Document Services Online Production Guide

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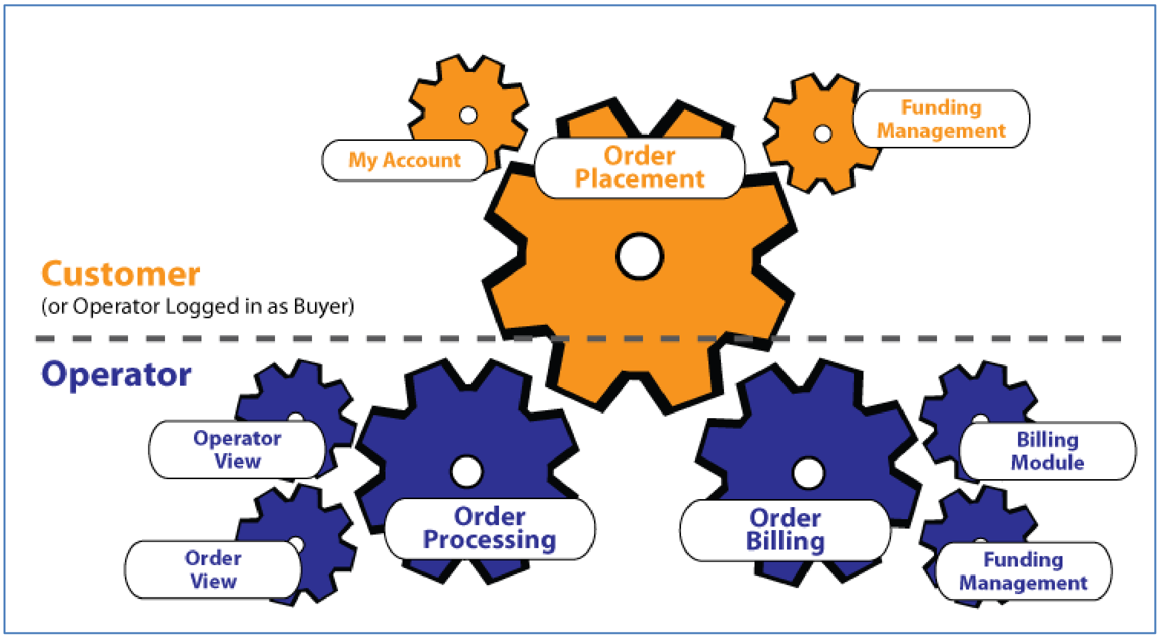
Document Services Online Basics

The System

DSO consists of three main parts, order placement, order processing, and order billing:

- Order placement – can be completed by the customer or an operator on their behalf
- Order processing – the physical completion of the order by operators
- Order billing – securing payment for the order by operators



User Roles

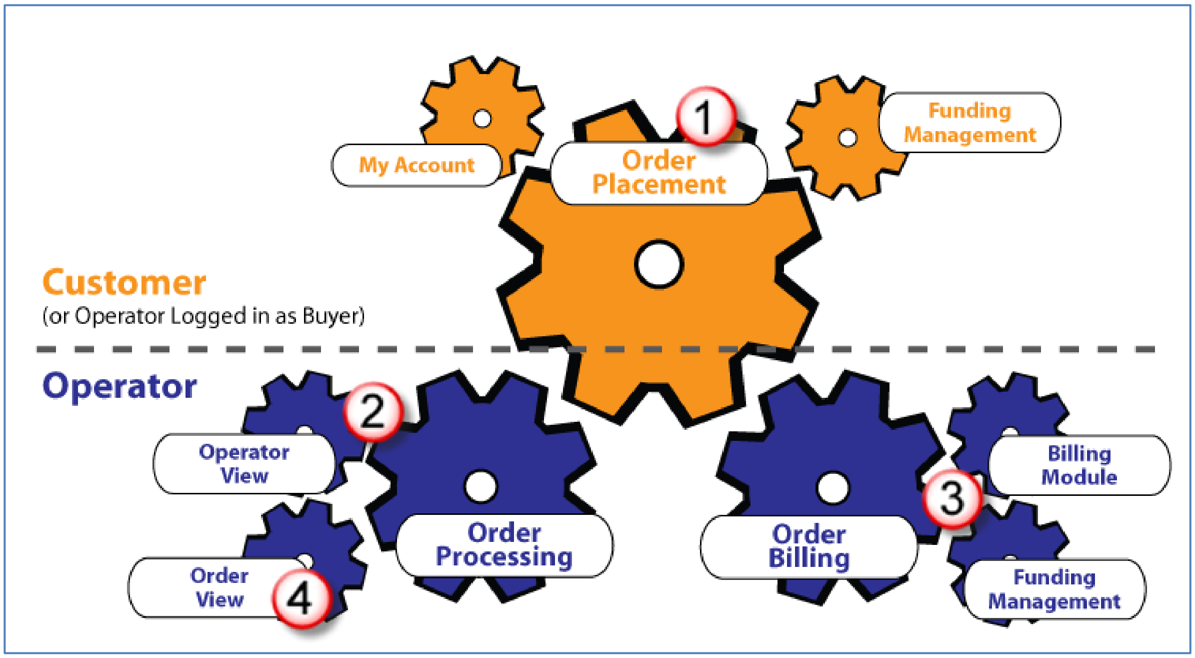
Customers are DSO users who submit orders to DLA Document Services:

- DLA Document Services operators have access to all of the same options the Customer has, and can access those options by using the ***Log in as Buyer*** tool.
- Customers receive an email when their order is placed and when the order is marked complete.
- Customers use ***Funding Management*** to view and edit Open Line of Accounting documents and Credit Card Templates.
- Customers use My Account to:
  - View Order History and reorder
  - Use Find Order to see the EBS Sales ID for any orders that have been Estimated or Actualized
  - Change account details, saved files, saved orders, or register their CAC card

Operators refer to any DLS Document Services employees using DSO. Common operator roles are as follows:

- Production Operators use the ***Operator View*** to review the Job Ticket, download file, and complete production for specific Jobs within an order. They may also use the ***Order View*** to mark the order complete when production and billing have been completed.
- Billing Operators use the ***Billing Module*** to send billing information to EBS, and complete billing for an order.
- Funding Experts use ***Funding Management*** to troubleshoot funding errors, and input a Line of Accounting document for the first time to verify that EBS considers it valid.
- Production Managers use DSO for all of the same reasons as above, and additionally have access to multiple print shops for transferring work throughout the DLA Document Services network.
- Office Group Coordinators are responsible for having a greater understanding of DSO, assisting operators in their Office Group who encounter an error and basic configuration tasks for their office group.

Basic Order Workflow



Every order will follow the same main steps.

1. Order is placed by customer (or operator, on behalf of customer)
2. Overall order reviewed and each job contained in the order produced at the print shop
3. Billing for the order is finalized
4. Order is marked complete

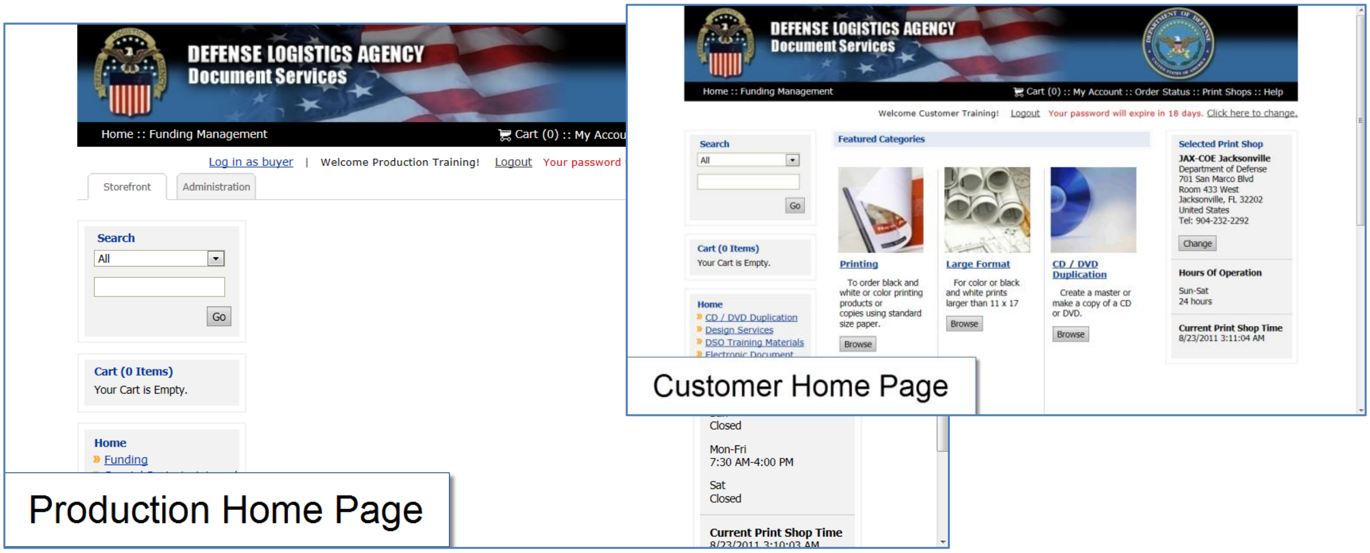
There are a few tasks associated with each main step in the process.

1. Order is placed by customer (or operator, on behalf of customer)
2. The order and each job contained in the order is reviewed and produced at the Print Shop
   a. In ***Operator View***, review order and job details, verify accuracy and access customer files
   b. Physically produce the order, collect all final pricing information including shipping
   c. In ***Operator View***, change Job status to ***Printed*** (optional)
   d. In ***Order View***, change order status to ***Printed***. This triggers that production is complete for the On Time report (if you changed each job status to ***Printed*** the order status changes to ***Printed*** automatically).
3. Billing for the Order is finalized
   a. In the Billing Module, update or add RPCs as needed, until 100% accurate
   b. Send Estimate to EBS to verify funds are available (this can be completed before production begins)
   c. Send Actual to EBS to finalize billing
4. Order is marked complete
   a. In Order View, change Order Status from ***Printed*** to ***Shipped*** when the order has left the print shop (or is ready for pick up).

Remember that the Order Processing and Order Billing are completely separate, and steps 2 and 3 can be completed in whatever order makes sense for the print shop. See ***Step-by-Step: Processing a Basic Order*** for detailed instructions.

Navigating DSO

When you log into DSO as an operator, your experience is different from a customer placing order. We are able to see the Administration tab and have access to more areas of DSO, while the customer only sees options for placing orders. In order to see the main production options, we need to click on the Administration tab



From the Administration tab we can ***Log in as Buyer***, and we have access to the ***Order View***, ***Operator View, Funding Management*** and the ***Billing Module***. Your view of this page will depend on your level of access.

1) ***Log in as Buyer*** allows you to log in as customer to place an order or review account information
2) The ***Operator View***, for printing out job tickets, downloading files and transferring work
3) The ***Order View*** gives us access to Order level information and is used , for adjusting status (marking order Complete), due date or shipping information
4) ***Funding Management***, for information about funding and initial communication with EBS
5) The ***Billing Module*** allows us to edit billing information and send billing information to EBS

Log In As Buyer

The Log In As Buyer functionality is allowed based on your role, and if you are able to log in as another user of the system, you will see this option displayed as a link just under the black menu bar.

When you are logged in as another user you will see DSO exactly as they would. You can place an order, look at order history, or perform any other functions a customer would normally do.

- Click ***Log In As Buyer*** to impersonate another user. Select the user's Agency from the drop-down menu and users will be displayed in alphabetical order. You can use the grey navigation buttons at the bottom of the page to find the user you are looking for.
- Click on the ***User Name*** of the user you are impersonating and you will be taken to that user's Home page. You will continue to see exactly what this user would see until you click the ***Logout Buyer*** link and return to your normal view.

