



DEFENSE LOGISTICS AGENCY

America's Logistics Combat Support Agency

May 2019

DLA Energy Enterprise External Business Portal (EEBP) Frequently Asked Questions (FAQ)

This document provides users of the DLA Energy Enterprise External Business Portal (EEBP) with answers to frequently asked questions including EEBP access provisioning and DoDAAC updates.

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1. What is the Enterprise External Business Portal (EEBP)?

The Enterprise External Business Portal (EEBP) is the gateway for accessing back-end DLA applications directly through a single point of access for DLA Customers and Business Partners at Defense Fuel Supply Points (DFSP) and Service Control Points (SCPs). The EEBP:

- Is a secure, web-enabled interface
- Provides single sign-on capabilities via User ID and password or Department of Defense (DoD) issued Common Access Card (CAC)
- Eliminates the need for multiple login sessions and accounts

NOTE: Internet Explorer Users must use 100% zoom to properly view EEBP.

2. What specific functionality do external DLA Energy Users have access to with the EEBP?

EEBP Functionality	Description
Maintain Line of Accounting (LOA)	This option should be selected for Air Force and Navy Customers and Business Partners that need to maintain their LOA.
View Line of Accounting (LOA)	This option should be selected for Army Customers and Business Partners that need to view their LOA.
Maintain Delivery Location Conditions	This is for users requesting access to maintain customer location and delivery data (e.g., Address, Delivery Notes, etc.) for their authorized Petroleum location/material Department of Defense Activity Address Codes (DoDAACs)
Demand Planning Collaboration	This is for users requesting access to collaborate with the DLA Energy Demand Planners for their authorized Petroleum items/locations.
Customer Direct Ordering	This is for users requesting access to place Customer Direct Sales Orders for their authorized Petroleum DoDAACs.
DLA Into-Stock Ordering	This is for users requesting access to place DLA Inventory Resupply Requests for their authorized Petroleum DoDAACs.
Standard EEBP Reporting	This is for users requesting access to view and download standard EEBP sales reports for external organizations and systems.
SCP Reporting	This is for SCP users requesting access to view and download additional SCP-only Reports in addition to standard EEBP sales reports for external organizations and systems.
EEBP Vehicle/Aircraft Ownership Data Display	This reflects the US Air Force (USAF) Aircraft ownership information stored in the Enterprise Core Component (ECC) Vehicle Ownership Table.
EEBP Customer Card Data Display	This identifies the template to be submitted by customers using the EEBP in order to view Customer Card data as stored in the ECC custom table.



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3. Who uses the EEBP and what access is needed?

- **DLA Business Partners (DFSPs):** If you are a DFSP that orders for DLA Inventory Resupply (specifically ground fuels), you will use the EEBP to place all DLA Inventory Resupply Requests (Into-Stock Orders). You will need access in EEBP for updating Delivery Location Conditions and to view Reports that are available in the EEBP, and you will need access in FuelsManager® Defense (FMD) in order to send your site's transactions to EBS.
- **Changes to DFSP Department of Defense Activity Address Codes (DoDAACs):** Service-sponsored DoDAAC(s) will no longer be used for the inventory location. Service-sponsored DoDAAC(s) will be used only for Customers. A DLA-sponsored DoDAAC will be used for DLA inventory locations.
 - Internal DLA CAC users can reference the current DoDAAC Conversion Matrix on the [DoD Enterprise Portal Service \(DEPS\)](#) site to ensure Account Management and Provisioning System (AMPS) requests for DLA Inventory Resupply (Into-Stock Ordering) functionality reflects the most current DoDAAC(s). External Non-CAC Users need to contact the **DLA Energy Help Desk** at energy.helpdesk@dla.mil or call 1-800-446-4950 to request a copy of the DoDAAC Conversion Matrix.
- **Direct Delivery (Customer Direct) Customers:** If you are a Direct Delivery Customer (receiving fuel directly from the vendor off of a DLA contract), you will need access the EEBP to place Customer Direct Sales Orders. You will also need access in the EEBP to update Delivery Location Conditions and to view Reports. Additionally, you will need access to **Wide Area Workflow (WAWF)** and **Invoice, Receipt, Acceptance, and Property Transfer (iRAPT)** to execute the goods receipt. If applicable, Customers and/or their supporting financial entity will need access in the EEBP for Maintaining Line of Accounting.
- **DLA Direct Customers:** If you are a DLA Business Partner (buying directly out of DLA Stock), you will need access in EEBP to run any Reports that are available in the EEBP.
- **Customer Financial Managers:** If you are a Customer Financial Manager, you will need access in EEBP to view/ update the Line of Accounting (LOA).



