

Note:
When using this web site DO NOT use the “Welcome” box appearing on the Home Page to logon to the site.

1. The Naval Forms Online Web Site

The Navy Forms Online web site has been re-designed. To order forms you first “build” your cart and when you complete the order you will go to Check Out. At that time you will be prompted to logon. To order Subscriptions the process is different, you click on the “here” hyperlink that appears on the Home Page in the box in the upper right hand side of the screen.

The URL for Naval Forms Online is:
<https://navalforms.documentservices.dla.mil/web/public/home>

2. EMERGENCY & Over Restricted Quantity Shipments

Please contact either Ms. Sandy Sullivan @ 215-697-5148 or Tyrone Sizer @215-697-3376. Or e-mail both (in case one is absent from work): sandy.sullivan@dlamail.mil, tyrone.sizer@dlamail.mil You may be asked to complete a MILSTRIP form and submit it with complete POC information and your User ID for the NFOL. You may be asked to provide your unit’s FedEx or UPS account number so that we may charge the additional freight to your unit if an Emergency Shipment. Most importantly, we require a commercial address (street address) to get material to you, the delivery companies cannot deliver to an FPO or APO address.

3. Commercial Orders

Please contact: Tyrone Sizer @215-697-3376.

4. New Users, How to Register, Government User

Prior to ordering forms from this site you must be registered. To register:

- Enter the Home page of the new web site and click on the “Forms” tab at the top of this page. This will take you to a Search page.
- Select the  [View Shopping Cart For Warehouse forms](#) link. This will take you to the page where you have three icons along the left side of the page.
- Select on the “New User” icon at the top. This will take you to the page with a blank registration form on it.
- Complete all appropriate entries and select “Submit”.
- Note: When entering your UIC there are two boxes, the first small box is for the letter designation, the second for the five other characters.
- Note: You do not have to enter credit card information if you plan on ordering using a fund code. If you desire to use a credit card the credit

card information **must** be in your profile. It will take 24 hours for approval of your application and an e-mail to you of your user ID and password. If you do not receive this e-mail with your user info within **48 hours**, call: 866-736-7010 (DLA Document Services Customer Interaction Center.)

When you have received your User ID and password follow the steps outlined below under *Registered Users*.

5. Registered Users, Ordering

When entering the home page of the site you will encounter an *informational page*.

- Select the “Forms” tab at the top (left) of this page, this will take you to the first *Naval Forms Search* page where you have a choice of searching either by “Commands”, i.e., NAVPERS, NAVMC, NAVMED, etc, or by “Keyword Search” (this could be the form name or the form number. DLA Document Services recommends using the “Keyword Search” as the search by “Command” retrieves an extremely large number of forms.)
- Selecting the small circle will yield a screen with a “Search Criteria: box. If you chose search by “Command” enter the command acronym, if search is by “Keyword” enter either a word from the title of the form you are seeking or its form number.
- PLEASE NOTE: you cannot search using the National Stock Number from this page. (*See below if this is the only identification of the form you have.*)
- Select the “Search” icon.

You should be directed to a page where all items matching your criteria are listed.

- Determine which item from the list is appropriate and under the “Type” column (left side of the page) you will find either a “Carton” icon (printed forms) or a “Green Arrow” (digital file). Clicking on the green arrow will trigger a download of a digital file (at no charge) to your computer. You can then print the digital form locally.
- If the item you want has a “Carton” icon (preprinted forms) under the “Type” column, click on that icon and the article will be “Pick” one “Unit of Issue” and list it at the bottom of the page.
- If you require more than one unit of issue of the item, select “Review Cart” which will open a page allowing you to change the quantity. On most forms there is a “Restricted Amount” which you may not exceed; this is displayed on this screen under the “QRC” heading. The amount of material within the packing unit is displayed under the “QPU” heading. If you inadvertently have an item picked that you do not want to order, that item must be cancelled at this time by clicking on the box under the “Trash Can” heading to the far left.
- **Once an order has been submitted to the NFOL site it CANNOT be cancelled.** Further, there is a “No Return Policy” for any material shipped from NFOL. Please be extremely careful when selecting items for order, as your funds

cannot and will not be reimbursed. You can delete any item at this stage before it is entered onto the computer.

