

FEDMALL 

v. 19.4.2

September

2019

---

**FedMall - Supplier  
Performance Risk System  
Interface  
Rating and Adjudication Process**

**User  
Guide &  
Training  
Manual**

Prepared by



Contents

1. FedMall – Supplier Performance Risk System Interface Overview..... 3

2. Product Detail Page ..... 3

3. FedMall – SPRS Rating and Adjudication Summary ..... 7

4. My Account Summary ..... 10

5. Order History Page ..... 10

6. Order History Details ..... 11

7. Rate Vendor Modal ..... 13

8. Supplier Review and process..... 18

9. Buyer’s Response and Supplier’s Second Rebuttal..... 21

10. Adjudication Finalized and Summary ..... 21

## 1. FedMall – Supplier Performance Risk System Interface Overview

FedMall interface to the Supplier Performance Risk System (SPRS) provides FedMall users with additional performance and item information as well as opportunity to rate commercial suppliers. SPRS is the Department of Defense’s single, authorized application to retrieve suppliers’ performance information. Collectively, these requirements are the FedMall SPRS Interface.

The FedMall and SPRS interface provide two capabilities.

- First, the FedMall Buyer is provided supplier ratings and item information. The two supplier ratings represent aggregate data from overall Government (color rating) and FedMall community user reviews (average star rating). The current FedMall item information is enhanced with SPRS-provided risk code, as appropriate and if available. The information provides FedMall buyers additional insight when making value-decision purchases.
- Second, the FedMall-SPRS interface provides FedMall buyers an opportunity to rate and review commercial suppliers. The rate supplier feature allows rating dialogue between buyer and supplier prior to a final rating determination. The final rating updates the FedMall average star-rating, an aggregation of FedMall user ratings, and is exported to SPRS performance risk system for inclusion to the overall Government performance color rating for this supplier.

The feature is a rating of the supplier, rather than a product rating.

From a Buyer perspective, supplier rating and item risk information from SPRS is displayed on the FedMall Product Detail Page (PDP). The Supplier rating is updated daily, and the item information is updated monthly. In addition to the SPRS-provided data on the Product Detail Page, FedMall displays the accumulated FedMall buyers’ star-rating and reviews. The individual FedMall Buyer reviews are provided in chronological order on the Product Detail Page – Supplier/Ratings tab.

## 2. Product Detail Page

On the Product Detail Page, several new attribute elements are provided:

- **SPRS color rating** – A Government rating from Blue to Red representing the Suppliers rating in relation to other suppliers collected by SPRS. In some cases, SPRS may not yet have a color-rating for a supplier. In this case, a not rated in SPRS icon, “NR” is displayed as Supplier Rating.
- **FedMall star rating average** -A FedMall community rating representing an average star rating between one-star and five-stars.
- **Item risk code** as applicable – The risk code represents military services and agencies special code relating to use, special notices, safety and potential counterfeit parts.

During the shopping and buying experience, the Buyer may select an item which renders the Product Detail Page. The new features are highlighted.

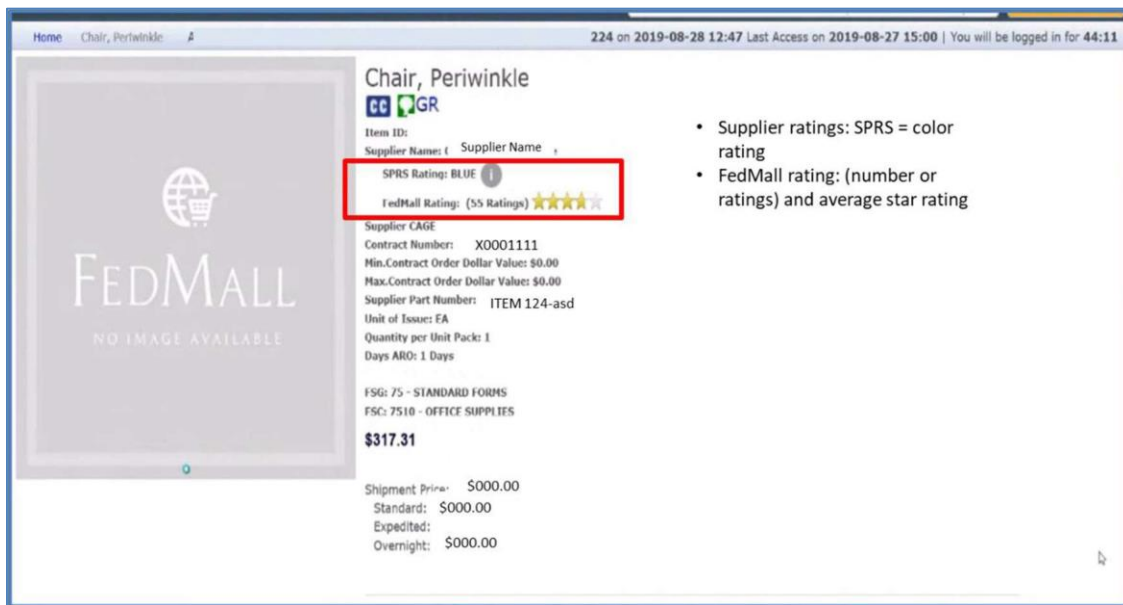


Figure 1: Product Display Page (SPRS Rating, FedMall Rating)

The SPRS Rating represents a color rating scale from Blue (highest) to Red (lowest). Blue represents the top 5% of the rated suppliers. A selectable icon ⓘ is available to provide definition of the color rating in respect to all suppliers and the “NR” code for suppliers without SPRS ratings (Figure 2). The FedMall rating provides the average star-rating from FedMall users. In addition, the number of ratings (count) is also provided.

