GSA OMS User Guide
Vendor Portal Order Management

Version 8.2

Version History

Version Number	Date of Change	Section(s) Affected	Brief Description of Change	Change Made By
1.0-4.0	N/A	All	Initial document creation – Updated included for FY20 Q4 Maintenance Release	Bridget Morrissey
5.0	06/18/2021	Various	Updates included for FY21 Q2 and Prod 12.0 Maintenance Release	Bridget Morrissey
6.0	02/28/2022	Various	Updates included for 13.0 and 14.0 Feature Releases	Bridget Morrissey
6.1	04/26/2022	11.0	Updated to add Information Contact and Authorized Representative Information in Section 11.0	Bridget Morrissey
6.2	08/16/2022	5.2, 12.0, 13.0	Updated screenshot, updated 12.0 to reflect OKTA integration, added execution steps for new functionality	Sarah Bartels
7.0	08/14/2023	All	Comprehensive review and content update	Sarah Bartels
7.1	12/29/2023	8.1	Added details for mass backorder submission	Sarah Bartels
7.2	06/03/2024	8.0	Updated content for automated backorder handling	Sarah Bartels
7.3	06/24/2024	10.4	Annual Review: Updated steps and screenshots	Sarah Bartels
8.0	5/2/2025	All	Updated for Order Hub UI migration	Sarah Bartels
8.1	5/27/2025	2.3	Updated Vendor Portal URL	Sarah Bartels
8.2	11/3/2025	2.3	Added Okta landing page	Sarah Bartels

Table of Contents

1   Introduction

This guide provides step-by-step instructions, guidance, and screenshots for vendors using the GSA OMS Vendor Portal, including user registration/login and Purchase Order (PO) management. The Vendor Portal provides vendors doing business with GSA the ability to view and manage Purchase Orders associated with their Vendor ID (UEI).

> **Note**: As of April 4, 2022, the federal government no longer uses the DUNS number. Instead, entities doing business with the federal government will use a Unique Entity Identifier (UEI) generated by SAM.gov. The SAM.gov generated UEI is stored as a 12-character, alpha-numeric value within the OMS system. Entities currently registered in SAM with a DUNS number have been assigned a SAM generated UEI.

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. Vendor User accounts will be provisioned through E-Tools Help Desk. Account login is based on email address, and each user must provide a unique email address. To manage Purchase Orders across multiple Vendor ID numbers, one email address per Vendor ID number is required to be registered.

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 or for any questions pertaining to the contents of this guide, 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)

2   Request Access to OMS Vendor Portal

2.1   Access Request Submission

To request access to the GSA OMS Vendor Portal, please submit a ticket to the GSA eTools Help Desk at eToolsHelpdesk@gsa.gov and provide the following information:

- Vendor Name
- Active Vendor ID number (UEI)
- First Name
- Last Name
- Phone Number
- Physical Address
- Email Address

Once the ticket has been submitted, you will receive an eTools ticket number within 24 business hours, indicating the request for account set up has been received.

2.2   Account Activation

Once GSA has provisioned your Vendor Portal account, you will receive an email from Okta with account activation instructions. Account activation must be completed within 7 weekdays of receiving this email.

If you do not receive this email within 48 business hours of receiving your eTools ticket number, please contact the GSA eTools Help Desk.

Step 1: Click the "Activate Okta Account" button in your email. This will take you to the password setup and security image selection screen.	
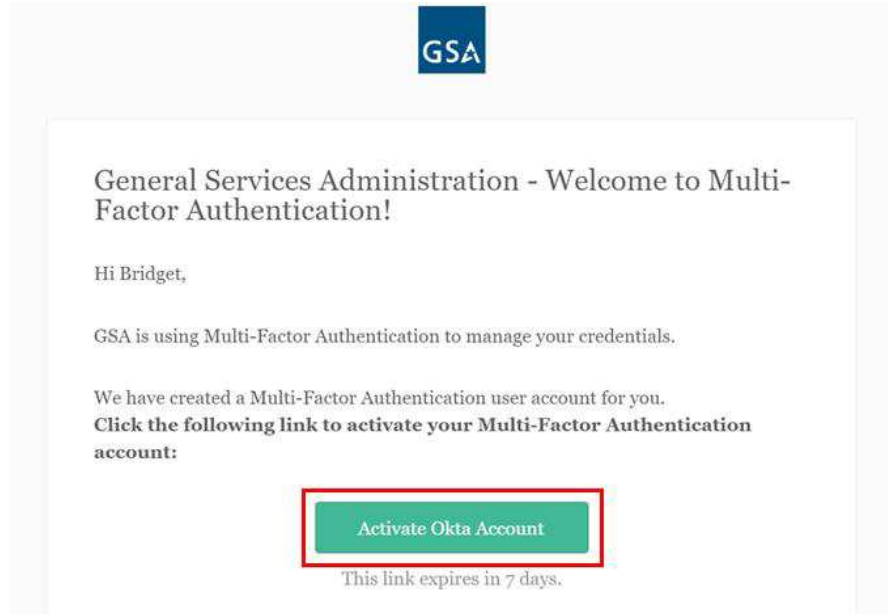
Step 2:
Enter the password you wish to use.

Note: Your Vendor Portal password must meet the following requirements:

- *12 characters*
- *1 uppercase letter*
- *1 lowercase letter*
- *1 number*
- *One symbol*
- *Does not contain part of username*
- *Does not contain first name*
- *Does not contain last name*
- *Different from last 24 Vendor Portal passwords*

You will also be prompted to select a security image.
Click "Create My Account" when finished.

Welcome to General Services Administration, Bridget!
Create your General Services Administration account
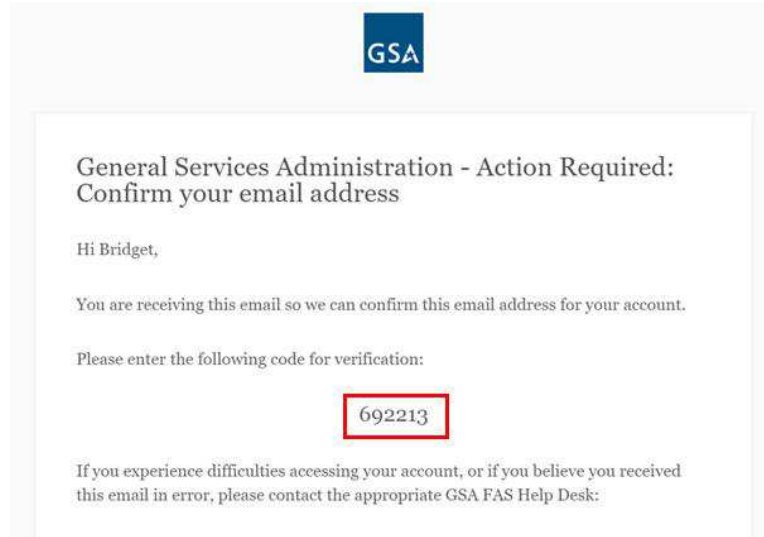
Enter new password

Password requirements:

