

# **GSA Advantage Order Status**

## **Contractor FAQs**

**March 17, 2020**

### **About GSA Advantage! Order History & Status**

Customers using GSA Advantage have an order history that they can use to manage orders and check on order status, ***including shipment information***. Your submission of GSA Advantage! order status via **EDI/cXML** or the **Purchase Order Portal** updates **GSA** and your customers. Customers are sent an email each time their order status changes, reducing the number of phone calls concerning order status.

#### **1. What do we mean by “Order Status”? There are 4 Order Status Indicators:**

- 1) **“In Process”** - When you retrieve orders, order status is considered “In Process” (you will not see this status). This status is passed to the ordering customer.
- 2) **“Shipped”** As you fill orders, **you must indicate when orders are “Shipped” and must provide the shipped date (i.e. status date), shipping method, and the tracking number.**
- 3) You may also indicate orders as **“Backordered”** or;
- 4) **“Canceled”**.

**GSA is focused on shipment information (date, method and tracking number) as the most important driver for improving customer satisfaction.** Currently, GSA contractors on Advantage! only provide on-time shipment information for 50% of orders.

#### **2. I’m already providing the order status to my customers. Why does GSA show me as “non-compliant”?**

Providing order status to your customer must be done through GSA platforms to provide 100% transparency to support our joint customers. In order to be compliant, you must provide order status through one of the two methods on Advantage!:

- 1) **EDI Advantage! (not the same as Global Supply/OMS EDI)**. If you want to validate whether you’re providing EDI transmission sets to GSA, please email [edistat@gsa.gov](mailto:edistat@gsa.gov).
- 2) **Purchase Order (PO) Portal on Advantage!:**  
<https://www.poportal.gsa.gov/poportal/welcome.do>

#### **3. What is Electronic Data Interchange (EDI)?**

EDI is the computer-to-computer exchange of business documents via standard electronic formats. EDI can be used by contractors and ordering agencies for order placement, order changes, and order status. Visit the VSC [website](#) for more information or pursue EDI onboarding by emailing [edistat@gsa.gov](mailto:edistat@gsa.gov).

#### **4. What is the Advantage! PO Portal?**

The [PO Portal](#) allows GSA contractors to gain immediate access to orders placed through GSA's Advantage! and eBuy systems. The PO Portal also lets contractors provide ordering agencies with order status. Providing order status information keeps customers informed and reduces inquiries about orders. The Purchase Order Portal is often used by contractors with a small volume of GSA Advantage! orders. If you are not yet using the Advantage! Purchase Order Portal or have questions on how to use the Purchase Order Portal, please email [AdvantageOrderStatus@gsa.gov](mailto:AdvantageOrderStatus@gsa.gov). Additional resources available include:

- [PO Portal Guide](#): See pages 7-9. (different from Vendor Portal on Global Supply)
- [GSA Advantage! Purchase Order \(PO\) Portal](#)
- [A short video](#) (7 minutes) outlining how GSA Advantage! users can provide order status indicators.

#### **5. If I provide my GSA Global Supply order status through OMS Vendor Portal, am I compliant with Advantage! Orders through the Purchase Order Portal?**

No, these are two different systems. All email communications to your company coming from "[AdvantageOrderStatus@gsa.gov](mailto:AdvantageOrderStatus@gsa.gov)" direct attention to the requirements on GSA Advantage! only. These are for MAS orders through the GSA Advantage! platform. In order to be compliant, you must provide order status through the Purchase Order Portal (Advantage! only) or EDI (Advantage! sided). See FAQ #2 for more information.

#### **6. What is the difference between Vendor Portal and Purchase Order Portal?**

The Vendor Portal is a function of GSA's Order Management Services (OMS) platform and is only used for Global Supply orders. Emails coming from [AdvantageOrderStatus@gsa.gov](mailto:AdvantageOrderStatus@gsa.gov) direct your attention to the requirements on GSA Advantage! only and your orders flowing through the [Purchase Portal](#).

#### **7. I provide order status on all GSA Global Supply orders through EDI. Shouldn't that mean I'm EDI compliant on Advantage! ?**

No. EDI for Advantage! has its own onboarding process for the GSA Advantage! Platform, just as OMS has its own onboarding process for Global Supply. For MAS Advantage! Orders, you need to email [edistat@gsa.gov](mailto:edistat@gsa.gov) to begin the EDI process.

