FedMall

Real Time NSN Price Refresh (VIA EBS) Quick Start Guide

by

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on November 02, 2023

Revision History

Revision Date	Author	Summary of changes
11 / 3 / 2023	Leigh Hibner	Formatting Update

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1. Executive Summary

National Stock Number (NSN) product information in FedMall is traditionally provided via a daily webservice subscription with the FLIS (Federal Logistics Information System) Portfolio Data Warehouse (FPDW). Further upstream, the Defense Logistics Agency (DLA) Enterprise Business System (EBS) must first source FLIS, then FPDW, with its NSN product data before the NSN product data ultimately lands in FedMall.

1. This means that a single update to an DLA-managed NSN product—a new unit price, for instance—must traverse the following dataflow before that update is visible to FedMall shoppers.
2. NSN record updated in DLA EBS.
3. DLA EBS transmits the NSN update to FLIS.
4. FLIS incorporates the NSN update into FPDW.
5. FPDW transmits the update to FedMall via web service.
6. FedMall incorporates the update into the FEDS application.
7. FEDS supplies the NSN update via flat-file to FedMall Commerce.
8. FedMall Commerce incorporates the NSN update into its database and re-indexes its search catalog.
9. NSN update is visible to the User in FedMall Commerce.
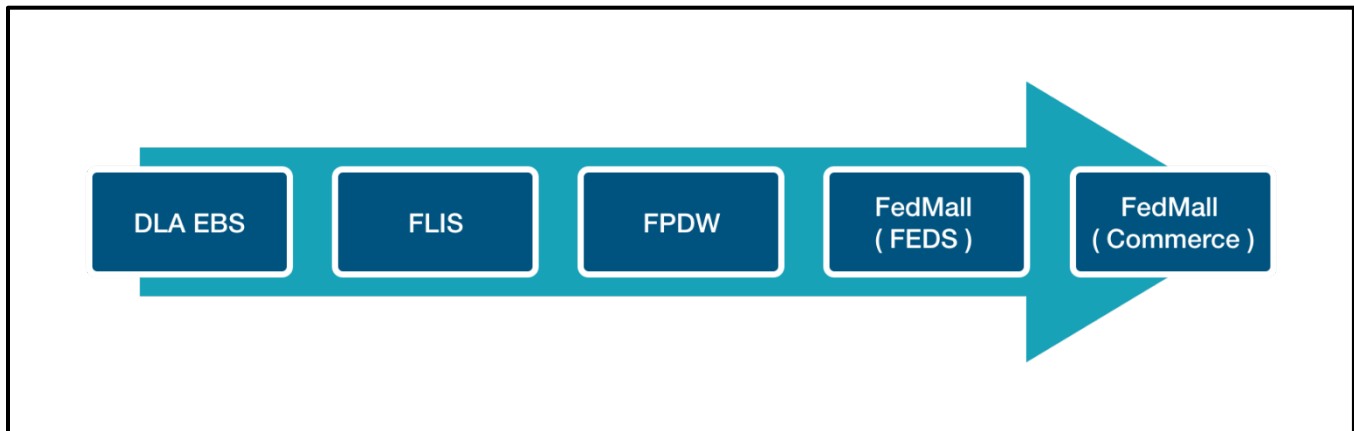
Traditional NSN Data Flow

This dataflow often requires a week or more to fully execute. In extreme cases, 2-3 weeks may pass before an updated NSN unit price is fully incorporated into FedMall. Consequently, FedMall shoppers are never certain the price they see in FedMall is the same price they'll be charged when their orders and transmitted to DLA EBS for fulfillment.
FedMall now offers shoppers a direct NSN price-lookup capability with DLA EBS when:

