



Last updated: 08/29/24

# How to Purchase the DoD Mobility Unclassified Capability (DMUC) (v2.2)

---

*The mission of DISA is to provide command and control capabilities and enterprise infrastructure to continuously operate and assure a global net-centric enterprise in direct support to joint warfighters, National level leaders, and other mission and coalition partners across the full spectrum of operations.*



[disa.gsd.infrastructure@mail.mil](mailto:disa.gsd.infrastructure@mail.mil)



1-844-DISA-HLP (347-2457), Option 2

# Table of Contents

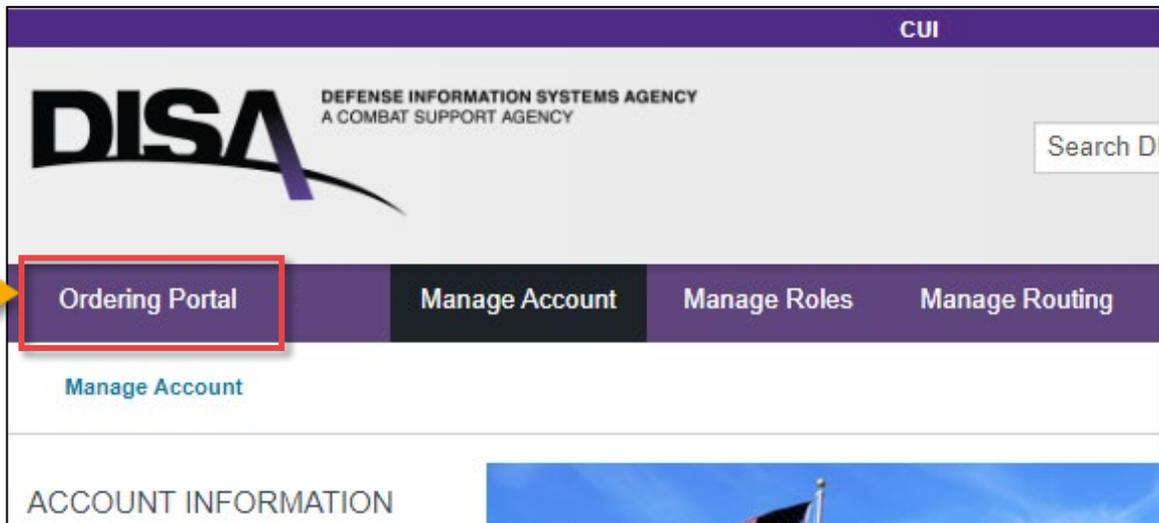
---

DoD Mobility Unclassified Capability (DMUC)	
<a href="#"><u>DMUC in DISA Storefront Ordering Portal</u></a>	03
<a href="#"><u>Creating a New DoD Mobility Unclassified Capability (DMUC) Service Order</u></a>	04
<a href="#"><u>Service Delivery Point Page</u></a>	06
<a href="#"><u>Mission Partner Requirements</u></a>	08
<a href="#"><u>Subscription Information</u></a>	10
<a href="#"><u>Review Page</u></a>	30
<a href="#"><u>Checkout</u></a>	32
<a href="#"><u>Order Tracking</u></a>	49
<a href="#"><u>Mobility Subscription Search</u></a>	58
<a href="#"><u>When to Transmit or NOT Transmit Changes to the MDM Server</u></a>	72
<a href="#"><u>Subscriber Management</u></a>	74
<a href="#"><u>Submitting Order Change Action</u></a>	77
<a href="#"><u>If Change Action Already Initiated</u></a>	84
<a href="#"><u>Discontinuing an Order</u></a>	88

# How to Purchase DoD Mobility Unclassified Capability (DMUC)

*When you need to purchase the DMUC service...*

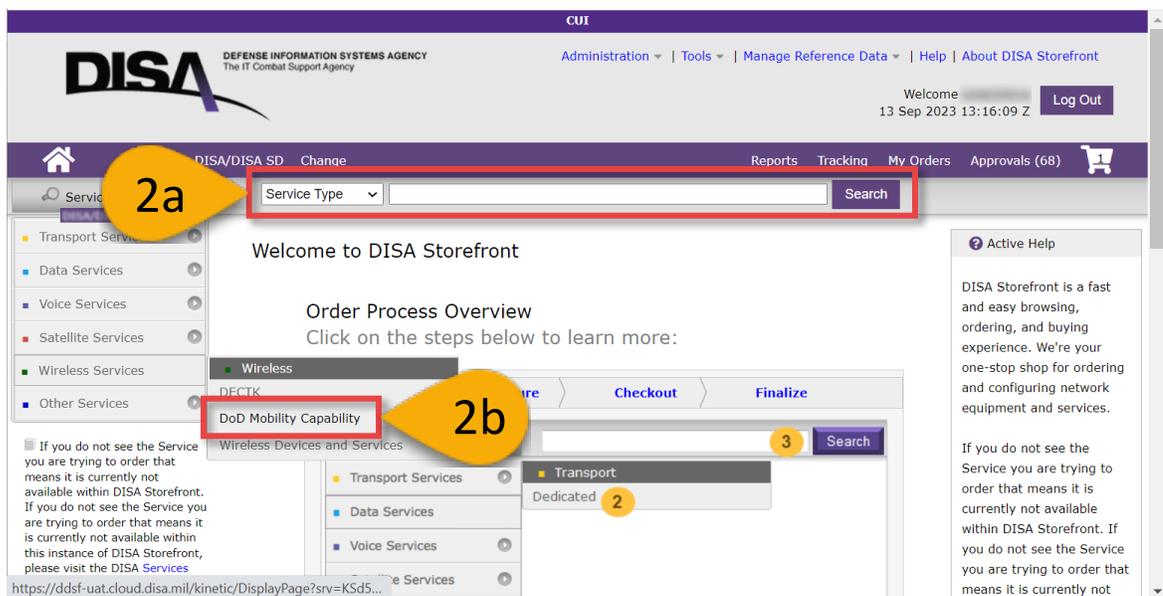
**Step 1:** On the DISA Storefront Administrative Landing Page, click on the **Ordering Portal**.



**Step 2:** The user can use either option 2a or 2b to find the DoD Mobility Capability Service.

**Step 2a:** Type “DoD Mobility” or “Mobility” into the search box and click **Search**.

**Step 2b:** On the left-hand navigation pane, hover over the **Wireless Services** and select **DoD Mobility Capability**.





# Creating a New DoD Mobility Unclassified Capability (DMUC) Service Order

---

# How to Purchase DMUC

*When you need to purchase DoD Mobility Unclassified Capability...*

**Step 1:** Click on the drop-down menu and select **DMUC – DoD Mobility Unclassified Capability**.

**Step 2:** Click **Order Now**.

Ordering as DISA/DISA SD Change Reports Tracking My Orders Approvals (82)

Service Categories Service Type Search

- Transport Services
- Data Services
- Voice Services
- Satellite Services
- Wireless Services
- Other Services

Wireless Services

Select Configure Add to Cart

DoD Mobility Capability

**2** Order Now >>

**1**

If you do not see the Service you are trying to order that means it is currently not available within DISA Storefront. If you do not see the Service you are trying to order that means it is currently not available within this instance of DISA Storefront, please visit the [DISA Services and Capabilities Catalog](#).

**You have selected: DoD Mobility Capability.**

If this is your first time ordering our Service, you can visit the [Mobility Service Portal](#) and view the How to get DMUC Service guide for applicable Prerequisites and Process Overview.

The following user guides are available on [DISA Storefront Help Page](#):

- DMCC Service Overview
- DMUC Service Overview
- DMUC Transfer Subscriber Visual Walk Through Guide

Learn more about this Service on the [Disa Storefront Services and Capabilities Catalog](#).

DMUC - DoD Mobility Unclassified Capability

DMCC - DoD Mobility Classified Capability

DMUC - DoD Mobility Unclassified Capability

Active Help

This service is available for ordering now.

Need more help?

Visit our [FAQ page](#)

OR

Contact Us



# Service Delivery Point Page

---

# How to Purchase DMUC – Service Delivery Point A

**Step 1:** No changes need to be made to the Service Delivery Point A. Leave the page as it shows below (default). Click **Continue**.

**Service Request**

Item: DoD Mobility Capability - Unclassified  
CJON: [REDACTED]  
Type Action: START

**Item Configuration**

- ▶ **Service Delivery Point A**  
Not yet configured
- ⊖ **Mission Partner Requirements**  
Not yet configured
- ⊖ **Subscription Information**  
Not yet configured

Do you want to specify a Service Delivery point?  Yes  No

**Note:** If no service delivery point is specified you will see the following service delivery point information on your order review page under the Service Delivery Point A section:

- **Address:** [REDACTED]
- **Building:** [REDACTED] / **Floor:** [REDACTED] / **Room:** [REDACTED]
- **Special POC:** Help Desk

**Continue**



# Mission Partner Requirements

---

# How to Purchase DMUC – Mission Partner Requirements

**Step 1:** Review the statements associated with the check boxes. Click on each check-box to acknowledge that the associated conditions have been met.

**NOTE:** If the user does not know who their supporting Tier I is, refer to the DoD Mobility Service Portal's [Who's My Tier I page](#). If the user's organization is not listed, contact the Global Service Desk (GSD) or the user's Mobility point of contact.

**Step 2:** Click **Continue**.

The screenshot displays the DISA (Defense Information Systems Agency) web interface. At the top, the DISA logo and name are visible, along with navigation links for Administration, Tools, and Manage Reference Data. The user is logged in as 'DISA/DISA SD'. The main content area is titled 'Mission Partner Requirements' and contains a list of requirements that must be met before subscribing to DMUC. Two requirements are listed with unchecked checkboxes:

- I know who my Tier I is and/or we have submitted for Tier I access.\***  
Without identifying your Tier I your users cannot receive a PIN once they are configured. *If you do not know who your supporting Tier I is please visit the [Mobility Service Portal](#).*
- Only Government Procured, DISA Approved devices are allowed to be provisioned.\***  
Visit the [Mobility Service Portal](#) for the latest DISA Approved devices.

A yellow callout '1' points to the 'Mission Partner Requirements' link in the left sidebar. A yellow callout '2' points to a 'Continue' button in the top right corner. A second 'Continue' button is shown below the requirements, also with a yellow callout '2' pointing to it. The bottom of the screenshot shows the requirements with both checkboxes checked, indicating they have been acknowledged.



# Subscription Information



# How to Purchase DMUC – Subscription Information

*When you need to complete the Subscription Information page...*

**Step 1:** Enter the **Number of Subscriptions** that are needed for this order. Once the number of subscriptions is entered, the **Add Single Subscriber** and **Add Bulk Subscriber** buttons will be enabled.

**NOTE:** At least one (1) subscription AND at least one (1) subscriber **MUST** be added to the order before the **Continue** button will be enabled to move forward with the ordering process.

Service Request: DoD Mobility Capability - Unclassified  
CJON: [REDACTED]  
Type Action: START

Item Configuration:  
Service Delivery Point A  
Mission Partner Requirements Complete  
Subscriptions Not yet

Subscription Information

CLIN	Item Description	MRC	NRC	Annual Cost	Quantity
	<b>Total</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	

Estimated cost is for budget planning.

Subscription Quantity  
Enter the number of subscriptions required. Orders are limited to 999 subscriptions.

**Number of Subscriptions\***

Subscriber List 0 Subscriber(s)

Add Single Subscriber Download Bulk Template Add Bulk Subscribers Download Subscriber List

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

Last Name	First Name	Rank/Grade	Email Address	Device Information	Actions
No records found.					

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

Continue

**NOTE:** If a user is consolidating subscribers from one order to another, please refer to the **DMUC Transfer Guide** available on the Visual Walkthroughs tab of the DSF Help page.

# How to Purchase DMUC – Subscription Information (Cont. 1)

**Step 2:** Once the number of subscriptions is entered, the red Warning message will appear letting the user know that they will be charged for unused subscriptions.

Service Request

Item: DoD Mobility Capability - Unclassified

CJON:

Type Action: START

Item Configuration

- Service Delivery Point A
- Mission Partner Requirements Complete
- Subscription Information Not yet configured

Subscription Information

Hide Estimated Cost

Estimated Cost					
CLIN	Item Description	MRC	NRC	Annual Cost	Quantity
N/A	DMUC				
Total					

Estimated cost is for budget planning.

Subscription Quantity  
Enter the number of subscriptions required. Orders are limited to 999 subscriptions.

Number of Subscriptions\*

**Warning: Based on the Number of Subscriptions, this order will be charged \$ per month for empty slot(s).**

**Step 3:** Review the statement and click the check-box to acknowledge that the user will be billed for unused subscriptions. The user will not be able to proceed to the next page until this box is checked.

**Warning: Based on the Number of Subscriptions, this order will be charged \$ per month for empty slot(s).**

3

\*I understand that this order will be billed for empty slots because the number of Subscriber(s) is less than Number of Subscriptions.

Subscriber List 0 Subscriber(s)

Add Single Subscriber

Download Bulk Template

Add Bulk Subscribers

Download Subscriber List

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

Last Name	First Name	Rank/Grade	Email Address	Device Information	Actions
No records found.					

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

Continue

# How to Purchase DMUC – Subscription Information (Cont. 2)

**NOTE:** There are two ways to add subscribers: one by one using **Add Single Subscriber** OR **Add Bulk Subscribers**. In addition, once one subscriber is added, the user will be able to **Copy** a subscriber and update the information for a new subscriber. This guide will review Add Single Subscriber first, Copy subscriber second, followed by Add Bulk Subscribers.

**Step 4:** Click **Add Single Subscriber**.

**NOTE:** At least one (1) subscriber must be added to the order to enable the user to continue to the next page in the ordering process.

**Warning:** Based on the Number of Subscriptions, this order will be charged \$███ per month for █ empty slot(s).

\*I understand that this order will be billed for empty slots because the number of Subscriber(s) is less than Number of Subscriptions.

**Subscriber List** 0 Subscriber(s)

Add Single Subscriber

Download Bulk Template

Add Bulk Subscribers

Download Subscriber List

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

Last Name	First Name	Rank/Grade	Email Address	Device Information	Actions
No records found.					

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

Continue ▶

4

# How to Purchase DMUC – Subscription Information (Cont. 3)

**Step 5:** There are two tabs for **Subscriber Entry**: Personnel Information and Device Information.

**Step 6:** Enter a valid **CAC Email\*** address for the subscriber being added. Use a valid .mil address. **IMPORTANT NOTE:** Use ONLY lower-case letters. Capital letters will not validate.

**Step 7:** Enter the **First Name** and **Last Name\*** of the subscriber. The Last Name field is mandatory.

**Step 8:** Select the appropriate **Organization\*** from the drop-down menu. **NOTE:** If the user's organization is not listed in the dropdown, a ticket will need to be opened with Global Service Desk to request addition of the organization.

The screenshot shows the 'SUBSCRIBER ENTRY' form with the following fields and callouts:

- 5:** Personnel Information and Device Information tabs.
- 6:** CAC Email\* text input field.
- 7:** First Name and Last Name\* text input fields. The Last Name field is mandatory.
- 8:** Organization\* dropdown menu.

Below the Organization\* dropdown, a list of organizations is visible:

- 101 Airborne Div
- 1st Infantry Division
- 4th Infantry Div. (4ID)
- 7 Air Support Operations Squadron
- AF 102 COMM FLIGHT
- AF 18ASOG
- AF 1ASOG
- AF 3ASOG
- AF 733RD MSG
- AF 844TH CG
- AF AMC AE (EFB)
- AF AMC C130 (EFB)
- AF AMC C17 (EFB)
- AF AMC C20 (EFB)
- AF AMC C21 (EFB)
- AF AMC C37 (EFB)
- AF AMC C40 (EFB)
- AF AMC C5 (EFB)
- AF AMC KC10 (EFB)

# How to Purchase DMUC – Subscription Information (Cont. 4)

**Step 9 (Optional):** Select the appropriate **Rank/Grade** from the drop-down menu.

**Step 10 (Optional):** Input the **Previous User Email**. This should be used for record-keeping purposes if a subscription changes from a previous to a new subscriber/user.

**Step 11:** Enter the Tier I Support email address that should be notified of the subscription request. If the user does not know who their supporting Tier I is, refer to the DoD Mobility Service Portal's [Who's My Tier I page](#). If the user's organization is not listed, contact the Global Service Desk (GSD) or the user's Mobility point of contact. If more than one address is entered, separate with a semicolon (;).

**Step 12:** Click on the **Yes** or **No** radio button for the **Transmit to Mobile Device Management (MDM) server?**\* question.

