



SmartPay[®]

Supporting your mission

U.S. General Services Administration

FedMall Overview

GSA SmartPay TRAINING FORUM

August 6-8, 2024

New Orleans, LA

James Mette



Continuous Learning Points (CLPs)

For attendees that have an active DAU/FAI CSOD account and provided their DAU/FAI CSOD account information at the time of Forum registration:

- CLPs earned during the Forum will be automatically uploaded to your DAU/FAI transcript and will count toward your certifications (like FAC-COR, FAC-PM, etc.) that are housed within the DAU/FAI system
- After the Forum, please do not submit a request to upload your earned CLPs to DAU/FAI CSOD on your own
- Allow 4–6 business weeks for the CLPs to be displayed on your DAU/FAI transcript
- For questions, please contact pshctraining@gsa.gov

Agenda

- FedMall Basics
- Key Partners and Stakeholders
- FedMall Updates—Timeline
- MarketPlace Sunset
- Commerce Modernization
- Identifying an Item's Source
- Completed Updates
- Business Intelligence (BI) Tool Phase 2

Agenda, cont.

- Why Shop on FedMall
- Benefits of Using FedMall
- Vendor Ratings
- Becoming a FedMall Shopper
- FedMall FAQs
- Questions

FedMall Basics

- FedMall provides e-Commerce purchasing for:
 - Department of Defense (DOD) agencies
 - Federal, State, and local governments
 - DoD contractors under Contractor Logistics Support Agreements
- FedMall offers over 140 million items for purchase, including National Stock Number (NSN), commercial contract and "Marketplace" commercial items
- FedMall supports 36K active customers
 - Customer orders valued at \$182M were placed in FY23
 - U.S. military customers account for 57 percent of FedMall sales

