FAQs - No Order Left Behind

Q1: What is an example of the No Order Left Behind Email?
A1: No Order Left Behind Email Template

Q2: Where does it explain my requirements to acknowledge orders, respond to cancellation requests, ship orders on-time, and invoice orders timely?
A2: The GSA Global Supply (GGS) Business Transaction Processing Requirements are outlined here. This document was shared with you by the GSA contracting Officer who issued the GGS purchase orders to your company or who established your GGS contract with your company. The document provides the due dates for which you need to complete and submit status to GSA on the GGS orders:

- Acknowledge receipt of a purchase order within one business day
- Acknowledge receipt of a purchase order change within one business day
- Process purchase order cancellation requests within one business day
- Provide Requests for*:
  - Backorders - Back Orders MUST have an Estimated Delivery Date included
  - Changes in delivery dates
  - Substitutions - Requests should be communicated to your GSA Contracting Officer prior to execution via the system.
- Provide Shipment Status within one business day following shipment
  - Valid carrier tracking numbers
- Provide delivery confirmation information including, but not limited to, date of delivery (when requested for specific shipments)
- Invoice for orders only after you have provided shipment information
  - Correct erroneous information provided to GSA on the disposition of a purchase order;
  - Full line accountability is required

Q3: Who do I contact regarding No Order Left Behind?
Q3: GSA Contracting Officer email addresses are provided in the Excel attachment of No Order Left Behind emails for each purchase order.
- EDI/OMS Vendor Portal questions can be directed to etoolshelpdesk@gsa.gov.
- Fedpay Invoicing questions can be directed to kc-fedpay.finance@gsa.gov.
- Other questions regarding No Order Left Behind can be directed to ggscontractorperformance@gsa.gov.

Q4: Where can I find the purchase orders referenced on the No Order Left Behind Excel attachment?
A4: The purchase orders on the Excel attachment are GSA Global Supply (GGS) purchase orders (POs) issued to a contract held by your company. GGS POs are sent via Electronic Data Interchange (EDI) or OMS Vendor Portal depending on your contract terms and conditions.
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Q5: I cannot find the POs in GSA Advantage PO Portal.
A5: OMS Vendor Portal is different from GSA Advantage PO Portal. GGS POs are sent to OMS Vendor Portal and are not retrievable in GSA Advantage PO Portal. Therefore, you need accounts for both portals.

Q6: What is the difference between No Order Left Behind and the Take Advantage of Order Status?
A6: No Order Left Behind is for GSA Global Supply (GGS) purchase orders only. This initiative is focused on timely order processing and order administration as it relates to GSA Global Supply (GGS) contract terms and conditions. The No Order Left Behind Initiative is for GGS purchase orders available in OMS Vendor Portal.

Take Advantage of Order Status is for the Multiple Award Schedule (MAS) Program, focusing on orders submitted by customer agencies to MAS contractors via GSA Advantage. These orders are available in the GSA Advantage PO Portal.

In summary, No Order Left Behind GGS purchase orders are not retrievable in GSA Advantage PO Portal. GGS purchase orders are available in OMS Vendor Portal.

Q7: I use EDI and I cannot locate the order in my system.
A7: If your business transaction processing method is EDI, and the EDI transactions are no longer in your system, those GGS purchase orders are also available for action within the OMS Vendor Portal.

Q8: I need an OMS Vendor Portal Account. How do I create one?
A8: Email etoolshelpdesk@gsa.gov to request an OMS Vendor Portal Account, and provide them with the completed information below for each user requesting access to OMS Vendor Portal. Please allow 72 hours for setup. To avoid any delay in processing, please be sure to include all the information.

Company Name:
Vendor ID (previously DUNS, now Unique Entity Identifier (UEI) Where is my UEI (SAM)?):
Email Address:
First Name:
Last Name:
Phone Number:
Company Mailing Address (Street, City, State, Zip):
Email Address to receive Order Notification emails:
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Q9: I am logged into OMS Vendor Portal, but my searches are not yielding any results.
A9: Make sure you are deleting the Amend Date range to which the search is defaulted. Try searching for the exact PO number or item number instead of the contract number. Also, take a moment to view the Vendor Portal Quick Guide for additional tips. Go to www.gsa.gov/supplyedivp then click on Vendor Portal.

Q10: How do I use OMS Vendor Portal?
A10: Vendor Portal user guide [PDF - 3 MB]

Q11: Is there a time delay in the data?
A11: Yes, 24 hours. If you see discrepancies between the No Order Left Behind report and your records, and if you have taken action on the specific order within the 24 hours prior to receiving this email, then disregard the action for those particular orders only.