Navigating as a Customer

When logged in as a customer, we assume the customer's role and the operator will see exactly what the customer sees when they are logged in. When using the ***Log in as Buyer*** feature operators can do and see the same things the customer does, including:

- Place an order on behalf of a customer
- Review customer account history & reorder

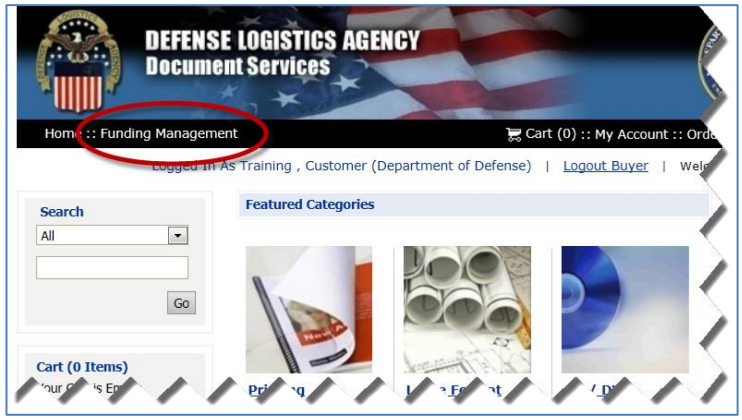
1) The main ordering categories are in the middle of the page, starting with ***Printing***. If a customer does not see their ordering option they should place a standard print order and input special instructions.
2) The customer can use the ***My Account*** section to access order history, saved orders, and more.
3) The ***Funding Management*** area gives the customer control of their Credit Card Templates and Open Line of Accounting Funding options.
4) When you are done using the customer's account, click ***Logout Buyer*** to return to your normal view.
5) The ***Special Projects*** section is designed for internal use, and can be used to create orders for billing or enter other special orders on behalf of customers.

Customer Funding Management

The ***Funding Management*** module allows the customer the ability to review and adjust payment options without having to place an order. The Funding Management module allows you to:

- Create, view and edit Line of Accounting funding
- Create, view and edit Credit Card Templates

To access, click the Funding Management link in the upper left-hand corner.



- Click the ***Create New Funding*** or ***Create New Credit Card Template*** button to add a new payment option
- The ***Recent*** tab displays recently used funding documents, with the most recently used at the top of the list
- The ***Rejected*** tab displays funding documents that have been rejected due to an error
- The ***Waiting*** tab displays funding documents that are being electronically processed. Funding documents should automatically clear from this list, and nothing should be listed under this tab for more than five minutes.
- The ***Not Complete*** tab displays funding documents that DLA Document Services need to update based on the funding document attached when the funding was established
- The ***Search*** tab allows you to search your open funding or credit card templates
- The ***Credit Card Templates*** tab displays any credit card templates you have saved

Create New Funding (Line of Accounting)

Using the Funding Management module to create a funding document follows the same steps that are used during the ordering process:

1) Click ***Create New Funding***
2) Verify your Agency and User Name are accurate, and input the name of your funding document.
3) Click the Browse button to find the funding document on your computer and attach it.
    a. Checking the ***Open Funding*** box will allow you to create a template for future use when placing orders.
    b. Checking the ***Shared Template*** box allows you to browse for people to share this funding option with, and adding them will give them the ability to use (but not edit) this payment method.

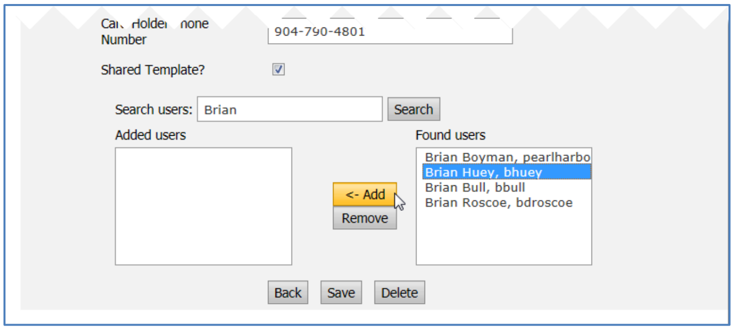
Create New Credit Card Template

To create a new credit card template:

1) Click Create Credit Card Template
2) Name your Template (i.e. "Training Credit Card") and complete the credit card information
    a. Checking the ***Shared Template*** box allows you to browse for people to share this funding option with, and adding them will give them the ability to use (but not edit) this payment method.

Sharing Funding Documents

Clicking the Shared Template box for credit cards or line of accounting funding allows the user to share the payment method with other DSO users.

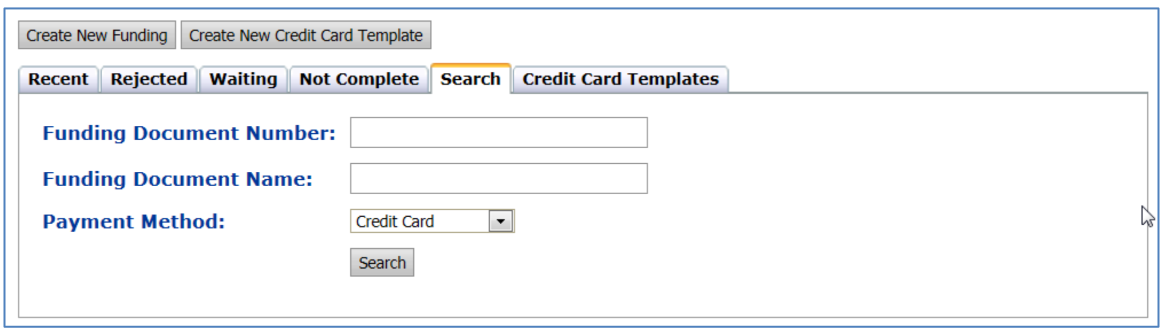


- To find DSO users to share this payment method with, type all or some of the user name and click ***Search***.
- Click the name of the user you wish to add, and click the ***Add*** button. The user will now be listed on the left under ***Added Users***. This will give the user the ability to use this payment method when they place an order.
- To remove a user from this payment method, highlight their name in the Added Users box and click ***Remove***.

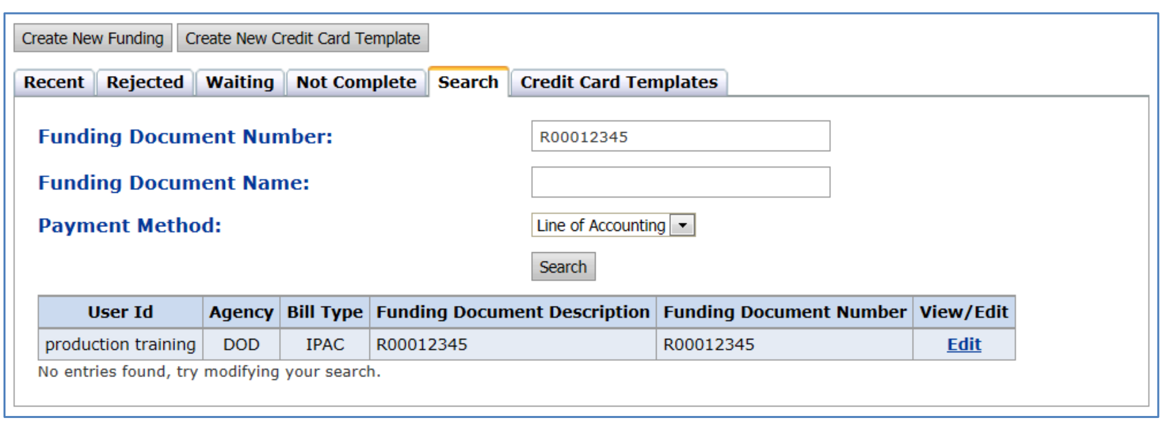
Locating Existing Funding Documents

The easiest way to locate existing funding documents is to click on the ***Search*** tab and enter your search criteria.

The Search Tab



The Search tab allows you to search your open funding or credit card templates. You can input your search criteria, select your Payment Method and click the Search button. You can also leave the fields blank when searching to view all Credit Card or Line of Accounting payment methods, depending on the drop-down menu selection. Once your search results are displayed you can click the Edit link to the right to view details and edit.



The Recent Tab
The ***Recent*** tab displays recently used funding documents, with the most recently used at the top of the list

The Rejected Tab
The ***Rejected*** tab displays funding documents that have been rejected due to an error.

The Waiting Tab
The ***Waiting*** tab displays funding documents that are being electronically processed. Funding documents should automatically clear from this list, and nothing should be listed under this tab for more than five minutes.

The Not Complete Tab
The ***Not Complete*** tab displays funding documents that are missing information.

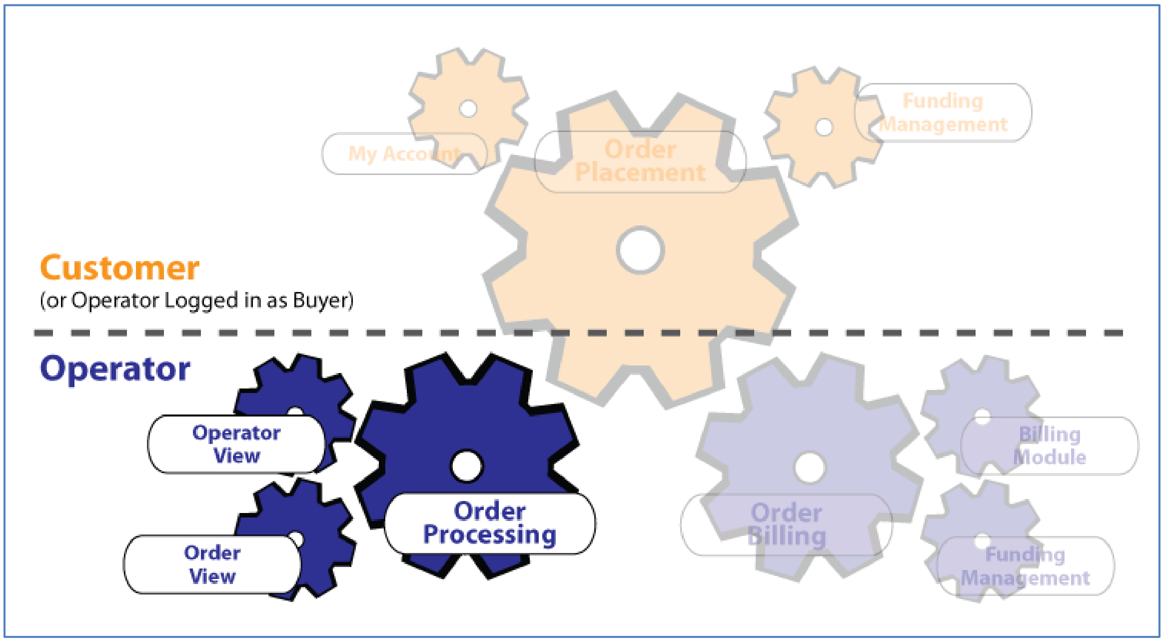
Viewing and Editing Existing Funding
Clicking on the ***Edit*** link to the right of the funding document gives you access to the details. From there you will be able to make changes as needed.

User Id	Agency	Bill Type	Funding Document Description	Funding Document Number	View/Edit
production training	DOD	IPAC	R00012345	R00012345	Edit

Editing Line of Accounting Funding
When you click ***Edit*** to the right of a Line of Accounting funding document, you have the ability to add funding to an existing document, or segment that funding using ACRN codes. To add funds, simply enter the amount you would like to add in the Add Funds field.

Processing an Order

This section deals with the production portion of order completion, but does not include billing. See the ***Billing an Order*** chapter for information about processing the payment for an order.



Overview

When a customer submits an order and gets a confirmation that their order was placed successfully, the order is viewable in the ***Order View*** and each job that is part of the order is viewable in the ***Operator View***. The order is also viewable in the ***Billing Module***.

What is the Difference Between an Order and a Job?

It is important to understand the difference between an order and a job. An order is placed when a customer proceeds to checkout and selects a payment method. When they finish checking out they receive an order number, an approximate cost of their order and an email confirmation.

