Figure 7.3.1.5: Mobility Subscription Search - CJON Results

Search

<< first < prev 1 next > last >> 10 per page

CJON	Last Name	CAC Email	Device Info	PDC	Last-Modified	Actions
<small>Enter CJON</small>	<small>Enter Last Name</small>	<small>Enter Email</small>	<small>Enter Device Info</small>	<small>Enter PDC</small>	<small>MMDD/YYYY</small>	
SF03 714	Joe	joe@company.com	123-456-7890		Mon Dec 04 2020	View Details
SF03 714	Joe	joe@company.com	123-456-7890		Mon Dec 04 2020	View Details
SF03 714	John	joh@company.com	123-456-7890		Mon Dec 04 2020	View Details
SF03 714	James	jame@company.com	123-456-7890		Mon Dec 04 2020	View Details

<< first < prev 1 next > last >> 10 per page

- 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

Mobility Subscription Search

CJON: ?

Last Name: ?

8 CAC Email: ?

Device Info: ?

Organization: ?

PDC: ?

Order Status: Active ?

Subscriber Status: Active ?

View CAC Email search results (example below).

Figure 7.3.1.9: Mobility Subscription Search – CAC Email Results

<< first < prev 1 next > last >> 10 per page

CJON	Last Name	CAC Email	Device Info	PDC	Last-Modified	Actions
Enter CJON	Enter Last Name	Enter Email	Enter Device Info	Enter PDC	MM/DD/YYYY	
01000000000000000000	None	gerald.s@brown16.org@mail.mil	0100000000	01000000	Wed Nov 04 2020	View Details
01000000000000000000	None	gerald.s@brown16.org@mail.mil	48021234	01000000	Wed Nov 04 2020	View Details
01000000000000000000	None	gerald.s@brown16.org@mail.mil	010000000000000000	01000000	Wed Oct 04 2020	View Details
01000000000000000000	None	gerald.s@brown16.org@mail.mil	010000000000000000	01000000	Wed Oct 04 2020	View Details
01000000000000000000	None	gerald.s@brown16.org@mail.mil	010000000000000000	01000000	Thu Nov 14 2020	View Details
01000000000000000000	None	gerald.s@brown16.org@mail.mil	010000000000000000	01000000	Thu Nov 14 2020	View Details
01000000000000000000	None	gerald.s@brown16.org@mail.mil	010000000000000000	01000000	Wed Nov 15 2020	View Details
01000000000000000000	None	gerald.s@brown16.org@mail.mil	010000000000000000	01000000	Wed Nov 15 2020	View Details
01000000000000000000	None	gerald.s@brown16.org@mail.mil	0100000000	01000000	Thu Jan 23 2024	View Details
01000000000000000000	None	gerald.s@brown16.org@mail.mil	0100000000	01000000	Thu Jan 23 2024	View Details

<< first < prev 1 next > last >> 10 per page

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

Mobility Subscription Search

CJON: ?

Last Name: ?

CAC Email: ?

Device Info: ?

Organization: ?

PDC: ?

Order Status: ?

Subscriber Status: ?

Search

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

Figure 7.3.1.13: Mobility Subscription Search – Multiple Criteria Results

Search

<< first < prev 1 next > last >> 10 per page

CJON	Last Name	CAC Email	Device Info	PDC	Last-Modified	Actions
SF23...@899		gerald...@mil		EWAITS	Thu Jan 28 2024	View Details

<< first < prev 1 next > last >> 10 per page

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

CJON	Last Name	CAC Email	Device Info	PDC	Last-Modified	Actions
SP1156A24995	Vanderhoof	anna.vanderhoof@regional.ca	46237	8106801	Thu Feb 26 2025	View Details
SP1156A24995	Vanderhoof	anna.vanderhoof@regional.ca	46237	8106801	Thu Feb 26 2025	View Details
SP1156A24995	Vanderhoof	anna.vanderhoof@regional.ca	46237	8106801	Thu Dec 12 2023	View Details

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

Mobility Subscription Search

CJON:

Last Name:

CAC Email:

Device Info:

Organization:

PDC:

Order Status:

Subscriber Status:

Search

Subscriber Status:

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

Download

Search

<< first < prev 1 next > last >> 10 per page

CJON	Last Name	CAC Email	Device Info	PDC	Last-Modified	Actions
Enter CJON	Enter Last Name	Enter Email	Enter Device Info	Enter PDC	= MM/DD/YYYY	
1234567890	Madigan	madigan@madigan.com	1234567890	1234567890	Thu Feb 28 2024	View Details

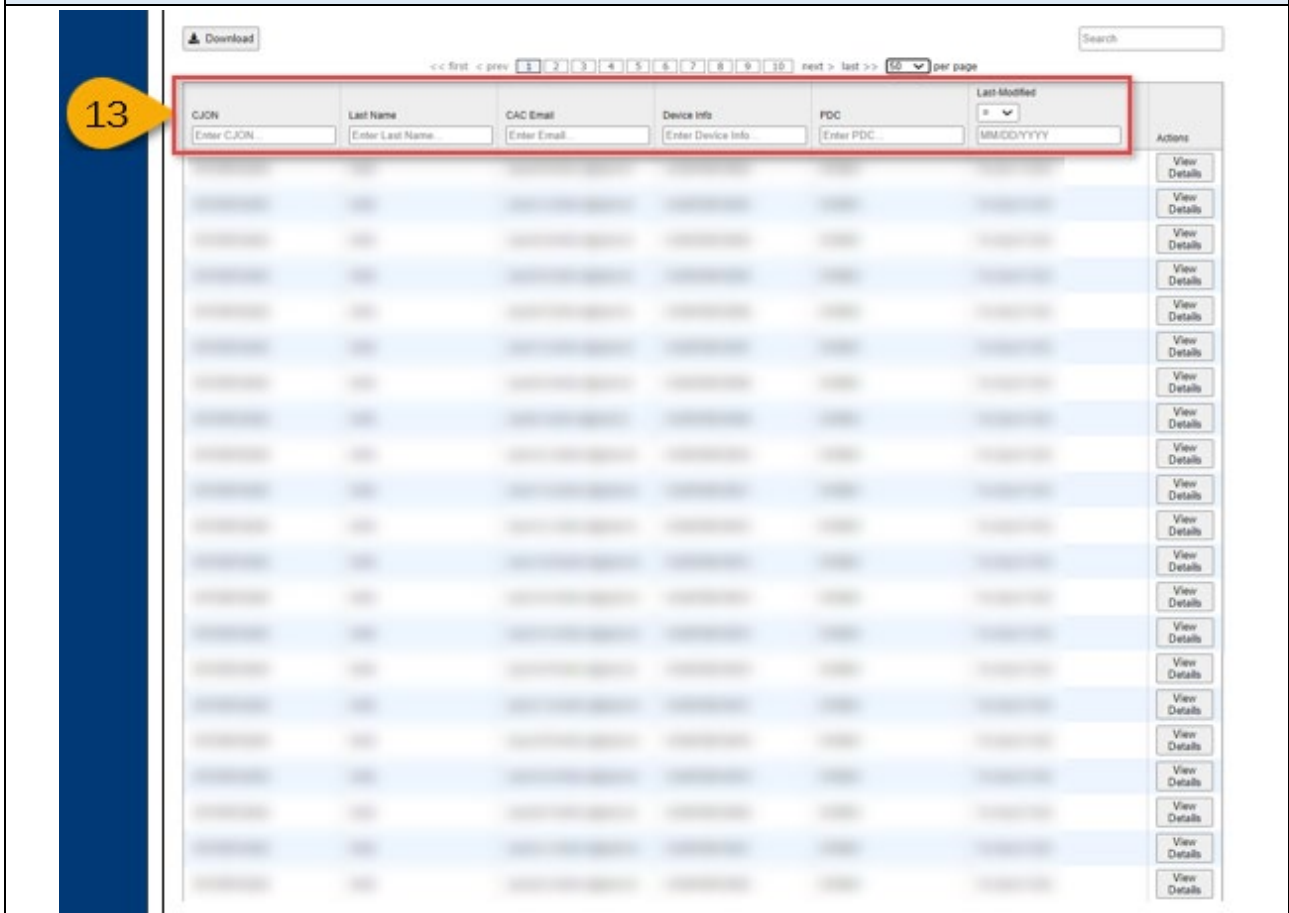
<< first < prev 1 next > last >> 10 per page

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



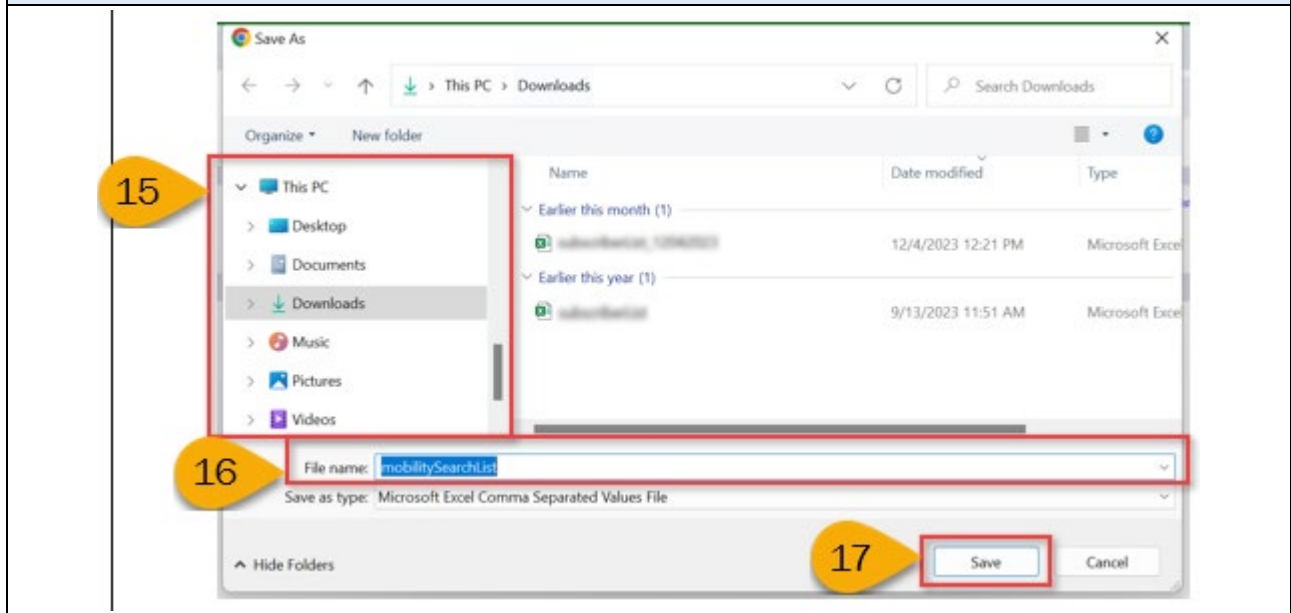
14. Once the user has conducted their search using the necessary criteria and identified the desired results, the user can download the results as a tool to conduct/maintain an inventory.

