## Version History

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1. Overview

This Guide provides step-by-step instructions, guidance, and screenshots for vendors using the GSA OMS Vendor Portal to take actions on Purchase Orders (PO). The Vendor Portal provides vendors doing business with GSA the ability to view and manage Purchase Orders associated with their Vendor ID.

To access the Vendor Portal, a vendor user must obtain an account from GSA, including a username and password. Each vendor may have multiple users associated with the account. For information on how to request and activate a Vendor Portal account, please review the GSA OMS Vendor Portal User Registration and Login Guide.

Vendors can only view and manage purchase orders associated with their Vendor ID. As noted, a vendor may acknowledge, substitute, cancel, backorder, and ship purchase orders in the Vendor Portal. These actions may occur for both full and partial quantities.

For technical assistance, Vendor Portal users can contact the GSA eTools Help Desk
2. Searching for Purchase Orders

Vendor Portal users have enhanced search capabilities. The default search parameters include searching by the Amend Date range. This function was put into place to draw attention to Purchase Order modifications (price changes, PO instructions, etc.) which may occur on Purchase Orders in statuses such as Shipped or Invoiced.

Users should: input the PO number in the Purchase Order # field, delete entries for Amend Date “From” and “To” fields and ensure the Purchase Order Status is set to “All”.

Click the “Update Search” button for results.
GSA OMS – Managing Purchase Orders in the Vendor Portal

Searching for PO Numbers by Amend Date Range:

The Amend Date search parameter was put into place to draw attention to Purchase Order modifications (price changes, PO instructions, etc.) which may occur on Purchase Orders in statuses such as Shipped or Invoiced.

Users should input Amend Date “From” and “To” fields and ensure the Purchase Order Status is set to “All”. However, these dates should be deleted if the user wishes to search for a specific PO number or orders in a specific purchase order status.

Click the “Update Search” button for results.
3. Downloading Purchase Orders

Vendor Portal users can download either the PO 3186 PDF or multiple Purchase Orders in the Vendor Portal User Interface (UI).

For downloading multiple Purchase Orders, a checkbox will populate next to each Purchase Order on the Purchase Order List page and users will have the ability to select multiple Purchase Orders to download by clicking either the ‘Download PO 3186’ or ‘Download PO CSV’ button on the list page. For the CSV files, the number of CSV files to be downloaded is based on the number of records on the page, which is limited to 60 records maximum. The vendor user will be unable to navigate to a new page after selecting orders to download.

Please Note: the download function can be accessed through Firefox, Safari, Chrome, and Edge browsers. It is not compatible with any other browsers not stated.
3.1. Downloading PO 3186 PDF

Users can click the checkboxes next to the purchase orders that they want to download.

A popup will appear to show the download is in process. When the Purchase Orders have completed downloading, users can access the Purchase Orders.
3.2. Downloading Multiple Purchase Orders

Users can click the checkboxes next to the purchase orders that they want to download. A popup will appear to show the download is in process. When the Purchase Orders have completed downloading, users can access the Purchase Orders.
4. Acknowledging Purchase Orders

Vendor Portal users can acknowledge a single Purchase Order or multiple Purchase Orders in the Vendor Portal.

For acknowledging, a checkbox will populate next to each Purchase Order on the PO List page and users will select the button that says ‘Acknowledge Orders’ to trigger the process for the chosen PO’s. Partial acknowledgements are not available to vendor users via the Vendor Portal UI.

Users can click the checkboxes next to the purchase orders that they want to acknowledge.

A popup will appear to confirm you would like to acknowledge the selected Purchase Orders.
5. Canceling Purchase Orders

If the vendor determines they cannot satisfy a full or partial amount of a PO, then they send a notification to GSA (and ultimately the customer) that they will fully or partially cancel the PO.

