



U.S. General Services Administration  
Northeast & Caribbean Supply &  
Acquisition Center

# Region 2 Industry Day

## General Supplies and Services

# Contractor Performance and Order Status

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October 22-23, 2019



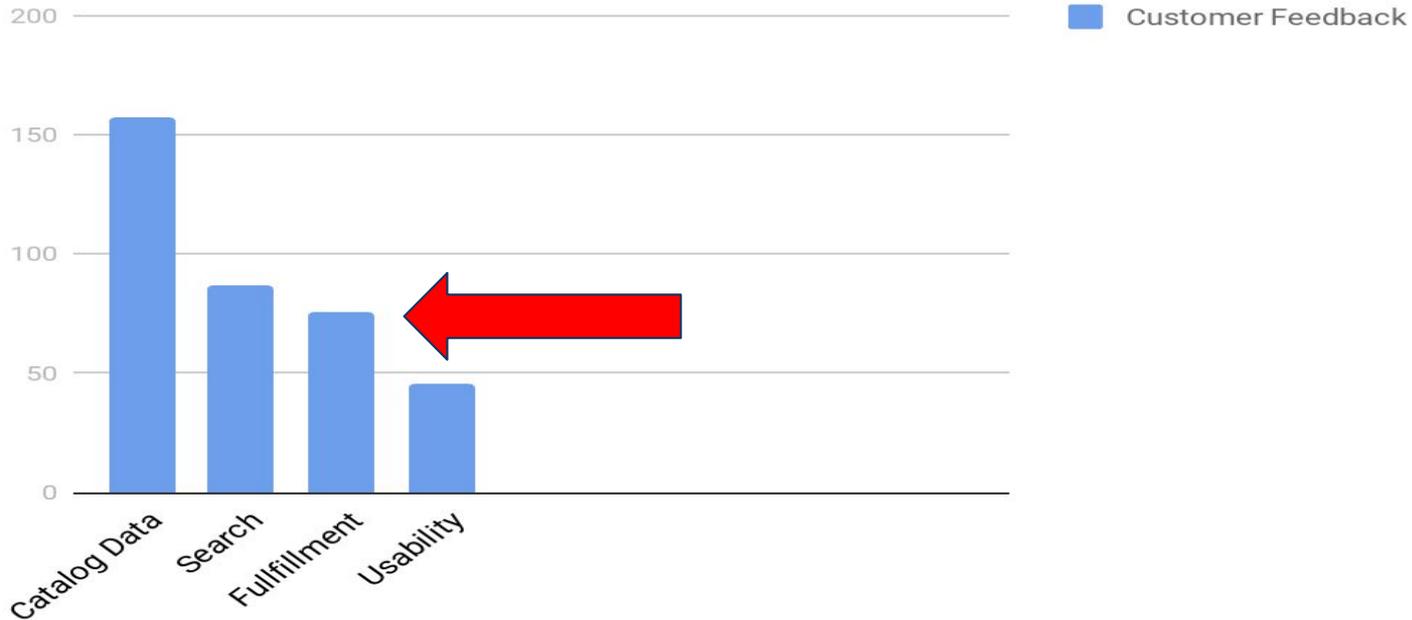
# AGENDA

- **Customer Satisfaction-We're Listening!**
- What Are We Doing?
- Benefits of Order Status
- How to Provide Order Status-Advantage!
- Global Supply Contractor Performance
- Communication Outreach - Industry
- Resources



# Customer Satisfaction Concerns

## Advantage! Use and Orders





# Customer Satisfaction Concerns

Please rank the following improvements that could be made to GSA's Multiple Award Schedules program.

