

# User Guide



# Document Services Customer Accounts Online

**Defense Logistics Agency**

# Registration and Log In

In order to begin using Document Services Customer Accounts Online, use the following web address:

<https://dcao.daps.dla.mil/Main.jsp>



## **To Register for an Account:**

1. Click "Register"
2. Fill out the registration form
3. Click "Submit"
4. You will receive and email confirming your registration.

## **If You Have an Account, but Do Not Have Your Password:**

1. Click "Forgot Password?"
2. Enter the email address you registered your account with
3. You will receive and email containing a temporary password, which you will then use to log in to your account. You may change the temporary password once you have logged into your account.

## **To Register Your CAC Card:**

1. Click "Register Your CAC (use email CERT)"
2. Enter your User ID and password
3. Click "Login"
4. You will get a confirmation message after you click "Login" that will tell you that you have successfully registered your CAC card.

\*\* If you have trouble with registering a new account or logging into an account you already registered for, please file a trouble ticket with the *Customer Information Center (CIC)* at <https://www.dash.daps.dla.mil/>.

# Search for Records

Once you have been able to successfully log in to Document Services Customer Accounts Online, there are many features you can use to perform the following functions:

- View or Add Funding.
- View Jobs Placed Against Funding.
- View/ Add Users for Funding
- Print Receipts

## To Search for a Record:

The first page you will see after logging in is the “Search” page. You can search funding or sales IDs using several different pieces of information:

- Funding Document Number or Sales ID Number
- Received Date
- Customer ID
- Description
- Funds Total
- Bill Type
- Plant Code

Please enter the information for one of the categories above and click “Submit”

\*\* Tip: if you do not have a whole piece of search information, enter what you have and include an asterisk at the beginning and/ or end. This will bring up a list with all record containing that portion of information, which you can then find the record you are looking for.

The screenshot shows a web browser window displaying the 'DEFENSE LOGISTICS AGENCY Document Services Customer Accounts Online' interface. The page includes a navigation menu with 'User Details', 'Contact', 'Help', and 'Logout'. Below the header, a 'Welcome Chrissy Cannon' message is visible. The main content area contains a search form titled 'Search Funding or Sales ID Details'. The form has a 'Search' section with radio buttons for 'Funding' (selected) and 'Sales ID', and a dropdown menu set to 'ESS'. Below this are fields for 'Received Date' (with a date range selector), 'Customer ID', 'Description', 'Funds Total' (with a currency symbol and a 'Format #,##' option), 'Bill Type', and 'Plant Code'. At the bottom of the form are 'Submit' and 'Reset' buttons. A large red arrow points to the 'Submit' button.

## To View and/or Sort Record Results:

To search and view records on every page of results, either click on the page number you wish to view, or click "Next" to skip forward one page or click "Previous" to skip back one page. You can also click "First" to skip back to the first results page or "Last" to skip to the last results page.

Another way of viewing record results is to sort by one of the categories shown in the list:

- Funding Document
- Funds Description
- Funds Location
- Customer ID
- Bill Type
- Funds Amount
- Funds Date
- Export to Excel
- Order/ Billed
- Sponsor Code
- Print SO Receipt (Sales Order)

In order to sort by a category, simply click on the category name at the top of the list. This will sort the entire list by the category you clicked on.

DLA Document Services Accounts Online - Windows, Internet Explorer

131.70.103.112

DLA Document Services Accounts Online

200 items found, displaying 1 to 15.  
[First/Prev] 1, 2, 3, 4, 5, 6 [Next/Last]