If a customer determines they no longer wish to have an item fully or partially fulfilled by a vendor, then they can submit a cancellation request. This may only be done if the vendor has not yet shipped the requested items and may require consultation with a GSA Contracting Officer. The customer cancellation request will be generated through OMS and will be uploaded to the Vendor Portal. The status of the PO will then indicate ‘Cancel Requested’ or ‘Partial Cancel Requested’ (the status may have originally indicated ‘Sent to Vendor’ or ‘Acknowledged by Vendor’). If the status of the PO indicates ‘Cancel Requested’ or ‘Partial Cancel’, then the vendor will need to accept the request using the Vendor Portal. The same steps and guidance presented in this section will be used to accept the cancellation request.

Note: Vendors will no longer be able to cancel purchase orders in status of 'Invoiced'. If it is necessary to do so, please contact your contracting officer to have them execute a hard cancellation on the purchase order.
5.1. Fully Canceling a Purchase Order

Step 1: Open the specific PO to be canceled.
Step 2: Scroll down to the 'Line-Item Details' section and select 'Cancel' from the Line-Item Actions drop down menu.

Step 3: Click the 'Update Line Item' button

Notes
If a customer requested the PO be canceled, the status of the PO will indicate 'Cancel Requested'. If the vendor agrees to cancel the PO, then they will follow the steps in Accepting Cancellation Requests. If they request to cancel, then they will follow the steps in Rejecting Cancellation Requests.
**Step 4**: Click the ‘Cancel Item’ button.
Step 5: The 'Purchase Order Status' updates to 'canceled'.

Notes
The status of the PO and SO in OMS will also be canceled.
**Step 6:** Scroll down to the 'Line-Item Details' to confirm the line 'Status' updates to 'canceled'.

<table>
<thead>
<tr>
<th>Status</th>
<th>Quantity</th>
<th>Estimated Ship Date</th>
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<tbody>
<tr>
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5.2. Partially Canceling a Purchase Order

Step 1: Open the specific PO to be partially canceled.

Purchase Order Details

Vendor ID:
Vendor Name:

Purchase Order: FMNJAE14B2F

Purchase Order Status: Sent To Vendor

- Header Details
  - Date of Order: Jan 31, 2022
  - Order Number: FMNJAE14B2F
  - From Address: SOUTHWEST SUPPLY AND ACQ CTR
                  815 TAYLOR ST, RM 7A37
                  FORT WORTH, TX 76102
  - Administration By: Above Office
  - Vendor Will: Ship
  - Ship By: Feb 8, 2022
  - Ship To: GSA
            123 CRYSTAL DR
            ARLINGTON, VA 22202
  - Inspection/Acceptance:
    - Destination
    - Origin By Region
    - Acceptance By 7 (days after delivery)
  - Modification No.: 0
  - FOB:
    - ORIGIN P/R-PAY AND ADD
    - Destination
    - Origin
    - Inside Delivery
    - Retail Delivery
  - GBL Number:
  - To Contractor: (KJL2FG3PWM25) Remittance address: COMPLETE PACKAGING & SHIPPING SUPPLIES INC.
                  591 BENNINGTON AVE
                  FREEPORT, NY 11520-3913
  - Contract Number: 47QSWA19A000E
  - Store:

Purchase Order Notes Instructions:
Step 2: Scroll down to the 'Line-Item Details'.

Step 3: Select 'Partial Cancel' from the Line-Item Actions drop down menu and click the 'Update Line Item' button.
Step 4: In the text field, specify the desired quantity to cancel. Then, click the ‘Partial Cancel Item’ button.

If a customer requested the PO be canceled, the status of the PO will indicate ‘Cancel Requested’. If the vendor agrees to cancel the PO, then they will follow the steps in Accepting Cancellation Requests. If they request to cancel, then they will follow the steps in Rejecting Cancellation Requests.
Step 5: Scroll down to the 'Line-Item Details', and confirm the line item 'Status' updates to reflect the partially canceled quantity.
6. Accepting Cancellation Requests

A vendor can accept a cancellation request in the Vendor Portal if a Purchase Order is in ‘Cancel Requested’ status. This section provides steps and guidance for accepting a cancellation request in the Vendor Portal.
Step 1: Open the specific PO in Cancel Requested status.
Step 2: Scroll down to the 'Line-Item Details'.

