FedMall

Customer Registration
Quick Start Guide

by

PARTNET

on November 01, 2023

Revision History

Revision Date	Author	Summary of Changes
11 / 01 / 2023	Tiffany Hayes	Update Formatting

Table of Contents

1. What is FedMall? How do I access it?

FedMall is an e-commerce ordering system for Department of Defense (DoD), Federal, State, and authorized local Agencies to search for and acquire products from government reserves and commercial sources. Buyers will have access to tens of millions of individual items of supply, from centrally managed DoD and General Service Administration (GSA) assets to commercial off-the-shelf (COTS) products.

- As a customer, you will access FedMall by visiting: https://www.fedmall.mil

Note: Suppliers have their own access via the FedMall Supplier Portal. If you are making your items available for purchase in FedMall, please reference the Supplier Registration Quick Start Guide for more information.

2. How do I authenticate to FedMall?

To access the FedMall Commerce Portal, you will need to authenticate (identify) yourself with any of the following:

- **Common Access Card (CAC)**: a credit card sized smart card issued by the DoD to uniformed service personnel, DoD civilian employees, and eligible contractors. For more information, visit: http://www.cac.mil/common-access- card/getting-your-cac/
- **Personal Identify Verification (PIV) card**: a credit card sized smart card issued by the U.S. Federal Government in accordance with Homeland Security Presidential Directive 12 (HSPD-12) requirements for a common identification standard for all Federal employees and contractors. For more information, visit: http://fedidcard.gov/credget.aspx
- **Public Key Infrastructure (PKI) certificate**: As an alternative to the physical smart card, you may also obtain a software-based X.509 certificate, which you import a file into your browser's personal certificate store. For more information, visit: http://iase.disa.mil/pki/eca

2.1 Customer? Shopper? Buyer?

Everyone who uses FedMall to browse, search, select, and/or buy items from FedMall suppliers is known as a *customer.*

When you first register as a customer, you will be able to shop for items (shopper) and pay for them using a Government Purchase Card (buyer). You may also request additional permissions (e.g., to pay for items via Military Standard Requisitioning and Issue Procedures (MILSTRIP)) or send your shopping cart to those with purchase authority. Regardless, all of these users are customers.

3. Registering as a FedMall Customer

3.1 Before you begin

Before you start, be sure that you have each of the following:

- A valid authentication certificate, such as a CAC card, PIV card, or a soft certificate available to your web browser.
- If you intend to have purchasing authority, the credit card (e.g., Government Purchase Card (GPC) information and/or MILSTRIP information.

3.2 Steps to Register

1. Visit FedMall at https://www.fedmall.mil
2. You will be brought to the FedMall Commerce Landing page. From here, you will have to register through the Procurement Integrated Enterprise Environment application (PIEE). Click "PIEE Single Sign On" in the top right corner.
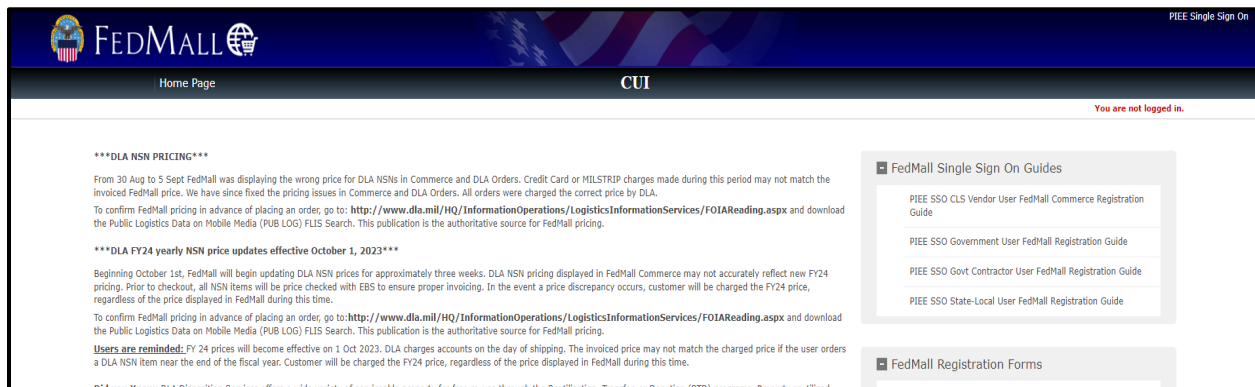
FedMall Commerce Landing Page

