GSA

U.S. General Services Administration
Northeast & Caribbean Supply &
Acquisition Center

Region 2 Industry Day

Electronic Data Interchange (EDI) & Vendor Portal (VP) for
GSA Global Supply Vendors

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Agenda

- GSA Global Supply contract clause
- GSA monitoring
- Overview of:
  - EDI
  - Vendor Portal
- Shipment data quality
- Resources
- DEMO - Vendor Portal
- Questions

Mass Mod A617

- Incorporated into various product based MAS contracts
- Requires participation in either EDI or Vendor Portal in order to continue doing business with GSA Global Supply

GSA Monitoring

- GSA Global Supply (GGS) contracts are being monitored for PO acknowledgements and shipment confirmations
  - Complete shipping information: Quantity and date shipped, carrier name, tracking #
  - Both via EDI and VP
- Your company will be classified as Red/Yellow/Green
  - Report is often seen by Senior GSA officials
- Curious as to how your company is doing?
  - Contact your GSA CO for a list of GGS Orders which do not reflect as being shipped
- Customers get the tracking information provided in your shipment confirmation
  - Helps reduce the number of calls you get from the GSA NCSC for proof of delivery
  - Customer is also happier

What is EDI?

- Electronic Data Interchange (EDI) is the electronic exchange of business document data, such as purchase orders and invoices, in a standardized format between trading partners
- EDI replaces paper-based document exchange and manual web data entry
- Requires software, communications, and specialized IT expertise
  - Can be provided in-house or by third party service providers
- Benefits include reduced cost, increased transaction speed and visibility, fewer errors, and improved business relationships
- Good for high volume trading partners, and preferred by GSA

EDI Transaction Sets

- EDI relies on standard electronic transactions, specifications and protocols
- GSA OMS uses the following EDI transactions:
  - EDI 850 Purchase Order
  - EDI 997 Functional Acknowledgement
  - EDI 855 Purchase Order Acknowledgement
  - EDI 856 Advance Ship Notice/Manifest
  - EDI 860 Purchase Order Cancellation / Customer Initiated Change
  - EDI 810 Invoice
- GSA provides implementation specifications that contractors use to conform to GSA's guidelines
- GSA's EDI requirements are spelled out in the contract

What to Expect During EDI Implementation

- GSA will provide EDI specifications and send a survey to be completed and returned prior to kick-off

- GSA's EDI provider (IBM) will facilitate a kick-off call to review the survey and to plan the on-boarding process

- GSA's EDI provider (IBM) will manage the on-boarding process:
  - Establishing connectivity with your company or EDI service provider
  - Setting up your contract(s) in GSA's systems for EDI orders
  - Testing and go-live

- GSA staff will coordinate with you to load your NSN catalog in GSA's system

- EDI on-boarding typically takes 30-90 days (but can take up to 120+ days)

EDI Testing Process

Initiate Onboarding

- Vendor receives EDI Technical Survey; Complete and return to GSA within a maximum of <u>five</u> business days
- Survey validated by IBM
- Vendor establishes connections to the IBM Gateway