Step 3: Select ‘Cancel’ from the Line-Item Actions drop down menu, and click the ‘Update Line Item’ button.
Step 4: Click the ‘Cancel Item’ button.
### Step 5:
The 'Purchase Order Status' updates to 'Canceled'. The cancellation request has been accepted.

### Notes:
The status of the PO and SO in OMS will also be canceled.
7. Rejecting Cancellation Requests

If a customer determines they no longer wish to have an item fully or partially fulfilled by a vendor, then they can submit a cancellation request. This may only be done if the vendor has not yet shipped the requested items and may require consultation with a GSA Contracting Officer. The customer cancellation request will be generated through OMS and will be uploaded to the Vendor Portal. The status of the PO will then indicate ‘Cancel Requested’ or ‘Partial Cancel Requested’ (the status may have originally indicated ‘Sent to Vendor’ or ‘Acknowledged by Vendor’). If the status of the PO indicates ‘Cancel Requested’ or ‘Partial Cancel Requested’, then the vendor can reject the request using the Vendor Portal.

This section provides steps and guidance for rejecting a cancellation request in the Vendor Portal.
Step 1: Search for a specific PO in 'Cancel Requested' status.
GSA OMS – Managing Purchase Orders in the Vendor Portal

**Step 2:** Scroll down to 'Line-Item Details' and select 'Reject Cancellation' from the drop-down menu.

**Step 3:** Click the 'Update Line Item' button.
Step 4: Confirm the 'Line-Item Details are correct, and click the 'Reject Cancellation' button.
Step 5: Confirm cancellation rejection was processed successfully.

Step 6: Confirm both the ‘Purchase Order Status’ and ‘Line-Item Status’ updates to ‘Sent to Vendor’.

Note: The vendor still must acknowledge the PO and enter shipment details for the PO to complete the PO management process.
8. Submitting a Backorder Request

If the vendor determines they cannot satisfy a full or partial amount of a PO by the Required Delivery Date (RDD) included on the PO, then they can send a notification to GSA (and ultimately the customer) that they wish to fill the order later (i.e., generate a Back Order request).

**Note**: if the PO includes a GSA Advice Code indicating the PO may not be backordered, then after the vendor generates the request, the PO will automatically cancel. If there is no such Advice Code appearing on the PO, then the request will result in an Alert (or notification) being sent to a GSA Contracting Officer who will review the request and either accept or reject the request. If the request is accepted, the new PO estimated ship date will be communicated to the customer. The actual PO Deliver By/Ship By date WILL NOT be updated through the use of a backorder request. If the request is rejected, the PO will be canceled.

This section provides steps and guidance for using the Vendor Portal to generate a Back Order request.
Step 1: Search for, open and view information for a specific PO.

Step 2: Scroll down to the 'Line-Item Details' section.

Step 3: In the 'Line Item Actions' field, select 'Backorder' from the drop-down menu.

Step 4: Click 'Update Line Item' button.
**Step 5**: In the 'Back Order Quantity' field, enter the desired quantity to be backordered (this can be the full amount of the line or a partial amount).

**Step 6**: In the 'Estimated Ship Date' field, enter the new estimated ship date (Date Format = MM/DD/YYYY).

**Step 7**: Click 'Request Backorder' button.

**Notes**
This guide shows the full backorder process. A vendor can also choose to partially backorder line items.
Step 8: Confirm the backorder request was processed successfully.

Step 9: View ‘Purchase Order Notes Instructions’ to confirm the backorder request was received by GSA and an alert was created for manual review.

*In this example the note displayed in the screenshot indicates that the backorder request has already been accepted.*

Notes

The backorder item request will be reviewed by a GSA Contracting Officer and either accepted or rejected. The message appearing in the ‘Purchase Order Notes Instructions’ field does not mean the request was approved. If the request is rejected, a message indicating this will appear in the ‘Purchase Order Notes Instructions’ field, and the ‘Purchase Order Status’ will indicate ‘canceled’ (i.e., the PO will be canceled by the
Step 10: Scroll down to 'Line-Item Details', and confirm the 'Estimated Ship Date' has been updated.

