

Frequently Asked Questions (FAQs)

Advantage Order Status

COMPLIANCE

Question: How is my Shipping Score being calculated?

Answer: GSA Advantage! calculates the Shipping Score for your contract as your Lines Shipped/(Lines Sent - Lines Canceled). See column M in the sheet attached to your bi-weekly emails. Blank status or backorders lower your score.

Question: Why did I get an email about my GSA Advantage! order status?

Answer: GSA wants to improve the percentage of GSA Advantage! orders that have ship status, so we are communicating status to contractors bi-weekly. If your score is 100%, or if you have no current open orders, there is no action required and the status update is for your information.

Question: What status options are available to choose from and what does the ordering customer see?

Answer: If you use the PO Portal, when you download an order your status is considered to be “in process” and is now visible to the ordering customer (Note: You will not see this status on your end.). As you update status for your orders, you should indicate one of the following three options:

- Shipped: Provide the shipped date (i.e. status date), ship method, and the tracking number.
- Backordered (use this status if the order will not be shipped/delivered on time)
- Canceled

These are the only three statuses from which to choose. Order status can be sent for the entire order or you may send status by line. To learn more about the status options, please refer to the [PO Portal Help Guide](#). We are considering additional statuses for the future.

If you use EDI or cXML to update order status, no “in process” status updates are shown on GSA Advantage!. All correctly submitted “Shipped” status updates submitted via PO Portal or EDI/cXML are shown to ordering customers on GSA Advantage!.

Regardless of the method in which you provide status information, we ask that you provide the best status option available. See this [Interact](#) post for more information.

ORDER AND SHIPPING

Question: What if I shipped more than two weeks ago? The Portal only allows ship dates up to two weeks old to be entered.

Answer: In the short term, choose the date closest to the actual ship date. Longer term, update your status within two weeks of ship date. We have also requested the system be altered to allow ship dates older than two weeks.

Question: How do I update the order? I can't fulfill the original order quantity on the PO (i.e. need to sell in different quantities)/customer requested to change the quantity after receiving the PO.

Answer: The system doesn't allow for updates to the PO. Sending GSA Advantage! the incorrect quantity will result in a system error and will not update the order status to "Shipped". We recommend canceling the original order and have the customer input a new order.

Question: What if the customer ordered an item that is no longer available and requested a substitution?

Answer: The system doesn't allow for substitutions. We recommend canceling the original order and having the customer input a new order. You must also update the MAS Catalog at GSA to ensure no future orders are placed for unavailable items.

Question: Are you taking into account worldwide supply chain issues? How do I inform customers about these delays?

Answer: We are aware that there are worldwide supply issues, and while we do not require 100% of orders to be shipped on time, we do want you to put orders that will be late into "Backordered" status.

Question: If "Backordered" is not a legitimate status/non-compliant, how should vendors address such orders?

Answer: The score is based on orders in shipped status, so when you do eventually ship that line item, update the status to shipped.

Question: Can we indicate how long an item is "Backordered"?

Answer: Not at the present time, but we have requested that for a future improvement.

Question: How many times do we submit backorder status? If an item is on extended backorder, how many times or how long in between/what time period do we submit backorder repeat notice.

Answer: Once a line item is in backorder status, it remains there and nothing needs to be done until you cancel it or mark it shipped.

Question: Should we put in a modification updating order delivery time to protect our score? If so, what are the next steps once a contract modification is approved?

Answer: That is a decision that each contractor needs to make. If you have incorporated new delivery times in your commercial catalogs or to your commercial customers, you might want to

consider changing delivery time on your GSA Schedule contract as well. If so, work with your Contracting Officer or submit a contract modification request.

Once the modification is approved, the Contracting Officer must update the After Receipt of Order (ARO) Days on the Contract Load. The Contractor must also submit an update to their MAS Catalog with the new Product Delivery Days loaded to each item.

Question: I received the bi-weekly status email. Can I provide a status in the attached excel sheet or do I need to provide status in the PO Portal?

Answer: Only update Portal orders that appear in the Portal. Contact vendor.support@gsa.gov if you can't update an order listed as open.

Question: Can I use PO Portal to supplement my EDI/cXML feed?

Answer: No. EDI/cXML OR Portal can be used for a particular contract, but not both.

GENERAL

Question: We are a GSA Contract holder but we have a list of Authorized Dealers that utilize our contract to transact GSA sales. Is there a way that WE (as the contract holder) can view the orders that get submitted to our Authorized Dealers? Right now, our PO Portal does not show these.

Answer: Not at the present time unless the dealer shares their login & sets up a method for you to retrieve the login One Time Password (OTP).

Question: Can we charge a purchase card when the order is placed?

Answer: No, purchase cards should not be charged until the item(s) ship(s).

Question: If we do a partial ship, are we allowed to run the purchase card for that amount?

Answer: Yes.

Question: I see shipped orders (completed) showing on the active POs download file. Should they purge from the file once flagged shipped or canceled?

Answer: Yes, they should fall off the list so long as ALL line items under that PO have been marked shipped or canceled.

Question: Is it possible to have more than one email associated with an account to access PO portal?

Answer: No

HELP

Question: How can I provide order status?

Answer: For PO Portal:

When a Customer places an order for your product, you will receive a GSA system-generated notice inviting you to register for the PO Portal, if you have not already registered. This email will provide a link to the registration page. Registration for the PO Portal can only be accessed via a GSA generated email notice. You will only need to register for the PO Portal once. However, each order's status must be entered through the PO Portal.

There are two ways to provide order status through the PO Portal:

1. By Line item/order
2. Exporting active orders in a range and uploading.

More information can be found on pages 7-9 of the PO Portal Guide [here](#)

For EDI:

For contractors currently using Electronic Data Interchange (EDI) or cXML for Advantage orders, contractors must provide order status using that method. For EDI instructions, see the GSA EDI Documentation for Vendors section available [here](#).

and cXML instructions can be found at the Vendor Support Center (VSC) site: <https://vsc.gsa.gov/>.

You must regularly login to EDI or the PO Portal and add/update status on all line items and all orders placed against your contract.

Question: Where do I get help with reporting order status?

Answer: If you're using the PO Portal, read our [help guide](#) and access our [recorded training](#). For further technical support, contact the VSC help center staff at (877) 495-4849 or email vendor.support@gsa.gov.

If you're using EDI, contact edistat@gsa.gov for additional training and questions.

Question: I use EDI or cXML to send order status updates, how can I get access to PO Portal to see my outstanding orders?

Answer: At this time, EDI/cXML vendor orders are not stored in PO Portal. If you need a copy of your orders to see what hasn't been marked as "Shipped," please reach out to edistat@gsa.gov.

Question: Who do we contact when we have issues charging a purchase card? Sometimes purchase cards are declined after we ship an order and the customer is non-responsive.

Answer: Our National Customer Service Center can contact the customer. Email them at ncscustomerservice@gsa.gov. Each agency also has an ombudsman. You can do an internet search to find the Ombudsman and contact them for assistance.

Question: Who do I contact to reset my password?

Answer: Contact vendor.support@gsa.gov

Question: Can the billing address be added on the PO's?

Answer: We are working on this, and should have the answer soon.