



DEFENSE LOGISTICS AGENCY

THE NATION'S COMBAT LOGISTICS SUPPORT AGENCY

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	3
1. WHAT IS EPOS?	3
2. WHAT POLICY PROVIDES OVERSIGHT AND MANAGEMENT OF EPOS?	3
3. WHO MANAGES THE OVERALL EPOS ENTERPRISE PROGRAM?	3
4. IS THERE A HELP DESK AVAILABLE FOR EPOS ISSUES?	3
5. WHERE CAN I FIND MORE INFORMATION ABOUT EPOS?	3
SYSTEM ACCESS	3
6. HOW CAN I LOG ONTO EPOS ENTERPRISE?	3
7. DO I NEED ACCESS TO EPOS ENTERPRISE?	3
8. HOW DO I GET ACCESS TO EPOS ENTERPRISE?	3
9. HOW DOES SEGREGATION OF DUTIES (SOD) POLICIES WORK WITH EPOS?	3
10. WILL I BE LOCKED OUT IF I DO NOT LOG INTO EPOS?	4
TRAINING	4
11. IS EPOS TRAINING AVAILABLE?	4
AUTHORIZED PURCHASE SOURCE MEDIA (APSM)	4
12. WHICH APSM IS ACCEPTED AT THE POINT OF SALE?	4
13. IS APSM RESTRICTED TO SPECIFIC FUEL GRADES?	4
14. IS EPOS UPDATED WITH APSM CHANGES THAT OCCUR IN EBS?	4
QUICK RESPONSE CODES	4
15. WHAT IS A QUICK RESPONSE (QR) CODE?	4
16. WHAT IS THE PROCESS FOR OBTAINING A QR CODE TO PURCHASE FUEL?	4
17. CAN I SUBMIT MULTIPLE PIECES OF EQUIPMENT ON A DLA FORM 2063?	4
18. CAN MULTIPLE FUEL TYPES BE CHECKED ON THE DLA FORM 2063?	4
19. WHERE SHOULD THE QR CODE BE AFFIXED ON EQUIPMENT?	4
20. WHAT IS THE INFORMATION LOCATED UNDERNEATH THE BARCODE OF THE QR CODE STICKER?	4
21. IS THERE A LIMIT TO THE AMOUNT OF FUEL A CUSTOMER CAN PURCHASE WITH A QR CODE?	5
22. IF I HAVE MULTIPLE PIECES OF EQUIPMENT THAT GET FUEL, MUST I HAVE A QR CODE FOR EACH PIECE OF EQUIPMENT?	5
23. 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?	5
24. CAN AN AIRCRAFT BE ASSIGNED A QR CODE?	5
25. IF MY SITE DOES NOT HAVE EPOS BUT I MUST GO ON TEMPORARY DUTY OR PARTICIPATE IN TRAINING EXERCISES AT A LOCATION WITH EPOS, AM I ABLE TO OBTAIN A QR CODE?	5

VEHICLE IDENTIFICATION LINK (VIL) KEY	5
26. WHEN WILL VIL KEYS STOP BEING ACCEPTED AT THE FUEL POINT?	5
27. WHAT HAPPENS TO THE VIL KEY I CURRENTLY HAVE?	5
FUEL PURCHASES	5
28. ARE THERE INSTRUCTIONS ON HOW TO USE EPOS AT THE SERVICE STATION?	5
29. AM I STILL ABLE TO GET FUEL IF MY AUTHORIZED PURCHASE MEDIA IS SUSPENDED OR INVALID?	6
30. DOES EPOS VALIDATE CUSTOMERS?	6
31. DOES EPOS VALIDATE THE ODOMETER READING?	6
32. DOES EPOS EMAIL PURCHASE RECEIPTS?	6
TRANSACTIONS	6
33. ARE EPOS TRANSACTIONS VIEWABLE IN EPOS?	6
34. HOW LONG DO TRANSACTIONS TAKE TO PROCESS BETWEEN EPOS AND FMD?	6
35. CAN TRANSACTIONS BE MODIFIED IN EPOS?	6
36. IF EPOS MOBILE DEVICE IS SWITCHED TO "AIRPLANE" OR IN "OFFLINE MODE", WHEN WILL THE TRANSACTIONS PROCESS?	6
37. DOES EPOS SYSTEM ALLOW PROCESSING A RECEIPT THE DAY AFTER? AS AN EXAMPLE, PIPELINE RECEIPTS/TRANSFERS COULD TAKE DAYS. ...	6
38. IF EPOS IS NOT FUNCTIONING, HOW WOULD A LOCATION PROCESS TRANSACTIONS?	6
EQUIPMENT QR CODES.....	7
39. IF FUELING EQUIPMENT DOES NOT HAVE A QR CODE, IS IT POSSIBLE TO ENTER THAT INFORMATION MANUALLY?	7
40. IS DLA FORM 2063 REQUIRED TO CREATE EQUIPMENT QR CODES (FILLSTANDS, TANKS, HEADERS, ETC.)?	7
INSTALLATION	7
41. WHAT IS THE ESTIMATED TIME FRAME THAT THE FUEL SITE WOULD BE SHUT DOWN DURING THE UPGRADE?	7
42. DOES THE PEDESTAL HAVE SOME SORT OF COVER? WILL IT HOLD UP TO THE SUN/WEATHER IF IT'S NOT UNDER ANYTHING?	7