EBB Funding - Transaction Details

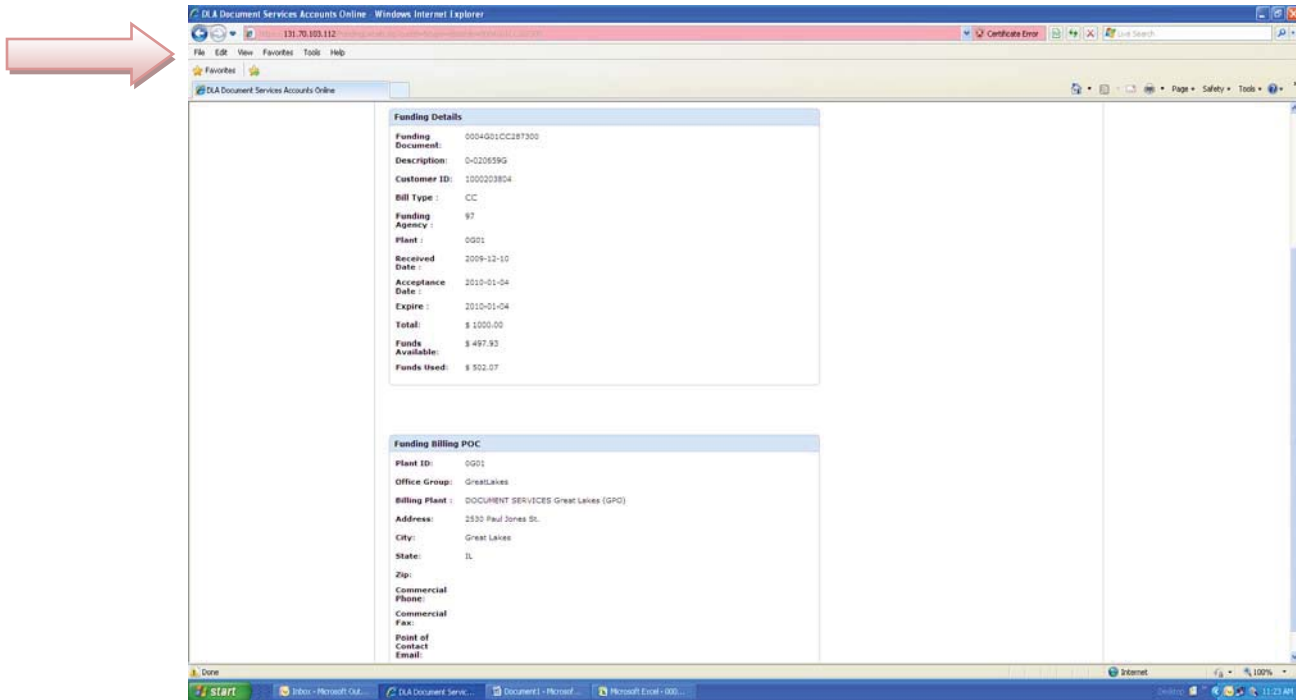
Funding Document	Funds Description	Funds Location	Customer ID	Bill Type	Funds Amount	Funds Date	Export to Excel	Order/Billed	Sponsor Code	Print SO Receipt
0004501CC287300	D-0204590	OrvisLake@0001	1000203804	CC	Funds Total: \$1,000.00 Funds Used: 2697.93 Funds Available: \$502.07	Funds Received: Jan-04-2010 Funds Expire: Sep-30-2010	0004501CC287300	Not Available Billed	N/A Amer	0284280074
028601CC0221	F110 EWS FUNDING	SanDiego@0001	1000037939	CC	Funds Total: \$1,000.00 Funds Used: \$782.34 Funds Available: \$217.66	Funds Received: Oct-13-2009 Funds Expire: Sep-30-2010	028601CC0221	Not Available Billed	N/A Amer	0282218026
028601CC0221	F110 EWS FUNDING	SanDiego@0001	1000037939	CC	Funds Total: \$1,000.00 Funds Used: \$782.34 Funds Available: \$217.66	Funds Received: Oct-13-2009 Funds Expire: Sep-30-2010	028601CC0221	Not Available Billed	N/A Amer	0284060487
028601CC0221	F110 EWS FUNDING	SanDiego@0001	1000037939	CC	Funds Total: \$1,000.00 Funds Used: \$782.34 Funds Available: \$217.66	Funds Received: Oct-13-2009 Funds Expire: Sep-30-2010	028601CC0221	Not Available Billed	N/A Amer	0283930433
0206501CC088000	BUS CRDS PD 00834	OrvisLake@0001	1000094093	CC	Funds Total: \$1,000.00 Funds Used: \$52.44 Funds Available: \$947.56	Funds Received: Nov-10-2009 Funds Expire: Sep-30-2010	0206501CC088000	Not Available Billed	N/A Amer	0280262838
0221501CC06150	PRINTING	Norfolk@0001	1000426465	CC	Funds Total: \$1,000.00 Funds Used: \$876.65 Funds Available: \$123.35	Funds Received: Nov-17-2009 Funds Expire: Dec-31-2009	0221501CC06150	Not Available Billed	N/A Amer	0281613033
0224501CC08300	BUS CARD NAVY 00889	OrvisLake@0001	1000094174	CC	Funds Total: \$1,000.00 Funds Used: \$147.33 Funds Available: \$852.67	Funds Received: Nov-20-2009 Funds Expire: Sep-30-2010	0224501CC08300	Not Available Billed	N/A Amer	0281889328
0243001CC036300	D-0205290	OrvisLake@0001	1000129056	CC	Funds Total: \$1,000.00 Funds Used: \$579.00 Funds Available: \$421.00	Funds Received: Dec-11-2009 Funds Expire: Sep-30-2010	0243001CC036300	Not Available Billed	N/A Amer	0283200002
0243501CC4020	C193 & C192	Norfolk@0001	1000144749	CC	Funds Total: \$1,000.00 Funds Used: \$805.77 Funds Available: \$194.23	Funds Received: Oct-05-2009 Funds Expire: Sep-30-2010	0243501CC4020	Not Available Billed	N/A Amer	0284146862
0243501CC4020	C193 & C192	Norfolk@0001	1000144749	CC	Funds Total: \$1,000.00 Funds Used: \$805.77 Funds Available: \$194.23	Funds Received: Oct-05-2009 Funds Expire: Sep-30-2010	0243501CC4020	Not Available Billed	N/A Amer	0284146862

