



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

Region 2 Industry Day Schedule Input Program (SIP) & eTools for MAS Vendors

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Agenda

- eCommerce Systems & Tools
- Customer Pain Points & Vendor Best Practices
- Catalog Submission & Management (SIP / EDI)
- Purchase Orders & Order Status - PO Portal
- Vendor Support Center



eCommerce Systems & Tools

- **GSA Advantage:** Online shopping and ordering
- **eLibrary:** Market research and contract award information
- **eBuy:** Request for Quote (RFQ) / Request for Proposal (RFP) system
- **Schedule Input Program (SIP):** Desktop application to submit and update electronic catalogs
- **Purchase Order Portal:** Web application to access purchase orders and provide order status
- **EDI / XML:** Electronic interface to submit catalogs and provide order status



Customer Pain Points

- 1. Poor Catalog Data: Photos, Descriptions, Prices**
- 2. Cancelled Orders & Poor Communication**
- 3. Lack of Order Status or Shipping Information**



Vendor Best Practices

Catalog Data

- Keep your catalog items and prices up to date
- Submit accurate manufacturer names and part numbers
- Submit clear product names and descriptions
- Provide Quality Photos: Products with photos are far more likely to be purchased

Communication & Cancelled Orders

- Respond promptly to customer inquiries
- Do not charge a buyer's credit card until you know you can ship their order
- Obtain credit card authorization before shipping

Order Status

- Provide order status (mandatory)
- Provide tracking information



Catalog Submission & Management

Schedules Input Program (SIP)

- Desktop Application provided by GSA to assist contact holders with uploading their electronic catalog to GSA Advantage
- Benefits
 - Free for vendors to use
 - Does not require EDI infrastructure
- Getting Started
 - Register your contract with the Vendor Support Center (VSC) at vsc.gsa.gov
 - Review the 'Vendor Startup Kit' and 'Instructions for Vendors Using SIP' available at vsc.gsa.gov



Catalog Submission & Management

SIP Training & Documentation

- Sign up for SIP Online Training at <https://vsc.gsa.gov/training/>
- SIP manual: <https://vsc.gsa.gov/sipuser/files/SIP-Instructions.pdf>

SIP Best Practices

- Use SIP templates and import functionality to input more than 50 products
- Submit 'change' files for catalog updates instead of re-submitting entire catalog

Keep Catalogs Up To Date

- GSA Advantage catalogs must be updated or validated at least every two years to remain active in the GSA Advantage and GSA eBuy (the bare minimum)
- Please ensure that your products and services are adequately described and remain current.



SIP Walkthrough



SIP - Getting Started

- VSC Website
 - Please make sure your company is registered on the VSC.
 - Download SIP from VSC

[Home](#) / [SIP User](#) / [SIP Software](#)

SIP - Download software

Schedule Input Program

The Schedule Input Program, or SIP, is a proprietary software program provided by GSA to assist contract holders with uploading their electronic catalog onto GSA Advantage.

Additional information:

- Before downloading SIP, you will need to register your contract. [Register here](#)
- To install SIP software, you must have full administrative rights on your computer. If you do not, or encounter an error during installation, please contact your IT department as they may need to install the software for you.

 [Download SIP \(exe format\)](#)

 [Download SIP \(zip format\)](#)

 [SIP Upgrade Instructions](#)

 [SIP Instructions](#)

Need Help? If you should have any questions regarding SIP, the Vendor Support Center is here to provide you support. 877-495-4849

Start at
Contractor

Work Down

SIP v8.4b for - VSC PRODUCTS

File Edit Tools Communications Windows Help

Message Center

- ▶ [Check response file status](#)
- ▶ [Catalog files ready to send](#)
- ▶ [Process response file](#)
- ▶ [News: Now you can upload multiple photos for a product!](#)
- ▶ [News: URL for text file no longer accepted](#)

Where do you want to go?

- [Contractor](#)
- [Contract](#)
- [Product](#)
- [Accessories](#)
- [Options](#)
- [Text File](#)
- [Photos](#)
- [BPA Pricing](#)

- ▶ [Price update](#)
- ▶ [Import BPA pricing](#)
- ▶ [Run a report](#)
- ▶ [Import data](#)

Welcome!

