Global Information Grid (GIG) Services Management (GSM)-Operations (GSM-O) Program

GSM-O DISA (Defense Information Systems Agency) DISA Storefront (DSF) User Guide

14-GSMO-LMDM-0193-00
Version: 2.0

Contract No.: HC 1028-12-D-0021

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## Change Log

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Page Numbers Revised</th>
<th>Description of Change</th>
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<tbody>
<tr>
<td>D1</td>
<td>04 June 2014</td>
<td>All</td>
<td>Draft</td>
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<td>00</td>
<td>12 AUG 2014</td>
<td>All</td>
<td>Initial Issue</td>
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<tr>
<td>1</td>
<td>13 March 2015</td>
<td>All</td>
<td>Updates to Potential Error Situations, Common Input Controls</td>
</tr>
<tr>
<td>1.1</td>
<td>22 April 2015</td>
<td>1-3</td>
<td>Minor update to Figures 1-3, and added login with CAC</td>
</tr>
<tr>
<td>1.2</td>
<td>6 July 2015</td>
<td>14-16</td>
<td>Updates to reflect new Location Editor</td>
</tr>
<tr>
<td>1.3</td>
<td>25 August 2015</td>
<td>40</td>
<td>Update to add new error page information</td>
</tr>
<tr>
<td>1.4</td>
<td>1 September 2015</td>
<td>39-40</td>
<td>Updated DGSC to DCCC and 2 figures: System Status Notification Pop-Up Message and Storefront Error Page</td>
</tr>
<tr>
<td>1.5</td>
<td>7 October 2015</td>
<td>6,12,13; 8,11,14; 17-18</td>
<td>Updated to reflect Tracking and Reports (and history); Updated to reflect ability to view TSR Emails; Updated to reflect Special POC update.</td>
</tr>
<tr>
<td>1.6</td>
<td>19 Feb 2016</td>
<td>31, 36,38,40,44</td>
<td>Updates sub-services listing to reflect removal of Networx ATM, FR, addition of CSSS Land-based Mini-M, and EMSS GDB sub-services. Added reference to browser pop-up that displays release messages and browser compatibility warning, and updated Figure 5 to remove Video reference. Added section on editable Networx CLIN qty.</td>
</tr>
<tr>
<td>1.7</td>
<td>18 Mar 2016</td>
<td>30</td>
<td>Added section 16.9.3 to explain ROM table calculations</td>
</tr>
<tr>
<td>1.8</td>
<td></td>
<td></td>
<td>Add a new Admin Section</td>
</tr>
<tr>
<td>2.0</td>
<td>4 May 2017</td>
<td></td>
<td>Updated based on the &quot;My Page&quot; updates consolidation of the My Orders, My Subscription, My Services, as well as additional filter features, search features in the Tracking (formerly My Tracking), and other updates to match the DSSA pages, homepage links. Lockheed Martin updated to Leidos, updated to 2017.</td>
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1 USER GUIDE INTRODUCTION
The Storefront User Guide provides information for a user of Storefront, and will cover the following topics:

- Access requirements and instructions to create an account on Storefront
- Using Storefront, from Logging in to Submitting, Tracking, and Managing Orders
- Instructions on how to use Storefront for different Type Actions (i.e. Start, Change, Amend, Discontinue, Cancel)
- Currently active Services orderable through Storefront

2 STOREFRONT ACCESS
In order to access Storefront:

1. Go to https://disa-storefront.disa.mil/dsf/home to access Storefront
2. You can utilize the link to Create Account, and request an account.
3. After requesting an account, you will need to request a role. The role(s) to request will vary based on what agency you belong to and what capabilities of Storefront you will need to leverage.

3 LOG-IN SCREEN
Once you have received a username and password, will be able to log into DISA Storefront’s page at https://disa-storefront.disa.mil/dsf/home to access Storefront. If you see the screen as seen in Figure 3-1, then you are on DISA Storefront’s Landing Page. You can also directly access Storefront using https://ddsf.disadirect.disa.mil/kinetic/DisplayPage?name=DDSF_Home. You would be re-directed back to the DISA Storefront website, and then asked to log-in, then re-directed back to Storefront. Note: You will need Internet and/or NIPRNet access in order to get to this site.

Figure 3-1 DISA Storefront Landing Page

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Along the right-hand side you will see the Log In link, as highlighted in Figure 3-1. Clicking that will take you to the log in page as seen in Figure 3-2 DISA Storefront Sign In. Once the PKI solution is fully implemented, all applications that rely on DISA Storefront for authentication (ex. DDOE, Storefront, TIBI) will be affected and the DD Login Page will no longer accept the use of passwords for new or existing users. All DISA Storefront users (DOD and non-DOD) will have to use DOD approved PKI solutions as the only supported method for authentication and access into DISA Storefront and supported applications.

Figure 3-2 DISA Storefront Sign In
After logging in, the Mission Partner will be taken to the Manage Account Page as illustrated in Figure 3-3 Storefront Link. The options to Order Now, access Telecommunications Inventory Billing Information (TIBI) homepage, Manage Account, Manage Roles, and Manage Routing are presented. You can access Storefront by clicking the ‘Order Now’ link from the DISA as highlighted in Figure 3-3 Storefront Link, will take you to the Storefront Homepage.

Figure 3-3 Storefront Link

For existing users, Storefront uses your DISA Direct user account and roles. There is no need to set up a new account or roles for accessing. From the DISA Direct page, the user may be able to Manage Account, Manage Roles, and Manage Routing.

3.1 Manage Account
Refer to DSSA FAQ for more details.

3.2 Manage Roles
Refer to DSSA FAQ for more details.

3.3 Manage Routing
Refer to DSSA FAQ for more details.
3.4 Homepage

When you see the screen as seen in Figure 3-4 Storefront Homepage, you have successfully logged into Storefront, and you are now on the Storefront Homepage.

The following are a few key Homepage Features, as numbered in Figure 3-4 Storefront Homepage:

1) In the upper right, the user that is logged in and time is displayed, and beneath that is the menu.
2) The left hand side of the menu that displays “Agency/Org” indicates who the user is ordering on behalf of. Further information on how to use this feature and the impact will be provided in the Agency/Org Section.
3) The menu is configurable based on user and role, with Cart and My Orders selection. A user may also have additional options such as Approvals.
4) The Service Menu is on the left.
5) The area users interact with are in the middle panel.
6) The Active Help is on the right, where users can also find the FAQ link and Contact Us button.

4 AGENCY/ORG

The Agency/Org can be changed and Storefront will dynamically reconfigure the Service Listing to only show them the Services they are able to order, and this is also used to trigger agency/org specific business rules throughout the ordering process as applicable. By clicking on the “Order as Agency/Org Change” button on the left side of the menu, the user can select a different Agency and Organization to order on behalf of, and will see the drop downs as in Figure 4-1 Agency and

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Organization Catalog Selection. Selecting certain Agencies and Organizations may limit the services the user can order.