Notes
The vendor still must acknowledge the PO and enter shipment details for the PO to complete the PO management process.

If the backorder request was rejected, the 'Status' would be 'canceled'.
9. Submitting a Substitution Request

If the vendor determines they cannot satisfy a full or partial amount of a PO with the item requested by the customer, then they can send a notification to GSA (and ultimately the customer) that they wish to fill the order with a substitute item.

**Note:** If the PO includes a GSA Advice Code indicating the vendor may not fulfill the PO with a substitute item, then after the vendor generates the substitution request the PO will automatically cancel. If there is no such Advice Code appearing on the PO, then the request will result in an Alert (or notification) being sent to a GSA Contracting Officer who will review the request and either accept or reject it. If the request is accepted, the PO can be filled with the substitute item and the vendor will need to acknowledge the PO and enter shipment details within the required dates; if the request is rejected, the PO will be canceled. Vendors may only request substitute items if their contract with GSA allows.

This section provides steps and guidance for using the Vendor Portal to generate a substitute item request.

**Do NOT use a substitution request to reflect an increase in cost. Vendors must contact their Contracting Officer on the PO to discuss any modifications concerning price, item availability or shipping concerns.**
Step 1: Search for a PO and view the details on the Purchase Order Details screen.
Step 2: Scroll down to the 'Line-Item Details' section.

Step 3: Confirm that the correct line is being displayed.

Notes
Purchase Orders may have one or multiple lines. This scenario illustrates a PO with one line. Step 3 is not necessary for a single line order.

Step 4: In the 'Line Item Actions' field, select 'Substitute' from the drop-down menu, then click 'Update Line Item'.

Notes
This Guide shows the full substitution process. A vendor can also choose to partially substitute line-item quantities.
Step 5: In the 'Supplier Item ID#' field, enter the Item ID of the item or product which will be used as a substitute for the original item.

Step 6: In the 'Substitute Quantity' field, enter the 'Substitute Quantity' (this can be the full amount of the line or a partial amount).

Step 7: Click the 'Substitute' button.
Step 8: Confirm the substitute request was processed successfully.

Step 9: View ‘Purchase Order Notes Instructions’ to confirm the substitute item request was received by GSA and an alert was created for manual review.

Notes: The substitute item request will be reviewed by a GSA Contracting Officer and either accepted or rejected. The message appearing in the ‘Purchase Order Notes Instructions’ field does not mean the request was approved.

Step 10: After the Contracting Officer accepts the substitution request, confirm the request was accepted in the ‘Purchase Order Notes Instructions’.

Notes: If the request is rejected, a message indicating this will appear in the ‘Purchase Order Notes Instructions’ field, and the ‘Purchase Order Status’ will indicate ‘Canceled’ (i.e., the PO will be canceled by the
After confirming the ‘Supplier Item ID’ field is correctly populated in the Line Item Details section, users may proceed with the Acknowledgement and Shipment processes noted in the earlier sections of this Guide.

The vendor still must acknowledge the PO and enter shipment details for the PO to complete the PO management process.

If the substitute request were rejected, the ‘Status’ would be ‘Canceled’.
10. **Shipment Information**

Vendor Portal users can mark one or multiple Purchase Orders currently in an Acknowledged by Vendor status as shipped in the Vendor Portal.

**Note:** Vendor Portal users can move the status of orders to ‘Shipped’ without having to first acknowledge these orders.

10.1. **Entering Shipment Information – Header Level**

To acknowledge and ship a single-line Purchase Order, the Vendor Portal user may do so at the header level. This section provides steps and guidance for acknowledging and shipping Purchase Orders at the header level.
Step 1: After logging into Vendor Portal, navigate to the 'Purchase Order Search' screen.

Step 2: Enter desired search criteria. All fields are optional, but a Purchase Order Status must be selected. (Date format must be MM/DD/YYYY). The Amend Date range is populated by default to the past 7 days.

