FedMall Frequently Asked Questions

Updated: November 22, 2019

Registration, Codes, and Approvals:

Q: What is my first step to become a supplier on FedMall?

A: Go to the home page of FedMall at www.fedmall.mil and print off the Quick Start Guides Titled:

    Quick Start Guide – Supplier Portal
    Quick Start Guide – Supplier Registration
    Supplier QSG – Catalog Template (document)
    Supplier QSG – Catalog Template (spreadsheet)
    Supplier QSG – Sample Records
    Supplier QSG – Catalog Image Uploads (updated 12/19/17)
    Supplier Catalog Format Validation Tool
    Sample Image Archive (.zip)

Q: How do I complete registration if I get a proxy server error when attempting to register?

A: If you are getting a system error please forward a screen shot to the Program Management Office (PMO) in Microsoft Word (MS) to: dlacontactcenter@dla.mil. We will forward your screen shot to our developers for evaluation and get back to you with a resolution.

Q: Can different users under the same Cage Code and contract number see the catalog files that others have uploaded?

A: No, the activity status only shows those transactions that you, personally, have uploaded.

Q: Is there any information for suppliers who are currently unable to register?

A: If you are not able to successfully register, please send an email to dlacontactcenter@dla.mil so we can begin to take action and perform any necessary troubleshooting.

Q: Why am I receiving error messages about missing ID attributes?

A: This error could occur because the contract number was not input correctly or the Cage Code has lower case letters embedded in it. Please correct and resubmit your catalog.

Q: Where are the change order delivery methods located?

A: Once you are in FedMall (on the FedMall site, go to 'contract information', then 'account management' and then 'contract update') you will be able to update nearly anything pertaining to your contract. However, please note, you will not be able to make update changes to a DLA contract. For that you will need to contact your Supply Account Managers (SAM's) for more assistance at dlacontactcenter@dla.mil

Catalog and Uploads:

Q: When will the catalogs that have been uploaded properly show up on FedMall?

A: Please email dlacontactcenter@dla.mil.

Q: Does FedMall follow the Federal Army Regulation (FAR) when it comes to the JWOD Act and Ability One program?

A: Yes. FedMall is following and implementing all FAR requirements. If you have any questions as they relate to the terms and agreement language in your contract please contact your Contracting Officer (CO).

Q: Is the Marketplace catalog files going into the same queue as the DLA/Commercial contract process?

A: Yes.

Q: Would signing up for the FEDMALL marketplace hold up a catalog upload?

A: No.

Q: How do we upload catalogs separately from Market Place catalogs?

A: Please go to the FedMall page once logged on go to the 3rd column of the upload file, you have to use the "MARKETPLACE_ [CAGE Code]" identifier instead of the contract number, then input your information. Ensure you have opted into MarketPlace participation within your registration profile first though.

Q: What are the procedures in the new Market Place for raising and lowering prices on items and putting items on sale for a period of time?

A: The Market Place does not have contracts that would restrict the changing of prices. Therefore, you have the ability to adjust prices and have short-term (at your discretion) sales events at any time. To enable this an updated catalog (with the price changes) should be reloaded by the supplier.

Q: Can Ability One (business that provides opportunity to people with disabilities) items be placed in the Market Place?

A: Yes.

Q: Can my account be linked to my renewed Public Key Infrastructure (PKI) certificate?

A: Yes it can. While you first register to FedMall and input your cage code, the contract numbers associated with that cage code will appear; furthermore, you will have the ability to view the contract or contracts associated to your account, make your selection, and view all applicable details and information.

Q: Are Suppliers able to load modifications through the portal? Are they being "pushed through" or does our Contracting Officer have to approve the file load?

A: The Supplier Portal is where you will conduct all of your current and future business for FedMall, including modifications. Current modifications are being pushed through just like the original set of uploads until we hear otherwise.

Q: Can we send test orders to ourselves to make sure we're receiving them correctly?

A: Since this is a "Production" site, there is no way to properly submit a test order without test order payment being fully processed (flowing end-to-end), resulting in a fulfillment order. In order to make sure you are receiving orders, we recommend you identify a customer who has the need to purchase one of your products and ask them to work with you to track progress on this from the moment they complete an order to the moment your receive their request.

Q: Can we see our orders in the Supplier Portal?

A: Yes, unless you have a DLA contract. Suppliers who currently have DLA contracts will only see their orders in Defense Logistics Agency (DLA) Internet Bid Board System (DIBBS), which is a web-based application that enables the vendor community to obtain their orders.

Q: When is the best time to load data or your catalog file on FedMall?

A: You may load your data or catalog files at any time you access the FedMall Supplier Portal.

Q: Who is the FedMall primary point of contact for the supplier community to get access to and get catalogs uploaded?

A: The FedMall SAMs can be contacted at dlacontactcenter@dla.mil for specific issues is available for general questions. The FedMall Landing Page (www.fedmall.mil) will provide Supplier Registration information and Quick Start Guides that cover all aspects of Supplier registration and Catalog and Image upload instructions.

Q: How will DLA address vendors who have lost significant revenues due to the FedMall transition?

A: FedMall cannot address this question as this will need to be taken up with your specific Contracting Officer.

Q: I have a billing question regarding my order, who d I contact?

A: Currently FEDMALL does not provide and billing information. Locate your order in Order History, If the order is placed with a Supplier contract the supplier directly. If the order is a DLA Contract (item ID reflects "SPMLW") please contact the Customer Interaction Center at 1-877-352-2255 and provide the Requisition/Document Number.

Additional Questions:
- To submit your questions for an upcoming town Hall, please send those questions to FedMallCommunications@dla.mil
- For Access problems or Technical issues, please contact the Enterprise Help Desk
  Toll Free: 1-855-352-0001 DSN: 809-4-OFF-DSN(809-463-3376),then, 1-855-352-0001
  Email: enterpriseithelpdesk@dla.mil
- For Navigation, Ordering Assistance or Procedural issues please contact the Customer Interaction Center at:
  Toll Free: 1-877-352-2255 DSN CONUS/OCONUS: 877-352-2255
  Email: dlacontactcenter@dla.mil
- For transition-related support please contact FedMallsupport@dla.mil.