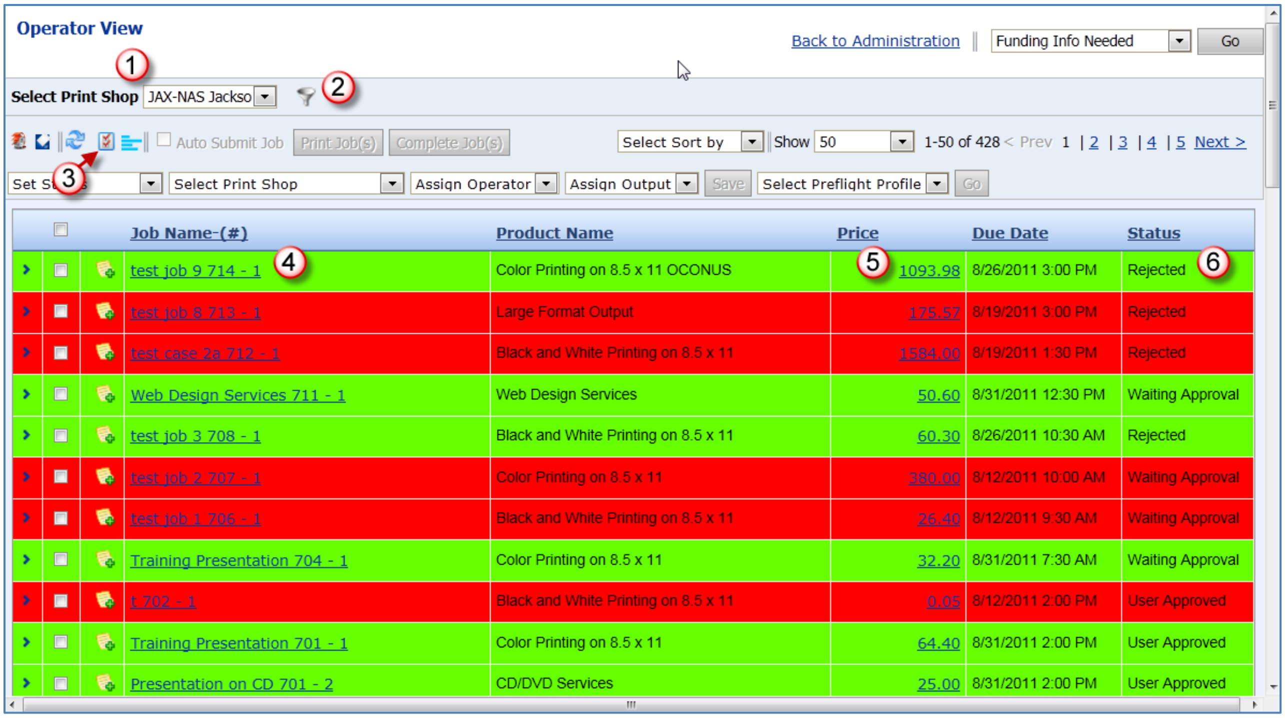
Every order contains at least one job, but it may contain more than one job. When the order is placed it is possible to continue shopping and add multiple jobs to the shopping cart. When the order is placed, each job will be part of a single order that has one payment method, one due date and time, and one order number. An order always remains at the print shop that the order was submitted to, but the job(s) can be moved to other print shops for production.

Operator View

The ***Operator View*** displays all Jobs for a particular Print Shop. From the ***Operator View*** operators can:

- Access Job Ticket for job instructions and files associated with the Job
- Change Job status
- Transfer a Job to another print shop

To access the ***Operator View*** log into DSO as you normally would, click the ***Administration*** tab, and click ***Operator View.*** There are many options on this page, so let's being with navigation.



1) Use the ***Select Print Shop*** drop-down menu to choose your print shop. The shops you see will vary depending on your role.
2) Click the ***Filter*** icon to adjust the queue filter, changing the list of jobs displayed below.
3) Click the ***Preferences*** icon to adjust your Operator View preferences.
4) The ***Select Sort By*** and other options available in this section will alter the list of jobs displayed below.
5) Use the ***Set Status*** and ***Select Print Shop*** drop-down menus to act on any job(s) on the list, using the checkbox by each to select the desired job(s). The ***Save*** button applies your changes to the job's status or location.
6) Click on the arrow to expand the details about a job (useful to see which plant a job is located at if transferred)
7) Hover your mouse over the ***Notes*** icon to see special instructions and internal notes.
8) Click the ***Job Name*** link to access a drop-down menu of options. From here you can open the ***Job Ticket*** in a new tab or window, where you can download files and print out instructions for the job.
9) Click on the ***Price*** to open the ***Billing Module*** in a new window, where you can update or complete billing.
10) Use the ***Back to Administration*** link or the navigation drop-down menu to leave this page.

Step-by-Step: Filtering the Operator View

1) Click on the ***Administration*** tab and click on the ***Operator View*** link
2) Click the ***Filter*** icon for your personalized ***Operator View*** settings.
3) You have multiple options from the Configure View, and you must click ***Update*** to save your Preferences.

- Typing in a field will display only Jobs that match your search criteria.
- Drop-down menus will be ignored when none of the boxes are checked. When one or more boxes are checked you will only see Jobs that match your selections. For example, in the ***Status*** drop-down check the box next to ***Approved*** to only display Jobs with the Approved status.
- Click ***Go*** to perform a one-time filter of the queue. Click the arrow to the right of the ***Go*** button to save your Filter settings, or to turn off all filters.

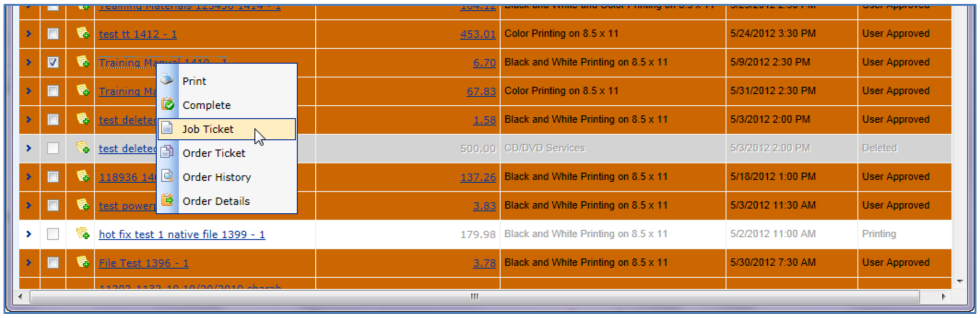
Step-by-Step: Setting Up Your Operator View Preferences

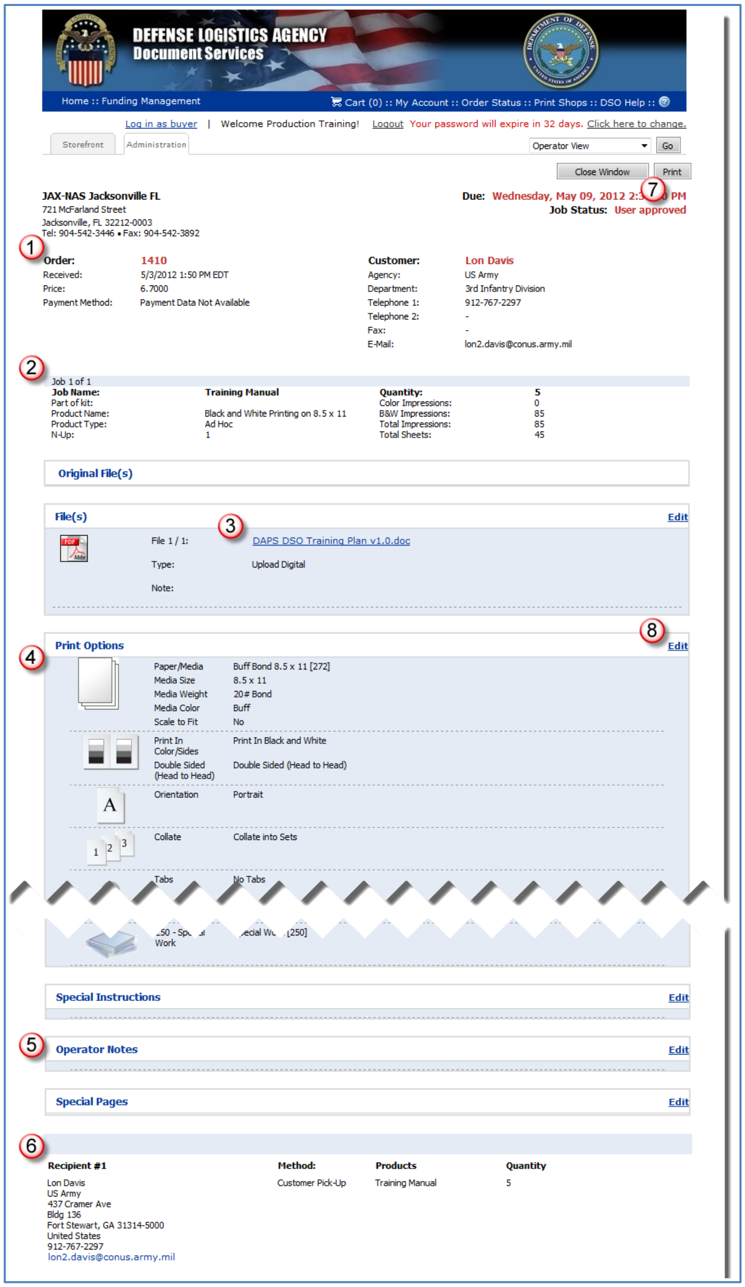
1) Click on the ***Administration*** tab and click on the ***Operator View*** link
2) Click the ***Preferences*** icon for your personalized ***Operator View*** settings.
3) You have multiple options from the Configure View, and you must click ***Update*** to save your Preferences.

- Checking boxes in the ***Job Columns to Display*** section will alter the columns displayed in your view of the Job queue.
- Checking the ***Update Interval*** box will set how often the Job queue automatically refreshes.
- ***Auto Load Default Filters*** should be checked.
- You can set the colors for Jobs in the queue by clicking on the small color swatch box (default is white) and picking your desired colors.
- You must click ***Save*** to save your Preferences.

Understanding the Job Ticket

The Job Ticket is where Operators can find instructions from the customer and files associated with the job they are working on. Operators can access the Job Ticket from the Operator View by clicking on the ***Job Name*** link and selecting ***Job Ticket***. This will open the Job Ticket in a new window.





1) The top portion of the Job Ticket has information about the Order.

Note: Ignore the Payment Data Not Available message; find the order in the Billing Module for payment details.

2) The job details section has basic job level information, including how many jobs are in this order (if more than one. Remember, an Order can have multiple Jobs, but the Job Ticket is only pertaining to one specific Job in the Order).

3) Download files by clicking on the file name link for the file. Original File is the native file (for example, Microsoft Word) and below that in the File section is the file after converting it to a PDF.

4) Customer Instructions are found in the Print Options, Cover Options, Finishing Options, Special Instructions and Special Pages sections.

Note: Not everything the customer might want to order is listed on the customer side of DSO, so always check the Special Instructions section for important notes.

5) Operator Notes are internal, and the customer cannot see them from their view of the order.

6) The Recipient area lists how many sets each recipient receives.

7) Print out the Job Ticket or close the window.

8) Clicking Edit will allow you to change any customer instructions or associated files.

Note: You will be prompted to step through the ordering process and update the order.

Step-by-Step: Accessing the Job Ticket and Files

- From the Operator View, click the ***Job Name*** link to access the drop-down menu and click ***Job Ticket***
- The top of the ***Job Ticket*** displays basic order information, including the customer placing the order.
- The Job section gives an overview of the order, and displays the original file as well as the PDF created automatically by DSO. You can click on the file name to download the file(s) associated with the job.
- Below the files you see all print options selected by the customer, and any special instructions or special pages. The Operator Notes section is internal only.
- If you need to adjust the customer's print options you can click the ***Edit*** button next to the section you need to change. If this change affects the price you will need to access the Quote Editor and update the pricing for the order as well.
- At the bottom of the Job Ticket you see the recipient information.
- The Job Ticket opens in a new tab or window, so when you are done you can simply close it to return to the Operator View.

Step-by-Step: Editing Job Details

1) Navigate to the Job Ticket in the Operator View
- Log in, click Administration tab, click Operator View, find/click on the Job Name and click Job Ticket
2) On the Job Ticket, click Edit to the right of the item you wish to edit. This can be job spec or the file that is attached.
3) Step through the process, making any changes needed (screens are similar to the ordering process).

