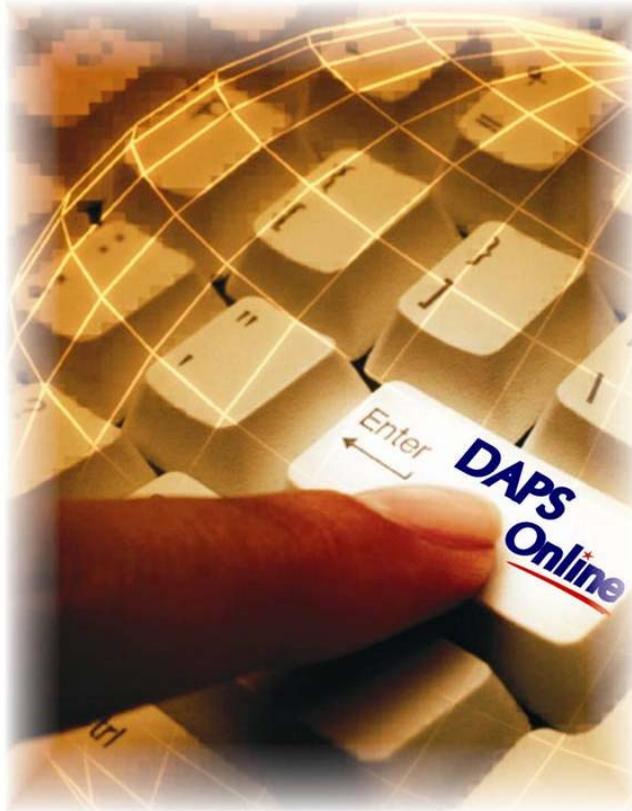




Customer Guide



<https://www.<location>.daps.dla.mil>

<https://www.<location>.daps.dla.mil>

Table of Contents

<i>Introduction</i>	5
<i>Register and Logon</i>	6
<i>Setting Up Funding</i>	8
<i>Submitting Orders</i>	10
<i>Tracking Orders</i>	19
<i>Changes to Orders</i>	20
<i>Billing Inquiries</i>	21
<i>Reports</i>	22
<i>Troubleshooting</i>	23
<i>Customer Service Representatives</i>	24

<https://www.<location>.daps.dla.mil>

What can we do for you?

DAPS Service Portfolio

Online Access Solutions

- DAPS Online
- Electronic Document Management (EDM)
- Job Performance Aids (embed audio/video into your manuals)
- Interactive Electronic Training Manual (IETM)
- Navy Forms On-line
- Technical Manual Publish On Demand System (TMPODS)
- Web Design
- Web Hosting

On Demand Output

- Color Copies
- Compact Disc Reproduction
- Copying / Duplication
- Desktop Publishing
- Diskette Duplication
- Document Conversion
- DVD Replication
- Equipment Management

Solutions (EMS)

- Foreign Language Printing
- Large Format B/W
- Large Format Color
- Mainframe Printing
- Paper and Office Supplies

Traditional Bulk Printing

- Decals (Silk Screen)
- Mailing Services
- Metal Photo
- Microfiche
- Mouse Pads
- Plastic Plate Engraving
- Offset Printing
- Rubber Stamps
- Specialty Binding
- Target Printing

<https://www.<location>.daps.dla.mil>

Introduction

DAPS Online is a web-based electronic ordering system designed to provide you, our customer, with the tools to manage your orders, documents, distribution, and billing needs.

Portfolio of DAPS Capabilities



Placing a DAPS Online Order has never been easier! Obtain all DAPS professional services without leaving your desk. By following a simple process, your order will be completed when you need it.

- To start, just determine which DAPS Online, DOL, site is closest to you by going to <http://www.daps.dla.mil/DAPSONline/index.aspx>
- Click on your state and then find the closest DAPS location
- You will be immediately directed to your DOL site.
- Save under Favorites for future use.
- Register and begin submitting orders

<https://www.<location>.daps.dla.mil>

Register and Logon

User Registration

Please enter the new User ID and Password information below.
User Information (*= Required Information)

*First Name: *Last Name:
 *Email Address: *Category:
 *User ID: DSN Phone:
 Customer Contact: Federal ID:
 Commercial Phone: Agency:
 Organization: DWAS Customer ID:
 Approving Official:
 *DAPS Home Location
 State: City: Location Name:
 Billing Address
 *Address 1:
 Address 2:
 Address 3:
 Address 4:
 Address 5:
 *City:
 *State: *Postal Code:
 *Phone: Ext: Fax Number:
 Shipping Address