**NOTE:** Refer to page 73 for examples / scenarios of when to Transmit to MDM.

Rank/Grade:

- Admiral (Navy, Coast Guard)
- Airman Air Force
- Airman Basic Air Force
- Airman First Class Air Force
- Brigadier General Air Force
- Brigadier General Army
- Brigadier General Marine
- Captain (Air Force, Marine)
- Captain (Navy, Coast Guard)
- Captain Army
- Chief Master Sergeant Air Force
- Chief Master Sergeant Of The Air Force
- Chief Petty Officer (Navy, Coast Guard)

**Organization\***

**Rank/Grade:**

**Previous User Email**

300 Characters Remaining

**Notification Email (semicolon-separated)\***

2971 Characters Remaining

**Transmit to Mobile Device Management (MDM) server?\***

**Yes, transmit these subscriber updates to MDM server (can take up to 24 hours to complete)**

**No, this subscriber update is for DSF record keeping only and does not need to be transmitted to the MDM server**

**Add Subscriber**

# How to Purchase DMUC – Subscription Information (Cont. 5)

**Step 13 (Optional):** Click on **Device Information**

**Step 14 (Optional):** Select the appropriate **Operating System** from the drop-down menu.

**Step 15 (Optional):** Enter the **Device Make/Model**.

**Step 16:** Enter the **Device Info (Serial Number preferred, else IMEI or Wi-Fi MAC)\***

**Step 17:** Click on the **Yes** or **No** radio buttons for the **Camera Policy (Camera On)\***.

**NOTE:** The Camera Policy options are dictated by which Organization is selected in the Subscriber Information tab.

The screenshot shows the 'SUBSCRIBER ENTRY' form with several fields and callouts. A callout box at the top shows a zoomed-in view of the 'Operating System' dropdown menu with 'iOS' selected. The main form has the following elements:

- Step 13:** A callout points to the 'Device Information' tab, which is highlighted with a red box.
- Step 14:** A callout points to the 'Operating System' dropdown menu, which is highlighted with a red box and shows 'iOS' selected.
- Step 15:** A callout points to the 'Device Make/Model' text input field, which is highlighted with a red box.
- Step 16:** A callout points to the 'Device Info (Serial Number preferred, else IMEI or Wi-Fi MAC)\*' text input field, which is highlighted with a red box.
- Step 17:** A callout points to the 'Camera Policy (Camera On)\*' radio buttons, which are highlighted with a red box. The 'No' option is selected.

Below the 'Camera Policy' section, there are two radio button options for 'Transmit to Mobile Device Management (MDM) server?':

- Yes, transmit these subscriber updates to MDM server (can take up to 24 hours to complete)
- No, this subscriber update is for DSF record keeping only and does not need to be transmitted to the MDM server

# How to Purchase DMUC – Subscription Information (Cont. 6)

**Step 18:** Select the appropriate radio button for **Transmit to Mobile Device Management (MDM) server?** **IMPORTANT:** For a NEW order, select **Yes, transmit these subscriber updates to MDM server (can take up to 24 hours to complete)**.

**NOTE:** If a user is consolidating subscribers from one order to another, please refer to the **DMUC Transfer Guide** available on the Visual Walkthroughs tab of the DSF Help page.

The screenshot shows a form with the following fields and options:

- Device Make/Model:** Text input field with a character count of 100 Characters Remaining.
- Device Info (Serial Number preferred, else IMEI or Wi-Fi MAC)\*:** Text input field with a character count of 1000 Characters Remaining.
- Camera Policy (Camera On)\*:** Radio buttons for Yes and No. The 'No' option is selected.
- Transmit to Mobile Device Management (MDM) server?\***: A red box highlights two radio button options:
  - Yes, transmit these subscriber updates to MDM server (can take up to 24 hours to complete)**
  - No, this subscriber update is for DSF record keeping only and does not need to be transmitted to the MDM server**
- Add Subscriber:** A purple button at the bottom right.

**NOTE:** Refer to page 73 for examples / scenarios of when to Transmit to MDM.

18

**Step 19:** Once all required information within the **Subscriber Entry** window (both Personnel Information and Device Information tabs) is entered, the **Add Subscriber** button will be enabled. Click **Add Subscriber**.

The screenshot shows a close-up of the MDM transmission options and the Add Subscriber button:

- Transmit to MDM?\***: Radio buttons for Yes and No. The 'Yes' option is selected.
- Add Subscriber:** A purple button highlighted with a red box.

19

# How to Purchase DMUC – Subscription Information (Cont. 7)

**Step 20:** If the CAC email is unable to be validated against the Global Active Directory (ICAM GFUD), the Subscriber Entry window will display the error shown below. If this scenario occurs, double check that the CAC email was input correctly (no capital letters; use all lower case). If the CAC email is still not validated, proceed to Step 21.

**NOTE:** Agencies that are **NOT** listed/included in the GFUD directory will encounter this scenario and should be the **ONLY** users that use Bypass DMDC Validation.

**Step 21:** Click the **Bypass DMDC Validation\*** checkbox.

**Step 22:** Review the ICAM GFUD Validation Bypass pop-up window and click **Confirm**.

**Step 23:** Click **Add Subscriber**.

The screenshot shows the 'SUBSCRIBER ENTRY' form with the following elements and callouts:

- Step 20:** A red box highlights an error message: "Email failed to validate against ICAM GFUD active directory. Please verify that you have entered the user's email address correctly." This message is positioned below the 'CAC Email\*' field.
- Step 21:** A red box highlights the checkbox labeled 'Bypass DMDC Validation\*'. A red line connects this checkbox to the 'ICAM GFUD VALIDATION BYPASS' pop-up window.
- Step 22:** A red box highlights the 'ICAM GFUD VALIDATION BYPASS' pop-up window, which contains the text: "By ticking this box I certify that I am providing a valid Federal government email address. If I fail to enter a valid email address, I recognize that service start may be delayed." A 'Confirm' button is located at the bottom right of this window.
- Step 23:** A red box highlights the 'Add Subscriber' button at the bottom right of the main form.

The form itself includes fields for 'Personnel Information' and 'Device Information', 'CAC Email\*', 'First Name', 'Last Name\*', 'Organization\*', 'Rank/Grade:', 'Previous User Email', 'Notification Email (sen...', and a 'Transmit to Mobile Dev...' section with radio buttons for 'Yes, transmit these...' and 'No, this subscriber update is for DSF record keeping only and does not need to be transmitted to the MDM server'.

# How to Purchase DMUC – Subscription Information (Cont. 8)

**Step 24:** To add a second single subscriber, if some of the information is the same or similar, the user can click **Copy**.

## Subscriber List 1 Subscriber(s)

**Add Single Subscriber**   **Download Bulk Template**   **Add Bulk Subscribers**   **Download Subscriber List**

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

Last Name	First Name	Rank/Grade	Email Address	Device Information	Actions
					<b>24</b> <b>Copy</b> Delete

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

**Step 25:** Edit the fields in both **Personnel Information** and **Device Information** that will apply to the new subscriber being added.

**Step 26:** Once the necessary information is updated in both tabs, click **Copy Subscriber**. The subscriber will appear as shown in Step 27 on page 20. If the subscriber CAC email fails validation, repeat Steps 20 through 23 on page 18.

**25**

**COPY SUBSCRIBER**

Personnel Information   Device Information

**Email Address\***

First Name   Last Name\*

51 Characters Remaining   55 Characters Remaining

**Organization\***

**Rank/Grade:**

**Previous User Email**

**Notification Email (semicolon-separated)\***   273 Characters Remaining

**Transmit to MDM?\***   2976 Characters Remaining

Yes, transmit these Subscriber updates to MDM

No, this Subscriber update is for DSF record keeping only and does not need to be transmitted to MDM

**26** **Copy Subscriber**

# How to Purchase DMUC – Subscription Information (Cont. 9)

**Step 27:** The second subscriber that was created by copying the first subscriber will appear in the table.

## Subscriber List 2 Subscriber(s)

Add Single Subscriber

Download Bulk Template

Add Bulk Subscribers

Download Subscriber List

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

Last Name	First Name	Rank/Grade	Email Address	Device Information	Actions
Trump	Donald	460	trump@donald.rughears.net	123 456 789123	Edit Copy Delete
Trump	Donald 2	460	trump@donald.rughears.net	123 456 789123	Edit Copy Delete

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

Continue ▶

27

# How to Purchase DMUC – Subscription Information (Cont. 10)

**Step 28:** To begin the process to do a bulk upload of subscribers, click **Download Bulk Template**.

**NOTE:** This Bulk Upload template can be found on the [Mobility Service Portal](#) using the “Search this site” function to search “Bulk upload template”. This template is maintained by the Mobility Program Management Office.

**Subscriber List 1 Subscriber(s)**

28

Download Bulk Template

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

Last Name	First Name	Rank/Grade	Email Address	Device Information	Actions
					<input type="button" value="Edit"/> <input type="button" value="Copy"/> <input type="button" value="Delete"/>

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

A new tab in the web browser will open with the Bulk Subscriber Upload template.

**IMPORTANT:** Save As or Download a copy of the spreadsheet before editing/adding subscriber information. **DO NOT CHANGE** the spreadsheet instructions, column names, column order, or formatting!

**Step 29:** A new tab in the web browser will open with the Bulk Subscriber Upload template. Click **File**.

29

DMUC DSF Bulk Subscriber Upload Template - Saved

File Home Insert Share Page Layout Formulas Data Review View Help Draw

Instructions:

- Leave format as-is; do not update the column order or validation rules.
- When copying into bulk upload window, do not include headers.
- Required fields are noted with (\*)
- If your Organization is not listed in the Organization dropdown, please submit a help ticket to the GSD to have the organization added to Storefront reference data tables.

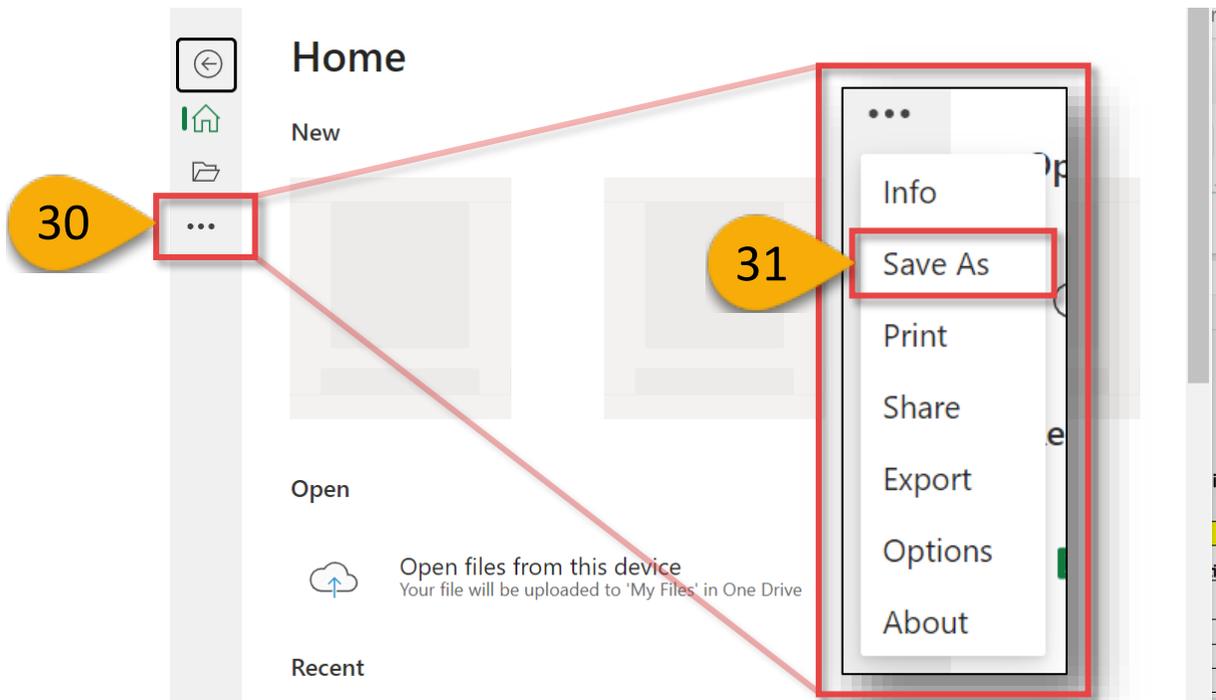
1	2	3	4	5	6	7	8	9	10	11	12
(*) Organization	(*) End User Last Name	End User First Name	End User Rank/Grade	(*) End User E-mail Address	(*) Operating System	(*) Camera Policy	Apple VPP Email Address (Leave Blank if not applicable)	Device Make and Model	Carrier	Device OS Version	(*) Device info: IMEI or MAC ID (for wifi only devices)

Workbook Statistics 85%

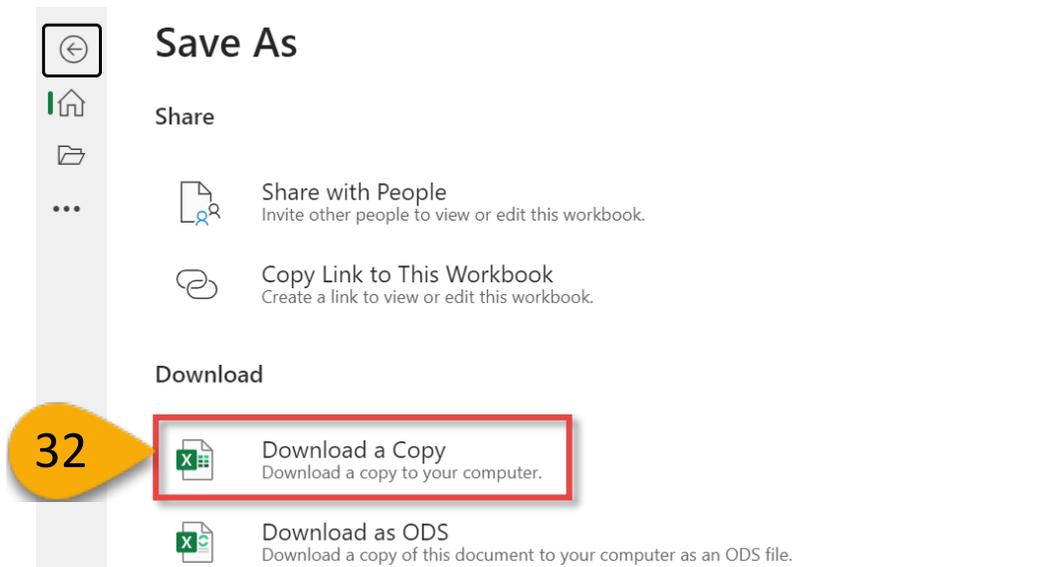
# How to Purchase DMUC – Subscription Information (Cont. 11)

**Step 30:** Click on the three dots.

**Step 31:** Click on **Save As**.



**Step 32:** Click on **Download a Copy**.



# How to Purchase DMUC – Subscription Information (Cont. 12)

**Step 33: IMPORTANT: DO NOT CHANGE the spreadsheet instructions, column names, column order, or formatting!** Changes to the spreadsheet column names, column order, or formatting will cause issues upon attempting bulk upload. Input the subscriber information into the spreadsheet and click **Save**.

**Step 34:** Select only the cells with the inputted subscriber information; do NOT select headers.

The screenshot shows the Microsoft Excel interface for a spreadsheet titled "DMUC DSF Bulk Subscriber Upload Template (1)". The ribbon is set to "Home". A yellow callout bubble with the number "34" points to the "Save" icon in the Quick Start group of the ribbon. The spreadsheet content includes an "Instructions" section and a table with 12 columns. A red box highlights the data rows from row 4 to row 13. A yellow callout bubble with the number "33" is positioned on the left side of the image.

1	2	3	4	5	6	7	8	9	10	11	12
(*) Organization	(*) End User Last Name	End User First Name	End User Rank/Grade	(*) End User E-mail Address	(*) Operating System	(*) Camera Policy	Apple VPP Email Address (Leave Blank if not applicable)	Device Make and Model	Carrier	Device OS	(*) Device Info or MAC ID (for iOS devices)

# How to Purchase DMUC – Subscription Information (Cont. 13)

**Step 35:** Paste the copied information into the field. **IMPORTANT:** ONLY 200 subscriber line items can be added to the Bulk Subscriber Entry window at once.

**Step 36:** Click **Save Subscriber Data**. The progress bar will show the estimated percent complete.

The screenshot shows a window titled "BULK SUBSCRIBER ENTRY". Below the title bar, there is a text area containing "Bulk Subscriber Input Text (note: cut and pasted spreadsheet contents will appear as tab separated fields). Limited to 200 users per upload.\*". A yellow callout bubble with the number "35" points to this text area. Below the text area is a progress bar labeled "Progress" showing "25%". A red box highlights the progress bar. At the bottom right of the window is a button labeled "Save Subscriber Data", which is highlighted with a red box and a yellow callout bubble with the number "36".