#### **8. How can I sign up to provide order status through the Purchase Order Portal?**

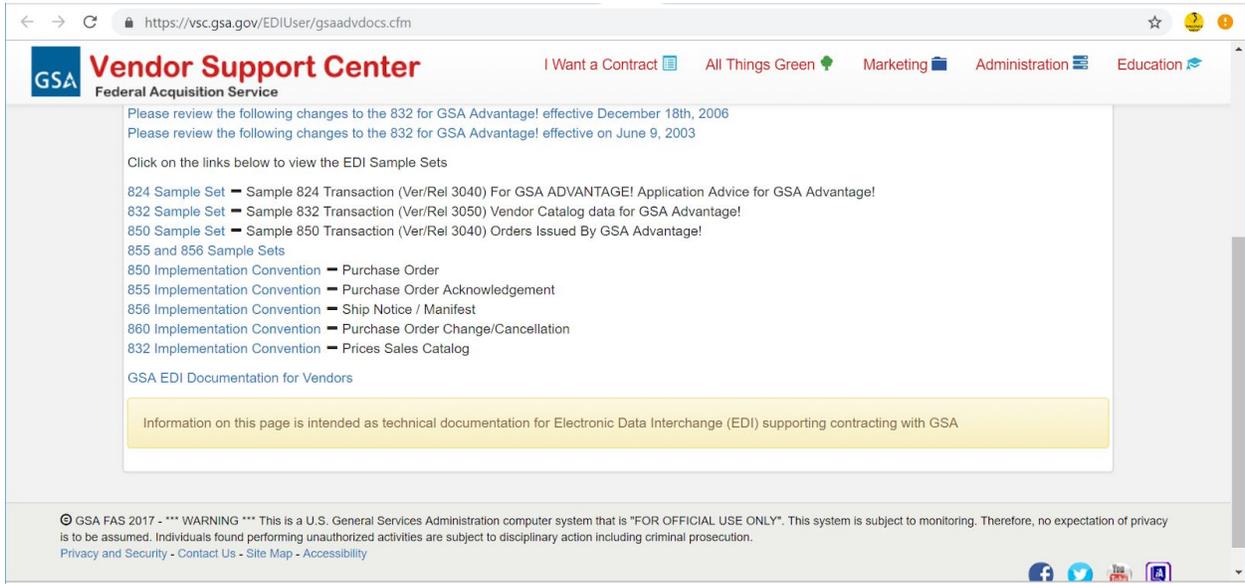
If you're not already registered for the Purchase Order Portal, you'll receive an invite when a customer places an order for your MAS product... This email has a link to the registration page. Registration for the PO Portal can only be accessed via a GSA generated email notice. You will only need to register for the PO Portal once. However, each order's status must be entered through the PO Portal.

There are two ways to provide order status through the PO Portal:

- 1) By Line item/order or
- 2) Exporting active orders in a range and uploading.

More information can be found on pages 7-9 of the PO Portal Guide [here](#).

Contractors currently using Electronic Data Interchange (EDI) or cXML for Advantage! orders must provide order status using the methods [here](#).



The screenshot shows a web browser window with the URL <https://vsc.gsa.gov/EDIUser/gsaadvdocs.cfm>. The page header includes the GSA logo and the text "Vendor Support Center Federal Acquisition Service". Navigation links include "I Want a Contract", "All Things Green", "Marketing", "Administration", and "Education". The main content area contains the following text:

Please review the following changes to the 832 for GSA Advantage! effective December 18th, 2006  
Please review the following changes to the 832 for GSA Advantage! effective on June 9, 2003

Click on the links below to view the EDI Sample Sets

- 824 Sample Set - Sample 824 Transaction (Ver/Rel 3040) For GSA ADVANTAGE! Application Advice for GSA Advantage!
- 832 Sample Set - Sample 832 Transaction (Ver/Rel 3050) Vendor Catalog data for GSA Advantage!
- 850 Sample Set - Sample 850 Transaction (Ver/Rel 3040) Orders Issued By GSA Advantage!
- 855 and 856 Sample Sets
- 850 Implementation Convention - Purchase Order
- 855 Implementation Convention - Purchase Order Acknowledgement
- 856 Implementation Convention - Ship Notice / Manifest
- 860 Implementation Convention - Purchase Order Change/Cancellation
- 832 Implementation Convention - Prices Sales Catalog

GSA EDI Documentation for Vendors

Information on this page is intended as technical documentation for Electronic Data Interchange (EDI) supporting contracting with GSA

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cXML instructions can be found at the Vendor Support Center (VSC) site: <https://vsc.gsa.gov/>.