Figure 7.3.1.19: Mobility Subscription Search – Download Results

The screenshot shows a web interface for searching mobility subscriptions. At the top left, a yellow callout bubble with the number '14' points to a 'Download' button, which is highlighted with a red box. The interface includes a search bar and several filter fields: 'C/JON' (with input 'Enter C/JON...'), 'Last Name' (with input 'Enter Last Name...'), 'CAC Email' (with input 'Enter Email...'), 'Device Info' (with input 'Enter Device Info...'), and 'PDC' (with input 'Enter PDC...'). There is also a 'Last-Modified' dropdown menu set to 'MM/DD/YYYY'. A 'Search' button is located to the right of the search bar. Below the filters, there are pagination controls: '<< first < prev' followed by numbered buttons 1 through 10, 'next > last >>', and a '50 per page' dropdown. The main area contains a table with columns for 'C/JON', 'Last Name', 'CAC Email', 'Device Info', 'PDC', 'Last-Modified', and 'Actions'. Each row in the table has a 'View Details' button in the 'Actions' column.

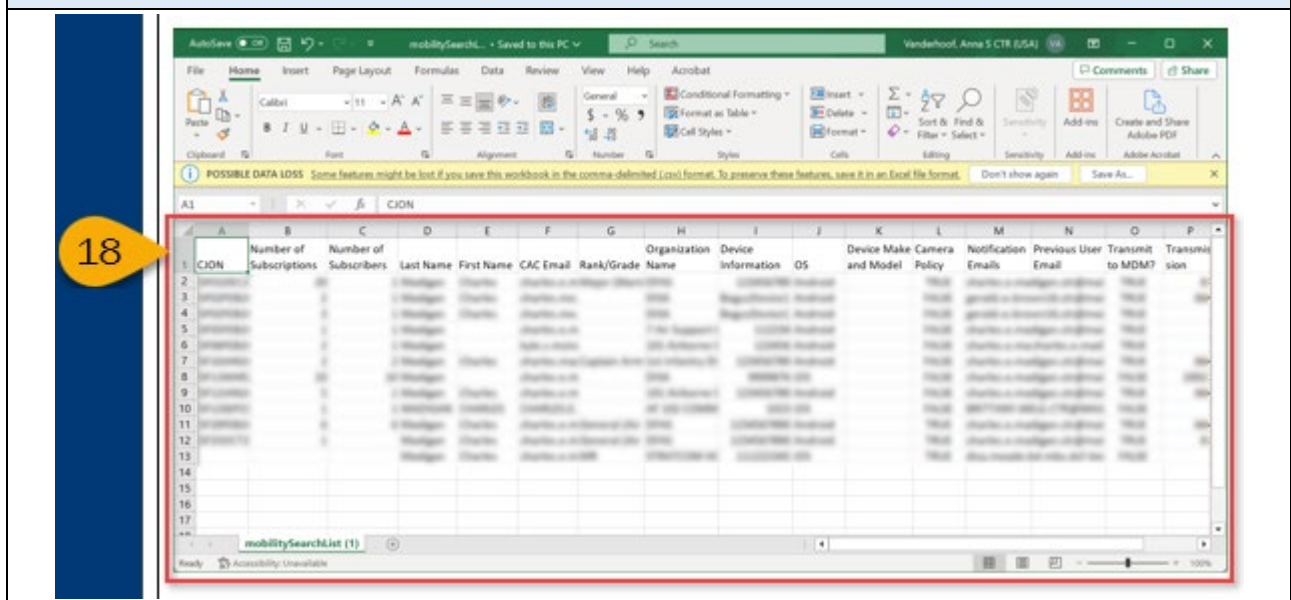
15. Select the location to which the downloaded file should be saved.
 16. **(Optional):** The user can rename the file if desired.
 17. Click **Save**. The file will save as a Comma Separated Values (csv) file type. Click **Cancel** to stop the process.

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:

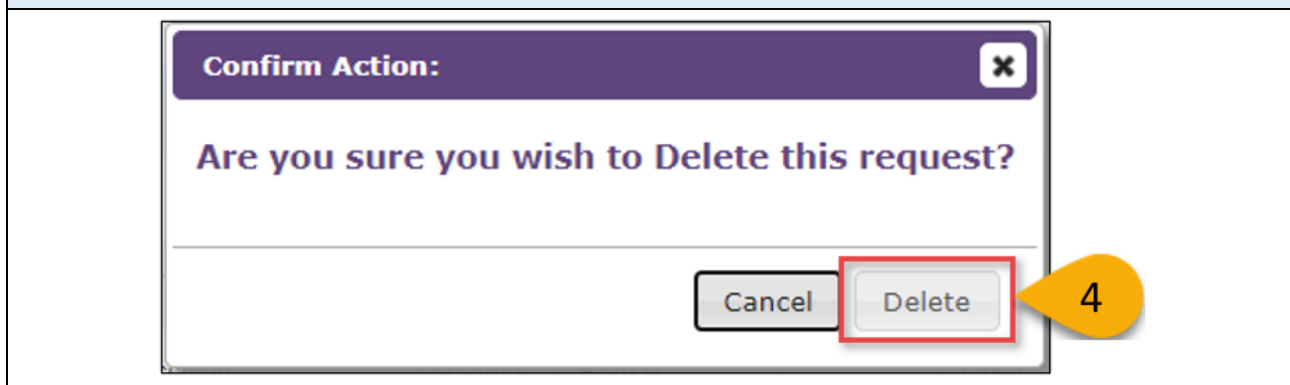
1. On the DISA Storefront Admin Landing Page, click on the **Ordering Portal**.
2. On the Ordering Portal, click on **My Orders**.
3. Next to the desired order, on the **Actions** drop-down menu, select **Delete**.

Figure 7.4.1.1: Delete an Order

Service Type	Status	Type Action	PDC	Agency	CCSD	CSA	Date Modified	Actions
Enterprise Infrastructure Solutions - Other	Ordering	START					12 Nov 2024 19:19:36 Z	Actions
Enterprise Infrastructure Solutions - Other	Pending Approval	START					08 Nov 2024 16:10:35	Addressing and Routing Copy
Enterprise Infrastructure Solutions - TFS-S	Draft	START					30 Oct 2024 18:20:45	Delete Edit History
Enterprise Infrastructure Solutions - TFS-S	Pending Approval	START					30 Oct 2024 15:55:46	View
Enterprise Infrastructure Solutions - IPVS	Ordering	START					29 Oct 2024 13:23:36	Order Comments
Wireless Devices and Services	Ordering	START					28 Oct 2024 19:58:05 Z	Email Infrastructure GSD

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**.

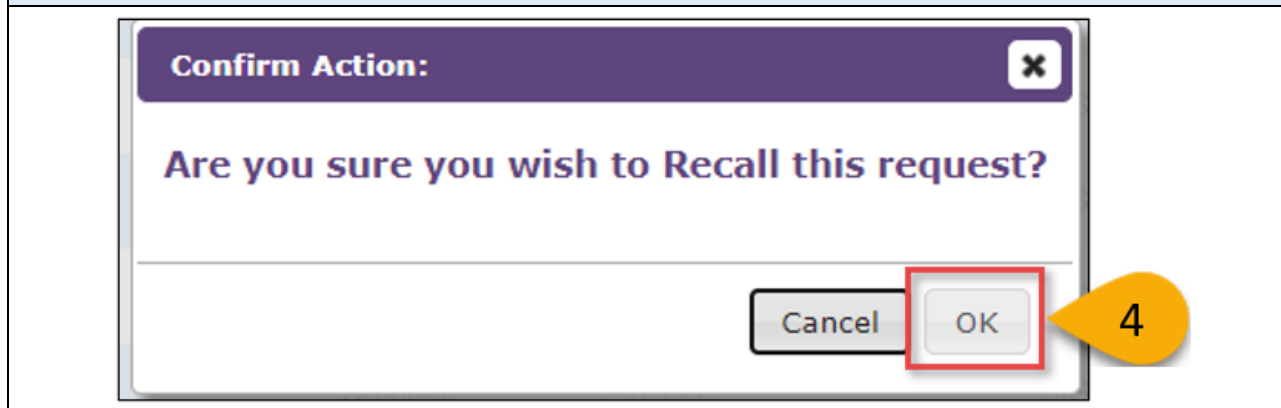
Figure 7.4.2.1: Recall an Order

The image shows a table of orders with a dropdown menu open for the 'Recall' action. A yellow callout bubble with the number "3" points to the 'Recall' option in the dropdown menu.