**Step 37:** When the **Progress** bar reaches 100%, the **Done** button will enable. Click **Done**.

**NOTE:** See Step 38 on page 25 for example error messages where bulk upload was not fully successful.

The screenshot shows the same window as in Step 36, but now the progress bar is at "100%". Above the progress bar, a message reads: "4 of 4 rows have successfully been added to the subscriber list. There were 0 errors out of 4 records." At the bottom right, the "Save Subscriber Data" button has been replaced by a "Done" button, which is highlighted with a red box and a yellow callout bubble with the number "37".

# How to Purchase DMUC – Subscription Information (Cont. 14)

**Step 38:** Screenshots A and B below provide examples of error messages that could occur during bulk subscriber upload.

The error below indicates that there are more subscribers in the bulk upload template than the number of subscriptions on the order. For example, you cannot upload five (5) subscribers to an order that only has four (4) subscriptions.

A

**WARNING: You cannot assign more subscriptions than you are requesting!**

Progress

0%

Cancel

Save Subscriber Data

The error messages below indicate that different fields for different subscribers in the bulk upload failed to validate. If this occurs, the user should review the associated line items in the bulk upload spreadsheet to verify that the information is correct.

B

0 of 3 rows have successfully been added to the subscriber list. There were 3 errors out of 3 records.

Last name field validation failed for 'Miss B Smith (Subscriber 1).  
Organization field validation failed for 'Miss B Smith (Subscriber 2).  
CAC email field validation failed for 'Miss B Smith (Subscriber 3).

Progress

100%

Done

# How to Purchase DMUC – Subscription Information (Cont. 15)

**Step 39:** If the user wants to download the list of all the subscribers that have been added to the order via the different methods addressed in these instructions, click **Download Subscriber List**.

Number of Subscriptions\*

**Warning:** Based on the Number of Subscriptions, this order will be charged \$  per month for  empty slot(s).

\*I understand that this order will be billed for empty slots because the number of Subscriber(s) is less than Number of Subscriptions.

**Subscriber List**  Subscriber(s)

Add Single Subscriber

Download Bulk Template

Add Bulk

39

Download Subscriber List

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

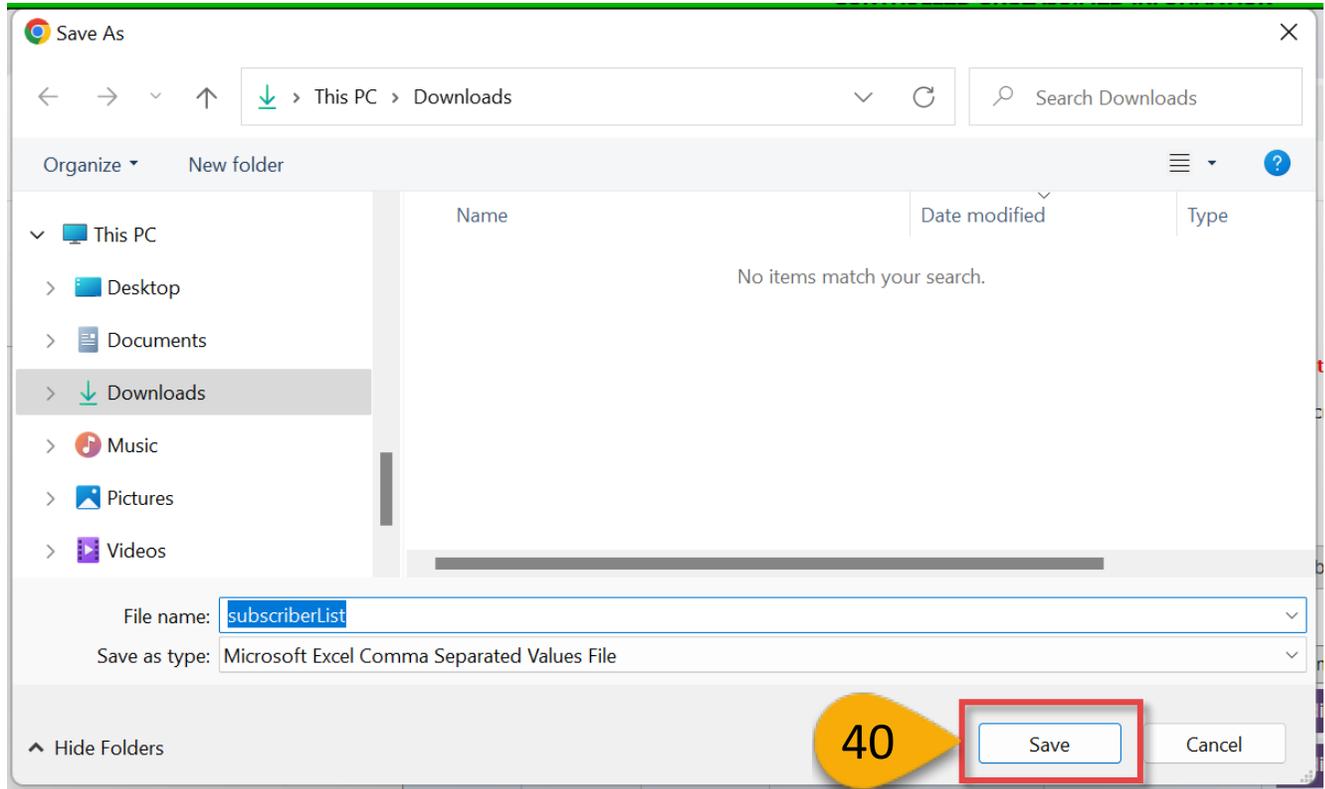
Last Name	First Name	Rank/Grade	Email Address	Device Information	Actions
Trump	Donald	1903	trump.donald@ngfwad.mil	123-456-78910	Edit Copy Delete
Trump	Donald Jr	1903	trump.donaldjr@ngfwad.mil	123-456-78910	Edit Copy Delete
Brown	Donald	1903	brown.donald@ngfwad.mil	1234-567-8901-2345-67	Edit Copy Delete
John	John	1903	john.john@ngfwad.mil	1234-5678-123456	Edit Copy Delete
John	John	1903	john.john@ngfwad.mil	1234-5678-123457	Edit Copy Delete
Trump	John	1903	john.john@ngfwad.mil	1234-5678-123458	Edit Copy Delete

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

Continue ▶

# How to Purchase DMUC – Subscription Information (Cont. 16)

**Step 40:** Navigate to the location where the subscriber list should be saved. Click **Save**.



# How to Purchase DMUC – Subscription Information (Cont. 17)

**Step 41:** If the user added an incorrect subscriber, the user can delete the incorrectly-added subscriber by clicking **Delete** for the appropriate line item.

**Step 42:** For an order that is being drafted (in “Ordering” status), the user could select either answer for **Transmit to Mobile Device Management (MDM) server** as the order has not been submitted, approved, and therefore nothing transmitted to the MDM server. If the user wants to cancel the subscriber deletion, click the **X** in the top-right corner of the DMUC Subscriber Deletion window. **NOTE:** Refer to **page 73** for examples/ scenarios of when to Transmit to MDM.

**Step 43:** To move forward with deleting the subscriber, click **Confirm Delete**.

**\*I understand that this order will be billed for empty slots because the number of Subscriber(s) is less than Number of Subscriptions.**

## Subscriber List 6 Subscriber(s)

Add Single Subscriber   Download Bulk Template   Add Bulk Subscribers   Download Subscriber List

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

Last Name	First Name	Rank/Grade	Email Address	Device Information	Action
Tung	David	MS	tung.david@disa.mil	123-456-7890	Edit Copy <b>Delete</b>
Tung	David	MS	tung.david@disa.mil	123-456-7890	Edit Copy Delete
David	Tung	MS	tung.david@disa.mil	123-456-7890	Edit Copy Delete
David	Tung	MS	tung.david@disa.mil	123-456-7890	Delete
David	Tung	MS	tung.david@disa.mil	123-456-7890	Delete
David	Tung	MS	tung.david@disa.mil	123-456-7890	Delete

**DMUC SUBSCRIBER DELETION** [X]

Are you sure you want to delete this subscription? Doing so will result in removal of DMUC services from **123-456-7890**.

**Transmit to Mobile Device Management (MDM) server?\***

Yes, transmit these subscriber updates to MDM server (can take up to 24 hours to complete)

No, this Subscriber update is for DSF record keeping only and does not need to be transmitted to the MDM server

**Warning: Deleting this subscriber will not reduce the funded subscriptions currently being billed. If this subscription is not going to be used, ensure a Change Action is made. (If deleting all subscribers, Discontinue Action will be required to stop billing. For additional information visit [DISA Storefront Help Page](#).**

**Confirm Delete**

# How to Purchase DMUC – Subscription Information (Cont. 18)

This EXAMPLE order now has six subscribers added. The Warning message now indicates that the user will be billed for the remaining four subscriptions that are pending the addition of subscribers.

**Step 44:** Ensure that the **I understand that this order will be billed for empty slots...** statement is checked.

**Step 45:** Once all required fields and at least one subscribers is added to the order, the user can click **Continue** at the top or bottom of the screen.

**Service Request**

Item: DoD Mobility Capability - Unclassified  
CJON: [redacted]  
Type Action: START

**Item Configuration**

- Service Delivery Point A
- Mission Partner Requirements Complete
- Subscription Information Not yet configured

**Subscription Information**

CLIN	Item Description	MRC	NRC	Annual Cost	Quantity
N/A	DMUC	400	6	2400	6
<b>Total</b>		400	6	2400	

Estimated cost is for budget planning.

**Subscription Quantity**  
Enter the number of subscriptions required. Orders are limited to 999 subscriptions.

Number of Subscriptions\*

**Warning:** Based on the Number of Subscriptions, this order will be charged \$400 per month for 4 empty slot(s).

\*I understand that this order will be billed for empty slots because the number of Subscriber(s) is less than Number of Subscriptions.

**Subscriber List** 6 Subscriber(s)

Add Single Subscriber Download Bulk Template Add Bulk Subscribers Download Subscriber List

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

Last Name	First Name	Rank/Grade	Email Address	Device Information	Actions
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Edit Copy Delete
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Edit Copy Delete
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Edit Copy Delete
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Edit Copy Delete
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Edit Copy Delete
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Edit Copy Delete

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

**Continue**



# Review Page



# How to Purchase DMUC – Review Page

**Step 1:** This is the last page of the Item Configuration section. The **Service Delivery Point A** and **Service Details :: Configured** fields can be collapsed or expanded so that the user can review the details entered for the order. Click **Expand All** or **Collapse All** as needed.

**Step 2:** Click **Checkout** to proceed.

Service Request

Item: DoD Mobility Capability - Unclassified  
CJON: [redacted]  
Type Action: START

Item Configuration

- Service Delivery Point A
- Mission Partner Requirements Complete
- Subscription Information Configured
- Review Page

Review Page

Service Request

Item: DoD Mobility Capability - Unclassified  
Mobility Type: Unclassified  
Type Action: START  
CJON: [redacted]

Submitter Information

Full Name: [redacted]  
Agency: [redacted]  
Organization: [redacted]  
Email: [redacted]  
Phone: [redacted]

View Addressing and Routing  
View TSR Email Preview

Hide Estimated Cost

CLIN	Item Description	MRC	NRC	Annual Cost	Quantity
N/A	DMUC	[redacted]	[redacted]	[redacted]	[redacted]
Total		[redacted]	[redacted]	[redacted]	[redacted]

Estimated cost is for budget planning.

You have selected the following options:

Expand All Collapse All

- Service Delivery Point A :: [redacted]
- Mission Partner Requirements :: Complete
- Subscription Information :: Configured

**NOTE:** To return to a previous page in the order creation process, the user can click on the page names under **Item Configuration** in the left navigation pane.



Checkout

---

# How to Purchase DMUC – Checkout

When you're ready to check out with your DMUC Service order...

**Scenario 1:** When ordering On Behalf Of Agency, begin with Step 1.

**Scenario 2:** When ordering as an individual, begin with Step 2.

**Step 1 (Optional):** If the user is placing the order on behalf of, select **On Behalf of Agency**. If the user is NOT on behalf of another agency, skip to/begin with Step 2.

**Step 2:** Select **Organization Accounts**.

**Step 3 (Optional):** Enter a brief description for **Funding Approval Justification**.

**Step 4:** Click **Continue**.

The screenshot shows the checkout interface for a DMUC service request. The process is divided into four steps, each highlighted with a yellow callout:

- Step 1:** A dropdown menu for "On Behalf of Agency" is shown with a list of agencies including BB-FO-AFRICOM, CN-DISA IM, and DO-White House Communications Agency.
- Step 2:** A dropdown menu for "Organization Accounts\*" is shown with a list of agencies including American Red Cross (ARC), U.S. Commodity Futures Trading Commission (CFTC), and Central Intelligence Agency (CIA).
- Step 3:** A text area for "Funding Approval Justification" is shown with a 4964 character limit.
- Step 4:** A "Continue" button is highlighted.

The interface also includes a "Service Request" summary on the left, a "Checkout" progress bar, and a "Requestor Information" section at the bottom with fields for Name, Agency, Organization, Email, and Phone Number.

# How to Purchase DMUC – Check Out (Cont. 1)

**Step 5:** Default information is placed into the **Mission Need** field. The user can accept or edit the default narrative.

**Step 6:** Select the **National Security System (NSS) Code**. For the NSS field, please refer to the NSS explanation in the grey note section below.

**Step 7:** Once the required fields are completed, click **Continue**.

Service Request

Item: DoD Mobility Capability - Unclassified

CJON: [REDACTED]

Type Action: START

Checkout

- Ordering Agency and Org Completed
- Purpose-Mission** Not yet completed
- Service Dates Not yet completed
- Justifications and Approvals Not yet completed

Select Configure Checkout

7 Continue

Purpose-Mission

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

4879 Characters Remaining

Enter CSAs

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

6 National Security System Code: \*

## ? Purpose-Mission Page

- A. What Mission Need does this support? (Product/Service Description)** – This is a required field.
- B. National Security System Code** – Ensure this required field is populated before moving forward to the next page. National Security System (NSS): Clinger-Cohen Act of 1996, Division E, Subtitle C, Section 5124. If the requirement is an NSS requirement, select yes (Y) plus the condition code (1, 2, 3, 4, or 5) which corresponds to the category (e.g., Y1). If the requirement has been determined not to be an NSS, select NO. With only minor exceptions, all DOD requirements will fall into one of the Y categories. A system is not a National Security System if it is used for routine administrative and business applications (including payroll, finance, logistics, and personnel management applications). NSS values and conditions follow:
- NO - NSS exemption not required.
  - Y1 - Requirement involves intelligence activities.
  - Y2 - Requirement involves crypto-logical activities.
  - Y3 - Requirement involves command and control of military forces.
  - Y4 - Requirement involves equipment and services which are an integral part of a weapon or weapon systems.
  - Y5 - Requirement is critical to the direct fulfillment of military or intelligence missions.

# How to Purchase DMUC – Check Out (Cont. 2)

**Step 8 (Optional):** Enter the **DISA Control Number (DCN)**. If an incorrect DCN number is entered, the system will display the message as shown.

**Step 9 (Optional):** Enter an **Unclassified** description of the exercise and any **Remarks**.

**Step 10:** Click **Continue**.

The screenshot shows the checkout interface for a Service Request. The breadcrumb trail indicates the current step is 'Checkout'. On the left, a sidebar shows the progress of various steps: 'Ordering Agency and Org' is completed, while 'Purpose-Mission', 'Service Dates', and 'Justifications and Approvals' are not yet completed. The main form area is titled 'Purpose-Mission' and contains several input fields. A yellow callout '10' points to a 'Continue' button in the top right. A yellow callout '8' points to a 'DCN' input field that has a red border and a tooltip message: 'Enter DISA Control Number (DCN): B. Must be 1 (A-U, W-Z) letter followed by 3 numbers or NA'. A yellow callout '9' points to a large text area for 'Unclassified description of the exercise' and a 'Remarks' text area. At the bottom, there is a table for 'Work in conjunction with (CJONS)' which currently shows 'No records found.'.

# How to Purchase DMUC – Check Out (Cont. 3) – Service Dates

**Step 11:** Select **Yes** or **No** to the question **Are you submitting this request to document an order that was previously submitted or fulfilled (After the Fact)?**

**NOTE:** If **Yes** is selected, the question **Would you like the service sooner than the requested Operational Service Start Date?** will disappear.