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4. What is BusinessObjects® and what BusinessObjects® reports are available in the EEBP?

BusinessObjects® is a suite of applications that allow DLA Energy users to view, sort, and analyze data. Users must apply for access to BusinessObjects® roles in AMPS.

All Customers and DFSPs that require EEBP access to view reports are able to gain the appropriate access. For more information on which roles are required, please see the table in Question #7, which lists the AMPS system access profiles (JDs) to request that are associated to each piece of EEBP BusinessObjects Reporting Functionality.

The following is a list of standard EEBP sales reports for external organizations and systems:

- EEBP Customer Sales Report for Purchase Order Receipts
- EEBP Customer Sales Report – Detail
- EEBP Customer Sales Report – Summary
- EEBP Customer Sales Report Billing – Detail
- EEBP Customer Secondary Sales Report – Detail
- EEBP Customer Secondary Sales Report Billing – Detail
- EEBP Report for FAST DATA - Navy Fuel Obligation Report
- EEBP Report for West Coast Obligation System (WCOS) - Navy Fuel Obligation Report
- EEBP Report for Aviation Storekeeper Information Technology (ASKIT)
- EEBP Report for General Services Administration (GSA)
- EEBP Report for Defense Working Capital Fund Accounting System (DWAS) - MAXIMO - Navy Asset Management Report
- EEBP Report for Coast Guard
- EEBP On-Line Vehicle Integrated Management System (OLVIMS) Report
- EEBP Tanker Secondary Sales Report

NOTE: For inventory type reports, DFSPs will use FMD.

Under a different tab within the EEBP, users with the EEBP system access profiles have access to the **Data Displays** below:

- **Vehicle/Aircraft Ownership Data Display** reflects the USAF Aircraft ownership information stored in the Enterprise Core Component (ECC) Vehicle Ownership Table
- **EEBP Customer Card Data Display** identifies the template to be submitted by customers using the EEBP in order to view Customer Card data as stored in the ECC custom table

It is important to note that Fuels Enterprise Server (FES) history will not migrate over to EEBP. However, FES will retain current history.

EEBP Reports support and assistance can be obtained by submitting a help desk ticket to the **DLA Energy Help Desk** at energy.helpdesk@dla.mil or by calling call 1-800-446-4950. Your request will be routed appropriately and someone will contact you for assistance.



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5. How do Customers or Business Partners (DFSPs) who place orders in the EEBP add, remove, and/or change DoDAACs?

- You can verify that your DoDAACs are valid in the Defense Automatic Addressing System Center (DAASC) Inquiry System by accessing the following site URL: https://www.transactionservices.dla.mil/daasing/daasing_dodaac.asp. Your Service/Agency Central Service Point is the point of contact for establishing and maintaining DODAACs, and can be found by accessing http://www.dlmsso.dla.mil/eLibrary/ServicePoints/Files/DoDAAD_CSPs.pdf.
- For Bulk fuels (i.e. JAA, JA1, F76), contact the DLA Energy Help Desk at 800-446-4950 or send an e-mail to Energy.HelpDesk@dlamail to request DoDAAC additions, removals, and/or changes to DLA Business Partner (DFSPs) TSW Location records.
- For Ground Fuel (PC&S), please send an email request via Requirements Worksheet to DLAEnergyDirectDeliveryFuelsSupplyPlanners@dlamail for DODAAC additions, removals, and/or changes to DLA Business Partner (DFSPs) or Customer Direct TSW Location records.

6. What is the Account Management and Provisioning System (AMPS) and what is the process for gaining access to the EEBP?

AMPS is the method DLA uses to grant both internal DLA users and external users access to DLA applications. All external users are required to self-register with AMPS and create an account to request the necessary access in order to utilize the EEBP. The AMPS process is comprised of a series of approvals through the external site's Security Officer, as well as DLA's Data Owner and Information Awareness team.

For AMPS technical assistance and support, please contact the Enterprise IT Help Desk at 1-855-352-0001 or by sending an email to enterpriseithelpdesk@dlamail. The steps below outline the process external users will need to follow in order to register in AMPS and obtain access to the EEBP:

• **Step 1: AMPS Self-Registration**

- Access AMPS at: <https://amps.dla.mil>
- Click the "First Time in AMPS? Click Here to Register" link and follow the steps below:
 - Select your "User Type"
 - *Federal Agency User/Contractor*: This user is a member of the Armed Services, a Department of Defense (DoD) civilian employee, a DoD contractor, or a member of a Federal Agency. Federal Agency User/Contractor Users will need to provide information about themselves and their supervisor and local security officer, as required by DD Form 2875.
 - *Supplier/Vendor*: Works for a company or corporation that supplies items/parts to DLA. Additionally, a supplier or vendor holds a Commercial and Government Entity (CAGE) code
 - Select "New Account"
 - Read over the "Privacy Act Statement"
 - Fill out the appropriate "User Information"
 - Create your "User Name" and "Password"
 - Answer all "Authentication Questions"
 - Review the information and click "Submit"