Order View

The ***Order View*** displays every order at the selected print shop and it will only be on this list once even if there are multiple jobs in the order (unlike the ***Operator View***). In the ***Order View*** operators can:

- Change order status, indicating an order is ***Printed***
  - The ***Printed*** order status indicates that production is complete for the order.
  - Changing the status to ***Printed*** will indicate the production completion time for the On Time Report.
- Change order status, indicating an order is ***Shipped***
  - The ***Shipped*** order status indicated that billing and production are complete and the order has left the print shop (or is ready for pick up).
  - Clicking the ***Complete*** button or changing status to ***Shipped*** is the same thing, and sends an email to the customer indicating that their order is done.
- Adjust Due Date, add Shipping information

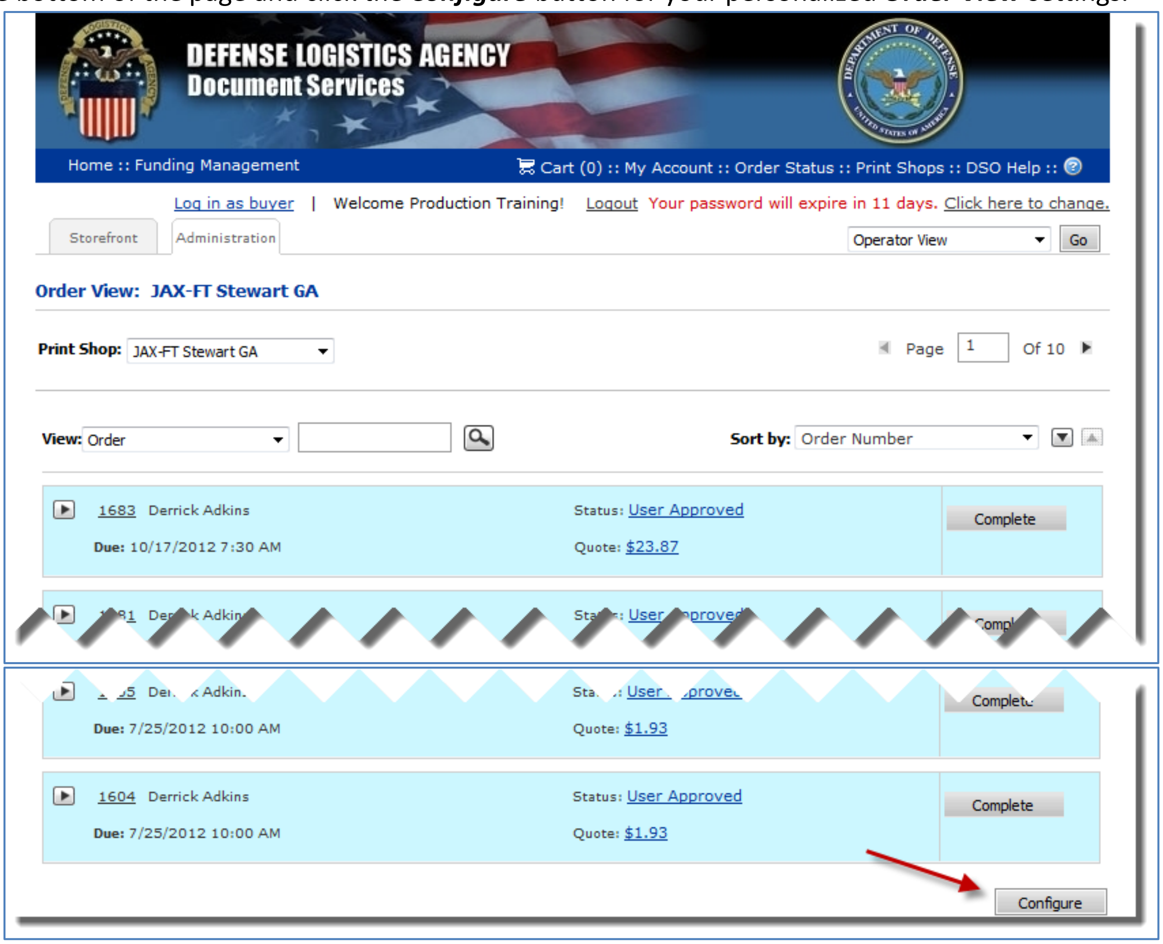
To access the ***Order View*** log into DSO as you normally would, click the ***Administration*** tab, and click ***Order View.***

1) Use the ***Print Shop*** drop-down menu to choose your print shop.
2) Use the ***View*** drop-down menu, type in your search term and click the magnifying glass to search.
3) Use the ***Sort By*** drop-down menu to alter the way the orders are sorted on the page.
4) Click the ***Order Number*** to open the Order Ticket in a new tab or window, where you can alter the due date, update shipping status, or view the Order History.
5) Click the status link (for example, ***User Approval Required***) to access the drop-down menu of status options. To finalize an order you can change the status to ***Shipped*** or click the ***Complete*** button. This will email the customer and change their order to ***Shipped*** in their order history, making it available for reorder.
6) Click on the ***Price*** to open the ***Billing Module*** in a new tab or window, where you can adjust units or add an RPC.
7) Click the ***Configure*** button to adjust your Order View preferences including how often this page refreshes.

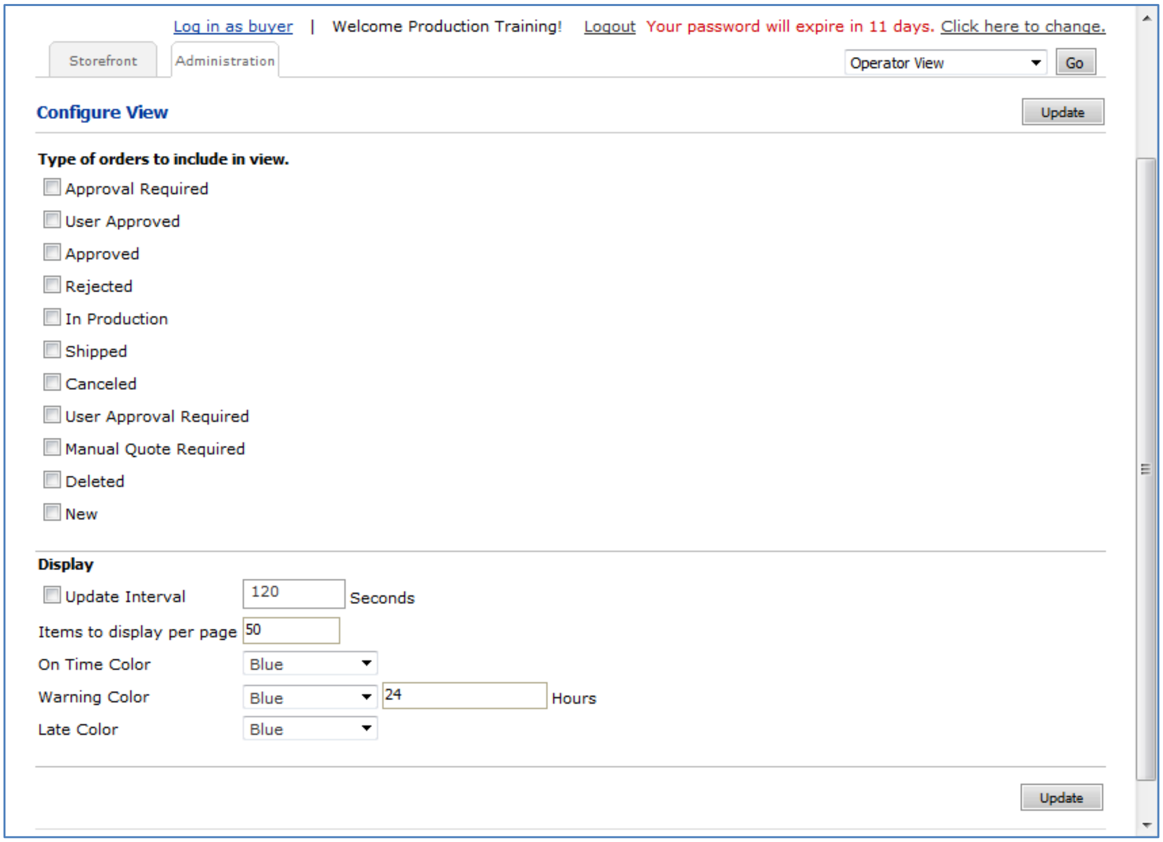
Step-by-Step: Setting Up Your Order View Preferences

4) Click on the ***Administration*** tab and click on the ***Order View*** link

5) Scroll to the bottom of the page and click the ***Configure*** button for your personalized ***Order View*** settings.



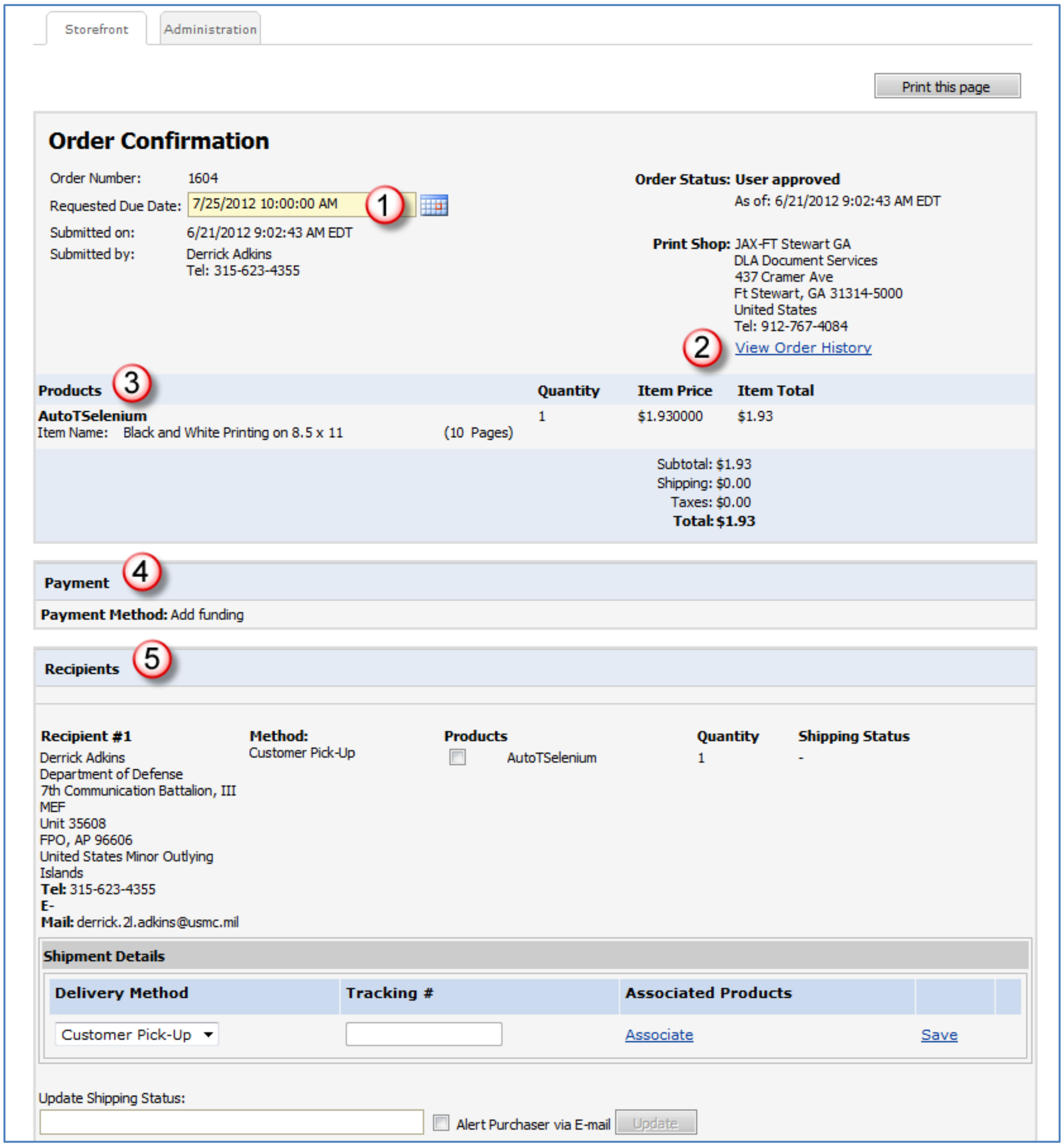
6) You have multiple options from the Configure View, and you must click ***Update*** to save your Preferences.
   - Checking boxes in the ***Types of Orders to include in View*** section will filter your view, only displaying orders that are in one of the states selected. If you leave all boxes unchecked, all orders will be displayed.
   - Checking the ***Update Interval*** box will set how often the Order View page automatically refreshes. Three hundred seconds is equal to five minutes, and six hundred seconds is equal to ten minutes.
   - Use the ***Items to display per page*** field to choose how many orders will display at once.
   - You can set the colors for orders based on when the order is due. Simply use the drop-down menu to select your desired colors.