Step 3: Select a 'Purchase Order Status' from the drop down menu. If the vendor does not know the status of the desired PO, then they should update the 'Purchase Order Status' to 'All'. The Purchase Order Status field defaults to 'Sent to Vendor' unless changed by the user. This allows vendors to see Purchase Orders which need to be acknowledged.

Step 4: Click 'Update Search'

Searchable PO statuses include:
- ‘All’
- ‘Sent to Vendor’
- ‘Acknowledged by Vendor’
- ‘Shipped’
- ‘Cancel Requested’
- ‘Purchase Order Invoiced’
- ‘canceled’
Step 5: The ‘Search Results’ appear on the screen.

Step 6: Click on the desired ‘PO Number’ to open the ‘Purchase Order Details’ page.

Notes
The search results are sorted by ‘PO Date’. Users can sort the results by any of the other criteria by clicking the arrows in the applicable column heading.
Step 7: The ‘Purchase Order Details’ screen will open. Users can review the PO Header Details, Line Item Details, and Footer Details.

Step 8: To acknowledge the full amount of the PO, click the ‘Acknowledge P.O.’ button.

Step 9: Click ‘OK’ on the pop-up to confirm acknowledgement of the Purchase Order.

Notes
A PO can be acknowledged at the header or line level. For instructions online level acknowledgement, see the “Acknowledging Purchase Orders and Entering Shipment Information – Line Level” Section of this Guide.

Once a PO is acknowledged in Vendor Portal, the vendor cannot cancel the PO without first contacting the GSA Contracting Officer responsible for the contract. The GSA Contracting Officer will need to submit a cancellation request in OMS before the vendor can cancel
Step 10: Confirm the 'Purchase Order Status' updates to 'Acknowledged by Vendor'.

Step 11: To enter shipment information, click 'Purchase Order Shipments'.

Notes:
Vendors do not need to enter the shipment details immediately after acknowledging the PO. However, it is expected the vendor will enter the shipment details within at least 24 hours of the RDD (if not sooner). If the vendor cannot meet the RDD, then they may generate a Backorder request (see the “Generating a Back Order Request” section of this Guide).

If the vendor cannot fulfill the PO with the requested item, they may generate Substitute Item request (See the “Generating a Substitute Item Request” section of this Guide).
Step 12: The 'Purchase Order Shipments' page will open.

Step 13: Click 'Create New Shipment'.

Notes
If this is the first time entering a shipment for the PO (e.g., there were no previous partial shipments entered into the Vendor Portal for this PO), a warning message will appear stating that no shipment records were found. Once a shipment is entered, this message will no longer appear.
Step 14: On the ‘Create New Shipment’ screen, populate the required fields with shipment information. (The ‘TCN #’ field will default with the number formatted to include the Requisition Number + XXX)

Step 15: Check the box next to the appropriate lines that are included in the shipment.

Step 16: Enter the quantity to be shipped in the ‘Quantity Shipped’ field.

Step 17: Click ‘Create Shipment’.

Notes
If a vendor ships a purchase order in two or more shipments, the quantity shipped can be updated accordingly (i.e., the first shipment includes two and the second shipment includes the remaining three). This will change the status of the SO and PO in OMS to Partial Shipped.
**Step 18:** A popup will appear before the shipment successfully processes to confirm the entered shipment information is correct.

- **www.orders-vp.fas.gsa.gov says**
  
  Please confirm shipment information. This information will be sent to the customer.

  ![Popup](image)
Step 19: Confirm the ‘Purchase Order Status’ and ‘Shipment Status’ fields indicate ‘Shipped’.

Step 20: Click on ‘Purchase Order Details’ link.
Step 21: Confirm the 'Purchase Order Status' has updated to 'Shipped'.

Step 22: Click 'Purchase Order Events' link

Notes
The status of the SO and PO will also update to 'Shipped'.