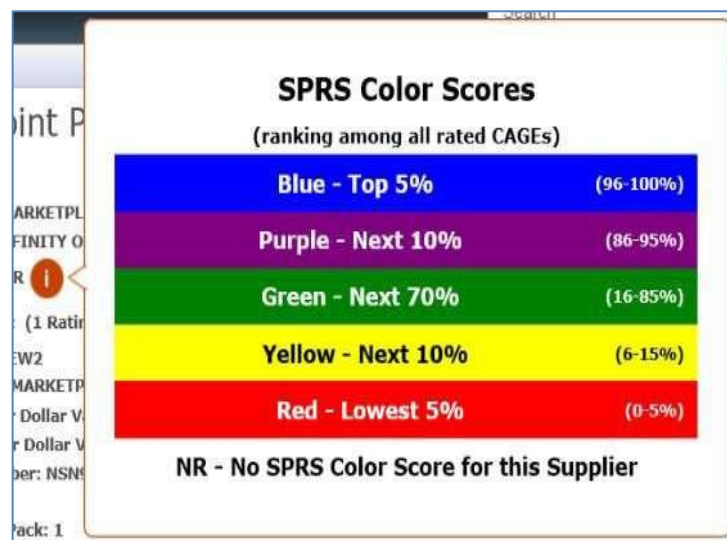


Figure 2: SPRS Color Scores

If risk code(s) is associated with the part number, the risk code(s) is presented. The risk code reflects military services and government agencies codes on use, critical safety item, or critical features. A roll-over icon allows the buyer to view the risk definition.

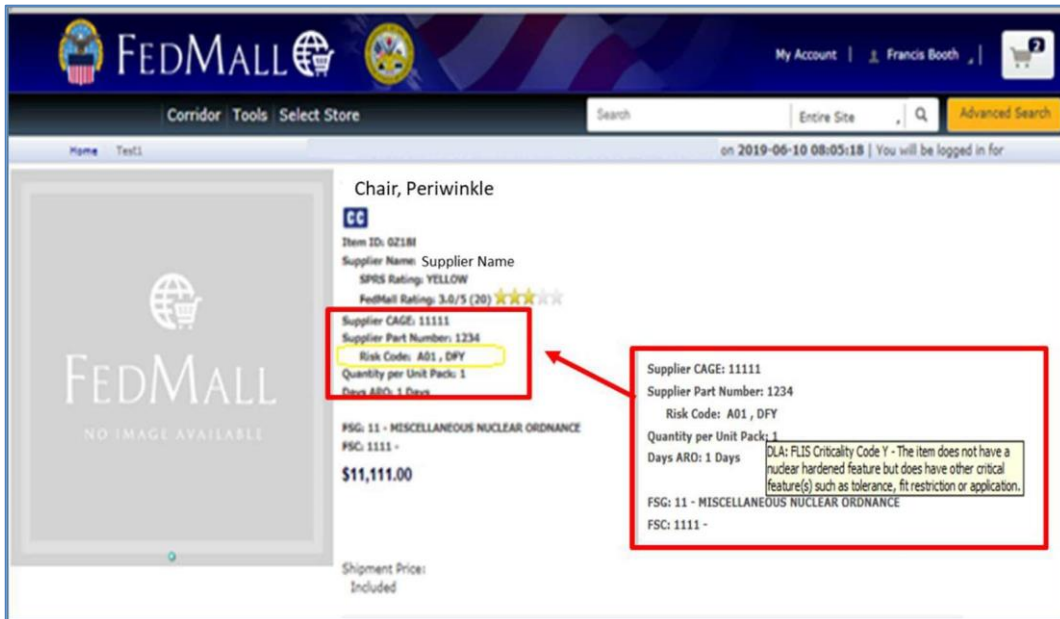


Figure 3: Product Display Page (with Risk Code and roll-over feature)

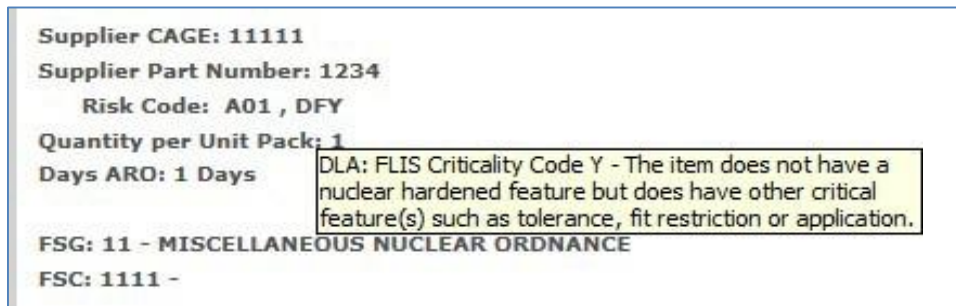
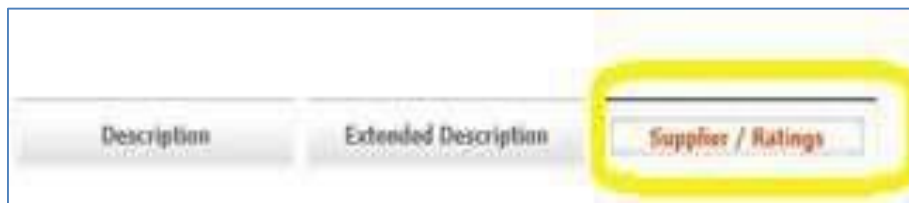