The Schedules Input Program (SIP) is designed to help you format and submit your GSA/VA Schedule contract products and services to GSA Advantage. GSA Advantage (www.gsaadvantage.gov) has over 300,000 registered Federal buyers located throughout the world. We invite you to join the over 10,000 vendors currently using SIP to submit and maintain their government catalogs on GSA Advantage.

What are the benefits of GSA Advantage?

- Exposes your products and services to a worldwide Federal audience
- Has the potential to increase Federal sales
- Provides an excellent marketing and ordering tool

What are the benefits of using SIP?

- SIP software is free to Schedule vendors
- Allows you to provide product descriptions, web-links, photos, pricing and discounts, accessories and more to Federal buyers

How does SIP work? Use SIP to input individual products and services, or for larger catalogs (200+), you may use SIP [import](#) which is included with this software. There are also a number of 3rd party vendors who can submit your file for a fee. SIP files submitted to GSA are reviewed by your GSA/VA contracting officer who will compare your submission to your contract and either approve or send back to you for corrections. Approved files are posted to GSA Advantage for ordering.

How do I get started? First, [register](#) with our Vendor Support Center (VSC). The VSC will provide you a user ID and password. We also recommend you review our [Startup Kit](#).

Who can I contact if I have questions? Our VSC help desk stands ready to assist you. You may contact us at 877-495-4849 (M-F 8:00-5:30 EST), or send an email to: vendorsupport@gsa.gov. The VSC also provides SIP training if needed.

Tools

- ▶ [Register](#)
- ▶ [File status](#)
- ▶ [SIP help](#)

GSA websites

- ▶ [GSA Advantage!](#)
- ▶ [Schedules e-Library](#)
- ▶ [GSA e-Buy](#)
- ▶ [Vendor Support Center](#)
- ▶ [GSA PO Portal](#)
- ▶ [GSA.gov](#)



SIP - Contractor Information

SIP v8.4b for - VSC PRODUCTS

File Edit Tools Communications Windows Help

Edit Save Cancel

Modify current record

gSA Contractor Information

Contractor name: **Click Save**

DUNS:

Password provided by GSA:

Division name:

Address 1:

Address 2:

Country:

City:

State/province:

Zip code:

Website:

Orders:

Send Orders to this email address: (email entered will have access to orders via GSA PO Portal at www.poportal.gsa.gov)

Email:

Re-enter Email:

Fax orders to: (This number must be correct to receive fax orders. Fax is used as backup method)

Phone: (person who can respond to order questions)

Click Edit

After finishing - Click to close

SIP - Contract Entry

GSA SIP v8.4b for - VSC PRODUCTS

File Edit Tools Communications Windows Help

Home Print Refresh Search First Prior Next Last Add Delete Edit Save Cancel

Primary Contract Information Press F1 for field help

Browse Window

Contract No.	Schedule	Catalog eff. date	Contract administrator name
GS-00F-0003E	056	3/1/2019	VSC ADMIN

Input Window

Schedule number: 056

Contract number: GS-00F-0003E

Modification number:

Catalog effective date: 3/1/2019

Your company contract administrator info

Name: VSC ADMIN

Phone: 877-495-4849

Fax: 877-495-4849

E-mail: training@vsc.gas.gov

Prompt pay info -- Maximum is 30 days.

1 % discount if paid in 10 days

% discount if paid in days

Warranty: 0 STANDARD COMMERCIA

Production points: US or

What is the minimum order you will accept? \$ 100.00

Click
Add

After saving -
Click to close

SIP - Manual Product Entry

SIP v8.4b for - VSC PRODUCTS

File Edit Tools Communications Windows Help

First Prior Next Last Add Delete Edit Save Cancel

Product Information

Browse Window (9 Products) Show accessories Press F1 for field help

Contract no.	Manufacturer part no.	Manufacturer name	Product name	UPC/ISBN	SIN
GS-00F-0003E	APPROACHRAMP-23	VSC123	APPROACH RAMP FOR CARTS	361 05	361 05
GS-00F-0003E	APPROACHRAMP-LTRK60	VSC123	APPROACH RAMP FOR PALLET TR	361 05	361 05
GS-00F-0003E	APPROACHRAMP-LX-200	VSC123	APPROACH RAMP FOR CARTS	361 05	361 05
GS-00F-0003E	APPROACHRAMP-TRK50	VSC123	APPROACH RAMP FOR PALLET TR	361 05	361 05
GS-00F-0003E	BMP-EZO	VSC123	ADDITIONAL BUMPER/PALLET STOR	361 05	361 05