GENERAL INFORMATION

1. 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).

2. 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.
- EPoS Directive Type Memorandum (DTM) applies to DLA Energy, DLA Energy approved customers, and Responsible Officers (RO) / Terminal Managers (TM) at DFSPs that use EPoS Fixed and/or Mobile devices.
- These documents are available on the DLA Energy FuelsTraining Portal.

3. 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.

4. 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.

5. Where can I find more information about EPoS?

- DLA Energy's Public EPoS Website: <https://www.dla.mil/Energy/Business/Electronic-Sales/>
- DLA Energy Training Portal: DLA Energy FuelsTraining Portal.

SYSTEM ACCESS

6. How can I log onto EPoS Enterprise?

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

7. Do I need access to EPoS Enterprise?

Individuals that directly work with EPoS equipment, manage QR codes or need to view transaction reports at an activity level need access to EPoS Enterprise.

8. How do I get access to EPoS Enterprise?

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 FuelsTraining Portal for available EPoS roles. Look for the matrix on the portal using the following website navigation path Home Screen>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.

9. 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 FuelsTraining Portal.

10. Will I be locked out if I do not log into EPoS?

Users are required to log into devices or website within a 30-day period. Failure to log in will lock the account. If account is locked, call the DLA Energy Help Desk at 1-800-446-4950 or email energy.helpdesk@dla.mil.

TRAINING

11. 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)

12. Which APSM is accepted at the Point of Sale?

DLA Energy issued QR Codes, GSA Fleet, Voyager, and Air Cards.

13. Is APSM restricted to specific Fuel Grades?

All APSM have specific fuel grades assigned to ensure only authorized fuels can be purchased.

14. Is EPoS updated with APSM changes that occur 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

15. What is a Quick Response (QR) code?

QR codes are machine-readable optical stickers assigned to specific equipment. They 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 (VIL key) device for purchasing fuel.

16. 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 for verification of billing data and affirming the responsibility to pay for fuel purchases, then to the Vehicle Purchase Media Manager (VPMM) for QR code creation.

17. 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 embedded in the form can be completed. See the form instructions for more information.

18. Can multiple fuel types be checked on the DLA form 2063?

Yes, you can for example have a QR code authorized for both Jet and Diesel as fuel. When you complete the DLA Form 2063 just check both boxes for fuel types.

19. Where should the QR code be affixed on equipment?

In most cases, the QR code is affixed to the equipment as a sticker located near the fuel tank door or fuel cap.

20. What is the information located underneath the barcode of the QR code sticker?

The equipment ID assigned by the owning organization on the DLA Form 2063 and is displayed right

underneath the barcode.

21. 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.

22. 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. If desired, the QR code can be printed on a hard plastic card similar to 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.

23. 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.

24. Can an Aircraft be assigned a QR code?

No, Air cards will continue to be used.

25. If my site does not have EPoS but I must go on temporary duty or participate in training exercises at a location with EPoS, am I able to obtain a QR code?