## To View and/or Print Record Details from Search Results:

There are a few ways to view information within a record. You can click on any of the following pieces of information to get more detail:

- Funding Document
- Export to Excel
- Print SO Receipt (Sales Order)

If you click on the funding document number, you will be able to view to “Funding Details” and the “Funding Billing POC” information. You can also print this information by clicking “File” and then selecting “Print” in your browser’s menu bar.



If you click on the number assigned to the “Export to Excel” category, you will be given a choice to either “Open” or “Save” the information shown on the record in Microsoft Excel. Choose the option you would like when asked whether you want to “Open” or “Save” the file.

If you click on “Print SO Receipt”, you will be able to view and print the following pieces of information related to the Sales Order:

- Job Information
- Funding Information
- Transaction Details (includes Order Line, Revenue Process, Billing Contact and Total)

You can also sort the “Transaction Details” information by the categories listed at the top of the list by clicking on the category name.

The screenshot displays the DLA Document Services Accounts Online interface. At the top, there is a header for the Defense Logistics Agency Document Services. Below this, there are navigation tabs for Home, Order Details, Help, and Logout. The main content area is divided into several sections:

- Transaction Receipt:** Provides contact information for DLA Document Services, including address (5450 Ca-ville Pike, Mechanicsburg, PA 17055), phone numbers (1 (877) DAPS-CAN and 1 (877) 327-7229), and email (custsvc\_daps@dla.mil).
- Job Information:** Shows Order Name (Not Available), Sales Order (024285072), and Date Billed (2010-01-08).
- Funding Information:** Lists Funding Document (004601CC287300), Funding Description (C-22059SG), CC Name (HELODY MATHEWLY), CC Number (\*\*\*\* \* 2273), CC AUTH Date (2011-02-29), CC Authorization (093524), and Total USD (\$497.93).
- Transaction Details:** A table with 2 items found, displaying all items. A red arrow points to the table header.