- At least 12 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 24 passwords

Repeat new password

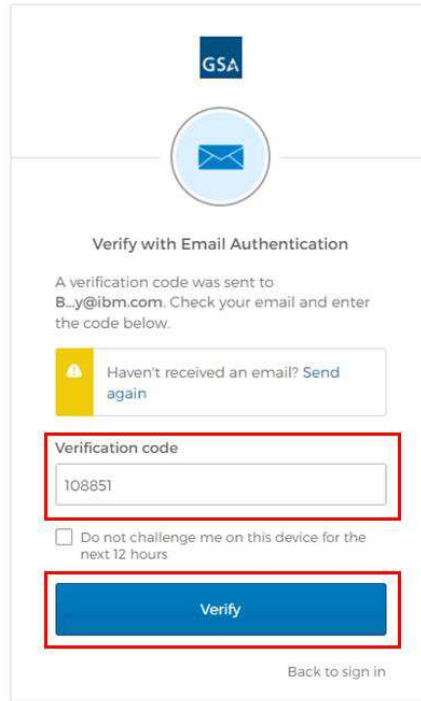|	
Step 3: Users are redirected to the Multi Factor Authentication page. Select "Email Authentication". This will send an email with an OTP (One Time Passcode) to the email address submitted as part of your registration request.	**GSA** General Services Administration - Action Required: Confirm your email address Hi Bridget, You are receiving this email so we can confirm this email address for your account. Please enter the following code for verification: 692213 If you experience difficulties accessing your account, or if you believe you received this email in error, please contact the appropriate GSA FAS Help Desk:

|	
Step 4: Copy the code provided in your email into the OKTA Verification window and click 'Verify'. **Note**: *If you wish to check the box for "Do not challenge me on this device for the next 60 minutes", do so.* *If you do not receive the verification email, click the 'Send Again' link.*	

Step 5:
Following verification, users are redirected to the OKTA Application Page. Registration and Activation of your Vendor Portal and OKTA account are now complete. Proceed to the Vendor Portal by clicking the "OMS Vendor Portal" widget.

Note: This OKTA dashboard will be a one-time step. After initial account set up and log in, you will not see this page again when you log in to the GSA OMS Vendor Portal.
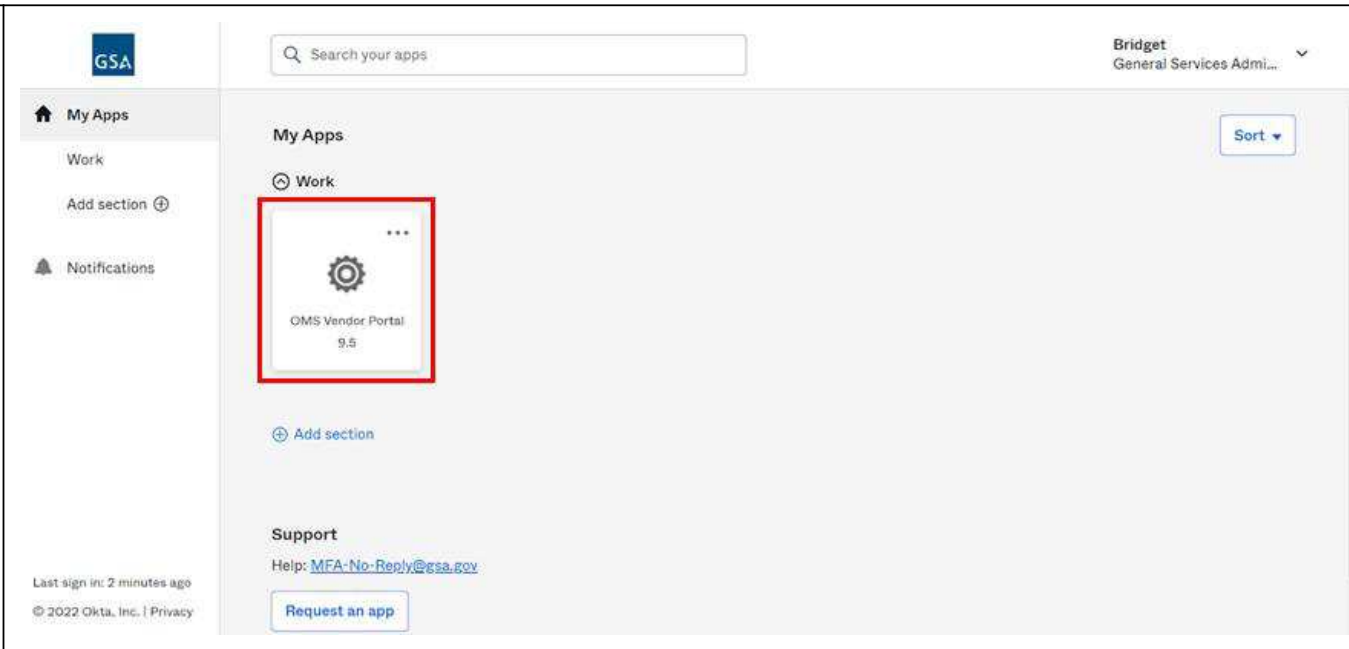
2.3   Accessing the Vendor Portal

Once account activation and setup are complete, users are able to access the OMS Vendor Portal.

Please note: Vendor user accounts will be disabled after 90 days of inactivity. To have your account reactivated, please contact the eTools Help Desk at eToolsHelpdesk@gsa.gov.
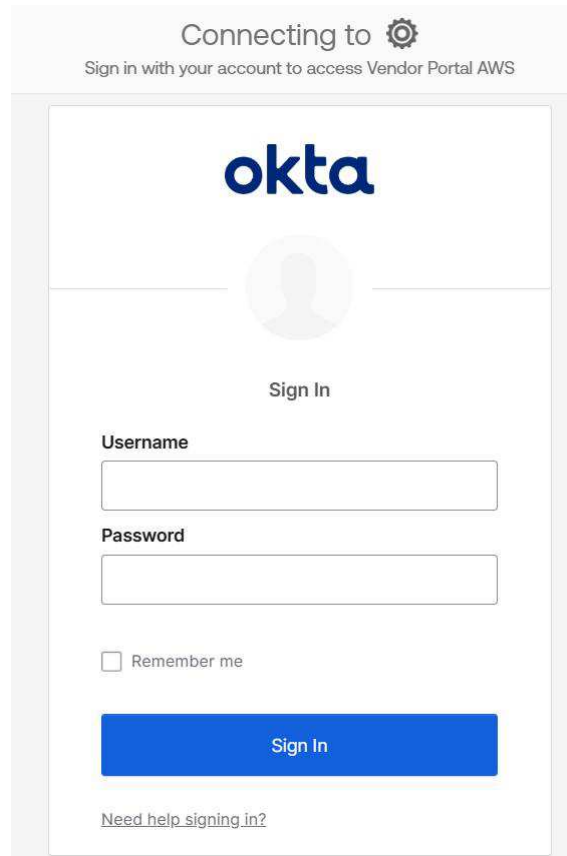
Account lockout will occur after 10 unsuccessful attempts to log in. User accounts will be unlocked after 30 minutes of initial lockout.
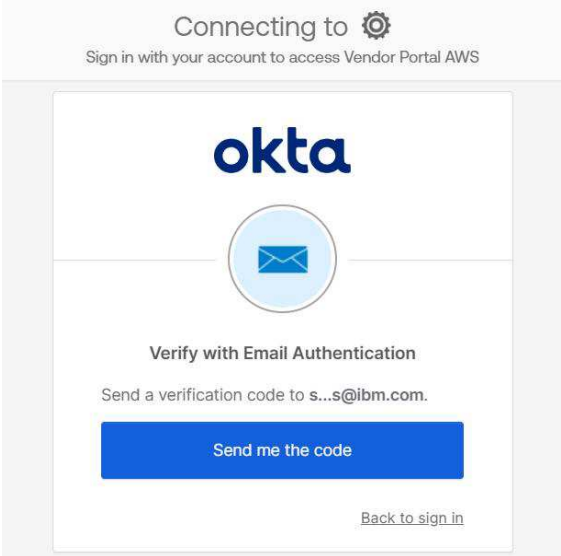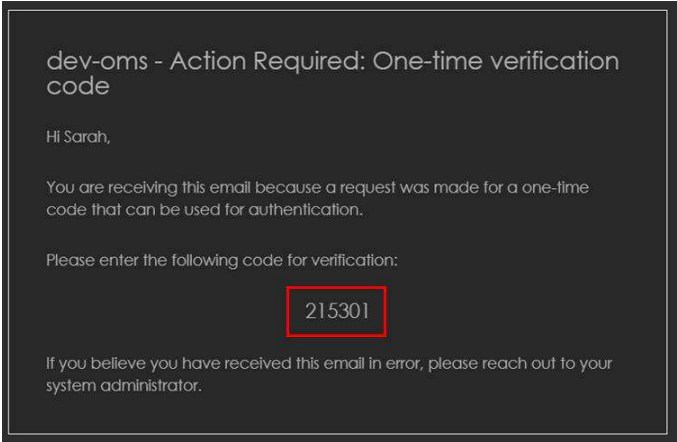
Step 1:
In a <u>web browser</u>, access the GSA OMS Vendor Portal link at:
https://vp.production.orders.fas.gsa.gov/vp-landing

