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

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!

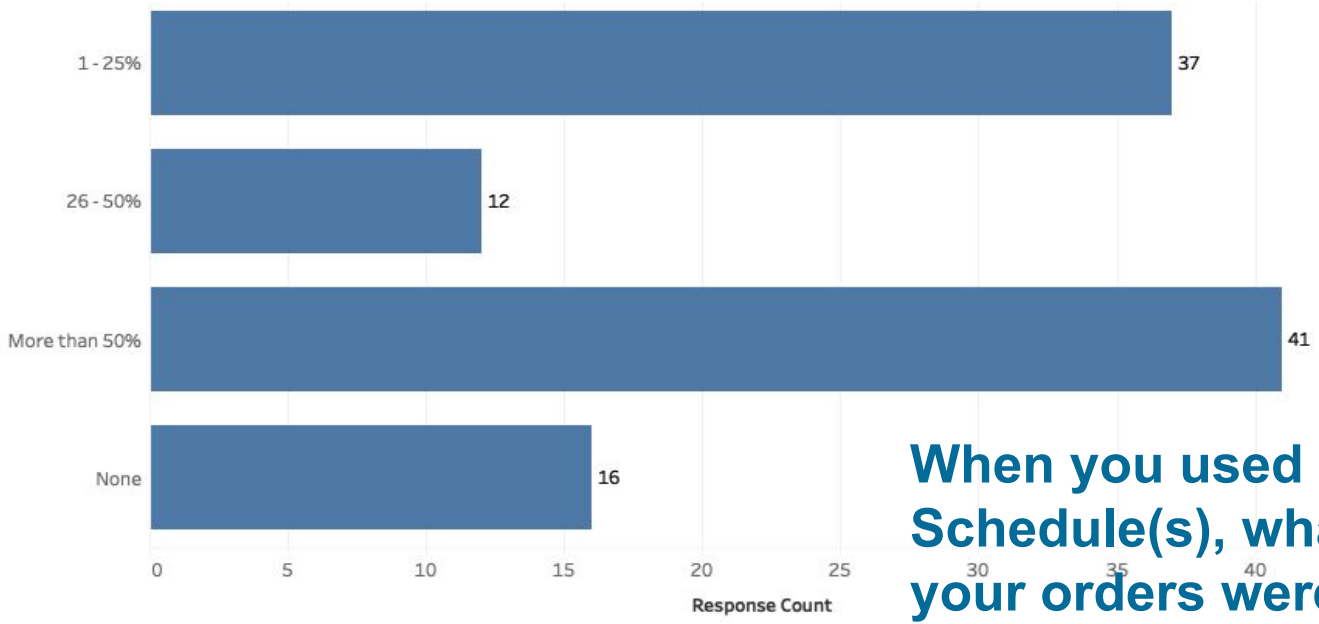
Electronic Data Interchange (EDI): Transfer of business document data from one computer system to another by standardized message formatting, without the need for human intervention. Preferred by GSA.

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!

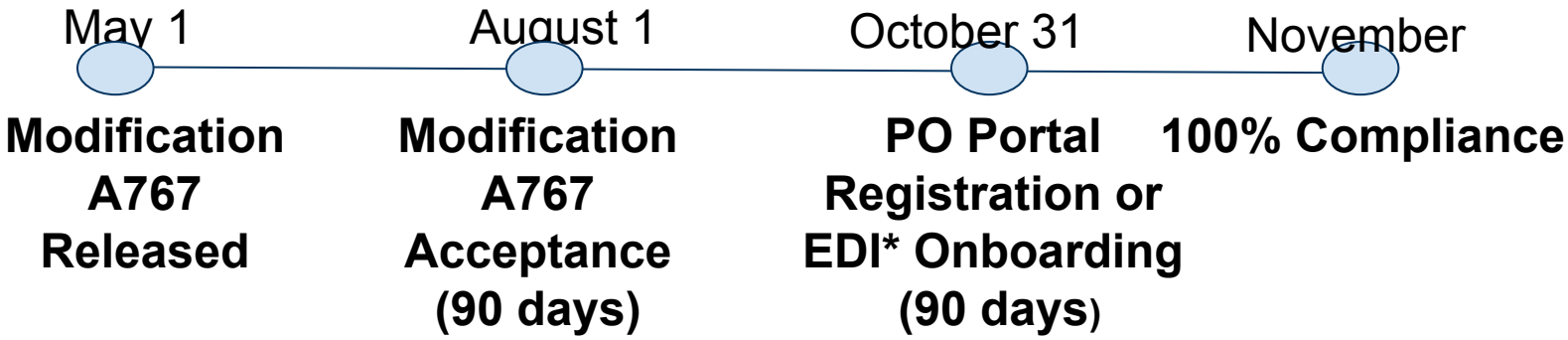
MAS Orders - GSA Advantage!