- Viewing the *Product Detail Page* for an NSN product during search
- Viewing the contents of their current Shopping Cart (immediately prior to Check Out)
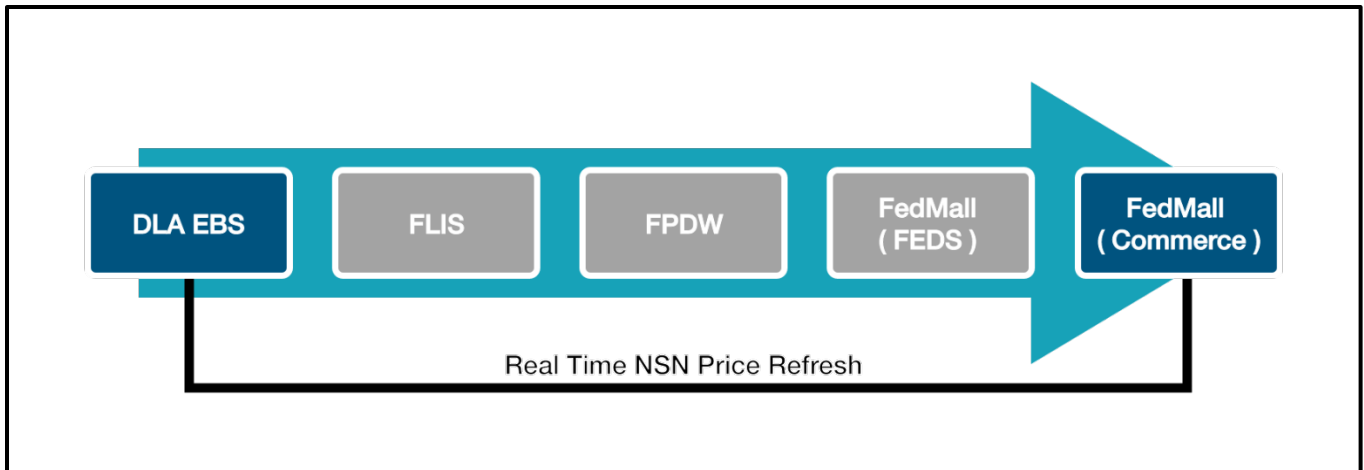
Real Time NSN Price Refresh Capability

This new Real-time NSN Price Refresh capability will provide FedMall shoppers with confidence that "what you see is what you pay".

2. Real-time Price Refresh (During Shopping)

The following instructions demonstrate the Real-time NSN Price Refresh capability when searching and shopping for NSN products in FedMall Commerce.

> **User Role**: Shopper (all User Types) **Pre-Conditions**:
>
>   - User has an active FedMall Commerce account

From the FedMall homepage (after logging in) …

1. Select the "NSNs Only" search corridor from the **CORRIDOR** dropdown in the FedMall navigation bar.
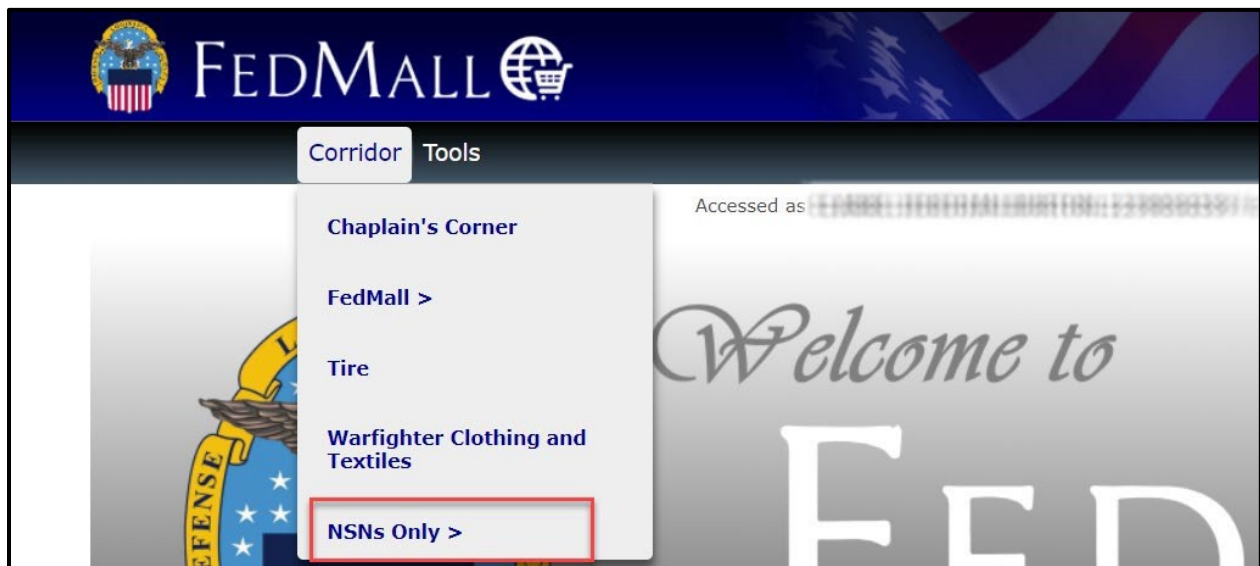

NSN Only Section on Corridor Drop Down Menu

Finding NSN products on FedMall does NOT require navigation to the NSNs Only corridor.

