



# DEFENSE LOGISTICS AGENCY

THE NATION'S COMBAT LOGISTICS SUPPORT AGENCY

October 2022

## ***DLA ENERGY ELECTRONIC POINT OF SALE (EPoS) SYSTEM Frequently Asked Questions (FAQ)***

For the past 20 years, Defense Logistics Agency (DLA) Energy customers have been using the Automated Fuel Service Stations (AFSS) to obtain fuel at its 600+ capitalized fuel service stations. The AFSS has now reached its end state and is now being replaced with a new modern, secure, and auditable fuel transaction processing system called the DLA Energy Electronic Point of Sale (EPoS) system.

### **GENERAL INFORMATION**

- **What is EPoS?**

The DLA Energy Electronic Point of Sale (EPoS) system is used to capture real-time military fleet management fuel retail transactions at unattended military service stations, mobile ground fuel transactions, and aviation fuel transactions for mobile airfield/flight line operations. It is comprised of four components; Active Directory Services providing for a secure system operation to include users and devices, EPoS Enterprise for system operation, Fixed Facility devices to capture capitalized fuel sales at service stations and Mobile devices to perform base level transactions: sales, credits, reissues, receipts, shipments, inflights, return-to-bulk, fill stand, inventory. The system also provides dispatch services at Defense Fuel Support Points (DFSPs).

- **What policy provides oversight and management of EPoS?**

- DLA Energy P-29 (EPOS Customers QR Codes) is the DLA Energy policy for managing and oversight of Customer Quick Response (QR) codes.
- DLA Energy P-30 (DFSP EPOS Facility Responsibilities) is DLA Energy policy for the use of Electronic Point of Sale (EPoS) Fixed and Mobile devices.
  - These documents are available on the [DLA Energy Fuels Training Portal](#).

- **Who manages the overall EPoS Enterprise Program?**

The DLA Energy Business Process Support Directorate (BPSD) is the functional owner, and DLA Information Operations, (J6) is the technical owner.

- **How can I log onto EPoS Enterprise?**

EPoS Enterprise is available at <https://epos.energy.dla.mil>.

- **Is there a help desk available for EPoS issues?**

Assistance needed for EPoS related issues can be obtained by calling the DLA Energy Help Desk at 1-800-446-4950 or email [energy.helpdesk@dla.mil](mailto:energy.helpdesk@dla.mil).

### **SYSTEM ACCESS**

- **Should I get access to EPoS?**

Individuals that directly work with EPoS equipment or need to view transaction reports at an activity level need access to EPoS.

- **How do I get access to EPoS once I know I need it?**

There are specific role(s) for assigned duties through the DLA Account Management Provisioning System ([AMPS](#)). Please see the Role Request Matrix on the [DLA Energy Fuels Training Portal](#) for



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available EPoS roles. Look for the matrix on the portal under Resources/Resources by Application/EPoS. There is also a job aid posted detailing the AMPS process. Once a roll is approved and provisioned, users can log onto the mobile device or [EPoS Enterprise](#).

- **Will EPoS rolls affect other access accounts in DLA Energy Systems? How does Segregation of Duties (SoD) policies work with EPoS?** EPoS roles pose no SoD conflict with other DLA Energy systems. AMPS roles are assigned to individuals and not locations. The AMPS Attributes data field is used to identify the location that the user is authorized system access, and these locations can be updated. Additional information regarding role numbers and how to request access in AMPS is available on the DLA Energy Fuels Training Portal.

## TRAINING

- **Is EPoS training available?**
  - The [DLA Energy Fuels Training Portal](#) (CAC-enabled Fuels Training website) contains EPoS Instructional Videos, Computer-based Training (CBTs), Formal Training Class registration covering EPoS, EPoS policy and procedural guidance publications, EPoS User Guides and other training related resources. Look for these items under Resources/Resources by Application/EPoS.
  - End-user training is provided on-site to personnel upon installation of EPoS at DFSPs.

## AUTHORIZED PURCHASE SOURCE MEDIA (APSM)

- **Which APSM is accepted at the Point of Sale?**  
DLA Energy issued QR Codes, GSA Fleet, Voyager, and Air Cards.
- **Is APSM restricted to specific Fuel Grades?**  
All APSM have specific fuel grades assigned to ensure only authorized fuels can be purchased.
- **Is EPoS updated with APSM changes in EBS?**  
When changes occur to DLA EBS master billing data a system interface immediately sends those changes to EPoS. This ensures EPoS and EBS reflect the same master billing data which reduces transactional errors and prevents unauthorized customer sales when cards become inactive.