FedMall Key Partners and Stakeholders



Foreign Military Sales



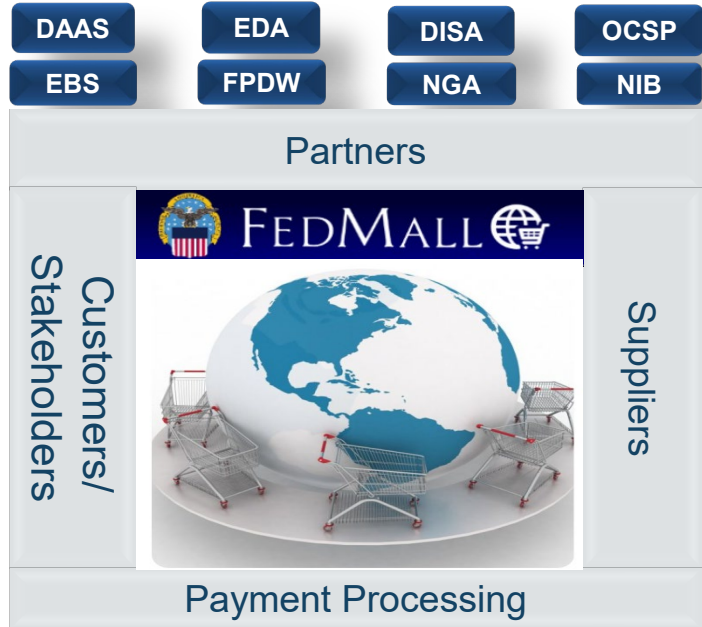
Military Services



Federal, State and Local Gov



Sponsor



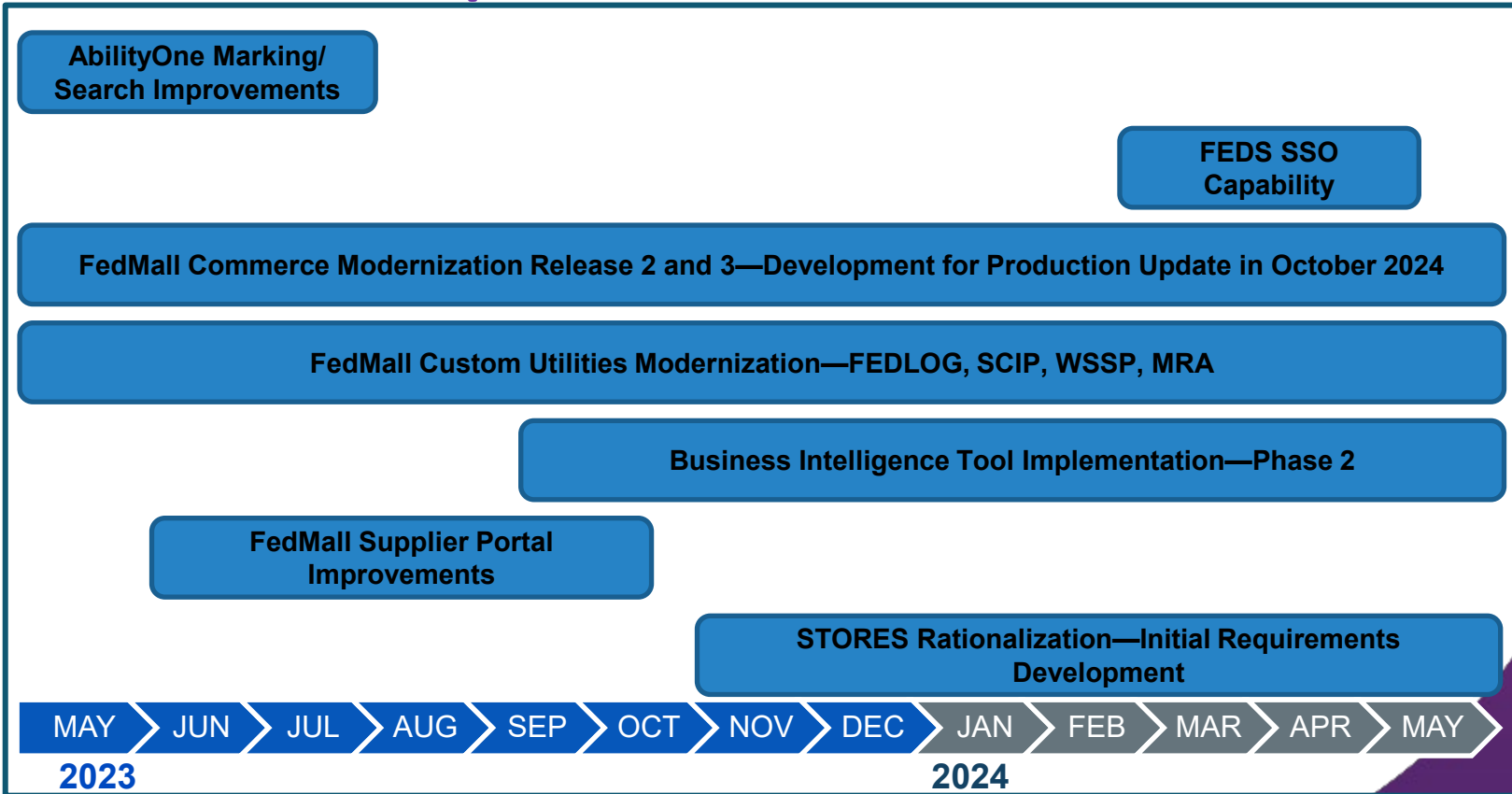
- Supply Chain**
- Troop Support
- Aviation
- Land & Maritime
- Energy

GSA U.S. General Services Administration

US Bank



FedMall Updates—Timeline



MarketPlace Sunset—End of FY24

The Defense Logistics Agency (DLA) and Defense Pricing and Contracting (DPC) have made the decision to sunset the MarketPlace offerings in FedMall due to limited sales and other Government efforts (GSA's Commercial Platform Initiative) to provide open competition for commercial items. The decision to sunset MarketPlace was made after thorough analysis of sales, items, and supplier metrics. The future of the FedMall MarketPlace was also briefed at the Aug 2023 Procurement Business Operations Requirements Group (PBORG) to allow input and questions from the services and agencies using FedMall.

MarketPlace catalogs comprise over 60 percent of items for sale on FedMall with only 0.008 percent of the items sold in the previous 5 years. Total MarketPlace sales are just over 2 percent of FedMall's annual revenue. Carrying so many items significantly impacts catalog loading times, server space, performance, and search results without a significant return on investment.

Commerce Modernization

Benefits of Modernization

- More commercial look and feel
- Increased flexibility and responsiveness to emerging requirements
- Responsive web interface
- Increased capability for banners, promotions and related on-screen content
- Enhanced order tracking (from order to delivery)
- Access to shipping information through interfaces with commercial vendor/carrier order tracking systems
- Estimated completion—Fall 2024

Four product cards from the FedMall e-commerce interface. Each card displays a product name, price per unit, quantity selector, and 'Add To Cart' button. The products are: 1. TAPE, LACING AND TYING for \$0.13/YD (NSN: 4020009967187). 2. Masking Tape Paper Blue 4 for \$63.96/EA (Supplier: GSA, Federal Acquisition Service). 3. 27' x 1-7/8" x 7 mil Clear Ethylene... for \$9.21/EA (Supplier: CAPRICE ELECTRONICS, INC.). 4. WASHER for \$0.25/EA (Supplier: Atlantic Diving Supply, Inc.).

