Welcome! And thanks for attending. We’re happy to see you and thrilled to be able to tell you about GSA’s premier ordering program, GSA Advantage!

We are excited about this new version of GSA Advantage as it will bring many needed improvements to our federal customers who use GSA Advantage throughout the world. Our state and local customers will benefit as well. We know you depend upon GSA and GSA Advantage for the supplies and services you need to accomplish your mission. We hope this new version of GSA Advantage will improve our support to you.
Our primary focus for this new version was to improve product information contained throughout the site. Through customer surveys and daily communications, you have asked us to improve product information and increase the use of photos to help you identify needed products. Many improvements have been made and will continue to be made in this area. For many products we have expanded the descriptions, added multiple photos and provided spec sheets and manufacturer brochures.

Our secondary focus was on expanding and simplifying access to services offered by GSA. New search and refine tools have been added that provide quick access to service catalogs that will allow you to zero-in on contractors who can provide the services you need. We have also improved and added product search and refine tools and have streamlined search results by reducing duplication and returning more relevant results. Shown below is an overview of the changes you will see.
Why should I use GSA Advantage?

• Using GSA Advantage ensures you are getting GSA-negotiated prices, and dealing with GSA-approved sources
• The system is designed to facilitate ordering as well as market research
• GSA Advantage contains millions of GSA schedule, stock and special order products and services from thousands of schedule contractors
• GSA Advantage is your one stop shopping resource for IT and office products, tools, hardware, medical equipment, furniture, services and more
Our focus for this training is to take you through the full ordering process from beginning to end. If you have questions about any of the topics we cover, please stop me as we go along. There will also be an opportunity for questions at the end of the presentation.

We will begin by discussing the new GSA Advantage homepage and how to register and login.

As the number of items available on GSA Advantage has grown, GSA Advantage has developed increasingly robust search features to better focus on the exact products or services of most interest to you, which you will see today.

We will take you through our streamlined Checkout Process, including your various choices available when completing your order.

We will show you how to manage your parked carts for commonly ordered items and how to share these carts with others in your organization.

Stats

- 17,584 Schedule Vendors, 20,849 Contracts
- 25,213,43 Products & Services
- 1,659 VA Schedule Vendors
- 462,138 VA Products
- 714,973 Registered Customers
- 750,000 Searches Every Work Day
- 3,500 orders placed each day
- 3 “Searching” Users for Every Buyer
- Average order $763
- 14,895 e-Buy Postings in FY17
And finally, we will demonstrate the new and improved Order History function that allows users to more easily find and track previous orders they have placed.
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And finally, we will demonstrate the **new and improved Order History** function that allows users to more easily find and track previous orders they have placed.
We have adopted a fresh design but you will quickly see that everything you need (and more) is still there and easy to access.

New design with improved more intuitive screen layouts reduces clicks providing fast access to products and services and better shopping experience.

In the top right corner of the page you’ll find our static links. These links take you to your “my account” page formerly known as profile. You’ll also reach your Order Status & History, your Parked Carts, the Help and Customer Service section, and the Registration and Login screens. You will also be able to access our other eTools from this section – eBuy, eLibrary, and GSA Xcess.
Our search box has moved to a Search Bar across the top of the screen. You can use this bar to reach the Products and Services categories as well as a direct link to NSN Ordering.

Your keyword search feature is now located on this bar. You have the option to change the category of your keyword search by utilizing the drop down box to the right of the search box.

The drop down box choices include products, services, BPAs, a number of product categories and special categories like AbilityOne, Wildland Fire, Disaster Relief and Environmental Program for buying green.
The product categories are listed under the heading “Products” and include links to our new “department stores”. Within each department store, we have new fly-out subcategories to minimize the number of clicks you must make.

Below the Products listings is a new Services listing that provides quick access to the service categories you need. New Services Search Result screen has been created for Services offered through GSA.

In the middle of the screen you can access our Special Programs section. These include: AbilityOne, Disaster Relief, Environmental Program, Wildland Fire Program, Security Solutions, and American Recovery and Reinvestment Act. Clicking on any one of these programs will take you to a special landing page with more information and access to searching for related products and services.

