

DoD Fire & Emergency Services Certification Program Mail Tracking System Users Guide

1. Purpose: The purpose of this document is to provide our customers with comprehensive instructions on how to submit and track a package sent to the DoD Fire and Emergency Services Certification Program Administration Center using the new Mail Tracker System application.

Note: Please read/follow these instructions and become familiar with the screen captures provided before visiting the mail tracker web site.

2. Background Information: The DoD Fire and Emergency Services Certification Program is rapidly approaching its 10th anniversary and over the past decade, we have strived to make continuous process improvements that allow us to better serve our customers. Like the United Parcel Service, Federal Express, and the United States Post Office, this new mail tracking system allows our customers to log and track the status of their certification package(s) throughout the entire administrative process using the Internet. This reduces our administrative workload and allows us to focus more time processing your certification requests. As your package proceeds through the system, our web-based database reflects each change; thereby providing the end user the immediate status of their package, whether you use the automated email feature or the locate a package option, 24 hours a day.

3. Processing a Package: The process starts with you, the end user. Once you have your package ready to be mailed, simply go to the <http://www.dodffcert.com/tracker> web site and, if you are a previously validated user, log into the system. If you have not previously registered in the system, you must register as outlined below before you can submit a package. When the DoD Administration Center receives your package, they mark it in the system as received and assign it to a *Reviewer*. The *Reviewer* goes through the package checking required prerequisites and ensuring the accuracy and completeness of your documentation. If the package contents meet required guidelines, the package then is given to a *Data Entry Clerk* for entry in the system; if not, the package is returned to you with a cover letter explaining your discrepancies. When the *Data Entry Clerk* is finished entering your package, the status is marked as complete and your certificates are mailed the following day. Each of the steps explained above are available for viewing when you check on the status of a package.

4. Computer System Requirements: You may need to provide this information to your network administrator and/or computer systems support person so they may correctly set up your computer.

4.1. Site Design: The mail tracker web site is designed to use a screen resolution of 1024 by 768. If your screen resolution is below 1024 by 768 (i.e. 800 by 600), you will still be able to access all parts of the screen using the scroll bars. However, we do not recommend using the site with screen settings below 1024 by 768.

4.2. While we used the latest development tools for data-enabled web sites, certain processes on this site use java script. Therefore, your browser **MUST** have java script enabled. Additionally, certain browsers do not subscribe to all W3C requirements. Microsoft® Internet Explorer (IE) 5.5 or greater is **required** to run this application. Users of other browsers or versions of IE below 5.5 may experience difficulty using this site.

4.3. As with any data-enabled web site, the speed of your Internet connection directly affects your screen updates. Users coming from dial-up connections or users coming across over-burdened connections or low bandwidth local area networks (LANS) may experience some delay in site response. Additionally, these users may also experience slow printing of documents. There is nothing short of increasing your bandwidth availability that will remedy this.

5. Registering: Each organization/person who wishes to SUBMIT a package MUST first register with the system. We strongly recommended you continue to use a single point of contact (This is normally the training chief in the fire department or anyone assigned to our Air Force Readiness Flights) and use a single registration from your organization. To register, from the first page, click on the Register button. This will bring up a form with several required data fields. When filling in the email field, accuracy is imperative, as we use your email address to validate your request. Once you have entered and checked the information for accuracy, click the Submit button. This creates and sends a validation email to the email address you provided.

6. User Validation: When you receive the validation email, click on the hot-link in the email message. This process validates that you are coming from the correct email address. You must then provide additional information. If you are registering as coming from an organization, you can select your organization from the drop-down list. If your organization is not in the list, you can add your organization. Again, accuracy is important here as the address you use is the one used to mail the certificate(s) back to you. **Most users should register as coming from an organization.** Those individuals not affiliated with a military organization or submitting a package for yourself, register as Self and provide your mailing address. Additionally, you have the option of selecting to receive an email when your package is received at the DoD Administration Center, when the reviewer sends it to data entry/returns the package, and when the certifications are entered. Certificates issued will normally be mailed out the following day.

7. Login: Once you have registered and validated with the system, you can login by entering your email address and password and then clicking the Submit button or by pressing your Enter key. If you correctly entered your email address and password, the Opening Screen will come up.

7.1. Opening Screen: When registered users first login, the first screen is a Status page showing the status of all packages submitted under this users' login. This provides a quick reference for checking the status of all packages submitted under this particular login. Your Status page may look similar to the following:

STATUS PAGE

ID	Date Received	Reviewed	Date Reviewed	Date Issued
44	18 Apr 02	Yes	22 Apr 02	22 Apr 02
45	18 Apr 02	Yes	18 Apr 02	
46	18 Apr 02	Yes	18 Apr 02	18 Apr 02
47		No		
51		No		
53		No		
54		No		
55		No		

7.2. The Date Received reflects the date the DoD Administration Center receives your package; Reviewed and Date Reviewed shows if/when the package has gone through the review process; and Date Issued reflects the date the certifications were issued by the Admin Center. If the word RETURNED appears in the Date Issued column, your package was returned for correction. If you want to check on a specific package, click on the ID in the left column and you will go to a screen showing the basic information for that package.