Understanding the Order Ticket

The ***Order Ticket*** shows order level information, including due date, order history, jobs ordered and recipient information. This is the same page the customer prints out for their receipt when they are logged in and viewing the Order Detail from their Order History.

To access the ***Order Ticket*** log into DSO as you normally would, click the ***Administration*** tab, and click ***Order View***. Then click on the order number link for the desired order. The ***Order Ticket*** opens in a new tab or window, and you can close the window when you are done; you will be returned to the ***Order View***.



1) Click in the ***Requested Due Date*** field to change the date the order is due, and click ***Save*** to save your changes.
2) Click the ***View Order History*** link to see the order history information.
3) The ***Products*** section lists each Job in the Order, by the customer's Job Name (in bold).
4) Ignore the ***Payment Method: Add Funding*** message. DSO uses a customized billing module which disables our ability to see the payment method here. To see the payment method, access the order in the ***Billing Module*** by clicking on the price link from the ***Order View***.
5) The ***Recipients*** section shows each recipient for the order, which jobs they should receive and in what quantity. You can update the shipping information and even update the customer via email from this screen, if desired.

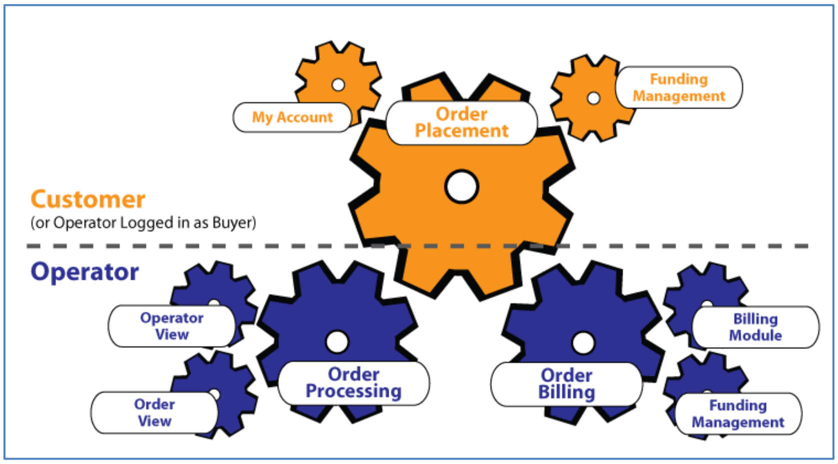
Step-by-Step: Processing a Basic Order

1. Order is placed by customer (or operator, on behalf of customer)
2. Order and each Job contained in the Order is reviewed and produced at the Print Shop
    a. In Operator View, review Order and Job details, verify accuracy and access customer files
        i. From the ***Administration*** tab, click ***Operator View***
        ii. Find your job in the queue, click the ***Job Name*** link and select ***Order Ticket***
            1. Review Order information for accuracy, print if necessary
        iii. Find your job in the queue, click the ***Job Name*** link and select ***Job Ticket***
            1. Review Job information for accuracy, print if necessary
            2. Click the file listed under ***Original File(s)*** to download the customer's native file. Click the file listed under ***File(s)*** to download the PDF created by DSO.
    b. Change Job status to ***Printing*** (marks order done for On Time Delivery report)
        i. In the ***Operator View*** click the ***Set Status*** drop-down menu, select ***Printing*** and click ***Save***
    c. Physically produce the Order, collect all final pricing information including shipping
    d. In Operator View, change Job status to ***Printed*** (optional)
        i. In the ***Operator View*** click the ***Set Status*** drop-down menu, select ***Printed*** and click ***Save***
3. Billing for the Order is finalized
    a. In the ***Billing Module***, edit or add RPCs as needed, until 100% accurate
        i. Click the ***Price*** link in the ***Operator View*** to be taken to the ***Billing Details*** page for the Order
            1. Click ***Edit*** to change the number of Units for an RPC, click ***Save*** when done.
            2. To Add an PRC, select the desired RPC from the drop-down menu, input Units, select Print Shop that should be credited and click the ***Add*** link, click ***Save*** when done.
    b. Send Estimate to EBS to verify funds are available
        i. Click ***Send Add Estimate*** to send the first Estimate to EBS. The page will refresh until there is a response, but you can leave this page and return later to Actualize the order.
            1. You can send multiple Estimates to EBS.
            2. Your final Estimate must be the same as the Actual sent to EBS
    c. Send Actual to EBS to finalize billing
        i. Click ***Send Add Actual*** to send the Actual to EBS. The page will refresh until there is a response, but you can leave this page and return later to view the response from EBS.
            1. When the Billing Status is ***Actual Successful*** the Order has been successfully billed.
4. Order is marked Complete
    a. In the ***Order View***, change Order Status to Shipped when the order is complete
        i. From the ***Administration*** tab, click ***Order View***
        ii. Find your job in the queue, click the ***Status*** link to change the Order status, or click the ***Complete*** button.
            1. Clicking ***Complete*** will change the Order Status to ***Shipped*** and send an email to the customer letting them know their order is complete.

Understanding Order Status, Job Status & Billing Status

Due to the way DSO interacts with the financial system EBS, each order in DSO has a production status and a billing status. The Order Status and Job Status tell us information about Production, while the Billing Status tells us about communication with EBS.

- **Order Status** - Status of an Order (an Order will have one or more Jobs)
  - View/Change Order Status in the ***Order View***
  - Complete an Order by changing status to ***Shipped*** or clicking ***Complete***
  - This is the *only* status the customer can see when reviewing order history
- **Job Status** - Status of one specific Job in an Order
  - View/Change Job Status in the ***Operator View***
  - Changing the Job Status is optional, used for indicating internal status for operators
  - Customer cannot see Job Status changes
- **Billing Status** - Status for overall Order
  - View/Change Billing Status in the ***Billing Module***
  - Complete billing for an order by sending an ***Estimate***, then an ***Actual*** to EBS and receive successful messages back
  - Customer cannot see Billing Status changes



Order Status and Job Status

The Order Status and Job Status give us information about the state of production for an Order and the Jobs within that Order. It is important to remember that an Order always has one or more Jobs, which are viewed on the Operator View page.

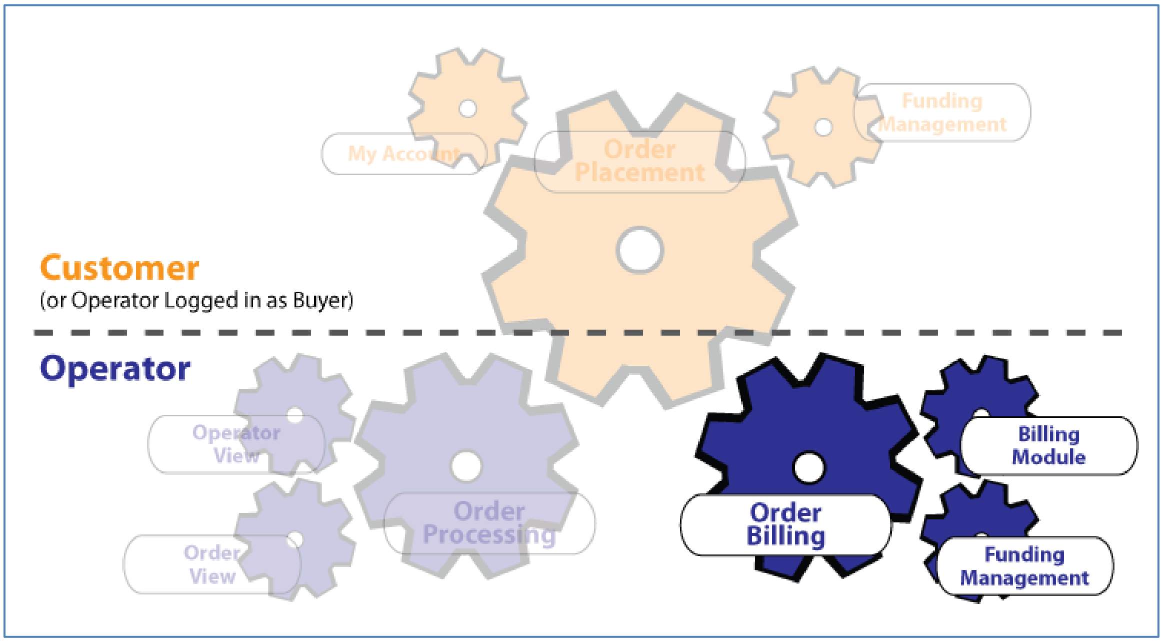
Because an Order and its Jobs are linked, changing the order Status on the Order View page may change the Job Status automatically. Changing the Job Status on the Operator View page may also change the Order Status automatically, depending on what the status change means to the overall order.

For example, when you to the Order View and change the status of an Order from ***Printed*** to ***Shipped***, it will automatically change the Job Status to ***Completed*** for all Jobs contained in the Order (the assumption is that if the Order has been marked complete, the Jobs in that Order must be complete).

This is also the case when changing the Job Status in the Operator View, but only up to a point. Changes to individual Jobs in an Order can move the Order Status from the status of ***User Approved*** (a new order) all the way up to the status of ***Printed*** (all Jobs complete in production). Once the Order Status reaches ***Printed*** however, there are no changes you can make in the Operator View to change the Order Status to be ***Shipped*** – this step must be completed in the Order View.

Billing an Order

This section deals with the billing portion of order completion, but does not include production. See the ***Producing an Order*** chapter for information about processing an order.



Overview

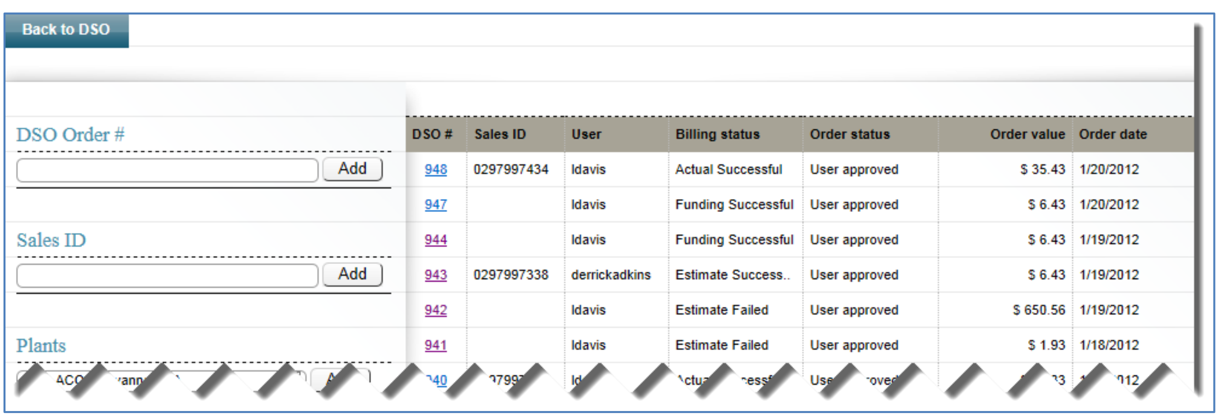
Billing Module

The ***Billing Module*** gives Operators the ability to:

- View Order Status, Billing Status, and other funding and transaction details
- Modify price by adjusting or adding line items
- Troubleshoot error messages from EBS
- Complete billing for an order by validating funding, sending estimates and actualizing orders

To access the ***Billing Module*** click the ***Administration*** tab, and click the ***Billing Module*** link in the lower left-hand corner. You can also access the ***Billing Module*** by clicking the price link from either the ***Order View*** or ***Operator View***.

The Billing Module Home page displays a list with a maximum of 50 orders which can be filtered based on the options in the column on the left.