NSNs may be found throughout the site via simple or advanced search, or within other search corridors. This document will illustrate examples from the NSNs Only search corridor for brevity.

2. Enter a product identifier or keyword(s) in the main search bar.
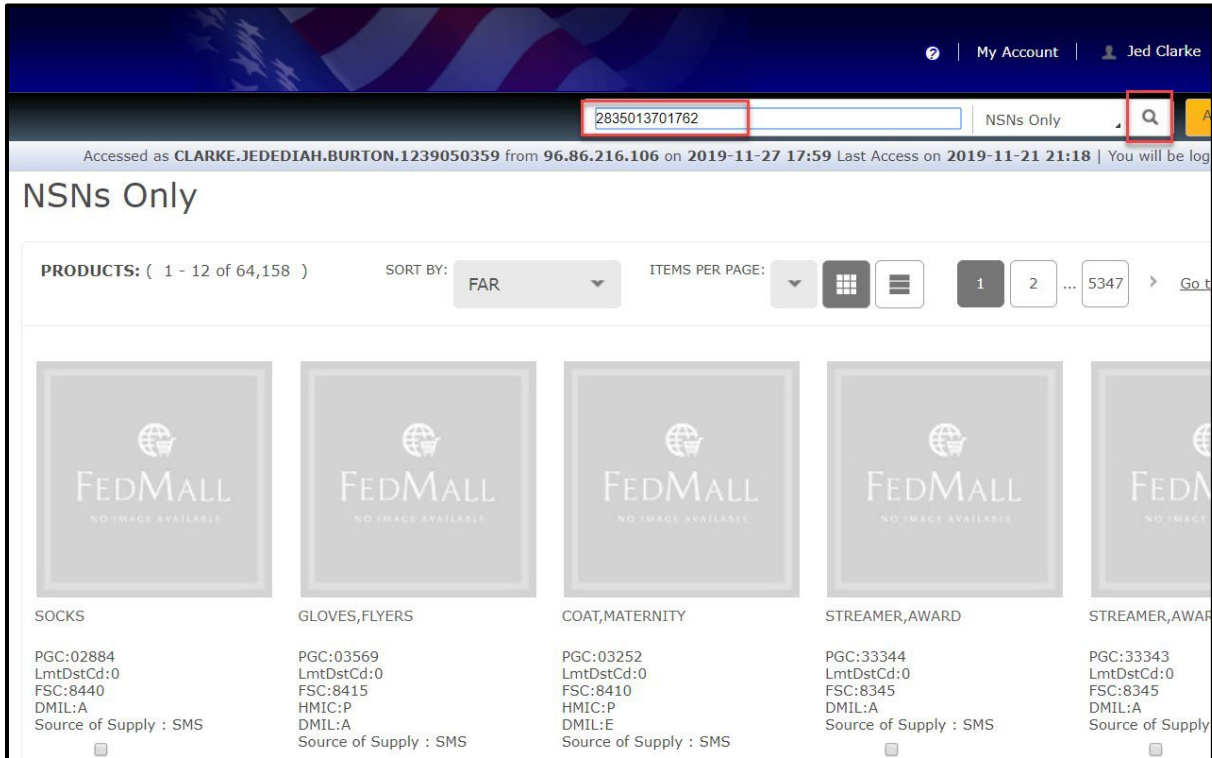
Search bar location

For best results, use one of the product identifiers listed below when searching within the NSNs Only corridor:

- Federal Supply Class (FSC) code (FSC, or first 4-digits of the NSN)
- National Item Identification Number (NIIN, or last 9-digits of the NSN)
- NSN (full 13-digit identifier)
- Procurement Group Code (PGC, applies to DLA Clothing & Textile products only)