Enter your vendor username and password, then click "Sign In".

Connecting to ⚙
Sign in with your account to access Vendor Portal AWS

okta

Sign In

Username

Password

☐ Remember me

Sign In

Need help signing in?

Step 2: Users are prompted to dual-authenticate. Click the "Send me the code" button to proceed.	
Step 3: An email with an OTP (One Time Passcode) will be sent to the email associated with your account.	

Step 4:
Copy the code provided in your email into the OKTA Verification window and click Verify.

Note: *If you wish to check the box for "Do not challenge me on this device for the next 60 minutes", do so.*
If you do not receive the verification email, click the 'Send Again' link.

Connecting to ⚙

Sign in with your account to access Vendor Portal AWS

okta

Verify with Email Authentication

A verification code was sent to **s...s@ibm.com**. Check your email and enter the code below.

⚠ Haven't received an email? Send again

Verification code

215301

☐ Do not challenge me on this device for the next 60 minutes

Verify

Back to sign in

Step 5:
Users are then directed to the Vendor Portal landing page. To launch the Vendor Portal, click the "Access" button.

Note: *The Rules of Behavior can also be accessed from the bottom of this page.*

GSA | Order Management Services

GSA OMS - AWS Production Applications Environment
GSA OMS Vendor Portal

AWS-Production Applications

Vendor Portal

Portal to manage purchase order transactions

Access

USE OF THIS APPLICATION IMPLIES ACCEPTANCE OF THE
RULES OF BEHAVIOR

*********************************** WARNING***********************************
This is a U.S. General Services Administration Federal Government computer system that is "FOR OFFICIAL USE ONLY."
This system is subject to monitoring. Therefore, no expectation of privacy is to be assumed. Individuals found
performing unauthorized activities are subject to disciplinary action including criminal prosecution.

Step 6: You are now logged into the GSA OMS Vendor Portal.	
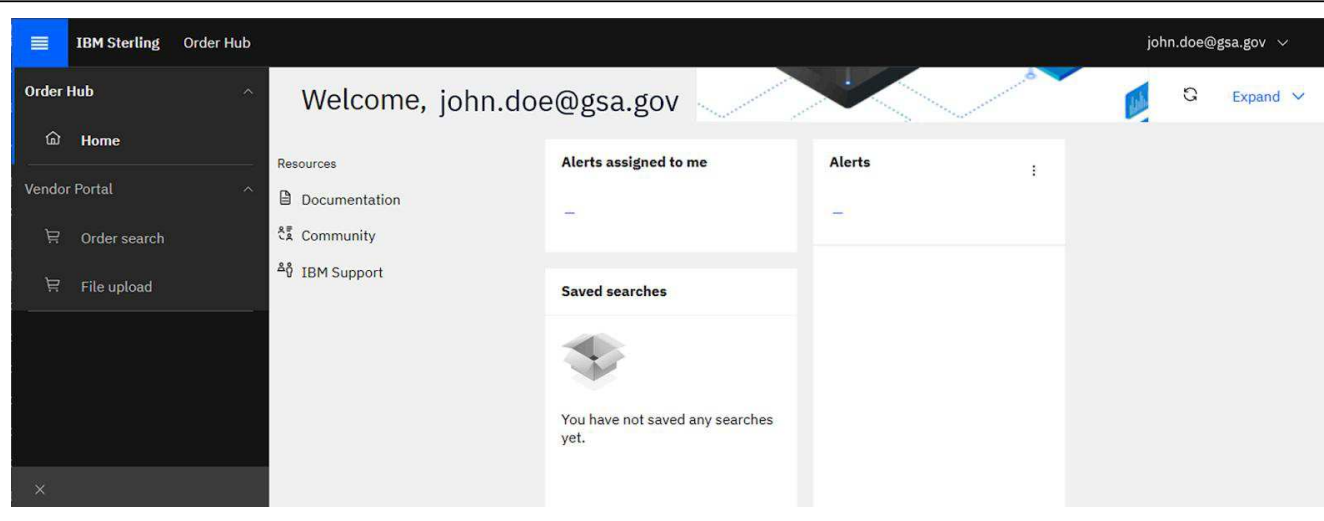
3 Search/Review Purchase Orders
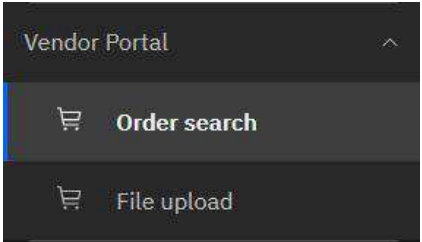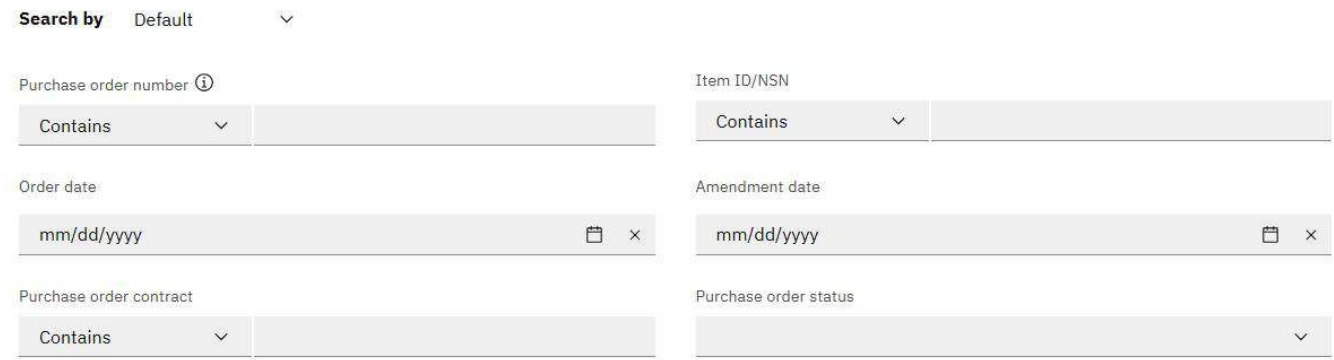
Vendors have enhanced search capabilities. The default search parameters include searching by the Amend Date range. This function was put into place to draw attention to Purchase Order modifications (price changes, PO instructions, etc.) which may occur on Purchase Orders in statuses such as Shipped or Invoiced. However, users are able to conduct searches using alternative parameters as well.