Service Type	Status	Type Action	PDC	Agency	CCSD	CSA	Date Modified	Actions
Enterprise Infrastructure Solutions - Other	Ordering	START					12 Nov 2024 19:19:38 Z	Actions
Enterprise Infrastructure Solutions - Other	Pending Approval	START					08 Nov 2024 16:10:35 Z	Actions
Enterprise Infrastructure Solutions - TFS-S	Draft	START					08 Nov 2024 15:33:08 Z	Actions
Enterprise Infrastructure Solutions - TFS-S	Ordering	START					30 Oct 2024 18:20:45 Z	Actions
Enterprise Infrastructure Solutions - TFS-S	Pending Approval	START					30 Oct 2024 15:55:46 Z	Actions
Enterprise Infrastructure Solutions - IPVS	Ordering	START					29 Oct 2024 13:23:36 Z	Addressing and Routing Copy History Recall view
Wireless Devices and Services	Ordering	START					28 Oct 2024 19:58:05 Z	
Commercial Toll-Free Switched (CTFS) Service - CTFS	Ordering	START					27 Oct 2024 17:51:53 Z	
Commercial Toll-Free Switched (CTFS) Service - CTFS	Pending Approval	START					26 Aug 2024 21:15:06 Z	Order Comments Email Infrastructure GSD

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

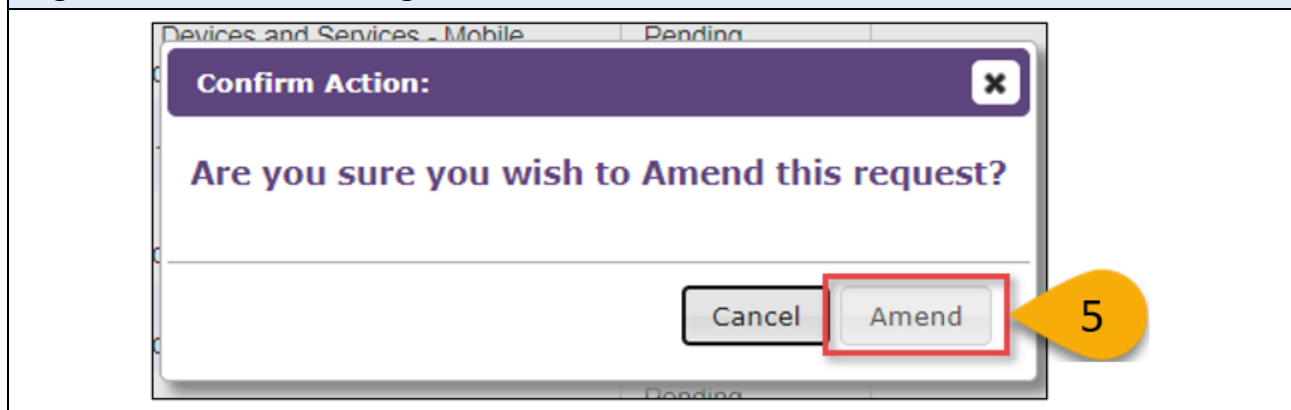
Change criteria | 181 results for: Pending Fulfillment Retrieve more results

: prev 1 2 3 4 5 6 7 8 9 10 next > last >> 10 per page

Service Type	Status	Type Action	PDC	Agency	CCSD	CSA	Date Modified	Actions
Commercial Satellite Subscription Services - Aeronautical (AERO) Services : Aero GX SIMOP	Pending Fulfillment	START					20 Nov 2024 20:43:03 Z	Actions
EMSS - EMSS (Equipment Only)	Pending Fulfillment	START					15 Nov 2024 15:31:15 Z	<ul style="list-style-type: none"> Addressing and Routing Amend Cancel Copy History View TSR Email Email Infrastructure GSD
EMSS - EMSS (Equipment Only)	Pending Fulfillment	START					07 Nov 2024 21:29:12 Z	Actions
Commercial Satellite Subscription Services - Aeronautical (AERO) Services : Aero GX	Pending Fulfillment	START					06 Nov 2024 20:45:04 Z	Actions
EMSS - EMSS (Equipment Only)	Pending Fulfillment	START					01 Nov 2024 17:45:03 Z	Actions
EMSS - EMSS (DTCS Subscription)	Pending Fulfillment	START					31 Oct 2024 18:22:21 Z	Actions
Commercial Satellite Subscription Services - Aeronautical (AERO) Services : Aero GX SIMOP	Pending Fulfillment	START						Actions

- Next to the desired order, under the **Actions** drop-down menu, select **Amend**.
- 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**.

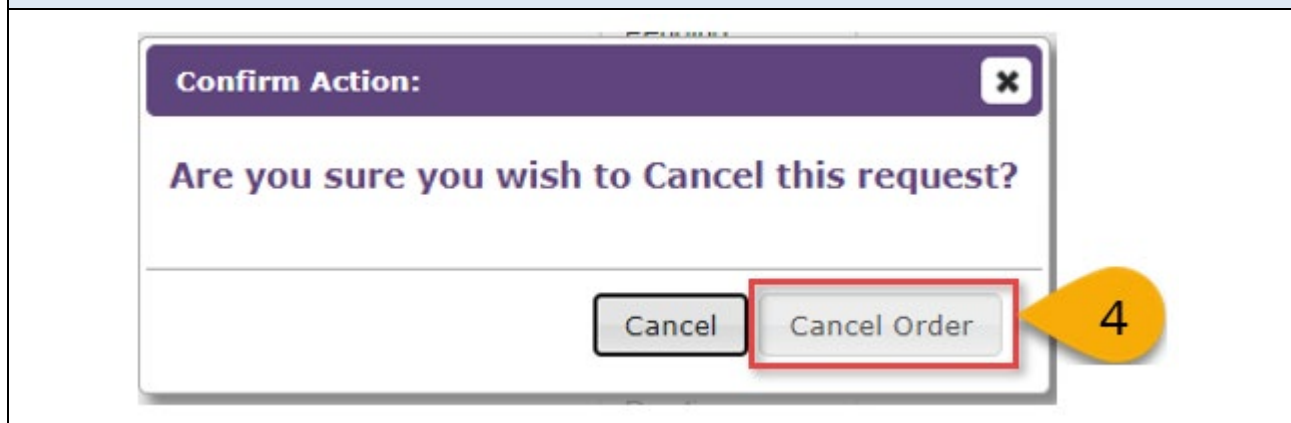
Figure 7.4.4.1: Cancel an Order

The screenshot displays a table of orders with the following columns: Service Type, Status, Type Action, PDC, Agency, CCSD, CSA, Date Modified, and Actions. The table shows several orders, all with a status of 'Pending Fulfillment'. A yellow callout bubble with the number '3' is positioned over the 'Cancel' option in the 'Actions' dropdown menu for the third row of the table.

Service Type	Status	Type Action	PDC	Agency	CCSD	CSA	Date Modified	Actions
Commercial Satellite Subscription Services - Aeronautical (AERO) Services : Aero GX SIMOP	Pending Fulfillment	START					20 Nov 2024 20:43:03 Z	Actions
EMSS - EMSS (Equipment Only)	Pending Fulfillment	START					15 Nov 2024 21:31:17	Addressing and Routing Amend
EMSS - EMSS (Equipment Only)	Pending Fulfillment	START						Cancel
Commercial Satellite Subscription Services - Aeronautical (AERO) Services : Aero GX	Pending Fulfillment	START					07 Nov 2024 21:29:12	Copy History
EMSS - EMSS (Equipment Only)	Pending Fulfillment	START					06 Nov 2024 20:45:04	View TSR Email
EMSS - EMSS (DTCS Subscription)	Pending Fulfillment	START					01 Nov 2024 17:45:03	Email Infrastructure GSD

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
		DECTK - Service Only	Active	START					31 Mar 2023 19:12:00 Z	Actions
		EMSS - EMSS (SBD)	Active	START			EM		25 Nov 2022 19:59:21 Z	Actions
		DoD Mobility Capability - Unclassified	Active	START					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?

Enter CSAs*

Carrier	Prefix	Type	Circ No.	Suffix	Action
<input type="text"/>	<input type="text"/>	<input type="text"/>	000001	EBM	Delete
<input type="text"/>	<input type="text"/>	<input type="text"/>			Add

Is this action replacing or supporting the discontinue of an existing CSA for this service? * Yes No

Enter CSAs to discontinue for this service (Note: an AMEND will be necessary if invalid CSAs are input)

Carrier	Prefix	Type	Circ No.	Suffix	Action
<input type="text"/>	<input type="text"/>	<input type="text"/>	000001	EBM	Delete
<input type="text"/>	<input type="text"/>	<input type="text"/>			Add

Purpose-Mission Page (Change Action)

- 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.
- 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.
- 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).

- Click **Actions**.
- Click **Discontinue**.

Figure 7.4.5.1.1: Select Discontinue Option

Change criteria | 3 rows selected, refined by filters | Retrieve more results

<< first < prev 1 next > last >> | 50 per page

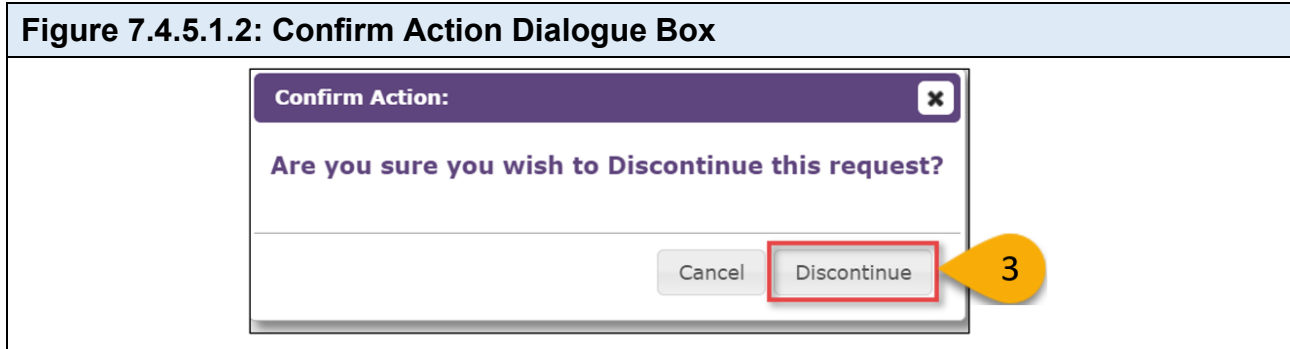
CJON	TSR	Service Type	Status	Type Action	PDC	Agency	CCSD	CSA	Discontinue	Actions
		DECTK - Service Only	Active	START					31 Nov 2022 00:00	Actions
		EMSS - EMSS (SBD)	Active	START			EM		25 Nov 2022 00:00	Addressing and Routing
		DoD Mobility Capability - Unclassified	Active	START					15 Jan 2022 00:00	Change

<< first < prev 1 next > last >> | 50 per page

Discontinue

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

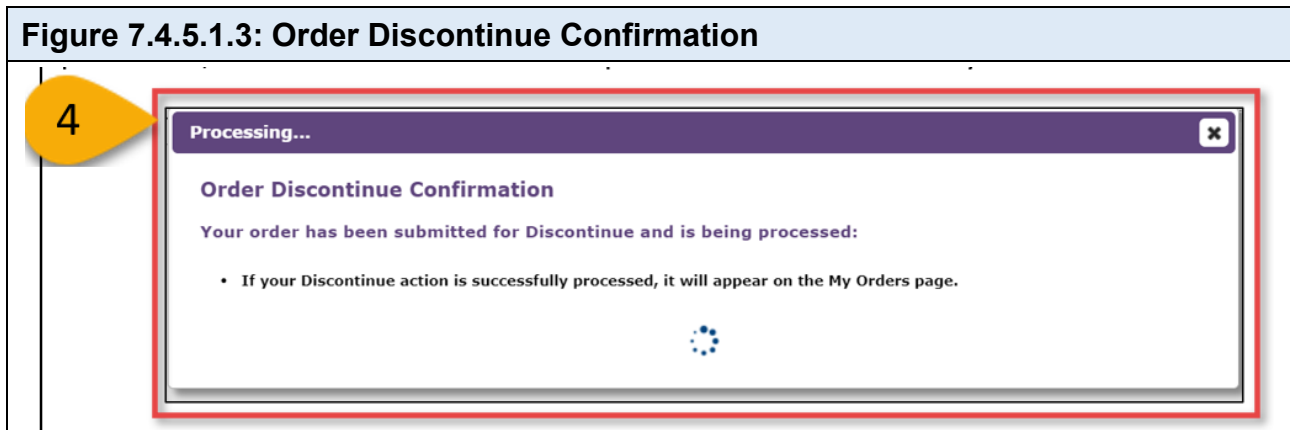
Figure 7.4.5.1.2: Confirm Action Dialogue Box



