

## Case in Point: Wide Area Workflow (WAWF)

As a result of WAWF DoD has significantly improved the receipt, acceptance, and payment process, resulting in:

- 95% reduction in Prompt Payment interest when WAWF is used
- Elimination of 50,000 lost documents per year
- 60% reduction in progress payments rejects
- 50-80% reduction in invoice cycle time
- Elimination of the manual entry of one million documents per year
- 70% reduction in cost for DFAS Contract pay to process invoices



**What is WAWF?**

**WAWF enables Vendors to electronically create, access, and process receipt and payment related documentation real-time directly via the Internet, or by using File Transfer Protocol or Direct Electronic Data Interchange.**

**Government users, which include inspectors and acceptors, have the ability to review receiving reports, compare products/ services to the contract terms, and accept shipments online. Improper documents can be electronically rejected back to the Vendor for modification and resubmission.**

**What is the advantage of using EDI or FTP over web-based entry?**

**If the Vendor submits multiple invoices or invoices with many line items, it may be easier for the Vendor to participate in EDI/FTP processing as an alternative to Web creation of each document. EDI/FTP processing permits the Vendor to use his/her local computer systems to interface to the WAWF application.**



**How can a Vendor get started with EDI or FTP transmissions?**

Ask the Vendor to contact the Ogden WAWF Customer Support Center (866-618-5988 or 801-605-7095 DSN: 388-7453) for further information. If the Vendor is already self-registered and active in WAWF the Vendor can log in WAWF and click on “FTP/EDI Guides & Other Supporting Documents” on the sidebar menu.

**Does the electronic Invoice clause need to be in the contract before a Vendor can use the WAWF system?**

Vendor personnel can use WAWF even without the clause in the contract. At some point in time, however the clause should be added to new contracts to ensure WAWF invoice usage.

**Will Vendors be paid faster by using WAWF?**

Vendors will be paid in accordance with the terms of their contract. Because WAWF reduces lost or misplaced documents and provides quicker document routing, the payment process seems more timely.

**How does a Vendor determine what type of WAWF document to create?**

- Check Section G of the contract for specific payment instructions
- Check contract clauses that will drive document selection
- If the Army Acceptor is active use a COMBO or 2-N-1 document
- If the Army Acceptor is not active use an Invoice

**How does a Government Official know if a Vendor is using WAWF?**

There is a link on the WAWF Home page called 'Active CAGEs & Roles' where you can look up CAGE Code(s) listed on your contract. You may also contact the Directorate of Contracting (DOC) or the Installation Contracting Office to double check that the Vendor is using WAWF.

**I can't get to the WAWF website.**

Make sure you add the "s" to [https](https://wawf.eb.mil) when typing WAWF's web address into your browser address bar: <https://wawf.eb.mil>

**What are location codes and how are they used?**

Location codes consist of CAGE Codes (Vendor organization) or DoDAACs (government organization). WAWF utilizes location codes to control document access and for proper document routing to responsible offices.

**Who determines who will have access to view or process documents in WAWF for assigned DoDAAC(s)?**

The Group Administrator (GAM). The GAM is an individual selected at the Army organization/location level, who is charged with the responsibility of maintaining the users of his/her assigned organizations.

**Will WAWF notify Vendors and Government Officials of changes to WAWF documents as they are processed?**

Yes. Each time a document is created, inspected, accepted, certified, processed, or rejected, an e-mail notice is sent to the Initiator and to the Organization E-mail Box for the next user requiring action on the document.

**What documents can Government Officials view in WAWF?**

A Government Official only has access to documents in WAWF for his/her assigned DoDAAC(s). Users have total visibility of document status and can view exactly what Vendors and Government Officials have processed in the exact same format.

**How long are documents kept in WAWF?**

Documents in WAWF remain in active folders until they are marked 'Processed' or 'Void.' After 120 days (generally) Processed and Void documents are moved to an online archive data base and remain in archive for 6 years and 3 months from document acceptance date.

**Will my installation see immediate cost savings, as mentioned in the Command Brief?**

The cost savings will be recognized at the HQDA level, not the installation level, but you should see those savings affect the whole organization.

**Is the Delivery Order Mandatory?**

If your contract has a Delivery Order it is mandatory to use it in WAWF. If your contract does not have a Delivery Order leave the field blank.

**How can an Army Acceptor tell if an Receiving Report was submitted successfully?**

The Acceptor will receive a white screen with email notifications and the message "The Receiving Report was submitted successfully."

**Can we print from WAWF?**

The user may only obtain a printout of the WAWF Receiving Report, relying on the browser plug-in to print the document. No other documents that are generated in WAWF may be printed. However if a user chooses, he/she may use the browser print button to print each tab of the document separately to obtain a full hard-copy representation of the document.



## **Army Civilian Corps Creed**

**I am an Army Civilian – a member of the Army Team**

**I am dedicated to the Army, its Soldiers and Civilians**

**I will always support the mission**

**I provide stability and continuity during war and peace**

**I support and defend the Constitution of the United States and consider it an honor to serve the Nation and its Army**

**I live the Army values of Loyalty, Duty, Respect, Selfless Service, Honor, Integrity, and Personal Courage**

**I am an Army Civilian**

### What is a Pay DoDAAC?

The Pay DoDAAC (Department of Defense Activity Address Code) identifies the DFAS location that makes the payment. If you are not sure about your contract's Pay Office check with your Directorate of Contracting (DOC) or Installation Contracting Office (ICO).

### What is an Admin DoDAAC?

It identifies the Administrative Contracting Office (ACO). They ensure the contract/contractor is in compliance with contracting guidelines.

### What is a Deliver To or Ship To DoDAAC?

This is the Service Acceptor who is responsible for the government acceptance of goods and services. The Acceptor is the person who agrees to pay on behalf of the government and who is the heart of the WAWF process within the Army. The Acceptor may also create a Receiving Report on behalf of the Vendor.

**After Vendors submit an Invoice can they correct the Contract Number?**

Once the document has been submitted the Contract #, the Delivery Order #, Invoice #, and the CAGE code cannot be corrected. The document must be voided.

**Can a Vendor Recall an Invoice?**

No, DFAS regulations prevent the Vendor from recalling an Invoice. The Vendor must contact the next processing step and request the Invoice be rejected back to the Vendor, allowing the Vendor to correct or void the document.

**How can a Vendor contact DFAS?**

After logging into WAWF there is a link on the bottom of the sidebar menu called "Display Pay DoDAACs." The Vendor can find the phone number for all DFAS locations there.