Other business logic associated with Agency/Org:

- Agency and Org also affect certain CLINs that may be available to a user

Figure 4-1 Agency and Organization Catalog Selection

5 SEARCH

5.1 Service Listing Search

To search for a Service in the Storefront Service Catalog, type the search string in the Search bar on the Homepage, and click on Search. 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.

5.2 Location Search

a) Using the drop-down search:

- The addresses are defaulted to displaying addresses in your Agency, but they can also be filtered to just your Personal addresses, or widened to All addresses in the Storefront database by changing the Filter Level drop-down.

Figure 5-1 Filter Level drop-down

- To search for all addresses in a Country: Select Country and hit the Search button.
- To search on additional parameters, use the free text Search field to input on Location Name, GEOLOC Code, Address, City, Stand Zip or Country. Partial searches can be used. The search field works as follows: If 'wash' were entered (without the quotation marks), addresses in Washington state, addresses on Washington street, and addresses in the city of Washberry will be returned.
- After an initial search is returned, the address can be further refined by the State and City filters. Refer to Figure 5-2 Location Search - Country, State, City Example for an
example where the user first searches on "Washington", and yields several results, and can further refine the State to DC or WA, and the City can also be filtered.

![Location Search - Country, State, City Example](image)

In general, the user can always press enter instead of hitting the Search button if your cursor is in the search field.

*Note:* The match is not case-sensitive and will match anywhere in the string. Also, entering a country, state, or city in the free text field does not override the choices in the pulldowns because all the fields are put together with an “AND”. Only one of the 7 fields listed above must match the free text field, if specified.

### 5.3 My Orders Search/Filter

To search for an order, services, or subscriptions, go to the “My Orders” page. In the Search bar, you can type the search string in the Search bar on the “My Orders” page, and click on Filter. For example, if you are looking for only Dedicated services ordered, type “Dedicated”, then the results will be filtered for items that contain the string “Dedicated”. To clear the filter, click on “Clear”, and all orders will appear again. A user can search on CCON number, submitter, TSR number, Type Search, Type Action, PDC number, CCSD, and CSA. You may additionally filter on the validation status using the left-hand “Status” by selecting one or multiple statuses (Draft, Ordering, In Cart, Denied, Recalled, Pending Approval, Pending Fulfillment, Completed, Active, Active – Pending Reaward, Active – Pending Discontinue, Active – Pending Change, Discontinued) Use the Filter and Clear buttons to filter as needed.
5.4 Approvals Search/Filter

To search for an order in the approval process, go to the “Approvals” page. In the Search bar, type the search string in the Search bar on the page, and click on “Filter”. A user can search on CJON number, submitter, TSR number, Type Search, Type Action, PDC number, CCSD, and CSA.

5.1 Tracking Search/Filter

To search for an order, subscription, or service, you can also go to the “Tracking” page. To search, input one or more search criteria, then click Search. Leave any field blank to exclude it from the criteria. You may use Tracking to search on orders on any of the following fields: My Orders Only, Status, CJON, TSR, PDC, Related CJON, CSA, CCSD, IMEI, DCN, or Service Type. Once you have the results from the Tracking page, you may filter orders on any of the following fields using the free text search filter: Related CJON, CCSD, CJON, CSA, PDC, Service Type, Requestor, TSR, and Type Action. You may additionally filter on the Agency (if you are a user with the APO role), Requestor, Status, or Service Type. The criteria for each search parameter will appear to the right of the search area to help the user with the minimally accepted criteria. For example, the CJON requires a minimum of 4 characters, where partial CJONs are allowed.

6 SERVICE SELECTION

A Service can be selected on the left-hand side of Homepage. Based on the Agency/Org the user is ordering on behalf of, the services that can be ordered are configured based on that rule set. The Services are listed under the service’s respective portfolio. For example, the Dedicated Service can be found by hovering over the “Transport Services” item, and then selecting “Dedicated”. At this point, once the user has selected the service that they would like to order, the user can click on the “Order Now” button, and begin the ordering process.

7 CART

The “Cart” page contains all products and services to be submitted with your order. The user can review the items that are in the cart, continue shopping, or finalize orders that are in the cart. As noted on the “Cart” page, the prices are estimates and subject to change. Changes in the cost estimates are coordinated with the agency requesting the service prior to DISA finalizing the requirement.

8 MY ORDERS

The My Orders page shows you all of the orders the user that is logged in has placed through Storefront. The Draft tab shows all of the user’s orders that have not yet been submitted. The In Process tab shows all of the user’s orders that are pending approval or fulfillment. The Completed tab shows all of the user’s orders that have been fulfilled, and a corresponding entry in the My Services page for the TSR can also be found.

Submitted: An order is considered Submitted when the Finalize Order button is pressed from the Cart. An order that is Submitted becomes an order that is Pending Approval. Submitted orders are eligible for Recall by the Originator under My Orders.

Approved: An order is considered Approved when it has gone through all necessary routing, and the final office has been reached and has a status of Approved. An order that is Approved becomes an order that is Pending Fulfillment. Approved orders are eligible for Amend and Cancel under My Orders.

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8.1 Additional Actions within My Orders

Users also have the ability to take additional actions with their orders under the My Orders page as seen in Figure 8-1 My Orders Page, under “Actions”.

- **View**: A user can view the order details of the orders by clicking on the “View” button under “Actions” in the middle panel.
- **Edit**: A user can edit Draft orders by clicking on the “Edit” button under “Actions” in the middle panel.
- **Copy**: A user can copy orders by clicking on the “Copy” button under “Actions” in the middle panel.
- **Delete**: A user can delete orders by clicking on the “Delete” button under “Actions” in the middle panel.
- **Addressing and Routing**: A user can look at the addressing and routing information of an order by clicking on the “Addressing and Routing” button under “Actions” in the middle panel.
- **History**: User can look at history of an order by clicking on the “History” button under “Actions” in the middle panel.
- **Amend**: A user can amend an order if the status of an “In Process” order has a status of “Pending Fulfillment”.
- **Cancel**: A user can cancel an order if the status of an “In Process” order has a status of “Pending Fulfillment”.
- **Recall**: A user can recall an order if the status of an “In Process” order has a status of “Pending Approval”.

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**Figure 8-1 My Orders Page**

- View: A user can view the order details of the orders by clicking on the “View” button under “Actions” in the middle panel.
- Edit: A user can edit Draft orders by clicking on the “Edit” button under “Actions” in the middle panel.
- Copy: A user can copy orders by clicking on the “Copy” button under “Actions” in the middle panel.
- Delete: A user can delete orders by clicking on the “Delete” button under “Actions” in the middle panel.
- Addressing and Routing: A user can look at the addressing and routing information of an order by clicking on the “Addressing and Routing” button under “Actions” in the middle panel.
- History: User can look at history of an order by clicking on the “History” button under “Actions” in the middle panel.
- Amend: A user can amend an order if the status of an “In Process” order has a status of “Pending Fulfillment”.
- Cancel: A user can cancel an order if the status of an “In Process” order has a status of “Pending Fulfillment”.
- Recall: A user can recall an order if the status of an “In Process” order has a status of “Pending Approval”.
• Change: A user can change an order if the status of an "Active" order has a status of "Active".
• Discontinue: A user can discontinue an order if the status of an "Active" order has a status of "Active".
• Reaward: A user can reaward an order if the status of an "Active" order has a status of "Active".
• Email DCCC: A user can send an email to the DCCC for a CJON/TSR.
• TSR Email: A user can view and print the TSR email for the order if the order is Pending Fulfillment, Active, or Completed.