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

MAS Orders - 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

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*

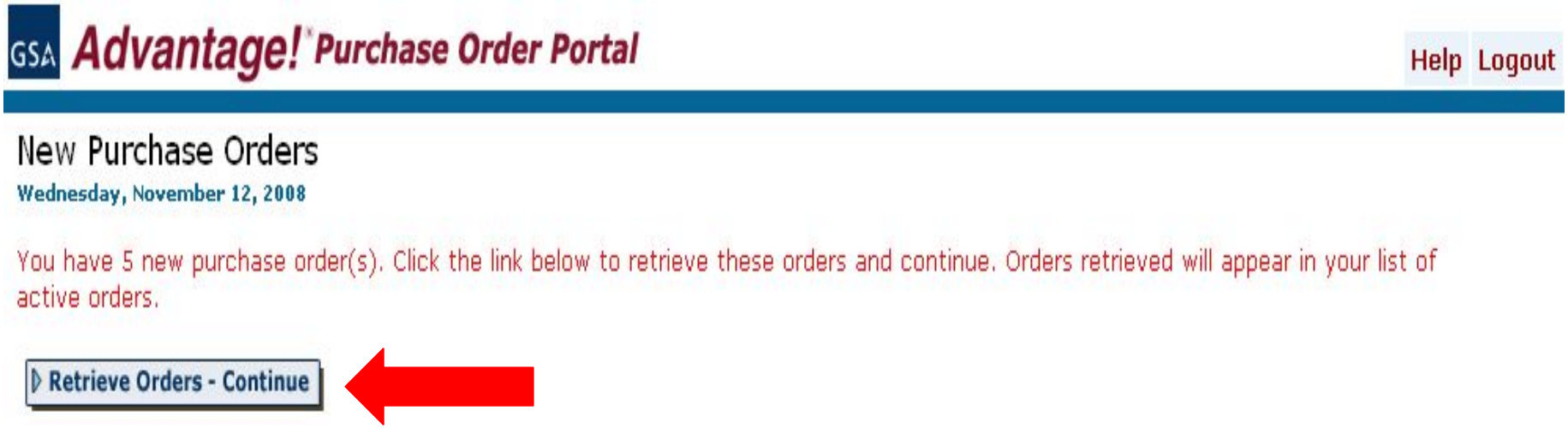
- Quick and easy access to orders
- Ability to provide order status
- Keeps customer informed
- Eliminates duplicative work
- Provides daily email summaries on orders