3. You will be brought to the PIEE Landing Page.
4. Click the "Register" button in the top right-hand corner.
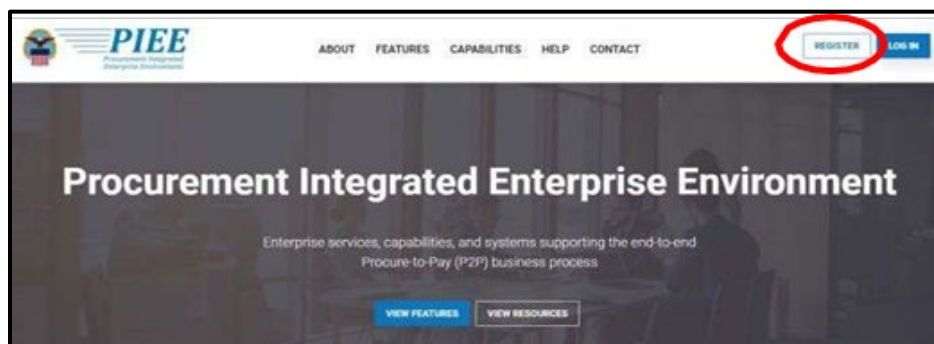
PIEE Landing Page

Agree to the Privacy Statement.

5. Choose the Appropriate User Type. (Government – DoD, Government – Non-DoD, Government Support Contractor – Supporting DoD Organization, Government Support Contractor – Supporting Non- DoD Organization, State/ Local Employee). Subsequently, you can select your Authentication type (CAC Card, Software Certificate or User ID/Password).
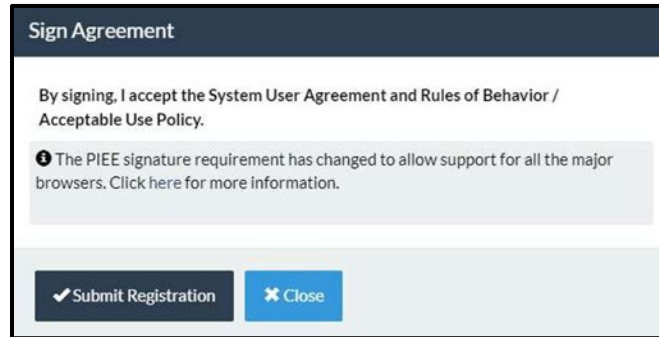
User and Authentication Types

6. Fill out all applicable fields on the following required forms: Profile, Roles, and Justification.
7. Fill out the following field: Supervisor/ Company.
8. On the Roles page, there will be a dropdown with all the modules the user can request access. The user should select FedMall. After selecting the FedMall application, any FedMall role the user has permission to add to their profile will display.

Roles Page

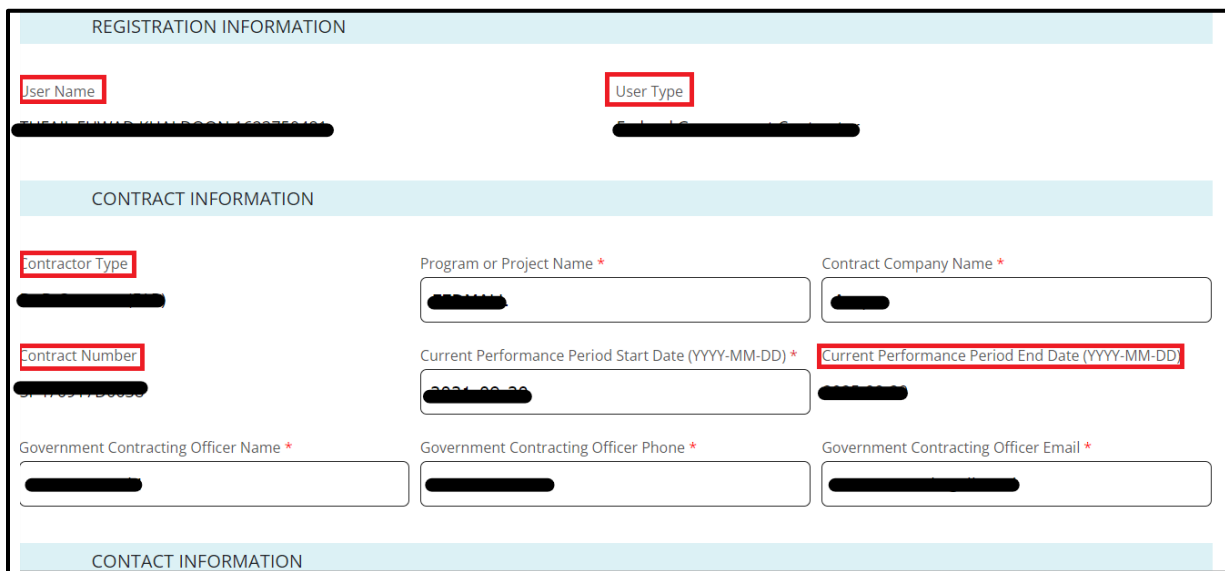9. Provide Justification and review all information filled out in the registration fields. If all of the information is correct, click "Signature".