9 APPROVALS
The Approvals pages shows the user all of the approval actions the user has taken through Storefront. This page is one of the configurable menu items available for users that have the appropriate role. The Active tab shows any orders that are awaiting approval from the user or approval office. The Completed tab shows any orders that have been approved or denied by the user's approval office, but not yet gone through final approval or been deleted by the originator. The Archived tab shows any orders that have been fully approved or that the originator has deleted.

Approved: An order is considered Approved when it has gone through all necessary routing, and the final office has been reached and has a status of Approved. An order that is Approved becomes an order that is Pending Fulfillment. Approved orders are eligible for Recall, if "Complete", under Approvals.

9.1 Additional Actions within Approvals
Users also have the ability to manage and recall an order under the Approvals page as seen in Figure 9-1 Approvals Page.

Figure 9-1 Approvals Page
- Manage: A user can manage an approved order under the “Active” tab. By clicking on the “Manage” option, this will take the user to a Review page, and then allow the user to click on the “Approve\Deny” button, or to make changes to the order and then click on the “Approve\Deny” button. Once this button is clicked, the Approval page will load. There are three variants of this page. Based on the type of routing office that the approver belongs to, one of these variants will be displayed on Storefront:
  - Standard Approval: There is a comment box to approve or deny actions
  - Provisioning Approval: The approver is asked to verify the cost estimate along with the comment box to approve or deny actions.
  - Financial Approval: The approver is asked to perform a bona fide fiscal year approval of the PDCs along with the comment box to approve or deny actions.

Once the orders have been approved, the order will appear under the “Approvals” page, under the Completed tab; however, the order will still have other approvals needed.

- Recall: A user that has an approval role can recall an approved and “Complete” order. During the period of time during which the order is waiting for other approvals, an approval route point can “Recall” the order back to an approver, under the “Completed” tab. Once a deny, originator recall, or financial approval action happens, then the approval requests go to the “Approvals” page, under the Archived tab.

10 MY SERVICES
The My Services has been consolidated into My Orders with all actions available in My Orders. The user can use the left-hand filter to further refine their filter. All actions that could be taken from My Services can now be taken in My Orders.

11 MY SUBSCRIPTIONS
The My Subscriptions page has been consolidated into My Orders with all actions available in My Orders. The user can use the left-hand filter to further refine their filter. All actions that could be taken from My Subscription can now be taken in My Orders.

12 REPORTS
The Reports page allows you to download order reports from the previous day. Each report contains all the DISA Storefront 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. Under Actions, click on the Download button as seen in Figure 12-1 Reports Page.
13 TRACKING
The Tracking page allows you to search for orders, subscriptions and services based on the specified search criteria. To search, input one or more search criteria, then click Search. Leave any field blank to exclude it from the criteria. You may use Tracking to search on orders on any of the following fields: My Orders Only, Status, CJON, TSR, PDC, Related CJON, CSA, CCSD, IMEI, DCN, or Service Type. Once you have the results from the Tracking page, you may filter orders on any of the following fields using the free text search filter: Related CJON, CCSD, CJON, CSA, PDC, Service Type, Requestor, TSR, and Type Action. You may additionally filter on the Agency (if you are a user with the APO role), Requestor, Status, or Service Type. The criteria for each search parameter will appear to the right of the search area to help the user with the minimally accepted criteria. For example, the CJON requires a minimum of 4 characters, where partial CJONs are allowed as seen in Figure 13-1 Tracking Page.
13.1 Additional Actions within Tracking

Users also have the ability to view an order or service as well as order and service history of their orders after a search is performed based on the criteria under the Tracking. They also have the ability to take the same actions that could be taken under the “My Orders” page under “Tracking” as seen in Figure 13-2 Tracking – Search Criteria Page.

- View: A user can view the order details of the orders by clicking on the “View” button under “Actions” in the middle panel.
• Edit: A user can edit Draft orders by clicking on the “Edit” button under “Actions” in the middle panel.

• Copy: A user can copy orders by clicking on the “Copy” button under “Actions” in the middle panel.

• Addressing and Routing: A user can look at the addressing and routing information of an order by clicking on the “Addressing and Routing” button under “Actions” in the middle panel.

• Take Ownership: A user can take ownership of an order from another requestor within the same “Agency/Org” by clicking on the “Take Ownership” button under “Actions” in the middle panel. This would be used for assuming responsibility for an order from someone else within the user’s agency/org. Taking ownership of a request will change the SR contact/owner and may also change the agency that is associated with the request and therefore who has access to the request. Editing the order will not make these changes but will allow access to the request. As an example, Joe Fulfillment originated a request, and now that request needs to be Canceled, but Joe is no longer on the team. Jane Fulfillment would utilize the “Take Ownership” action to assume responsibility, thereby becoming the SR contact.

• History: User can look at history of an order by clicking on the “History” button under “Actions” in the middle panel. Clicking on the “History” button will open a new tab with an “Order History” and if applicable, a “Service History” tab, as seen in Figure 13-3 Tracking - Item History.

• Amend: A user can amend an order if the status of an “In Process” order has a status of “Pending Fulfillment”.

• Cancel: A user can cancel an order if the status of an “In Process” order has a status of “Pending Fulfillment”.

• Recall: A user can recall an order if the status of an “In Process” order has a status of “Pending Approval”.

• Discontinue: A user can discontinue an order if the status of an “Active” order has a status of “Active”.

![Figure 13-3 Tracking - Item History](image-url)
• Reaward: A user can reaward an order if the status of an “Active” order has a status of “Active”.
• TSR Email: A user can view and print the TSR email for the order if the order is Pending Fulfillment, Active, or Completed.
• Email DCCC: A user can send an email to the DCCC for a CJON/TSR

14 ADMINISTRATION TOOLS AND MANAGE REFERENCE DATA

14.1 Create Blank TSR
If the order you are looking for was a DISN order not created in DISA Storefront or DDOE the "Blank TSR" tool can be used to initiate a Reaward or Discontinue type action. The tool, accessible to users with the APO (Authorized Provisioning Official) role, can be found in the upper right hand corner of the page under the "Administration" link.

14.2 Manage CCO/CMOs
This page allows users with the ARO, APO, or ADO roles to add and edit CCO/CMOs. Users with the ADO role can delete CCO/CMOs, if the CCO/CMO is not being used on an existing order.

14.3 Manage Demarcs
The Manage Demarcs page allows users with the ARO, APO, or ADO roles to add and edit demarc locations. Users with the ADO role can delete demarc locations if the location is not being used on an existing order.