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

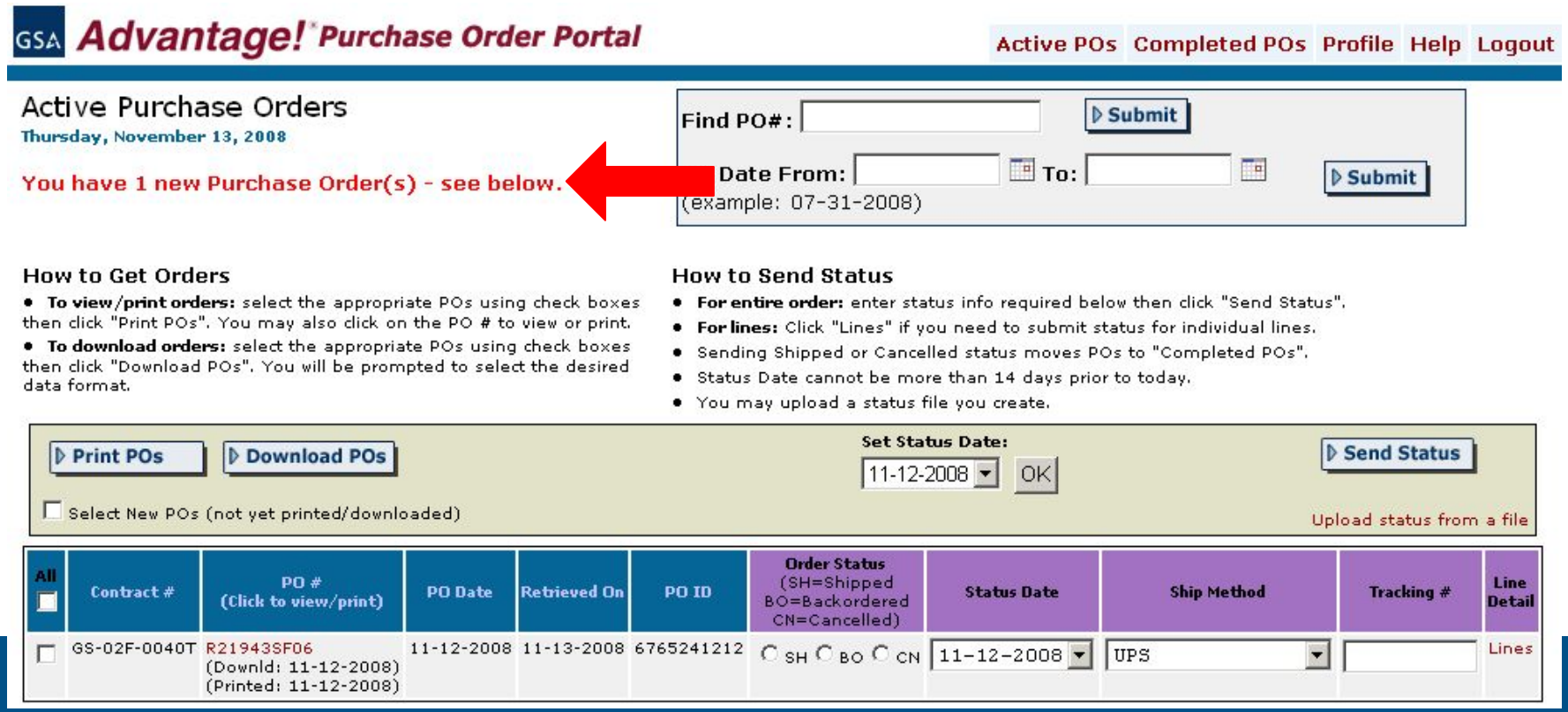
MAS Orders - GSA Advantage!

Log into Purchase Order Portal

https://www.poportal.gsa.gov



MAS Orders - GSA Advantage!
Active Orders Session https://www.poportal.gsa.gov.



Global Supply Orders

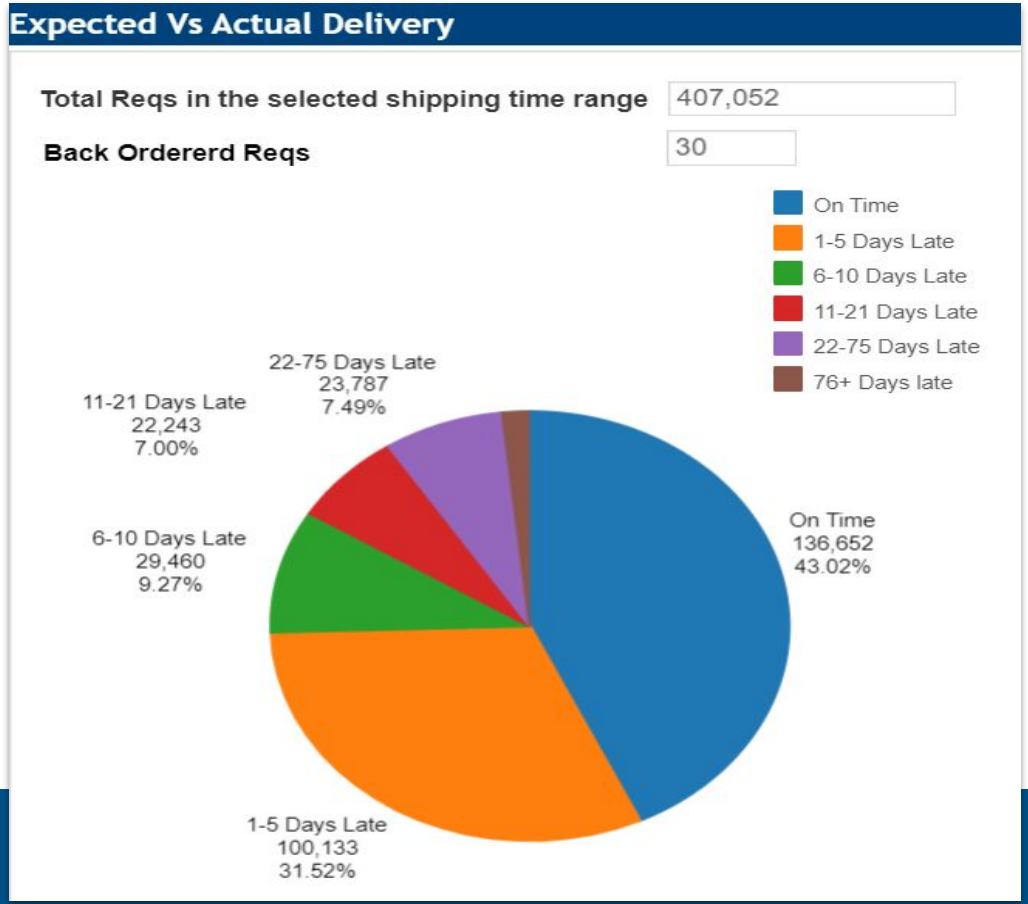
GSS Established a Contractor Performance Team

