

Frequently Asked Questions (FAQ)

Advantage Order Status

(To Be sent to Center Directors, VSC/EDI Helpdesks, POCs managing the advantageorderstatus@gsa.gov inbox, vendor emails and eventual posting to Interact and possibly other external facing sites)

1. Why did I get this email about Advantage! order status?

Answer: GSA wants to improve the percentage of 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.

2. We are having issues with providing ship status for orders due to the worldwide supply chain issues. Those delays are out of our control - are you going to take supply chain issues into consideration? And what can I do to let customers know about the 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.

3. Considering the current supply chain issues - and to protect our score - would you recommend we put in a modification updating order delivery time?

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.

4. What are the next steps once a contract modification is approved?

Answer: 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.

5. 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.

6. Can I use PO Portal to supplement my EDI/cXML feed?

PO Portal is available for all EDI and cXML contractors to use. This will not change your default method of receiving and updating status on Purchase Orders, but it is an additional tool for you to use. Depending on which GSA Applications you currently use, you may be able to log in using your FAS ID at poportal.gsa.gov. Contractors who have previously used the PO Portal, or use for some contracts, will not receive an activation email for those contracts. If you have any issue logging into the PO Portal, please email vendor.support@gsa.gov for assistance. GSA will provide a demo of the PO Portal on a future date TBD.

7. How is my Shipping Score being calculated?

Answer: GSA 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.

8. How do I report order status?

Answer: You must regularly login to EDI or the PO Portal (poportal.gsa.gov) and add/update status on all line items and all orders placed against your contract.

9. 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.

10. I can't fulfill the original order quantity on the PO (ie. need to sell in different quantities)/customer requested to change the quantity after receiving the PO, how do I update the order?

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

11. The customer ordered an item that is no longer available and requested a substitution? How can I update the original order?

Answer: The system doesn't allow for substitutions. Recommend canceling the original order and have the customer input a new order. Also, update the MAS Catalog at GSA to ensure no future orders are placed for unavailable items.

12. 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 OTP. Contact Vendor.support@gsa.gov if you need this information for a particular order.

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

Answer: Yes.

14. How many times do we submit backorder status? Is one the requirement? If 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.

15. We have GSA Advantage orders that come in with a bad credit card. We'll ship an order, and go to charge the card, and it is declined. The customer will be non-responsive. Who can we escalate this to? On our B2B side these would be referred to a collections agency.

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.

16. 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.

17. Can we charge the credit card when the order is placed? We are running into issues where we try to run the card the Agency in question cant pay the bill because it exceeds the limit. It would be nice to know if there is going to be an issue up front.

Answer: No, cards should not be charged until shipped.

18. For the open order excel sheet- if we can no longer update in the portal, who can we send the tracking to?

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.

19. I am a Contract Administrator with a large company, and a prior Admin used our Main Contracts Inbox to access GSA Advantage, etc. However, when I try to reset the password, a security question comes up that left with the prior Admin. Who should I contact to get around this security question in order to reset the password properly?

Thanks!

Answer: Contact vendor.support@gsa.gov

20. Can the billing address be added on the PO's?

Answer: We are working on this, and it will appear in the future.

21. How do I delete items from my catalog if they are no longer offered?

Answer: The first step is to complete deletion mod via eoffer.gsa.gov. Once the deletion mod is approved, you can delete the items directly from the SIP screen- this is recommended for smaller numbers of items, (generally under 100). If you choose to delete the items from the SIP screen, ensure you finalize the transaction by clicking "Send catalog file to GSA" under Products Communication.

If you are looking to remove a higher number of items (100 or more), it is easiest to delete the items from the spreadsheet and import the new SIP file.

For detailed instructions on how to further update your catalog, please see Section 5, IMPORTING PRODUCTS of the [SIP- Instructions](#) document. You may also request additional training [using this link](#).

22. I don't get the 3 digit code (CVV) on the orders transmitted from GSA. What do I do?

GSA is not allowed to store or transmit the customer purchase card CVV to our contractors. Most of our contractors work with banks that do not require it. If your bank is asking for this, please explain the situation to them to see if you can charge without the CVV. You could also consider using a different bank.

23. I have items that must be configured, have options, or can not be ordered alone. How do I represent these items on Advantage to avoid getting orders that I can't process?

See the SIP user guide [here](#). See the sections on options (pp.16 and 23) and accessories (p.21).

If an item needs to be configured, such as a laptop, use the options instructions.

If an item can not be ordered alone, and must be ordered along with other item(s) to make it orderable, it may not be a good fit for Advantage and you may consider deleting those items from Advantage, or not adding them in the first place. At the very least, clearly indicate instructions for that item in your Advantage description and note that it can not be ordered alone.

For EDI instructions, please reference the 832 IC and sample data. Options will include the use of the SLN segment. Please contact the EDI helpdesk for further assistance: edistat@gsa.gov