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



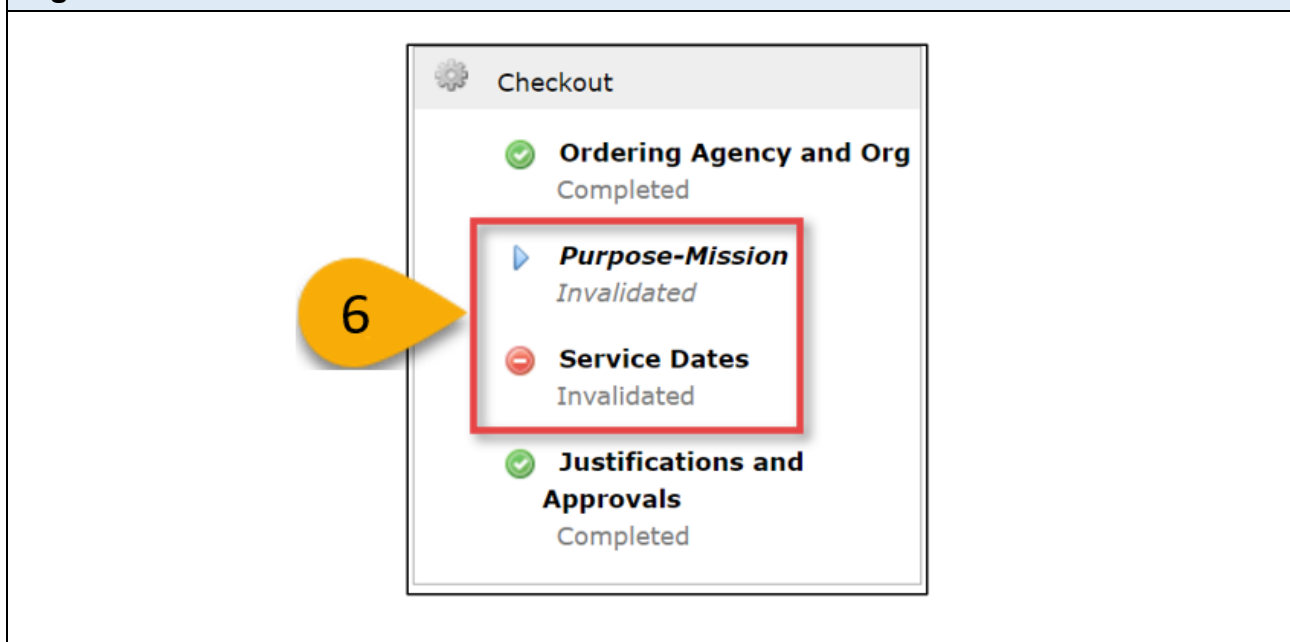
- Discontinue order opens to the Purpose-Mission page, unless Configuration pages require information before discontinuing, e.g., IMEI for EMSS orders.
 - For most services offered though DISA Storefront, Configuration pages do not require an update during the Discontinue action.
5. If configuration changes are needed, select Configure. Otherwise continue with the Checkout pages.

Figure 7.4.5.1.4: Configure Tab



- 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



- Verify/Update the **Mission Need statement** from the default statement. Review/update any additional information on the Purpose-Mission page.
- 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

Purpose-Mission

What Mission Need does this support?(Product/Service Description) *

4971 Characters Remaining

Continue ▶

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

Service Dates

Are you submitting this request to document an order that was previously submitted or fulfilled (After the Fact)? * Yes No

Estimated Deactivation Date? * 08/22/2023 Use estimated deactivation date (08/22/2023) Specify other

If possible, would you like the service discontinued sooner than the requested Deactivation Date? Yes No

Continue ▶

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Back

Continue ▶

Show Estimated Cost...

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.

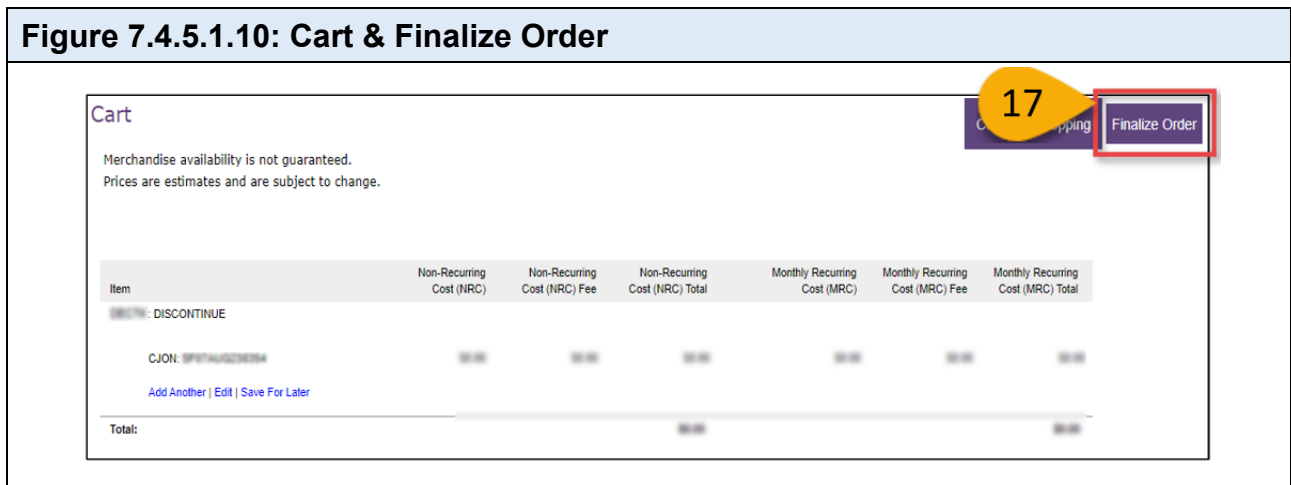
NOTE: The user can add **Related CJONs** or **Additional Email Addresses** if desired. Refer to page 37 of the DSF Order Discontinue guide available on the DSF Ordering Portal Help page for additional instructions on these items.

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

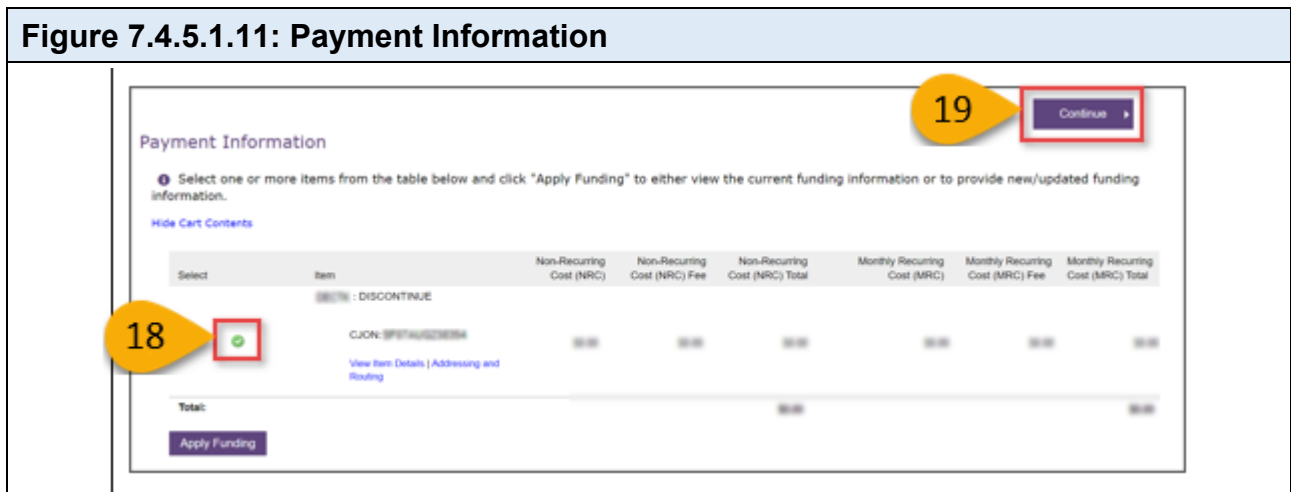


18. Verify the radio button is a **green** checkmark.

19. Click **Continue**.

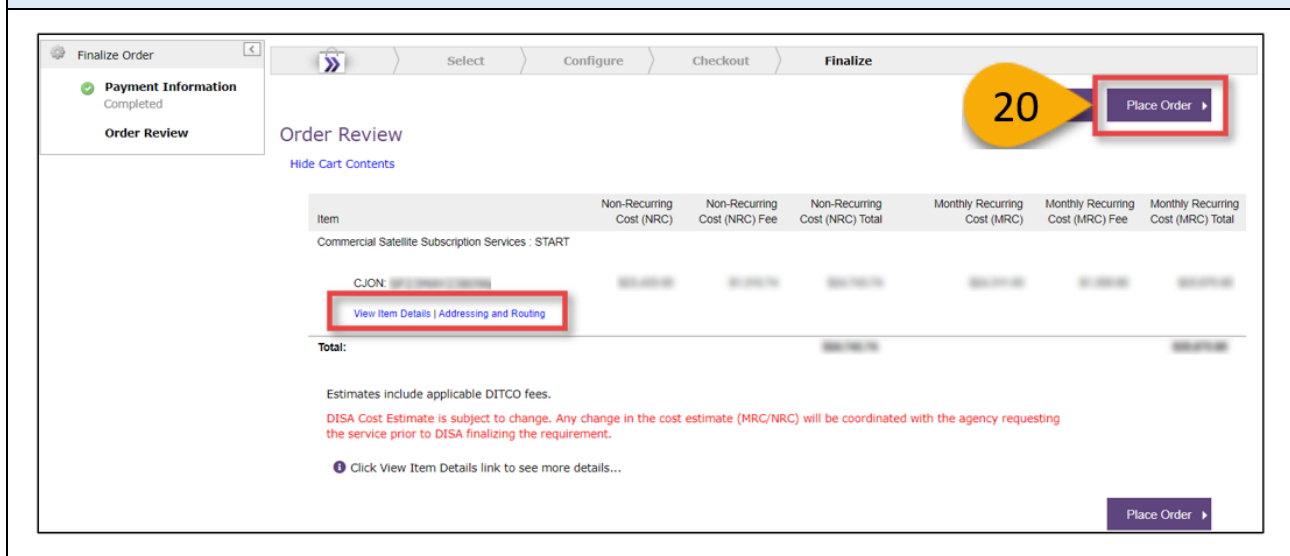
NOTE: The Program Designator Code (PDC) is used for funding and routing.