Service Request

Item: DoD Mobility Capability - Unclassified

CJON: [REDACTED]

Type Action: START

Checkout

- Ordering Agency and Org Completed
- Purpose-Mission Completed
- Service Dates Completed

Service Dates

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

Estimated Operational Service Start Date? \*  ?  Use estimated start date ( )  Specify other

If possible, would you like the service sooner than the requested Operational Service Start Date?  Yes  No

Continue

**Step 12:** Select **Use estimated start date** or **Specify other**. If **Specify Other** is selected, click on the date field and selected the desired start date.

Service Request

Item: DoD Mobility Capability - Unclassified

CJON: [REDACTED]

Type Action: START

Checkout

- Ordering Agency and Org Completed
- Purpose-Mission Completed
- Service Dates Completed
- Justifications and Approvals Completed
- Service Item Review

Service Dates

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

Estimated Operational Service Start Date? \*  ?  Use estimated start date (10/04/2023)  Specify other

If possible, would you like the service sooner than the requested Operational Service Start Date?  Yes  No

Not to Exceed Service Life (Months) \*  ?

Note: Entry is for Authorized Funding Officials (AFO) tracking purposes only. To end billing on this requirement a **DISCONTINUE ACTION MUST BE SUBMITTED** in Storefront (refer to FAQ and/or contact the Service Desk for more details on how to perform DISCONTINUE actions). Date selected here has no impact on the duration of service you're receiving. Billing and service will not stop until a **DISCONTINUE** action is processed.

Continue

# How to Purchase DMUC – Check Out (Cont. 4) – Service Dates

**Step 13:** Select Yes or No to the question: **If possible, would you like the service sooner than the requested Operational Service Start Date?**

Service Request

Item: DoD Mobility Capability - Unclassified

CJON: [REDACTED]

Type Action: START

Checkout

- Ordering Agency and Org Completed
- Purpose-Mission Completed
- Service Dates Completed**
- Justifications and Approvals Completed
- Service Item Review

Service Dates

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

Estimated Operational Service Start Date?\* 10/04/2023  Use estimated start date (10/04/2023)  Specify other

If possible, would you like the service sooner than the requested Operational Service Start Date?  Yes  No

Not to Exceed Service Life (Months)\* 12

Note: Entry is for Authorized Funding Officials (AFO) tracking purposes only. To end billing on this requirement a **DISCONTINUE ACTION MUST BE SUBMITTED** in Storefront (refer to FAQ and/or contact the Service Desk for more details on how to perform DISCONTINUE actions). Date selected here has no impact on the duration of service you're receiving. Billing and service will not stop until a **DISCONTINUE** action is processed.

**Step 14:** Type in or use the up and down arrows to provide the desired **Not to Exceed Service Life (Months)**.

**NOTE: The Not to Exceed Service Life (Months) field is for AFO tracking purposes ONLY. The order must be DISCONTINUED to stop billing for the service.**

Service Request

Item: DoD Mobility Capability - Unclassified

CJON: [REDACTED]

Type Action: START

Checkout

- Ordering Agency and Org Completed
- Purpose-Mission Completed
- Service Dates Completed**
- Justifications and Approvals Completed
- Service Item Review

Service Dates

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

Estimated Operational Service Start Date?\* [REDACTED]  Use estimated start date ([REDACTED])  Specify other

If possible, would you like the service sooner than the requested Operational Service Start Date?  Yes  No

Not to Exceed Service Life (Months)\* [REDACTED]

Note: Entry is for Authorized Funding Officials (AFO) tracking purposes only. To end billing on this requirement a **DISCONTINUE ACTION MUST BE SUBMITTED** in Storefront (refer to FAQ and/or contact the Service Desk for more details on how to perform DISCONTINUE actions). Date selected here has no impact on the duration of service you're receiving. Billing and service will not stop until a **DISCONTINUE** action is processed.

# How to Purchase DMUC – Check Out (Cont. 5)

**Step 15:** Select the appropriate **Message Classification** using the drop-down menu. Click **Continue**.

**Step 16: (Optional)** Enter appropriate **Justification, Identification of Reference,** and/or **Approval Document** statements in the textboxes provided.

**Step 17:** Click **Continue**.

The screenshot displays the 'Checkout' phase of the DMUC purchase process. On the left, a 'Service Request' sidebar shows the item 'DoD Mobility Capability - Unclassified' and the action 'START'. Below it, a 'Checkout' progress bar indicates that 'Ordering Agency and Org', 'Purpose-Mission', and 'Service Dates' are completed, while 'Justifications and Approvals' is not yet completed. The main content area is titled 'Justifications and Approvals' and features a 'Message Classification\*' dropdown menu set to 'Unclassified'. Below this are three textboxes: 'Justification of Service Requested' (964 Characters Remaining), 'Identification of Reference' (964 Characters Remaining), and 'Approval Document' (1000 Characters Remaining). A 'Continue' button is located at the bottom right. Yellow callouts with numbers 15, 16, and 17 point to the 'Message Classification' dropdown, the textboxes, and the 'Continue' button, respectively.

# How to Purchase DMUC – Check Out (Cont. 6)

**Step 18:** Review the order information on this page by expanding/collapsing the tabs. You have the option to **Add Related CJONs** and **Add Additional Email Address**. After reviewing the order information, click **Add to Cart**.

**NOTE:** If the user wants to add **Related CJONs**, see **Step 19 (Optional)** (on page 40). If the user wants to add **Additional Email Addresses**, see **Step 20 (Optional)** (on page 41).

**Service Request**

Item: DoD Mobility Capability - Unclassified  
CJON: [REDACTED]  
Type Action: START

**Checkout**

- Ordering Agency and Org Completed
- Purpose-Mission Completed
- Service Dates Completed
- Justifications and Approvals Completed
- Service Item Review

**Service Item Review**

Related CJONs:

CJON	Action
	<a href="#">Add</a>

Additional Email Addresses:

Email Address	Recipient Type	Action
		<a href="#">Add</a>

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

[Save](#) Related CJONs and Additional Emails without adding to the Cart.

**Selected Options**

**Service Request**

Item: DoD Mobility Capability - Unclassified  
Mobility Type: Unclassified  
Type Action: START  
CJON: [REDACTED]

[View Addressing and Routing](#)  
[View TSR Email Preview](#)

**Submitter Information**

Full Name: [REDACTED]  
Agency: [REDACTED]  
Organization: [REDACTED]  
Email: [REDACTED]  
Phone: [REDACTED]

[Hide Estimated Cost](#)

CLIN	Item Description	MRC	NRC	Annual Cost	Quantity
N/A	DMUC				1
	<b>Total</b>				

*Estimated cost is for budget planning.*

You have selected the following options:

[Expand All](#) [Collapse All](#)

- Ordering Agency and Org :: Completed
- Purpose-Mission :: Completed
- Service Dates :: Completed
- Justifications and Approvals :: Completed

[Add To Cart](#)

**NOTE:** To edit the previous section, click on either the page listed under **Checkout** in the left side bar OR by clicking on **Configure** in the gray bar above Service Item Review.

# How to Purchase DMUC – Check Out (Cont. 7)

**Step 19 (Optional):** The user can add related CJONs if necessary. A, B, and C indicate the progressive steps to add the related CJONs.

The screenshot shows the 'Service Item Review' checkout page. The breadcrumb trail is 'Select > Configure > Checkout'. The main item is 'DoD Mobility Capability - Unclassified'. A yellow callout '19' points to the 'Related CJONs' section. Below this, three callouts (A, B, and C) illustrate the steps to add a new related CJON.

**Callout A:** Shows the 'Related CJONs' table with a text input field containing 'Enter a Value' and a 'Delete' button.

CJON	Action
Enter a Value	Delete
	Add

**Callout B:** Shows the 'Related CJONs' table with the input field containing 'SF11MAY238014' and a 'Delete' button. Below the table are 'Save' and 'Cancel' buttons.

CJON	Action
SF11MAY238014	Delete
	Add

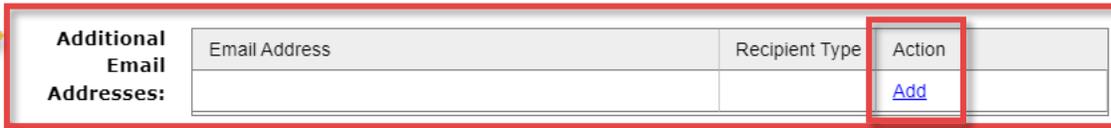
**Callout C:** Shows the 'Related CJONs' table with the input field containing 'SF11MAY238014' and a 'Delete' button. Below the table is an 'Add' button.

CJON	Action
SF11MAY238014	Delete
	Add

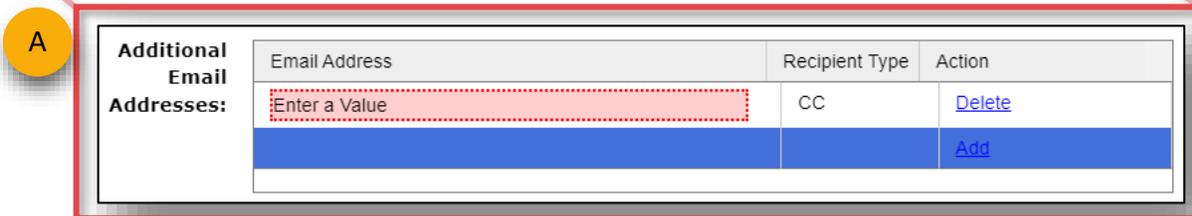
# How to Purchase DMUC – Check Out (Cont. 8)

**Step 20 (Optional):** The user can add additional email addresses. A, B, and C indicate the progressive steps to add the related CJONs. Another option is to add addresses via a **Bulk Add** shown by D.

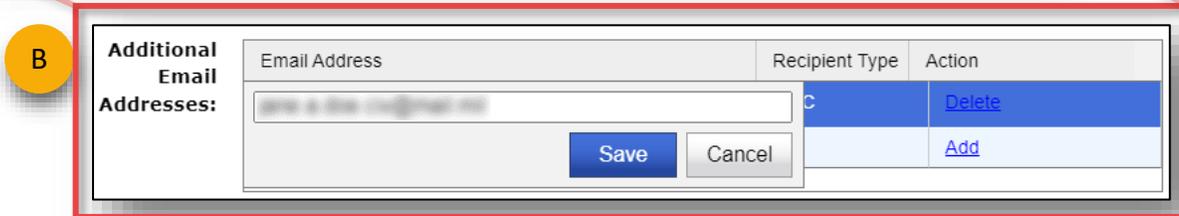
20



Email Address	Recipient Type	Action
		<a href="#">Add</a>

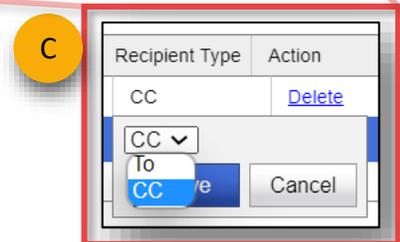


Email Address	Recipient Type	Action
Enter a Value	CC	<a href="#">Delete</a>
		<a href="#">Add</a>



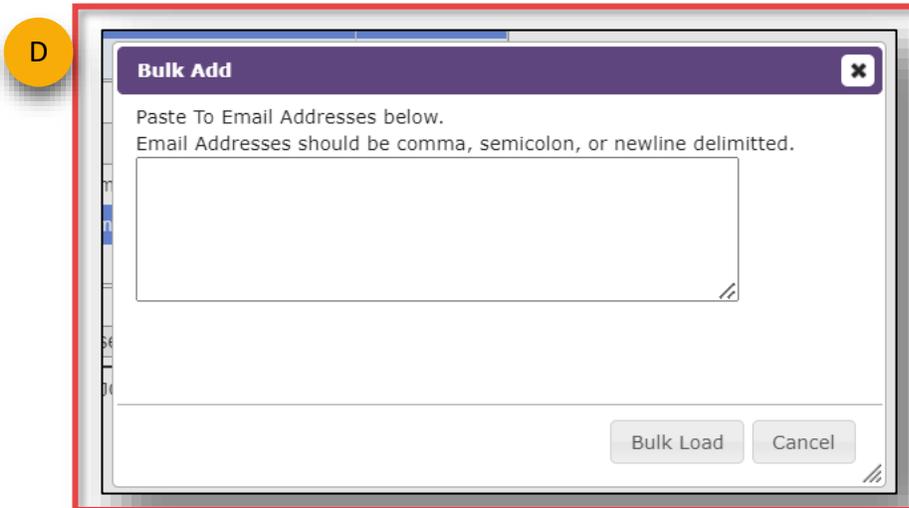
Email Address	Recipient Type	Action
<input type="text" value="www@disa.mil"/>	CC	<a href="#">Delete</a>
		<a href="#">Add</a>

[Save](#) [Cancel](#)



Recipient Type	Action
CC	<a href="#">Delete</a>

CC v  
To  
CC ve [Cancel](#)



**Bulk Add**

Paste To Email Addresses below.  
Email Addresses should be comma, semicolon, or newline delimited.

[Bulk Load](#) [Cancel](#)

# How to Purchase DMUC – Check Out (Cont. 9)

## Step 21: Click Finalize Order.

### Cart

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

21

Finalize Order

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
DoD Mobility Capability - Unclassified : START						
CJON: [REDACTED]	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<a href="#">Add Another</a>   <a href="#">Edit</a>   <a href="#">Save For Later</a>						
<b>Total:</b>			\$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.

# How to Purchase DMUC – Check Out (Cont. 10)

**Step 22:** In Payment Information, select one or more items from the table and click **Apply Funding** to either view the current funding information or to provide new/updated funding information.

22

Apply Funding

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.

**\*\*Please be advised that the 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.**

**NOTE:** Once the user clicks **Apply Funding**, the display as shown below will appear which reflects the applied funding.

**PDC Funding**

We recommend that Total Cost Thresholds (Not to Exceed) be equal to or greater than the NRC and MRC cost estimates (shown in bold text here). Your payment is validated (indicated by a green checkmark) once all required information is complete.

PDC Funding must cover at least \$ **0.00** in non-recurring costs and \$ **0.00** in monthly recurring costs (Actual Cost Estimate).

Program Designator Code	Non-Recurring Cost (NRC)	Monthly Recurring Cost (MRC)	Action
Enter a PDC			
<b>Subtotal</b>	<b>0.00</b>	<b>0.00</b>	

Press "Save Changes" to save all your changes to the funding information. [Save Changes](#)

*No PDC was provided for this office. Please refer to the Active Help and information icons associated with the PDCs for additional information.*

# How to Purchase DMUC – Check Out (Cont. 11)

## Step 23: Click on the red Enter a PDC field.

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.

\*\* DECTK, DoD Mobility Capability, GVS, OMS Subscription, DISN IS Subscription and DSN Subscription orders can only be associated with a single PDC.

### PDC Funding

We recommend that Total Cost Thresholds (Not to Exceed) be equal to or greater than the NRC and MRC cost estimates (shown in bold text here). Your payment is validated (indicated by a green checkmark) once all required information is complete.

PDC Funding must cover at least \$ **0.00** in non-recurring costs and \$ **0.00** in monthly recurring costs (Actual Cost Estimate).

Program Designator Code	Cost Threshold (Not To Exceed)		Action
	Non-Recurring Cost (NRC)	Monthly Recurring Cost (MRC)	
Enter a PDC			
<b>Subtotal</b>	<b>0.00</b>	<b>0.00</b>	

Press "Save Changes" to save all your changes to the funding information.

Save Changes

*No PDC was provided for this office. Please refer to the Active Help and information icons associated with the PDCs for additional information.*

23

# How to Purchase DMUC – Check Out (Cont. 12)

**Step 24:** Enter a valid **Program Designator Code** and click on the **Save** button.

**PDC Funding**

We recommend that Total Cost Thresholds (Not to Exceed) be equal to or greater than the NRC and MRC cost estimates (shown in bold text here). Your payment is validated (indicated by a green checkmark) once all required information is complete.

PDC Funding must cover at least \$ **1,286.71** in non-recurring costs and \$ **3,613.44** in monthly recurring costs (Actual Cost Estimate).

Program Designator Code	Non-Recurring Cost (NRC)	Monthly Recurring Cost (MRC)	Action
<input type="text"/>	\$ 0.00	\$ 0.00	<a href="#">Delete</a>
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	\$ 0.00	\$ 0.00	<a href="#">Add Another PDC</a>

Press "Save Changes" to save all your changes to the funding information.