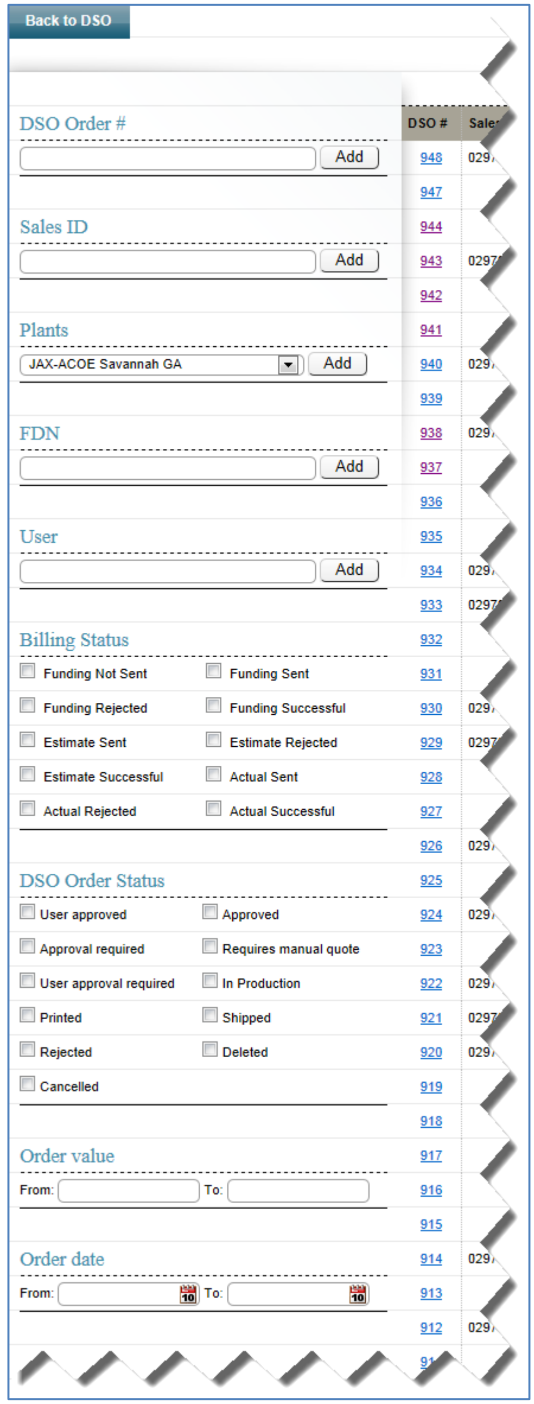
Billing Home Page Navigation

There are many ways to filter the list in the viewing pane, including:

- To view a specific order enter the Order Number in the ***DSO Order #*** field and click ***Add***
    - Repeat to add as many orders to the list of orders as needed
- To view a specific order enter the Sales ID in the ***Sales ID*** field and click ***Add***
- To show only orders for a specific plant, select the plant from the ***Plants*** drop down menu and click ***Add***
- To view specific orders associated with an FDN, enter the funding document number in the ***FDN*** field and click ***Add***
- To view specific orders associated with a user, enter user ID in the ***User*** field and click ***Add***
- In the ***Billing Status*** section you can select one or more options to see only orders in specific billing states
- In the ***DSO Order Status*** section you can select one or more options to see only orders in specific order states
- The ***Order Value*** fields allow you to specify a dollar value range for orders that are displayed
- The ***Order Date*** fields allow you to specify a date range for orders that are displayed

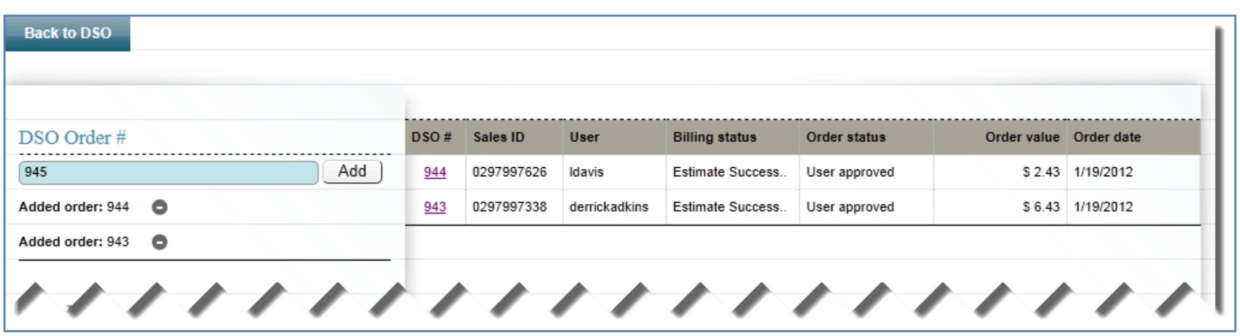
You can add as many filtering options as you would like and the list will only display orders that meet all of the filter criteria. For example, you can add a Plant and an FDN to see all orders at a specific plant with that funding document number. To remove a filter option, click the grey minus icon to the right of the filter you wish to remove. Remember that you will only see a maximum of 50 orders.

Clicking on the DSO # will take you to the Billing Details page for that order. To return to the Administration page, click ***Back to DSO*** in the upper left-hand corner.



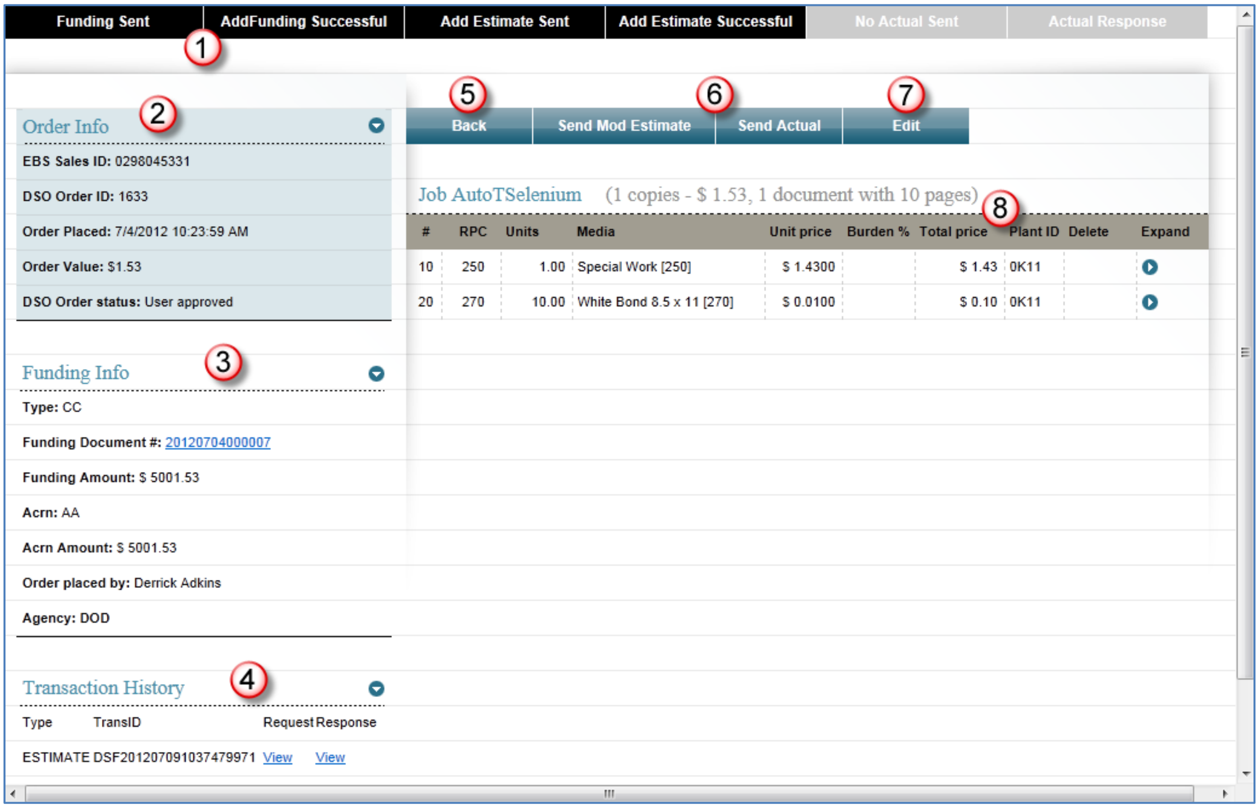
Home Page Filtering Example

In the example below the operator has filtered by specific order numbers, one order at a time. Each order number is added by entering the number and clicking the ***Add*** button. Each order can be removed from the list by clicking the grey minus icon to the right of the order number.



Billing Details Page Navigation

From the Billing Module Home page, clicking on the Order Number will take you to the Billing Details page for that order. From the Billing Details Page you can view order information, finalize pricing information and send transactions to EBS. The Billing Details page shows information in the column on the left. To the right there are buttons for sending information to EBS, and a line item breakdown of each job in the order.



1) The ***Billing Status*** bar displays information about communications with EBS. See ***Billing Status Basics*** for more information.
2) The ***Order Info*** section displays order information, including the Order Status.
3) The ***Funding Info*** section displays the funding information used for the order, with a clickable link to access the funding document.
4) The ***Transaction History*** section displays each transaction that is sent to EBS, with the request and response details available by clicking the appropriate ***View*** link. See ***Reviewing Transactions*** for more information.
5) The ***Back*** button will return you to the Billing Home page
6) The ***Send…*** buttons are for sending information to EBS. See ***Billing an Order*** for more information.
7) The ***Edit*** button enables editing of the line items in the Job section. See ***Understanding the Billing Details*** for more information.
8) The ***Job*** section displays each line item of each job that makes up the order. See ***Understanding the Billing Details*** for more information.

Billing Status Basics

The Billing Status is information about communication with EBS, and indicates whether or not an order has completed the billing process. On the Billing Home page you can filter your order list by Billing Status, and on the Billing Details page the Billing Status is displayed across the top of the page. The six status boxes at the top of the page will turn black from left to right as the order proceeds through the billing process.

The steps are in pairs, and show the communication with EBS. The first two steps are for adding funding, the second two steps are for sending estimates and the last two steps are for sending the actual. For each pair, the first box indicates whether an operator sent information to EBS, and second is the response from EBS.

Communication about Funding

The Funding communication boxes show our initial Funding request to EBS and the response.

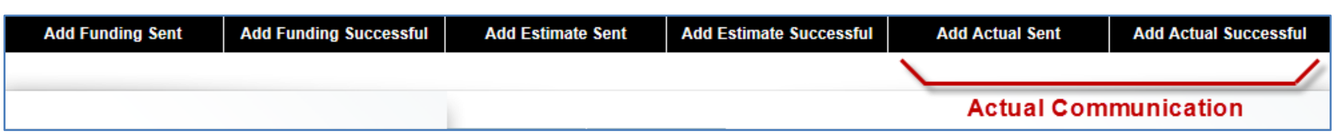
- **Funding Not Sent** – The order is associated with valid Funding but has not been sent to EBS
- **Add or Mod Funding Sent** – The Funding information has been sent to EBS (EBS may or may not have responded)
- **Add or Mod Funding Rejected** – The Funding information sent to EBS was rejected
- **Add or Mod Funding Successful** – The Funding information sent to EBS was approved

Communication about Estimate

The Estimate communication boxes show our most recent Estimate request to EBS and the response.

- **Add or Mod Estimate Sent** – An Estimate has been sent to EBS (EBS may or may not have responded)
- **Add or Mod Estimate Rejected** – The last Estimate sent to EBS was rejected
- **Add or Mod Estimate Successful** – The last Estimate sent to EBS was approved

Communication about Actual



The Actual communication boxes show our Actual request to EBS and the response. A "Mod Actual" is sent when requesting a Credit. See ***Issuing a Credit*** for more information.