Figure 4: Risk code (DFY) roll-over definition feature

CODE	SOURCE	LITERAL
A01	Army	US Army has identified this as a Critical Safety Item (CSI)
D01	DLA	This item is subject to diminishing manufacturing sources and material shortages (DMSMS)
D02	DLA	DLA has identified items in this Federal Stock Class as being High Risk
DFC	DLA - FLIS	Criticality Code C - The item has critical features such as tolerance, fit restrictions or application. Nuclear hardness properties have not been determined (not valid for input).
DFE	DLA - FLIS	Criticality Code E - The item is an Aviation Critical Safety Item/Flight Safety Critical Aircraft Part (ACSI/FSCAP) and is specifically designed to be or selected as being nuclear hard.
DFE	DLA - FLIS	Criticality Code F - The item is an Aviation Critical Safety Item/Flight Safety Critical Aircraft Part (ACSI/FSCAP).
DFH	DLA - FLIS	Criticality Code H - The item is specifically designed to be or selected as being nuclear hard (i.e., it will continue to perform its designed function in an environment created by a nuclear explosion). The item does not have other critical features.
DFM	DLA - FLIS	Criticality Code M - The item is specifically designed to be or selected as being nuclear hard. In addition the item has other critical features such as tolerance, fit restrictions or application.
DFN	DLA - FLIS	Criticality Code N - The item does not have a critical feature such as tolerance, fit restrictions or application. Nuclear hardness properties have not been determined (not valid for input).
DFS	DLA - FLIS	Criticality Code S - The item is a non-aviation Critical Safety Item (CSI) whose failure will result in serious damage to equipment or serious injury or death to personnel.
DFY	DLA - FLIS	Criticality Code Y - The item does not have a nuclear hardened feature but does have other critical feature(s) such as tolerance, fit restriction or application.
F01	Air Force	US Air Force has identified this as a Critical Safety Item (CSI)
N01	Navy	US Navy has identified this as a Critical Safety Item (CSI)
S01	SPRS	SPRS predicts a HIGH likelihood of counterfeit material

**Figure 5: Possible Risk Codes and Definition**

On the Product Detail Page, the **Supplier/Ratings** tab may be selected to list the individual final ratings and reviews of the Supplier. These are provided in chronological order, with the most current on top. Each page presents up to fifteen ratings with a first page and back/forward arrows to navigate to subsequent review pages.



**Figure 6: Product Detail Page tabs.**

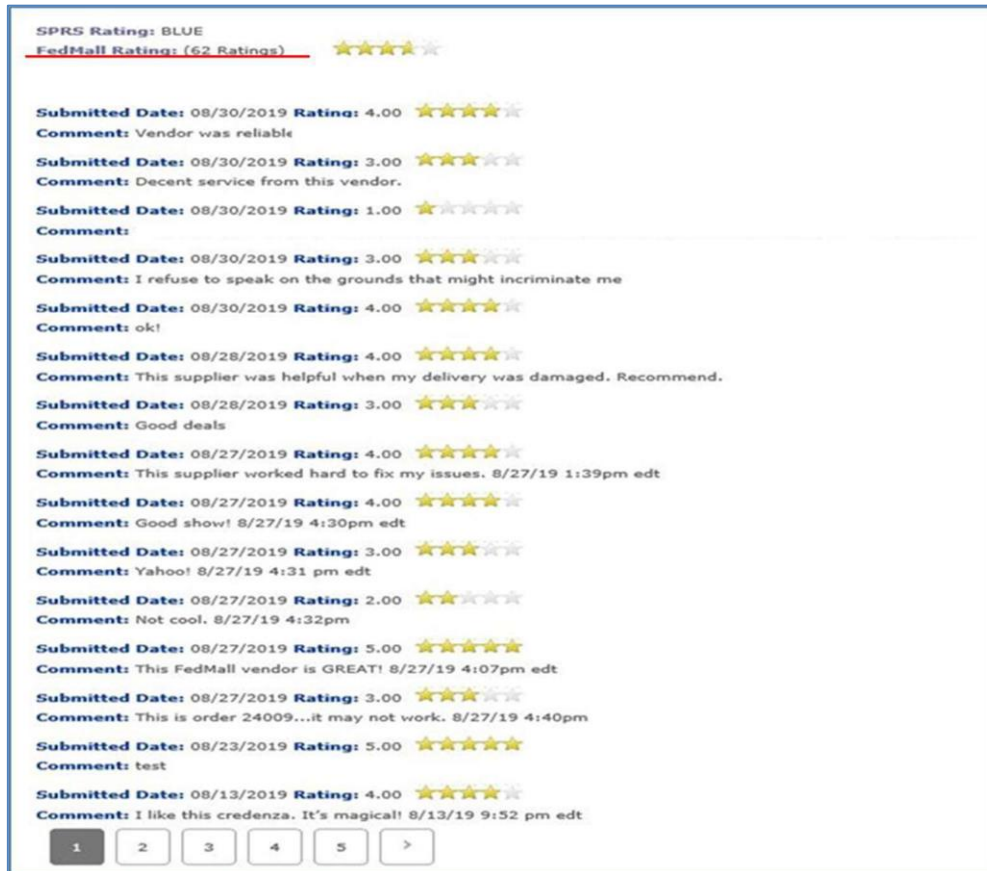


Figure 7: Product Detail Page, Supplier/Rating tab (FedMall users final rating and comments)