*No PDC was provided for this office. Please refer to the Active Help and information icons associated with the PDCs for additional information.*

24

**NOTE:** Upon clicking **Save**, the system validates that the PDC exists in TIBI. If the PDC is invalid, the PDC cell background changes to yellow and the text '(Invalid PDC)' is added to the PDC cell. The graphic below depicts an invalid PDC, and the Save Changes Button is disabled.

PDC123 (Invalid PDC)

# How to Purchase DMUC – Check Out (Cont. 13)

**Step 25:** After inputting a valid PDC, click **Save Changes**. The Continue button will become enabled.

**Step 26:** Click **Continue**.

**PDC Funding**

We recommend that Total Cost Thresholds (Not to Exceed) be equal to or greater than the NRC and MRC cost estimates (shown in bold text here). Your payment is validated (indicated by a green checkmark) once all required information is complete.

PDC Funding must cover at least **\$ 126,71** in non-recurring costs and **\$ 2,813.48** in monthly recurring costs (Actual Cost Estimate).

Program Designator Code	Cost Threshold (Not To Exceed)		Action
	Non-Recurring Cost (NRC)	Monthly Recurring Cost (MRC)	
PDC123	<b>\$ 126,71</b>	<b>\$ 2,813.48</b>	<a href="#">Delete</a>
<b>Subtotal</b>	<b>\$ 126,71</b>	<b>\$ 2,813.48</b>	<a href="#">Add Another PDC</a>

Press "Save Changes" to save all your changes to the funding information.

**Save Changes** 

**Continue** 

# How to Purchase DMUC – Check Out (Cont. 14)

## Step 27: Click Place Order.

Finalize Order

Payment Information Completed

Order Review

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
DoD Mobility Capability - Unclassified : START						
CJON: [REDACTED]	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...

Place Order

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

**\*\*Please be advised that the 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.**

# How to Purchase DMUC – Check Out (Cont. 15)

**Step 28: (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.

## 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:

28

- [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.

**Step 29: (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.

## My Orders

Change criteria | 38 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
		DoD Mobility Capability - Unclassified	Ordering	START					13 Dec 2023 13:55:19 Z	Actions
		DoD Mobility Capability - Unclassified	Pending Approval	TART					13 Dec 2023 00:32:13 Z	Actions
		DoD Mobility Capability - Unclassified	Pending Approval	TART					12 Dec 2023 21:41:27 Z	Actions
		DoD Mobility Capability - Uncla	Ordering	TART					12 Dec 2023 21:34:26 Z	Actions
		DoD Mobility Capability - Uncla	Ordering	TART					04 Dec 2023 17:45:22 Z	Actions
			In Cart	TART					30 Nov 2023 18:47:38 Z	Actions
			In Cart	TART					30 Nov 2023 18:37:27 Z	Actions
			Ordering	START					24 Nov 2023 16:13:09 Z	Actions

29



# Order Tracking



# How to Track/Locate an Order

## *“What is Tracking used for?” – Example Scenarios...*

Below are five example scenarios that a user could encounter where tracking the order and viewing the Addressing and Routing would be helpful. “Addressing” summarizes who will be notified of an order and reason for inclusion. “Routing” summarizes the offices/individuals that an order will need to be approved by prior to fulfillment. Refer to pages 50, 51, 52, and 54 (Steps 1, 2, 3, 4, 5, and 9) for navigating to the Addressing and Routing tab. Pages 55 and 56 provides examples of Addressing and Routing.

*Scenario 1: User has a sensitive deadline for an order to be approved by.*

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.

*Scenario 2: One approving office on an order may want to know what the previous or the next approving office is.*

The user can identify the routing offices by navigating to the Routing tab to easily view the Routing Offices for an order.

*Scenario 3: Why is my order not approved yet? My order seems stuck in the approval process.*

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.

*Scenario 4: My order status shows Denied. Why?*

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.

*Scenario 5: My CJON is missing/deleted. How can I find it?*

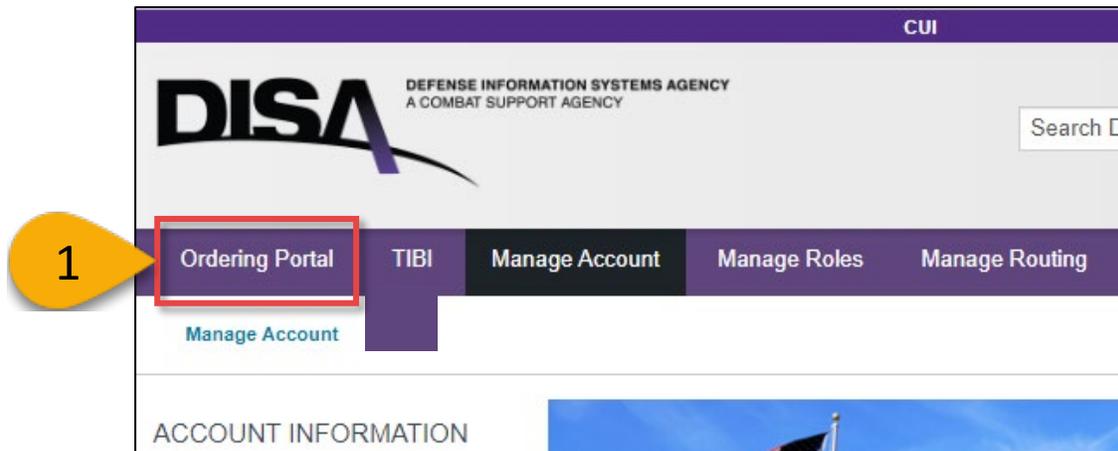
An order (CJON) can ONLY be deleted BEFORE it is submitted. If a user is unable to locate their order (CJON), please open a ticket with GSD to be assigned to the DSF Help Desk.

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.

# How to Track/Locate an Order (Cont. 1)

*When you need to locate an order...*

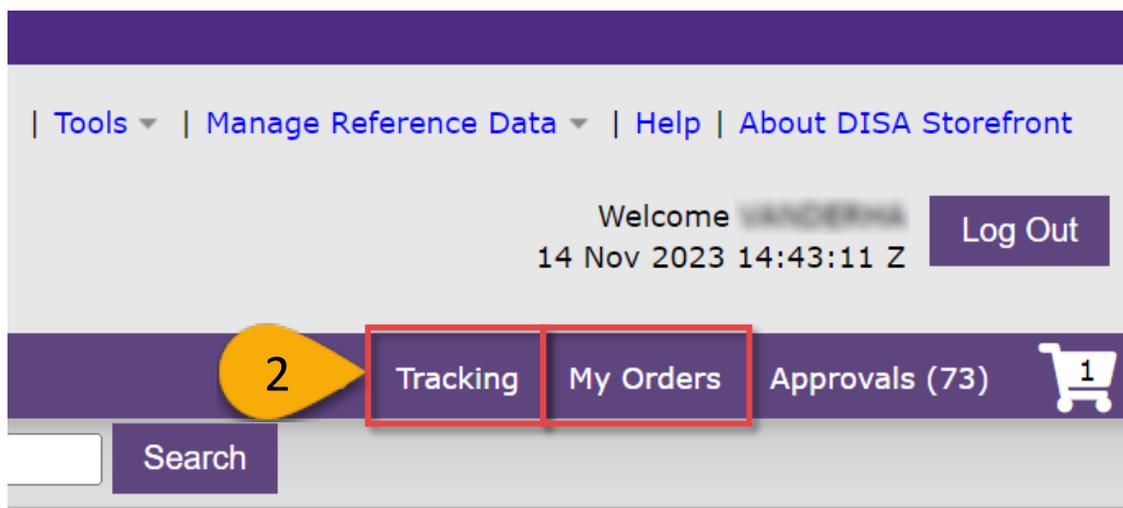
**Step 1:** On the DISA Storefront Administrative Landing Page, click on the **Ordering Portal**.



**Step 2:** In the Ordering Portal, locate the order of interest by using one of the following:

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 beginning on page 58 of this document.

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.



# How to Track/Locate an Order (Cont. 2)

**Step 3:** On this screen, enter the search information, e.g., CJON TSR, CSA, CCSD. Partial CJONs (e.g., SF12FEB, 12FEB15, 5000) may be entered.

**Step 4:** Click **Search**.

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:  ?

**3**

**4** Search Clear

**(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.

# How to Track/Locate an Order (Cont. 3)

**Step 5 (Optional):** 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 order using the instructions here, try using the **Mobility Subscription Search** page (see section beginning on page 20) to search using other DMUC-specific criteria.

Tracking

Change criteria | 220 results for: Draft, Ordering, In Cart, Denied, Pending Approval, Active, DoD Mobility Capability Retrieve more results

<< first < prev 1 2 3 4 5 6 7 8 9 next > last >> 25 per page

5

CJON	TSR	Service Type	Status	Type Action	PDC	Agency	CCSD	CSA	Date Modified	Actions
		DoD Mobility Capability - Unclassified	Ordering	START					24 Oct 2023 22:09:55 Z	Actions
		DoD Mobility Capability - Unclassified	Ordering	START					24 Oct 2023 16:03:55 Z	Actions
		DoD Mobility Capability - Unclassified	Ordering	START					24 Oct 2023 15:13:06 Z	Actions
		DoD Mobility Capability - Unclassified	Active	START					23 Oct 2023 16:51:05 Z	Actions
		DoD Mobility Capability - Unclassified	Pending Approval	DISCONTINUE					23 Oct 2023 16:03:56 Z	Actions
		DoD Mobility Capability - Unclassified	Pending Approval	START					23 Oct 2023 15:46:16 Z	Actions
		DoD Mobility Capability - Unclassified	Ordering	DISCONTINUE					23 Oct 2023 15:05:17 Z	Actions
		DoD Mobility Capability - Classified - TS	Ordering	START					20 Oct 2023 19:18:52 Z	Actions
		DoD Mobility Capability - Unclassified	Ordering	START					20 Oct 2023 18:27:26 Z	Actions
		DoD Mobility Capability - Classified - TS	Ordering	START					20 Oct 2023 18:24:30 Z	Actions
		DoD Mobility Capability - Unclassified	Pending Approval	START					18 Oct 2023 18:15:51 Z	Actions
		DoD Mobility Capability - Unclassified	Ordering	START					18 Oct 2023 14:52:35 Z	Actions
		DoD Mobility Capability - Unclassified	Ordering	AMEND					18 Oct 2023 14:42:16 Z	Actions

Refine by: Filter Clear

Agency:  USDC  OSD  USA  USAF  USMC  USN

Requestor:  DoD Mobility Capabilities  DoD Mobility Capabilities

Status:  Active  Active - Pending Change  Completed  Denied  Discontinued  In Progress

Service Type:  Commercial Business Line (CBL)  Commercial Satellite Subscription Services  Commercial Voice Services

## ? Tracking Page Functions

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.

Pending Approval Retrieve more results A

8 9 10 next > last >> 10 per page B

Type Action	PDC	CCSD
oval CHANGE	B471BF	DM

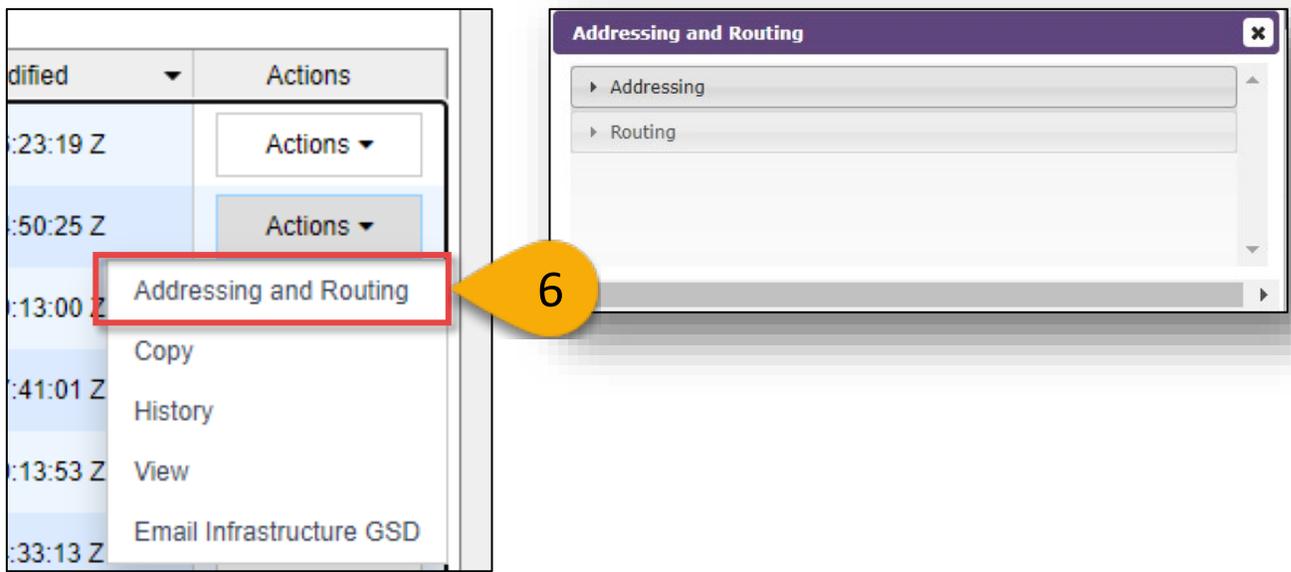
- A. **Retrieve more results** – this link allows the users to display older orders.
- B. **“per page” drop-down menu** – this drop-down menu allows the user to select the number of search results that is displayed on the screen. The search can display 10, 25, 50, or 100 results.

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.

## How to Track/Locate an Order (Cont. 4)

**Step 6:** Locate the desired service order. Under the **Actions** drop-down menu, click on **Addressing and Routing**. The Addressing and Routing button is useful when looking for where an order is in the approval process.

*A pop-up window will appear.*



### ? Order Status Inquires

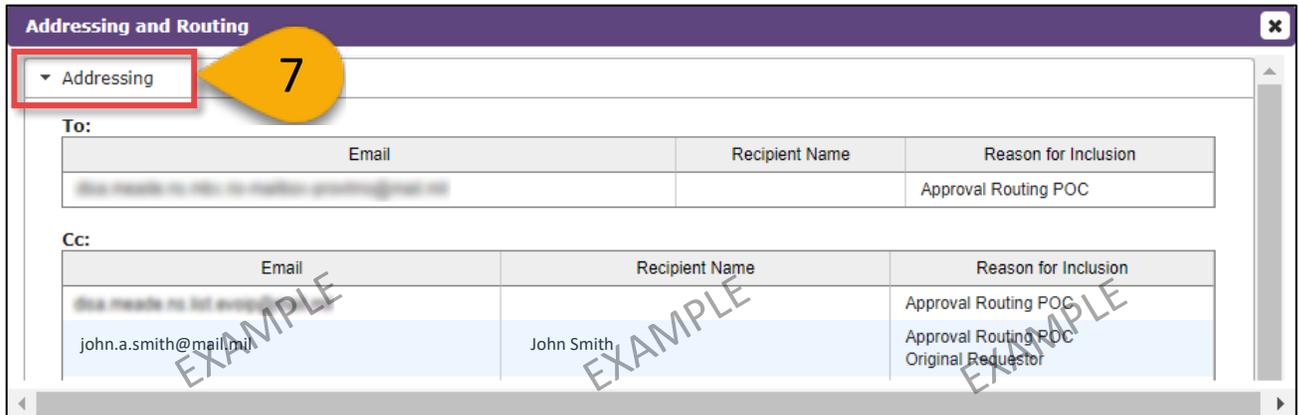
**When order status is Pending Approval:** the user can follow steps 1 through 5 to view where the order is in the approval routing workflow by clicking **Addressing and Routing** as shown in Step 9 above.

**When order status is Pending Fulfillment:** the user should contact your agency's DITCO Customer Support Team (refer to TIBI at <https://tibi.csd.disa.mil>) or the EMSS PMO ([disa.meade.ie.mbx.emss-pmo@mail.mil](mailto:disa.meade.ie.mbx.emss-pmo@mail.mil)) to check on the fulfillment status.

\*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.

## How to Track/Locate an Order (Cont. 5)

**Step 7:** Click on the **Addressing** tab to review the email notifications that are associated with the service. Close the tab by clicking on the **Addressing** tab again.