GSA OMS – Managing Purchase Orders in the Vendor Portal
Step 23: On the 'Purchase Order Events' page, review the actions taken on the PO.
10.2. Entering Shipment Information – Line Level

To acknowledge and ship a partial quantity or one line of a multi-line PO, the Vendor Portal user may do so at the line level. This section provides steps and guidance for acknowledging and shipping Purchase Orders at the line level.

Step 1: Open the PO for which you would like to create a shipment at the line level.
Step 2: Scroll down to the 'Line-Item Details' section.

Step 3: In the 'Line Item Actions' field, select 'Acknowledge' from the drop-down menu.

Notes
A vendor may also partially acknowledge at the line level. They can do so by selecting 'Partial Acknowledge' in the 'Line-Item Actions' field, if so, there will be a text field for the vendor to specify the desired quantity to acknowledge.

Step 4: Click 'Update Line Item'.
Step 5: Confirm 'Line-Item Details', and then click the 'Acknowledge' button.
Step 6: ‘Purchase Order Status’ updates to ‘Acknowledged by Vendor’.

Step 7: Confirm the ‘Purchase Order Notes Instructions’ field states ‘PO was acknowledged’.
Step 8: Confirm ‘Status’ on the ‘Line-Item Details’ updates to ‘Acknowledged by Vendor’.

Notes
If the PO was partially Acknowledged, the Status will indicate ‘Partial Acknowledged by Vendor’.

The status of the SO and PO in OMS will also update to ‘Partial Acknowledged by Vendor’.

The vendor still must enter shipment details for the PO to complete the PO management process.
10.3. **Store Pickup Functionality**

Retail Store orders in either Sent to Vendor or Acknowledged by Vendor status can utilize the Store Pickup button in the Vendor Portal. If a Retail Store order is in Sent to Vendor status, then the Purchase Order must be acknowledged by a vendor first before proceeding.

For Retail Store Items, fulfillment methods cannot be mixed. For example, if the total Retail Store order has a quantity of 20, then Carrier Number and Tracking Number information cannot be added for a quantity of 10, while the remaining quantity of 10 is to be picked up in store.

This section provides steps and guidance for using the Store Pickup button in the Vendor Portal. If you have questions about whether an order assigned to you is a Retail Store order or not, please contact your GSA Contracting Officer.
Step 1: On the Purchase Order Search page, find a Purchase Order in either Sent to Vendor or Acknowledged by Vendor status.

Step 2: Check the box next to the Purchase Order, and click the 'Ship Purchase Orders' button.

Note: A Purchase Order in Sent to Vendor status will need to be acknowledged by the vendor before proceeding.
Step 3: On the Purchase Order Bulk Shipment page, check the box next to the Purchase Order you would like to mark for Store Pickup.

Step 4: Check the box under ‘Store Pickup’. The Carrier and Tracking Number information will automatically populate to ‘STORE’ and ‘PICK’.

Note: If the Purchase Order is not a Retail Store order, then the ‘Store Pickup’ checkbox will be disabled for users to choose.

Step 5: Click the ‘Create Shipment’ button.

Step 6: A popup will appear before the shipment successfully processes to confirm the entered shipment information is correct.
Step 7: The Purchase Order status will change to ‘Shipped’ when successfully processed.
10.4. Modifying Previously Submitted Shipment Information

Vendor Portal users can update and edit previously submitted shipment information such as the tracking number and carrier information for an existing shipment in the Vendor Portal User Interface (UI).

For this functionality, a checkbox will populate next to each Purchase Order on the Shipment Screen List page, so users can select/deselect Purchase Orders. Both the ‘Carrier’ and ‘Tracking Number’ fields are mandatory for users to populate. For the excluded lines on a Purchase Order, the ‘Quantity’, ‘Tracking Number’, and ‘Carrier’ fields will be disabled to update/edit.
Users can click the checkboxes next to the purchase orders in an open status that they want to update or edit.