Customer Loyalty Survey feedback identified 3 key areas:

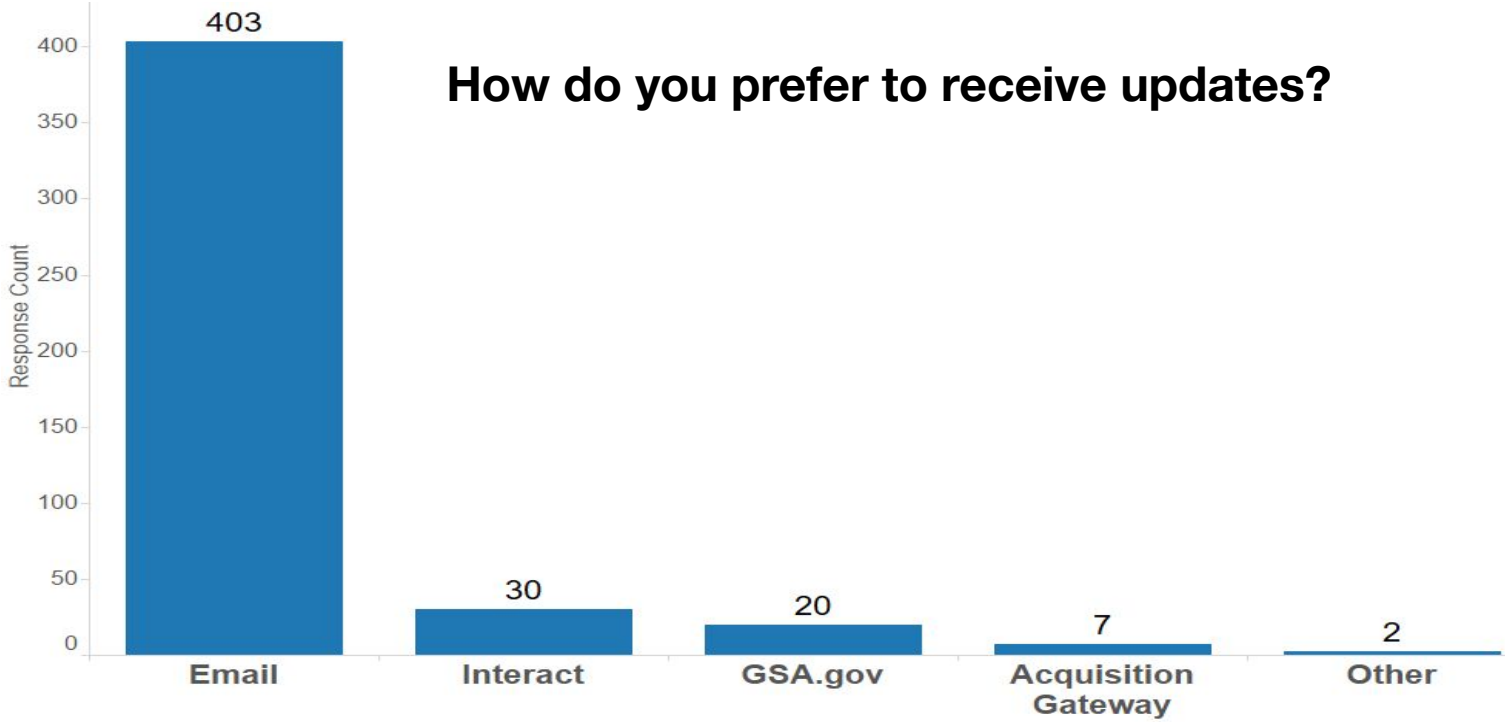
1. **Order Status**, including valid tracking information;
2. **On Time Delivery;**
3. **Reduce Cancellations**