3. Click the search icon.

NSN products meeting your search criteria are returned in search results. The NSN **Unit Price** that displays reflects the current list price in the local FedMall Commerce database.
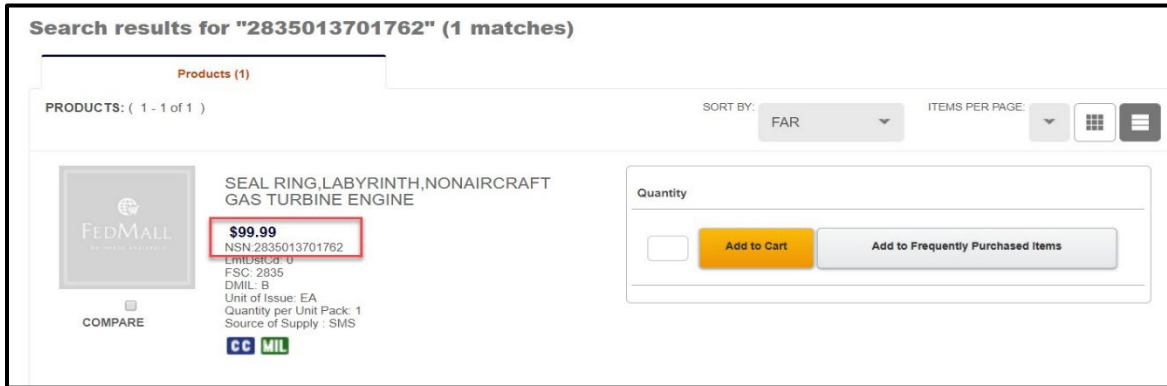
NSN List Price

4. Click the NSN ITEM NAME link (e.g. "SEAL, RING, LABYRINTH, NON AIRCRAFT GAS TURBINE ENGINE") or item image thumbnail (if available) to view the *Product Detail Page* associated to any DLA managed NSN (i.e. Source of Supply = "SMS") in your search results.

The Product details page displays.
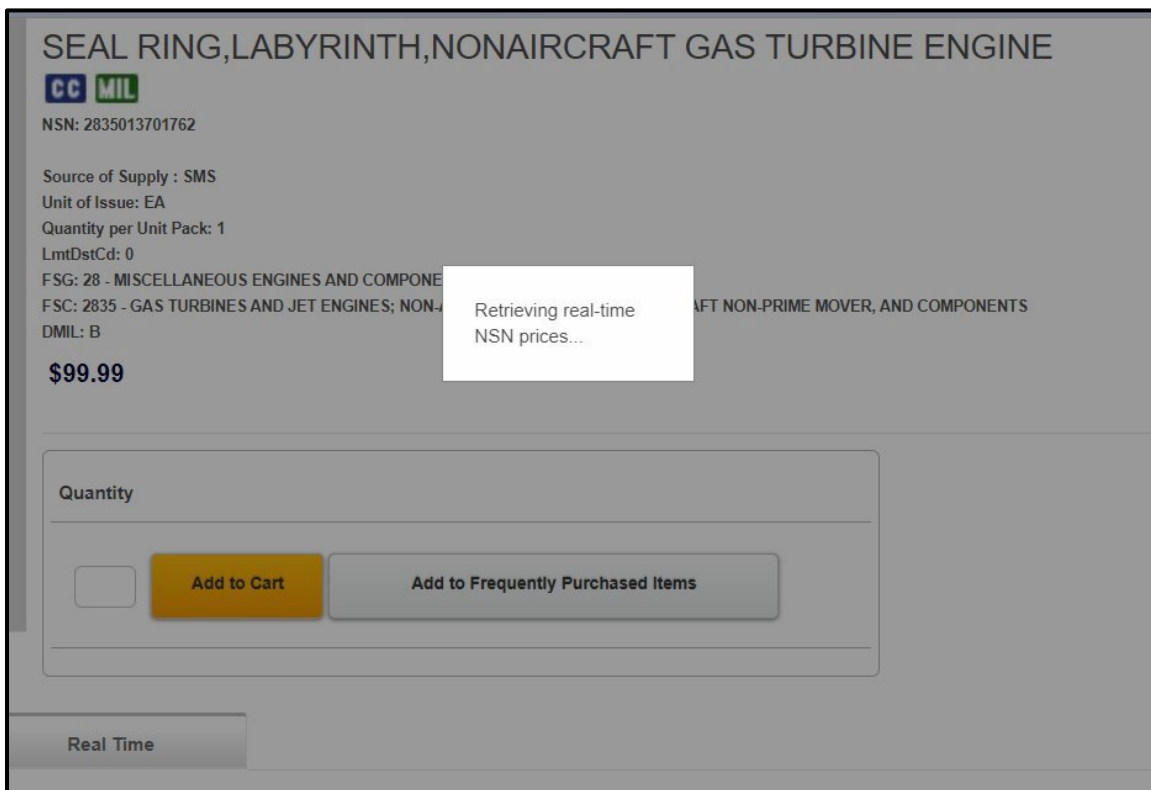
Retrieving Real Time NSN Price Pop-Up