**Response Option**

**Average Ranking**

**Average Importance**

**NEGOTIATE BETTER PRICES WITH CONTRACTORS**

2.56

Most Important

**IMPROVE ORDER FULFILLMENT**

2.61

**PROVIDE GREATER CLARITY REGARDING REQUESTING PRICING DISCOUNTS**

3.02

**IMPROVE RESPONSE TIME OF GSA CONTRACTING OFFICERS**

3.51

**IMPROVE TECHNICAL SUPPORT PROVIDED BY GSA BUSINESS DEVELOPMENT PERSONNEL**

3.93

**OTHER**

4.44

Least Important



# What Are We Doing?

- Tracking Contractor Performance
- Order Status was made mandatory
- Vendor Communications
- Vendor Webinars and Industry Days
- Vendor Support Center Updates
- Acquisition Workforce Updates



# Benefits of Order Status?

- Accountability
- Drive compliance and performance
- Increase sales
- Increase Advantage use
- Transparency
- Data integrity
- Improved Customer Satisfaction



# How Can You Provide Order Status? Think Advantage!

**Electronic Data Interchange (EDI):** Transfer of business document data from one computer system to another by standardized message formatting, without the need for human intervention. Preferred by GSA.

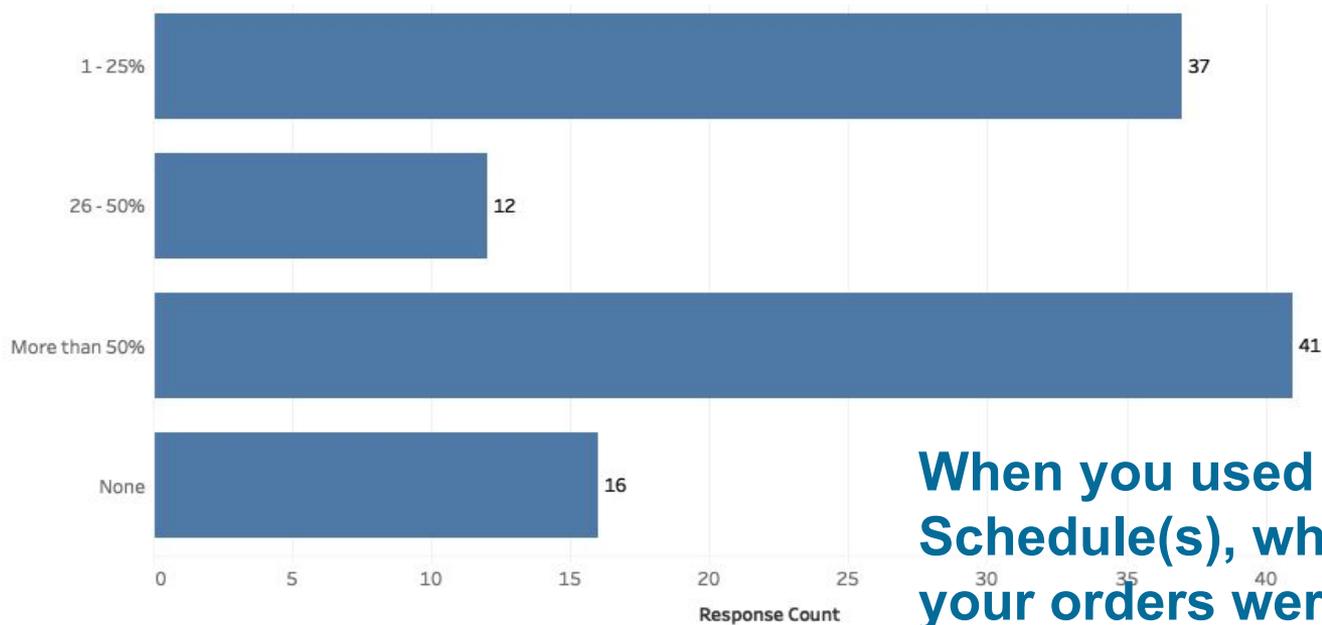
**OR**

**2. The GSA Advantage! Purchase Order (PO) Portal:** Website to submit order status to your customers for MAS vendors

\*NOTE: The PO Portal is different than the Vendor Portal for OMS!