This section guides users on how to search for a Purchase Order and review the associated order information.

Step 1: From the menu ribbon, navigate to Vendor Portal > Order Search	Vendor Portal ^ 🛒 Order search 🛒 File upload
Step 2: In the Order Search screen, enter the appropriate parameters to conduct the purchase order search.	Search by Default ∨ Purchase order number ⓘ Item ID/NSN Contains ∨ ____ Contains ∨ ____ Order date Amendment date mm/dd/yyyy 📅 ✕ mm/dd/yyyy 📅 ✕ Purchase order contract Purchase order status Contains ∨ ____ ____ ∨

Step 3: Click the "Search" button to proceed.	Search
Step 4: The relevant search results display. To view the details for a specific Purchase Order, click the corresponding "PO Number" link. **Notes**: *All date times are displayed in EST.* *The sort functionality only applies to the current page. To sort additional results, increase the "Items Per Page" (bottom of screen).*	(see table below)

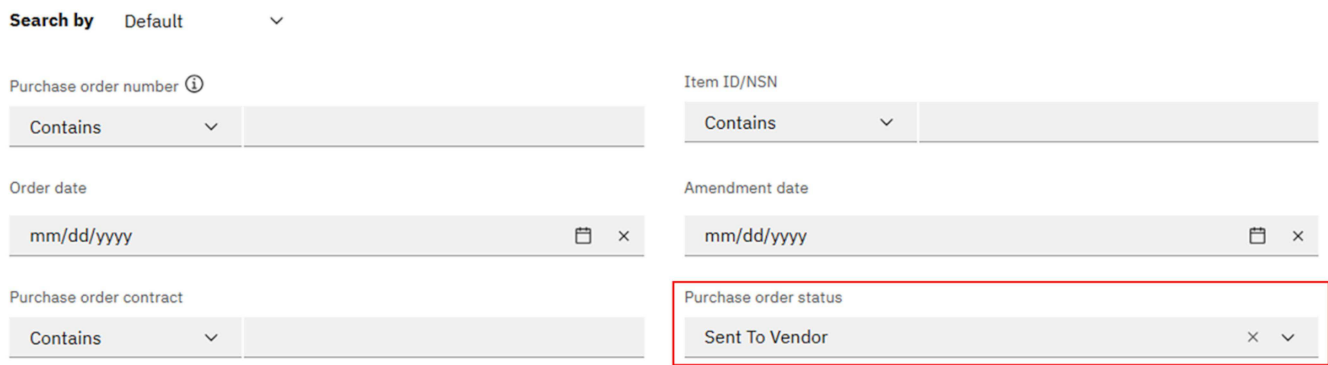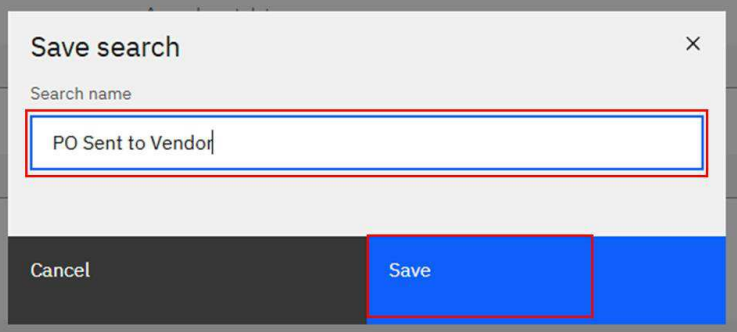| ☐	PO number	PO date	PO status	PO value	Amend date	Transaction type	
☐	NMNJFY87H5N	Apr 2, 2025	Sent To Vendor	$15.80		New	⋮
☐	NMNJFY87G5N	Apr 2, 2025	Sent To Vendor	$12.64		New	⋮
☐	NMNJFY87C5N	Apr 2, 2025	Sent To Vendor	$79.00		New	⋮
☐	NMNJFY87B5N	Apr 2, 2025	Sent To Vendor	$23.70		New	⋮

| Step 5:
The Order Details screen opens.
Here users can view information associated with the purchase order, including header, line item, and footer details. | Details \| Instructions (1) \| Shipments (0) \| Events (1) \| Modifications (0)

Order details

Order date April 2, 2025   **Order no** NMNJFY87H5N   **Status** Acknowledged By Vendor   **Vendor will** Deliver

Ship/deliver by April 9, 2025 Or Sooner   **FOB** Tailgate Delivery, Destination   **Inspection/Acceptance** Destination, Acceptance By 7 (days after delivery)   **Modification no** 0

Transportation control number N62478509207VGXXX   **Discount terms** 00.000%-00 00.000%-00 NET-30   **Quantity variation allowed** (+) 00% / (-) 00%   **Grand totals** 15.80

Signature (contracting/purchasing officer) CAROL BROWN   **Consignee** N62478   **TAC** NNWL   **GBL number** -

Store -   **MSDS required** No

Addresses

From address GSA FAS 2QFA ONE WORLD TRADE CENTER 55TH FLOOR R NEW YORK, NY 100072140   **Administration by** GSA FAS 2QFA ONE WORLD TRADE CENTER 55TH FLOOR R NEW YORK, NY 100072140   **To contractor** (E8QNBC287DY4) NATIONAL INDUSTRIES FOR THE BLIND 3000 POTOMAC AVE ALEXANDRIA, VA 223053084 US   **Ship to/required marking** GSA 3PL Export - West Coast 2765 Progress Street, Suite B Appt Call or Email: Vista, California US

Mark for NAVFAC ENGINEERING COMMAND HAWAII   **GSA accounts payable branch** GSA - OCFO PFS FIOD P.O. BOX 17081 FT. WORTH, TX 76102

Contract info |

3.1 Saved Searches

Users may wish to save a search for future use to avoid entering the same criteria every time the user wants to search for a particular entity. For example, a user may frequently search for orders in a PO Sent to Vendor status. The steps below detail how to save a search and apply it.

Step 1: Navigate to the Order Search screen. Enter the appropriate search criteria. For this example, we will search for orders in a Purchase Order Status of "Sent to Vendor".	**Search by** Default ⌄ Purchase order number ⓘ Contains ⌄ [ ] Item ID/NSN Contains ⌄ [ ] Order date mm/dd/yyyy 📅 ✕ Amendment date mm/dd/yyyy 📅 ✕ Purchase order contract Contains ⌄ [ ] Purchase order status Sent To Vendor ✕ ⌄
Step 2: Click the "Save Search" button at the bottom of the screen.	Save search
Step 3: Enter a name for the saved search, then click "Save"	**Save search** ✕ Search name PO Sent to Vendor Cancel Save

Step 4: Saved searches will appear under the "Saved Searches" drop-down at the top right corner of the Order Search screen. Select the first button icon to perform the saved search. **Note**: *Users can also rename or delete a search here by using the corresponding icon buttons.*	
Step 5: The search will execute and the system will display the relevant search results for the saved search.	