To the right of the Special Programs section, is quick access to those Strategic Sourcing and other BPAs you are authorized to purchase from.
Screen scrolls down to the bottom of the page.
Scrolling down to the bottom of the screen, you'll find links for State and Local Governments, Contractor information, the Help section, and Headlines and announcements.

We will click on the Help section to view the new layout.
In the Help section, you’ll find a number of help topics to choose from.

Scrolling down to the bottom of the screen, you’ll find the following GSA Advantage contact information:

**GSA Advantage Customer Service**

GSA.Advantage@gsa.gov

1-877-472-3777, option 2.
Back on the homepage, we'll cover registration and login.

Click on the link to register at the top right of the page.
On the Member Registration page, first specify if you are with the Federal Government or a state or local government.

Click on Submit
Next, on the Member Registration – Federal Government page, fill in the required information. We'll start with First and Last names, phone number, and Agency.
For this example we’ll select the Department of Interior as the Agency. When you select your agency, the screen will refresh with the new field “Bureau” and you can select the Bureau you work for.
In this example we’ll select Bureau of Reclamation in the Bureau field. Then we’ll add our email address, re-enter the email address, and add our zip code.
Next enter your chosen User ID. This is the only field you will not be able to change later. Add a password and reenter it. Select a password hint and answer and finally click on the Register button at the bottom of the screen.
Back on the home page, you can Login to review your account information. Remember “Profile” is now called “My Account.” You need to login to see the information, so either click on “login” or “My Account” and you’ll be taken to the login screen.
At the login screen, enter your user ID and password. If you ever forget either of these, there are links to “Forgot my user ID and Password” that will help you retrieve your login information.

Login now to see your personalized home page.
Welcome Back!
how can we be of service today?

April 17, 2012

We offer the widest selection of products and services!

GSA is committed to helping agencies better serve the nation by meeting, at the best value, their needs for the highest quality products, services, and solutions. GSA Advantage® is a proven online resource for thousands of US Government employees worldwide.

Thanks for choosing GSA!

Message Center

Message
Your credit card has expired. Will expire soon! Click here to update

Date
04/10/2012

Order placed: Session 871445 totaling $137.09

04/02/2012

Special Programs

AbilityOne Program
One-stop shopping for contracts, employment, and more.

Wildland Fire Program
Quickly locate available community fire resources.

Strategic Sourcing BPAs
Strategic Sourcing Home, View all BPAs

GSA Products
This is your personal GSA Advantage homepage. New Message Center will show your recent orders and their status. If shipped, a tracking number may be provided that will link you to UPS, FedEx, etc. for that shipment. You will also receive system notices here.

While logged into the system, you can access and edit your account information, manage parked carts and view the status and history of your orders. These features are only available to registered users who have logged into the system.

Click on “My Account.”
This is the new My Account page. There are three tabs across the top for your member information, address book and Payment information.

Notice the Member Information tab contains the same information you just put in your registration. If you need to change your phone number, email address, or other information, this is where you do that.

Next click on the Address Book tab.
The GSA Advantage address book allows you to maintain several possible mailing addresses for shipments. So if you are responsible for ordering for several locations, you can load all of the addresses here and select which address you need to ship to during checkout.

The layout of the Address Book allows you to view the complete shipping/mailing addresses on one page. Name, phone number, and email address of the individual receiving shipment is required for any shipping address used – this helps to ensure that the shipment is associated with the proper person. P.O. Box numbers are no longer accepted in the shipping address field. You can create/change your default address as well by clicking on the update button.

[Click]
Be sure to select your most frequently used address as your default address.

Click on the “remove address” link located underneath each address to delete the address from your profile, or select “Create a New Address” at the top of the page to add another address into your profile.
When you create a new address, you must give that address an “Address Name.” Fill in the other fields and click Submit to save it or Back to return to the Address Book page.

Next we’ll click on the “Payment Methods” tab.
To Edit your “Methods of Payment” you will need to add the new information and delete the incorrect entry. For example, when you need to update your profile with your new SmartPay card information, you would do that on this screen. Or you may simply need to update an expiration date.