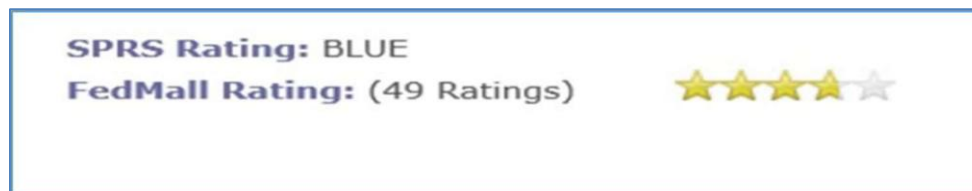


Figure 8: Enlarged display of SPRS Rating and FedMall Rating at top of Supplier/Rating Tab

### 3. FedMall – SPRS Rating and Adjudication Summary

Once a FedMall buyer has submitted a purchase order, the buyer has an opportunity to rate the supplier on the experience within 30 days. A few business rules manage the buyer-supplier adjudication process:

Experience	Business Rule
Buyer	Only commercial suppliers are rate-able
Buyer	Buyer must initiate a rating within 30 days of the order
Buyer	Overall process is limited to 45 days from the initial Buyer's rating

Buyer	Text review comments require a star rating
Buyer	One- and two-star ratings require a text review comment
Buyer	Text field limited to 1000 characters
Buyer	Buyer must respond to Supplier's comments within 14 days, or the Buyer's previous rating will be finalized.
Buyer	Only the final rating and/or review comments are recorded and viewable by FedMall buyers.
Supplier	Supplier must respond to Buyer's rating within 14 days, or rating becomes final.
Supplier	Within the limits of the 45 days, a supplier may respond to the initial rating and the subsequent second rating. Maximum of two rebuttals.
Supplier	Text field limited to 1000 characters
Overall	Rating and rating reviews are held for three years

**Figure 9: Buyer / Supplier Business Rules**

Each Buyer and Supplier rating/response submission triggers a notification email and starts the 14-day window for a response. The buyer's initial rating starts the overall 45-day window. Once submitted, the rating/response are read-only until a corresponding response is provided. Each Buyer's rating and review should be written as a standalone review (not in direct reference to a previous comments) as any Buyer's submission could become the final review dependent upon Supplier's action (rebuttal) or Supplier's inaction (suspense lapses).



The rating and adjudication workflow diagram:

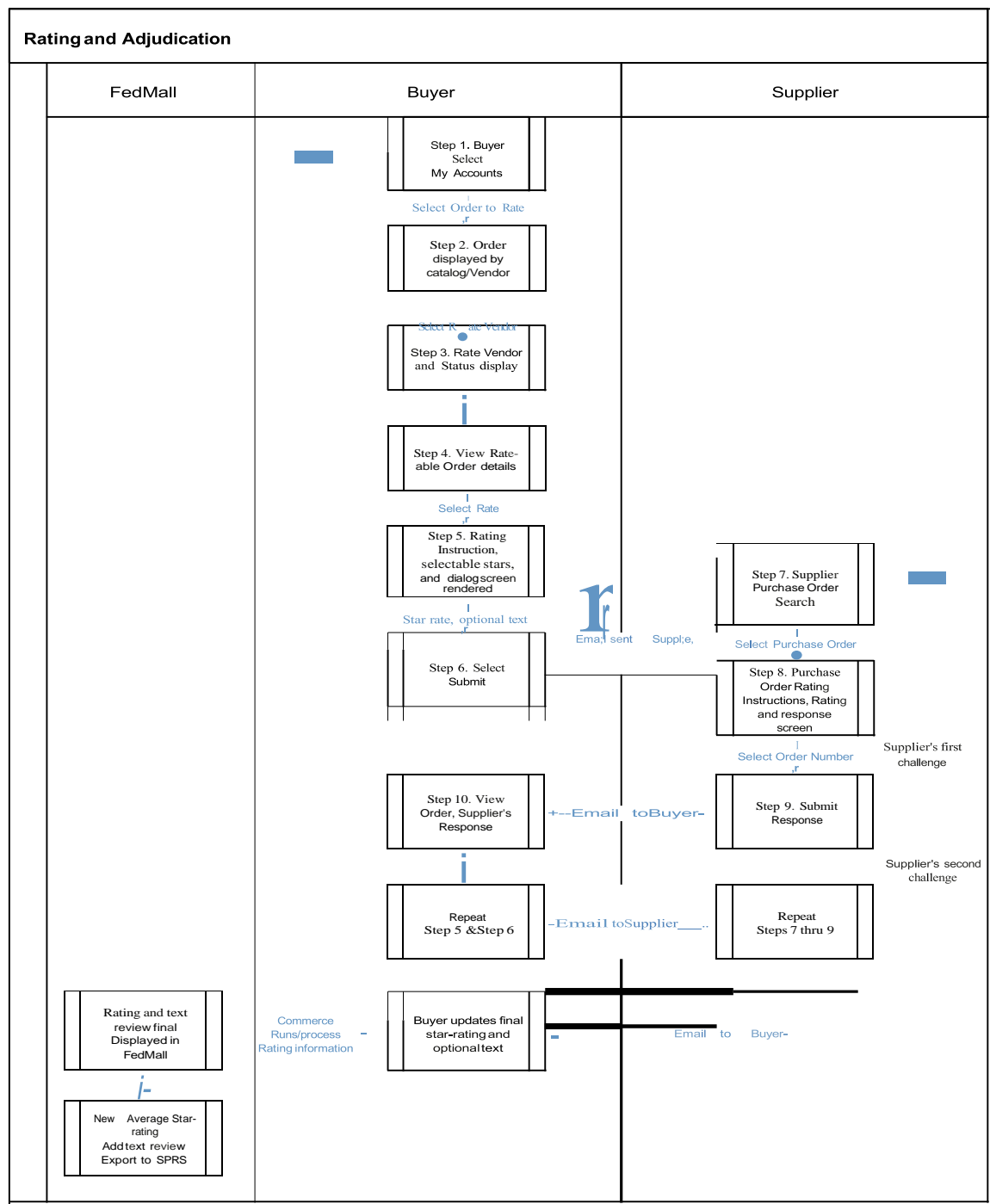


Figure 10: Buyer / Supplier Workflow

## 4. My Account Summary

My Account Summary page provides access to rate vendors. As an Order may include multiple suppliers, commercial and non-commercial, the Buyer must navigate through a couple of screens to decompose (or parse) the order by supplier and by contract to allow the rate/review process. Access vendor ratings through the '**Orders**' tab.