8. Submit a New Package: For administrative purposes, each cover letter signed by the Fire Chief is considered a separate certification request and must be logged individually into the system. To submit a new package, click on the Submit New button on the left side of the page. The package submittal options are similar to those shown below:

SUBMIT NEW PACKAGE

<input type="radio"/> Fire Fighter I	<input type="radio"/> HazMat Incident Commander	<input type="radio"/> Fire Instructor III
<input type="radio"/> Fire Fighter II	<input type="radio"/> HazMat Awareness T-t-T	<input type="radio"/> Fire Inspector I
<input type="radio"/> Airport Fire Fighter	<input type="radio"/> HazMat Operations T-t-T	<input type="radio"/> Fire Inspector II
<input type="radio"/> Driver Operator - Pumper	<input type="radio"/> HazMat Technician T-t-T	<input type="radio"/> Fire Inspector III
<input type="radio"/> Driver Operator - ARFF	<input type="radio"/> HazMat Incident Commander T-t-T	<input type="radio"/> Rescue Technician
<input type="radio"/> Driver Operator - Aerial	<input type="radio"/> Fire Officer I	<input type="radio"/> Confined Space
<input type="radio"/> Driver Operator - Tiller	<input type="radio"/> Fire Officer II	<input type="radio"/> Public Telecommunicator II
<input type="radio"/> Driver/Operator - Mobile Water Supply	<input type="radio"/> Fire Officer III	<input type="radio"/> Wildland Fire Fighter
<input type="radio"/> HazMat Awareness	<input type="radio"/> Fire Officer IV	<input type="radio"/> Duplicates
<input type="radio"/> HazMat Operations	<input type="radio"/> Fire Instructor I	<input type="radio"/> Corrections
<input type="radio"/> HazMat Technician	<input type="radio"/> Fire Instructor II	<input type="radio"/> Waivers
		<input type="radio"/> Multiple

8.1. You may select only one item. If your package contains certification requests for multiple certification levels (i.e. HazMat Awareness, Inspector I and Fire Officer I), select the last item on the list, Multiple, and click on the Submit button. A package for a single certification level that contains more than one name (i.e. 10 people receiving Fire Instructor I) should be submitted under that (Fire Instructor I) certification level. Similarly, if you are requesting duplicate certifications, corrections, waivers, etc., select the appropriate entry and click on the Submit button.

8.2. The next screen provides you the capability of printing a cover letter containing your Tracking ID in the form of a barcode. Please print this letter on a laser, laser jet, bubble-jet, inkjet or any other printer capable of printing the barcode graphic.

Extremely Vital Steps: It is imperative that you print and attach the bar code letter to each of your certification packages. Additionally, we need you to write your bar code package number “in red” in the bottom left hand corner of each of your cover letters. If for some reason you cannot print the page with the barcode, ensure your browser meets the requirements in paragraph 4 above.

8.3. Additionally, please write down your Tracking ID number (or print an additional copy of the letter) for your records. If you do not include this letter with your certification request, the DoD Admin Center will have no way of knowing you already entered this package into the system. This will cause problems because the package will be reentered by the DoD Administration Center staff and you will not have the ability to track the progress of your package.

9. View Only/Locate a Package: If you only wish to check the status of a package, from the first page, click on the View Only button. This will take you to a lookup page providing you the ability to locate a package using the package Tracking ID number, the Organization that submitted the package, or the Zip code of the Organization who submitted the package. The locate package screen is similar to the following:

LOCATE PACKAGE

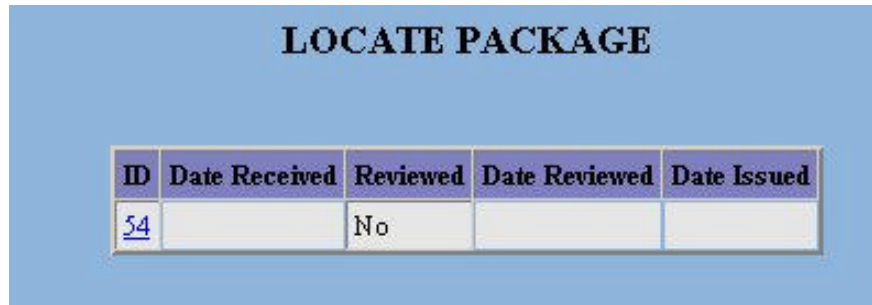
Search by:

Search Criteria:

Submit

- **TrackingID Search** entering complete ID or leave blank for ALL records (Default Sort is by ID)
- **Organization Search** will return LIKE records entered i.e. AF will return ALL records where AF is found.
- **Zip Search** will return LIKE records also. i.e. 395 will return records where 395xx-xxxx is found.

9.1. Select the search method you prefer from the drop-down list, enter the appropriate information in the Search Criteria field, and either click Submit or press your Enter key. If the search is successful, you will be shown a list of packages matching your search criteria. A successful search may look similar to the following:



The screenshot shows a window titled "LOCATE PACKAGE" with a table containing one row of data. The table has five columns: ID, Date Received, Reviewed, Date Reviewed, and Date Issued. The first row contains the value "54" in the ID column, an empty cell in the Date Received column, "No" in the Reviewed column, an empty cell in the Date Reviewed column, and an empty cell in the Date Issued column.

ID	Date Received	Reviewed	Date Reviewed	Date Issued
54		No		

9.2. Each package on the list contains the most current information regarding the status of the package. In the above example, the package had not yet been received at the DoD Admin Center. To ensure you are viewing the correct information for your package, you need to keep the Tracking ID of packages you submit.

10. My Account: This option provides registered users the capability of editing certain portions of their information. If, for example, your base changes your email address, you can edit and save this change. This ensures the Mail Tracker software sends email updates to the correct email address. Additionally, you can edit and save password changes.

11. Logout: Each user of the Mail Tracker application opens a separate session. This ensures users do not overwrite each other's submissions/changes. Additionally, we set timeouts for each users session to better conserve server resources. If you sit inside the application with no activity for a pre-determined number of minutes, your session will timeout. If your session times-out and you click on one of the buttons, you must complete the login process again. When you finish your work, we ask that you Logout of the system using the Logout button. This closes your session and frees up server resources for other users.

12. Assistance: For problems or assistance using this new application, please send an email message to our corporate mailbox at CDChelp@tyndall.af.mil.