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- **Step 2: Point-of-Need Access Request** – Users will have the ability to request multiple roles to perform their required transactions in EEBP. Some roles will require additional attributes, such as DoDAAC number or Accessor Identification (ACID) code, from the requestor in a role request. Some roles may also require information about an additional approver, called an External Authorizing Official (EAO), in the role request.
- **Step 3: Receive AMPS Role Approval** – Users will receive an E-mail notification from AMPS indicating your role request has been submitted, including the System Authorization Access Request (SAAR) number associated with the request. Users can log into AMPS to check the status of their request in the **Application & Roles** tab in **My Information**. Users will then receive an email with the role request has been approved. At this point, access to EEBP and DLA applications is granted.

NOTE: AMPS passwords will need to be changed every 60 days and will expire after 30 days of inactivity. For more information regarding the AMPS log-in and role request process, please see the **AMPS User Guide** in the **User Guides and Job Aids** section of the [AMPS Gateway](#).

7. Once registered in AMPS, what System Access profiles (JD's) should users select to obtain proper access to the EEBP or FMD?

The required AMPS roles are different for each piece of EEBP functionality. These roles also vary for users that have a non-“dla.mil” e-mail address versus a “dla.mil” e-mail address. Additionally, FMD roles are needed in order to send your site’s transactions to EBS.

The tables below list the AMPS Roles to submit for each piece of EEBP and/or FMDE functionality:

EEBP Functionality	AMPS Role Overview	AMPS Role to Select for Users Without a “dla.mil” Email Address	AMPS Role to Select for Users With a “dla.mil” Email Address
Maintain Line of Accounting	This option should be selected for Air Force and Navy Customers and Business Partners that need to maintain their LOA.	JD-2203 / JD-2203B*: Energy LOA Maintainer	JD-793 / JD-793B*: Energy LOA Maintainer
View Line of Accounting	This option should be selected for Army Customers and Business Partners that need to view their LOA.	JD-2204 / JD-2204B*: Energy LOA Viewer	JD-794 / JD-794B*: Energy LOA Viewer
Maintain Delivery Location Conditions	This is for users requesting access to maintain customer location and delivery data (e.g., Address, Delivery Notes, etc.) for their authorized Petroleum location/ material DoDAAC(s).	JD-2202 / JD-2202B*: Energy Delivery Location Conditions Maintainer	JD-792 / JD-792B*: Energy Delivery Location Conditions Maintainer



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Demand Planning Collaboration	This is for users requesting access to collaborate with the DLA Energy Demand Plan for their authorized Petroleum items/ locations.	JD-2205 / JD-02205B*: Energy Planning Collaborator	JD-795 / JD-795B*: Energy Planning Collaborator
Customer Direct Ordering	This is for users requesting access to place Customer Direct Sales Orders for their authorized Petroleum DoDAACs.	JD-2200 / JD-02200B*: Energy Customer Direct Order Processor	JD-790 / JD-790B*: Energy Customer Direct Order Processor
DLA Into-Stock Ordering	This is for users requesting access to place DLA Inventory Resupply Requests for their authorized Petroleum DoDAACs.	JD-2201 / JD-02201B*: Energy Into-Stock Order Processor	JD-791 / JD-791B*: Energy Into-Stock Order Processor
Standard EEBP Reporting	This is for users requesting access to view and download standard EEBP BO sales reports for external organizations and systems. Users must first complete BO Training before BO JD access is provisioned. Training can be access at https://www.fuelstraining.com.	JD-2206 / JD-2206B* JD-2207 / JD-2207B* Energy Report Viewer	JD-226B: BO Energy Production Finance Reporting Role JD-227B: BO Energy Production Non-Finance Reporting Role

* Denotes a secondary ("bolt-on") JD. This option only appears in AMPS if the user already has a primary JD.