Input Window

Contract number: GS-00F-0003E

SIN: 361 05

UPC/ISBN:

UNSPSC:

Manufacturer: VSC123

Manufacturer part/model number: APPROACHRAMP-23

Contractor part number: APPROACHRAMP-23

National stock number (NSN): - - -

Product/item name: APPROACH RAMP FOR CARTS

Photo name: 999512.jpg

Product description: APPROACH RAMP FOR CARTS (APPROX. 23" LENGTH)

Product specific website (may include photo): http://vsc.gov

Product dimensions: Number/value Unit of measurement

Product length: 23 INCH

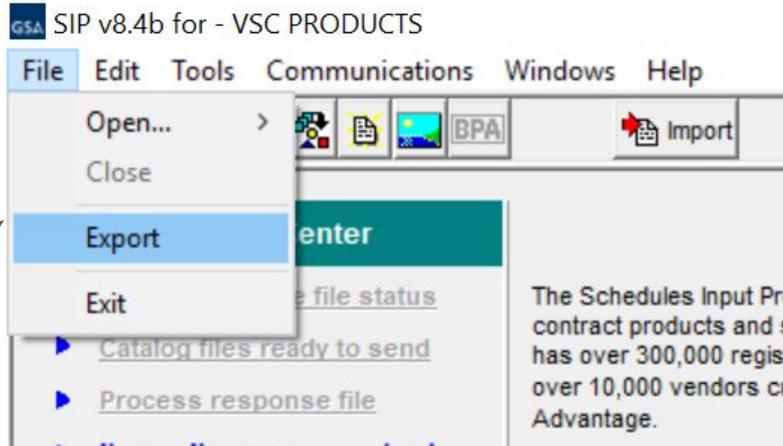
Click to save

Pricing Info

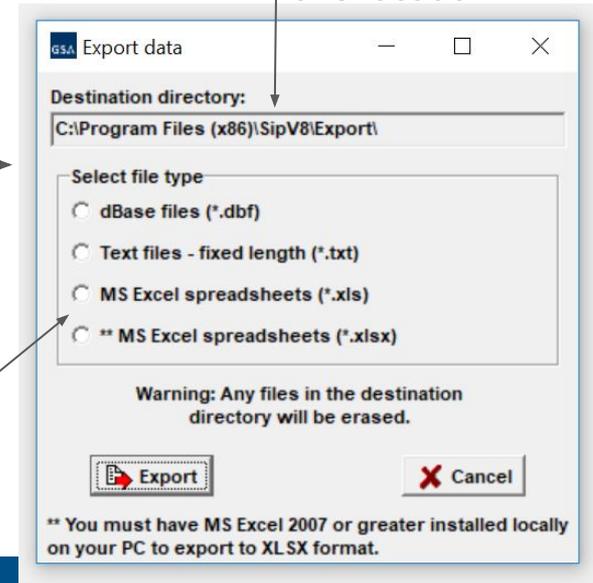
Click Add/Edit



SIP - Exporting to Excel



Click Export



Files will export to this location

Click to choose XLS or XLSX



SIP - Exporting to Excel

IPROD.XLSX - Microsoft Excel

	A1	CONTNUM														
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	
1	CONTNUM	MFGPART	MFGNAME	PRODNAM	VENDPAR	PRODDES	PRODDES	PRODDES	PRODDES	NSN	VALUE1	VALUE2	VALUE3	DVOLUME	D_VUN	
2	GS-00F-0003E	APPROAC	VSC123	APPROAC	APPROAC	APPROACH	RAMP	FOR	CARTS	LX-200 (APPROX. 23"	23	36	36	1	0.48 CF	
3	GS-00F-0003E	APPROAC	VSC123	APPROAC	APPROAC	APPROACH	RAMP	FOR	PALLET	TRUCK	ACCESS	(a	60	36	1	1.25 CF
4	GS-00F-0003E	APPROAC	VSC123	APPROAC	APPROAC	APPROACH	RAMP	FOR	PALLET	TRUCK	ACCESS	(a	51	36	0.5	0.53 CF
5	GS-00F-0003E	APPROAC	VSC123	APPROAC	APPROAC	APPROACH	RAMP	FOR	CARTS	(APPROX. 23" LENGT	23	24	24	0.5	0.16 CF	
6	GS-00F-0003E	BMP-EZO	VSC123	ADDITION	BMP-EZO	ADDITIONAL	BUMPER/PALLET	STOP	FOR	EZO-25E-3	1	1	1	1	1 CF	
7	GS-00F-0003E	BS X-20	VSC123	BELLOWS	BS X-20	ACCORDIAN	BELLOWS	SKIRTING	FOR	X-20 MODEL	1	1	1	1	1 CF	
8	GS-00F-0003E	BS X-25	VSC123	BELLOWS	BS X-25	ACCORDION	BELLOWS	SKIRTING	FOR	X-25 MODEL	1	1	1	1	1 CF	
9	GS-00F-0003E	BS X-30S	VSC123	BELLOWS	BS X-30S	ACCORDION	BELLOWS	SKIRTING	FOR	X-30S MODE	1	1	1	1	1 CF	
10	GS-00F-0003E	BS X-50	VSC123	BELLOWS	BS X-50	ACCORDION	BELLOWS	SKIRTING	FOR	X-50 MODEL	1	1	1	1	1 CF	

IPRICE.XLSX - Microsoft Excel

	A1	CONTNUM													
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	CONTNUM	MFGPART	MFGNAME	GSAPRICE	TEMPRICE	TPRSTAR	TPRSTOP	MLP	ZONE_NUM						
2	GS-00F-00	APPROAC	VSC123	327.54	0				387.00						
3	GS-00F-00	APPROAC	VSC123	408.79	0				483.00						
4	GS-00F-00	APPROAC	VSC123	356.31	0				421.00						
5	GS-00F-00	APPROAC	VSC123	245.44	0				290.00						
6	GS-00F-00	BMP-EZO	VSC123	77.86	0				92.00						
7	GS-00F-00	BS X-20	VSC123	508.65	0				601.00						
8	GS-00F-00	BS X-25	VSC123	492.57	0				582.00						
9	GS-00F-00	BS X-30S	VSC123	787.1	0				930.00						
10	GS-00F-00	BS X-50	VSC123	564.51	0				667.00						