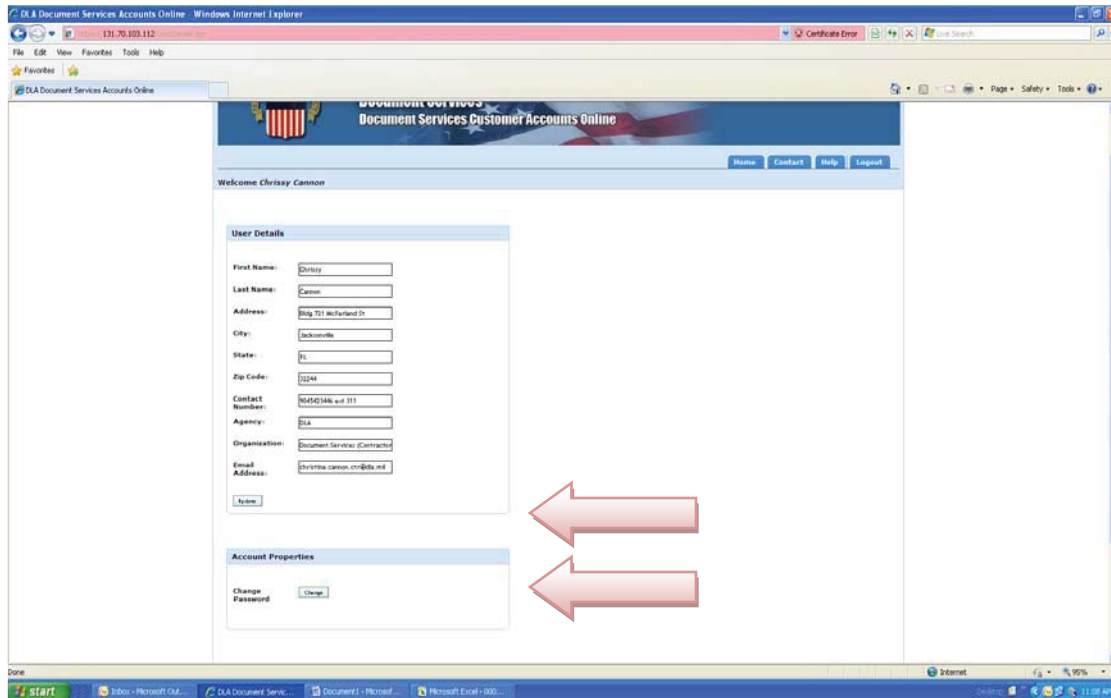
Order Line	Revenue Process	Billing Contact	Total
10	600 - CONTRACT - DRG	DOCUMENT SERVICES Great Lakes (GPO) 2530 Paul Jones St. 2530 Paul Jones St. Great Lakes, IL 60588 -United States null	\$ 487.93
20	603 - SPECIAL WORK	DOCUMENT SERVICES Great Lakes (GPO) 2530 Paul Jones St. 2530 Paul Jones St. Great Lakes, IL 60588 -United States null	\$ 10.00

\*\* If you have trouble with any of the functions outlined above, please file a trouble ticket with the CIC at <https://www.dash.daps.dla.mil/>.

# View and/or Modify User Profile

You can view and/or modify your user profile by clicking on the “User Details” button at the top right side of the web page. There are several pieces of information that can be viewed and/or modified on this page, including:

- User Details (Name, Location, Contact, Organization and Email information)
- Account Properties (Change your password)
- Payment Information (Credit card and Funding document information)