[Click]

Within the “Payment Methods,” you have the ability to list as many Government Purchase Cards as you manage. You can select either ‘Consolidated Billing’ or ‘Line Item Billing’ as the default for each GPC you list. This billing option is only applicable to the GSA Global Supply items you order. In other words, those items procured where ‘GSA’ is listed as the vendor.

GSA Advantage will alert you when your credit card on file is about to expire.

[Click]

You can also provide multiple Activity Address Codes/DoDAAC's for billing purposes.

[Click]

Scroll down to the bottom of the screen to Apply for an AAC or
password.
The “Apply for an AAC” link will bring up the Points of Contact within your agency where you can request an Activity Address Code.

[Click]

This section will also allow you to apply for a Password, which you will need in order to place orders using your AAC/DoDAAC.

If you make any changes to this information, be sure you click on the Update button to save your information.

[Click]
In this next section we'll go over the robust search capabilities of GSA Advantage.

For our first example, we'll select “Office Solutions – FSSI” under the Products section. This will take us to the landing page for the Federal Strategic Sourcing Initiative Office Supplies page.
Here, you can use the Browse Categories on the left and fly out subcategories will appear. Clicking on one of the subcategories will take you to search results.

You can also utilize the keyword search box in the middle of the page. By starting in the FSSI Office Supply page and using this keyword search box, your results will be limited to items available on the FSSI BPAs.

In our example we'll type in the word “paper” and click on Search.
Here we see our Search results for “paper.” You can also see our results are limited to “office solutions” and “FSSI – Office Supply.”

When a result is written in Green, it has some sort of environmental attribute. By clicking on the green leaf next to the product name, you’ll be taken to our symbols page that defines the symbols used in Advantage.
On the this page, you’ll see that symbols represent environmental, socioeconomic, and other factors which apply and definitions for each symbol is displayed on your screen.

Any blue text represents a hyper-link to another website for more information about that particular topic. Let’s click on **Comprehensive Procurement Guideline compliant**...
The hyperlink brings us to the **US Environmental Protection Agency’s website** which contains information about **Comprehensive Procurement Guidelines** for the Government’s “buy-recycled” program.
Back on our Search Results Page, you have a new option to select only items that have photos. We’ve greatly improved our ability to display photos of products and you can take advantage of that with this filter.
You’ll see that “Show only items with Photos” has been added to the results criteria list at the top.

Next, since we’re looking for paper, let’s limit our results to only “CPG compliant items.”
You'll see that “CPG compliant items” has been added to the results criteria list at the top.

Let's also use the “Refine by Keyword” function and add the term “11x17” and click on the Refine button.
Now looking at our results, you can see for the line item “paper,xero/dup,11x17,92we.” We have a new consolidated view of search results. You see a button for “buy/compare” and next to it the number of results for each line item.

By clicking on either the product name or the buy/compare button, you’re taken to the product detail page.
On the Product Detail page, you will find all of the information on the product. For example, you’ll see the manufacturer part number, NSN if applicable, contractor part number, manufacturer, the contract number of the current vendor selected, the schedule and SIN, warranty info, place of manufacture, weight and order increment.

Next to that you’ll find the product description.

Notice this item meets requirements for AbilityOne, even though we didn’t specify it in our search.

Under the Compare Available Sources section starting from the Right, you see the FOB/Shipping information that will tell you if shipping costs are included. The minimum order quantity for each vendor is next followed by their standard delivery times. Next you’ll see any photos or green information and the socioeconomic status of each vendor. If you need to understand our abbreviations of the socioeconomic status categories, just click on the abbreviation.

In the next column is the vendor, then any special features symbols like BPA, Sale pricing, or volume discount pricing. In the far left column, you’ll find the price per unit. Pay special attention to the unit as it could vary within the product. For this example of paper, you could find some prices are for reams, others for boxes of paper, and others for pallets of paper.