14.4 Manage Locations
The Manage Locations page allows users with the ARO, APO, or ADO roles to add and edit service delivery point locations and manage their association to a commercial demarc. Users with the ADO role can delete service delivery point locations if the location is not being used on an existing order.

14.5 Manage POCs
Users have the ability to edit or delete a POC from the Manage POCs page that is used on an order or by other reference data. Editing a POC from the Manage POC page can be seen in Figure 14-1 Edit POC from Manage POC Page.
• Users with the ARO or APO or ADO roles have access to a POC management page accessible from the DDSF homepage. Users with the ARO, APO, or ADO role can search for a POC or Special POC, add a new POC or Special POC, edit the properties of a POC or Special POC, and view the name and the time date stamp of the user who last edited a POC record.

• Users with the ADO role can delete a new POC or Special POC if it is not used on an order or by any other reference data.

• Users with the ARO or APO role will have access to manage POCs from inside the order process, and will be able to: edit the properties of a POC or Special POC, view the name and the time date stamp of the user who last edited a POC record.

15 REFERENCE DATA AND MANUAL OVERRIDE

Recognizing that Storefront relies on the accuracy of reference data from various sources for location data, POC data, configurator data, CLIN data, equipment data, amongst other types of reference data, Storefront has a built-in manual override feature for key data elements in case a location or POC detail is not available as a drop-down. This feature is added to enhance the data quality and allow the user the flexibility to enter data to complete a service order.
15.1 Location Data
Location Data leverages reference data. The user can search for a location based on the Site, Zip code, State, or City. However, if the search results do not provide an address required for the order, the user is allowed to add an address on Storefront by clicking on “Create a New Address” or “Create a New Address Based on Existing” as seen in Figure 15-1 Create a New Address.

![Create New Address](image)

**Figure 15-1 Create a New Address**
A pop-up window, such as the one seen Figure 15-2 Location Editor Pop-Up Window, in will appear to allow the user to enter the appropriate location data for the order. If the button, “Create a New Address Based on Existing” is clicked, any information already provided on the Service Delivery Point or Shipping page will be used to pre-populate the new location, so the user can create a new location based on existing ones.

![Create New Address](image)

**Figure 15-2 Location Editor Pop-Up Window**
Once the address is completed, the user can also use the feature to add new buildings, floors, and/or rooms to the new location by clicking the “Next” button at the bottom of the Address accordion. The user sees the Location accordion as in Figure 15-3 Location: Building, Floor, and Room selection, and is prompted to select one of the listed building, floor, rooms and select “Next” or has the option to “Add new” building, floor, and Room combination if the one listed is not seen.
If the user selects “Add new”, a pop-up window as seen in Figure 15-4 Add New Building, Floor, Room Pop-Up Window. Once the new building, floor, and room are entered, the “Add” button in the window will be enabled and the window will close. The new building, floor, room will appear in the location, with an option to remove or edit the information.

Required and Optional Facility Information can be entered in the Facility Information accordion, and any mandatory POC required will be prompted to be entered by the user.

**15.2 POC Data and POC Search**

POC Data leverages reference data tied to the location data. The user can search for a location based on the Site, Zip code, State, or City. However, if the search results do not provide an address required for the order, and associated POC, the user is allowed to add POC information on Storefront by entering the detail when asked for the Point of Contact information. If no Point of Contact exists, or you want to modify the existing POC data, click on “Lookup POC”, and a pop-up window will appear to allow the user to enter the appropriate POC data for the order, as seen in Figure 15-5 POC Pop-Up. POCs can be searched by Organization and/or Name and/or location. By searching on any of the parameters, the returning values can be added to the POC list by selecting the desired item, and clicking “Add POC” in the Lookup POC window. The “Name” search field works as follows: If 'james' were entered (without the quotation marks), James Adams and Robert James would both be returned because the text 'james' is found in either the first name or the last name (or both). If multiple values are input, Storefront will search the first name for the first value and the last name for the second value. For example, if 'Jess James' were entered, Jessica Jameson and Jesse James would both be returned. Note: Searching in this field is not case-sensitive. The user may also click on the “Special POC Search?” check-box if the search criteria is for a Special POC.
If the POC is not found, the user has the option to select, “Create a New POC”, and a new pop-up window will appear as seen in Figure 15-6 Create New Point of Contact Pop-Up Window. After entering all required POC data, the “Create” button will be enabled, and the new POC will be created.

If the “Special POC?” checkbox is selected, under the Name section, only the “Special POC” question is required to be selected as seen in Figure 15-7 special POC Name dropdown. A New Special POC
will be created after entering all required POC data, the “Create” button will be enabled, and the new POC will be created.

![Name](image1.png)

**Figure 15-7 special POC Name dropdown**

Currently, at a minimum, the Primary POC is required to enter in a new Location and/or POC. The user will be prompted to select the POC type for each POC entered, as seen in Figure 15-8 Points of Contact Information. Additional options to View POC information, which will prompt a pop-up window to appear with POC details, or Remove POC, which will remove the POC from the list, are also actions that can be taken.

![Figure 15-8 Points of Contact Information](image2.png)

**15.3 Commercial Demarcs**

Commercial Demarcs leverages reference data, similar to Location data. This provides the user with registered Commercial Demarc locations. The user can select a registered demarc or search for a new demarc using Country, State, or Site, Address, City, or Zip filter search criteria, as seen in Figure 15-9 Commercial Demarc. Items in the table can also be edited. By clicking on the “Edit” hotlink, a new pop-up window will appear to edit Location and POC details.

![Figure 15-9 Commercial Demarc](image3.png)

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15.4 Configurator Data

Configurator Data leverages reference data, developed uniquely by the Storefront team. This provides the user with valid data rate and interface combinations, to reduce the need for SME knowledge to make an informed configuration selection. The Data Rate slider and Interface question interact dynamically. A user can select Service Category and Data Rate, then select an Interface Type:

a. The user can select a Service Category and use the Slider or Data Rate drop-down to select the desired Data Rate, as seen in Figure 15-10 Service Category Selection and Data Rate Slider. The data rate drop-down can be used to specify a data rate that is not part of a “valid” configuration.

![Figure 15-10 Service Category Selection and Data Rate Slider](image-url)

b. The user can then choose to specify their Interface Type, by selecting “Yes” to the question, “Do you have a specific Interface Type requirement?” and continuing to select that you are choosing a Standard Interface as seen in Figure 15-11 Standard Interface Selections for Service Category. This selection allows the user to specify a simplified interface that is not part of the “valid” configurations. From this screen, the user can select an interface for the associated Service Category. If the interface chosen is compatible, then the selection for data rate and interface is complete.