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

Q4 FY19: Delivery Performance



Communication Outreach- Industry



Sample Email Global Supply-Order Status

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

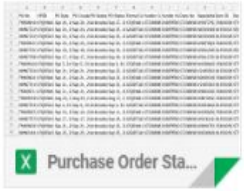
[redacted]@gsa.gov

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.

MAS Low Volume Order Status-PO Portal

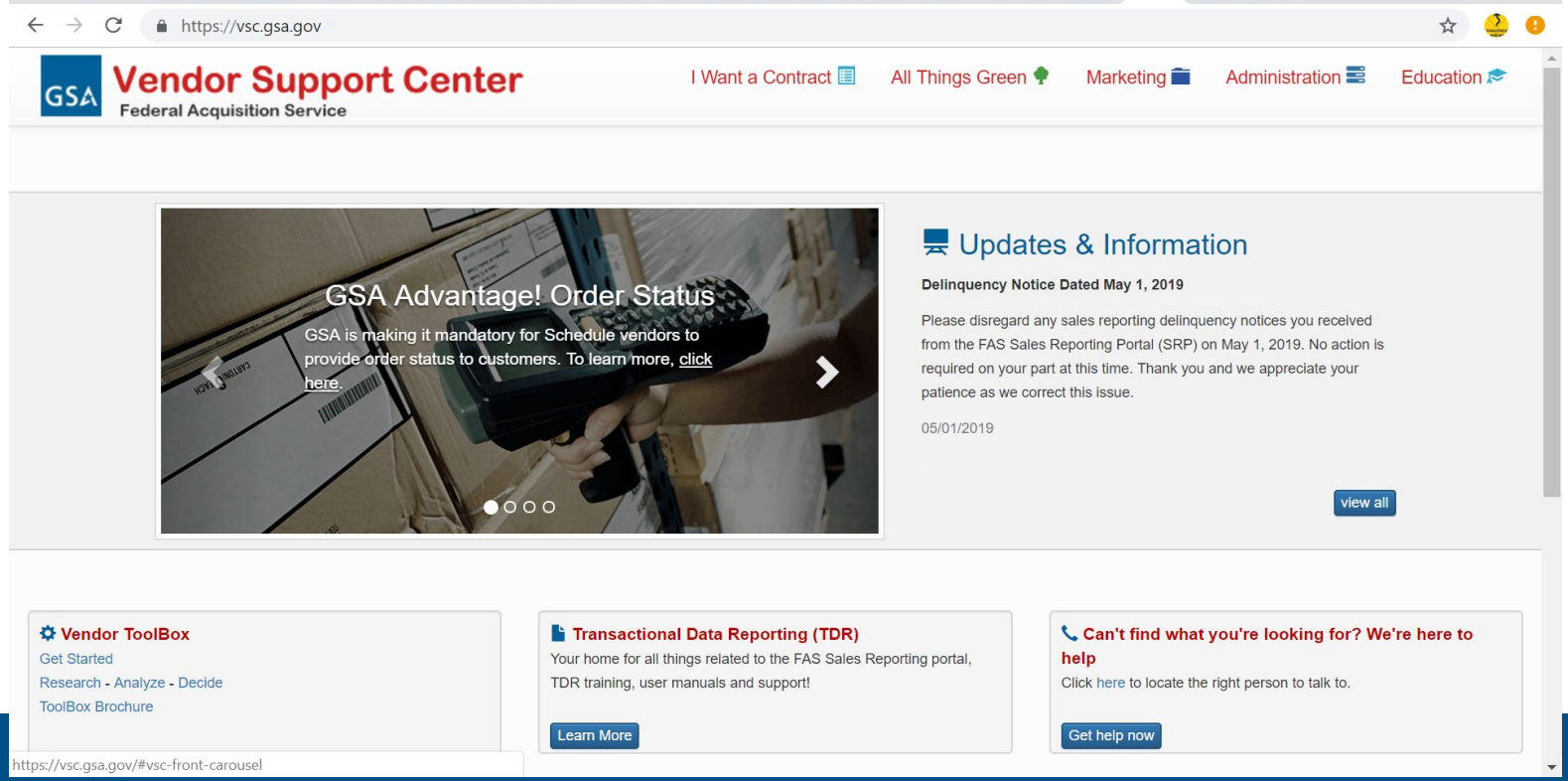
Dear Industry Partner.....