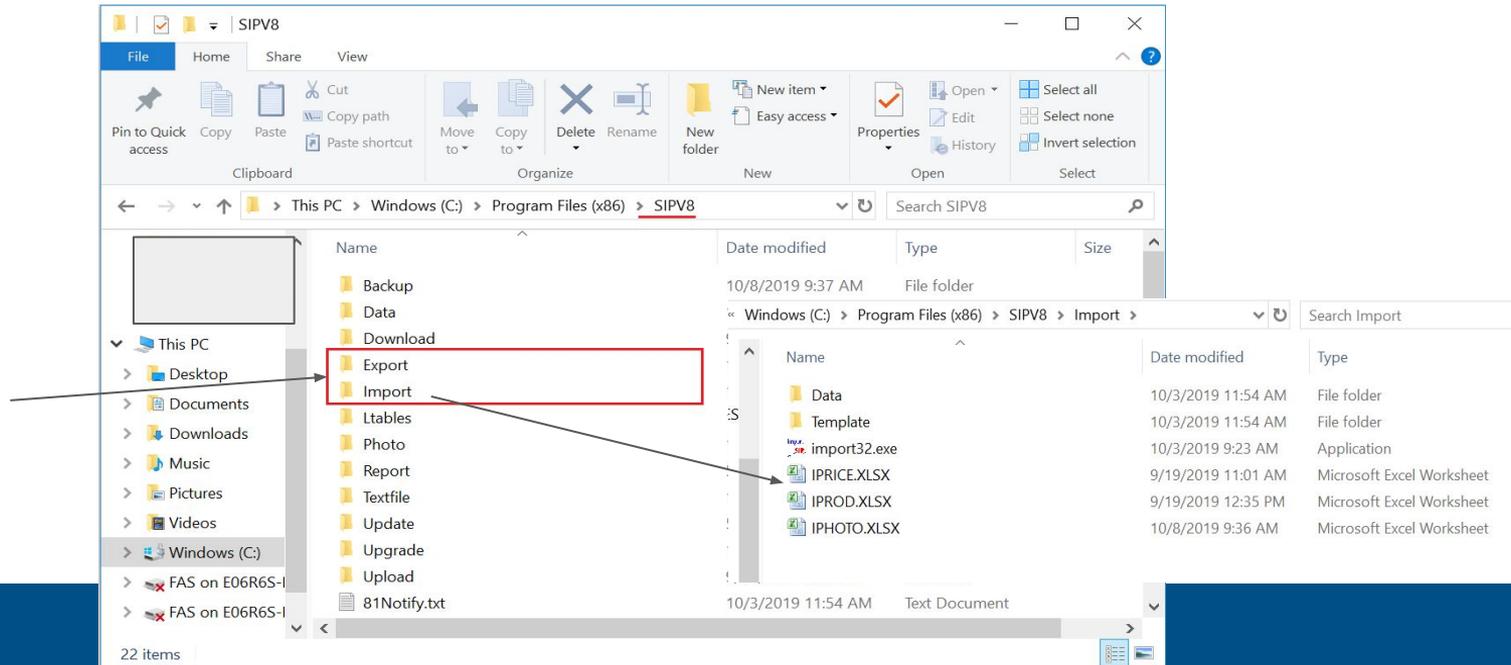
IPHOTO.XLSX - Microsoft Excel

	A1	CONTNUM					
	A	B	C	D	E	F	G
1	CONTNUM	MFGPART	MFGNAME	DEF_PHOTO	PHOTO2	PHOTO3	PHOTO4
2	GS-00F-00	APPROAC	VSC123	999512.jpg			
3	GS-00F-00	APPROAC	VSC123	999512.jpg			
4	GS-00F-00	APPROAC	VSC123	999512.jpg			
5	GS-00F-00	APPROAC	VSC123	999512.jpg			
6	GS-00F-00	BMP-EZO	VSC123	999512.jpg			
7	GS-00F-00	BS X-20	VSC123	999512.jpg			
8	GS-00F-00	BS X-25	VSC123	999512.jpg			
9	GS-00F-00	BS X-30S	VSC123	999512.jpg			
10	GS-00F-00	BS X-50	VSC123	999512.jpg			
11							
12							
13							
14							
15							



SIP Data Entry - Exported Files

- Files will end up in your [C:\SIPV8\Export](#) folder
- Move these files (IPROD, IPRICE, IPHOTO) to the [C:\SIPV8\Import](#) Folder



SIP Data Entry - Importing

- Click Import to open Import program
- Complete Steps 4-8

SIP Import - v8.4b

File Edit Import Tools Windows Help

Import Steps

Step 1: Register

Step 2: Export existing SIP file(optional)

Step 3: Create import files

▶ **Step 4: Import data**

▶ Step 5: Validate data

▶ Step 6: View error report and correct

Error report

Contractor

Contract

Product

Accessories

Text File

Options

Photos

BPA BPA Product

▶ Step 7: Move data into SIP

▶ **Step 8: Go to SIP, review data, create and send catalog file to GSA**

Welcome to SIP Import!

The SIP Import program allows GSA/A contractors the opportunity to import text files (txt), Excel (xls, xlsx), database files (dbf), and a previous version of SIP data file into SIP. These files can be added to or used to replace existing SIP data.

Click on [Import Help/FAQ](#) to view instructions on how to format the ASCII text files, database files, files, and excel files needed to successfully import data. Formatting files is essential. All completed import files should be placed in the IMPORT subdirectory. Import expects the data files to be in this location and file structures to be specified, otherwise, the data will not be imported. Templates are provided for each file type required. They can be found under ..\Import\Templates.

Before the data is imported into SIP database, errors, if any, are identified. The Contractor, Contract, Product, Accessory, Options, Text file, and Photo speed buttons are accessible from the left hand side of this page. After the import process is complete, the data can be easily accessed within SIP.

Note: If you only update prices, it is better to do a price update within SIP. Click on Tool in SIP, then [Price Update](#). The update screen will appear and you can find additional help there.

How do I get started? First, [register](#) with our Vendor Support Center (VSC). The VSC will provide you a user ID and password. We also recommend you review [Startup Kit](#).

Who can I contact if I have questions? Our VSC help desk stands ready to assist you. You may contact us at 877-495-4849 (M-F 8:00-5:30 EST), or send an email to: vendor.support@gsa.gov. The VSC also provides SIP training if needed.