![Figure 15-11 Standard Interface Selections for Service Category](image-url)

c. If you select an interface and a pop-up appears as seen in Figure 15-12 Incompatible Interface/Data Rate Pop-Up Window, then the interface chosen is not compatible with the data rate chosen.
When the user chooses an incompatible interface for the specified data rate, the user is given two choices:
1. Select Continue to continue with this Interface and select a different Data Rate: If you say to keep the interface, it resets the data rate and updates the slider to only show data rates applicable for that interface.
2. Select Cancel to continue with the selected Data Rate and select a different Interface: If you say to keep the data rate, it unselects the interface you just picked and you try again, potentially setting the interface specification question back to no if you need/want to.

If the search results do not provide a configuration (data rate and interface) combination that the user desires, the user will be able to type in a specified data rate, and also have the ability to choose a non-standard electrical/physical interface type. This provides the user with a configurator manual override, by selecting “Yes” to the question, “Do you have a specific Interface Type requirement?” and “No” to the question, “Do you want to use a Standard Interface.” By selecting these options, the Electrical Interface and Physical Interface drop-downs will appear as in Figure 15-13 Data Rate and Interface: Non-Standard interface drop-downs.

If the user would like to add a configuration to the Storefront database, it is recommended that the user contacts the Storefront team directly for inclusion of the configurations to the baseline.
15.5 CLIN Data
CLIN data leverages reference data, provided by different POCs. Currently, there is CLIN data for Networx, EMSS, and CSSS. The CLIN data is logically mapped to questions and pages, and answering certain branching questions (i.e. choosing Yes or No) may affect the outcome of the CLINs that are displayed. However, if the CLIN is not seen in the search results, there is a manual CLIN entry section to allow the user to enter the CLINs directly. If the user would like to add, remove, or update CLINs to the Storefront database, it is recommended that the user contacts the appropriate service POCs and the service POCs will contact the Storefront team directly for inclusion of the CLINs to the baseline.

15.5.1 Networx CLIN Reference Data
Networx CLIN data represents a variant of CLIN data that will be described in further detail in this section. Currently, Storefront supports 13 Networx Sub-services, including an “Other Networx” sub-service, used as a catch-all sub-service capability. The Networx CLIN reference data mapping has been determined by the question that is driving the CLIN choices. However, if the provided Networx CLIN data is not available, a secondary search feature has been enabled to allow applicable CLINs to be searched for and added to an order. For example, the user may find that a specific DAA CLIN has not been added after answering all the relevant Networx sub-service questions. On certain questions, a feature for the user to add CLINs will be allowable if the user sees the message as in Figure 15-14 Add CLINs message option, and clicks on “Here”.

Figure 15-14 Add CLINs message option
Each Networx Sub-Service will also have a dedicated CLIN Entry Page. The user will be provided a separate CLIN Entry page for circumstances where CLINs were not added during the process of asking the Networx sub-service questions, or the user wants to add the CLINs on this page. The user will have both the option to attempt to search for a CLIN or manual enter CLINs by adding them to the Networx CLINs table.

Figure 15-15 Networx CLIN Entry Page
15.6 Equipment Data

Equipment data consists of customer equipment as well as cryptographic equipment, both utilizing reference data. The following section describes each in further detail.

15.6.1 Customer Equipment

a. Standard
   Equipment data leverages reference data, provided by the UCCO for the unclassified Approved Products List. To look for the customer equipment, search for Terminal Equipment using either the Type and/or Manufacturer drop-down menus. However, if the equipment is not seen in the search results, there is a manual equipment entry section to allow the user to add the equipment directly. These options can be seen in Figure 15-16 Terminal Equipment Search and Manual Entry. This feature can be seen on the Equipment Information and predominantly in the Equipment Only Service. If the user would like to add equipment to the Storefront database, it is recommended that the user contacts the Storefront team directly for inclusion of the equipment to the baseline.

   ![Figure 15-16 Terminal Equipment Search and Manual Entry](image)

b. Equipment to Acquire
   The customer may also be asked if there is any additional equipment that one needs to acquire. If the response is Yes, then a table will appear to allow the user to add additional equipment by manually entering the CLIN, Contract Number, Description, QTY, UOM, MRC, and NRC fields, as seen in Figure 15-17 Equipment to Acquire Manual Entry Table.
c. ECCVoIP SIPRNet LAN Firewalls
Under the DISA Enterprise CVVoIP Service, the user will be asked if their SIPRNET LAN is configured to support SVoIP. If the user responds, “Yes”, then the user can search for the SIPRNET LAN Firewall desired to associate with an order, and search by Company, as seen in Figure 15-18 ECVVoIP Equipment Page. If the Company is available in the drop down, select that to review available firewalls. If the Company is not available in the drop down, the user can manually enter the firewall details into the Selected Firewall Equipment table and save it for later use. If the desired firewall Model and/or Software Version is not in the search results and a new entry can be added for this order and later use. Additionally, the user can either manually enter the firewall details into the Selected Firewall Equipment table or select a search result and then update the entry in the Selected Firewall Equipment table as necessary.

15.6.2 Crypto Equipment
Equipment data leverages reference data. To look for the Cryptographic Equipment, select the cryptographic equipment from the available selection, or enter the cryptographic equipment data in the manual crypto equipment table, as seen in Figure 15-19 Crypto Equipment Table. If the user...
would like to add equipment to the Storefront database, it is recommended that the user contacts the Storefront team directly for inclusion of the equipment to the baseline.

**Figure 15-19 Crypto Equipment Table**

15.7 COMSEC Accounts

On the Crypto page, the user will also be asked to enter COMSEC account and COMSEC Custodian data. COMSEC accounts will have associated Custodians. Registered COMSEC Custodians will be associated with COMSEC Accounts, but the user may also elect to select a different COMSEC custodian using the Search for POC option, or even creating a new POC. These options can be seen in Figure 15-20 COMSEC Custodian.

**Figure 15-20 COMSEC Custodian**

16 COMMON INPUT CONTROLS

This section provides further detail on common features within Storefront. In this section, you will learn shortcuts and tool actions, such as how to do a type search in the drop downs, access the full set of items in a drop down, learn more about the back and continue buttons, branching questions, reference data, little arrows to maximize/minimize screen, zooming in/out.

16.1 Type Search in the Drop-Down Menu

In any of the drop-down menus, a user has the option to scroll to the desired selection, or can start typing in the drop-down field, and see the options that appear. As seen in Figure 16-1 Type Search of Drop-Down Menu, as the user begins to type in the blank field, the drop-down will filter on the selections that match the text search string.
The user can search for partial words or text that may be part of the Agency or Organization. For example, if the user types “red”, all Agencies that have the string “red” will be returned in the filter. This can be seen in Figure 16-2 Type Search Middle of String Drop-Down Menu.