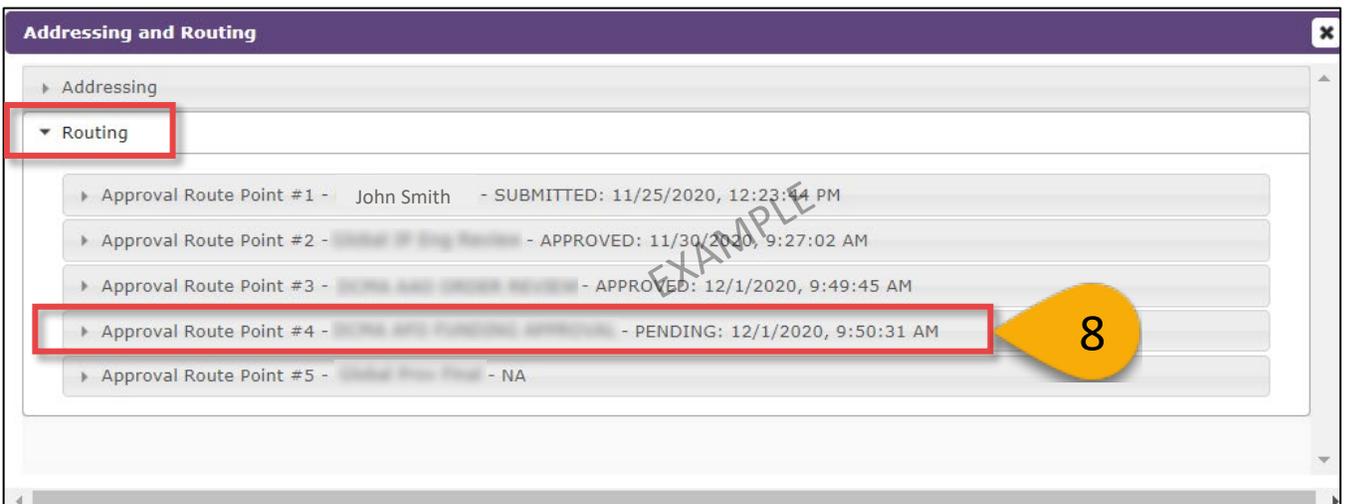
The screenshot shows a window titled "Addressing and Routing" with a purple header. The "Addressing" tab is selected and highlighted with a red box. A yellow callout bubble with the number "7" points to this tab. Below the tab, there are two tables. The first table is for "To:" recipients, and the second is for "Cc:" recipients. Both tables have columns for "Email", "Recipient Name", and "Reason for Inclusion".

To:		
Email	Recipient Name	Reason for Inclusion
[Redacted]		Approval Routing POC

Cc:		
Email	Recipient Name	Reason for Inclusion
[Redacted]		Approval Routing POC
john.a.smith@mail.mil	John Smith	Approval Routing POC Original Requestor

**Step 8:** Click on the **Routing** tab to review the status of the order. In this example, the order is currently *Pending* on **Approval Route Point #4**. Clicking this tab expands the route point to display more information.



The screenshot shows the same "Addressing and Routing" window, but now the "Routing" tab is selected and highlighted with a red box. A yellow callout bubble with the number "8" points to the "Approval Route Point #4" entry, which is also highlighted with a red box. The window displays a list of approval route points with their status and submission dates.

Approval Route Point	Recipient Name	Status	Submission Date/Time
Approval Route Point #1	John Smith	SUBMITTED	11/25/2020, 12:23:44 PM
Approval Route Point #2	[Redacted]	APPROVED	11/30/2020, 9:27:02 AM
Approval Route Point #3	[Redacted]	APPROVED	12/1/2020, 9:49:45 AM
Approval Route Point #4	[Redacted]	PENDING	12/1/2020, 9:50:31 AM
Approval Route Point #5	[Redacted]	NA	

## How to Track/Locate an Order (Cont. 6)

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

Approval Route Point #3 - DCMA ARO ORDER REVIEW - APPROVED: 12/1/2020, 9:49:45 AM

Approval Route Point #4 - DCMA ARO FUNDING APPROVAL - PENDING: 12/1/2020, 9:50:31 AM

**Status:** PENDING  
**Notification Time:** 12/1/2020, 9:50:31 AM  
**Agency:** Defense Contract Management Agency (DCMA)  
**Reason for Route Point:** XGGHDV

**Approvers:**

First Name	Last Name	Email	Phone	Customer Type	Agency	Organization
Smith	John	ORG/USER: John.a.Smith@mail.mil	000-000-0000	Government		
Doe	Jane	ORG/USER: Jane.D.Doe@mail.mil	000-000-0000	Government		

9

If the user's order shows a Denied status, the user can view the **Comments** field in the associated route point where the Denial status is reflected.

Below is an example of a DENIED order with **Comments** provided by the individual in the associated Routing point/office who denied the order.

Approval Route Point #3 - DENIED: 9/28/2022, 9:42:11 PM

**Status:** DENIED  
**Response Time:** 9/28/2022, 9:42:11 PM  
**Notification Time:** 9/13/2022, 4:30:12 PM  
**Agency:** Defense Information Systems Agency (DISA)

**Action Taken By:**

**Comments:** This order is being denied due to the change of the fiscal year. Please validate and resubmit your requirement with new Bona Fide FY23 line of accounting if the requirement still exists. For assistance with ordering, please email us at [redacted] or call us at [redacted].

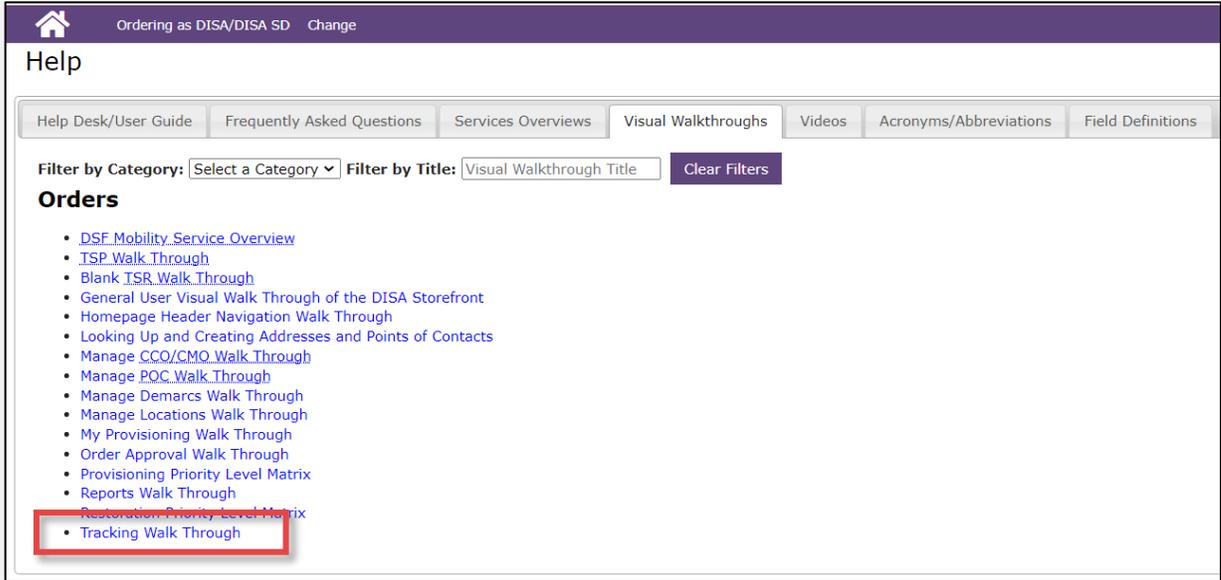
**Approvers:**

First Name	Last Name	Email	Phone	Customer Type	Agency	Organization
------------	-----------	-------	-------	---------------	--------	--------------

# How to Track/Locate an Order (Cont. 7)

## Tracking Walkthrough

For more information, log into the Ordering Portal. Navigate to the **Visual Walkthroughs** tab on the **Help** page. Click on the **Tracking Walk Through** to view and/or download the guide.



The screenshot shows the Ordering Portal Help page. At the top, there is a navigation bar with a home icon, the text "Ordering as DISA/DISA SD", and a "Change" link. Below this is the "Help" section with several tabs: "Help Desk/User Guide", "Frequently Asked Questions", "Services Overviews", "Visual Walkthroughs", "Videos", "Acronyms/Abbreviations", and "Field Definitions". The "Visual Walkthroughs" tab is active. Below the tabs, there are filter options: "Filter by Category:" with a dropdown menu set to "Select a Category", "Filter by Title:" with a text input field containing "Visual Walkthrough Title", and a "Clear Filters" button. Underneath, the "Orders" section lists various guides. The "Tracking Walk Through" guide is highlighted with a red box.

Home Ordering as DISA/DISA SD Change

### Help

Help Desk/User Guide Frequently Asked Questions Services Overviews **Visual Walkthroughs** Videos Acronyms/Abbreviations Field Definitions

Filter by Category:  Filter by Title:

#### Orders

- [DSF Mobility Service Overview](#)
- [TSP Walk Through](#)
- [Blank TSR Walk Through](#)
- [General User Visual Walk Through of the DISA Storefront](#)
- [Homepage Header Navigation Walk Through](#)
- [Looking Up and Creating Addresses and Points of Contacts](#)
- [Manage CCO/CMO Walk Through](#)
- [Manage POC Walk Through](#)
- [Manage Demarcs Walk Through](#)
- [Manage Locations Walk Through](#)
- [My Provisioning Walk Through](#)
- [Order Approval Walk Through](#)
- [Provisioning Priority Level Matrix](#)
- [Reports Walk Through](#)
- [Restoration Priority Level Matrix](#)
- [Tracking Walk Through](#)



# Mobility Subscription Search

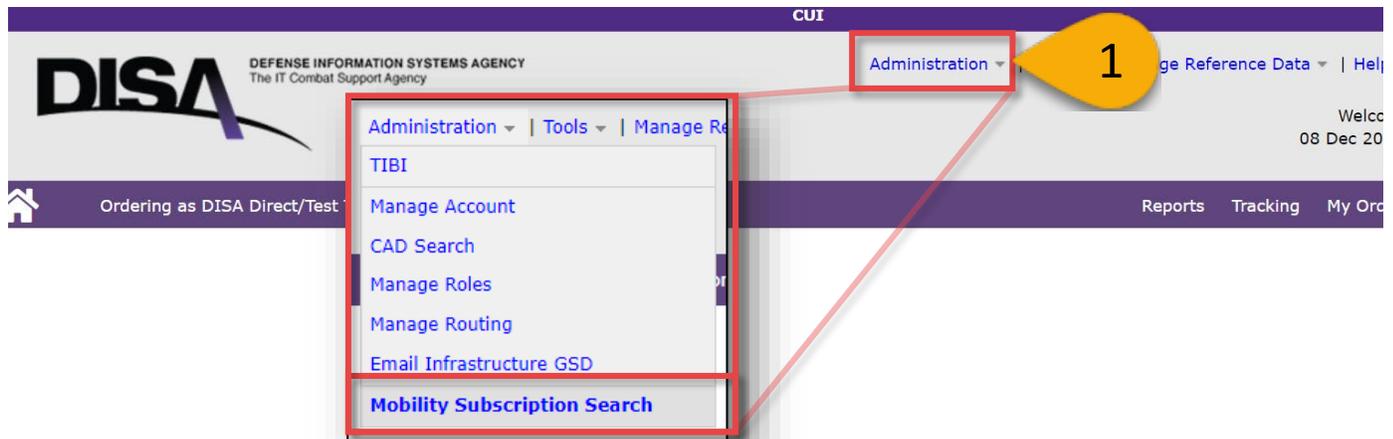
---

# Mobility Subscription Search

*When you need to locate and/or manage Mobility Subscribers...*

**Step 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.



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

A screenshot of the 'Mobility Subscription Search' form. The form contains several input fields: CJON, Last Name, CAC Email, Device Info, Organization, PDC, Order Status (dropdown), and Subscriber Status (dropdown). A yellow callout bubble with the number '2' points to the form fields. A 'Search' button is located at the bottom of the form.

**NOTES:**

1. **CJON:** partial term NOT allowed
2. **Last Name:** partial terms allowed
3. **CAC Email:** partial terms allowed
4. **Device Info:** partial terms allowed
5. **Organization:** partial terms allowed
6. **PDC:** partial terms allowed (minimum of 4 characters); multiple PDCs separated by semicolon (;)

# Mobility Subscription Search (Cont. 1)

*When you need to locate and/or manage Mobility Subscribers...*

**Step 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:

1. **Active:** This will narrow search results to show ONLY Active orders
2. **All (includes Draft/Historic Orders):** This will broaden search to show all order(s) / subscriber(s) that exist(ed)

**Step 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:

1. **Active:** This will narrow search results to show ONLY Active subscribers
2. **All (includes Deleted/Removed Subscribers):** This will broaden search to show all subscriber(s) that exist(ed).

**Step 5:** Click **Search**. Pages 61 through 67 present a few examples of searches and results using example/fake information.

The screenshot shows the 'Mobility Subscription Search' interface. At the top, there is a purple navigation bar with a home icon and the text 'Mobility Subscription Search'. Below this, the page title 'Mobility Subscription Search' is displayed. The main form contains several input fields: 'CJON:', 'Last Name:', 'CAC Email:', 'Device Info:', 'Organization:', and 'PDC:'. Two dropdown menus are highlighted with red boxes and callouts: 'Order Status:' (callout 3) and 'Subscriber Status:' (callout 4). Both dropdown menus are currently set to 'Active'. The 'Order Status' dropdown menu is open, showing 'Active' and 'All (includes Draft/Historic Orders)'. The 'Subscriber Status' dropdown menu is also open, showing 'Active' and 'All (includes Deleted/Removed Subscribers)'. A 'Search' button is highlighted with a red box and callout 5. A separate inset box at the bottom left shows a close-up of the 'Subscriber Status' dropdown menu with the 'Search' button below it.

# Mobility Subscription Search (Cont. 2)

**Step 6:** If the user enters a **CJON**, the search will return the subscribers currently on that order/CJON. Once the CJON is entered, click **Search**. NOTE: Partial CJONs are not searchable.

## Mobility Subscription Search

6

**CJON:**  ?

**Last Name:**  ?

**CAC Email:**  ?

**Device Info:**  ?

**Organization:**  ?

**PDC:**  ?

**Order Status:** All (includes Draft/Historic Orders) ▾ ?

**Subscriber Status:** Active ▾ ?

**Search**

### Step 6 Example Results: CJON search results:

[Download](#)

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

CJON	Last Name	CAC Email	Device Info	PDC	Last-Modified	Actions
<input type="text" value="Enter CJON..."/>	<input type="text" value="Enter Last Name..."/>	<input type="text" value="Enter Email..."/>	<input type="text" value="Enter Device Info..."/>	<input type="text" value="Enter PDC..."/>	<input type="text" value="MM/DD/YYYY"/>	
SF03 714	Joe	john.a.doe@ngsws.mil	123-4567-8901010		Mon Dec 04 2023	<a href="#">View Details</a>
SF03 714	Joe	john.a.doe@ngsws.mil	123-4567-8901010		Mon Dec 04 2023	<a href="#">View Details</a>
SF03 714	Joe	john.a.doe@ngsws.mil	123-4567-8901010		Mon Dec 04 2023	<a href="#">View Details</a>
SF03 714	Joe	john.a.doe@ngsws.mil	123-4567-8901010		Mon Dec 04 2023	<a href="#">View Details</a>

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

# Mobility Subscription Search (Cont. 3)

**Step 7:** If the user searches by **Last Name**, the search will return the subscribers with that last name and the associated orders they are on. Once the last name is entered, click **Search**.

## Mobility Subscription Search

7

CJON:

**Last Name:**

CAC Email:

Device Info:

Organization:

PDC:

Order Status:

Subscriber Status:

**Step 7 Example Results:** Last Name search results:

[Download](#) Search

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

CJON	Last Name	CAC Email	Device Info	PDC	Last-Modified	Actions
<input type="text" value="Enter CJON..."/>	<input type="text" value="Enter Last Name..."/>	<input type="text" value="Enter Email..."/>	<input type="text" value="Enter Device Info..."/>	<input type="text" value="Enter PDC..."/>	= <input type="text" value="MM/DD/YYYY"/>	
0000000000	Doe	john.doe@disa.mil	000000	000000	Thu Nov 14 2013	<a href="#">View Details</a>
0000000000	Doe	john.doe@disa.mil	0000	000000	Mon Nov 12 2013	<a href="#">View Details</a>
0000000000	Doe	john.doe@disa.mil	000000	000000	Wed Aug 21 2013	<a href="#">View Details</a>
0000000000	Doe	john.doe@disa.mil	000000	000000	Wed Aug 21 2013	<a href="#">View Details</a>

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

# Mobility Subscription Search (Cont. 4)

**Step 8:** If the user searches by CAC Email, the search will return the subscriber/orders that have that CAC email address. Once the Email Address(es) is entered, click **Search**.