DISPLAYING 1-20 OF 2,309,818 SEARCH RESULTS FOR "test"

Filters View Sort By FAR

ALL FILTERS [Clear Applied Filters](#)

CATEGORY >

SPECIAL ITEM PROPERTIES >

PAYMENT TYPE >

PRICE >

SOURCE OF SUPPLY (SOS) >

FSC >

SUPPLIER >

MANUFACTURER >

CONTRACT TYPE >

DISPLAYING 1-20 OF 244,715 SEARCH RESULTS FOR "test"

Filters View Sort By FAR

20

[Clear Applied Filters](#)

Contract - GSA

[Model 6280 SIs Mid-Ride Level II B](#)

Supplier : Divine Imaging Inc. Day

CAGE : 3FVT5 OCC

Contract # : 47QSWA19D002X Min

OEM Name : Safariland OEM






Compare

889 CC

Identifying Item's Source

Recent Commerce enhancements have made identifying the item's source clearer for the buyer

- Colored and labeled banners highlight the source of the item:
 - NSN banners are gold with the source of supply (DLA, GSA, etc.)
 - Contracted Items (BPA, LTA, etc.) have a blue banner and the source of the contract
 - Marketplace items have a green banner

NSN - DLA	 Compare <input type="checkbox"/>	TAPE, LACING AND TYING NSN : 4020009967187 Source of Supply : SMS FSC : 4020 DMIL : A	\$0.13 / YD Quantity : <input type="text" value="1"/> Add To Cart Add To List
Contract - DLA	 Compare <input type="checkbox"/>	WASHER Supplier : Atlantic Diving Sup... Days ARO : 180 CAGE : 1CA99 OCONUS : Y Contract # : SPE7LX21D0087 OEM Name : CATERPILLAR INC OEM PN : 5435630	\$0.25 / EA Quantity : <input type="text" value="1"/> Add To Cart Add To List
Contract - Global Supply	 Compare <input type="checkbox"/>	4-1/2X3/64X7/8 A60 TY27 ZIP A/O DEP... Supplier : GSA, Federal Acqui... Days ARO : 7 CAGE : 5NXV5 OCONUS : N Contract # : GSA_5NXV5 OEM Name : WALTER SURFA... OEM PN : 11T142	\$5.29 / EA Quantity : <input type="text" value="1"/> Add To Cart Add To List
Contract - GSA	 Compare <input type="checkbox"/>	15x19House ForSale Sign Supplier : CAPRICE ELECTRO... Days ARO : 14 CAGE : 5AGE4 Contract # : GS21F0083Y OEM Name : HILLMAN FASTE... OEM PN : 842164	\$2.63 / EA Quantity : <input type="text" value="1"/> Add To Cart Add To List
Marketplace	 Compare <input type="checkbox"/>	Test MKTPL1 Supplier : JC Global Supply LLC Days ARO : 3 CAGE : 5MWW7 OCONUS : N Contract # : MARKETPLACE_5... OEM Name : OEM-Test MKTPL OEM PN : OEM-4240005AM0026	\$24.99 / EA Quantity per Unit : 3 Quantity : <input type="text" value="1"/> Add To Cart Add To List

FedMall Completed Updates

Manual Order Entry System (MOES) Rebuild

- Required to bring outdated code into cybersecurity compliance
- User-friendly interface
- Glossary of terms to assist in completing forms
- Design/architecture integrated into FedMall v. existing as a stand-alone function

Enter Document	CREATE MILSTRIP TRANSACTIONS (MOES) /DDE
View Sent Files	Please select either the type of Requisition document to create, or the type of YRZ Exception transaction to process. You may also enter a free form MILSTRIP document from scratch by clicking the Enter Free Form MILSTRIP button.
Bulk Upload	
Review Queue	REQUISITIONS
View History	A0A: STANDARD REQUISITIONS DHA-DEMAND
	A0E: EXCEPTION REQUISITIONS DRA/B-RECEIPT ACKNOWLEDGEMENT
	A3: PASSING ORDER DW: PRE-POSITIONED MATERIEL RECEIPT
	A4: REFERRAL ORDER FTG: ICP-IMM FOLLOW-UP
	AC: REQUISITION CANCELLATION FTA: MRP AUTOMATIC RETURN NOTIFICATION