Figure 7.4.5.1.11: Payment Information



20. Click **Place Order**.

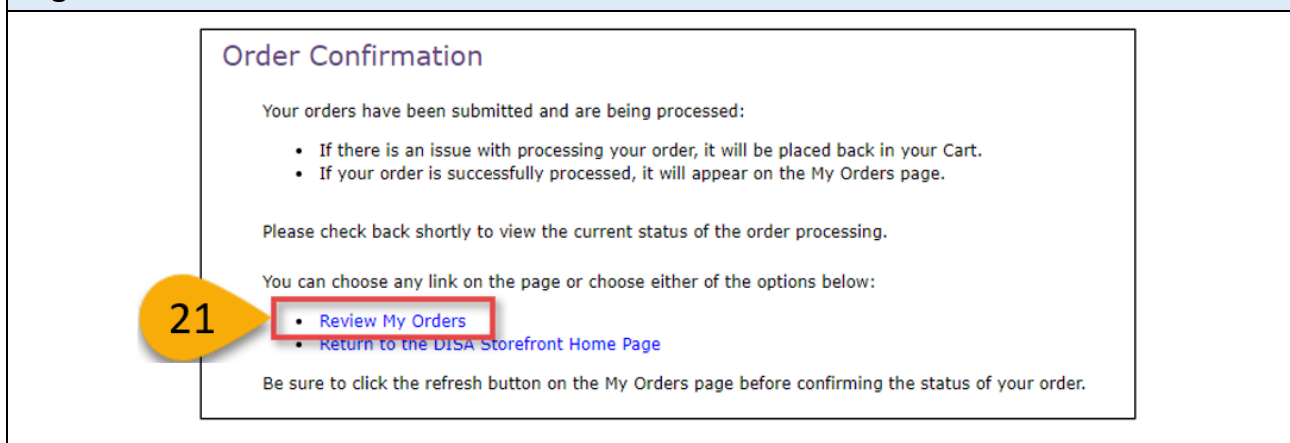
Figure 7.4.5.1.12: Order Review & Place Order



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

My Orders

Change criteria | 31 rows selected | Displaying all results

<< first < prev 1 2 3 4 next > last >> 10 per page

CJON	TSR	Service Type	Status	Type Action	PDC	Agency	CCSD	CSA	Date Modified	Actions
		Commercial Satellite Subscription Services - SOCOM : Swift Broadband (SBB)	In Cart	DISCONTINUE					23 May 2023 16:10:23 Z	Actions
		Commercial Satellite Subscription Services - Aeronautical (AE Services : Aero H		FART					23 May 2023 16:00:50 Z	Actions
		Commercial Satellite Subscription Services - SOCOM : BGAN		CONTINUE					23 May 2023 12:43:00 Z	Actions
		Commercial Satellite Subscription Services - SOCOM : Swift Broadband (SBB)		FART					22 May 2023 21:16:07 Z	Actions
		Commercial Satellite Subscription Services - BSTA : BGAN		FART					18 May 2023 18:57:12 Z	Actions
		Commercial Satellite Subscription Services - Aeronautical (AE Services : Aero GX SIMOP		FART					17 May 2023 23:56:48 Z	Actions
		Commercial Satellite Subscription Services - Aeronautical (AE Services : Swift Broadband (SBB)		FART					17 May 2023 23:13:54 Z	Actions
		Commercial Satellite Subscription Services - Aeronautical (AE Services : Aero GX		FART					17 May 2023 22:30:00 Z	Actions

22

Status
Pending Approval
Ordering
Ordering

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

CJON	TSR	Service Type	Status	Type Action	PDC	Agency	CCSD	CSA	Date Modified	Actions
		DoD Mobility Capability - Unclassified	Active	START		DISA			14 Aug	Actions
		Wireless Devices and Services - Mobile Classified - S	Active	START		DISA			10 Aug	Addressing and Routing
		DoD Mobility Capability - Classified - S	Active	START		DISA			10 Aug	Change
		DoD Mobility Capability - Classified - S	Active	START		DISA			10 Aug	Copy
		DoD Mobility Capability - Classified - S	Active	START		DISA			10 Aug	Discontinue
		DoD Mobility Capability - Unclassified	Active	START		USA			15 Jan	History
										Manage Subscribers
										Re-Award
										View
										TSR Email
										Order Comments
										Email Infrastructure GSD

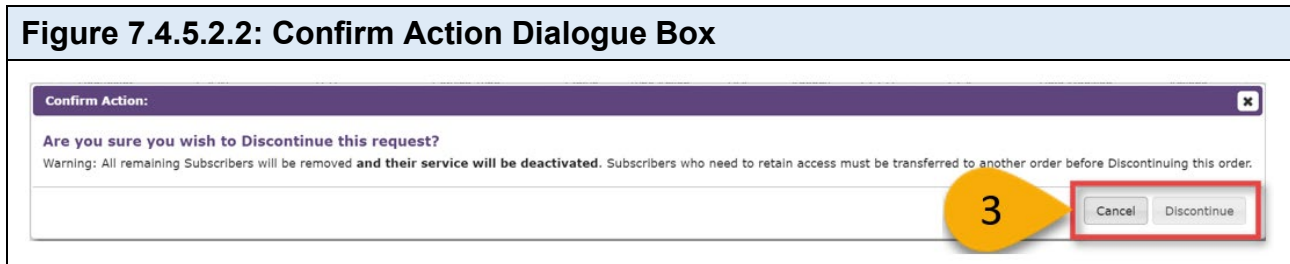
<< first < prev 1 next > last >> 100 per page Retrieve more results

1

2

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

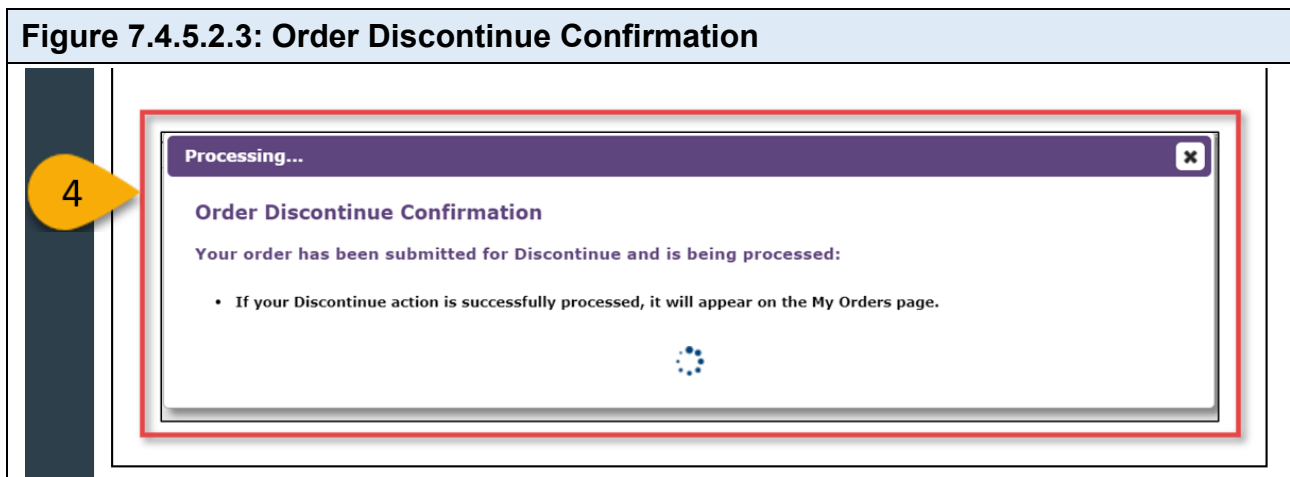
Figure 7.4.5.2.2: Confirm Action Dialogue Box



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

5 What Mission Need does this support?(Product/Service Description) *

4908 Characters Remaining

6 Continue ▶

Enter CSAs*

Carrier	Prefix	Type	Circ No.	Suffix	Action
DMUC - DoD Mobility Unclassified Capability (DMUC)		J - Cost Shared Customer Billing			

National Security System Code: * NO - NSS exemption not required. ?

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

7 Are you submitting this request to document an order that was previously submitted or fulfilled (After the Fact)? * Yes No

8 Estimated Deactivation Date? * 08/22/2023 ?
 Use estimated deactivation date (08/22/2023) Specify other

9 If possible, would you like the service discontinued sooner than the requested Deactivation Date? Yes No

10 Continue ▶

05/16/2023 ?

May 2023

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Back Continue ▶

Show Estimated Cost...

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

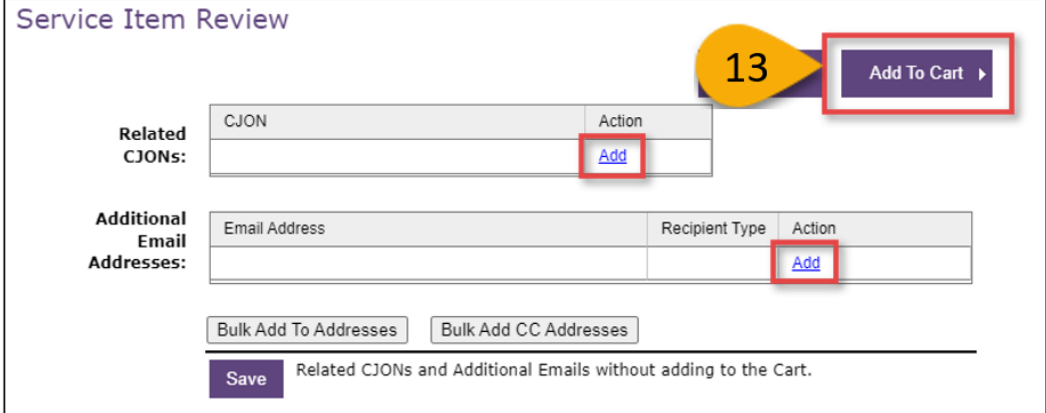
The screenshot shows a web form titled "Justifications and Approvals". At the top right, there is a purple "Continue" button with a right-pointing arrow, highlighted by a red box and a yellow callout bubble containing the number "12". Below the title, there is a "Message Classification" dropdown menu currently set to "Unclassified". To the right of this menu is a blue link that says "Show Estimated Cost...". The main body of the form contains three text input fields, each with a "1000 Characters Remaining" label at the bottom right. The fields are labeled "Justification of Service Requested", "Identification of Reference", and "Approval Document". A yellow callout bubble with the number "11" points to these three text input fields. At the bottom right of the form, there is another purple "Continue" button with a right-pointing arrow.