16.2 Accessing Full Set of Items in the Drop-Down Menu

Some of the drop-down lists are long, and as a result, the drop-down will default to show the “Top” items to accommodate for space constraints. To access the full set of items in the list, click anywhere on the pulldown component except the arrows on the right, as seen in Figure 16-3 Accessing the Full List in Drop-Down Menu.
16.3 Navigating through Storefront

There are various ways to navigate through the pages of Storefront. The primary way is to use the Back and Continue button located at the top of the Storefront page, on every page, as seen in Figure 16-4 Back and Continue Buttons. The Storefront ordering process leverages pre-defined wizards to collect and validate the order data at each step of the process before continuing to the next step. This ensures that only the necessary information is displayed to the user at each step and increases overall order data quality. Therefore, if the user has not completed a section and saved yet, they cannot jump ahead to the next page, but the user can go back pages that have already been completed. Hitting the Continue button also triggers the page to be automatically saved. Additionally, there are similar buttons such as Checkout and Add to Cart that function to automatically save the user’s order data.

However, there are other ways to navigate through the pages. The user can also click on the hyperlinks in the Item Configuration to traverse backwards or forwards, as seen in Figure 16-5 Item Configuration Panel.

If the user attempts to navigate away from the page with unsaved data, a pop-up window such as the one seen in Figure 16-6 Navigation Warning for Unsaved Data Pop-Up, will appear. Any information input on a page is saved once the Continue button is pressed and the next page is loaded. When the Back button is pressed, any information on a page that has not already been saved and is not prepopulated, auto-generated, or defaulted, will be lost and will need to be reentered when the user returns to this page.
Another way the user can traverse through the different stages of the ordering process is to click on the hyperlink in the top banner of the Storefront page. There, the user can click on the link to go back to Configure if the user is already in Checkout, Figure 16-7 Storefront Ordering Banner.

### 16.4 Branching Questions

Throughout Storefront, the user may be asked to answer questions with a Yes or No response. By selecting one of the choices, this may filter on or expand on selectable options for subsequent responses. An example of a branch question can be seen in Figure 16-8 Branching Question. When responding to a branching question, consider the potential impact of the allowable choices that may follow.

![Branching Question](image)

**Figure 16-8 Branching Question**

### 16.5 Minimizing and Maximizing Screens

The panels on the left and right have an ability to minimize and maximize so that the user can optimize the space in the middle panel. As depicted in Figure 16-9 Minimizing and Maximizing Panel Screens, the green circle indicates the arrow to click on to open and close the panels.
16.6 Manual Entry Workaround in a Drop-Down

A user can manual enter items in certain drop-downs as a workaround. For example, for Networx orders, the user may not find the correct drop-down item listed to respond to a question.

For example, when asked the question regarding Access Level, you may find the responses, “Dedicated” or “Embedded”. However, if the user does not find the appropriate response, it can be manual entered directly in the drop down area. If you type `<user text>` and press Enter, that value will remain in the search box and then the next option will appear for the next question, such as Service Level. When this question appears, if a manually entered selection was entered previously, there will no drop-downs for subsequent questions, and the user will need to enter the information as well. The missing drop-downs are due to missing reference data entries. If there are any comments or bulk updates recommended, contact the Storefront Help Desk or Service POC.

16.7 Browser Settings to open a New Window or New Tab

Certain questions may provide additional links to external sites. Prior to clicking on the link, it is recommended that the user check their browser settings to ensure that clicking on the link will take you to the new page by opening a new window or a new tab. If the link opens in the same window, then the user will need to ensure that if the user does not want to lose any order data, that they will be required to hit the back button of the browser. Otherwise, an unwanted action of closing the browser may occur. An example of where this may occur on the EMSS Paging sub-service is seen in Figure 16-10 Example link to open a new window or tab.
16.7.1 How to change browser settings in Firefox
To change browser settings in Firefox, go to Tools → Options, then click on the Tabs icon. The window such as in Figure 16-11 Firefox Options, will appear. If you would like to Open a new window in a new tab, check the first box. Change your browser settings as desired, and then click OK.

16.7.2 How to change browser settings in Internet Explorer
To change browser settings in Internet Explorer, go to Tools → Internet Options. Under the General Tab, go to the Tabs section and click on the “Settings” button. The window such as in Figure 16-12 Internet Explorer Tabbed Browsing Settings, will appear. You can change your selections as desired.
Figure 16-12 Internet Explorer Tabbed Browsing Settings

16.7.3 How to change browser settings in Chrome
To change browser settings in Chrome, go to Settings → Show advanced settings... → Network → Click on “Change proxy settings” → Go to the “General” tab, then click on the “Settings” button. The window such as Figure 16-13 Chrome Tabbed Browsing Settings, will appear. You can change your selections as desired.

Figure 16-13 Chrome Tabbed Browsing Settings
16.8 Keyboard Shortcut

16.8.1 Enable “Save” button on Keyboard without a mouse
There is a “Save” button ( ) for manual entry fields which can be activated on the keyboard using the “enter” key if it is for a single line of text or, if there’s more than a single line of text, then hit the “tab” key followed by the “enter” key. That combination will enable the “Save” action without using the mouse.

16.9 Networx ROM Table Editing

16.9.1 ROM Table Editable Pricing for Networx CLINs
All Networx CLINs are now shown in the Estimated Charges as individual line items. All CLINs, Auto-Sold CLINs, the corresponding CLIN prices, including unit price NRC and MRC can be updated and edited by clicking on the NRC or MRC cell of the CLIN entry in the ROM Table. See Figure 16-14 Editable Pricing in Networx ROM Table for example. The MRC and NRC entered into the MRC and NRC fields are the unit price, and Storefront will calculate and display the Total MRC and NRC cost based on the total Quantity of the CLIN after you enter that price and Save.

![Figure 16-14 Editable Pricing in Networx ROM Table](image)

16.9.2 ROM Table Editable Quantity for Networx CLINs
All CLIN quantities can be updated and edited by clicking on the Quantity cell of the CLIN entry in the ROM Table. See Figure 16-15 Editable Quantity in Networx ROM Table for example.

![Figure 16-15 Editable Quantity in Networx ROM Table](image)

16.9.3 ROM Table CLIN MRC calculation
All Networx CLINs have both editing pricing and quantity updates for individual CLINs. It is important to understand that the MRC and NRC entered into the MRC and NRC fields are the unit price, and Storefront will calculate and display the Total MRC and NRC cost based on the total Quantity of the CLIN after you enter that price and Save. That is, Total MRC = Unit MRC x Quantity. Total NRC = Unit MRC x Quantity. For MRC, Total MRC is then multiplied by 12 to calculate the

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Annual MRC cost and added to the NRC cost. Below is a step by step example to illustrate MRC cost. Quantity, MRC, and NRC can be entered in any order, and the steps below are meant to show the logic of calculations.

Step 1: Enter a Quantity of 10. Save.

Step 2: Enter a unit MRC price of $2. Save.

Step 3: After Saving, Storefront will automatically calculate unit MRC of $2 by Quantity of 10. $2 x 10 = $20.

Step 4: Storefront will automatically calculate Annual cost by Multiplying Total MRC by 12. $20 x 12 = $240.

Below is a step-by-step example to further illustrate NRC cost.
Step 5: (From previous, Quantity of 10), Enter an NRC cost of $5. Save.