ORDERS					
<a href="#">Advanced Order Search</a> <a href="#">Create New Order</a>					
Order Number	Order Date	Order Name	Order Type ⓘ	Total	Corridor
805047	07/31/2023		Purchased	\$451.44	FedMall
<a href="#">View All Orders</a>					

Figure 11: Account Summary (Order Search / Rate Vendor)

## 5. All Orders Page

With selection of the **Order Search/Rate Vendor**, the Order History page provides list of the buyer's orders, listed by order number. The selection of '**Rate Vendor**' triggers a decomposition of the order into Commercial suppliers and non-commercial suppliers. The user is presented selectable button to '**Rate Vendor**'. Alternatively, the Buyer may select '**order number**' to present the Order History Detail page.

[<](#)
ALL ORDERS

Create New Order

Document/Requisition Number

Submitted Start Date ⓘ

Submitted End Date ⓘ

OR

MM/DD/YYYY

MM/DD/YYYY

Clear Results

Search

Order Number 🔍	Order Date 🔍	Order Name 🔍	Order Type ⓘ 🔍	Total 🔍	Corridor 🔍
805047	07/31/2023		Purchased	\$451.44	FedMall

Figure 12: Order History, Rate Vendor or Order Number for Order details

## 6. Order History Details

Order History provides the details of a completed order. A **'Rate Vendor'** button at the top of the page will automatically scroll the page down to the Product information section where vendors may be rated. Once the **'Rate Vendor'** button has been selected (Figure 13), the user is presented with several options depending on the state (or stage) of the rating. There are four possible rating states:

1. Rate Vendor – Rating process has not started. Buyer may start a new rating
2. In Progress – Rating process has started. Buyer may view a rating that is in-progress
3. Finalized – Rating process is complete, or user (Buyer) did not start a rating within 30-days of ordering.
4. Unratable – Non-commercial suppliers are not ratable

The orders are organized by individual suppliers. An order may contain multiple vendors and commercial and non-commercial items. Once the Order Number is selected, the items are shown by supplier vendor and contract. Each commercial vendor may be independently rated. Non-commercial items related to GSA or DLA managed items and are not ratable (shown as **"Unratable"**). A hover-over, roll-over feature over the information icon ⓘ next to the **'Unratable'** button provide the following: "This item is a DLA Contract, GSA Global Supply, or NSN item, therefore, cannot be rated in FedMall."

The Buyer may rate the supplier within 30 days of the purchase order submission. Afterwards, the order is no longer rateable and marked finalized.

[<](#) ORDER NAME: 805047

Order Number : 805047

Order Date : July 31, 2023

Order Total : \$451.44

Re-Order

Rate Vendor

PAYMENT INFORMATION

View Invoice

Figure 13: Order History Details Page with 'Rate Vendor' highlighted

ITEMS IN ORDER

Supplier : SMS

Unratable

Order Number : 805047

Figure 14: Order Details by Vendor (indicates 'Rate Vendor' and 'Unratable' with icon)

## 7. Rate Vendor Modal

Selecting the **'Rate Vendor'** button from the Order Detail History page displays the Rate Vendor Modal. [Modal window is a display of a dialog box.] From here, the user may enter a star rating and a comment up to 1000 characters. An active spell check and offensive word check is performed. The spell check provides the red underline for miss-spelled words. If user types an offensive word, this will be denied when user attempts to submit. When rating and comments are complete, the user selects **'Submit'** and sends the review to the supplier (Supplier Portal interface).

**Reminder:** While a text rate review is optional, one-star and two-star ratings require justification for below satisfactory rating. Buyer should remember that while the exchange with the Supplier is collaborative, each buyer's comment should be stand-alone comment without the previous Buyer's or Supplier's comments since only the final Buyer's comment is processed. Further when the Buyer submits, the text could become final dependent on the Supplier or Buyer action or inaction.

**Vendor Rating** x

To Leave a new rating, Select the amount of stars you would like to leave and then type your response if you would like to include one. Once Complete, hit the submit button to have your review submitted. To view the rating and supplier feedback rebuttal instructions [click here](#).

☆☆☆☆☆

Review : Enter up to 1000 Characters

Submit

**Figure 15: Vendor Rating Modal and Instructions (example screenshot)**

Within the modal, each dialog block (or frame) within the window are collapsible or expandable. The Instructions provided are identical to the Buyer's view and to the Supplier's view. Another feature will truncate the previous review comments if over 100 characters. In this case, a **'Read More'** will be displayed to select for reading entire text. Lastly the dialog box has a scroll feature. When the Buyer selects the star rating and optional text, the Buyer may select **'Submit'**.

**Vendor Rating** x

Buyer's First Rating on 01/01/0101

☆☆☆☆☆

Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et dolore magna aliquyam erat, sed diam voluptua. At vero eos et accusam et justo duo dolores et ea rebum. Stet clita kasd gubergren, no sea takimata sanctus est Lorem.