 *Address 1:

Register

First time user? Click on the <Register> tab and fill out our brief profile page. Some information you may need to know when filling out this page:

- Only those field with an * are required.
- The user ID you choose will be requested each time you logon.
- Your temporary password will be emailed to you after a DAPS Customer Service Representative has reviewed your profile.
- The temporary password is good for 24 hours and can be changed upon logon.
- Your local DAPS can provide you with your DWAS customer ID.
- Do not check Approving Official unless you are required to approve the printing of individuals other than yourself.

<https://www.<location>.daps.dla.mil>

Register and Logon

Logon

After your account has been enabled and you have received your temporary password return to your Daps Online site and click the < Logon> tab.

Type in your user id and temporary password. If you forget your userid and password use the links provided on this page to receive them via email.

If you wish to change your password, after logon click on user profile tab to change your user password. Password must be 8 characters, at least one uppercase letter, one lowercase letter, one special character and one number.

To ensure your data is secure your account will be locked after 3 failed attempts of the wrong userid or password. To unlock your account contact DOL support at 904-542-3446 X322 or dol.support.daps@dla.mil

DAPS ONLINE
Document Automation & Production Service

Logon Register Contacts Products Local News Your Account Help

DAPS ONLINE TEST & TRAINING SERVER

User Logon

* User ID:

* Password:

[Forgot my User ID: Register a User!](#) [Forgot my Password!](#)

Privacy and Security Notice

This is a Department of Defense Computer System. This computer system, including all related equipment, networks, and network devices (specifically including Internet access) are provided only for authorized U.S. Government use. DoD computer systems may be monitored for all lawful purposes, including to ensure that their use is authorized, for management of the system, to ensure that access does not exceed authorized limits, to facilitate protection against unauthorized access and to verify security procedures, survivability, and operational security. Monitoring includes active attacks by authorized DoD entities to test or verify the security of this system. During monitoring, information may be examined, recorded, copied and used for authorized purposes. All information, including personal information, placed or sent over this system may be monitored. Use of this DoD computer system, authorized or unauthorized, constitutes consent to monitoring of this system. Unauthorized use or exceeding authorized access limitations may subject you to criminal prosecution. Evidence of unauthorized use collected during monitoring may be used for administrative, criminal, or other adverse action.

DAPS ONLINE TEST & TRAINING SERVER
This server is used for testing of new SQL releases as well as to support training for Customers or DAPS users in the following office groups: Bangor, Europe, Great Lakes, Jacksonville, WashDC, Oklahoma City, San Diego, Pacific, Pensacola, Philadelphia, Washington

[Contact Webmaster](#)

<https://www.<location>.daps.dla.mil>

Setting up Funding

Time saving step! Set up funding once, and use it every time you submit an order.

Accounting (Requisition) and Credit Card information can be setup in DOL one time and used over and over again each time you submit an order without having to re-enter the data.

A DOL user can set up the funding and share across their department or agency. A DOL user, who has shared their funding, can also run a report for each funding account set up in DOL, see reports section.

If you select a Funds Approving Official, they will be notified via email when a users has submitted a job against the funding.

Setting up requisition or accounting data can be tricky, contact or a DAPS Customer Representative for assistance.

To setup Credit Cards only, follow the steps below:

- Click on <Place an Order> tab
- Click on <Establish Requisitions> tab
- **Requisition Type** is Service Sponsor
- **Requisition Name** is how the credit card template is identified for future use.
- **Funding Form Type** is Credit Card
- Toggle yes to **Share** credit card with other DOL users.
- Identify the user id of the Funds Approving Official if the credit card use needs to be monitored.
- **Click <next>**