<table>
<thead>
<tr>
<th>CLIN</th>
<th>Item Description</th>
<th>MRC</th>
<th>NRC</th>
<th>Annual Cost</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>760212 PRI</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>760412 PRI</td>
<td>$20.00</td>
<td>$50.00</td>
<td>$240.00</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$20.00</td>
<td>$50.00</td>
<td>$240.00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Step 6: After Saving, Storefront will automatically calculate unit NRC of $5 by Quantity of 10. $5 x 10 = $50.

In summary, when entering MRC and NRC, keep in mind that this is the unit cost and not the total cost. Storefront will automatically calculate total MRC and NRC based on the quantity entered.

**16.10 Tooltips**

Throughout Storefront, tooltips are available to provide hints on specific fields. The tooltip will appear by hovering over the question mark, a tooltip such as the one in Figure 16-16 Tooltip Example.

**16.11 Active Help**

On the right-hand side of Storefront, an Active Help area is available to provide hints and information of the page the user is currently on.

**16.12 FAQ**

On the right-hand side of Storefront, under Active Help, a user can also visit the Storefront FAQ page for information that is not available in a tooltip or the Storefront Active Help.

**16.13 Contacting the Help Desk**

As a last resort, if the user needs to contact the Help Desk, the user can click on the “Contact Us” button under Active Help. Contact Information (email, phone number) will be available in this area,
where a representative can assist the user with a question or issue they are experiencing on Storefront.

For a listing of potential situations where you should call the Help Desk, please refer to Section 19, Potential Error Situations.

17 REVIEW OF TYPE ACTIONS

This section provides basic understanding of the types of actions available on Storefront.

17.1 Start
This is the action taken when pressing the “Order Now” button. By default, Storefront will create a “Start” type action.

17.2 Amend
This action can be taken through the “My Orders” page, under the In Process tab. When the status of “Pending Fulfillment” appears, the Amend option will appear under “Actions”. If the user would like to make an Amend of a Discontinue, then this action can be taken through the “My Services” page, under the Inactive tab.

17.3 Cancel
This action can be taken through the “My Orders” page, under the In Process tab. When the status of “Pending Fulfillment” appears, the Cancel option will appear under “Actions”.

17.4 Discontinue
This action can be taken through the “My Services” page, under the Inactive tab, under available “Actions”.

17.5 Change
This action can be taken through the “My Services” page, under the Active tab. When the status of “Active” appears, the Change option will appear under available “Actions”.

17.6 Reaward
This action can be taken through the “My Services” page, under the Active tab. When the status of “Active” appears, the Reaward option will appear under available “Actions”. Currently, the “Reaward” option is not available for Services. If an option is not available at the time, Storefront will display the action in Red, and the action will be disabled as seen in Figure 17-1 Action not available displayed in Red text.

By hovering or clicking on the action, and additional pop-up will appear as seen in Figure 17-2 Pop-Up Window Disabled Action - Reaward example.
17.7 Recall
This action can be taken through the “My Orders” page, under the In Process tab. When the status of “Pending Approval” appears, the Recall option will appear under available “Actions”. This action can also be taken through the “Approvals” page, under the Completed tab. When the status of “Pending Approval” appears, the Recall option will appear under available “Actions”.

17.8 Temporary
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. This action can be reviewed under the “My Orders” page, with the Current Type Action listed as “TEMPORARY”, as seen in Figure 17-3 Temporary Action under My Orders.

18 REVIEW OF SERVICES
This section provides basic understanding of each type of service, and a listing of the Services organized by the Service categories under the Service Listing of Storefront of the available services to order.

18.1 Transport
Dedicated and point-to-point circuits between customer locations at various transmission rates.

18.1.1 Dedicated Service

18.2 Data Services
Any-to-any Internet Protocol (IP) connectivity services.
18.2.1 SBU IP Data (NIPRNet)

18.2.2 Secret IP Data (SIPRNet)

18.2.3 DISN Virtual Private Network (VPN)

18.2.3.1 Establish a VPN

18.2.3.1.1 DISN Test and Evaluation (DISN T & E) Service
18.2.3.1.2 Private IP Service
18.2.3.1.3 Private LAN Service
18.2.3.1.4 Label Transport Service

18.2.3.2 Connect to a VPN

18.2.3.2.1 DISN Test and Evaluation (DISN T & E) Service
18.2.3.2.2 Private IP Service
18.2.3.2.3 Private LAN Service
18.2.3.2.4 Label Transport Service
18.2.3.2.5 Medical Community of Interest (MEDCOI)
18.2.3.2.6 Mission Partner Gateway (MPG)/NIPRNet Federated Gateway (NFG) Community of Interest (COI)
18.2.3.2.7 Common Mission Network Transport (CMNT)

18.3 Voice Services

Secure and non-secure high quality voice and voice messaging services.
18.3.1 Commercial Business Line (CBL)
18.3.2 Multilevel Secure Voice (DRSN)
18.3.3 SBU Voice (VoIP and DSN)
18.3.4 Enterprise VoIP
18.3.5 UC Enterprise CVoIP (ECVoIP)

18.4 Satellite Services
Satellite communication (SATCOM) services expand the reach of the network and delivers communication capabilities anytime, anywhere, and in any environment.

18.4.1 Commercial Satellite (COMSATCOM)

18.4.2 Commercial Satellite Subscription Services (CSSS)
CSSS has different Inmarsat sub-services that can be ordered through Storefront. Upon selecting the sub-service, additional services are displayed to select. Upon selecting the BGAN sub-service, the BGAN Blanket Purchase Agreement (BPA) associated with the user's ordering agency will be displayed. The list of Services are listed below.
<table>
<thead>
<tr>
<th>Subsection</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>18.4.2.1.1</td>
<td>Aero H</td>
</tr>
<tr>
<td>18.4.2.1.2</td>
<td>Aero H Safety</td>
</tr>
<tr>
<td>18.4.2.1.3</td>
<td>Aero H+</td>
</tr>
<tr>
<td>18.4.2.1.4</td>
<td>Aero H+ Safety</td>
</tr>
<tr>
<td>18.4.2.1.5</td>
<td>Aero I</td>
</tr>
<tr>
<td>18.4.2.1.6</td>
<td>Aero I Safety</td>
</tr>
<tr>
<td>18.4.2.1.7</td>
<td>Mini-M Aero</td>
</tr>
<tr>
<td>18.4.2.1.8</td>
<td>Land-Based Mini-M</td>
</tr>
<tr>
<td>18.4.2.1.9</td>
<td>BGAN</td>
</tr>
<tr>
<td>18.4.2.1.10</td>
<td>Swift 64</td>
</tr>
<tr>
<td>18.4.2.1.11</td>
<td>Swift Broadband (SBB)</td>
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**18.4.2.2 BGAN**

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<tr>
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<td>18.4.2.2.2</td>
<td>Navy BPA</td>
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<tr>
<td>18.4.2.2.3</td>
<td>Air Force BPA</td>
</tr>
<tr>
<td>18.4.2.2.4</td>
<td>Agencies BPA</td>
</tr>
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**18.4.2.3 Maritime**