The following message briefly displays when the current price for the selected DLA NSN in the local Commerce database is older than 24 hours (times may vary based on current feature configuration):

> Retrieving Real Time NSN Prices

While this message is displayed, FedMall is retrieving the current NSN price from the DLA EBS in real-time. EBS is the authoritative source for DLA-managed NSN product information, including price information.

Real-time prices are NOT retrieved for NSNs managed by non-DLA Sources of Supply (e.g. GSA, HM8, etc).

5. Note the NSN **Unit Price** after the *Product Detail Page* completes loading and the above message no longer displays.

NSN Unit Price Location

The NSN **Unit Price** refreshes with the real-time price retrieved from DLA EBS. The **Unit Price** updates only if the real-time price retrieved from DLA EBS differs from the price in the local Commerce database.

FedMall saves the real-time **Unit Price** from DLA EBS in the local Commerce database, when and if the request is successful.

IMPORTANT NOTE:

Search results may NOT reflect updated **Unit Prices** for a period of 24 hours after being refreshed on the *Product Detail Page*. This is because search results are indexed nightly and reflect the previous day's data.

After an NSN's **Unit Price** is updated, the updated price will be reflected in the next day's search results after the nightly indexing process concludes.

Users observing NSNs with **Unit Prices** that differ between search results and the *Product Detail Page* are advised to wait at least 24 hours before reporting a problem to the DLA Customer Interaction Center (1-877-DLA-CALL, or dlacontactcenter@dla.mil).

# 3. Real-time Price Refresh (In Shopping Cart)

The following instructions demonstrate the Real-time NSN Price Refresh capability when viewing a current shopping cart containing one more NSN products just prior to Check Out.

> **User Role**: Shopper (all User Types) **Pre-Conditions**:
>
> -   User has an active FedMall Commerce account
> -   User has one or more NSN products in their current shopping cart
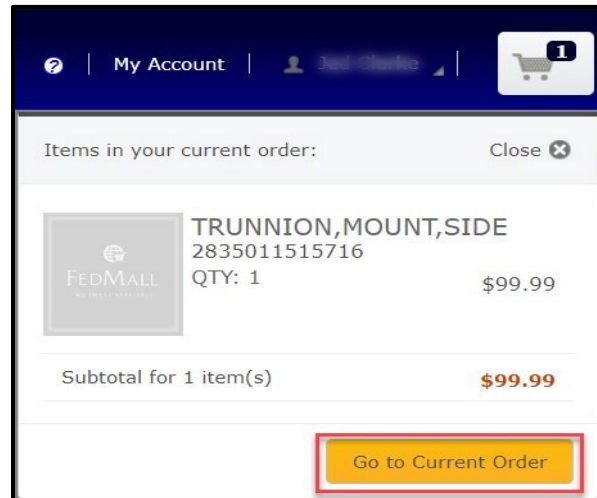
From any webpage in FedMall Commerce …