In our example, we’ll enter the number 10 into the Quantity box and click on Add to Cart.
This particular example had a symbol stating that price may vary according to shipping location. So we must first enter our shipping zip code and click on submit.
Now that we’ve added 10 reams of paper to our Shopping Cart, we may notice warnings or “notes.”

This particular note alerts us to the fact that BPA pricing is available on this item.

We’ll continue shopping and add the term, “hanging folder” in the Keyword search box at the top.
We want to limit our search to just BPA items and select that category from the drop down box.
GSA Advantage alerts us to the possibility that we misspelled a word and offers a suggestion that we click on… “folder” spelled properly.
Our search results are only limited to the word “folder” so we add the word “hanging” back in the “refine by keyword” box and click on refine.

We also want to limit our search to a particular contractor and do that by clicking on the “See all Contractors” link.
On the contractor List screen, we select the same company we used for paper. One reason you may need/want to limit results to one contractor is so you can meet minimum order requirements. If we had only needed one ream of paper, we may not have met our minimum order quantity and therefore would want our hanging folders to come from the same company.

We click on Office Depot.
Under our Search Results, we determine the first item meets our requirement and click on the Product Name.
Here on the Product Detail page we again see the various companies selling this item.
To ensure we purchase under the FSSI BPA, we select the radio button on the line with the “bpa” symbol and click on the contractor name in that line. This means that when we add a quantity of 10 of these boxes of folders to our cart, we are selecting the specific vendor we want. Click on Add to Cart.
Now we'll go over the Checkout procedure.

In our Shopping Cart, we can see the total for both of the items.  

[Click]

If I decide I need to order a different quantity of an item, I type in the new number and click on Update Cart.

Let's go ahead and “Checkout” if we are ready to place this order, or “Continue Shopping” to add other items to our order. We will look at the Park Cart feature in detail a little later.  

[Click]
The “Checkout Review” screen displays the Payment Information from your GSA Advantage account. You can click on “Change Payment Information” to select another method of payment. If you choose to not save your payment information in your account, you will need to enter it here.

[Click]
Your Default Shipping Address from your account will automatically be displayed. Click on “Add/Select New Address” in order to use a different address for this order.

[Click]
Scrolling down to the bottom you will find your purchase order information. If you were buying anything from GSA Global Supply, you would have separate GSA Requisition information here also.
For GSA Schedule purchases, the contractor and dealer selected will be displayed.

[Click]
The system will automatically generate a Purchase Order #, which you have the option to change if required by your internal procedures.

[Click]
You can also include a Req or reference # that will appear on the PO.

[Click]
Internal appropriation data can also be entered if needed.

[Click]
The contract delivery timeframe is system generated, but can also be modified if you need these items sooner, and you contact the vendor to obtain faster delivery.

[Click]
If you have additional delivery instructions that need to appear in the PO it can be entered in the notes field.

[Click]
If you want to change the shipping address for any item, you can do that.
Once you’ve reviewed your order, payment and shipping information, click on Process Order at the top.
Your order will process in our system and the Order Receipt page will appear. You can print this out for your files. You can also return later to your order history to print or review it.

Click on the GSA Advantage Logo at the top and return to the homepage.
Notice updated Message Center with recent order.

There is also tracking information from a previous order we placed. Click on the tracking number to get status information.
The tracking number should automatically appear in the Track box. Just click on the Track button for information on this package.

A Tracking Detail page pops up.
In our next example, we will type the term “hard drive” in the keyword search box and leave it on Products.

Click on Go or enter on your keyboard to perform the search.
To further refine our search results, we'll type "external" into the refine by keyword box and click on the refine button.
We are interested in only 2 terabyte units so we also add that to the refine by keyword box and click on refine.
Our IT department has specified that we are only to buy certain brands of IT equipment to be compatible with our systems. So we scroll down the page and select “see all manufacturers.” This screen looks just like the contractor page did and we click on Seagate. The all manufacturers pages is not shown.
On the Search results page we are interested in the first item, the “Expansion External Drive.” We take a look at the Buy/Compare button and see we will have 5 vendors to choose from.

Click on Buy/Compare.
On the Product Detail page, we see the same sort of information as in our last example.