- If you want to order the item, change the amount and then click on “*Update Cart*”.
- If you wish to order more items, click on the [Go to the Naval Forms Search page](#) link and repeat the search/order process until you have all the items required.
- Next, click on “*Check Out*”.

You will now be directed to a page permitting you a choice of payment, either “*Credit Card*” or “*Fund Code*.”

- If selecting “*Fund Code*” enter your unit’s code in the box.
- If “*Credit Card*” is chosen no additional information is required as the credit card information has previously been approved within your Personal Profile allowing you to complete the order.
- Click on “*Continue*.”
- You will now be directed to the MILSTRIP page. (Item #7)

6. Selecting the correct form

When confronted with a list of paper forms that seem similar you are able to “see” the individual forms if there is the “Camera” icon to the far right hand side of the list under the “Image” column heading. To open an image of a specific form, click on the camera icon and the form will be displayed in another window. Not all forms have this feature available, only those with the camera icon.

To “see” a digital file form, click on the “Green Arrow” icon under the “Type” column heading and the actual .PDF file will be displayed on your computer by Acrobat Reader. It is suggested you click on “Save as” to hold this file for your use in printing from your computer or to forward to your local DLA Document Services for printing in quantity.

7. The MILSTRIP

WHETHER YOU ARE PAYING BY Fund Code or Credit Card, this page must be completed. Only four boxes are required to complete the MILSTRIP page if using a credit card, five if by Fund Code:

- DOC ID, “A0A” (that is a zero between the A’s);
- Media, “S”
- Serial, (this entry requires your choice of four unique characters, either alpha, numeric or a combination of the two) for each item ordered, it could be 1234, abcd, ab12, etc. **Cannot be 0001.**
- Signal, “A”.
- If using a Fund Code, enter the two digit identifier of that Fund Code in the “Fund” box

When these boxes are completed for each item you have ordered select “*Validate*”. If all entries are correct the next screen will show a green arrow on the right side under the heading “*Completed*.”

- If the arrow is red (one or more) of your entries are incorrect. Check them closely and re-try.
- If you continue to have problems with this page, call 866-736-7010 (DLA Document Services Customer Interaction Center.)
- Once a green arrow appears, click on “*Continue*” and this will bring you to the final page, the invoice.

8. Subscriptions (CD’s of FedLog, etc)

Go to the Home Page of Naval Forms Online and in the right hand top corner of that page appears a block with information for ordering subscriptions.

- Click on one of the highlighted “*here*” icons and you will be directed to a log-on page.
- Enter your user information and log-on. You will be directed to a page that lists all CD products for sale by the NFOL.
- Pick the item(s) required and then place in your cart.
- Next click on “Check Out” at the bottom of the page. You will be directed to a page where you can “*Modify Cart*”, i.e. change the quantity or if you are satisfied with what appears in the cart, click on “*Continue*”.
- This will take you to the MILSTRIP page. You need only complete two boxes if credit card and three if by Fund Code. The first is *Serial* (this entry requires your choice of four unique characters for each item ordered, it could be 1234, 1235, etc.) The next is *Signal*, “A”. If you are paying by Fund Code enter the required information in the *Fund* box and then click on *Validate*. If all information is correct you will see a page that is your invoice. (See below, The Invoice)

9. The Invoice

This page is a recap of your order, it is also the Invoice for your order and in the upper left quadrant of the page there will appear a six digit Order Number allowing you to track your shipment to your receiving area.

PRINT THIS PAGE FOR YOU RECORDS, IT IS YOUR INVOICE.

If you lose this invoice you can log onto the NFOL site, click on “*Forms*”, click on  [View Shopping Cart For Warehouse forms](#) and click on “*Order Status*”. You will be required to “*Log On*” to track your order. After logging on, enter your Order Number on the next page and click “*search*.” You will be directed to a page containing all the order information as outlined above.