Sign Agreement

Once the agreement is signed, the user will receive a success message. The user will require GAM activation after the Registration is submitted and a supervisor has approved.

10. After Registration is approved, sign in to PIEE SSO and select the FedMall Commerce icon. Clicking the FedMall Commerce Icon will bring you to the FedMall Commerce website.
11. Read and accept the standard notice and consent banner.
12. Complete the one-page registration form and click "Submit".

Note: All information highlighted with red boxes will need to be entered, all other information is pulled from your PIEE registration and is only editable through PIEE SSO.

*Registration Form*

4. DODAAC Validation

Upon entering your DODAAC, FedMall automatically verifies the address and populates the remaining Organization Information. If DODAAC validation services are unavailable, FedMall may permit you to continue registration. If DODAAC validation is bypassed, you should update your account at a future date when validation services are available.

Organization Information

5. Managing My Account

At any time, you can view and update your account information from the "My Account" link in the header.
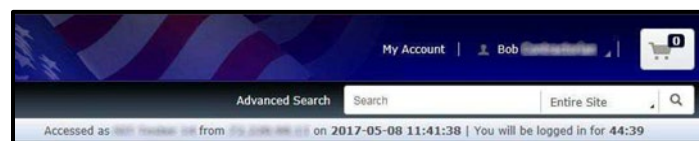
My Account

This will load the My Account Summary page, which contains an overview of the Personal Information page and a summary of Recent Order History.

To **edit your personal account information**, use the "Personal Information" link under My Account: Settings, or click the "Edit" link on the My Account Summary page.

To **request additional permissions** (e.g., to request permission to pay via MILSTRIP), click on "My Permissions" and submit the request for the applicable permission following the directions provided.

To **add a credit card** (e.g., Government Purchase Card, GPC) to your user account, click on "My Payment Methods." When adding a payment method, FedMall will automatically verify the DODAAC is authorized for financial transactions. If DODAAC validation services are unavailable, FedMall may permit you to proceed. You will be responsible to ensure the DODAAC is correct; otherwise, your orders will be rejected.

To **view order history**, use the "Order History" link under My Account: Orders, or click the "View all orders" link on the My Account Summary page (under "Recent Order History").

To **view requisition lists**, use the "Frequently Purchased Items" link under My Account: Orders.

6. Requesting Additional Permissions

Although your primary registration as a customer in FedMall does not require any external approvals, there are additional permissions that you may request in order to perform specialized tasks. These are available by selecting "My Permissions" from the My Account page.

My Permissions

FedMall requires the MILSTRIP/ FEDSTRIP payment requestor to complete, acknowledge the statements below, and submit the form in FedMall.

1. "I acknowledge that I have been granted authority to obligate funds on behalf of my company, agency or organization. My Supervisor, Commander or any other approving official in my chain of command has been given authorization to approve my use of this payment method".
2. "I am authorized by my organization to request products be ordered for my organization via a valid MILSTRIP Fund Code, and I am requesting to do the same on FedMall. I have provided the required signatures below. I certify that the above information is true and that I am currently employed by the organization that appears on this letterhead."

The User is then granted MILSTRIP payment method.

MILSTRIP Payment Method Approved