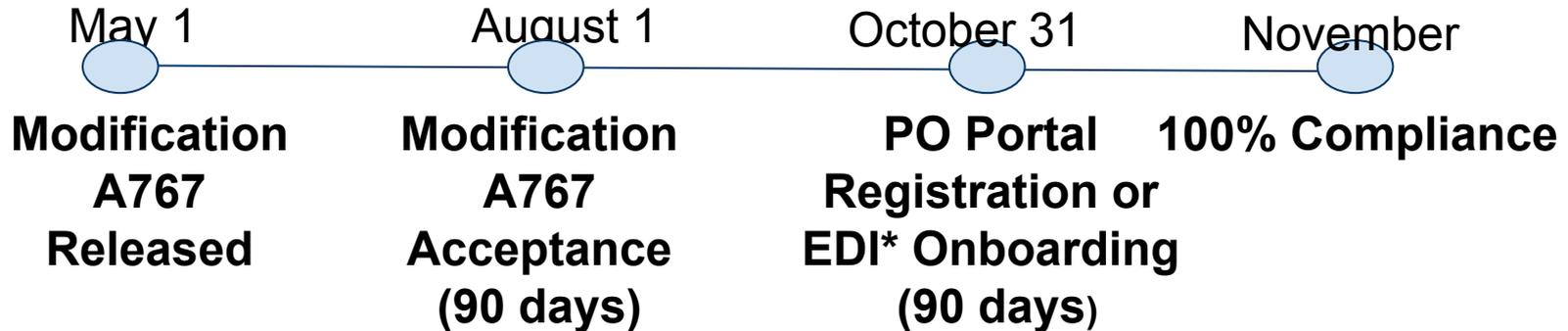


# MAS Orders - GSA Advantage!



**When you used the GSA Schedule(s), what percentage of your orders were placed through GSA Advantage!®?**

## Mandatory Order Status Implementation



- Order status on **GSA Advantage! (MAS)** orders made mandatory through either EDI or **Purchase Order Portal**.
- EDI onboarding (by emailing [edistat@gsa.gov](mailto:edistat@gsa.gov))



# MAS Orders - GSA Advantage!

## For your Advantage!: 4 Order Status Indicators:

1. **“In Process”** - When you retrieve orders. GSA considers this **“order acknowledgement”**
2. **“Shipped”** - must include, date, carrier, and tracking #.  
**\*NOTE - DON'T use Special Ch@ra#t\*^s please!**
3. **“Backordered”** or
4. **“Cancelled”**



## MAS Orders - GSA Advantage! Purchase Order (PO) Portal\*

- Quick and easy access to orders
- Ability to provide order status
- Keeps customer informed
- Eliminates duplicative work
- Provides daily email summaries on orders

*\***NOTE:** GSA Advantage's PO Portal is separate and distinct from Vendor Portal in OMS!*



# MAS Orders - GSA Advantage!

## Log into Purchase Order Portal

<https://www.poportal.gsa.gov>



### *Advantage! Purchase Order Portal*

[Help](#) [Logout](#)

## New Purchase Orders

Wednesday, November 12, 2008

You have 5 new purchase order(s). Click the link below to retrieve these orders and continue. Orders retrieved will appear in your list of active orders.

[▶ Retrieve Orders - Continue](#)





# MAS Orders - GSA Advantage!

## Active Orders Session

<https://www.poportal.gsa.gov>

GSA **Advantage!** Purchase Order Portal

Active POs Completed POs Profile Help Logout

### Active Purchase Orders

Thursday, November 13, 2008

You have 1 new Purchase Order(s) - see below.



Find PO#:

Submit

Date From:



To:



(example: 07-31-2008)

Submit

### How to Get Orders

- **To view/print orders:** select the appropriate POs using check boxes then click "Print POs". You may also click on the PO # to view or print.
- **To download orders:** select the appropriate POs using check boxes then click "Download POs". You will be prompted to select the desired data format.

### How to Send Status

- **For entire order:** enter status info required below then click "Send Status".
- **For lines:** Click "Lines" if you need to submit status for individual lines.
- Sending Shipped or Cancelled status moves POs to "Completed POs".
- Status Date cannot be more than 14 days prior to today.
- You may upload a status file you create.