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



Service Item Review

13 **Add To Cart**

Related CJONs:

CJON	Action
	Add

Additional Email Addresses:

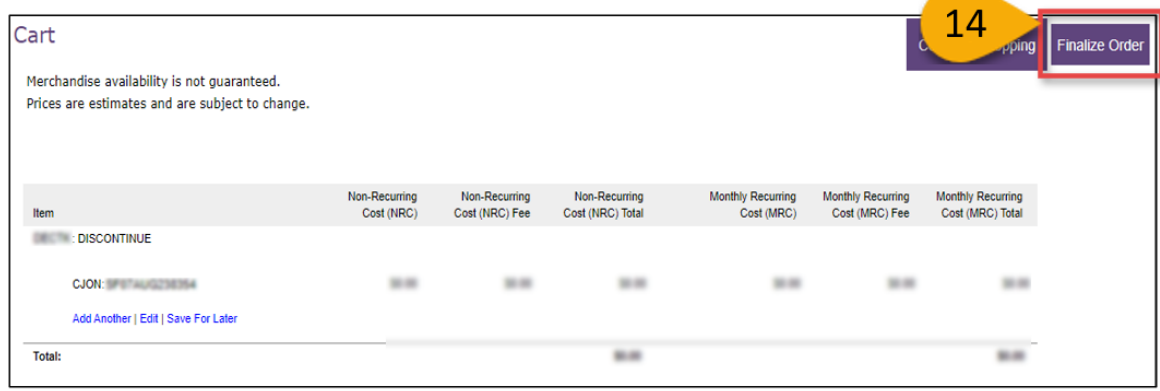
Email Address	Recipient Type	Action
		Add

[Bulk Add To Addresses](#) [Bulk Add CC Addresses](#)

Save Related CJONs and Additional Emails without adding to the Cart.

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

Figure 7.4.5.2.8: Cart & Finalize Order



Cart

14 **Finalize Order**

Merchandise availability is not guaranteed.
Prices are estimates and are subject to change.

Item	Non-Recurring Cost (NRC)	Non-Recurring Cost (NRC) Fee	Non-Recurring Cost (NRC) Total	Monthly Recurring Cost (MRC)	Monthly Recurring Cost (MRC) Fee	Monthly Recurring Cost (MRC) Total
<input checked="" type="checkbox"/> DISCONTINUE						
CJON: 3PETAUG220304	0.00	0.00	0.00	0.00	0.00	0.00
Add Another Edit Save For Later						
Total:			0.00			0.00

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

Payment Information

Select one or more items from the table below and click "Apply Funding" to either view the current funding information or to provide new/updated funding information.

[Hide Cart Contents](#)

Select	Item	Non-Recurring Cost (NRC)	Non-Recurring Cost (NRC) Fee	Non-Recurring Cost (NRC) Total	Monthly Recurring Cost (MRC)	Monthly Recurring Cost (MRC) Fee	Monthly Recurring Cost (MRC) Total
	DECTK : DISCONTINUE						
	CJON: SPETAUGZ28384 View Item Details Addressing and Routing	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total:				\$0.00			\$0.00

[Apply Funding](#)

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

Figure 7.4.5.2.10: Order Review & Place Order

Order Review

[Hide Cart Contents](#)

Item	Non-Recurring Cost (NRC)	Non-Recurring Cost (NRC) Fee	Non-Recurring Cost (NRC) Total	Monthly Recurring Cost (MRC)	Monthly Recurring Cost (MRC) Fee	Monthly Recurring Cost (MRC) Total
DECTK : DISCONTINUE						
CJON: SPETAUGZ28384 View Item Details Addressing and Routing	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total:			\$0.00			\$0.00

Estimates include applicable DITCO fees.

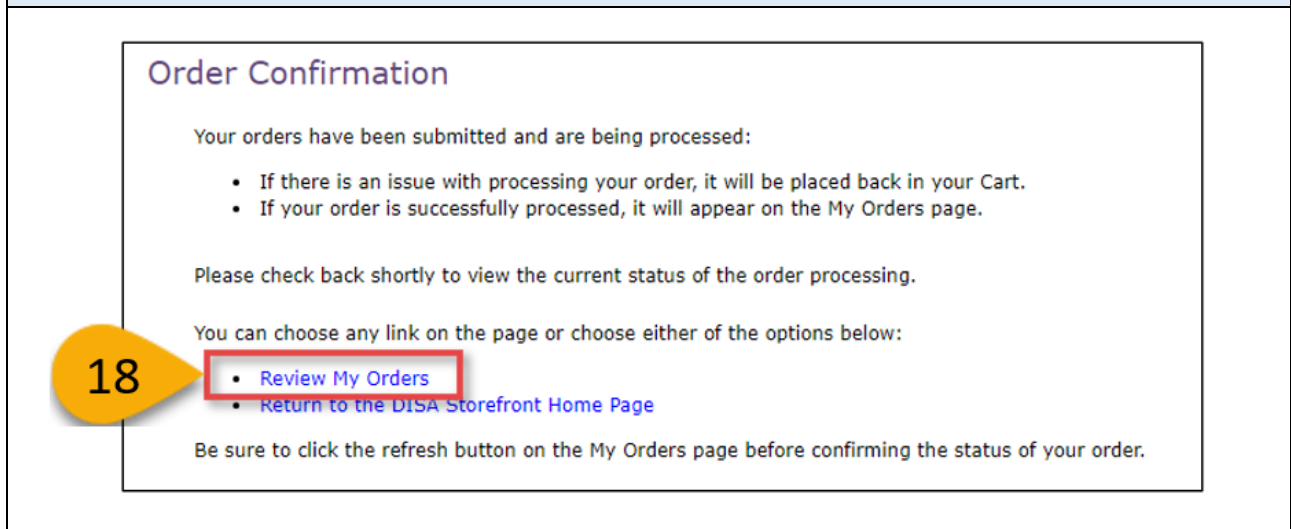
DISA Cost Estimate is subject to change. Any change in the cost estimate (MRC/NRC) will be coordinated with the agency requesting the service prior to DISA finalizing the requirement.

Click View Item Details link to see more details...

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

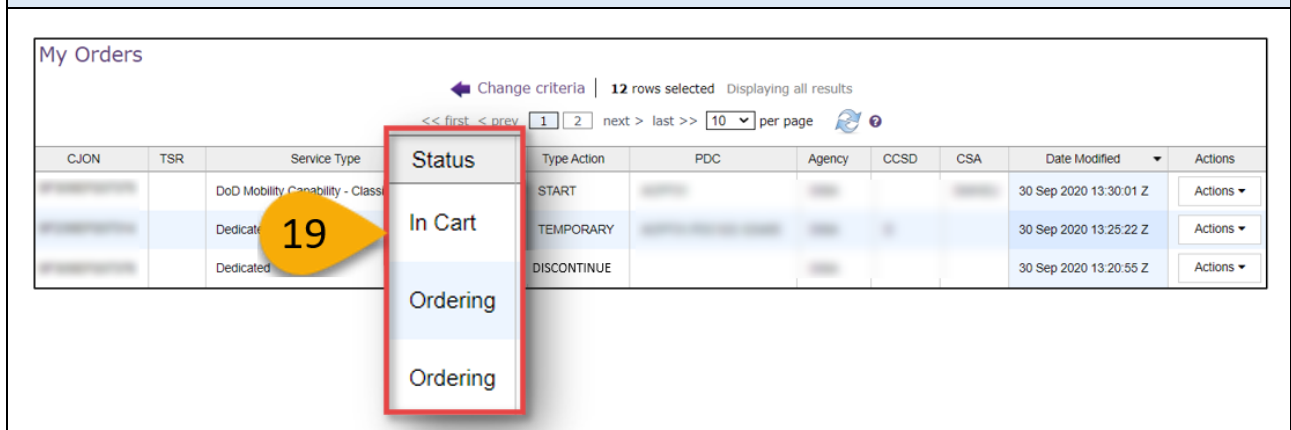
18. **(Optional)** The Confirmation page shows that the Order has been recorded and it is being processed. Click on the Review My Orders link to view the status of the order.

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:

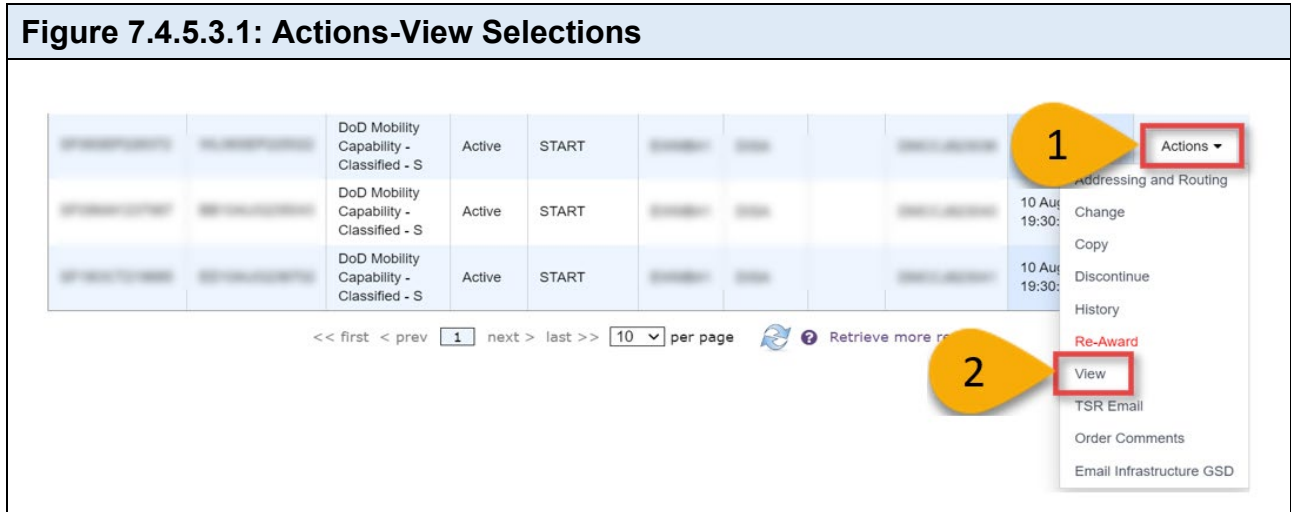
IMPORTANT: To obtain full DMCC operational capability, an order for DMCC and associated device and service plan (Wireless Devices & Services – Mobile Classified – S) was placed. Discontinuing the DMCC order for the subscriber DOES NOT discontinue the data plan acquired via the Wireless Devices & Services 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).

