FEDMALL

QUICK START GUIDE: SUPPLIER PORTAL

What is FedMall? What's the Supplier Portal?

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 supplier, you will access FedMall primarily via the Supplier Portal—a dedicated website where you will register, manage your catalog items, and view purchase orders. The Supplier Portal is available at https://www.suppliers.fedmall.mil.
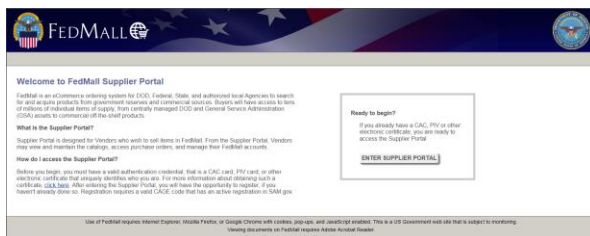
Logging on as a FedMall Supplier

Before you begin

This guide assumes that you have already completed registration in the FedMall Supplier Portal. If you have not already completed those steps, please review the *Supplier Registration Quick Start Guide*.

Steps to log on

- Visit the Supplier Portal at https://www.suppliers.fedmall.mil.

- Click the "Enter Supplier Portal" button.
- Read and accept the standard notice and consent.
- Select your certificate and enter your pin, if prompted. *(Information about certificates is in the Supplier Registration Quick Start Guide.)*

- As a registered user, you will be automatically directed to the Supplier Portal home page.

The home page contains a link to the bulk upload template (see below), as well as links to the three primary capabilities of the Portal:

- Account Management, where supplies may add/edit their Long Term Agreement (LTA) contracts or update their FedMall MarketPlace participation.
- Product Information Management, where suppliers add, edit, and remove catalog items and associated images;
- Purchase Orders, where suppliers may view, acknowledge, reject, and document shipping information for orders received through FedMall.

Expired/new certificates

User accounts in Supplier Portal are based on the certificate each supplier uses for login. Consequently, when your certificate expires, so does your Supplier Portal account. A new certificate must be obtained in order to continue using the Supplier Portal.

When logging in to Supplier Portal with a new certificate, you are prompted to start a new registration. Please refer to the *Supplier Registration Quick Start Guide* for additional information. If you register your new account under the same CAGE Code as your expired account, you will be able to associate your new account to the same contracts and purchase orders. Catalog file uploads submitted under your expired account are not available, however.

Account Management

Account Management allows suppliers to perform the following functions:

- Update user profile information
- Update contract information (includes LTA contracts, as well as FedMall MarketPlace participation)
- Acknowledge Payment Card Industry (PCI) compliance

Account Management displays in read-only mode, by default.

Update user profile

- Click the "Update User Profile" button (upper-left corner of the Account Management screen).
- User Certificate Name (CN) displays as read-only.
- Suppliers may update name, phone, email, or address information, as needed.
- Click "Submit" to save changes.

Add/update LTA contract

- Click the "Update Contracts" button.
- Click the "Add Contract" button to setup a new LTA
  -OR-
- Select any Enabled contract associated to the supplier user account and click the "Edit/Update" link provided.

LTA contracts that are expired (based on a lapsed Contract End Date) are listed with a Disabled or Archiving status. These contracts may be viewed, but not edited. Disabled contract may be Re-activated if the Contract End Date is extended. Contracts in an Archiving status are greyed-out and are available as read-only.

- Enter a Contract Number if adding a new LTA contract (this number is validated via DOD Electronic Document Access (EDA)). Contract Number displays as read-only for existing LTA contracts.
- Select a Contract Type (Blanket Purchase Agreement (BPA) or Indefinite Delivery Indefinite Quantity (IDIQ)).

DEPARTMENT OF DEFENSE CONTRACTS

Contract Type is set automatically for Department of Defense (DOD) contracts based on the ninth (9th) character of the Contract Number, as follows:

- BPA, if ninth character = "A"
- IDIQ, if ninth character = "D"

DOD contracts are automatically determined based on both of the following criteria:

- Contract Number is 13 characters in length
- First (1st) character of Contract Number equals "S", "H", "A", "W", "F", "J", "N", "R", "M" or "V".

The Contract Originating Service/Agency field auto-populates as "Department of Defense" when a DOD contract is determined.

Suppliers must manually select the Contract Originating Service/Agency in all other cases.

