

GEX Connection Guide

To connect to the production GEX in the DAAS environment, there are several steps to follow. The first step is to complete required agreement and security documentation if the connection will be a direct connection between DAAS and the customer's system.

If the customer is going to utilize a Value Added Network (VAN), which typically occurs with commercial organizations, DAAS will require an agreement with the VAN and not the customer. DAAS maintains a listing of VANs that we are currently connected to on our website.

The MOA/PBA document must be signed by both organizations before a connection to DAAS can be established. To start the agreement process, customers should contact the DAAS with your requirement. Based on the customer requirements, DAAS will determine if there is an existing MOA/PBA that can be utilized (changes may be required) or if a new MOA/PBA needs to be established. Any changes to existing MOA/PBA documentation or for customers that require a new agreement, DAAS will engage the DAAS Agreements team to assist with the completion of the MOA/PBA documents.

In conjunction with the MOA/PBA, customers must provide a copy of your ATO or IATO for Government organizations. For commercial entities, DAAS requires a signed and dated system security plan that documents that your organization follows standard IT principles and practices to ensure system security.

Once there is a signed agreement in place, DAAS can then begin working the technical details. The first step to be completed is to submit firewall requests to open connectivity between DAAS and the customer. DAAS personnel will ask for your IPs so we can open a Firewall Change Request. A firewall change can take approximately 4-6 weeks to complete.

Depending on which system is initiating the connection, System Access Requests will need to be submitted to facilitate the creation of the account(s) that will be used for the system-to-system communication. The GEX infrastructure supports both user id and password authentication as well as certificate based authentication. Customers can work with the GEX team regarding the specific requirements related to system accounts.

Once the firewall connectivity and the system accounts are created, basic testing of the connection can proceed. The GEX team will need to establish channels to facilitate the transmission of data between the systems. Depending on the complexity of the channel setup, the implementation time can vary. The GEX administrator can provide an estimate for how long it will take to complete setup.

How to Contact DAAS Customer Support for GEX Related Issues

DAAS Customer Support is available 24x7x365. Customers can contact Customer Support at 937-656-3247 or DSN 986-3247. When speaking to the technician, please indicate that you require EDI support to ensure that your ticket gets routed appropriately. Please provide as many details as possible to the technician and make note of your ticket number for future reference.