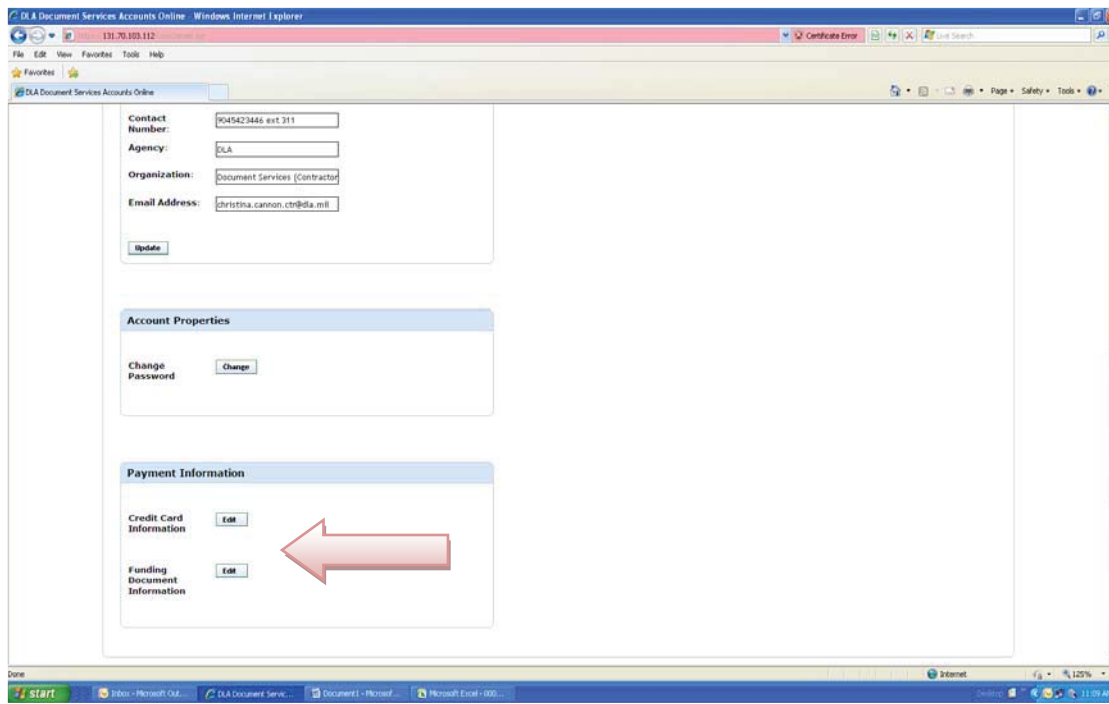


## To Update “User Details”

Simply input the new information, and then click “Submit”

## To Change Your “Account Properties” (i.e. Change Your Password)

Click “Change” and then enter your new password into both fields. You will need to ensure that your new password meets the “Password Requirements” outlined on the page. Click “Submit” after you enter your new password into both fields and you should receive a confirmation message on the page. You will also receive an email confirming your password change.



### To View, Add and/or Modify a Credit Card

Click on the “Edit” button next to “Credit Card” in the “Payment Information” box. Here, you can add or remove approved credit card users for any specific credit card you want the person to have access to use. Enter in the person’s first name, last name and the last four digits of the credit card.

You can also sort the credit card users list by any of the categories by clicking on the category name at the top of the list. In addition, you can view and/or edit any approved credit card user by clicking on the corresponding number under the “Edit Record” category. Simply update the information after clicking on the number, then click “Modify”. You can also delete a record by clicking on the corresponding number under the “Delete Record” category.

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### To View, Add and/or Modify a Funding Document

Click on the “Edit” button next to “Funding Document” in the “Payment Information” box. Here, you can add a funding document by simply entering the funding document number and clicking “Add”.

You can also sort the funding document list by any of the categories by clicking on the category name at the top of the list.



## **Additional Resources**

### **“Privacy” Button**

This page explains the Privacy and Security disclaimer, which explains to you how the U.S. Government monitors electronic communications.

### **“Contact” Button**

The “Contact” button contains a phone number and web address for the Customer Information Center (CIC). The CIC is designed to process trouble tickets and provide free online and phone support to DLA Document Services Customer Accounts Online users. The CIC can be reached at 877-DAPS CAN or you can file a trouble ticket with the CIC at <https://www.dash.daps.dla.mil/>.

### **“Help” Button**

If you need or want to reference this User Guide in the future, you can find it under this “Help” button.

### **“Logout” Button**

Always use this button before you leave Document Services Customer Accounts Online to logout of your account and CAC card usage on the web site.