4   Order Modifications

Vendors have the capability to accept or reject every modification that is made to a Purchase Order in Vendor Portal. Modification rejections will require that the vendors provide an explanation as to why they rejected the change as well as discussion with the Contracting Officer.

Note: Modifications made at the line level will be viewed by selecting the order line from the Order Details screen.

Step 1: Open the Purchase Order associated with the modification, then navigate to the "Modifications" tab.	Details Instructions (0) Shipments (0) Events (6) Modifications (1) **Order details** Order date Order no Status January 6, 2025 NMNJAF27G5N Change Requested
Step 2: The Modifications section displays any pending order modifications. To accept a modification, click the "Accept" button. Alternatively, users may accept all pending modifications by clicking the "Actions" button in the top right corner of the screen and selecting "Accept all Modifications".	Details Instructions (0) Shipments (0) Events (6) **Modifications (1)** **Modifications** Accept **Modification No** **Modified Field** **Old Value** **New Value** **Modification Date** 1 Ship To Contact EMail test@test.com 01/08/2025 9:12:56 AM Actions ▲ Acknowledge PO Download PO 3186 Ship PO Accept All Modifications

Step 3: A pop-up prompts the user to confirm the modification acceptance. Click "Accept" to proceed.	**Accept Modifications** ✕ Note: (To Reject a modification, please contact your Contracting Office.) Cancel Accept
Step 4: A green confirmation will then appear at the top of the Purchase Order Details screen indicating acceptance has been processed, and the Modifications tab counter will be decremented.	✔ Successfully accepted modifications for order NMNJAF27G5N. ✕ Details Instructions (0) Shipments (0) Events (6) **Modifications (0)**

5   Purchase Order Download

Vendor Portal users can download the PO 3186 PDF and PO CSV for one or multiple Purchase Orders in the Vendor Portal User Interface (UI). From the Order Search Results screen, users will have the ability to select multiple Purchase Orders to download by clicking either the 'Download PO 3186' or 'Download PO CSV' button. 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.

5.1   PO 3186 PDF

Step 1: Search for the relevant Purchase Order(s). *(See section 'Search/Review Purchase Orders')* From the Search Results, select the Purchase Order(s) to be downloaded by marking the corresponding checkboxes, then click 'Download PO 3186'.	
Step 2: The user is prompted to save the PO file, which will save as a zipped folder. Click 'Save' to proceed. The file will then be accessible on the user's device.	

5.2   Download Multiple Purchase Orders (PO CSV)

The number of CSV files able to be downloaded is limited to the number of records on the page. The vendor user will be unable to navigate to a new page after selecting orders to download.

Step 1: Search for the relevant Purchase Orders. *(See section Search/Review Purchase Orders)* From the Search Results, select the Purchase Orders to be downloaded by marking the corresponding checkboxes, then click 'Download PO CSV'.	
Step 2: The file will download, then be accessible on the user's device.	
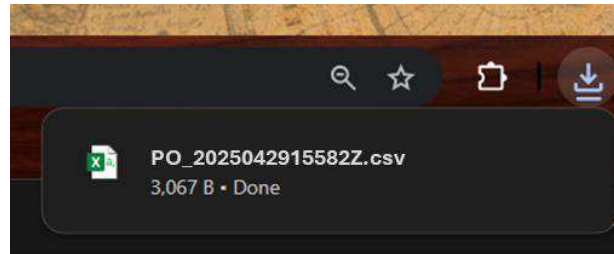
6 Purchase Order Acknowledgement

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

6.1 Header-Level Acknowledgement

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. After acknowledgement, the vendor still must enter shipment details for the Purchase Order to complete the Purchase Order management process. Please see section Manage Shipment Information for guidance.
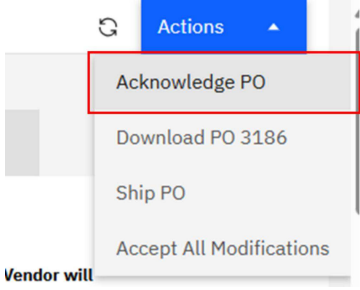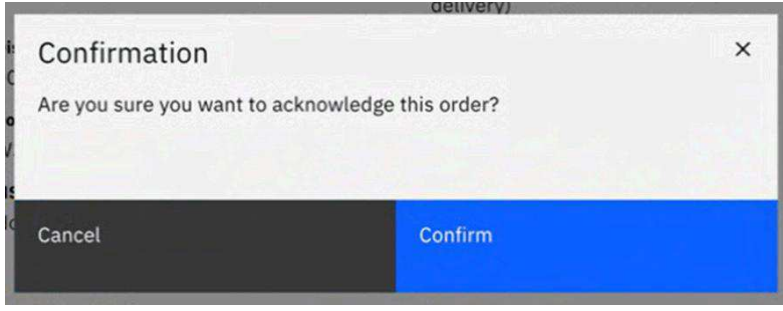
> **Notes**:
> - Once a PO has been acknowledged in Vendor Portal, the vendor should provide a courtesy notification to the GSA Contracting Officer on the PO prior to cancelling it. The GSA Contracting Officer will need to submit a cancellation request in OMS before the vendor can cancel the PO in the Vendor Portal.
> - Users may not acknowledge a PO with pending modification requests

Step 1: Open the Purchase Order to be acknowledged. Click the "Actions" button in the top right corner of the screen.	Vp / Order Search / Order Search Result / order-details [Actions ▼] **Details** Instructions (0) Shipments (0) Events (1) Modifications (0) **Order details** **Order date** — April 10, 2025 **Order no** — NMNJFY90Z5N **Status** — Sent To Vendor **Vendor will** — Deliver **Ship/deliver by** — April 17, 2025 Or Sooner **FOB** — Tailgate Delivery, Destination **Inspection/Acceptance** — Destination, Acceptance By 7 **Modification no** — 0

Step 2: Select "Acknowledge PO" from the drop-down options.	
Step 3: A pop-up prompts the user to confirm the acknowledgement. Click "Confirm" to proceed.	

Step 4: A green message will appear at the top of the screen confirming the acknowledgement. Purchase Order Status will also display 'Acknowledged by Vendor'.	✓ Successfully updated order NMNJFY90Z5N. ✕ Details | Instructions (0) | Shipments (0) | Events (2) | Modifications (0) **Order details** Order date: April 10, 2025 Order no: NMNJFY90Z5N Status: Acknowledged By Vendor Vendor wi: Deliver Ship/deliver by FOB Inspection/Acceptance Modificati

6.2   Line-Level Acknowledgement

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.

> **Note**: After acknowledgement, the vendor still must enter shipment details for the Purchase Order to complete the Purchase Order management process. Please see section Manage Shipment Information for guidance.