<table>
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<td>18.4.2.3.2</td>
<td>Fleet 55</td>
</tr>
<tr>
<td>18.4.2.3.3</td>
<td>Fleet 77</td>
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<tr>
<td>18.4.2.3.4</td>
<td>Fleet Broadband (FBB)</td>
</tr>
<tr>
<td>18.4.2.3.5</td>
<td>Inmarsat B</td>
</tr>
<tr>
<td>18.4.2.3.6</td>
<td>Inmarsat C</td>
</tr>
<tr>
<td>18.4.2.3.7</td>
<td>Mini-M</td>
</tr>
</tbody>
</table>

**18.4.2.4 BSTA**

<table>
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<th>Subsection</th>
<th>Description</th>
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<td>BGAN</td>
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</tbody>
</table>
18.4.2.4.2 Fleet Broadband (FBB)
18.4.2.4.3 Swift Broadband (SBB)

18.4.2.5 SOCOM
18.4.2.5.1 BGAN
18.4.2.5.2 Fleet Broadband (FBB)
18.4.2.5.3 Swift Broadband (SBB)

18.4.3 EMSS
Enhanced Mobile Satellite Service (EMSS) Service allows the ordering and activation of EMSS devices, as well as ordering Equipment only without activation. The list of EMSS ordering capabilities is listed below.

18.4.3.1 Order/Active Short Burst Data (SBD) Device
18.4.3.2 Order/Activate SIM Card
18.4.3.3 Order/Activate Pager
18.4.3.4 Order/Activate DTCS Radio
18.4.3.5 Order DTCS Closed-Net Subscription
18.4.3.6 Order EMSS Equipment Only
18.4.3.7 Create a Global Data Broadcast (GDB) Service
18.4.3.8 Activate a Global Data Broadcast (GDB) Device
18.4.3.9 Subscribe a Global Data Broadcast (GDB) Device to a GDB Service

18.5 Wireless Services
The Wireless Services portfolio provides wireless carrier and mobile access to DISN services by DoD personnel, deployed warfighters, and other authorized Federal Agencies.
18.5.1 DECTK

18.5.2 Wireless Devices and Services

18.5.3 DoD Mobility Capability
   18.5.3.1 DoD Mobility Unclassified Capability (DMUC)
   18.5.3.2 DoD Mobility Classified Capability (DMCC)

18.6 Other Services

Storefront also provides Other Services to be ordered by users that have the appropriate agency/org role.
18.6.1 DISN Backbone (DISA Use Only)
18.6.2 DISN IS Subscription
18.6.3 DSN Subscription

18.6.4 DREN
18.6.5 Equipment Only (Non INMARSAT)
18.6.6 Networx
  18.6.6.1 ACS
  18.6.6.2 IPS
  18.6.6.3 NBIPVPN
  18.6.6.4 CS
  18.6.6.5 GUS
  18.6.6.6 PLS
  18.6.6.7 TFS-D
  18.6.6.8 TFS-S
  18.6.6.9 VSLDS
  18.6.6.10 VSLDD
  18.6.6.11 VSPOSTPCC
  18.6.6.12 VOIPTS
  18.6.6.13 Other Networx

18.7 Deprecated Services

Please Note: The following services were orderable within legacy ordering systems at one point but were retired/OBE per DISA direction. The service orders from these retired services were not moved to DISA Storefront (these services do not exist on Storefront) and were to be removed the end of the legacy ordering retirement activity:

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19 POTENTIAL ERROR SITUATIONS

19.1 Incorrect Roles to Access Storefront

If an incorrect user is entered, an error message will appear in the browser, as seen in Figure 19-1 Invalid Username or Password.

![Invalid Username or Password!](image)

Figure 19-1 Invalid Username or Password

19.2 Unable to Validate PDC

When the user is finalizing the order on the Payment Information page, the user is asked to enter a valid Program Designator Code (PDC). If the PDC code is invalid, an error message showing “Invalid PDC” will be highlighted as shown in Figure 19-2 Invalid PDC.

![Invalid PDC](image)

Figure 19-2 Invalid PDC
An approver may also show an invalid PDC as a funding approval, in which the PDC cannot be approved. If the PDC code is invalid, an error message showing “Not Approved” will be highlighted, and an information message that gives the reason the PDC wasn’t validated if the approver hovers over the icon as seen in Figure 19-3 Invalid PDC for Funding Approval.

19.3 Unable to Continue to Next Page

The user is not able to continue the next page if he or she has not filled out all the mandatory questions on the page. The user is prompted with which fields are mandatory with a red asterisk (*) next to the questions that must be answered. As one example, on the Diversity Page, as seen in Figure 19-4 Unable to Continue to Next Page: Diversity Page example, if the user needs to establish Diversity with other circuits, the Continue button will disable, and additional questions, some mandatory will open up on the page for the user to enter. The Continue button will not enable until all mandatory questions are answered.
19.4 IE10 – Turn off compatibility mode
To turn off Compatibility List Updates:

- Open Internet Explorer.
- Press the Alt key to display the Menu bar (or right-click the Address bar and then select Menu bar).
- Click Tools, and then click Compatibility View settings.
- Clear the Download updated compatibility lists from Microsoft check box, and then click Close as seen in Figure 19-5 Turn off Compatibility List Updates for IE.

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19.5 System Status Notification

If the DDSF system is experiencing internal issues or connectivity issues with one of its supporting systems, a pop-up message will be displayed after login. The operational issue may impact functionality of Storefront. If possible, it is advised that the user does not utilize Storefront when the pop-up message is displayed. See Figure 19-6 System Status Notification Pop-Up Message. The user should check Storefront periodically to see if the issue has been resolved, and the pop-up message is removed. If the user chooses to proceed, they should still be able to draft orders upon seeing the notification; however all of the pages may not be able to retrieve their necessary reference data. Additionally, in most cases, order submissions and approval actions will not be accepted. Various pages will experience long load times while external systems are attempting communications with Storefront, in which the use may also see messages indicating issues with systems communication. For additional information, please contact the DCCC to create a new ticket or get additional information on the current system issues.
19.6 Storefront Error Page

If an error occurs in Storefront, a message will appear with a possible reason for the error and additional instructions to follow to remedy the error. If after following the initial instructions, the error persists, please report the issue to the support team as advised on the error page as seen in Figure 19-7 Storefront Error Page.

19.7 Browser Compatibility Warning

If a message appears at the top of the user’s page that ‘Browser not optimized for Storefront’, there will be a message to View Details regarding DDSF Browser Support. Storefront is optimized for use with Microsoft Internet Explorer 11.x, Firefox 31.x and 32.x,
and Chrome 35.x and 37.x. Note: Per Microsoft corporate beginning January 12, 2016, MS IE8, IE9, IE10 will no longer receive technical support and security updates. Previously, a pop-up window would appear upon log-in to the Storefront page. The pop-up window has been removed and replaced by the warning banner located in the top-center of the Storefront homepage if the user's browser is not one Storefront is optimized for.