The screenshot shows a web form titled "Type of Requisition" within a "Document Automation & Production Service" interface. The form has a navigation bar at the top with links like Home, Logout, Place An Order, Search, Archive, Products, Local News, Contacts, Your Account, Reports, User Profile, and Help. Below the navigation bar, there are tabs for "Quick Print", "Special Order", "Establish Requisition" (which is highlighted), and "Modify Requisition". The form itself is titled "Type of Requisition" and contains several fields: "Requisition To Be Established" (a dropdown menu set to "Army"), "Funds Form Code" (a dropdown menu set to "Credit Card"), "*Requisition Name" (a text input field containing "Program 66 printing"), "Funding Document Number" (a text input field), "*Appropriation Number" (a text input field), "ACRN" (a text input field), "Share funding with other users" (radio buttons for "Yes" and "No", with "No" selected), and "Funds Approving Official" (a text input field with a small icon to its right). On the left side of the form, there is a sidebar with a logo and the text "Defense Logistics Agency Can Do Right Now!" and a list of navigation links: "Establish Open Requisition", "Type of Requisition" (which is highlighted), "Requisition Information", and "Verify Requisition".

<https://www.<location>.daps.dla.mil>

Setting up Funding

Fill out the pertinent credit card information:

- Credit Card Type
- Credit Card Account Number and Expiration Date
- Card Holders Name
- CVV code
- Name and Address of where the Credit Card statement is mailed.

This information will be used to obtain authorization for orders placed against the credit card

- Click <Next> to review verification page
- Click <Submit> to confirm

DAPS ONLINE
Document Automation & Production Service

Home | Logoff | Place An Order | Search | Archive | Products | Local News | Contacts | Your Account | Reports | User Profile | Help

Quick Print | Special Order | **Establish Requisition** | Modify Requisition

Requisition Information

Defense Logistics Agency
Can Do Right Now!

Establish Open Requisition
Type of Requisition
Requisition Information
Verify Requisition

Credit Card Type: Exp. Date: Month Year

*Account Number: *Card Holder Name:

CVV2 Code: What is a CVV2 Code?

Funding Holder Information

Name: Email Address:

*Address:

City: State: *Zip Code:

Back Next

Funding needs to be modified?

Use the <Modify Requisition> tab under the <Place an Order> to make changes to your funding information.

<https://www.<location>.daps.dla.mil>

Submitting Orders

Now your ready to submit an order.

Select the <Place an Order> tab and decide Quick Print or Special Order.

Quick Print— this option is best for printed products of standard sizes and finishing needs, all basic files types (doc, ppt, zip, txt, pdf, cdr, bmp, tif, jpg, pub,xls etc)

Special Order—for orders with special instructions or non printed output such as data conversion or cdrom/dvd duplication.



Steps to order submission

The quick print process provides an 11 step workflow to obtain your printing specifications. Pictures are used to assist with printing and finishing terminology. The special order process has 7 steps using the special instruction open text field to gather specific requirements. The 11 steps to order submission are below, * designate the 7 special order steps:

- | | |
|---------------------------|------------------------------|
| 1. Document Information * | 8. Scheduling and Delivery * |
| 2. Paper & Printing | 9. Review Estimate |
| 3. Cover Page | 10. Billing Information * |
| 4. Binding & Finishing | 11. Order Review * |
| 5. Special Instructions * | |
| 6. Document Transfer * | |
| 7. Order Confirmation * | |

<https://www.<location>.daps.dla.mil>

Submitting Orders—Quick Print

Document Automation & Production Service

Home Logoff User Profile Contacts Place An Order DAPS Entry Order Processing Search Manual

Quick Print Special Order Establish Requisition Modify Requisition

Quick Print

- Document Information
- Paper & Printing
- Cover Paper
- Binding & Finishing
- Special Instructions
- Document Transfer
- Order Confirmation
- Scheduling & Delivery
- Review Estimate
- Billing
- Order Review

Click Place an Order tab and Quick Print to begin your order.

Use the navigational bar at the left to step through the process.

1. **Document Information** - using the picture toggles to help determine requirements for your order. Use the Next button to proceed.

Document Information ◀ Back Next ▶

Document will be submitted:

Digitally Hard Copy

Output:

Black & White Color Combo

Number of sides:

One Sided Two Sided - head to head Two Sided - head to foot

No. B&W Pages:

Document/Publication Name:

<https://www.<location>.daps.dla.mil>

Submitting Orders—Quick Print

Paper & Printing

Sheet Size:  Paper Color: 

Paper Type:  

- White
- Buff
- Blue
- Green
- Ivory
- Gray
- Yellow
- Other

- Paper & Printing** - What size paper and color paper do you want your document printed on?
- Cover Page**—Do you require covers? If so which sides should be printed? What paper weight and color do you want for the covers?