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..

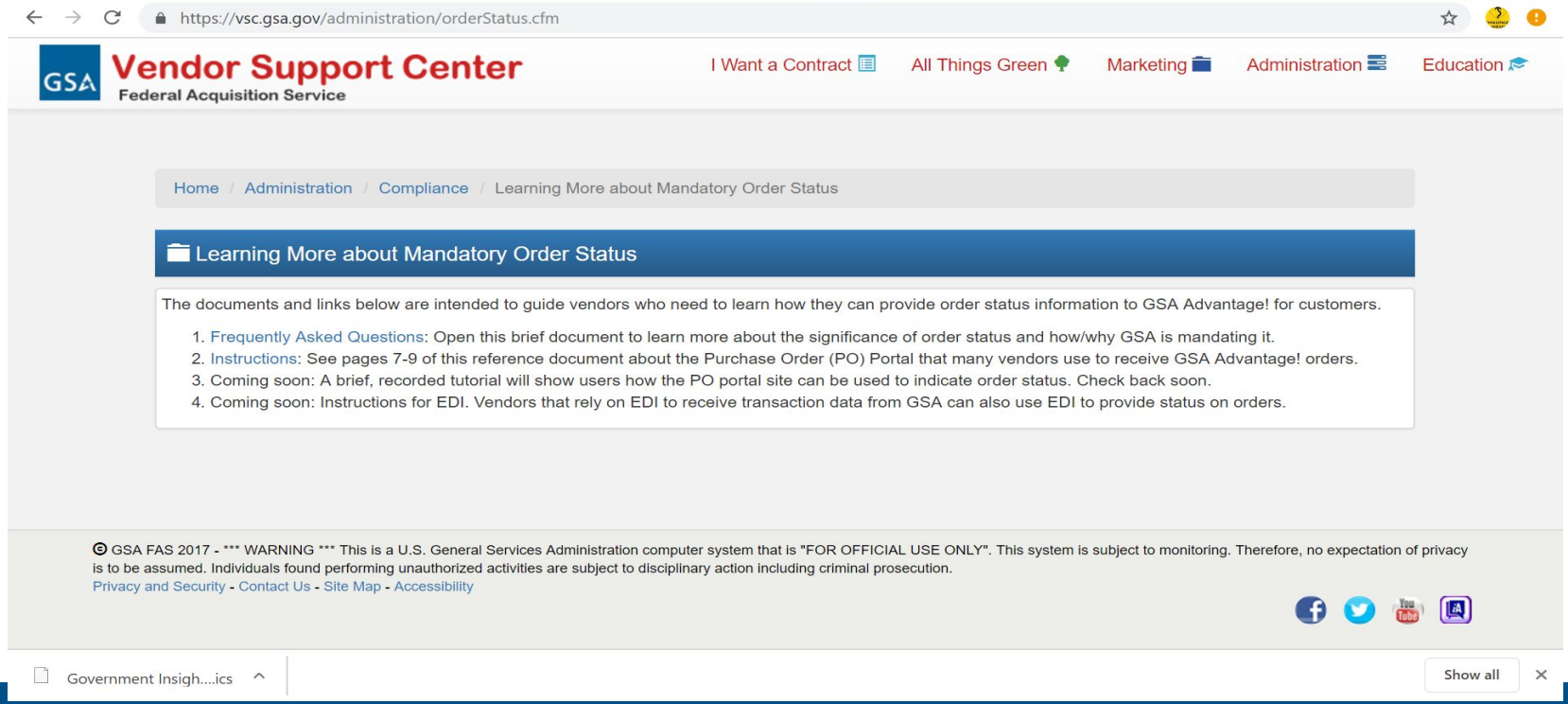
Where Can I Learn More? (Advantage!)

1. PO Portal Guide (See pages 7-9)
2. GSA EDI Documentation for Vendors
3. EDI Registration: email edistat@gsa.gov 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
6. GSA Advantage Help Desk: 703-605-9444 or 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



VSC Banner Link



Questions?