GENERAL SERVICE ADMINISTRATION AND VETERAN AFFAIRS CONTRACTS

If the selected Contract Type is "Blanket Purchase Agreement" AND the Contract Originating Service/Agency is either of the following:

- General Services Administration (GSA)
- Veteran Affairs

… then suppliers must additionally specify ("Yes" or "No") if the BPA is created off a GSA Schedule (per Federal

Acquisition Rules (FAR) Part 13 guidelines), as shown below:

Contract Information

* Contract Number : **GSTEST19A001**

General Contract Info:
* Contract Type: Blanket Purchase Agreement (BPA ▼
* Contract Originating Service/Agency: General Services Administration ▼
* BPA created off GSA schedule?: ◉ Yes ○ No
* NAICS Code: 339940 ▼

GENERAL INFO

Suppliers may freely add/update any additional contract details, including:

- General Contract Info (Start/End dates, Min/Max order amounts, contract ceiling, shipping destinations, etc.)
- Order Delivery Configuration (EDI 850, cXML, Email)
- Contracting Office Name
- [Supplier] Mailing Address
- Primary Contact Information
- Alternate Contact Information

Complete all required fields, as directed. Upon completion, click the "*I hereby certify that the contract data entered above are true and accurate to the best of my knowledge*" checkbox and click the "Update" button (alternatively, suppliers may click the "Cancel" button to discard updates).

Upon clicking the "Update" button, suppliers return to the Account Management page. Users must re-acknowledge the FedMall Vendor Selling and Business Rules Agreement and click the "Submit" button on the Account Management page for the LTA contract changes to be applied.

Payment Card Industry (PCI) acknowledgment

Suppliers participating on FedMall must acknowledge and agree to Payment Card Industry (PCI) standards and best practices to ensure that customer credit card information is secured. Acknowledgment is required on a recurring, annual basis.

Supplier Portal will automatically prompt users to acknowledge the PCI agreement upon initial registration. Thereafter, Supplier Portal will automatically enforce re-acknowledgement of the PCI agreement every 365.

FedMall MarketPlace

The FedMall MarketPlace allows suppliers to participate on FedMall without an LTA contracts. All MarketPlace orders must be paid for via Government Purchase Card (GPC) and remain below the Federal Micro Purchase Threshold (MPT).

Suppliers choosing to participate in the FedMall MarketPlace must have an approved NAICS code associated to their SAM.gov profile. Currently, only products are allowed in the FedMall MarketPlace. Suppliers associated to service-related NAICS codes only (e.g. IT service providers, construction, maintenance, custodial, professional service providers, etc.) are not eligible to participate on the FedMall MarketPlace.

Product Information Management

You may have multiple catalogs in FedMall. In general, for a given supplier (i.e. CAGE code), you may have:

- One catalog for each Long Term Agreement (LTA) or Blanket Purchase Agreement (BPA) added to FedMall;
- One catalog for all MarketPlace items.

Again, MarketPlace suppliers are limited to product catalogs only—service-related catalog items are prohibited.

For each catalog, you may upload the items (or item changes) in bulk using a specialized plain text (comma separated values, .csv) file and a zipped archive (.zip) of images, or you may directly add and edit items within the Supplier Portal.
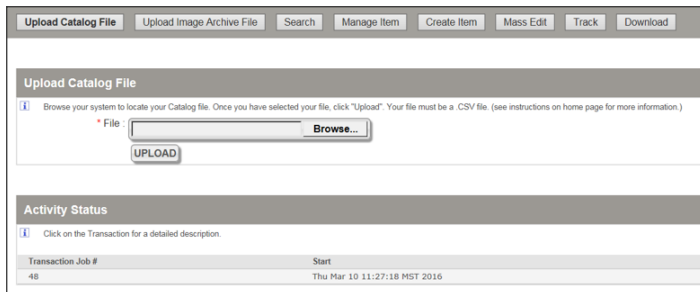
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Uploading a catalog

Before uploading your catalog, you must ensure that you are using the correct, current format. A specialized quick start guide (in both PDF and Microsoft Excel formats) is available to provide field-by-field guidance on how to construct a well-formed bulk upload file, and how to name and organize the images associated with those items.

This file may be downloaded from the Supplier Portal home page, immediately after logging in.