Cover Paper

Cover Printing: Outside Front Cover  Inside Front Cover 

Outside Back Cover  Inside Back Cover 

Cover Weight: Cover Color: 

- Blue
- None
- White
- Buff
- Blue
- Green
- Ivory
- Gray
- Yellow
- Other

<https://www.<location>.daps.dla.mil>

Submitting Orders—Quick Print

Binding & Finishing

Drilling:

Binding:

- None
- Spiral
- Staple Upper Left Corner
- 2 Staples in Side
- Saddle Staple
- Screw Post
- Acco Fasten
- Comb
- Padding
- Folded in Half**
- Tri-Fold
- Custom Fold
- Tape Binding
- Quad-Fold



- Binding & Finishing** - Does your document need special holes drilled or binding options such as spiral.
- Special Instructions** - Any additional information that we will need to produce your product to your specification. (no image shown)
- Document Transfer** - If your files are digital, upload your file(s) to the DOL server. Click Browser, find and highlight file, click open, then submit. 100 MG maximum. Unclassified files only. Not all file extensions accepted.

Order > Establish Requisition > Modify Requisition

Document Transfer



Select the documents you wish to upload to the DAPS Online system. Please do not use special characters other than the underscore in the file names so that they can be viewable by the DAPS users.

Unclassified Data Only

Document:

File size must be less than 100 MB per uploaded file

<https://www.<location>.daps.dla.mil>

Submitting Orders—Quick Print

Order Confirmation



Document Information

One Sided, in Color

[\(change\)](#)



Paper & Printing

8.5 x 11, White, Plain Bond

[\(change\)](#)



Cover Paper

Buff, 90 lb bond,
Cover printing:
Outside Front Cover
Outside Back Cover

[\(change\)](#)



Binding & Finishing

Tape Binding

[\(change\)](#)

*How many sets would you like?

7. **Order Confirmation** - Review your order, you can make changes to your order from this page, and identify number of copies or sets
8. **Scheduling and Delivery** - Identify when and where you want the finished product delivered.
9. **Review Estimate**—Cost Estimate based on the data you provided. Shipping and special instructions may cause the final cost to vary from this estimate. You will receive an email letting you know if the price is different then the original cost estimate. (no image shown)

Scheduling & Delivery



The date at this DAPS plant is **08/28/2006**

Date Required:

Person to Notify:

Pickup Location:

Pickup Address:

Submitted Email: Job Ready Email:

Estimated Email: Actualized Email:

Email Address:

Pickup/Delivery:

City:

State:

Postal Code:

CC Email Addresses:(Please separate email addresses with a comma ',')

Special Delivery Instructions:

<https://www.<location>.daps.dla.mil>

Submitting Orders—Quick Print

10. **Billing Information** - Use your own order number to identify your order. And determine how this order will be funded. Funding that was created prior to the order under the < Establish requisition> tab can be selected from the Open Requisition Field. Select the binoculars to lookup a list of available requisitions. Or you can add funding for one time use at this point by using the one time requisition funding. If funding is not available at this time, use the funding not available button.
11. **Order Review** - review all your information and click submit to commit your order.

The screenshot shows the 'Billing Information' form with the following fields and options:

- Funding used only for this order** (indicated by a dashed box and arrow)
- Pre-established funding** (indicated by a dashed box and arrow)
- Order Number:** Your order number
- Include Job Number in CON:**
- Approving Official:** [Text field]
- Sponsor Dept. Code:** [Text field]
- Billing Address:** 721 McFarland Street, Box 3, [Text field], [Text field]
- City:** Jacksonville
- State:** FL
- Postal Code:** 32212-0003
- Phone:** 9045423476
- Payment:** Open Requisition [Text field], One Time Requisition, Funding Not Available

A window titled 'Open Requisition Look Up - Microsoft In...' is open, showing a 'Find an Open Requisition' search interface with a 'View' button.

View all submitted orders from the <order processing> tab. If you selected to receive submitted emails during the order process you will receive an email to let you know that your order was successfully placed.

<https://www.<location>.daps.dla.mil>

Submitting Orders- Special Order

DAPS ONLINE
Document Automation & Production Service

Home Logoff User Profile Contacts Place An Order DAPS Entry Order Processing Search Manu

Quick Print Special Order Establish Requisition Modify Requisition

Defense Logistics Agency
Can Do Right Now!