Core Testing

- Catalog Load (up to 20 items required for testing)
- Validate communication between vendor and IBM Gateway
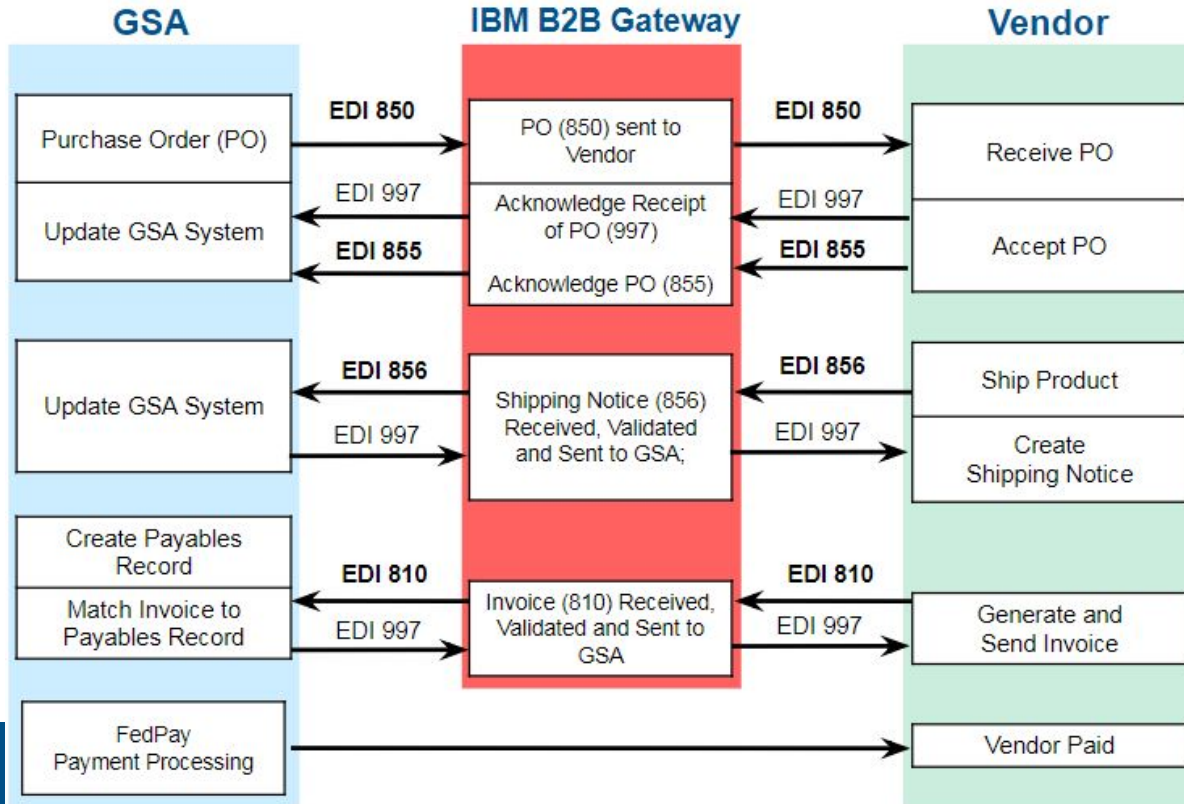- Start End to End testing of EDI Transaction Sets

Production Readiness

- Confirm communication between GSA and FedPay
- Resolve any technical Issues
- Complete testing and confirm OMS Processing

Potential delays may occur as vendor establishes VAN

GSA/IBM & Vendor
Potential delays may occur as IBM waits for Vendor to respond. May require CO involvement

GSA/IBM & Vendor
Potential delays if not prepared for all test cases

Total Process Time = 30-90 Days

End-to-End EDI Purchase Order Process *

* PO Modification & Cancellation (EDI 860) not shown

EDI-997s are sent by either GSA and Vendor to "acknowledge" receipt of any EDI transaction

EDI Tips and Tricks

- Onboarding:
  - Review GSA's EDI documentation prior to the kick-off call
  - If you use a third party EDI provider, have your agreement in place prior to the kick-off meeting with GSA
  - Include your technical experts and/or EDI service provider in all meetings with GSA's EDI team
    - Your company's contract manager should also participate
    - Follow the test scenarios closely

EDI Tips and Tricks (cont'd)

- Troubleshooting once live:
    - Pay attention to the requirements and business rules in GSA's EDI specifications (especially for multi-line POs)
    - Ensure that your business system/ERP is set up to meet GSA's requirements if you switch 3rd party provider
    - GSA/IBM will reach out to you if we see significant dips in performance
        - Work with us in a timely manner to rectify situations
- Remember - Senior GSA Officials are monitoring!

EDI Transaction Set Version Table

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EDI TRANSACTION IMPLEMENTATION PROTOCOLS					
	EDI Transaction	**Version**	**Notes**	**ISA (Interchange) Version**	**GS (Group) Version**
Invoice	**810**	**4010**		**00401**	**004010**
Invoice	810	3010	*(4010 is preferred)*	00401	003010
Purchase Order	850	3040		00304	003040
Purchase Order	**850**	**3010**	**(3040 is preferred)**	**00301**	**003010**
Purchase Order Acknowledgement	**855**	**4010**		**00401**	**004010**
Advance Ship Notice (ASN) / Manifest	**856**	**4010**		**00401**	**004010**
Purchase Order Cancellation / Customer Initiated Change	**860**	**4010**		**00401**	**004010**
Purchase Order Cancellation / Customer Initiated Change	860	3010	*(4010 is preferred)*	00301	003010
Functional Acknowledgement	**997**	**3010, 3040, 4010**		**00401**	

What Is Vendor Portal (VP)?