FMDE Functionality	AMPS Role Overview	AMPS Role to Select
Accountant at Thin Client Installation	FMD Users that input Accounting Transactions (Processors) and are authorized by the Responsible Officer (RO) to send them to EBS. The permissions allowed for this role are Accounting (R, W), Enterprise file Export.	FMDE-100 Transaction Processor Role
Responsible Officer at Thin Client Installation	FMD Users that only require Read Only access, or are a Responsible Officer (RO). The permissions allowed for this role are Accounting, Appointments, Equipment Status, Personnel, Quality Assurance, Training, and Maintenance (R only).	FMDE-100 DFSP Read-Only Role



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Accountant at Thick Client Location	FMD Users that input Accounting Transactions (Creator) and must have them reviewed by the accountant for the location. The permission allowed for this role is Enterprise file Import Export.	FMDE-102 Transaction Creator Role
<p><i>The FMDE Role Request Desk Guide on requesting FMDE roles has been posted to DLA Energy's EEBP Website.</i></p>		

NOTE: Some External users may not require access to a primary JD. The first AMPS role selected by a user becomes their primary JD. If a user needs secondary JD access, the primary JD must be fully approved before the user can request a secondary JD. If the primary JD has not been approved, the user will receive an error message when requesting their secondary JD.

- 8. How often are users required to revalidate AMPS accounts? What happens if the deadline is missed?**
 Users must revalidate their account on an annual basis. There will be a 30 day notice prior to the annual revalidation deadline. If a user fails to revalidate during this 30 day period, their account will expire. If the account then goes 90 days from that point without an AMPS role, the account will be deleted. Once an account is deleted, the user will then have to create a new AMPS account to regain access. It is imperative that users are logging in and revalidating their accounts in a timely manner.

NOTE: All AMPS notification e-mails are be sent from amps.user@dla.mil.

- 9. Once the AMPS role is approved, how do users access the EEBP?**
 The EEBP can be accessed at <https://business.dla.mil/landing/index.jsp>. From this website, the user can log on via CAC, or User ID and Password.

- 10. What steps should be taken if an EEBP password has expired?**
 EEBP passwords need to be changed every 60 days. If you fail to change your password in time, a “password expired” logon error message will be displayed. To reset your password, go to the AMPS website at <https://amps.dla.mil/> and reference the **EEBP Login Job Aid** for additional steps.

Furthermore, users will be locked out of the EEBP after 30 days of inactivity. Contact the DLA Energy Help Desk at 800-446-4950 or by sending an e-mail message to Energy.HelpDesk@dla.mil to unlock your account.

NOTE: This does not apply to users that access AMPS via their CAC card.



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11. Where are navigational Job Aids available for performing functions within the EEBP?

All **EEBP Job Aids** and supporting materials are available on the **DLA Energy Portal site**. To access the EEBP and WAWF Job Aids, navigate to the following URL and click **EEBP and WAWF Job Aids** from the menu on the left-hand side of the screen: <https://dla.deps.mil/sites/dlaenergy/SitePages/Home.aspx>. CAC Users can obtain EEBP materials through DEPS while non-CAC Users will need to contact the DLA Energy Help Desk for EEBP materials.

- **CAC Users:** Current versions of the EEBP Job Aids, WAWF AND iRAPT Desk Guides, and the DoDAAC Conversion Matrix table are posted on the DEPS website. Users will need to select the e-mail CAC certificate to gain access to this site. If users have problems logging in, please contact the DLA Energy Help Desk at energy.helpdesk@dla.mil or 1-800-446-4950
- **Non-CAC Users:** Users without a DoD-issued CAC will need to contact the DLA Energy Help Desk at energy.helpdesk@dla.mil or 1-800-446-4950 to request copies of the current EEBP Job Aids, WAWF and iRAPT Desk Guides, and the DoDAAC Conversion Matrix

All **BusinessObjects**® **Job Aids** for external users are located at <https://www.fuelstraining.com>. Users must first register with FuelsTraining™ in order to obtain access to the Job Aids posted.

12. Is there a list of fuel products and current prices available in the EEBP?

No, but this information and relevant links are posted on the DLA Energy Standard Prices page which can be accessed at <http://www.dla.mil/Energy/Business/StandardPrices.aspx>.

13. Where can I find updates, reference materials, or get assistance for the EEBP?

- Maintain awareness of DLA Energy communications that are sent out regarding EEBP functionality delivered by e-mail from the DLA Energy Business Process Mailbox at DLAEnergyBusinessProcess@dla.mil.
- Refer to DLA Energy's External Website for all information regarding EEBP and AMPS at <http://www.dla.mil/Energy/Business.aspx>

If you encounter technical difficulties or require assistance, please call the DLA Energy Help Desk at 800-446-4950, DSN: 697-6733/34/35/36/37/38, or Fax: 770-582-1463. You may also contact the DLA Energy Help Desk at any time by sending an e-mail message to Energy.HelpDesk@dla.mil.

If you have general EEBP questions, please send them to DLAEnergyBusinessProcess@dla.mil. The project team will address them in a timely manner.