Let's check out the new pictures feature. Click on “enlarge/more views” under the picture of the hard drive.
Here you'll get a pop up window with a large version of the picture and one more detailed picture of the product.
Also on this product detail page, there is more information in the Description box. You’ll see two parts to the description box. The top portion is the description provided by the vendor and is vendor specific. The “additional description” portion is derived from an industry standard and will be the same regardless of the vendor you choose under the Compare Available Sources section.
Next to the Description tab, is a Specs tab. This tab will show up on more technical type items you search for. Here you may see operating system requirements or dimensions. If you were looking for a camera, you may find the type of memory used and battery requirements.

On some items you will find a third tab for publications. These may be user guides or brochures supplied by the manufacturer.

The specs and pubs tab will be derived from an industry standard and will be the same regardless of the vendor you choose under the Compare Available Sources section.
For our example we'll add one unit to the quantity box and click on Add to Cart.
Now that we're in our Shopping Cart, we'll go over our Cart Options.

First we'll discuss Parking Carts.

If we are not ready to purchase this hard drive, we can click on “Park Cart” and save it for later.
Please note that prices are subject to change and when you retrieve a cart the prices will be updated automatically. Saving a cart is not a hedge against inflation. In addition, items in a parked cart no longer available on GSA Advantage are clearly marked.

In order to park a cart, we must give it a Cart Name. You can also give the cart a password, but this is optional. By checking the “clear my shopping cart after parking” box, these items will no longer be in your current shopping cart.

Click on the Park Cart button.
Next we’ll cover the Forward Cart feature. Forwarding a cart is useful in many ways. If you are a card holder that needs approval prior to purchase, you can forward a cart of items to your approving official. Another way to use this feature is for non-card holders. If you want your purchaser to buy something you need for work, you can do the search yourself and forward the cart to the purchase card holder so they know exactly what you require. Another reason to forward a cart is if you are working on a team and you have to collectively decide on an order.

Here is a listing of all our parked carts. You can always come back to this screen with the link at the top, “Parked Carts.” We can use this feature to quickly reorder commonly needed items, share our shopping cart with others, or save our work to come back to it later.

You can see our new shopping cart “2tb hard drive” we just added. And you can retrieve a cart by clicking on the Cart Name.
I am going to select the cart named **laser printers**.

Please note that prices are subject to change and when you retrieve a cart the prices will be updated automatically. Saving a cart is not a hedge against inflation. In addition, items in a parked cart no longer available on GSA Advantage are clearly marked.

The Laser Printers cart items show up on the right side under Parked Cart Information. Click on Forward Cart.
“Forward a Cart” now shows up on the right side of the screen.

To forward a parked cart to someone else, enter the recipient’s e-mail address. Add any comments in the message box and select the “Forward Cart” button as we’ve done in this example. Forwarding a cart is a great feature when the individual who compiles the order does not have the authority to make the actual purchase. Anyone in your agency would have the ability to go online and put together a shopping cart as there is no requirement to enter payment information until checking out.

Once you have forwarded a shopping cart, the recipient will have full editing capability for your parked cart.

[Click]
Here is a copy of the email the recipient will receive. From here, they can click on the link to GSA Advantage and log in. They must have a GSA Advantage account (login) to view a parked cart. If they do not, they can go through the registration process we covered in the beginning of the presentation.

Once logged in, they should click on the “Parked Carts” link and type in the cart number in the “Retrieve a Cart” box.

They can then add the items to their shopping cart and proceed to check out or continue shopping.
Next we'll discuss Retrieving Carts. From the Manage My Parked Carts Page (accessible from the “parked carts” link at the top of any page) enter the cart number in the “retrieve parked cart” box. Remember, when you want to view your own carts, you use the cart NAME. When you want to view someone else’s cart, use the cart NUMBER.

In our example we enter 1673019 and click on Retrieve.
Once we have retrieved a parked cart, we can also give it a new name and assign it a password, perhaps because we are going to forward it to someone else.