Print POs

Download POs

Set Status Date:

11-12-2008

OK

Send Status

Select New POs (not yet printed/downloaded)

Upload status from a file

All	Contract #	PO # (Click to view/print)	PO Date	Retrieved On	PO ID	Order Status (SH=Shipped BO=Backordered CN=Cancelled)	Status Date	Ship Method	Tracking #	Line Detail
<input type="checkbox"/>	GS-02F-0040T	R21943SF06 (Downld: 11-12-2008) (Printed: 11-12-2008)	11-12-2008	11-13-2008	6765241212	<input type="radio"/> SH <input type="radio"/> BO <input type="radio"/> CN	11-12-2008	UPS		Lines



# Global Supply Orders

## **GSS Established a Contractor Performance Team**

Customer Loyalty Survey feedback identified 3 key areas:

1. **Order Status**, including valid tracking information;
2. **On Time Delivery**;
3. **Reduce Cancellations**

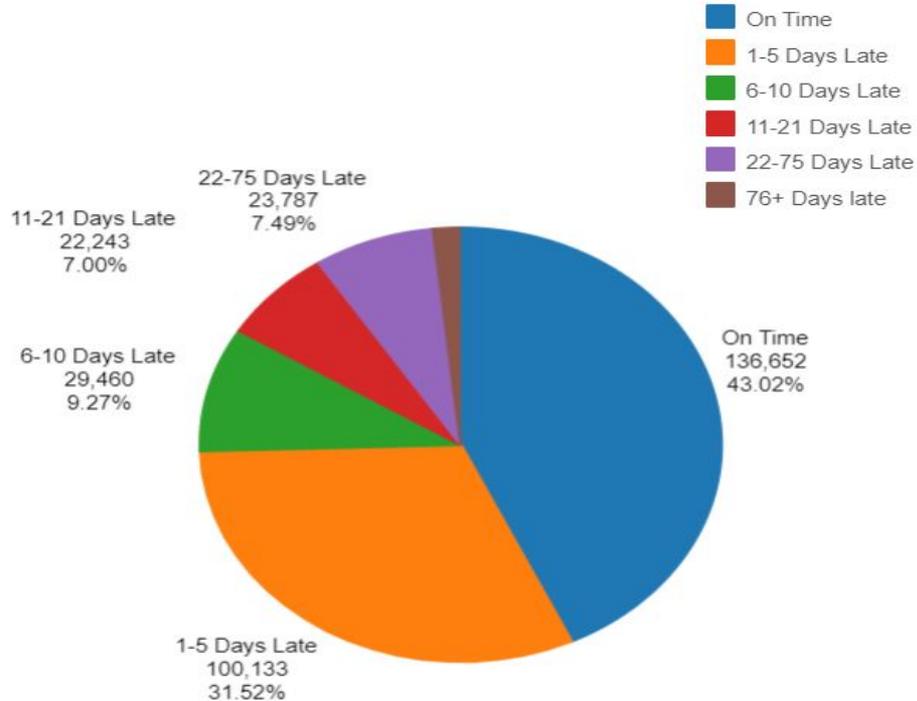
**Purpose:** Improve Performance for our Customer Satisfaction with Actionable Data.