Step 1: Open the PO for which you would like to create a shipment at the line level.	Details | Instructions (1) | Shipments (0) | Events (30) | Modifications (0) **Order details** Order date: March 20, 2025 Order no: GMNKBJ23Y5G Status: Sent To Vendor Vendor will: Ship Ship/deliver by: March 27, 2025 Or Sooner FOB: Tailgate Delivery, Destination Inspection/Acceptance: Destination, Acceptance By 7 (days after Modification: 0

Step 2: Scroll down to the bottom of the Order Details screen to view the order lines. Select the requisition lines to be acknowledged by checking the corresponding boxes, then click "Acknowledge Line". **Note**: *To acknowledge a partial quantity, see* [Partial Acknowledgements](#).	
Step 3: A pop-up prompts the user to confirm the acknowledgement. Click "Confirm" to proceed.	
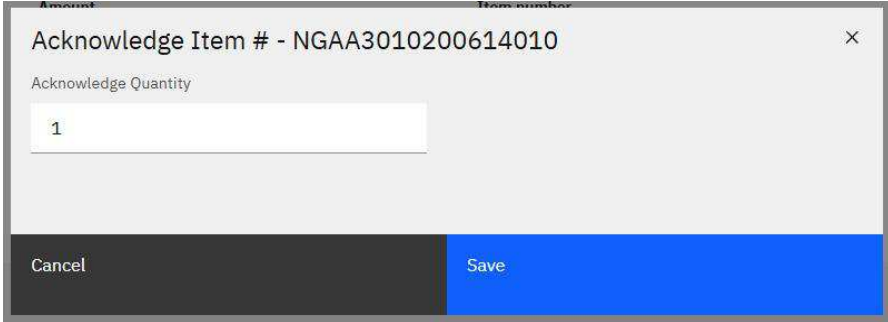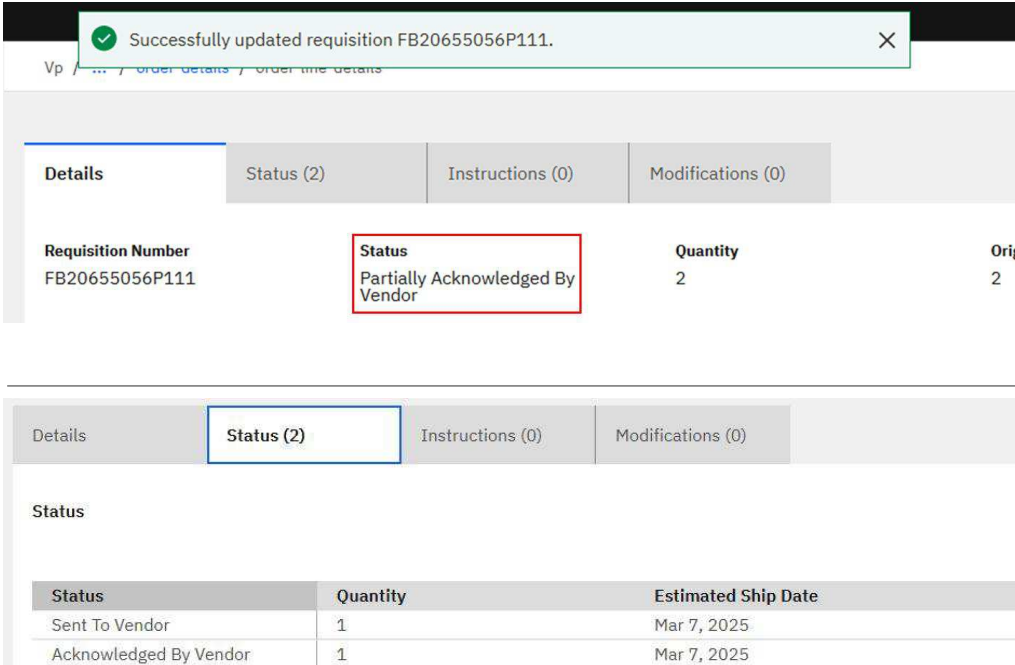
Step 4:
A green message indicates successful acknowledgement.

The selected order lines update with a status of "Acknowledged by Vendor". Unacknowledged order lines will remain in "Sent to Vendor" status.

The Purchase Order status updates to "Partially Acknowledged by Vendor".

Step 5: (Optional)
From the Order Details screen, navigate to the "Events" tab.

The Events page updates with entries corresponding to each line acknowledgement.

6.3 Partial Acknowledgements

This section outlines how vendors can acknowledge partial quantities at the line level:

Step 1: Open the Purchase Order for which the partial acknowledgement will be applied.	
Step 2: Scroll down and click on the order line that will be partially acknowledged.	
Step 3: In the Order Line Details screen, click the "Actions" button at the top right of the screen, and select "Acknowledge".	

Step 4: A pop-up will appear. Enter the partial quantity to be acknowledged, then click "Save".	**Acknowledge Item # - NGAA3010200614010** ✕ Acknowledge Quantity `1` Cancel Save
Step 5: A green confirmation message displays, and the line item status updates to "Partially Acknowledged By Vendor". The "Status" tab counter increments, and the Status table updates to reflect the partial acknowledgement.	✓ Successfully updated requisition FB20655056P111. ✕ Vp / ... / order details / order line details **Details** Status (2) Instructions (0) Modifications (0) **Requisition Number** **Status** **Quantity** Ori FB20655056P111 Partially Acknowledged By 2 2 Vendor Details **Status (2)** Instructions (0) Modifications (0) **Status** 🔍 ↻ ⚙ **Status** **Quantity** **Estimated Ship Date** Sent To Vendor 1 Mar 7, 2025 Acknowledged By Vendor 1 Mar 7, 2025

6.4   Apply Multiple Acknowledgements

Users are able to apply multiple header-level acknowledgements directly from the Purchase Order Search Results screen. Please note that it is not possible to partially acknowledge multiple shipments using this process.

> **Note**: All modification requests must be resolved before a PO can be acknowledged.

Step 1: Search for the relevant Purchase Orders. *(See section Search/Review Purchase Orders)* From the Search Results, select the Purchase Orders to be acknowledged by marking the corresponding checkboxes, then click "Acknowledge PO".	
Step 2: A pop up window appears, prompting the user to confirm the acknowledgements. Click "Confirm" to proceed.	
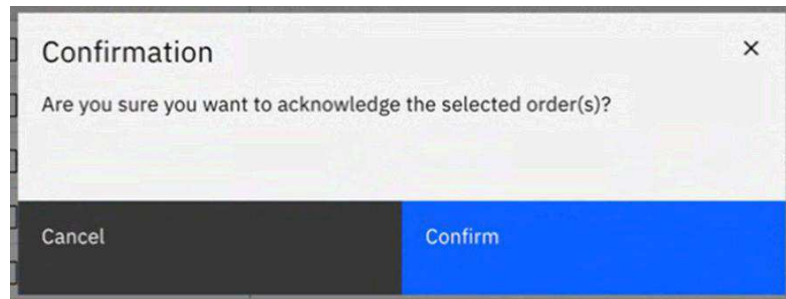
Step 3: A green confirmation message will display at the top of the page confirming the acknowledgement, and the acknowledged orders no longer appear in the search results. The statuses of the selected orders will update to "Acknowledged by Vendor".	

6.5 Mass Upload Acknowledgements

Vendors are able to upload a flat CSV file within the vendor portal in order to mass submit purchase order acknowledgments. Each Purchase Order line in the upload csv file must have a specific acknowledgement to be part of the mass acknowledgement process.

6.5.1 Data Requirements

Users may refer to the following table when acknowledging multiple Purchase Orders via file upload.

Column Title	User Entry	Format/Notes
Action	Acknowledge	Action values are not case sensitive. *Mandatory for each order line being updated*
AckQty		Whole integers only; no decimals accepted. Must be less than or equal to value in the "Quantity" column.