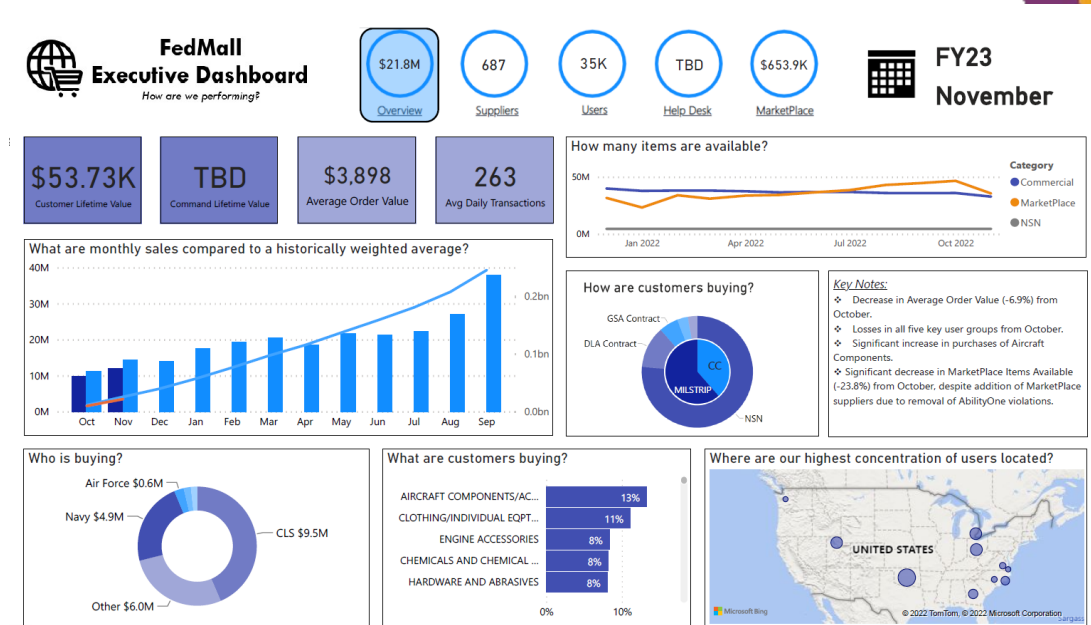
Commerce R2a and R2b Enhancements

- My Account/My Permissions/Payment Methods
- Orders/Advanced Orders Search
- FedMall Administration Features
- Search Pages

 Test FGC	REGISTRATION INFORMATION
Personal Information	User Name CUSTOMER5.STORES.9670004262
My Permissions	CONTACT INFORMATION
Payment Methods	First Name Test
Orders	Last Name FGC

Business Intelligence (BI) Tool Phase 2

- BI Tool Phase 2—monthly metrics generated from the tool
- Enhancements being worked:
 - Automated data extract
 - Active Directory CAC authentication
 - Error checking
 - Integration with Qlik Sense
 - Improved metrics
 - Ad-hoc reporting
 - Addition of MOES data



Why Shop on FedMall

GPC cardholders (CHs) who have been delegated necessary authority can use:

- FedMall Requisitioning with the Inter/Intra-Governmental Payment Official CH Special Designation: Acquire Defense Logistics Agency (DLA) and General Services Administration (GSA) NSN stock items. These transactions are routed to the DLA Enterprise Business System (EBS) or GSA for fulfillment.
- FedMall Commercial Ordering with the Contract Ordering Official CH Special Designation: Acquire commercial supplies by leveraging existing DLA, Service-issued contracts, and GSA schedules
- GPC Cardholders must ensure they have been issued the appropriate Joint Appointment Module (JAM) CH Special Designation (SD) authority letter
- For additional information, see the JAM GPC Role Descriptions Document at:
<https://www.acq.osd.mil/asda/dpc/ce/pc/systems.html>

FPDS-NG Reporting

- FedMall performs FPDS reporting for orders for commercial items placed against a Long-Term Agreement (LTA) or Blanket Purchase Agreement (BPA) (supplier contracts/schedules) paid with a GPC
- FedMall does not perform FPDS-NG reporting for:
 - DLA Contract and FedMall MarketPlace purchases
 - Items requisitioned from the stock system using either MILSTRIP or GPC as the payment method
 - GSA FSS orders placed using any other platform (e.g., GSA Advantage!)