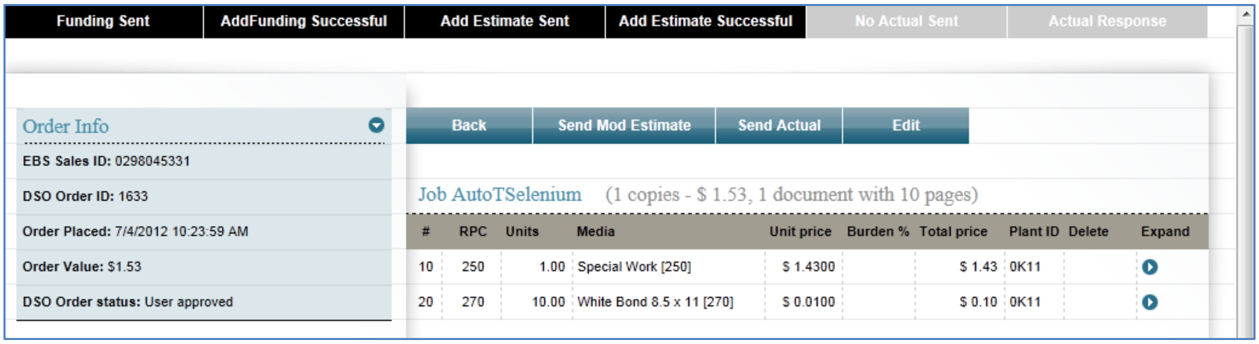
- **Add or Mod Actual Sent** – An Actual or Credit has been sent to EBS (EBS may or may not have responded)
- **Add or Mod Actual Rejected** – The Actual or Credit sent to EBS was rejected
- **Add or Mod Actual Successful** – The Actual or Credit sent to EBS was approved

Issuing a Credit

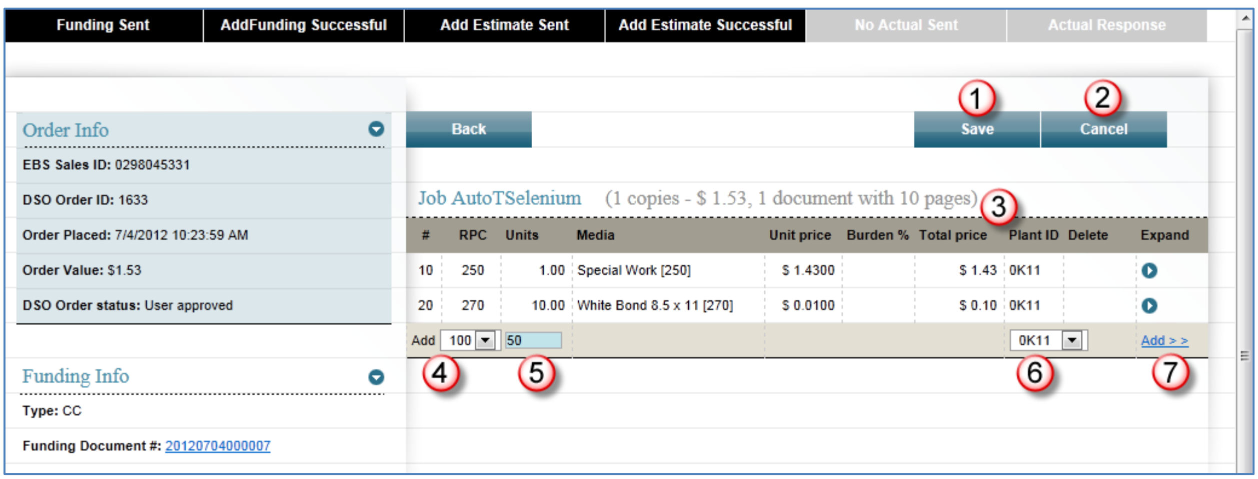
The ***Credit*** button will show up once a transaction is in the Actual Successful billing status, meaning the actual was sent to EBS and EBS has billed out the order. Simply click on the ***Credit*** button to credit an order, and you will see the status change to ***Mod Actual Sent***. You may need to wait up to 15 minutes for EBS to respond, and you can refresh the page to update the status.

Understanding the Billing Details

The Billing Details are broken down by job on the right side of the screen, below the buttons.



If you need to make adjustments to the billing details before sending a transaction, click the ***Edit*** button and our view changes, giving us new options. When editing you cannot send transactions, so those buttons are not available.



1) Click ***Save*** to save your changes when you are done and you will be able to send transactions.
2) Click ***Cancel*** to delete your changes and you will be able to send transactions.
3) The ***Job*** section displays each line item associated with the job. Columns are:
    a. The first column, labeled "**#**" is the line number
    b. The **RPC** column refers to the cost center or revenue process as outlined in the DLA Document Services Productions Standards & Pricing Manual.
    c. The **Units** column is the number of units to be billed, and can always be edited for any line item.
    d. The **Media** column lists line item details (may be blank).
    e. The **Unit Price** column displays the price for this line, and can only be edited if an RPC requires the operator to input the unit price, otherwise it is filled in automatically.
    f. The **Burden %** column displays the burden rate for any cost centers that are marked up.
    g. The **Total Price** column is the total price for that line item.
    h. The **Plant ID** column is the ID of the plant that is receiving billing credit for an order.

    i. The **Delete** column will display a grey delete icon when you have the option to delete a line. If the line has already been sent to EBS in a previous transaction you will not be able to delete the line. To remove billing from a line that cannot be deleted, change the Units to zero.
    j. The **Expand** column displays an icon you can click to see details about a line item. This can be helpful when a line item is red due to an error.

4) The ***Add*** drop-down menu allows you to pick which RPC you would like to add for your new line item.
5) To the right of the ***Add*** drop-down menu, input the number of units you want to bill for your new line item
6) The ***Add*** drop-down menu allows you to pick which RPC you would like to add for your new line item.
7) When you click the ***Add*** link your new line item will be added to the bottom of the list

Step-by-Step: Editing an RPC

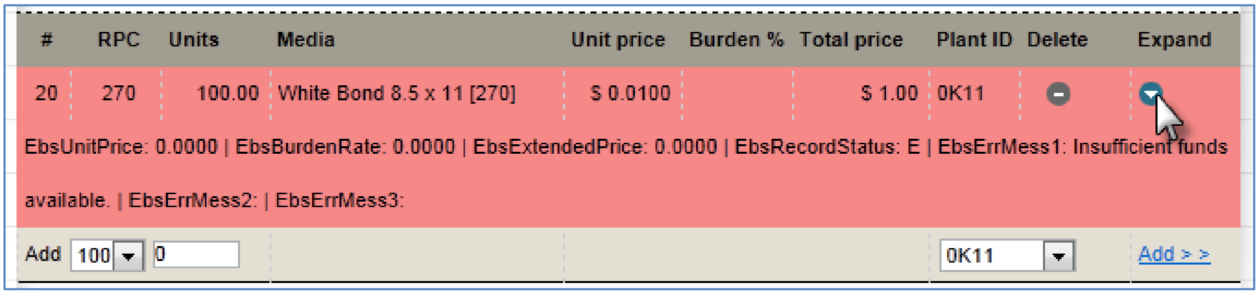
- Click ***Edit*** and the page will change, allowing you to edit the Units field for each line, or delete the line by clicking the grey minus icon in the Delete column.
    - ***Note***: Once you have sent the initial estimate and received a Sales Order ID, ***DO NOT*** delete any lines from the job. If you need to prevent an RPC from billing, edit the line and change the units to zero.
- Edit units as needed or delete lines, and click ***Save*** when complete.
- If you do not need your changes you may click ***Cancel*** instead.

Step-by-Step: Adding an RPC

- Select the RPC from the ***Add*** drop-down menu
- Input units in the ***Units*** field
    - Remember to double the units for 11x17 impressions and media
- Select the ***Plant ID*** for the print shop completing the work
- Click the ***Add*** link and wait for the line to appear

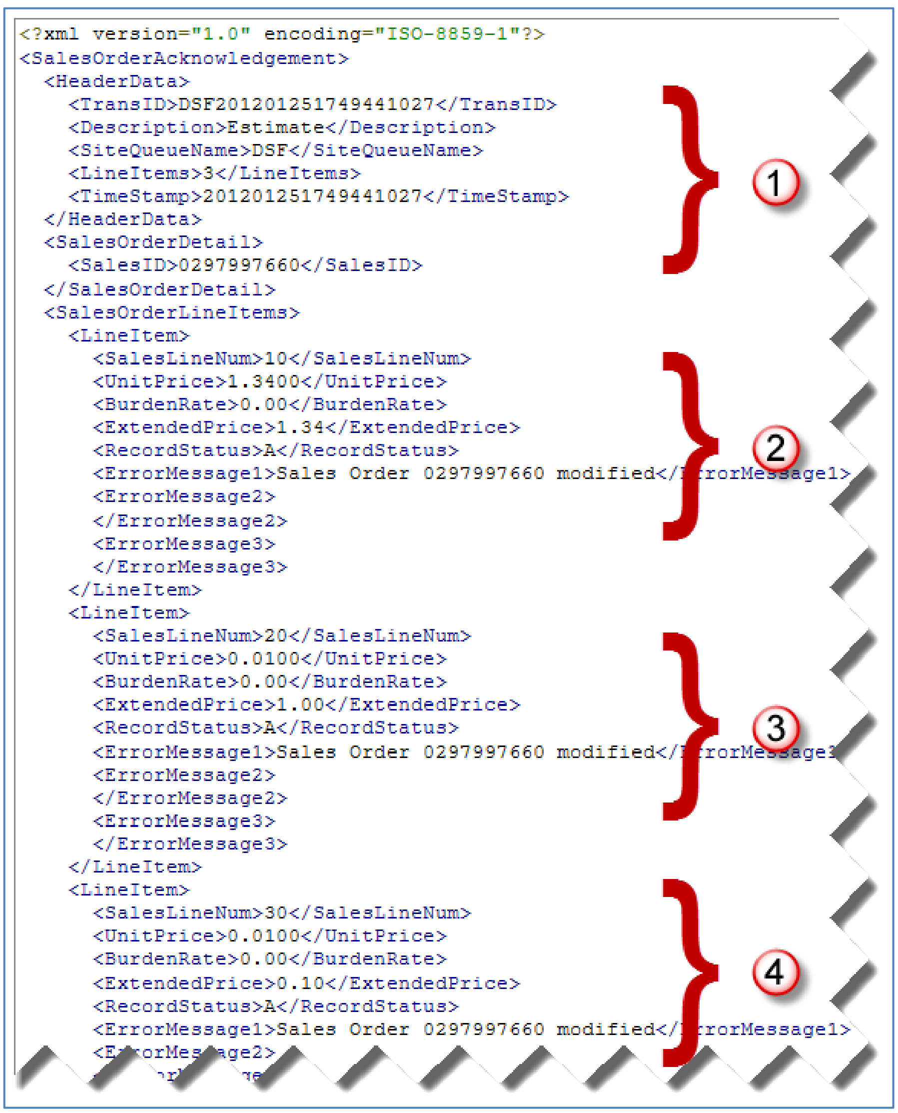
Reviewing Transactions

Each step in the process will generate a unique transaction. The easiest way to see the information returned by EBS is to click the Expand icon next to any line.



If you need more transaction information, the entire transaction that was sent to EBS and the response can be found by clicking the appropriate ***View*** link in the ***Transaction History*** section, which will open in a new window.

At the top of the transaction page you will see “Header” information and “Sales Order Detail” information. Then each line item will be displayed. If this is a response from EBS, look at the “Error Message” line for communication from EBS. Note: This message is not always an error, it is simply the response from EBS. For example, “Sales Order Modified” would be a positive response from EBS after submitting an Estimate.

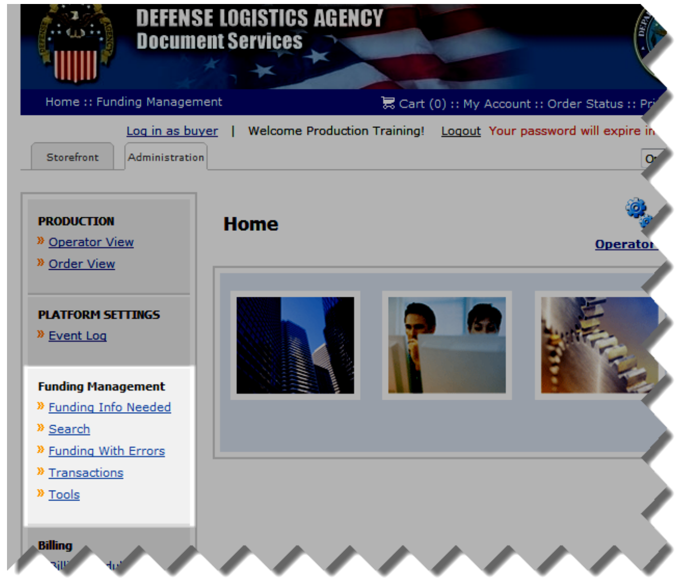


Sample Transaction
EBS Estimate Response

1) Header and Sales Order info
2) Line Item #1
3) Line Item #2
4) Line Item #3

Funding Management

The Funding Management module is used by Funding Experts to input Line of Accounting documents and verify them with EBS so they may be used to bill orders. It is also used for reviewing Funding With Errors, updating funding documents and troubleshooting advanced problems.