Import File Layout

▶ [Import File Layout](#)

Import Support

▶ [Lookup Tables](#)

▶ [Import Help/FAQ](#)

GSA websites

▶ [GSA Advantage!](#)

▶ [Schedules e-Library](#)

▶ [GSA e-Buy](#)

▶ [Vendor Support Center](#)

▶ [GSA.gov](#)

SIP v8.4b for - VSC PRODUCTS

File Edit Tools Communications Windows Help

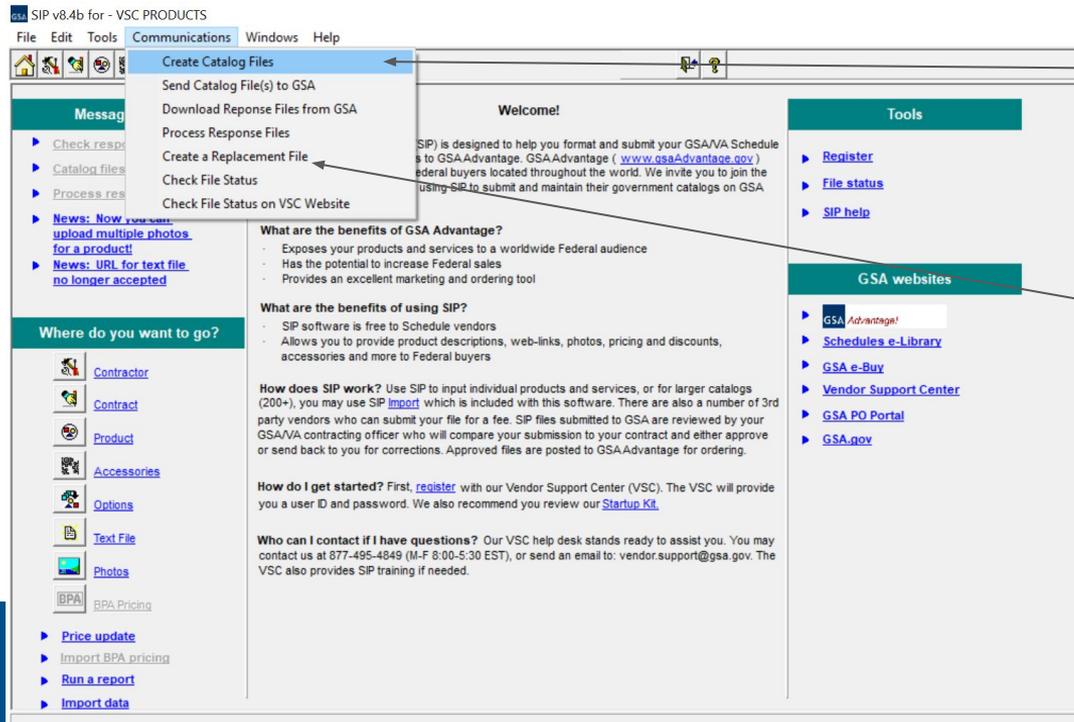
Import

Message Center

Import data

SIP - Uploading & COR Approval

- After the data entry in SIP is completed you need to send it to your Contracting Officer



Create catalog files, start the upload process.
(Only sends updates)

Resends entire catalog

SIP - Backup Info

- It is always good practice to make a backup after making changes in SIP
- Backups will be automatically made during upload

GSA SIP v8.4b for - VSC PRODUCTS

File Edit **Tools** Communications Windows Help

Verify Catalog Information
Price Adjustment/Reductions
Reindex
Reports
Toolbar...
Backup
Restore
System Info
Multiple Contractors
Price update
Merge Schedules

Go to Tools > Backup

Will be put into the SIPV8/Backup Folder

is PC > Windows (C:) > Program Files (x86) > SIPV8 > Backup

Name	Date modified	Type
backup.001	10/8/2019 9:37 AM	001 File

Where do you want to go?
Contractor

benefits of using SIP?
- SIP software is free to Schedule vendors
- Allows you to provide product descriptions, we accessories and more to Federal buyers



SIP - Further Topics

- Price Updates (Permanent & Temporary)
- Options & Accessories
- Environmental and Special Features
- Zone Pricing





Purchase Orders & Order Status

Purchase Order (PO) Portal

- Web application to receive orders and provide order status
- Provides daily summary email of all orders placed

- Tips
 - You can login to PO Portal on after you receive your first order
 - Keep your order status POC email up to date within your catalog submission (SIP or EDI)
 - Consider a group email for multiple team members managing incoming orders

- Coming Soon: Multi Factor Authentication
 - Requires password and second factor (typically code sent via email)
 - Same credentials as FAS Sales Reporting Portal (SRP)
 - Q1 FY2020



PO Portal - Uploading Status from File

Active Purchase Orders

Wednesday, October 9, 2019

Find PO#:

PO Date From: To:

(example: 07-31-2008)

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.

