

## **Vendor Wide Area Workflow (WAWF) FAQs (For Defense Threat Reduction Agency (DTRA)'s Vendors)**

1. [What is Wide Area Workflow?](#)
  2. [How do I get a WAWF account?](#)
  3. [How do I find my Electronic Business Point of Contact \(EB POC\)?](#)
  4. [How do I login to WAWF and reset my password?](#)
  5. [What is a DoDAAC?](#)
  6. [Which document do I select?](#)
  7. [How do I add an attachment to a WAWF document?](#)
  8. [How do I send an email notification?](#)
  9. [Who do I contact if I am having difficulties in WAWF?](#)
  10. [What clauses should I look for to know if I have to use WAWF?](#)
  11. [What are the various roles in WAWF?](#)
  12. [Do I need to pay any fees to use WAWF?](#)
  13. [What type of file can I attach to a WAWF document?](#)
  14. [What should I do if a document gets rejected back to me?](#)
  15. [When will my password expire?](#)
  16. [How many login attempts do I have before I'm locked out?](#)
- 

### **1. What is Wide Area Workflow?**

Wide Area Workflow (WAWF) is a web based DoD-wide application designed to eliminate paper from the receipt and acceptance process of the DoD contracting lifecycle. The goal is to enable authorized Defense contractors and DoD personnel to electronically create and accept invoices and receiving reports to generate payment for goods and services. [TOP](#)

### **2. How do I get a WAWF account?**

First, add your company's CAGE code in WAWF by having your company's Electronic Business Point of Contact (EB POC) call the WAWF Customer Support Center (Ogden Help Desk) at 866-618-5988 (option 2, 3), or send an email to [cscassig@csd.disa.mil](mailto:cscassig@csd.disa.mil). Please include "WAWF" in the subject line and the name of your company and the CAGE code(s) in the body of the email.

Next, individual users can register in WAWF (<https://wawf.eb.mil>) by clicking on "Registration" link.

If you need immediate access, please call rather than emailing your request. [TOP](#)

### 3. How do I find my Electronic Business Point of Contact (EB POC)?

To find your company's EB POC, go to <https://www.bpn.gov/ccrsearch/search.aspx>. Search by your DUNS or CAGE code. The result screen will display your company's EB POC information at the bottom of the screen. [TOP](#)

### 4. How do I login to WAWF and reset my password?

To Login, go to the WAWF site (<https://wawf.eb.mil>), read the system notices, and click "Accept." The login field is located to the left of the WAWF site.

To reset your password, click on "Forgot your Password?" below the Password field. If you have not set up your security questions, contact the Ogden help desk at 866-618-5988 (option 2, 3). [TOP](#)

### 5. What is a DoDAAC?

DoDAAC stands for Department of Defense Activity Address Code. It is a location code used to route documents to the correct government entity. DTRA is currently using "HDTRA1" for DTRA HQ and "HDTRA2" for DTRA Albuquerque. [TOP](#)

### 6. Which document do I select?

Unless your contract specifies an invoice type:

For all Cost-Type contracts (including T&M and LH contracts), select a Cost Voucher.

For Firm Fixed Price (FFP) Services contracts, select a "2n1 (Services Only)" document.

For Firm Fixed Price (FFP) contracts with supplies, select a "COMBO" document. [TOP](#)

### 7. How do I add an attachment to a WAWF document?

1. Go to the "Attachments" tab.
2. Click on the Browse button.
3. Select your attachment and click on the Open button.
4. Click on the Upload button.

**Hint:** The file name must not contain spaces or special characters other than underscores ( \_ ). [TOP](#)

### 8. How do I send an email notification?

After clicking on the "Submit" button on your invoice, the next screen will state your document has been "submitted successfully." At the bottom of that screen, there is a blue hyperlink entitled **Send Additional Email Notifications**.

Click on that link and add the email addresses of your Contracting Officer's Representative (COR) and/or Project Manager (PM). The email should show up in the "Send To" box. Click Submit. [TOP](#)

## 9. Who do I contact if I am having difficulties in WAWF?

For functional questions on DTRA contracts, contact the DTRA WAWF help desk at [WAWFHelp@dtra.mil](mailto:WAWFHelp@dtra.mil) or 703-767-6840.

All technical issues related to WAWF should be directed to the Ogden Customer Support at 866-618-5988, option 2, 3 or [cscassig@csd.disa.mil](mailto:cscassig@csd.disa.mil) (Please reference “WAWF” in subject line). [TOP](#)

## 10. What clauses should I look for to know if I have to use WAWF?

**252.232.9012:** Wide Area Work Flow Receipt and Acceptance Instructions (DTRA local clause)

**252.232-7003:** Electronic Submission of Payment Requests [TOP](#)

## 11. What are the various roles in WAWF?

The most common roles are Vendors, Acceptors, Cost Voucher Approvers (DCAA), and Pay officials (DFAS). [TOP](#)

## 12. Do I need to pay any fees to use WAWF?

No, there are no fees to use WAWF. [TOP](#)

## 13. What type of file can I attach to a WAWF document?

Any files not exceeding 2 MB (per file) can be attached (e.g., Excel, Word, PDF). Make sure the file name does not contain spaces or special characters under than underscores. [TOP](#)

## 14. What should I do if a document gets rejected back to me?

**If your document is rejected because of incorrect line item information (such as Line Item Number (CLIN), Quantity Shipped, Unit, Unit Price, or Description):**

1. Login and select the Vendor menu > Rejected Invoices Folder (or Rejected Receiving Reports Folder).
2. Search for the rejected document.
3. Under the column titled “Resubmit?” select your invoice number.
4. Click on the “Line Item” tab and then click on “Edit” under “Actions.”
5. Correct the incorrect data and click the “Save CLIN/SLIN” button.
6. Edit other information if necessary and click on the “Submit” button.

**If your document is rejected because you have entered incorrect DoDAAC(s):**

1. Follow steps 1-2 from above.
2. Under the column titled “Change DODAAC,” select Yes.
3. Correct the incorrect DoDAAC(s) and click the “Next” button.
4. Edit other information if necessary and click on the “Submit” button.

**If your document is rejected because of incorrect Contract Number, Invoice Number, or Invoice Date, you will have to void it (and submit a new one). To void:**

1. Search for the rejected document.
2. Under the column titled "Void," select the "V" link to void the invoice.
3. Scroll down to the bottom of the page and click "Void." [TOP](#)

**Note:** *If your receiving report is rejected back to you in a "Combo" document, select the "Rejected Receiving Reports Folder" link.*

## **15. When will my password expire?**

WAWF Passwords must be changed every sixty (60) days. [TOP](#)

## **16. How many login attempts do I have before I'm locked out?**

Three (3) unsuccessful login attempts within a 60 minute period will disable your WAWF account. Once disabled, you will need to contact the Ogden Help Desk to re-activate your account. [TOP](#)

**TIP:** *After two (2) unsuccessful login attempts, reset your password, wait one hour, or contact the Ogden Help Desk to double check your user ID.*