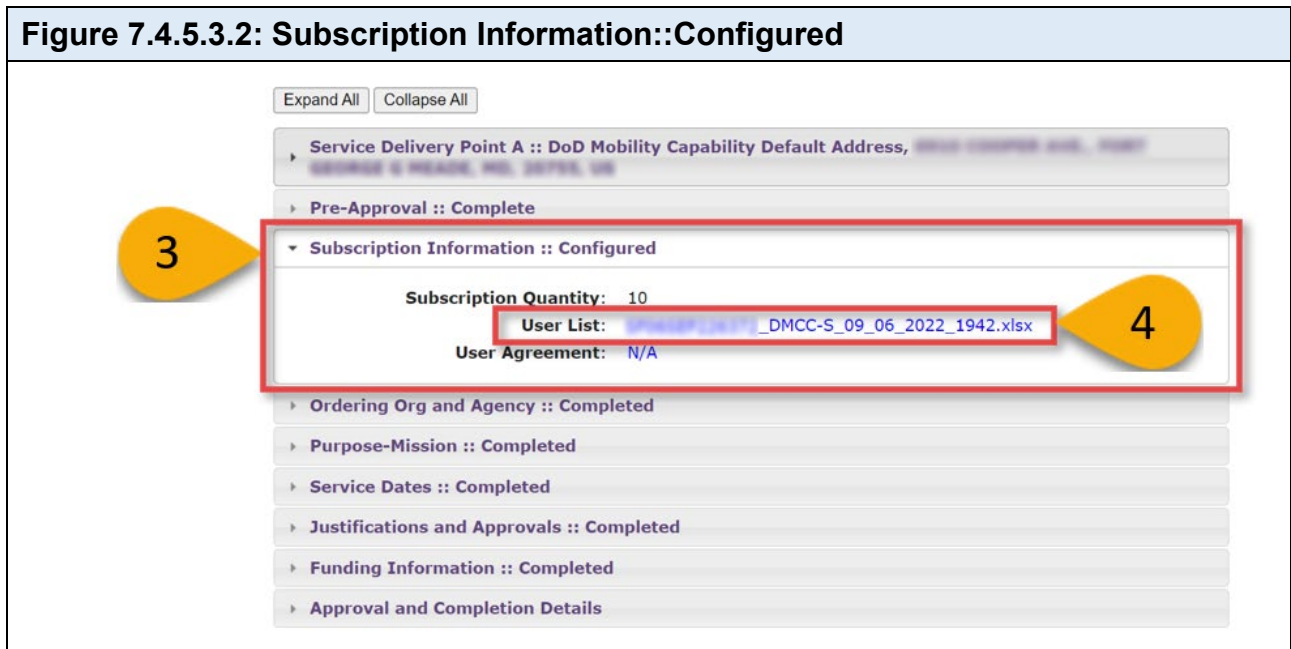
1. Click **Actions** on the order to be reviewed for a Discontinue action.
2. Click **View**.

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

CJON	TSR	Service Type	Status	Type Action	PDC	Agency	CCSD	CSA	Date Modified	Actions
		DoD Mobility Capability - Classified - S	Active	START						<div style="border: 1px solid red; padding: 2px;">Actions ▾</div> <ul style="list-style-type: none"> Addressing and Routing Change 14 Aug 16:55: Copy 10 Aug 19:30: <div style="border: 1px solid red; padding: 2px;">Discontinue</div> History Re-Award 10 Aug 19:30: View TSR Email Order Comments Email Infrastructure GSD
		Wireless Devices and Services - Mobile Classified - S	Active	START						
		DoD Mobility Capability - Classified - S	Active	START						
		DoD Mobility Capability - Classified - S	Active	START						

<< first < prev 1 next > last >> 10 per page Retrieve more results

7. Click **Discontinue**

Figure 7.4.5.3.4: Confirm Action Dialogue Box

Confirm Action:
✕

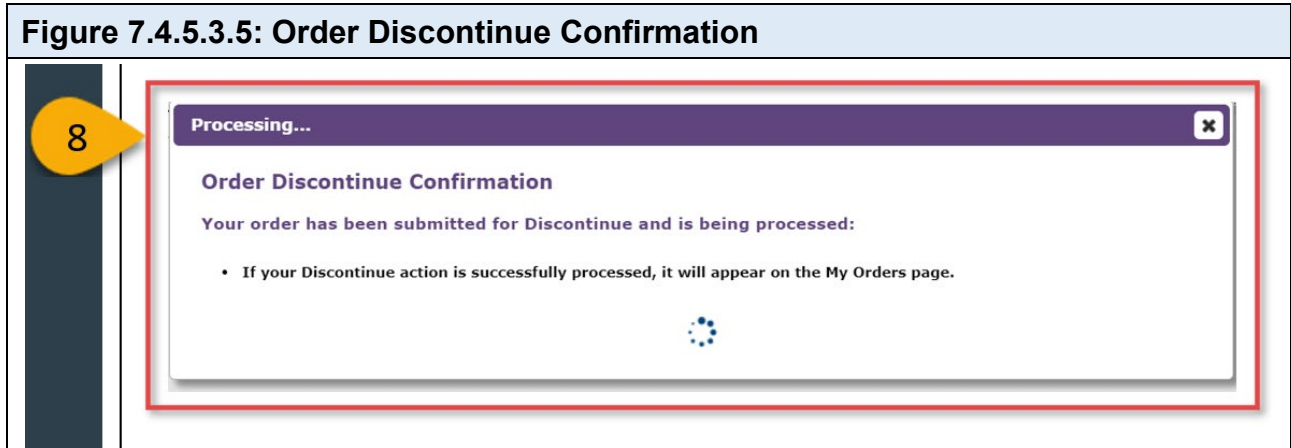
Are you sure you wish to Discontinue this request?

Cancel
Discontinue

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.

- 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

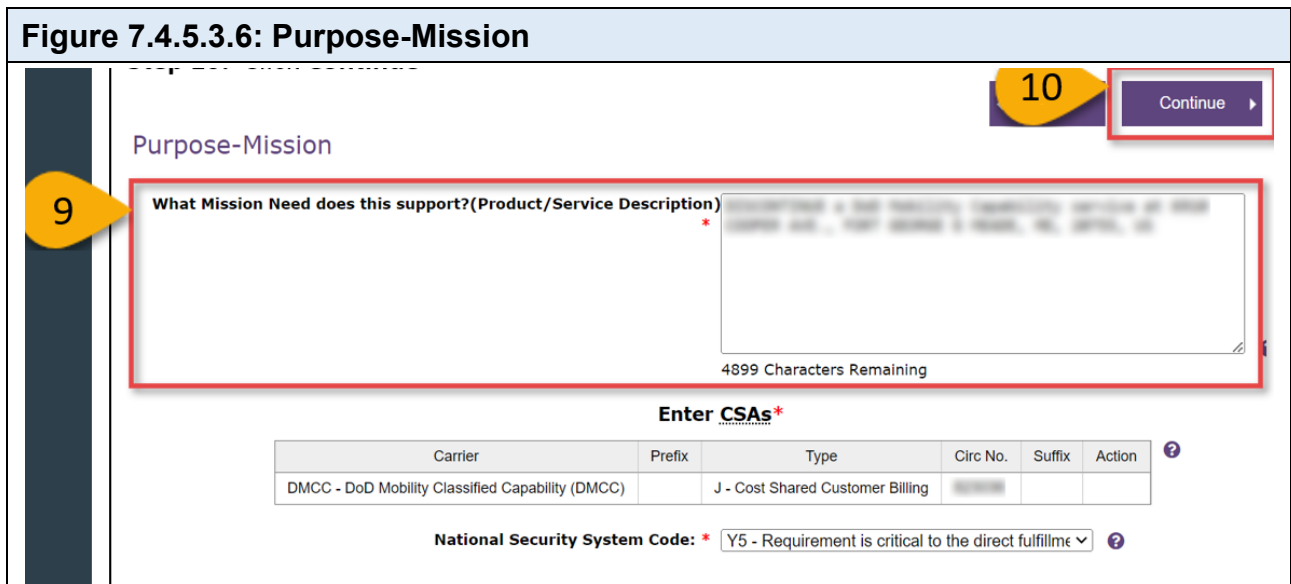


- Review the default Mission Need statement; no changes for a Discontinue should be necessary.

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

- 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

The screenshot shows a web form titled "Service Dates". It contains several fields and buttons:

- Field 11:** "Are you submitting this request to document an order that was previously submitted or fulfilled (After the Fact)?" with radio buttons for "Yes" and "No" (selected).
- Field 12:** "Estimated Deactivation Date?" with a date input field showing "08/22/2023" and radio buttons for "Use estimated deactivation date (08/22/2023)" (selected) and "Specify other".
- Field 13:** "If possible, would you like the service discontinued sooner than the requested Deactivation Date?" with radio buttons for "Yes" and "No" (selected).
- Field 14:** A "Continue" button at the bottom right.
- Calendar:** A calendar widget is open, showing May 2023, with the date 05/16/2023 selected.
- Other Elements:** "Back" and "Continue" buttons at the top right, and a "Show Estimated Cost..." link.

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

Cart

Merchandise availability is not guaranteed.
Prices are estimates and are subject to change.

Item	Non-Recurring Cost (NRC)	Non-Recurring Cost (NRC) Fee	Non-Recurring Cost (NRC) Total	Monthly Recurring Cost (MRC)	Monthly Recurring Cost (MRC) Fee	Monthly Recurring Cost (MRC) Total
DECTK : DISCONTINUE						
CJON: 9F7FAUG23854	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Add Another Edit Save For Later						
Total:			\$0.00			\$0.00

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

Payment Information

Select one or more items from the table below and click "Apply Funding" to either view the current funding information or to provide new/updated funding information.