Select New POs (not yet printed/downloaded)

Set Status Date:

10-09-2019 ▼

 Upload status from a file

All <input type="checkbox"/>	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-0124U	47QDCC20M05A7	10-05-2019	10-09-2019	27053860	<input type="radio"/> SH <input type="radio"/> BO <input type="radio"/> CN	10-09-2019 ▼	UPS ▼	<input type="text"/>	Lines
<input type="checkbox"/>	GS-02F-0099T	47QDCC20M05A2	10-05-2019	10-09-2019	27053813	<input type="radio"/> SH <input type="radio"/> BO <input type="radio"/> CN	10-09-2019 ▼	UPS ▼	<input type="text"/>	Lines



PO Portal - Uploading Status from File

Upload Status From a File

Wednesday, October 9, 2019

Instructions: Follow the steps below to upload your order status from a file. Create your status file so that it conforms to the requirements shown in the template provided. You may submit status by order or by line. Your files may be in .xls or .txt format.

[▶ Back](#)

Step 1 - Create status file: A template is provided showing required data elements and formats. [Click here to view instructions.](#) [Click here to view .xls template.](#)

***Click here to export order data for importing**

Step 2 - Import status file: Once you have created your status file, select the file below then click Import Status File. Once imported it is ready to be validated.

Select File: No file chosen

Step 3 - Validate/Upload status file: Once imported, click on the link below to validate and upload the file. If you have errors in your file, you will receive an error report. Important: the entire file must pass validation for any status updates to be accepted (i.e. all or none). Make corrections to your file then repeat steps 2 and 3. Once your file passes validation, status is uploaded to GSA and PO Portal status is updated.



PO Portal - Uploading Status from File

Export Status For POs

Wednesday, October 9, 2019

Step 1 - Export order data for importing: Rather than creating a file from scratch, you may export active orders to a file, add status information, then import back into the system. Make selections below then click Export. Two export files will be created - one for orders and one for lines. Select one of these files to update with status information, then import at Step 2.

Select file format:

- XLS (MS Excel spreadsheet)
- TXT (Fixed Format Text file)

Select orders: ([Click here to select individual orders](#))

- All active orders
- All active orders having Retrieved Date From:  To:  (ex: 07-31-2008)

[▶ Export POs](#)

[Go to Step 2](#)



Electronic Data Interchange (EDI)

What is EDI?

- Alternative to SIP and PO Portal to upload catalogs and manage purchase orders
- 'Computer-to-computer' exchange of business information using a public standard
- Multiple options and standards available as well as third party and Value Added Networks (VANs) who can assist you

How Does it Work?

- Catalog data is submitted to GSA via EDI transaction set
- First checked for syntax and data content, then provided to Contracting Officer for approval
- Approved data is placed online for customer ordering via GSA Advantage.

To get started, contact the EDI help desk at **703-605-9444**



Vendor Support Center

Vendor Support Center (VSC)

Use the VSC as a resource for help and guidance.

Information and instructions on SIP and EDI can be found at <https://vsc.gsa.gov/faq/startup-kit.cfm>

Sign up for SIP training at <https://vsc.gsa.gov/training/>

VSC help center

Toll Free: 877-495-4849

vendor.support@gsa.gov



PSA: Keep Contact Info Up to Date

Vendor Support Center (VSC) Account

- Default POC for eBuy and SIP
- Can be updated by contacting the VSC help desk or using the Account Maintenance Tool on the VSC website

GSA Advantage

- Check your GSA Advantage Contractor Information page
- Make updates via SIP or EDI

eLibrary

- Check your eLibrary Contractor Information page
- For information on updating your information refer to the eLibrary help guide or select the “(Vendors) How to change your company information” link on the Contractor Information page