Special Order

- Document Information
- Special Instructions
- Document Transfer
- Order Confirmation
- Scheduling & Delivery
- Billing Information
- Order Review

Click Place an Order tab and Special Order to begin your order.

Use the navigational bar at the left to step through the process.

1. **Document Information** - is a very general check list of non printing services that DAPS provides. If you don't see the service, check other and a text field will display for you to describe services needed.
2. **Special Instructions** - open text field to identify your requirements. (no image shown)

Document Information ⏪ ⏩
Back Next

Type of Services

<input type="checkbox"/> Printing	<input type="checkbox"/> Assembly	<input type="checkbox"/> Folding	<input type="checkbox"/> Binding/Finishing
<input type="checkbox"/> Address/Mailing	<input type="checkbox"/> Distribution	<input type="checkbox"/> Large Format (Color)	<input type="checkbox"/> Large Format (B&W)
<input type="checkbox"/> Desktop Publishing	<input type="checkbox"/> Graphic Arts	<input type="checkbox"/> Wrap/Pack/Ship	<input type="checkbox"/> CD ROM Duplication
<input type="checkbox"/> CD ROM Covers	<input type="checkbox"/> Conversion	<input type="checkbox"/> Other	

Document/Publication Name:

https://www.<location>.daps.dla.mil

Submitting Orders— Special Order

Order / Establish Requisition / Modify Requisition

Document Transfer



Select the documents you wish to upload to the DAPS Online system. Please do not use special characters other than the underscore in the file names so that they can be viewable by the DAPS users.
Unclassified Data Only

Document:

File size must be less than 100 MB per uploaded file

- Document Transfer** - If your files are digital, upload your file(s) to the DOL server. Click Browser, find and highlight file, click open, then submit. 100 MG maximum. Unclassified files only. Not all file extensions accepted
- Order Confirmation**— review your order and identify number of sets/copies and number of originals. (no image shown)
- Scheduling and Delivery**—Identify when and where you want the finished product delivered.

Scheduling & Delivery



The date at this DAPS plant is **08/28/2006**

Date Required:

Person to Notify:

Pickup Location:

Pickup Address:

Email Address:

Pickup/Delivery:

City:

State:

Postal Code:

Submitted Email: Job Ready Email:

Estimated Email: Actualized Email:

CC Email Addresses:(Please separate email addresses with a comma ',')

Special Delivery Instructions:

<https://www.<location>.daps.dla.mil>

Submitting Orders - Special Order

Funding used only for this order | **Pre-established funding**

Billing Information Back Next

Order Number: Include Job Number in CON:

Approving Official:

Sponsor Dept. Code:

Billing Address:

City:
 State:
 Postal Code:
 Phone:

Payment: Open Requisition
 One Time Requisition
 Funding Not Available

Open Requisition Look Up - Microsoft In...

Find an Open Requisition

Click on the link of the requisition you wish to use to place it in the correct field.

[78MDG SGS1 \(DOD\)](#)
[theresas credit card \(Navy\)](#)

Req Name:

6. **Billing Information** - Use your own order number to identify your order and determine how this order will be funded. Funding that was created prior to the order under the < Establish requisition> tab can be selected from the Open Requisition Field. Select the binoculars to lookup a list of available requisitions. Or you can add funding for one time use at this point by using the one time requisition funding. If funding is not available at this time, use the funding not available button.
7. **Order Review**— review all your information and click submit to commit your order.

<https://www.<location>.daps.dla.mil>

Tracking Orders

Ok, I submitted my order, now where is it?

You can find your order by using the <search> tab or by using the key fields on the order processing page. The status column identifies where your order is in the process.

- Submitted—received by DAPS
- Estimated— your order has been reviewed and estimated (see estimated cost column)
- In-work—your order is being processed
- Job Ready- your order is complete and is ready for pick up or has been shipped, based on your specifications
- Complete—your job has been billed

Export button will create a view of a common delimited file for you to save as a text file. The file contains all active jobs.

Delete button will permit you to delete any jobs in the submitted status.