Supplier's First Response on 01/01/0101

☆☆☆☆☆

Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et dolore magna aliquyam erat, sed diam voluptua. At vero eos et accusam et justo duo dolores et ea rebum. Stet clita kasd gubergren, no sea takimata sanctus est Lorem.

**Figure 16: Read More and scrolling feature**

Buyer's Second Rating on 01/01/0101

☆☆☆☆☆

Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et dolore magna aliquyam erat, sed diam voluptua. At vero eos et accusam et justo duo dolores et ea rebum. Stet clita kasd gubergren, no sea takimata sanctus est Lorem.

Supplier's Second Response on 01/01/0101

☆☆☆☆☆

Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et dolore magna aliquyam erat, sed diam voluptua. At vero eos et accusam et justo duo dolores et ea rebum. Stet clita kasd gubergren, no sea takimata sanctus est Lorem.

Buyer's Third Rating on 01/01/0101

☆☆☆☆☆

Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et dolore magna aliquyam erat, sed diam voluptua. At vero eos et accusam et justo duo dolores et ea rebum. Stet clita kasd gubergren, no sea takimata sanctus est Lorem.

Supplier's Third Response on 01/01/0101

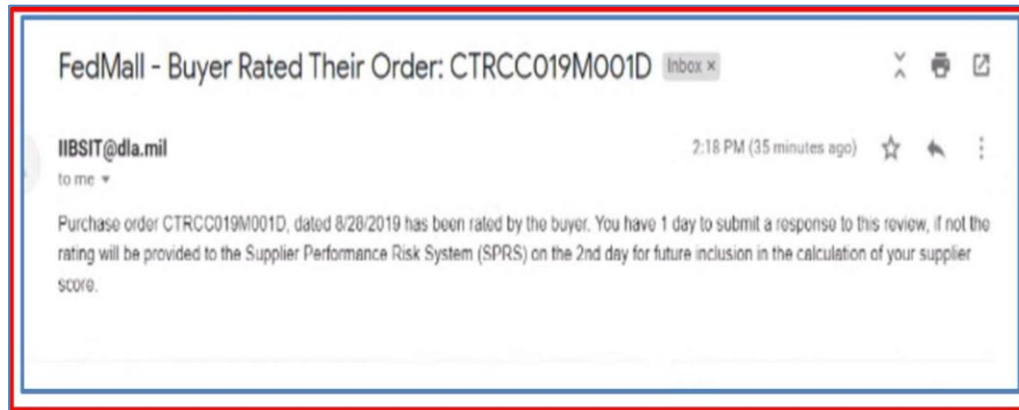
☆☆☆☆☆

Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et dolore magna aliquyam erat, sed diam voluptua. At vero eos et accusam et justo duo dolores et ea rebum. Stet clita kasd gubergren, no sea takimata sanctus est Lorem.

The Rating process has been finalized.

Figure 17: User and Supplier are allowed up to three responses if the review requires a change of commands to address the situation.

After the confirmation on the submitted rating, the order and rating can be re-opened to be viewed; however, the rating is in Read-Only Mode. If opened, the status should reflect **“In Progress”**. Once a rating is submitted, the record cannot be modified or scored until and if the supplier responses to the rating and review.



**Figure 18: When rating submitted, the supplier receives an email to prompt the supplier to review.**

[Screenshot from Test environment when timeline set to 1-day and 2-day suspense.

In Production, the number of days is 14 days to provide response, 45 days to complete rating/review adjudication process.]

## 8. Supplier Review and process

At this point, the Supplier has an opportunity to respond to the Buyer's rating. From Supplier's Purchase Order page, the Supplier is provided a list of Purchase Orders and a Rating Status column. The Rating Status may indicate:

- No Rating – Indicating no feedback or rating has been provided by Buyer
- In Process – Indicating a rating and feedback has been provided, and the rating adjudication is in progress.
- Finalized – Indicating the Rating process has concluded or the opportunity for the Buyer to rate this order has expired. Finalized with a date indicates are final rated order. Finalized without a data means this order was not rated and the opportunity for Buyer to rate has expired.



**Purchase Order Search**

Order Status:  Purchase order number:

Orders from past:  Customer number:

Customer email address:

**FIND PURCHASE ORDERS**

---

Displaying 11 purchase order(s) found. **EXPORT TO .CSV FILE**

Purchase order number	Contract number	Customer number	Customer email address	Order date	Order total	Status as of	Order status	Rating status	Date rated
SSAA23	ABCD123	8899	Customer@place.net	06/26/2019	\$938.35		Open	In Process	06/26/2019

Figure 19. Supplier's Purchase Order Page

**Order Details**

Order Status:   
 Status as of:  
 Customer name:  
 Customer number: M  
 Customer email address: ac  
 Customer department:  
 Procurement instrument type: Purchase Order  
 Purchase order number: CTRCC019M001D  
 Purchase requisition number:  
 Order date: 08/28/2019  
 Project code:  
 Priority designator:  
 Contract number:

**Customer Details**

Ship to: MMFF Bill to: CRCARD  
 FBS  
 S25  
 JRF  
 JBL  
 US

**Customer Comments**

Label shipments in accordance with KIL-STD-129.