After choosing the Purchase Orders via checkboxes, users can click ‘Ship Purchase Orders’ to navigate to the ‘Purchase Order Bulk Shipment’ page.
The ‘Carrier’ and ‘Tracking Number’ fields are mandatory for users to populate. For the excluded lines on a Purchase Order, the ‘Quantity’, ‘Tracking Number’, and ‘Carrier’ fields will be disabled to update/edit.

After updating shipment information, users can publish this information by clicking ‘Create Shipment’.

A popup will appear before the shipment successfully processes to confirm the entered shipment information is correct.

---

### www.orders-vp.fas.gsa.gov says

Please confirm shipment information. This information will be sent to the customer.

---

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<th>PO Number</th>
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<td>UPS</td>
<td>tracking3</td>
</tr>
<tr>
<td>FM19AS03010</td>
<td>1</td>
<td>FM19AS03010</td>
<td>1920516193866</td>
<td>1</td>
<td>12</td>
<td>W9059401430001XXX</td>
<td>08/10/2021</td>
<td>USPS</td>
<td>tracking4</td>
</tr>
</tbody>
</table>
10.5. Entering Shipment Information for Multiple Purchase Orders

Vendor Portal users can add shipment information for multiple purchase orders using the ‘Create Shipment’ button on the Purchase Order List page via the Vendor Portal UI. A Purchase Order eligible for shipment must be in an open status state (any status before Shipped or Invoiced). Users can input the same shipment information across multiple purchase orders and can also input either the same or different information for multiple lines within a purchase order via checkboxes on the UI.

Users can click the checkboxes next to the Purchase Orders in an open status that they want to enter the same shipment information across multiple Purchase Orders or input the same or different information across multiple lines within a PO.

After choosing the Purchase Orders via checkboxes, users can click ‘Ship Purchase Orders’ to navigate to the ‘Purchase Order Bulk Shipment’ page.
GSA OMS – Managing Purchase Orders in the Vendor Portal

Users can choose certain lines via the checkboxes to update the ‘Carrier’ and ‘Tracking Number’ fields.

After entering shipment information, users can publish this information by clicking ‘Create Shipment’.

A popup will appear before the shipment successfully processes to confirm the entered shipment information is correct.

www.orders-vp.fas.gsa.gov says

Please confirm shipment information. This information will be sent to the customer.

OK  Cancel
10.6. Purchase Order Modifications

Vendors have the capability to accept or reject every modification that is made to a Purchase Order in Vendor Portal. **Rejecting a modification in Vendor Portal will not reject the GSA Contracting Officer’s modifications made to the Purchase Order** but will require that the vendors provide an explanation as to why they rejected the change. Further discussion will be required with the Contracting Officer if other modifications need to be made.

**Instructions for Vendors:**

1. Log in to the Vendor Portal and open the Purchase Order associated with the modification.
2. Scroll down to the Header Amendments section, view the amendment made by the GSA CO.
3. Add any vendor notes related to the amendment and select either “Accept” to approve the amendment, or “Reject” to deny the amendment.

**Note:** Modifications made at the line level will be viewed in the Line Level section after selecting that specific line.
11. Email Notifications

The GSA OMS Vendor Portal provides vendors with the ability to receive email notifications for Purchase Order Management.

*Note: There is a limit of up to 3 email addresses for notifications per Vendor ID number.*

Emails are currently generated for the following scenarios:

- A new Purchase Order is available
- An existing Purchase Order has been modified
- An existing Purchase Order has been canceled

*Note: The email scenarios above are in the form of summary emails sent daily.*

To request changes to email addresses on file for your Vendor ID/Organization, please submit a ticket to the [GSA eTools Help Desk](http://gse.tools). Please provide the following information:

- Organization Name
- Vendor ID Number
- Up to 3 email addresses to receive purchase order-related notifications
12. Contact Us

For assistance with questions on this guide, or with other aspects of the GSA OMS Vendor Portal, please contact the GSA eTools Help Desk:

• Email: eToolsHelpdesk@gsa.gov
• Phone: (866) 472-9114 - Option 7

Availability: Weekdays from 8:00 AM to 7:00 PM ET, excluding Federal holidays.