10. What constitutes my Credit Card charge

To determine what comprises a charge which appears on your credit card statement do the following:

- From the NFOL Home Page click on the Forms tab and then click on the  [View Shopping Cart For Warehouse forms](#) on the next page scroll to the bottom and select CC Bill Search.

You will now be on a page headed “*Credit Card Billing Information*” and a blank form.

- **Only** enter your user ID, password and credit card number, nothing else.
- Now click on the “*Search*” icon. You will be presented with a listing of all invoices against your card to the most current date.
- Scroll until you find the amount appearing on your card (it should be at the top or very close). To see what items comprise this invoice select (on the right hand side where it says) “*See Items*” and a list of requisitions will appear that constitute your current charge. This information may be used for reconciliation of your NFOL account.

11. Transit Time & Tracking Your Order

CONUS: Most shipments leave the warehouse within two days and it usually takes another two to three days via either FedEx Ground or UPS until delivery to the customer.

OCONUS: All materials shipped to an FPO or APO require 6-8 weeks for delivery and are not traceable via USPS (US Mail.) If your material is required sooner, please see above: [2. EMERGENCY Shipments](#).

To track existing orders

- Enter the web site and click on the “*Forms*” tab.
- On the next screen click on  [View Shopping Cart For Warehouse forms](#)
- On the next screen click on “*Order Status*”.
- You will be required to “*Log On*” to track your order.
- After logging on, enter your Order Number on the next page and click “*submit*.”
- You will be directed to a page containing all the order information, “*The Invoice*”. Click on the six digit order number to the far left.
- The next page will show you additional details about the order and to the far right there will be a blue “thumbs up” icon indicating the order has shipped.
- Click on this thumbs up icon and you will be directed to the shipping information with the tracking number provided.
- Click on the tracking number and you will be directed to the carriers’ tracing page with details on when the shipment was received at your facility.

Note: There are several things to keep in mind when tracking shipments:

- Any material shipped via USPS (US Mail) OCONUS cannot be traced
- Material shipped via common carrier (a trucking firm) must be tracked from here, call us: 866-736-7010 (DLA Document Services Customer Interaction Center.)

- If the tracking number does not connect you to the carrier's page call us: 866-736-7010 (DLA Document Services Customer Interaction Center.)
- All material is shipped to the TAC 2 address in your UIC/DODAAC profile; this address cannot be changed by us, only through your chain of command.

12. If you only have the NSN

Go to this URL: <https://forms.documentservices.dla.mil/order/> and follow the prompts.

13. Changing Duty Stations (UIC's)

- If you change duty stations, DO NOT place an order until you have re-registered with your new UIC/DODACC.
- You will have to call us (866-736-7010) to cancel your "old" Profile before you can register.
- If you order using your old information it will result in that material being shipped to your old duty station, but it will be charged against your credit card or fund code.
- When the account has been cancelled register for a new account following the Step #4 outlined above for new users. Enter your personal information and select "Submit". You should receive your User ID and password within 24 hours. If you do not, call 866-736-7010 (DLA Document Services Customer Interaction Center).

14. Updating other information on your profile

You can update changes (other than change of UIC) by updating your Profile. Follow the prompts outlined in Step #4 above for new users for registering, but instead of completing the registration form, click on the "Profile" icon in the blue bar along the bottom of the page. You will be directed to a page for logging on and then a page with your personal info. Change the info and click on submit. You should now be able to logon with your new information in the system.

14. Shipping Address

Your shipping address is pulled from the UIC/DoDACC database <https://www.daas.dla.mil/daasing/dodaac.asp?cu=d> (the TAC 2 address) when you place an order through NFOL. ***This address CANNOT be changed by our staff.*** We do not have that authority. Any changes must be done through your chain of command. Only your organization has the authority to change your information.

15. Payment

You may pay for forms by using a Government Credit Card or by using a Fund Code. If you plan on paying with a credit card you must register with your credit card information;

you will not have an opportunity to enter this info during the ordering process. If you are using a Fund Code you will be able to enter this info as you order.

If all else fails, call 866-736-7010 (DLA Document Services Customer Interaction Center.)

Thank you for using Naval Forms OnLine!