## Mobility Subscription Search

8

CJON:

Last Name:

CAC Email:

Device Info:

Organization:

PDC:

Order Status: Active

Subscriber Status: Active

**Step 8 Example Results:** CAC Email search results:

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

CJON	Last Name	CAC Email	Device Info	PDC	Last-Modified	Actions
<input type="text" value="Enter CJON..."/>	<input type="text" value="Enter Last Name..."/>	<input type="text" value="Enter Email..."/>	<input type="text" value="Enter Device Info..."/>	<input type="text" value="Enter PDC..."/>	<input type="text" value="MM/DD/YYYY"/>	
0100000000	Todd	gerald. @brown16.org@mail.mil	6P046276	EMW76	Mon Mar 04 2025	<input type="button" value="View Details"/>
0100000000	Todd	gerald. @brown16.org@mail.mil	48021234	EMW76	Mon Mar 04 2025	<input type="button" value="View Details"/>
0100000000	JAMES	gerald. @brown16.org@mail.mil	01 80 01 14 00 12	EMW76	Wed Oct 04 2023	<input type="button" value="View Details"/>
0100000000	JAMES	gerald. @brown16.org@mail.mil	01 80 01 14 00 00	EMW76	Wed Oct 04 2023	<input type="button" value="View Details"/>
0100000000	JAMES	gerald. @brown16.org@mail.mil	01 80 01 14 00 00	EMW76	Tue Nov 14 2023	<input type="button" value="View Details"/>
0100000000	JAMES	gerald. @brown16.org@mail.mil	01 80 01 14 00 12	EMW76	Tue Nov 14 2023	<input type="button" value="View Details"/>
0100000000	JAMES	gerald. @brown16.org@mail.mil	01 80 01 14 00 00	EMW76	Wed Nov 15 2023	<input type="button" value="View Details"/>
0100000000	JAMES	gerald. @brown16.org@mail.mil	01 80 01 14 00 12	EMW76	Wed Nov 15 2023	<input type="button" value="View Details"/>
0100000000	James	gerald. @brown16.org@mail.mil	12064760	EMW76	Tue Jan 23 2024	<input type="button" value="View Details"/>
0100000000	Todd	gerald. @brown16.org@mail.mil	1206749852	EMW76	Thu Jan 25 2024	<input type="button" value="View Details"/>

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

# Mobility Subscription Search (Cont. 5)

**Step 9:** If the user enters a partial or full PDC, the search will return the subscribers being billed to that PDC. Once the PDC(s) is entered, click **Search**.

## Mobility Subscription Search

**CJON:**  ?  
**Last Name:**  ?  
**CAC Email:**  ?  
**Device Info:**  ?  
**Organization:**  ?  
**PDC:**  ?  
**Order Status:** Active  ?  
**Subscriber Status:** Active  ?

**Step 9 Example Results:** Example search results for the PDC parameter:

Download

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

CJON	Last Name	CAC Email	Device Info	PDC	Last-Modified	Actions
<input type="text" value="Enter CJON..."/>	<input type="text" value="Enter Last Name..."/>	<input type="text" value="Enter Email..."/>	<input type="text" value="Enter Device Info..."/>	<input type="text" value="Enter PDC..."/>	= <input type="text" value="MM/DD/YYYY"/>	
EWMB42	Joe	joe.d@disa.mil	123456	EWMB42	Tue Nov 14 2023	<input type="button" value="View Details"/>
EWMB42	Joe	joe.d@disa.mil	123456	EWMB42	Mon Nov 13 2023	<input type="button" value="View Details"/>
EWMB41	John	john.a@disa.mil	123456789	EWMB41	Thu Sep 07 2023	<input type="button" value="View Details"/>
EWMB41	John	john.a@disa.mil	123456789	EWMB41	Thu Sep 07 2023	<input type="button" value="View Details"/>
EWMB41	John	john.a@disa.mil	123456789	EWMB41	Thu Sep 07 2023	<input type="button" value="View Details"/>
EWMB41	John	john.a@disa.mil	123456789	EWMB41	Thu Sep 07 2023	<input type="button" value="View Details"/>
EWMB41	John	john.a@disa.mil	123456789	EWMB41	Thu Sep 07 2023	<input type="button" value="View Details"/>
EWMB41	John	john.a@disa.mil	123456789	EWMB41	Thu Sep 07 2023	<input type="button" value="View Details"/>
EWMB41	John	john.a@disa.mil	123456789	EWMB41	Thu Sep 07 2023	<input type="button" value="View Details"/>
EWMB41	John	john.a@disa.mil	123456789	EWMB41	Thu Sep 07 2023	<input type="button" value="View Details"/>

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

# Mobility Subscription Search (Cont. 6)

**Step 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**.

## Mobility Subscription Search

10

EXAMPLE

EXAMPLE

CJON:	<input type="text" value="sf23 899"/>	?
Last Name:	<input type="text"/>	?
CAC Email:	<input type="text" value="gerald.ross@mil"/>	?
Device Info:	<input type="text"/>	?
Organization:	<input type="text" value="DISA"/>	?
PDC:	<input type="text" value="EWAITS"/>	?
Order Status:	<input type="text" value="All (includes Draft/Historic Orders)"/>	?
Subscriber Status:	<input type="text" value="Active"/>	?

**Step 10 Example Results:** Example search results for multiple parameters:

Download

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

CJON	Last Name	CAC Email	Device Info	PDC	Last-Modified	Actions
<input type="text" value="Enter CJON..."/>	<input type="text" value="Enter Last Name..."/>	<input type="text" value="Enter Email..."/>	<input type="text" value="Enter Device Info..."/>	<input type="text" value="Enter PDC..."/>	<input type="text" value="MM/DD/YYYY"/>	
SF23 899		gerald.ross@mil		EWAITS	Thu Jan 28 2016	<input type="button" value="View Details"/>

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

# Mobility Subscription Search (Cont. 7)

**Step 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.

## Mobility Subscription Search

The screenshot shows a search form with the following fields: CJON, Last Name (vanderhoof), CAC Email, Device Info, Organization, PDC, Order Status (Active), and Subscriber Status (Active). A 'Search' button is located below the form. A separate dropdown menu for 'Order Status' is shown below, set to 'All (includes Draft/Historic Orders)'.

**Step 11A Example Results:** Example search results when Order Status selection is **Active**:

Download Search

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

CJON	Last Name	CAC Email	Device Info	PDC	Last-Modified	Actions
SF11MAR24006	Vanderhoof	www.vanderhoof.org	4037	07/08/08	Thu Feb 28 2008	View Details

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

**Step 11B Example Results:** Example search results when Order Status selection is **All (includes Draft/Historic/ Orders)**:

Download Search

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

CJON	Last Name	CAC Email	Device Info	PDC	Last-Modified	Actions
SF11MAR24006	Vanderhoof	www.vanderhoof.org	4037	07/08/08	Thu Feb 28 2008	View Details
SF11MAR24006	Vanderhoof	www.vanderhoof.org	10 000 700000		Thu Feb 10 2008	View Details

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





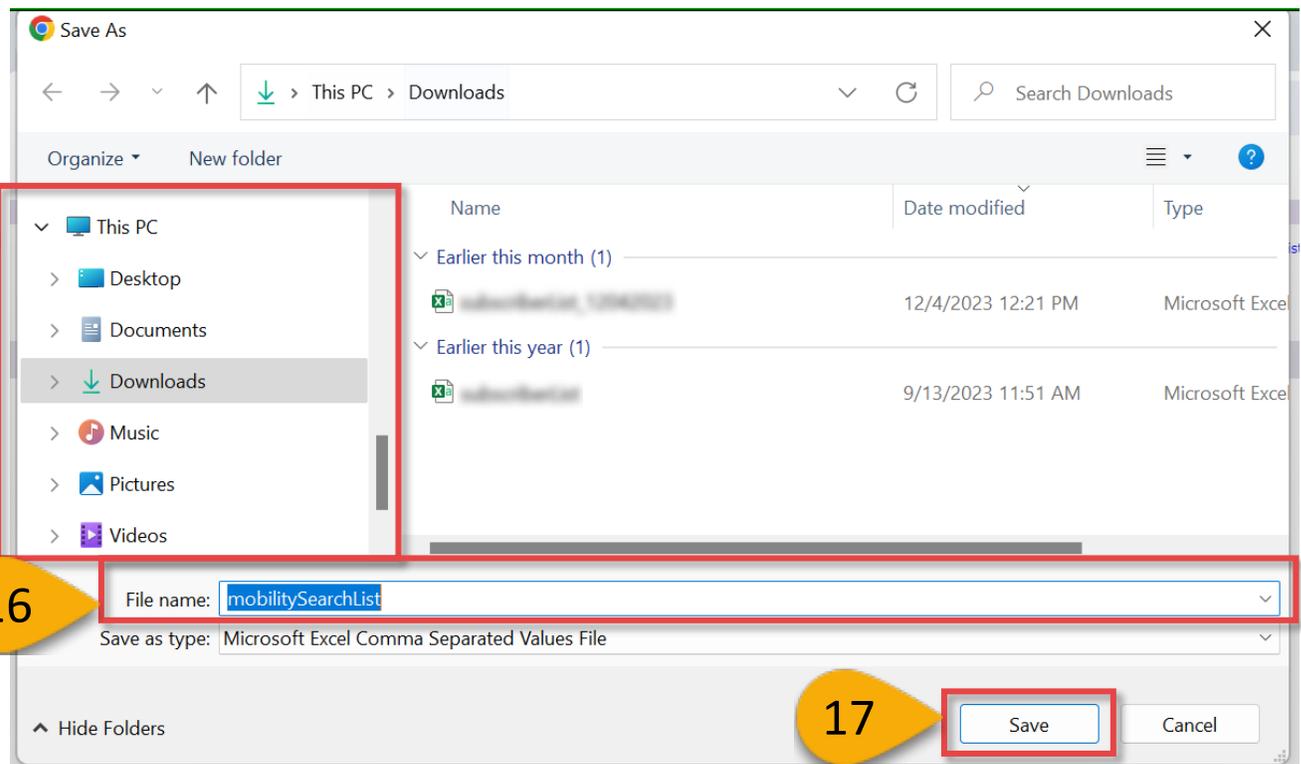


## Mobility Subscription Search (Cont. 11)

**Step 15:** Select the location that the file being downloaded should be saved to.

**Step 16 (Optional):** The user can rename the file if desired.

**Step 17:** Click **Save**. The file will save as a Comma Separated Values (csv) file type. Click **Cancel** to stop the process.



15

16

17





# When to Transmit or NOT Transmit Changes to the MDM Server

---

# When to Transmit/Not Transmit to the MDM Server

*When to Transmit, or NOT transmit, changes to the MDM server...*

**When to use “Yes, transmit subscriber updates to MDM server (can take up to 24 hours to complete.)**

Transmit to Mobile Device Management (MDM) server?\*

Yes, transmit these subscriber updates to MDM server (can take up to 24 hours to complete)

**Scenario/Example 1:** On a NEW order being drafted with the intent to submit the subscriber record for approval and implementation.

**Scenario/Example 2:** On a subscriber update where the email address, organization, and/or camera policy were changed.

**Scenario/Example 3:** Replacing one subscriber’s information with another in another subscriber that was already on the order. This is where the “Previous User Email” field SHOULD BE filled in.

**Scenario/Example 4:** When a subscriber no longer needs ANY service OR leaves the Agency. The losing Agency should IMMEDIATELY remove the subscriber from the record and transmit.

**When to use “No, this subscriber update is for DSF record keeping only and does not need to be transmitted to the MDM server.”**

No, this subscriber update is for DSF record keeping only and does not need to be transmitted to the MDM server

**Scenario/Example 1:** Scenario 1: If a subscriber currently has an active service and a Mobility Manager is making an administrative change in DISA Storefront. Example: a subscriber’s phone broke; this would require replacing the device’s IMEI number.

**Scenario/Example 2:** Scenario 2: If a Mobility Manager is consolidating subscriber(s) on an active order to another active order without loss of service.

**Scenario/Example 3:** Scenario 3: If a subscriber has an active service on more than one device, the user should select “No, ...” as the MDM server only recognizes subscribers by CAC email, and not device information. Transmitting a change to MDM would result in loss of service on all devices.

**Scenario/Example 4:** If a subscriber leaves the agency, but retains the service, remove the subscriber from the order immediately. Failing to do so **may result in LOSS OF SERVICE**. When the gaining agency creates a record for the subscriber BEFORE the losing agency conducts any deletion/removal, then, when the losing agency goes back to administer subscriptions, any removals of the user **will result in LOSS OF SERVICE** tied to the CAC Email address.



# Subscriber Management

---

# How to Manage DMUC Subscribers

*When you need to manage Mobility Subscribers...*

**Step 1:** Once the right order and subscriber have been located using steps in the Mobility Subscription Search section (see page 58), results will appear as shown below. Click **View Details** to review the subscriber's information.

**Step 2:** Click **Manage Subscribers** to go to the specific order/CJON with all the order's subscribers.

**NOTE:** If a user is consolidating subscribers from one order to another, please refer to the **DMUC Transfer Guide** available on the Visual Walkthroughs tab of the DSF Help page.

Download Search

<< first < prev 1 2 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	
					Wed Sep 13 2023	View Details
					Thu Sep 14 2023	View Details
					Wed Sep 13 2023	View Details
					Wed Sep 13 2023	View Details

**NOTE:** If a subscriber is on an active order and their email address is on another DMUC order, the Mobility Subscription Search Details will display an **Alert** message as shown.

**Mobility Subscription Details**

CJON: [CJON ID] **Manage Subscribers**

First Name: [Name]  
Last Name: [Name]  
CAC Email: [Email]  
**Alert: This email address is associated with other DMUC Subscriptions/Orders.**  
Device Info: [Info]  
Device Make: [Make]  
Camera Policy: [Policy]  
Last Action: [Action]  
Last Updated: [Date]  
Last Updated By: [User]  
Notification Email: [Email]  
Operating System: [OS]  
Organization: [Org]  
Previous User Email: [Email]  
Rank: [Rank]  
Transmit to MDM: [Setting]

Close

**Alert: This email address is associated with other DMUC Subscriptions/Orders.**

# How to Manage DMUC Subscribers (Cont. 1)

**Step 3:** The user can click **Edit, Copy, or Delete** to manage the subscriber(s) on the order/CJON. See the steps in the Subscription Information section (pages 13 through 24) of this document) for instructions on adding, editing, or copying the subscriber information.

**NOTES:**

- a) The **Number of Subscriptions** can not be edited on this page.
  - i. If the user needs to increase or decrease the number of subscribers on the order when the order is in the ACTIVE status, a CHANGE action will need to be submitted and approved. (For Change instructions, see section beginning on page 77.
- b) The **Copy** button will be disabled if the “existing” number of subscribers equals the number of subscriptions.
- c) The number of subscriptions can be updated by editing the order while the order Status is “Ordering”.
- d) For a subscriber being managed on an ACTIVE order and the update needs to take effect, select **Yes, transmit these subscriber updates to MDM server (can take up to 24 hours to complete)**.