[Hide Cart Contents](#)

Select	Item	Non-Recurring Cost (NRC)	Non-Recurring Cost (NRC) Fee	Non-Recurring Cost (NRC) Total	Monthly Recurring Cost (MRC)	Monthly Recurring Cost (MRC) Fee	Monthly Recurring Cost (MRC) Total
<input checked="" type="radio"/>	DECTK : DISCONTINUE						
	CJON: 9F7FAUG23854	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
View Item Details Addressing and Routing							
Total:				\$0.00			\$0.00

Apply Funding

Continue

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

Figure 7.4.5.3.12: Order Review & Place Order

Order Review

[Hide Cart Contents](#)

Item	Non-Recurring Cost (NRC)	Non-Recurring Cost (NRC) Fee	Non-Recurring Cost (NRC) Total	Monthly Recurring Cost (MRC)	Monthly Recurring Cost (MRC) Fee	Monthly Recurring Cost (MRC) Total
DECTK : DISCONTINUE						
CJON: 0P07AUG2025004	00.00	00.00	00.00	00.00	00.00	00.00
View Item Details Addressing and Routing						
Total:			00.00			00.00

Estimates include applicable DITCO fees.

DISA Cost Estimate is subject to change. Any change in the cost estimate (MRC/NRC) will be coordinated with the agency requesting the service prior to DISA finalizing the requirement.

[Click View Item Details link to see more details...](#)

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

Order Confirmation

Your orders have been submitted and are being processed:

- If there is an issue with processing your order, it will be placed back in your Cart.
- If your order is successfully processed, it will appear on the My Orders page.

Please check back shortly to view the current status of the order processing.

You can choose any link on the page or choose either of the options below:

- [Review My Orders](#)
- [Return to the DISA Storefront Home Page](#)

Be sure to click the refresh button on the My Orders page before confirming the status of your order.

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

My Orders

Change criteria | 12 rows selected | Displaying all results

<< first < prev 1 2 next > last >> 10 per page

CJON	TSR	Service Type	Status	Type Action	PDC	Agency	CCSD	CSA	Date Modified	Actions
		DoD Mobil		START					30 Sep 2020 13:30:01 Z	Actions
		Dedicated		TEMPORARY					30 Sep 2020 13:25:22 Z	Actions
		Dedicated		DISCONTINUE					30 Sep 2020 13:20:55 Z	Actions

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

CJON	Service Type	Status	Date Modified	Actions
	Wireless Devices and Services - Mobile Classified - S		15 Aug 2023 14:03:06 Z	Actions

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=eyJBcHBOYW1IjoiVGVhbXMtRGVza3RvcCIsIkFwcFZlcnNpb24iOiIyNy8yMzA2MDQwMTEzOCIsIkhhc0ZlZGVyYXRlZlVzZXIiOiJmZhbHNlQ%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:

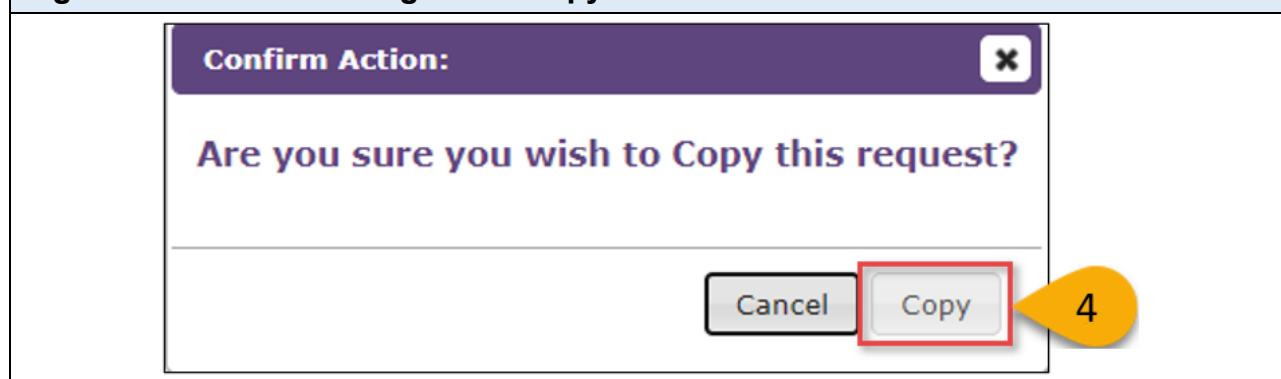
1. On the DISA Storefront Admin Landing Page, click on the **Ordering Portal**.
2. On the Ordering Portal, click on **My Orders**.
3. Next to the desired order, on the **Actions** drop-down menu, select **Copy**.

Figure 7.4.6.1: Copy an Order

Service Type	Status	Type Action	PDC	Agency	CCSD	CSA	Date Modified	Actions
Enterprise Infrastructure Solutions - Other	Ordering	START		DISA			12 Nov 2024 19:19:38 Z	Actions
Enterprise Infrastructure Solutions - Other	Pending Approval	START	EMMETS	DISA			08 Nov 2024 10:33:00 Z	Addressing and Routing Copy Delete
Enterprise Infrastructure Solutions - TFS-S	Draft	START		DISA			15 Nov 2024 15:33:08 Z	Delete
Enterprise Infrastructure Solutions - TFS-S	Ordering	START		DISA			30 Oct 2024 18:20:45 Z	Edit History
Enterprise Infrastructure Solutions - TFS-S	Pending Approval	START	EMMETS	DISA			30 Oct 2024 15:55:46 Z	View
Enterprise Infrastructure Solutions - IPVS	Ordering	START		DISA			29 Oct 2024 13:23:36 Z	Order Comments Email Infrastructure GSD
Wireless Devices and Services	Ordering	START		DISA			28 Oct 2024 19:58:05 Z	Actions

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.

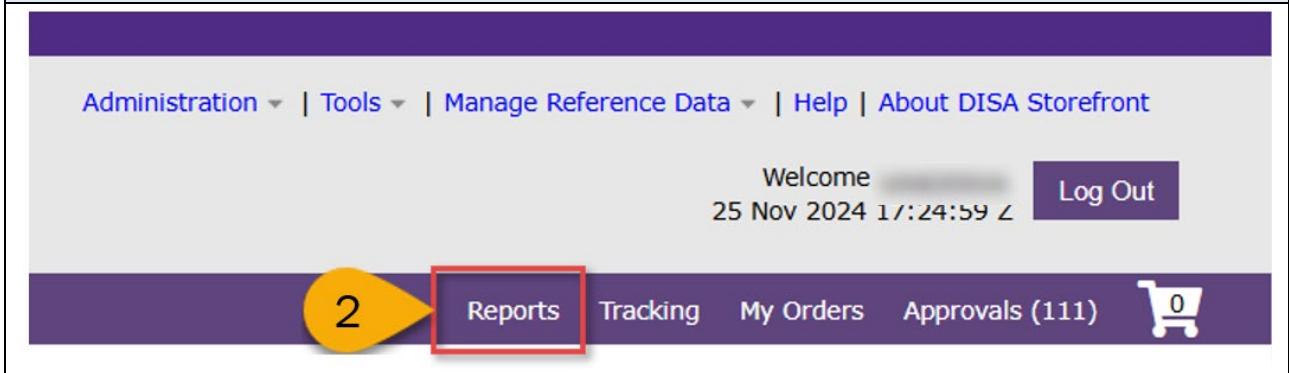
DISA users with the APO role will see reports for all non-subscription service orders placed by DISA, in addition to reports for each non-subscription service orders placed by all agencies.

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.

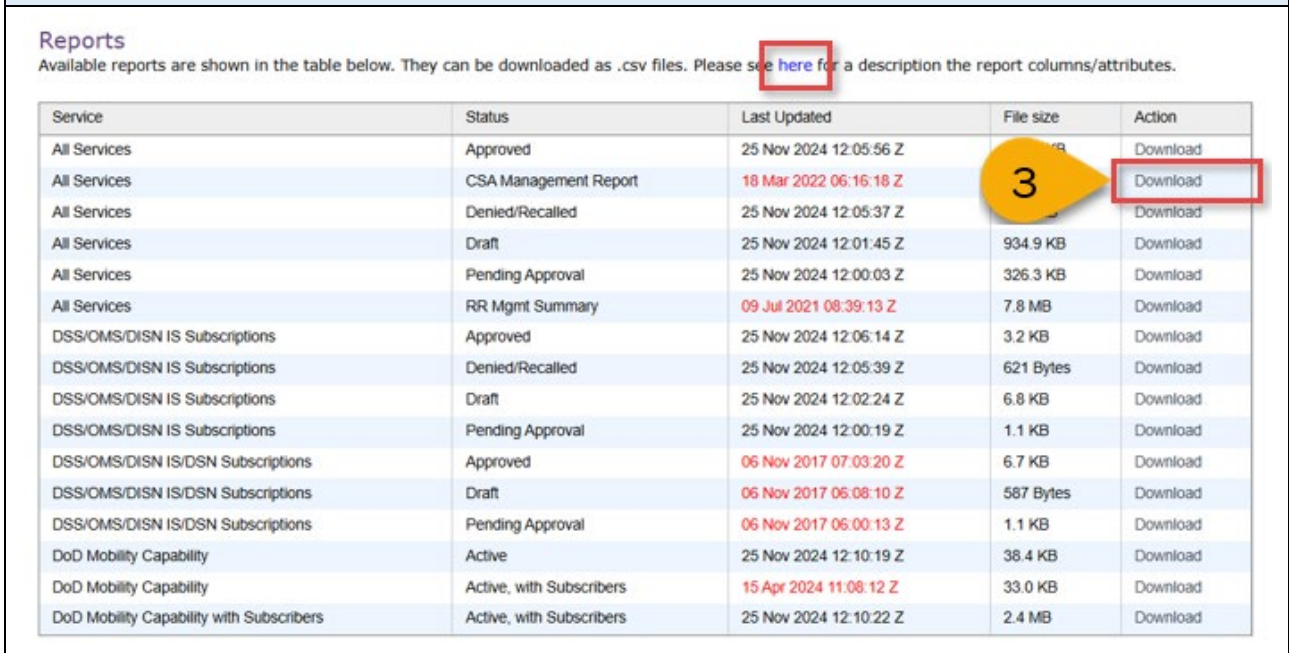
1. On the DISA Storefront Administrative Landing Page, click on the **Ordering Portal**.
2. On the Ordering Portal, click on **Reports**.

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



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