# Q4 FY19: Delivery Performance

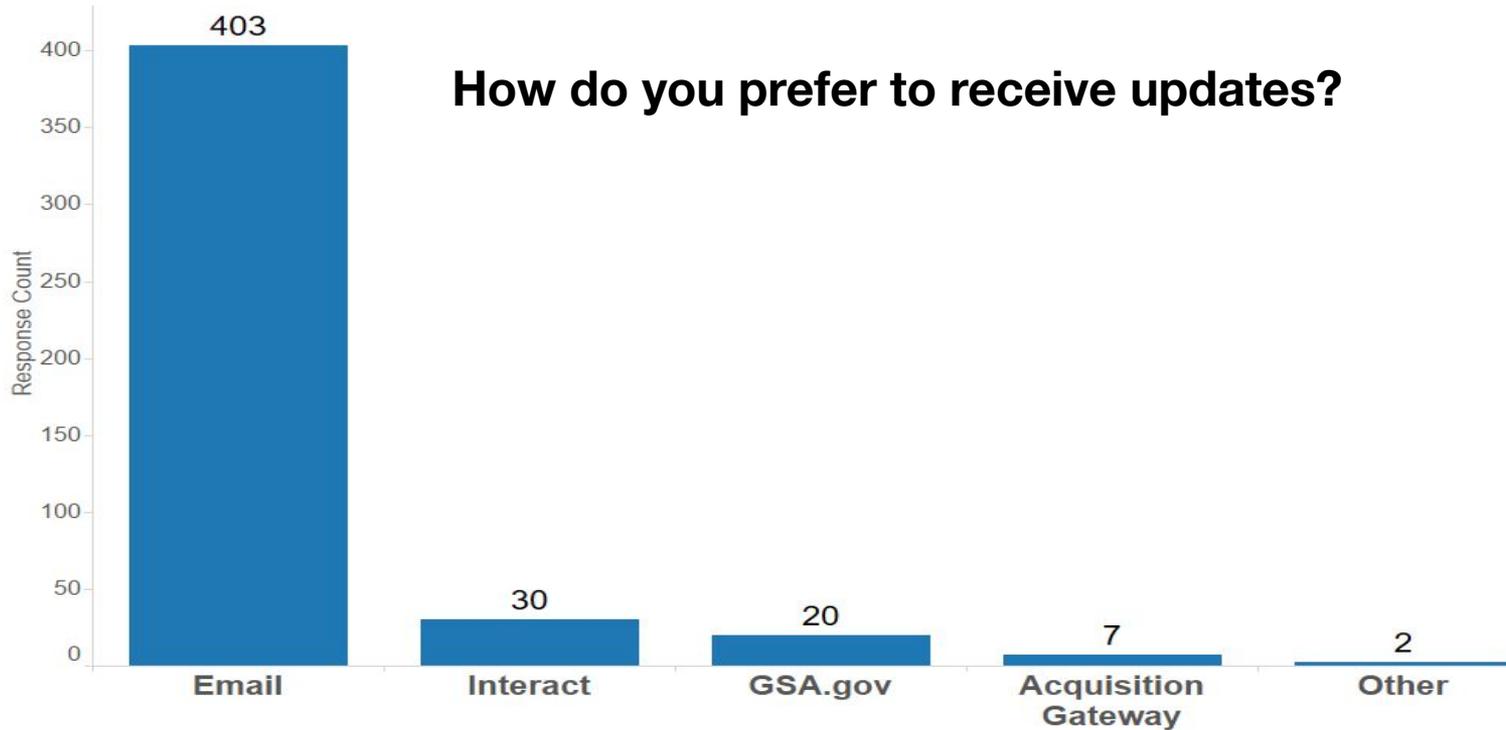
## Expected Vs Actual Delivery

Total Reqs in the selected shipping time range

Back Ordererd Reqs



# Communication Outreach- Industry





# Sample Email Global Supply-Order Status

Report: Purchase Order Status -- [redacted] Inbox x

[redacted]@gsa.gov

Mon, Sep 30, 6:31 AM (1 day ago)



The attached Order Summary Report provides high-level visibility into order status. We use these reports internally to monitor supplier delivery and shipping/tracking performance. This report provides information about orders during the fulfillment cycle. We share this information with our top suppliers by 1) volume or 2) by lack of shipping information, so that you are aware of your performance. For suppliers like you, it provides a listing of recent orders and should highlight any orders that we view as late or orders shipped without tracking data. You are only sent your own performance data; other companies do not see your performance data.

Remember, providing order status information not only keeps you compliant with your terms and conditions, but keep your customers informed and reduces inquiries to all parties.

If you have any questions about this information or how to improve your performance statistics, please reach out to your Contracting Officer today.





# MAS High Volume Order Status-EDI

**Dear Industry Partner.....**

Did you know that for contractors with high volume (**more than 100 orders per week**), like you, that the Electronic Data Interchange (EDI) is the preferred method for order transmission? EDI saves time, reduces errors, and keeps you compliant with the terms and conditions of your contract...If you are not yet providing order status as required by the terms of your contract, and you need to begin the EDI process, you may do so by emailing: [edistat@gsa.gov](mailto:edistat@gsa.gov).