**NOTE:** Refer to page 73 for examples/ scenarios of when to Transmit to MDM.

**EDIT SUBSCRIBER**

Personnel Information | Device Information

CAC Email\*

First Name (60 Characters Remaining) | Last Name\* (60 Characters Remaining)

Organization\*

Rank/Grade:

Previous User Email

Notification Email (semicolon-separated)\* (3000 Characters Remaining)

Transmit to Mobile Device Management (MDM) server?\*

Yes, transmit these subscriber updates to MDM server (can take up to 24 hours to complete)

No, this subscriber update is for DSF record keeping only and does not need to be transmitted to the MDM server

Save Changes

## Manage Subscribers

Item: DoD Mobility Capability - Unclassified  
CJON:  
Type Action: START  
Status:

## Subscriber Information

Number of Subscriptions 4

Subscriber List 4 Subscriber(s)

Add Single Subscriber | Download Bulk Template | Add Bulk Subscribers | Download Subscriber List

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

Last Name	First Name	Rank/Grade	CAC Email	Device Information	Actions
					Edit Copy Delete
					Edit Copy Delete
					Edit Copy Delete
					Edit Copy Delete

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





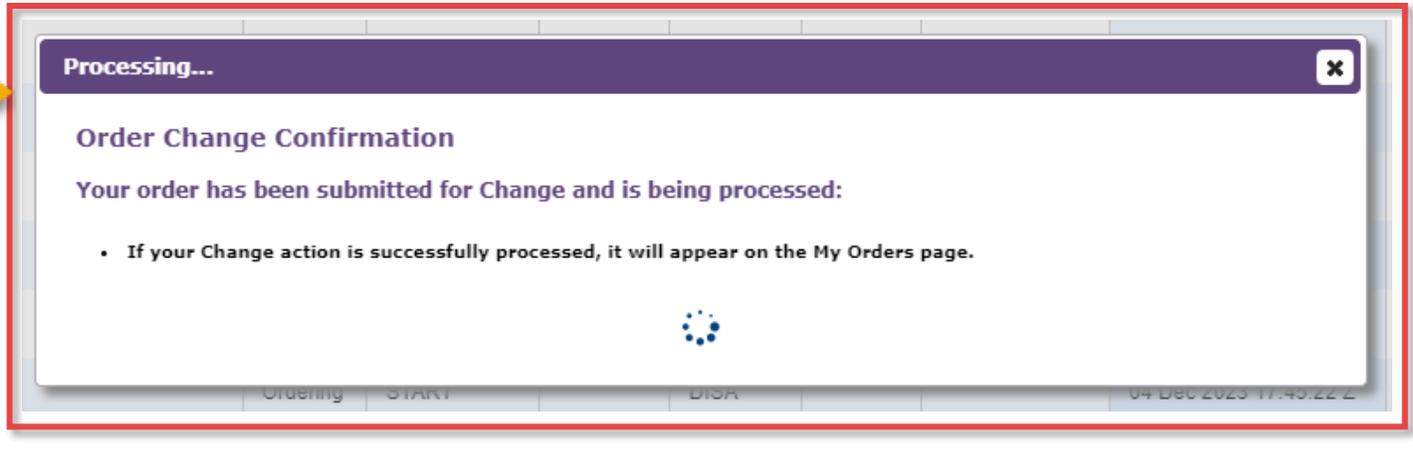
# Submitting Order Change Action

---



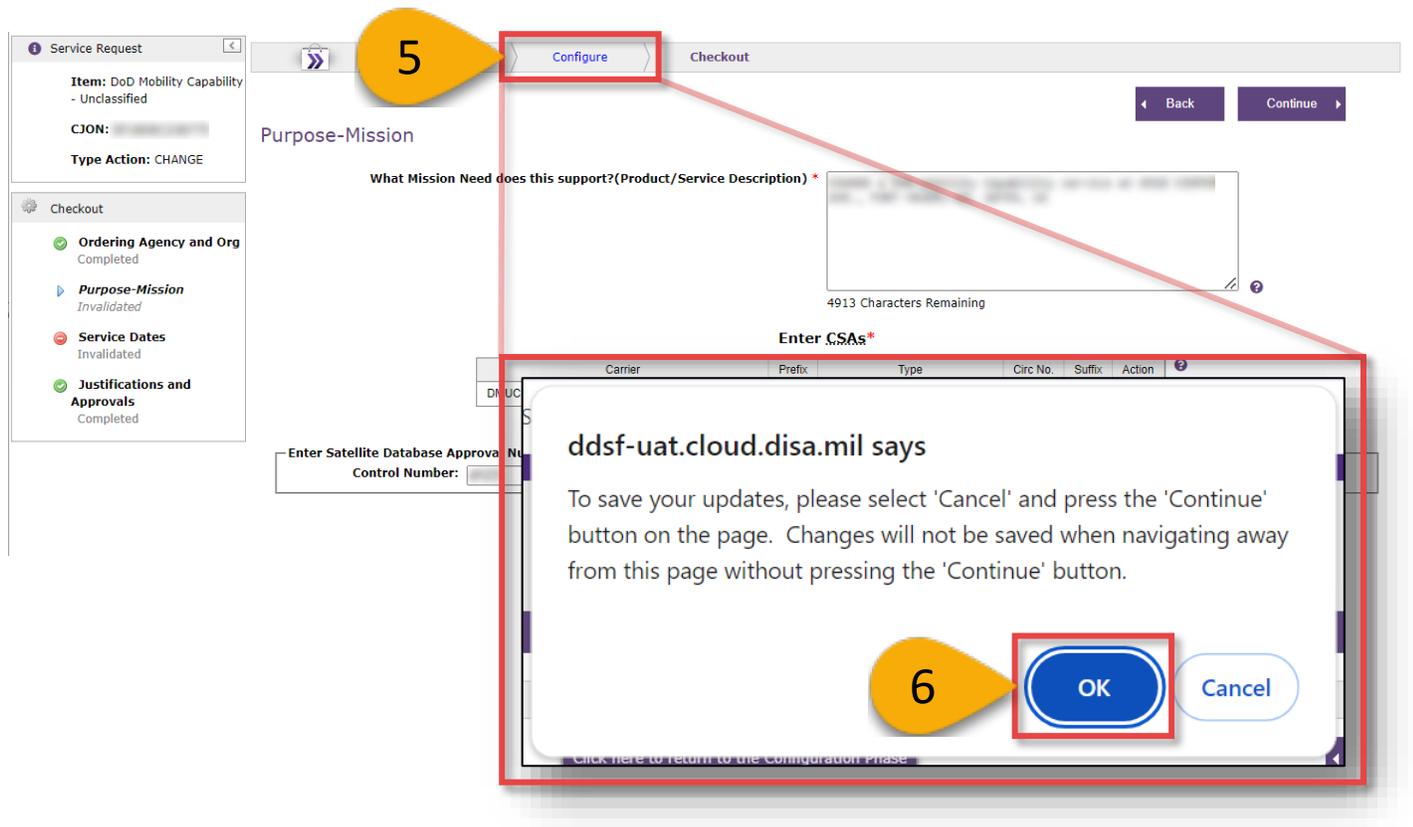
# How to Submit a Change Action (Cont. 1)

**Step 4:** The Order Change Confirmation will appear before the user is then presented with the Purpose-Mission page in Step 5 below.



**Step 5:** The user will be brought to the Purpose-Mission page which will have information carried from the originally-submitted order. Click **Configure**.

**Step 6:** The user will be presented with this pop-up warning. Click **OK**.



# How to Submit a Change Action (Cont. 2)

The user will be brought to the Review page. From here the user can click on the Service Delivery Point A page, Mission Partner Requirements, Subscription Information, and the Review Page in the left side bar under Item Configuration.

**Step 7:** To update the number of subscriptions and associated subscriber information, click **Subscription Information**.

**Step 8:** The user will be presented with this pop-up warning. Click **OK**.

The screenshot shows the 'Review Page' for a 'Service Request'. The left sidebar under 'Item Configuration' has 'Subscription Information' highlighted with a red box and a yellow callout bubble containing the number '7'. The main content area shows 'Service Request' details (Item: DoD Mobility Capability - Unclassified, Type Action: CHANGE) and 'Submitter Information'. Below this is an 'Estimated Cost' table with columns for CLIN, Item Description, MRC, NRC, Annual Cost, and Quantity. A red box highlights a pop-up warning dialog box with the text: 'ddsf-uat.cloud.disa.mil says To save your updates, please select 'Cancel' and press the 'Checkout' button on the page. Changes will not be saved when navigating away from this page without pressing the 'Checkout' button.' The dialog box has an 'OK' button highlighted with a red box and a yellow callout bubble containing the number '8', and a 'Cancel' button.

CLIN	Item Description	MRC	NRC	Annual Cost	Quantity
N/A	DMUC				1
	<b>Total</b>				

# How to Submit a Change Action (Cont. 3)

**Step 9:** If the user wants to reduce the number of subscribers on the order (example below: three subscriptions all assigned to three subscribers). The **Number of Subscriptions** cannot be reduced lower than the number of subscribers in the **Subscriber List**. The user will be presented with the error as shown.

**Step 10:** The user will need to delete one subscriber (for this example) before changing (reducing) the **Number of Subscriptions** to two. Click **Delete** on whichever subscriber(s) should be removed from the order to reduce the number of subscriptions.

Service Request

Item: DoD Mobility Capability - Unclassified

CJON: [REDACTED]

Type Action: CHANGE

Subscription Information

Estimated Cost

CLIN	Item Description	MRC	NRC	Annual Cost	Quantity
N/A	DMUC				
	<b>Total</b>				

Estimated cost is for budget planning.

Subscription Quantity

Enter the number of subscriptions required. Orders are limited to 999 subscriptions.

Number of Subscriptions\*

Subscriber List 3 Subscriber(s)

Add Single Subscriber Download Bulk Template Add Bulk Subscribers Download Subscriber List

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

Last Name	First Name	Rank/Grade	CAC Email	Device Information	Actions
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Copy Delete
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Copy Delete
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Edit Copy Delete

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

Number of Subscriptions\*

Enter an integer between 1 and 999 and/or an integer that exceeds the number of subscribers.

**Number of Subscribers cannot be greater than Number of Subscriptions.**

# How to Submit a Change Action (Cont. 4)

**Step 11:** If the user wants to increase the **Number of Subscriptions** on the order, increase the number that was already populated from the originally-placed order.

**Step 12:** When the **Number of Subscriptions** is increased and before proceeding to the next page, the user will need to review and click the check box to acknowledge that the number of Subscriptions is greater than the number of subscribers on the order. However, if the user added more subscribers to the order to match the number of subscriptions, then the acknowledgement will no longer be required.

Refer to Steps 4 through 37 on pages 13 through 24 for adding, copying, and/or adding bulk subscribers.

Service Request  
Item: DoD Mobility Capability - Unclassified  
CJON: [REDACTED]  
Type Action: CHANGE

Subscription Information

Estimated Cost

CLIN	Item Description	MRC	NRC	Annual Cost	Quantity
N/A	DMUC				1
Total					

Estimated cost is for budget planning.

Subscription Quantity  
Enter the number of subscriptions required. Orders are limited to 999 subscriptions.

Number of Subscriptions\*

Warning: Based on the Number of Subscriptions, this order will be charged \$8.58 per month for 2 empty slot(s).

\*I understand that this order will be billed for empty slots because the number of Subscriber(s) is less than Number of Subscriptions.

Subscriber List 3 Subscriber(s)

Add Single Subscriber Download Bulk Template Add Bulk Subscribers Download Subscriber List

Last Name	First Name	Rank/Grade	CAC Email	Device Information	Actions
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Edit Copy Delete
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Edit Copy Delete
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Edit Copy Delete

Number of Subscriptions\*

Warning: Based on the Number of Subscriptions, this order will be charged \$8.58 per month for 2 empty slot(s).

\*I understand that this order will be billed for empty slots because the number of Subscriber(s) is less than Number of Subscriptions.

Subscriber List 3 Subscriber(s)

Add Single Subscriber Download Bulk Template Add Bulk Subscribers Download Subscriber List

# How to Submit a Change Action (Cont. 5)

**Step 13:** In this example, one (1) new subscriber was added to the **Subscriber List**. One open subscription remains available.

**Step 14:** Once appropriate changes are made, click **Continue**. The user will be brought to the Review page.

### Subscription Quantity

Enter the number of subscriptions required. Orders are limited to 999 subscriptions.

Number of Subscriptions\*

**Warning:** Based on the Number of Subscriptions, this order will be charged \$4.29 per month for 1 empty slot(s).

\*I understand that this order will be billed for empty slots because the number of Subscriber(s) is less than Number of Subscriptions.

### Subscriber List 4 Subscriber(s)

[Add Single Subscriber](#) [Download Bulk Template](#) [Add Bulk Subscribers](#) [Download Subscriber List](#)

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

Last Name	First Name	Rank/Grade	CAC Email	Device Information	Actions
...	...	...	...	...	<a href="#">Edit</a> <a href="#">Copy</a> <a href="#">Delete</a>
...	...	...	...	...	<a href="#">Edit</a> <a href="#">Copy</a> <a href="#">Delete</a>
...	...	...	...	...	<a href="#">Edit</a> <a href="#">Copy</a> <a href="#">Delete</a>
...	...	...	...	...	<a href="#">Edit</a> <a href="#">Copy</a> <a href="#">Delete</a>

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

14 [Continue](#)

**Step 15:** Click **Checkout**. The user will need to re-validate the Purpose-Mission page and Service Dates page. Refer to the Checkout section beginning on page 32 for guidance on completing and placing the Change action order.

Review Page

**Service Request**

**Item:** DoD Mobility Capability - Unclassified  
**Mobility Type:** Unclassified  
**Type Action:** CHANGE  
**CJON:** ...

[View Addressing and Routing](#)  
[View TSR Email Preview](#)

[Hide Estimated Cost](#)

CLIN	Item Description	MRC	NRC	Annual Cost	Quantity
N/A	DMUC	...	...	...	1
<b>Total</b>		...	...	...	

Estimated cost is for budget planning.

**Submitter Information**

**Full Name:** ...  
**Agency:** ...  
**Organization:** ...  
**Email:** ...  
**Class Email:** ...  
**Phone:** ...  
**Pager:** ...

15 [Checkout](#)





If Change Action Already Initiated

---



# Change Action Already Initiated? (Cont. 1)

**Step 3:** The Manage Subscribers page will show the pop-up message shown below. The highlighted CJON is hyperlinked to the Change action order that has been started from/for the original order.

3

**SUBSCRIBER ENTRY** ✕

The order you are looking for has been modified, and a more recent CJON exists. To perform sustainment actions for associated mobility users, please use CJON [SF18DEC238774](#)

Manage Subscribers

Item: DoD Mobility Capability - Unclassified  
CJON: SF13SEP238474  
Type Action: START  
Status: Completed

Subscriber Information

Number of Subscriptions

Warning: Based on the Number of Subscriptions

Subscriber List **6 Subscriber(s)**

[Add Single Subscriber](#) [Download Bulk Template](#) [Add Bulk Subscribers](#) [Download Subscriber List](#)

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

Last Name	First Name	Rank/Grade	CAC Email	Device Information	Actions
					<a href="#">Edit</a> <a href="#">Copy</a> <a href="#">Delete</a>
					<a href="#">Edit</a> <a href="#">Copy</a> <a href="#">Delete</a>
					<a href="#">Edit</a> <a href="#">Copy</a> <a href="#">Delete</a>
					<a href="#">Edit</a> <a href="#">Copy</a> <a href="#">Delete</a>
					<a href="#">Edit</a> <a href="#">Copy</a> <a href="#">Delete</a>
					<a href="#">Edit</a> <a href="#">Copy</a> <a href="#">Delete</a>

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



## Change Action Already Initiated? (Cont. 2)

In the scenario where a user has started a change action for an order, got distracted on an unrelated task or topic, and then returns and intends to “start” the Change order process, the “Change” action will not appear in the Actions list since the user has already started that Change process. This is demonstrated by Steps 4 and 5 below.

**Step 4:** Click **Actions**. Notice that the **Change** action is not listed in the drop-down menu.

**Step 5:** The user (if the same person as originally initiated the Change action) should review orders listed in **My Orders** to locate the appropriate order with the CHANGE Type Action.

### My Orders

Change criteria | 41 rows selected | Displaying all results

<< first < prev 1 2 3 4 5 next > last >> 10 per page

CJON	TSR	Service Type	Status	Type Action	PDC	Agency	CCSD	CSA	Date Modified	Actions
				CHANGE	EWMB42					Actions
				CHANGE	EWMB41					Actions
				START						Actions
				START						Actions
				START	EWMB41					Actions
				START	EWMB42					Actions
				START						Actions
				START						Actions
				START						Actions

<< first < prev 1 2 3 4 5 next > last >> 10 per page

16:25:02

Actions

- Addressing and Routing
- Copy
- History
- Manage Subscribers
- View
- TSR Email
- Order Comments
- Email Infrastructure GSD



# Discontinuing an Order

---

# Order Discontinue Guide

*When you need to discontinue an order...*

DISA Storefront has published user guidance on how to discontinue a service/order and how to Transfer DMUC subscribers from one order to another.

**Step 1:** Log into the DISA Storefront Ordering Portal. Click on **Help**.

**Step 2:** Click on the **Visual Walkthroughs** tab of the Help page.

**NOTE:** If a user is consolidating subscribers from one order to another, please refer to the **DMUC Transfer Guide** available on the Visual Walkthroughs tab of the DSF Help page.

**Step 3:** Click on the **DMUC Transfer Guide**. The document will open in a new browser tab.

**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.

**Step 4:** Click on the **Order Discontinue Guide**. The document will open in a new browser tab.

The screenshot shows the DISA Storefront interface. At the top, the DISA logo and navigation links are visible. A yellow callout '1' points to the 'Help' link in the top right. Below the navigation bar, the 'Help' section is active, and a yellow callout '2' points to the 'Visual Walkthroughs' tab. Under the 'Visual Walkthroughs' tab, there is a list of guides. A yellow callout '3' points to the 'DMUC Transfer Guide' link, and a yellow callout '4' points to the 'Order Discontinue Guide' link. The page also includes filter options and a 'Clear Filters' button.

**NOTE:** 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.