To upload catalog items, start at the "Upload Catalog File" tab. Browse for the .csv or Excel (.xls or .xlsx) file on your local computer and click the "Upload" button. You will see the upload tracked as a transaction under Activity Status.
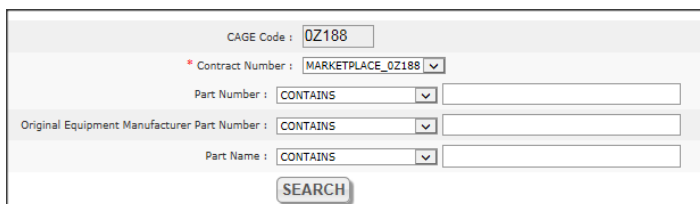

Uploading images is performed the same way, but from the "Upload Image Archive File" tab. See the separate quick start guide for how to construct the image archive (.zip) file and associated Images.csv file.
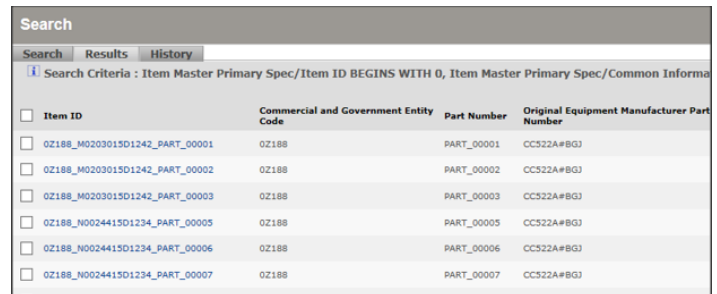
Manage catalog items from the Portal

SEARCHING FOR ITEMS

All viewing and editing of catalog items begins with Search. From the "Search" tab, select the appropriate catalog/contract (if you are managing more than one), and then specify one or more other search criteria.

Items matching your search results will appear on the "Results" tab. View (and edit) individual items by clicking on the applicable Item ID.

Clicking an item automatically switches you to the Manage Item tab, where you can view item details and edit them as applicable.

Your last five searches are also available from the "History" tab, where you can rerun searches by clicking on the number to the left of each search
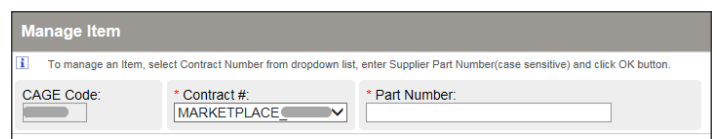
CALLING UP A SPECIFIC ITEM

Alternatively, if you know the exact Part Number, you can update the item directly through the Manage Item function – without searching for the item beforehand. Click on Manage Item, select the Contract Number from the drop-down menu, and enter the complete Part Number.

After clicking "OK", the interface will return details of the item. You can then view or update the item as described below.

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VIEWING, EDITING, CLONING, AND DELETING ITEMS

The Manage Item page shows the details of a selected item. Other options on this page include:

- Adding additional attributes (MRC codes) to make your items easier to search for in FedMall;
- Indicating special properties, including whether the item is environmentally preferred, Energy Star certified, and/or made in the USA;
- Adding full images and/or thumbnails, which dramatically improve the accessibility of your items to customers.

Manage Item

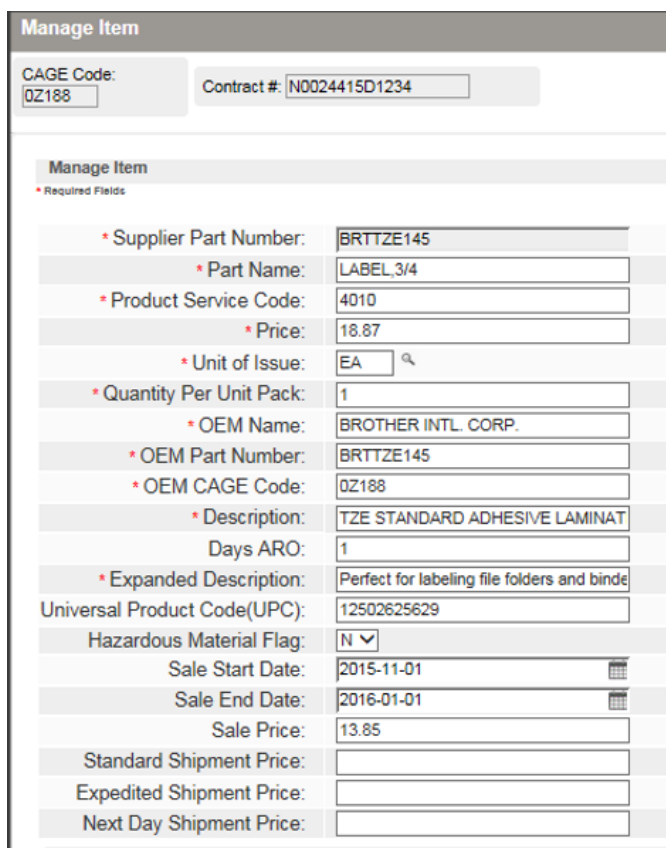CAGE Code: 0Z188   Contract #: N0024415D1234