- Online, web-based tool developed by IBM
- Provides vendors who are not using EDI visibility into orders
- Integrates (dynamically) with the Order Management Services (OMS) system
- Cost effective solution for vendors with low order volume (< 50 orders/month)
  - Manually intensive and must be done one order at a time
- Some vendors have both EDI and VP
  - These vendors use EDI for all business transactions
  - VP gives vendors the ability to search for and view orders in a traditional format

NOTE: Vendor Portal is separate from GSA Advantage PO Portal!!!

What's the Difference: VP and PO Portal?

Vendor Portal (VP)
- GSA Global Supply order to support a requisition
- Purchase orders begin with letters of:
  - F, M, N, P or X
- Relationship is between you and GSA directly

PO Portal
- GSA Advantage issued purchase order
- Purchase orders begin with 47QDCC
  - If it's a letter - go to VP
- Relationship is between you and the customer directly

How to Register for Vendor Portal

- Contact GSA eTools Helpdesk with the following info via email etoolshelpdesk@gsa.gov or phone 866-472-9114 Option 7:
  - Subject = OMS: Vendor Portal account request for [company name]
  - Request a VP account for:
    - Company Name
    - DUNS
    - POC Name
    - Company Address
    - Phone Number
    - Email Address
- Accounts usually created within 1-2 business days

Overview of Vendor Portal

- View purchase order details
  - Search capabilities
- Download/print hard copy versions of the Purchase Orders (POs)
- Emulate an EDI 855 transaction:
  - Acknowledge or partially acknowledge purchase orders
  - Accept/reject PO cancellations
    - There are GSA users in each region who are capable of executing this function on behalf of the vendors

- Emulate an EDI 855 transaction (cont'd):
  - Contact your Contracting officer prior to requesting the following transactions:
    - Request substitute items
    - Request backorders
    - Cancel an order
- Emulate an EDI 856 transaction
  - Post shipment information

Overview of Vendor Portal (cont'd)

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Vendors CANNOT Invoice in Vendor Portal:

- Invoicing done via EDI 810 or FedPay portal
  - EDI 810 is allowed for invoicing by GSA Finance even if you don't receive orders via EDI
    - Must provide shipment confirmation in VP first
    - Must use EDI if contract authorizes a convenience fee
  - FedPay portal is web based
    - Use if EDI is not feasible
    - https://fedpay.gsa.gov
      - GSA Finance requires vendor's name/address/TIN#/DUNS# to establish vendor in financial system

Access to Vendor Portal

- Once account created, go to:
  - Vendor Portal Link:
    https://www.orders-vp.fas.gsa.gov/wps/portal
- Multi-Factor Authorization (MFA) deployed Oct. 5, 2019
  - Uses same program as for Sales Reporting Portal (SRP)
  - All Vendor Portal accounts as of Oct. 3 were 'pre-registered' to convert to MFA
    - New account needed? See instructions on slide 14
    - MFA issues? Contact eTools Helpdesk

Tip: Vendor Portal works better in Google Chrome!

Shipment Data Quality

DO:
- Provide actual shipment dates
- Provide a valid tracking number that can be "looked up" on a carrier website (when functionality is provided)
- Provide carrier name exactly as assigned by the National Motor Freight Traffic Association (NMFTA), and associated with their Standard Carrier Alpha Code (SCAC)
  - Additional info on NMFTA and SCAC can be found at http://www.nmfta.org/
  - Future = plan on requiring submission of SCAC (code) in addition to the carrier name

DON'T
- Add special characters (see next slide) in the tracking number field
- Include the carrier name within the tracking number
- Include "signed by" or a person's name in the tracking number field
- Further info, contact: shipdataquality@gsa.gov

Shipment Data Quality (cont'd)

Special Characters to avoid - BOTH EDI and VP

Description	Special Character
Tilde	~
Asterisk	*
Carot	^
Greater Than	>
Pipe	|
Double Quotes	""
Apostrophe	'
At	@
Ampersand	&

Resources

- Questions regarding OMS EDI
  - GSAEDI@gsa.gov
- Questions regarding OMS Vendor Portal
  - etoolshelpdesk@gsa.gov
- Webpage: www.gsa.gov/supplyedivp
  - Video on VP is being updated

- GSA Advantage PO Portal video (separate from OMS)
  - https://youtu.be/9KXEEe4uWK8

Vendor Portal Demo

Questions?