**ACKNOWLEDGE** **SHIP** **REJECT/Cancel** **VIEW RATING**

☐ [0] Order lines selected **Show All** **Hide All** ☒ Unreviewed (1) ☐ Acknowledged (0) ☐ Shipped (0) ☐ Rejected (0) ☐ Canceled (0)

**Order Line(s)**

Line number	Order line details	Quantity	Unit of issue	Unit price	Shipment charge	Line item total
<input type="checkbox"/> 0001 Unreviewed as of 08/28/2019	Part Number: Item description: Requisition number: NSN: Delivery FOB: FOB Destination Shipment level of service: StdShip Shipment method of payment: Prepaid by Seller	1	FA	\$00.00	\$0.00	\$00.00

Use of FedMail requires Internet Explorer, Mozilla Firefox, or Google Chrome with cookies, pop-ups, and JavaScript enabled. This is a US Government web site that is subject to monitoring.

Figure 20: Order Details Page to select 'View Rating'.

When the supplier selects the '**View Rating**', a Supplier's view of the rating dialog box is rendered for the Supplier to review the Buyer's rating and rating comments. The Supplier is provided the same

rebuttal instructions and similar text features as the Buyer's dialog box. The Supplier is limited to 1000 characters, a spell check feature, an offensive language filter and scroll bar.

A screenshot of a web application dialog box titled "- Buyer Rating and Supplier Rebuttal Instructions". The dialog box contains the following text: "The Buyer Rate and Supplier Rebuttal process shall be completed in 45 days or less. If the buyer submits a rating, the supplier has 14 days after receipt of the email notification to rebut. The buyer then has 14 days to respond to the supplier's rebuttal. If the supplier responds again, the buyer has an opportunity to either update their rating or let it stand. The rating will be finalized no later than the 46th day." Below this text is a section titled "- Buyer's 1st Rating" which shows "Rating: ★★☆☆☆ Date: 06/26/2019" and a text area containing "Testing with two stars". Below that is a section titled "+ Supplier's 1st Response" with a large text area and a "SUBMIT FEEDBACK" button at the bottom.

Figure 21: Supplier's rebuttal dialog box.

Once the Supplier has completed a response to the Buyer's comments, the Supplier selects '**Submit Feedback**'. The Supplier receives a confirmation message that the response has been submitted and the Buyer receives an email to prompt Buyer to review the Supplier's response.

The Supplier is not required to respond to the Buyer's rating. If the Supplier does not respond within 14 days, the Buyer's rating and any review comments will be finalized.

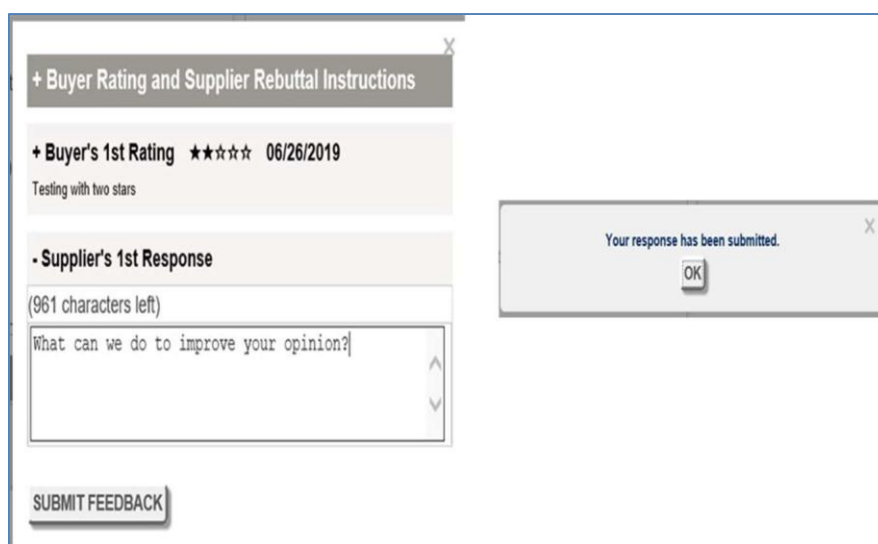
Two screenshots are shown side-by-side. The left screenshot shows the same dialog box as Figure 21, but with the "Supplier's 1st Response" section expanded, showing "(961 characters left)" and a text area with the placeholder "What can we do to improve your opinion?". The right screenshot shows a smaller confirmation dialog box with the text "Your response has been submitted." and an "OK" button.

Figure 22: Supplier's response and submission confirmation screenshots.



**Figure 23: Email to prompt Buyer that supplier responded to Buyer's rating.**

[Screenshot from Test environment when timeline set to 1-day and 2-day suspense.

In Production, the number of days is 14 days to provide response, 45 days to complete rating/review adjudication process.]

## 9. Buyer's Response and Supplier's Second Rebuttal

Once the Supplier has responded to the initial Buyer's rating, the Buyer has 14 days to reconsider the rating and/or respond to the Supplier. If the Buyer provides new rating and/or text review, an email notifies the Supplier that the Buyer has responded to the Supplier's rebuttal. In turn, the Supplier is allowed a second rebuttal response and subsequently the Buyer may change the rating and provide the final rating with optional text review. Each step is a repeat of the Buyer and Supplier process steps, limited by the time allocation of 14 days. The overall process cannot exceed 45 days.

## 10. Adjudication Finalized and Summary

Four possible conditions finalize the rate and adjudication process:

- The 14-day window lapse before the Buyer or Supplier responded to a rating or response. When this occurs, the last Buyer's star-rating and review comments are used as final rating.
- The 45-day window lapse before Supplier completes a second rebuttal or Buyer response to the Supplier's second rebuttal. When this occurs, the last Buyer's star-rating and review comments are used as final.
- The Buyer completes a rating and optional rating review after the Supplier's second rebuttal.
- When a Buyer does not rate within the 30-day window following an order, the rate status will be marked final without a date rated.