1. Click the ![cart icon] icon from the FedMall header bar to preview items in your current cart.
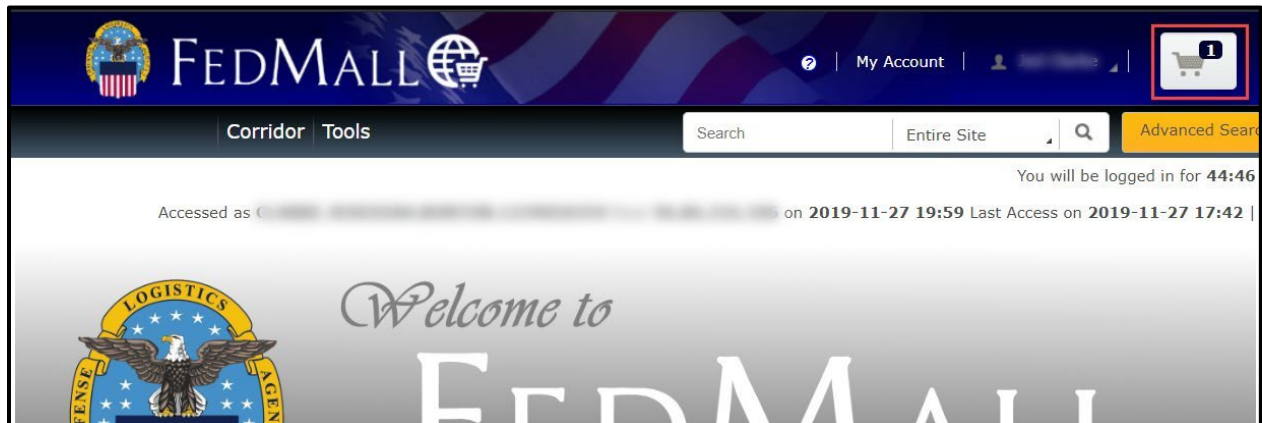
Cart Location

Using your Cart preview, verify your current Cart contains one or more NSN items.

2.   Click the "GO TO CURRENT ORDER" button.

Go To Current Order Button Location

The current *Shopping Cart* page displays.

Shopping Cart Page

The following message briefly displays when the shopping cart contains one or more NSNs with a current **Unit Price** (from the FedMall Commerce database) older than 24 hours (times may vary based on current feature configuration).

<div style="border:1px solid blue;text-align:center;">

Retrieving Real Time NSN Prices

</div>

While this message is displayed, FedMall is retrieving current NSN price(s) from DLA EBS in real-time.

Note the **Unit Price(s)** for each NSN after the *Shopping Cart* page completes loading and the above message no longer displays.

NSN **Unit Prices** refresh with the real-time prices retrieved from DLA EBS. **Unit Prices** only update if the real-time prices retrieved from DLA EBS differ from the prices in the local Commerce database.

FedMall recalculates each of the following cart totals based on the updated **Unit Price(s)**:

- Line Total
- [Source of Supply] **Subtotal**
- Order Total

FedMall saves the real-time **Unit Price** from DLA EBS in the local Commerce database for each affected NSN in the shopping cart if the request(s) are successful.

Updated information after NSN real time price refresh

> **IMPORTANT NOTE:**
>
> Search results may NOT reflect updated NSN **Unit Prices** for a period of 24 hours after being refreshed in a user's current shopping cart. This is because search results are indexed nightly and reflect the previous day's product data.

After an NSN's **Unit Price** is updated, the updated price will be reflected in the next day's search results after the nightly indexing process concludes.

Users observing NSNs with **Unit Prices** that differ between search results and their current shopping cart are advised to wait at least 24 hours before reporting a problem to the DLA Customer Interaction Center (1-877-DLA-CALL, or dlacontactcenter@dla.mil).

4. Price Retrieval Problems

In the event the DLA EBS price-lookup service is unavailable OR the price request for a specific NSN times out, the following message will display for each affected NSN:

- Realtime NSN pricing unavailable. Listed prices may not be current.

In this scenario, FedMall refers to the current **Unit Price** stored in the local Commerce database.

The figures below illustrate this scenario for the *Product Detail Page* and *Shopping Cart* page:

Product Detail Page: Real-time NSN pricing unavailable

Shopping Cart: Real-time NSN pricing unavailable

5. Feature Configuration

The table below shows how the Real-time NSN Price Refresh capability may be configured within FedMall to optimize performance and/or user experience:

Property Name	Description	Parameter Values	Default Setting
Request Timeout	Amount of time FedMall waits for a response from DLA EBS before terminating the HTTP request.	Seconds (s)	10s
Refresh Interval	Amount of time FedMall waits before retrieving the real-time price for the same NSN. Note: This prevents FedMall from requesting a real-time price for the	Hours (h)	24h
	same NSN more than once on the same day, week, etc.		
Feature Toggle	Enables or disables the capability. FedMall attempts to retrieve real-time NSN prices, when enabled. FedMall always refers to the locally-stored unit price in the Commerce database, when disabled.	On/Off	Off

Real Time NSN Price Refresh Configuration Properties Table

Any of the properties listed above are easily configurable upon request of the FedMall Program Management Office (PMO). Configuration changes do NOT require an application restart or any system downtime.