Customers that have temporary duty or training at a location that has the EPoS system should complete the DLA Form 2063 for their deploying equipment to obtain fuel at these locations. The unit should submit their QR Codes request approximately 15 business days prior to their deployment to the Customer Interaction Center (CIC) at energy.helpdesk@dla.mil the following information.

- Subject: QR Code Request for Temporary Duty/Deploying Unit
- Unit Name and Location:
- Point of Contact Information (name, telephone, email address, mailing address):
- Deployment Location:
- Deployment Date:
- Completed DLA Form 2063: (Note: Please ensure equipment billing information match information on current purchase media that's being used during vehicle refueling)
- *Vehicle Identification Links (VIL) Keys are to be retained for use at home stations and other locations that do not have the EPoS Capability deployed until notified by DLA with disposition instructions.

VEHICLE IDENTIFICATION LINK (VIL) KEY

26. When will VIL keys stop being accepted at the fuel point?

VIL keys will no longer work once the current AFSS is replaced with the new EPoS Fixed Pedestal. From this point forward, only QR codes and other official purchase media (cards) will work.

27. What happens to the VIL key I currently have?

Customers should retain their VIL key until all sites in the geographical areas have converted to EPoS. If a VIL key is no longer needed, it should be returned to the DFSP.

FUEL PURCHASES

28. Are there instructions on how to use EPoS at the service station?

Instructions are posted on each pedestal. In addition, customers may review the video located on the EPoS Public Website.

29. 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 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.

30. Does EPoS validate customers?

DLA authorizes only the purchase source media. It remains the responsibility of the equipment owner to control, maintain, and monitor their purchase media and fuel purchases; just as an individual is responsible for their government credit card. However, 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.

31. Does EPoS validate the odometer reading?

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

32. 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 purchase receipt was not able to be 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 or contacting the DFSP.

TRANSACTIONS

33. Are EPoS transactions viewable in EPoS?

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

34. How long do transactions take to process between EPoS and FMD?

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

35. Can transactions be modified in EPoS?

All modifications to transactions are made in FMD.

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

If the issue is because of no connectivity they can continue to process transactions in EPoS and send the transactions when connectivity is restored. This process is also outlined in the EPoS user guides and see DLA-Energy P-30 EPoS Offline Procedures.

37. Does EPoS system allow processing a receipt the day after? As an example, pipeline receipts/transfers could take days.

Yes, on the Receipt screen the Date Commenced field would default to the current date, If the Date Commenced is different than the current date, the receipt processor needs to change the date to reflect the actual start date of the receipt. (See Contract Receipt in the FulesMobility T800 user guide also DLA-Energy P-2 Enclosure 4 Section 6 Pg. 28.

38. If EPoS is not functioning, how would a location process transactions?

- Fixed Device: If EPoS Fixed devices are not operational, issue fuel manually and use the EPoS Mobile device to capture transactions. If a Mobile device is not available, record the transaction manually, and issue a DD Form 1898.

- Mobile Device: If the Mobile device is not operational, use manual methods to complete the transaction in accordance with defined policy.

EQUIPMENT QR CODES

39. If fueling equipment does not have a QR code, is it possible to enter that information manually?

If the issuing Equipment ID QR Code is not available, a manual entry can be accomplished by tapping the Equipment field in the Issuer box. This will open a new screen where the issuing Equipment data may be manually entered. For Equipment ID QR codes go to FuelsMobility User Guide PG 50 “Equipment ID QR Codes”.

40. Is DLA Form 2063 required to create Equipment QR Codes (fillstands, tanks, headers, etc.)?

No, the DLA 2063 is not required to create equipment QR codes for fuel servicing equipment. Users with EPoSE -106 (Equipment Master Data) role can create equipment QR codes as needed for assigned locations.

INSTALLATION

41. What is the estimated time frame that the fuel site would be shut down during the upgrade?

Each pedestal replacement will take 1 day if there are no issues with the installation. There is no down time for deployment of the mobile devices.

42. Does the pedestal have some sort of cover? Will it hold up to the sun/weather if it's not under anything?

The EPoS pedestal will be installed in existing AFSS facilities, only the current pedestal is being replaced. If there is no cover now it will remain the same. The equipment is designed to be weather resistant.