Manage Item
* Required Fields

* Supplier Part Number:	BRTTZE145
* Part Name:	LABEL,3/4
* Product Service Code:	4010
* Price:	18.87
* Unit of Issue:	EA
* Quantity Per Unit Pack:	1
* OEM Name:	BROTHER INTL. CORP.
* OEM Part Number:	BRTTZE145
* OEM CAGE Code:	0Z188
* Description:	TZE STANDARD ADHESIVE LAMINAT
Days ARO:	1
* Expanded Description:	Perfect for labeling file folders and binde
Universal Product Code(UPC):	12502625629
Hazardous Material Flag:	N
Sale Start Date:	2015-11-01
Sale End Date:	2016-01-01
Sale Price:	13.85
Standard Shipment Price:	
Expedited Shipment Price:	
Next Day Shipment Price:	

Once you are done making changes, click the "Update Item" button to submit your changes. You may also:
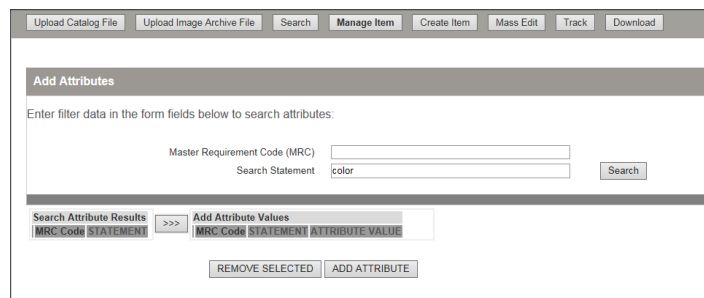
- **Clone** an item, which creates a new item based on the current one. This feature retains most attributes from the original item, but allows you to specify a new Part Number and make any other changes necessary. This is helpful when you have several similar products to add to your catalog.
- **Delete** an item, which permanently removes it from FedMall.

ADDING ADDITIONAL ATTRIBUTES (MRC CODES)

Although all catalog items in FedMall share certain basic attributes, such as Original Equipment Manufacturer Name and the Unit of Issue, items are different, and the attributes that describe those items are necessarily different as well. To account for this, FedMall uses an extensive, standard set of product attributes described by MRC codes. As customers search for items, they will have the ability to specify this level of detail in their filtering of search results; consequently, it behooves suppliers to provide this attribute data in order to ensure their products are displayed prominently.

Upload Catalog File	Upload Image Archive File	Search	Manage Item	Create Item	Mass Edit	Track	Download

Add Attributes

Enter filter data in the form fields below to search attributes:

Master Requirement Code (MRC) [ ]
Search Statement [color]   Search

Search Attribute Results		>>>	Add Attribute Values		
MRC Code	STATEMENT		MRC Code	STATEMENT	ATTRIBUTE VALUE

REMOVE SELECTED   ADD ATTRIBUTE

To add these additional attributes, click the "Add Attributes" button on the Manage Item screen, and then search for the attribute by MRC code (e.g. "AAAB") or the attribute description (e.g. "color"). Once you've added the attribute, you can specify the attribute value (e.g. "red").

ADDING CATALOG ITEMS

To create a new item in the Supplier Portal, use the "Create Item" tab in the navigation bar. Note that the Part Number must be unique within a catalog, and that once the Part Number is set, it cannot be changed. All other features of the Create Item screen match the functionality of the Edit Item screen.

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MASS EDITING ITEMS WITHIN THE PORTAL

In addition to individual edits, you may make bulk changes to items displayed in search results from within the Supplier Portal. From the search results screen, select the check box next to the items you wish to edit, then click "Edit Item/s" at the bottom of the screen.
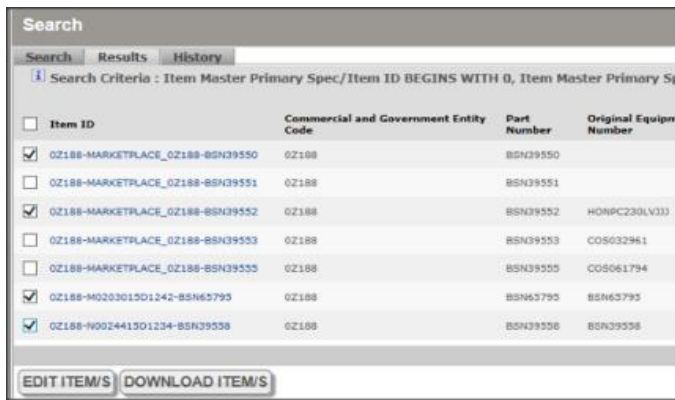
Those items are made available for bulk editing and will be displayed in a tabular format (like an online spreadsheet) where you can edit their attributes all at once. To edit one attribute of all the listed items at once, click the column header. When you are done, click Save to commit the changes.