## QUICK RESPONSE CODES

- **What is a Quick Response (QR) code?**  
QR codes are machine-readable optical stickers assigned to specific equipment and can be scanned by customers at EPoS Fixed pedestals or by operators of EPoS Mobile Devices to capture Line of Accounting (LOA) data used during fueling. The code replaces the current DLA Energy Vehicle Identification Link Key (VILkey) device for purchasing fuel.
- **What is the process for obtaining a QR Code to purchase fuel?**  
Individuals responsible for equipment management fill out a DLA Form 2063, route it through the unit or organization Resource Manager for signature, (verifies billing data and affirms responsibility to pay for fuel purchase), then to the Vehicle Purchase Media Manager (VPMM) for QR code creation.



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- **How is the QR code affixed to equipment?**  
In most cases, the QR code is affixed to the equipment as a sticker located near the fuel tank door or fuel cap.
- **What is the information located underneath the barcode of the QR code sticker?**  
The equipment ID assigned by the owning organization is displayed right underneath the barcode.
- **Is there a limit to the amount of fuel a customer can purchase with a QR code?**  
EPoS does not restrict the amount of fuel a customer can purchase with a QR code.
- **In which EPoS component is customer equipment using QR codes managed?**  
Customer equipment information submitted on DLA Form 2063 (DLA Energy Request for Customer QR Code) is managed in EPoS Enterprise.
- **If I have multiple pieces of equipment that get fuel, must I have a QR code for each piece of equipment?**  
Yes, each piece of equipment must have its own QR code. However, in the case of refueling equipment using multiple fuel cans, a single QR code can be issued for the fuel cans on a hard plastic card like a credit card. If this format is needed, customers can contact the DLA Energy Help Desk and ask for a QR code be issued on card stock.
- **If ground support equipment or gear is used by multiple units but not at the same time and a QR code is required, how do I address billing?**  
A QR code should be requested with the billing information for each unit that uses the equipment and should be presented accordingly at the time of fuel purchase. This can be in the form of a QR code on card stock. If no QR code is issued, then the billing information must be manually entered into the mobile device by the fuel issuer at the time of purchase.
- **Can I submit multiple pieces of equipment on a DLA Form 2063?**  
Yes, the form allows for up to 25 pieces of equipment to be listed directly on the form. If more than 25 items, an attached spreadsheet can be completed. See the form instructions for more information. Each form is specific to the purchasing customers billing information and can include all equipment for that purchasing entity.

## FUEL PURCHASES

- **Are there instructions on how to use EPoS at the service station?**  
Instructions are posted to each pedestal.
- **Am I still able to get fuel if my Authorized Purchase Media is suspended or invalid?**
  - EPoS fixed devices do not allow automated fuel purchases with suspended/invalid fuel cards or QR codes. If a purchaser requires fuel and cannot readily resolve the issue with their Purchase Media, the DFSP can issue fuel manually and complete the purchase using a corresponding [DD Form 1898](#).
  - If a fuel purchase is being conducted using an EPoS mobile device, the operator has option to override the suspended purchase media and issue fuel. However, the customer must provide a signature to complete the purchase. This signature will be visible in EPoS Enterprise to owners of equipment who have access to EPoS Enterprise.



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- **Does EPoS validate customers?**

DLA authorizes the source media but not the individual purchaser. It remains the responsibility of the equipment owner to maintain positive control of their purchase media, just as an individual is responsible for their government credit card. DLA does capture the name of the person who received the fuel at the point of sale, allowing the vehicle owner to trace the fuel purchase to the individual purchaser.

- **Does EPoS validate if the odometer reading on the vehicle is higher than previously recorded?**

The system only requires that an odometer reading be input to the EPoS Fixed Device at the service station, but no validation is performed on this input. The input is available through system queries.

- **Does EPoS email purchase receipts?**

The system is not designed to email purchase receipts to customers. A printed receipt can be requested at the point of sale if using the fixed device or from the issuer using the mobile device. If a receipt is not obtained at the point of sale but is needed later, one can be obtained by calling the DLA Energy Help Desk at 1-800-446-4950: email [energy.helpdesk@dla.mil](mailto:energy.helpdesk@dla.mil) or contacting the DFSP.

## TRANSACTIONS

- **How long do transactions take to process between EPoS and the Accountable Property System of Record (APSR)?**

All transactions process in real-time from both fixed and mobile devices to EPoS Enterprise and then to the APSR unless a device is in off-line mode.

- **If the EPoS Mobile device is switched to “airplane” or in “offline mode”, when will the transactions process?**

The transactions are held on the device until connectivity is restored or until the information is downloaded manually. This enables DLA to continue to service customers without having connectivity. DLA monitors devices for offline status. If a device has been offline after a pre-set threshold of time, the Energy Help Desk contacts the site and inquires reason for offline status.

- **Are EPoS transactions viewable?**

All EPoS transactions for specific sites are visible in both EPoS and the APSR to authorized users. In addition, system reports and ad-hoc queries can be run to perform research as needed.