We could also change a previously assigned password. You have the ability to make a change to the contents of a parked cart and have the changes override the old cart. You won’t have to give the cart a new name to save the changes. You will need to click on **“Update Parked Cart”** to save these changes.

[Click]

To remove or delete a shopping cart simply select the appropriate “x” in the red circle found in the “Remove” column.

To reorder from a Cart, go ahead and add these items to the shopping cart by clicking on the **“Add to Shopping Cart”** button.
As we saw earlier, the red exclamation point in the yellow box alerts us to important messages pertaining to our shopping cart.

The first alert is that some items have not been added to our cart. Sometimes we park carts for so long, the items are no longer available.

Also, our shopping cart again contains items that qualify for BPA pricing as seen by Notes BPA-2 and BPA-3.

We have Note 3-1 that reminds us the hard drive price of $199.86 falls under the minimum order quantity.

Finally, the note EPACT-4 lets us know that the item is not EPACT compliant and we might be able to find an energy star or FEMP compliant item in it’s place.

We decide to not order these items at this time, so let’s return to the GSA Advantage homepage.
Now let's look at “Order History/Status.” When logged in, you'll see recent order information in the Message Center. Just click on the Session number to see the details about any of these orders.

[Click]

You can access additional orders by selecting the “Order History/Status” button at the top of the page. You can access your order history from any page, at any time, in Advantage, using this link.
Here is the new **Order History/Status Page**.

Note, you will only be able to view the last two years worth of orders via the online GSA Advantage system. We retain records for longer periods of time, but they will not show up here.

From here you can choose what to search for. Do you really want to see ALL your orders, or just the last few?

[Click]
You can specify a specific **date range**, such as the last month or last quarter.

[Click]
Or, you can search by a specific **session number**, **requisition number**, or **purchase order**.

[Click]
If you do not remember the session number, but remember WHAT your ordered, you can now search by the item information. I am interested in a past order for ice cream scoops, so let’s search all of our previous orders for “ice cream.”

[Click]
In this case, we elect to search in the “**Item Name**” field. I could also limit my sort to a specific date range, and select “**Go!**” to execute the search.
Here we can see our past order that we have placed for ice cream scoops.

[Click]

Clicking on the date will allow you to view the details of your orders.
Order History Detail provides an opportunity to obtain status about this order, reorder any line item, or send a cancellation request.

[Click]
The session number and order date appear at the top.

[Click]
If this example had included a schedule purchase, you could click on “View/Print PO” to reprint a Purchase Order.

[Click]
To order an item, enter a quantity in the “Reorder” box and select submit.

[Click]
You can request cancellation of an order by clicking on “Cancel request” box. You may request cancellation of Federal Supply Schedule items contained on your purchase orders as long as the item has not already shipped. GSA will send the contractor a request for cancellation, however, you are also encouraged to follow-up with the contractor directly to determine actual shipment status. The phone number of the contractor is provided on the Order Summary page. Please be aware that items shown as 1-day delivery cannot be cancelled once the order has been submitted.

[Click]
After placing a quantity in the “Reorder” block or checking the “Cancel Request” block, click “Submit” to process those functions.

[Click]
If this order were a requisition for GSA Global Supply Items, Card holders who have chosen to receive “consolidated billing” on their statement can use the Reconcile Credit Card feature to help them reconcile their credit card statement. The Reconcile Credit Card feature is only applicable to charges for GSA supplied items.
After entering the **statement date** and Advantage **session number** listed on your Purchase Card statement, click on **Submit** and the system will allow you to view all the items included under that consolidated line charge.

Again, the **Reconcile Credit Card** feature is only applicable to charges for **GSA Global Supply items** where **Consolidated Billing** has been selected.

Please note that only those charges for GSA supplied NSN items are consolidated. Federal Supply Schedule items are billed directly by the vendor are not consolidated.
Here is the order for paper and folders we made earlier. You can click on “View/Print PO” to reprint a Purchase Order.
Thank you for your interest in GSA Advantage!

If you have any additional questions, please call the GSA Advantage! Helpdesk at (877) 472 – 3777 or email GSA.Advantage@gsa.gov