# MAS Low Volume Order Status-PO Portal

**Dear Industry Partner.....**

You've been identified as a contractor who is not yet providing 100% order status on GSA Advantage! While you have the option of using [Electronic Data Interchange \(EDI\)](#), with low to modest order volume (**less than 100 per week**) flowing through GSA Advantage!, the **Purchase Order (PO) Portal may be your preferred method** to provide order status. To help you provide mandatory order status through the PO Portal on GSA Advantage!, please watch this [short video](#) (7 minutes) outlining how users of the GSA Advantage! can provide order status indicators..



# Where Can I Learn More? (Advantage!)

1. [PO Portal Guide](#) (See pages 7-9)
2. GSA [EDI Documentation](#) for Vendors
3. EDI Registration: email [edistat@gsa.gov](mailto:edistat@gsa.gov) or call EDI Helpdesk at 703-605-9444
4. [Vendor Support Center](#) or Help Desk: 703-605-9444
5. [GSA Advantage! Purchasing Portal](#) or email [AdvantageOrderStatus@gsa.gov](mailto:AdvantageOrderStatus@gsa.gov)
6. GSA Advantage Help Desk: 703-605-9444 or [GSA.Advantage@gsa.gov](mailto:GSA.Advantage@gsa.gov) & Customer Service: 1-877-472-3777, option 3
7. [Interact Post](#) significant changes and webinar slides/Q&A



# Vendor Support Center

https://vsc.gsa.gov



**Vendor Support Center**  
Federal Acquisition Service

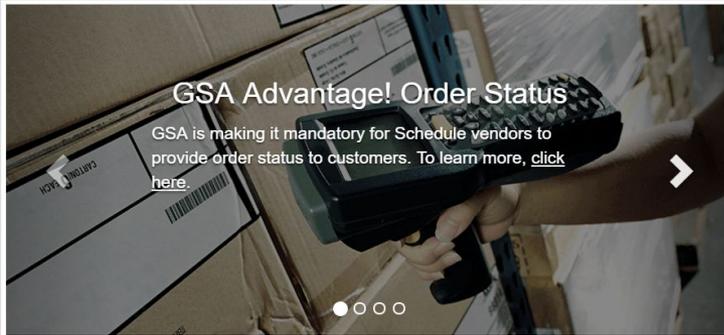
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[Marketing](#)

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## GSA Advantage! Order Status

GSA is making it mandatory for Schedule vendors to provide order status to customers. To learn more, [click here](#).

## Updates & Information

### Delinquency Notice Dated May 1, 2019

Please disregard any sales reporting delinquency notices you received from the FAS Sales Reporting Portal (SRP) on May 1, 2019. No action is required on your part at this time. Thank you and we appreciate your patience as we correct this issue.

05/01/2019

[view all](#)

### Vendor ToolBox

[Get Started](#)

[Research - Analyze - Decide](#)

[ToolBox Brochure](#)

### Transactional Data Reporting (TDR)

Your home for all things related to the FAS Sales Reporting portal, TDR training, user manuals and support!

[Learn More](#)

[Can't find what you're looking for? We're here to help](#)

Click [here](#) to locate the right person to talk to.

[Get help now](#)



# VSC Banner Link

← → ↻ https://vsc.gsa.gov/administration/orderStatus.cfm



**Vendor Support Center**  
Federal Acquisition Service

I Want a Contract

All Things Green

Marketing

Administration

Education

[Home](#) / [Administration](#) / [Compliance](#) / [Learning More about Mandatory Order Status](#)

## Learning More about Mandatory Order Status

The documents and links below are intended to guide vendors who need to learn how they can provide order status information to GSA Advantage! for customers.

1. **Frequently Asked Questions:** Open this brief document to learn more about the significance of order status and how/why GSA is mandating it.
2. **Instructions:** See pages 7-9 of this reference document about the Purchase Order (PO) Portal that many vendors use to receive GSA Advantage! orders.
3. **Coming soon:** A brief, recorded tutorial will show users how the PO portal site can be used to indicate order status. Check back soon.
4. **Coming soon:** Instructions for EDI. Vendors that rely on EDI to receive transaction data from GSA can also use EDI to provide status on orders.

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# Questions?