Search

You currently have jobs that are waiting for your approval. Please click to view them. [View](#)

Status Sort On Orders on or after

DAPS Order # DWAS Order #

Requisition Name [View](#)

Date	DAPS Online Order #	DWAS Cust Order #	Files	Notes	Status	Date Completed	Estimated Cost	Actual Cost	Delete
03/09/2006	sponsor_code_test3	573DB0606850018			Estimated		\$35.00		
03/09/2006	sponsor_code_test2	573DB0606850017			Estimated		\$38.50		
03/09/2006	sponsor_code_test	573DB0606850016			Complete		\$0.00	\$0.00	
03/09/2006	ontime_job	573DB0606850015			Estimated		\$44.00		
02/24/2006	3334	573DB0606850013			Estimated		\$6.44		
02/22/2006	job #123				Submitted		\$54.03		<input type="checkbox"/>
02/08/2006	daisy0208a				Submitted		\$22.27		<input type="checkbox"/>
02/06/2006	ontimeb1	173DB0603750002			Complete	02/08/2006	\$6.44	\$6.44	
02/06/2006	ontimeA1	173DB0603750003			Complete	02/06/2006	\$31.94	\$31.94	
02/02/2006	ONTIME_B2	573DB0603750004			Complete	02/08/2006	\$54.05	\$54.05	

Jobs 21 thru 30

[Export](#)

<https://www.<location>.daps.dla.mil>

Changes to Orders

Do you need to delete or change your order?

Jobs orders can be modified up to the point that a job has been estimated (submitted status only). After the order status has been changed to estimated, then DAPS would be happy to accommodate your change, just contact the DAPS Customer Service Representative.

To make a change to a submitted order, click on <search> tab and locate your job. Open the job by clicking on the DAPS order Number link. Make changes to job by clicking on the Update button at the bottom of your view order page. Click through the screens to make changes.

Date	DAPS Online Order #	DWAS Cust Order #	Files	Notes	Status	Date Completed	Estimated Cost	Actual Cost	Delete
03/09/2006	sponsor_code_test3	573DB0606850018			Estimated		\$35.00		
03/09/2006	sponsor_code_test2573DB0606850017	573DB0606850017			Estimated		\$38.50		
03/09/2006	sponsor_code_test	573DB0606850016			Complete		\$0.00	\$0.00	
03/09/2006	ontime_job	573DB0606850015			Estimated		\$44.00		
02/24/2006	3334	573DB0606850013			Estimated		\$6.44		
02/22/2006	job_#123				Submitted		\$54.03		<input type="checkbox"/>
02/08/2006	daisy0208				Submitted		\$22.27		<input type="checkbox"/>
02/06/2006	ontimeb1	173DB0603750002			Complete	02/08/2006	\$6.44	\$6.44	
02/06/2006	ontimeA1	173DB0603750003			Complete	02/06/2006	\$31.94	\$31.94	
02/02/2006	ONTIME_B2	573DB0603750004			Complete	02/08/2006	\$54.05	\$54.05	

Jobs 21 thru 30

From View Order page, Click update button

Click on DOL Order # , changes can be made if job status is Submitted

Description

Funds Total Amount (e.g. 100.00) 1000.00

<https://www.<location>.daps.dla.mil>

Billing Inquiries

To find out more about my bill.

There are three resources available to find out more about your bill:

1. DOL—check job status and funding. Logon to DOL, and open your order to find out information about credit card funding such as amount authorized and authorization number.
2. DWAS—You will need your DWAS Customer ID. To obtain this number, logon to DOL and click on <User Profile>; your DWAS Customer ID number can be found on <Information> tab. Highlight the number and right click your mouse. Click on copy. Next click on the <My Account> tab to go to DWAS on the web. (You must have a CAC card). Copy the DWAS Customer ID number into the Customer ID field. Select Billing (job billing) or Funding (funding balances). Submit Query button.
3. Call your DAPS Customer Service Representative

NOTICE! Users may access this web site using the DoD Common Access Card. Full Functionality requires registration of your PKI certificate from your DoD Common Access Card. To register, click [here](#). All users may also continue to access this site without the Common Access Card until further notice.

DWAS *on the web!*

Customer ID:

 Funding  Billing

Last Update: Sun Aug 27 23:26:31 EDT 2006

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<https://www.<location>.daps.dla.mil>

Reports you can run.