How soon will I see my changes?

For items in both traditional contract-based catalogs and MarketPlace catalogs, the changes will be automatically approved and submitted for inclusion in the next replication of the FedMall catalogs.

After confirmation of successful validation and upload of your catalog for new items (or changes), please allow several business days to pass before changes are made available to shoppers. During busy periods, it may take approximately one week to see changes.

Purchase Orders

The Purchase Orders capability within the Supplier Portal is not intended to replace how you already receive your purchase orders (via EDI, cXML, and/or secure email). Rather, it provides you with a convenient dashboard to quickly find, view, and manage those FedMall orders that result in the generation of a purchase order. Think of this as the online version of form DD1155.
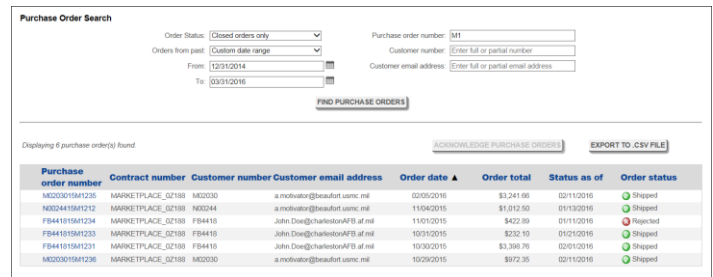
Searching for orders

Click "Purchase Orders" from the navigation bar to open the primary purchase orders screen, which lets you search for orders by order status, date, purchase order number, customer number (typically a DODAAC), and/or customer email address. The default search criteria returns all open orders from the previous seven (7) days. You may change the search criteria and click "Find Purchase Orders" to see other orders. All search criteria will match on either full or partial search terms, and are not case sensitive. Thus, a search on "123" will match "123", "AB123" and "X1234".

Order status

Purchase orders are categorized as follows:

- Open purchase orders
  - **Unreviewed**: this is the initial state;
  - **Acknowledged**: the supplier has reviewed this order and intends to fulfill it.
- Closed purchase orders
  - **Shipped**: the order has been fulfilled, and tracking information has been provided;
  - **Rejected**: the order will not be fulfilled, for a reason specified by the supplier;
  - **Canceled**: the order will not be fulfilled, because the supplier received a request for cancelation from the customer.

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Once an order has moved to one of the three closed statuses, its status can no longer change (hence *closed*).

Managing the results list

As you review the list of search results:

- Click on any column header to **sort** the list by that column.
- Click on any Purchase Order Number to **view more details**.
- **Acknowledge multiple orders** at once by checking the box(es) next to any unreviewed purchase order(s) and clicking the "Acknowledge Purchase Orders" button.
- **Export** all search results to a plain text (comma separated values, .csv) file, where the columns exported match what appears on screen.

Purchase order details

From the details page, you can:

- **Acknowledge** an unreviewed purchase order (and optionally specify an estimated ship date);
- **Reject/cancel** an open purchase order (once a reason is specified);
- Save **shipment tracking** information for an open order (shipment carrier, tracking number, and shipment date are all required, but may be updated later if needed without changing the Shipped status).

FedMall shopper ratings

FedMall allows its shoppers to rate and provide feedback to suppliers on their ordering experience. These ratings and comments are available to suppliers within the Purchase Orders capability of Supplier Portal.

Suppliers can view their ratings and comments for each purchase order, as well as directly respond to shoppers to acknowledge or contest a specific shopper's rating

(responses must be submitted within 14 days of the initial shopper rating).

Supplier ratings in FedMall are ultimately submitted to the Supplier Performance Risk System (SPRS). SPRS incorporates the FedMall rating into its overall supplier performance scoring.

Refer to the *FedMall-Supplier Performance Risk System Job Aid* (available on the Supplier Portal homepage) for more information on SPRS and shopper ratings in FedMall.