More FPDS info available at FAQ 39: <https://www.acq.osd.mil/asda/dpc/ce/pc/faq.html>

Benefits of Using FedMall

- Single Sign-On (SSO) through the Procurement Integrated Enterprise Environment (PIEE)
- Select and Compare "like items" for item price and details comparisons
- Ability to search items in 3 ways: basic, corridor, and advanced
 - Ability to search items by item name, NSN/NIIN, CAGE, or contract number
 - Ease of using corridors to narrow your search
- Secure payment transactions
- Create a shopping cart and then send the shopping cart to your authorized cardholder for purchase
- FedMall suppliers must be registered in SAM.gov—Section 889 compliance is verified and displayed in FedMall
- FedMall interfaces with the Supplier Performance Risk System (SPRS) for customers to provide vendor feedback and vendors to improve customer service based on the results/communication
- FedMall items include intuitive visual markings (e.g., mandatory Sources of Supply, AbilityOne, Green, and MILS compliance)
- FedMall is not a mandatory source—however, FedMall is another source for cardholders to use
- FedMall Marketplace purchases are considered open-market micro-purchases

FedMall Vendor Ratings

Shoppers making purchases in FedMall can review ratings and comments on vendors' past performance in the areas of product delivery, quality, price risk, item risk, and supplier risk.

How are ratings determined?

- The **FedMall Ratings** represent FedMall buyers' average rating of one to five stars
- The color **SPRS Ratings** are calculated daily within the Supplier Performance Risk System (SPRS); scores compare a vendor's performance with that of all other rated vendors (e.g., vendors rated blue scored the highest that day).
- Although rating a vendor is not a requirement within FedMall, Buyers are strongly encouraged to do so; ratings may be initiated in FedMall from the "My Account" page by selecting "Order Search/Rate Vendor"

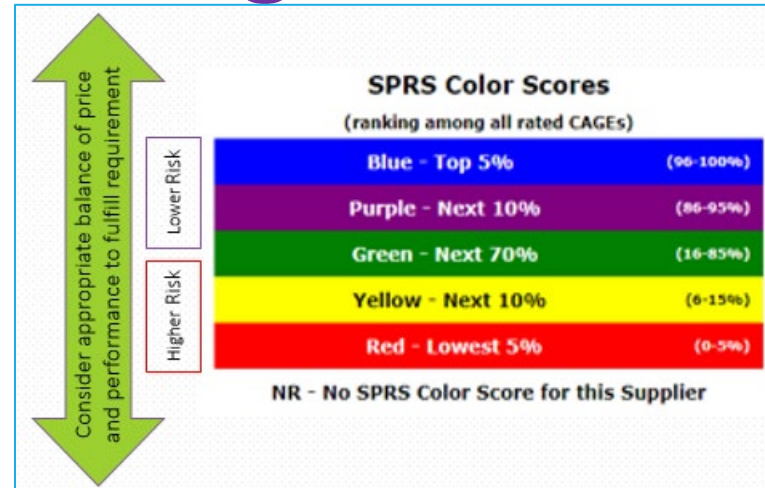
FedMall Vendor Ratings, cont.

What does the SPRS Rating mean?

- A **higher score** on the color chart indicates **better** overall performance on Government contracts. This can predict **less risk** for buyers.
- Higher SPRS Rating = Lower procurement risk

What does the FedMall Rating mean?

- A **higher number of stars** indicates **better** overall performance on Government contracts; this can predict **less risk** for buyers
- Buyers may view ratings and comments within FedMall
- More FedMall Stars = Lower procurement risk



The screenshot shows a product listing for "Pen, Retractable Gel, Red Ink". At the top, there are three icons: a blue "CC" icon, a red "Ability" icon, and a green "889" icon with a checkmark. Below these icons, the "Item ID" is 1234-GS99999-098765432 and the "Supplier Name" is "FedMall Top Vendor". The "SPRS Rating" is displayed as "GREEN" with a green circle containing an "i" icon. The "FedMall Rating" is shown as "(3 Ratings)" followed by five yellow stars. The background of the listing is white with a blue border.

Becoming a FedMall Shopper

Items needed for Registration:

- A valid authentication credential, such as a Common Access Card (CAC) or Personal Identify Verification (PIV) card, or other electronic certificate that uniquely identifies you (i.e., Public Key Infrastructure (PKI) certificate)
- A valid DoD Activity Address Code (DoDAAC/FEDAAC) with requisition authority
- If you intend to make purchases, a valid payment method (i.e., MILSTRIP, GPC). For GPC purchasing, you must have a DoDAAC with purchasing authority to enter with your GPC payment method.
- Visit <https://piee.eb.mil> to register through PIEE
- Registration and login assistance, contact the PIEE Help Desk:
 - PIEE help desk at 1-866-618-5988
- For FedMall Commerce Assistance (Navigation, Ordering Assistance, or Procedural issues) please contact the DLA Customer Interaction Center at:
 - Toll Free: 1-877-352-2255 (1-877-DLA-CALL)

FedMall FAQs

FedMall's FAQs are found here:

[FedMall > Defense Logistics Agency > FedMall Information \(dla.mil\)](#) located under the most updated "Master FAQs for Buyers"