Select the <Reports> tab. Four reports are available:

1. Management Reports - Based on a given date, provides the number of jobs and list jobs that are required to be completed on a given date, before a given date or after a given date.
2. Job Report—provides the number of jobs submitted by user for a given time period.
3. On time Report—provides a % of jobs completed on time along with a list of the jobs completed during a given time period.
4. DOL WIP Report— list jobs that are still work in process

After generated any of the reports above, use the export button to export a text version of the report results.

Note: Only the first 200 records will be displayed. The export file will still contain all records found.

Report Type: Jobs After Date
 Report
 Date Selected: 05/04/2006
 Plant Location: All

Job Name	Plant Name	Job Status	Color	Black and White	Oversized	Finishing and Binding	Number of Days Past Schedule
daisv0514a	DAPS TEST LOCATION	Submitted	0	13	0	0	75
06140422	DAPS TEST LOCATION	Submitted	0	0	0	0	75
daisv0514d	DAPS TEST LOCATION	Submitted	0	13	0	0	75
daisv0514e	DAPS TEST LOCATION	Submitted	0	13	0	0	75
51406f	DAPS TEST LOCATION	Submitted	0	22	0	0	75
daisv0514f	DAPS TEST LOCATION	Submitted	0	13	0	0	75
daisv0514g	DAPS TEST LOCATION	Submitted	0	13	0	0	75
06140442	DAPS TEST LOCATION	Submitted	1	1	0	0	75
06150920	DAPS TEST LOCATION	Submitted	1	1	0	0	74
daisv0515d	DAPS TEST LOCATION	Submitted	0	13	0	0	74
daisv0515a	DAPS TEST LOCATION	Submitted	0	0	0	0	73
daisv0515b	DAPS TEST LOCATION	Submitted	0	13	0	0	73
daisv0515c	DAPS TEST LOCATION	Submitted	0	13	0	0	73
daisv0515e	DAPS TEST LOCATION	Submitted	0	0	0	0	73
51406d	DAPS TEST LOCATION	Estimated	0	22	0	0	68
51506a	DAPS TEST LOCATION	Submitted	0	0	0	0	66
51406c	DAPS TEST LOCATION	Submitted	0	22	0	0	60
51406e	DAPS TEST LOCATION	Submitted	0	500	0	0	60
Total			2	672	0		

Send Export Emails To:

(Please separate cc email addresses with a comma ',')

<https://www.<location>.daps.dla.mil>

Troubleshooting and FAQs

Common Problems and Questions:

1. **Can't logon, account locked or disabled?**—contact your DAPS Customer Service Representative or email dol-support.daps@dla.mil to get your account unlocked.
2. **What do I do if I can't remember my userid or password?** — click on the links on the logon screen, and type in your email. Your userid will be emailed to you. A temporary password will be emailed to you. Change your password as soon as you logon, by clicking on the user profile tab/ information tab.
3. **What file types can I upload?** Almost all common publishing, word processing and Microsoft file extensions are accepted. As well as common image files (tiff, jpeg, bmp).
4. **My file won't upload?** Check file extension and size. Cannot exceed 100 MG.
5. **I am receiving a TOMCAT or APACHE or DATABASE error?** Contact DAPS Customer Service Representative or email dol-support.daps@dla.mil
6. **What do I need to get started?** Common PC browsers: Microsoft IE 6.0 or higher; Netscape Explorer. .Go to www.daps.dla.mil see page 5 of this guide.
7. **Where do I go for other questions?** Contact your DAPS Customer Service Representative or email dol-support.daps@dla.mil

<https://www.<location>.daps.dla.mil>

Customer Service Representatives

The Personal Touch

All this online stuff is great, but sometimes you just need to talk to a live person. Below are a list of DAPS Customer Services Representatives that are only happy to help you with any information or problems you may have about DAPS Online, your order, DAPS Services or any DAPS related concern.



Office	Name	email	phone number
Jacksonville	Craig Hollis	chollis@dla.mil	904-542-3446 X302
Location B	first last	email@dla.mil	###-###-###
Location C	first last	email@dla.mil	###-###-###
Location D	first last	email@dla.mil	###-###-###
Location E	first last	email@dla.mil	###-###-###
Location F	first last	email@dla.mil	###-###-###
Location G	first last	email@dla.mil	###-###-###
Location H	first last	email@dla.mil	###-###-###
Location I	first last	email@dla.mil	###-###-###



<https://www.<location>.daps.dla.mil>