When a rating is finalized, the Rating Status is changed to “Finalized” and the Supplier receives an email notice. The Supplier may select the rating to review the Buyer’s final rating and review comments.

Product Information						
Supplier Name			Order Number: 257003			
			Status	Qty	Each	Shipping Charge Sub Total with All Charges
<b>Crayon, Fabric, 8st, Ast</b> Document Number: X0000001 Mfr. Part # 12345 Item ID: 1 X000ITEM Supplier Name : N Supplier Name Description: FABRIC CRAYONS, 8 COLORS/BOX,			Unreviewed	1		3
Supplier Name			Order Number: 257003			
			Status	Qty	Each	Shipping Charge Sub Total with All Charges
<b>Chair, Periwinkle</b> Document Number: X0000001 Mfr. Part # 12345 Item ID: X000ITEM Supplier Name : C Supplier Name			Unreviewed	1		3

Figure 24: Buyer’s view of the Finalized rating status.

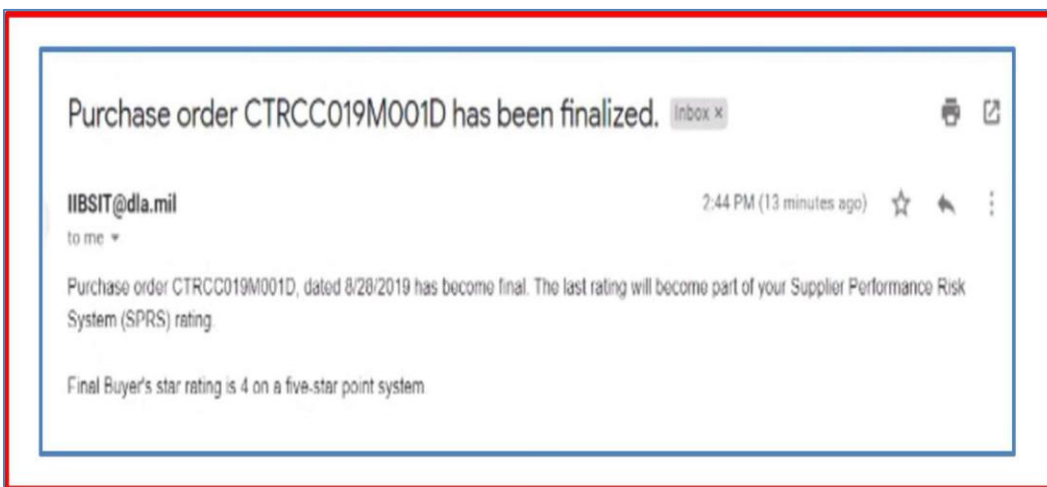


Figure 25: Email to notify Supplier of Finalized Rating.

Purchase Order Search

Order Status:  Purchase order number:   
 Orders from past:  Customer number:   
 Customer email address:   
 FIND PURCHASE ORDERS

Displaying 17 purchase order(s) found

EXPORT TO .CSV FILE

Purchase order number	Contract number	Customer number	Customer email address	Order date	Order total	Status as of	Order status	Rating status	Date rated
CTRCC019M0010	MAFX000001	50	User.net	08/28/2019	\$000.00	Open	Open	No Rating	
CTRCC019M0011	MAFX000001	50	User.net	08/28/2019	\$000.00	Open	Open	In Progress	08/28/2019
CTRCC019M001A	SPHX000001	50	User.net	08/28/2019	\$000.00	Open	Open	No Rating	
CTRCC019M0018	SPHX000001	30	User.net	08/27/2019	\$000.00	Open	Open	Finalized	08/27/2019
CTRCC019M0017	MAFX000001	30	User.net	08/27/2019	\$000.00	Open	Open	Finalized	08/27/2019
CTRCC019M0015	SPHX000001	30	User.net	08/27/2019	\$000.00	Open	Open	No Rating	
CTRCC019M0014	MAFX000001	30	User.net	08/27/2019	\$000.00	Open	Open	Finalized	08/27/2019
CTRCC019M0012	MAFX000001	30	User.net	08/27/2019	\$000.00	Open	Open	Finalized	08/27/2019

Figure 26: Supplier's view of Purchase Order with Finalized Rating Status.

**+ Buyer Rating and Supplier Rebuttal Instructions**

**+ Buyer's 1st Rating ★★☆☆☆ 06/26/2019**  
 Testing with two stars

**+ Supplier's 1st Response**  
 What can we do to improve your opinion?

**+ Buyer's 2nd Rating ★★☆☆☆ 06/26/2019**  
 Please replace the damaged items. Testing. Testing. Testing. Testing. Testing. Testing. Testing. Tes [Read More...](#)

**+ Supplier's 2nd Response**  
 I will happily replace the damaged items. I like providing awesome customer service. It is what I do [Read More...](#)

**+ Buyer's Final Rating ★★★★★ 06/26/2019**  
 Excellent customer service. Would highly recommend.

Figure 27: Supplier's view of the rating dialog with Buyer's Final Rating.

When an individual buyer's ratings are finalized, the ratings are aggregated daily with other FedMall Buyer ratings to yield a new average Star-Rating as well as an addition to the Buyer rating review (shown on the Product Detail Page, Supplier/Ratings tab). The new FedMall average star-rating and updated count (the number of ratings) is updated for FedMall users (see Figure 1). The rating review will be added to the previous ratings (see Figure 7).

In addition, updated average star-rating and count is provided to SPRS daily for inclusion to SPRS rating system.