6.5.2 Mass Upload Process

Step 1: Begin by downloading the Purchase Orders they wish to update. *(See section 'Download Multiple Purchase Orders' for download instructions)* The downloaded file contains a number of leading columns in which the desired updates will be entered. For acknowledgement, users will populate the 'Action' and 'AckQty' columns.	*(table image showing columns: Action, AckQty, BackOrderDate, Carrier, TrackingNo, ActualShipmentDate, Order Number, Date of Order, Order Status, Reporting Office, Administration By, Inspection/Acc; rows with GMN-K-AR80, GMN-K-AR79, GMN-K-AR74 order numbers, dates 7/10/22, 7/9/22, 7/6/22, Sent To Vendor, D430-ADRS1 D430-ADRS2, Reporting Office, Destination/7...)*
Step 2: Enter updates to the applicable fields for each order line, then save the file. *(See section 8.1.1 for a list of all action codes that can be used)* **Note**: For guidance on field entries, refer to section 6.4.1 of this document	*(table image showing columns: Action, AckQty, BackOrderDa, Carrier, TrackingNo, ActualShipm, Order Numb, Date of Order, Order Status, Reporting Of, Administration By, Inspection/Acc)* | Action	AckQty	Order Numb	Date of Order	Order Status	Reporting Of	Administration By	Inspection/Acc
---	---	---	---	---	---	---	---
Acknowledge	35	GMN-K-AR80	7/10/22	Sent To Vendor	D430-ADRS1	Reporting Office	Destination/7d
Acknowledge	3	GMN-K-AR80	7/10/22	Sent To Vendor	D430-ADRS1	Reporting Office	Destination/7d
Acknowledge	2	GMN-K-AR80	7/10/22	Sent To Vendor	D430-ADRS1	Reporting Office	Destination/7d
Acknowledge	1	GMN-K-AR79	7/9/22	Sent To Vendor	D430-ADRS1	Reporting Office	Destination/7d
Acknowledge	13	GMN-K-AR79	7/9/22	Sent To Vendor	D430-ADRS1	Reporting Office	Destination/7d
Acknowledge	3	GMN-K-AR79	7/9/22	Sent To Vendor	D430-ADRS1	Reporting Office	Destination/7d
Acknowledge	30	GMN-K-AR79	7/9/22	Sent To Vendor	D430-ADRS1	Reporting Office	Destination/7d
Acknowledge	1	GMN-K-AR74	7/6/22	Sent To Vendor	D430-ADRS1	Reporting Office	Destination/7d
Acknowledge	1	GMN-K-AR74	7/6/22	Sent To Vendor	D430-ADRS1	Reporting Office	Destination/7d	

Step 3: Within Order Hub, use the Vendor Portal navigation menu to select "File Upload" ***Note***: *Consolidation of multiple downloaded csv files into a single upload file is* **not** *recommended*	**Vendor Portal** ∧ 🛒 Order search 🛒 **File upload**
Step 4: In the Upload PO Data screen, click the "Choose File" and select the appropriate csv file from your computer.	Upload PO data **Upload PO data file** File path: [Choose File] No file chosen
Step 5: Once the file is selected, enter any relevant comments into the "Comments" field, then click the "Upload" button.	Comments: [ ] [**Upload**]

Step 6: After uploading the file, it will appear at the top of the "Process Status" section. Once the file is processed, users will be able to view the "Passed" and any "Failed" files.	**Process status** | File Name	Date	UserID	Status	Total	Passed	Failed
---	---	---	---	---	---	---
PO_20250312103950...	Mar 12, 2025 3:58 PM	OliviaHRyu	To Be Processed	0	0	0
PO_20250311105339...	Mar 12, 2025 11:02 AM	OliviaHRyu	Failed	2	0	2	

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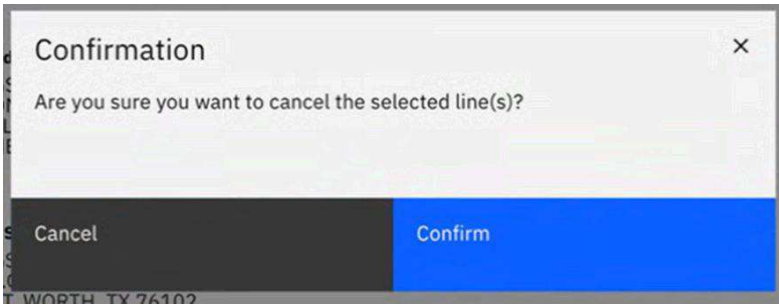
If the vendor determines they cannot satisfy a full or partial amount of a PO, then they can send a notification to GSA (and ultimately the customer) that they will fully or partially cancel the PO.

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 cannot 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.