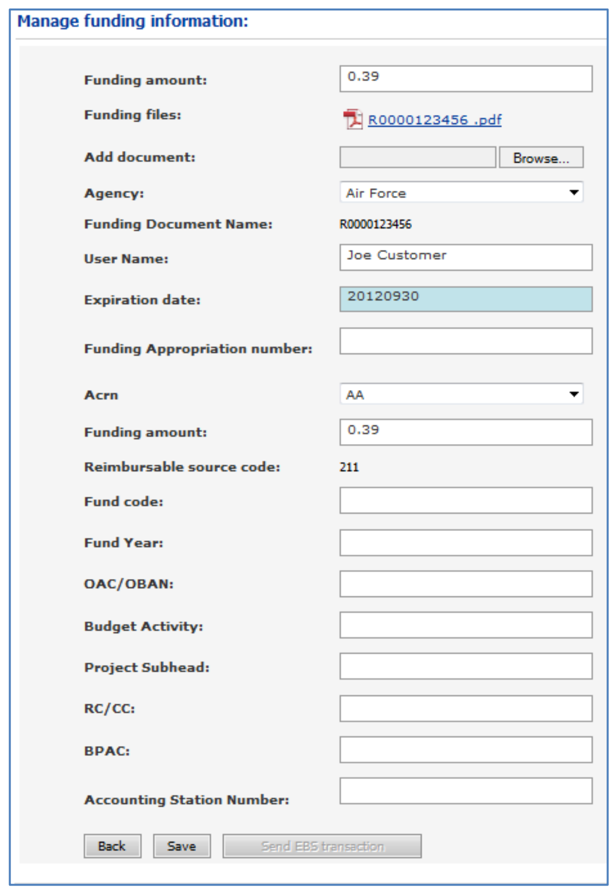


Funding Info Needed

- To access the ***Funding Info Needed*** module log into DSO as you normally would, click the ***Administration*** tab, and click ***Funding Info Needed*** in Funding Management.
- ***Funding Info Needed*** displays orders that have been submitted with the Line of Accounting payment method but have not yet been verified as valid by EBS.
- Funding documents are displayed from oldest to newest, and if there are multiple pages you will be able to navigate with the arrows at the bottom of the page.
- To review the funding document and input the information into DSO, click ***Edit*** to the right of the funding document you wish to update.

Step-by-Step: Sending Initial Funding Information to EBS

- Access ***Funding Info Needed***, find desired funding document and click the ***Edit*** link. This takes you to the ***Manage Funding Information*** page.
- Click on the PDF of the funding document the customer attached to view the details. If necessary you can use the Upload New Document field to update the funding document for the customer.
- Select the correct ***Agency*** from the drop-down menu. This is an important step, because different agencies will have different required fields.
- Use the attached funding document to input funding information into the required fields.
- When you have completed the funding information you must first click ***Save*** to save the information you have input, and then click ***Send EBS Transaction*** to send the initial transaction to EBS.
- Once this is complete the funding will either be approved or it will appear on the ***Funding With Errors*** page.



Funding with Errors

- To access the ***Funding With Errors*** module log into DSO as you normally would, click the ***Administration*** tab, and click ***Funding With Errors*** in Funding Management.
- Funding documents are displayed from oldest to newest, and if there are multiple pages you will be able to navigate with the arrows at the bottom of the page.
- To review the errors, click ***Edit*** to the right of the order you wish to update.
- Errors messages from EBS display in red at the bottom of the page.

Searching for Funding or Transactions

- To search for funding documents, log into DSO as you normally would, click the ***Administration*** tab, and click ***Search*** in Funding Management.
- From here you have the option to search using various criteria. When you find the funding document you are looking for you can click the ***Edit*** link to manage the funding information.
- To search for EBS transactions, log into DSO as you normally would, click the ***Administration*** tab, and click ***Transactions*** in Funding Management.
- From here you can set a date range, Transaction Type or Transaction Status for your search criteria. When you find the transaction you are looking for you can click the ***View*** link to see all data communicated with EBS.

Tools

Require Approval for Order

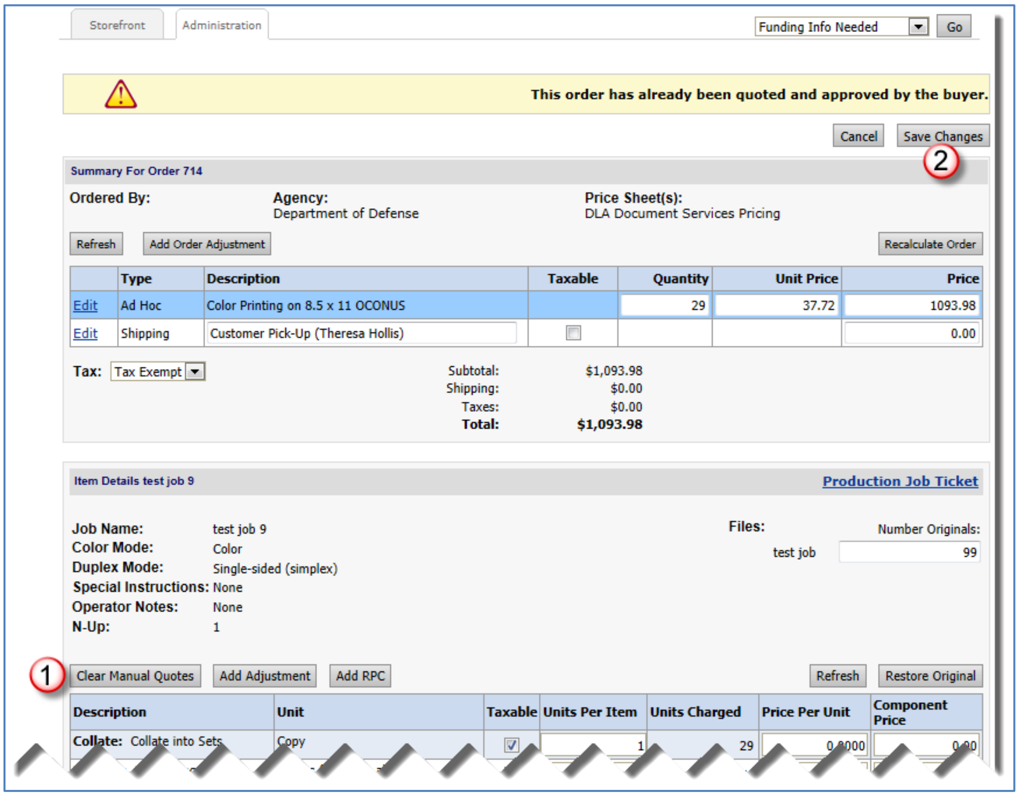
- To set an order to the Require Approval state, and require the customer to approve funding information before we process their order, click the ***Administration*** tab, and click ***Require Approval for Order*** in Funding Management.
- Input the ***Order ID*** and click ***Set to Require Approval***, and the order will now require the customer's approval before the order moves back to production.

Manual Quote Required and the Quote Editor

Occasionally when clicking on the price link from either the ***Order View*** or ***Operator View*** you may be directed to the ***Quote Editor***. When this happens our main goal is to clear the Manual Quote Required status so we can work with this order in the Billing Module as we normally would.

Step-by-Step: Clearing Manual Quote Required

1) Click ***Clear Manual Quotes***
2) Click ***Save Changes***



Troubleshooting Orders

Troubleshooting Basics

When troubleshooting an order in DSO, start off by collecting up the basic information about the order. Access the Order Ticket from the Order View for valuable information about the order, including basic information about why an order was rejected by EBS.

Step-by-Step: Collect Basic Order Information

- From the ***Administration*** tab click ***Order View*** and find your order on the list
- Click the ***Order Number*** to open the Order Ticket where you can:
  - Note detailed order information (Order number, due date, etc.)
  - See initial error messages from EBS
  - Click ***View Order History*** to see more details about the order

Troubleshooting Orders Rejected by EBS

There are only two reasons for an order to have the status Rejected. Most commonly, an estimate was sent to EBS and it came back rejected; there are a number of things that can cause this to occur. An order can also be rejected by the customer, if it is an order that required a manual quote. If a customer rejects a quote you can always re-quote to resolve the problem. If it is EBS, however, we will need to do some investigating.

When EBS rejects an order, you can get detailed information from the ***Administration*** tab in the ***Funding Management*** section by clicking the ***Search*** link. Input your search criteria and find your order in the list of found orders. Click the ***Edit*** link to the right of the order to open the funding document and review any errors from EBS, which will be displayed in red at the bottom of the page.

Once you have resolved the issue, you will need to resubmit the order to EBS. You can do this by returning to the Order View, finding your order, and setting the status to ***User Approved***. You then change the status to ***Send Estimate*** and EBS will re-evaluate the order, returning a status of ***Approved*** or ***Rejected*** again.

Other Step By Step Guides

Getting Started for New Operators

You can access Document Services Online by pointing your web browser to https://www.dso.documentservices.dla.mil. New users may need to register and have an Administrator update your account so you can access the production side of DSO, or special areas. Steps are as follows:

1) Register for a new account in DSO (Administrator grants access to operator functions)
2) Log in / associate your CAC card with your account
3) Set up your preferences for the Operator View and Order View

If you need assistance getting started you can review step-by-step instructions outlined below. If you are unable to access DSO contact your DSO administrator.

Step-by-Step: Registering an Account

- Point your web browser to https://www.dso.documentservices.dla.mil
- On the right-hand side click ***Register***.
- Input your account information in all required fields.
- In the Search ***DODAAC*** field type all or part of your activity, press the ***Enter*** key and wait for a moment, the list will appear under ***Search Results***.
- Click your name in the ***Search Results*** field and wait for a moment, the ***DODAAC*** and ***EBS Customer ID*** will be filled in automatically
- Once your profile information is input you will be prompted to select your default print location.
- Click ***Register*** and you will receive an email notification about your account.
- ***NOTE:*** If you need access to special areas of DSO an Administrator will need to add your user account to the appropriate groups. You may not be able to see special catalogs, payment methods, production functions or software features immediately. Newly registered users may only place basic orders.

Step-by-Step: Logging in

- Point your web browser to https://www.dso.documentservices.dla.mil
- On the right-hand side are your registration and login options.
- To log in manually, input your user name and password, then click **login**.
- To log in using your CAC card, click **Login using CAC card** and follow the steps required. Your CAC card will not work until you log in the first time and associate your CAC card with your User Name under My Account.
- If you need to reset your password, or register for the first time, click the appropriate link and you will be guided through the process.

Step-by-Step: Setting Up Your Default Operator View

When you first log in to DSO, you will want to set your default preferences so you can see important information about orders in the Operator View.

- Click on the ***Administration*** tab and click on the ***Operator View*** icon
- Click the ***Preferences*** icon for your personalized ***Operator View*** settings.
- Checking boxes in the ***Job Columns to Display*** section will alter the columns displayed in your view of the Job queue. At minimum you should display the ***Price***, ***Due Date*** and ***Status*** columns.
- Checking the ***Update Interval*** box will set how often the Job queue automatically refreshes. Three hundred seconds is equal to five minutes, and six hundred seconds is equal to ten minutes.
- ***Auto Load Default Filters*** should be checked.
- You can set the colors for Jobs in the queue by clicking on the small color swatch box (default is white) and picking your desired colors.
- You must click ***Save*** to save your Preferences.

Step-by-Step: Setting Up Your Default Order View

When you first log in to DSO, you may want to set your default Order View preferences so you only see certain types of orders at your print shop.

- Click on the ***Administration*** tab and click on the ***Order View*** icon
- Scroll to the bottom of the page and click the ***Configure*** button for your personalized ***Order View*** settings.
- Checking boxes in the ***Types of Orders to include in View*** section will filter your view, only displaying orders that are in one of the states selected. If you leave all boxes unchecked, all orders will be displayed.
- Checking the ***Update Interval*** box will set how often the Order View page automatically refreshes. Three hundred seconds is equal to five minutes, and six hundred seconds is equal to ten minutes.
- Use the ***Items to display per page*** field to choose how many orders will display at once.
- You can set the colors for orders based on when the order is due. Simply use the drop-down menu to select your desired colors.
- You must click ***Update*** to save your Preferences.