7.1 Full Order Cancellation

Step 1: Open the Purchase Order to be canceled. *(See section Search/Review Purchase Orders)*	
Step 2: At the bottom of the Order Details screen, select ALL order lines and click the "Cancel Line" button.	
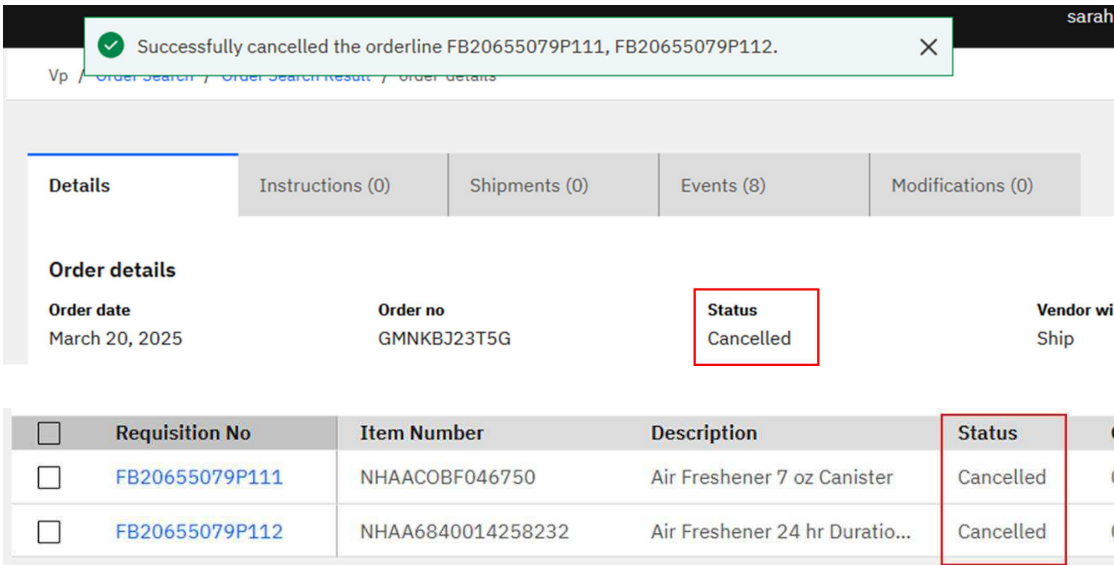
Step 3: A pop-up prompts the user to confirm the cancellation. Click "Confirm" to proceed.	**Confirmation** ✕ Are you sure you want to cancel the selected line(s)? Cancel / Confirm
Step 4: A green confirmation message appears to confirm the cancellation. The Purchase Order Status updates to 'Canceled'. *Note: The status of the Purchase Order and Sales Order in OMS will also update to 'Cancelled'.* The cancelled order lines will update with a new status of "Cancelled" as well.	✓ Successfully cancelled the orderline FB20655079P111, FB20655079P112. ✕ Vp / Order Search / Order Search Result / Order details Details | Instructions (0) | Shipments (0) | Events (8) | Modifications (0) **Order details** Order date: March 20, 2025 | Order no: GMNKBJ23T5G | Status: Cancelled | Vendor wil Ship | ☐	Requisition No	Item Number	Description	Status	Quantity	Amount
---	---	---	---	---	---	---
☐	FB20655079P111	NHAACOBF046750	Air Freshener 7 oz Canister	Cancelled	0	0.00
☐	FB20655079P112	NHAA6840014258232	Air Freshener 24 hr Duratio...	Cancelled	0	0.00	
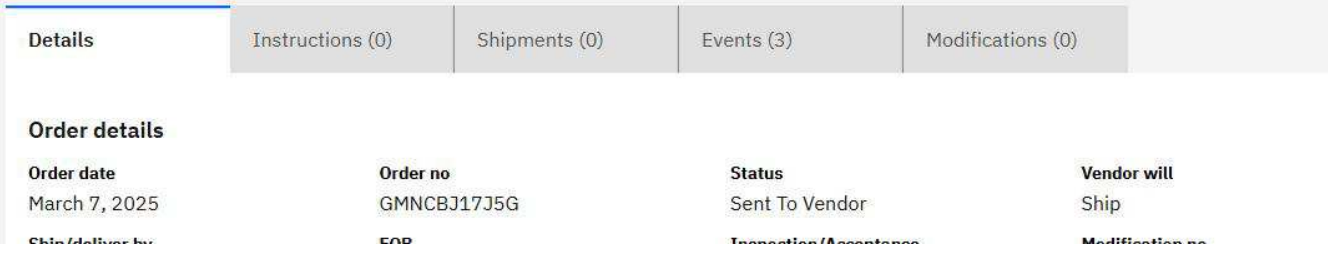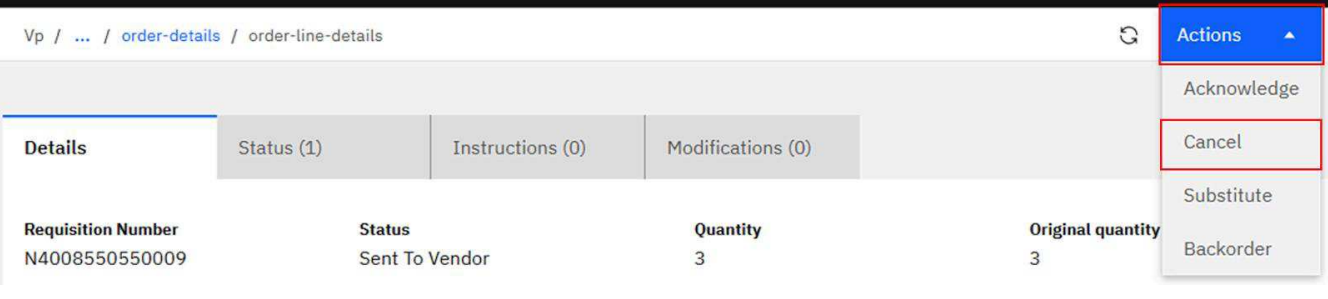
7.2   Partial Line Cancellation

If a vendor determines they cannot fulfill the full quantity for an order line, they can partially cancel the order line.

Step 1: Open the Purchase Order to be partially canceled. *(See section Search/Review Purchase Orders)*	
Step 2: Scroll down and click on the requisition number for the order line to be partially cancelled.	
Step 3: In the Order Line Details screen, click the "Actions" button and select "Cancel" from the drop-down options.	

Step 4: A pop-up window appears, displaying the quantity available for cancellation. Update the Cancel Quantity field to specify the partial quantity to be cancelled, then click "Save". For this example, 1 out of 3 will be cancelled. ***Note***: *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* <u>Accept Cancellation Request</u>. *If they request to cancel, then they will follow the steps in* <u>Reject Cancellation Request</u>.	**Cancel item # - NFAA0318907482** ✕ Cancel Quantity 1 Cancel Save
Step 5: A green confirmation message displays at the top of the screen to confirm the partial cancellation.	✓ Successfully updated requisition N4008550550009. ✕ Vp / ... / order details / order line details

Step 6: (Optional) From the Order Line Details screen, click the "Status" tab. The Status table updates to reflect the cancelled order line quantity.	
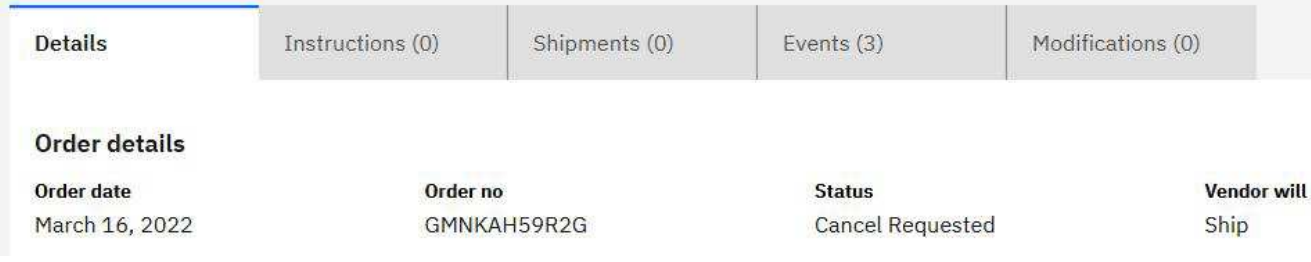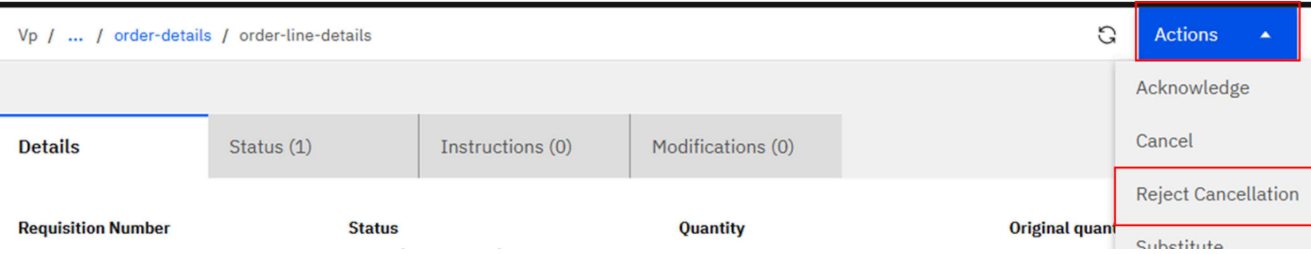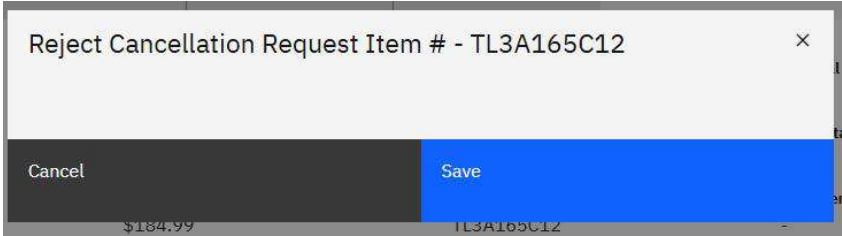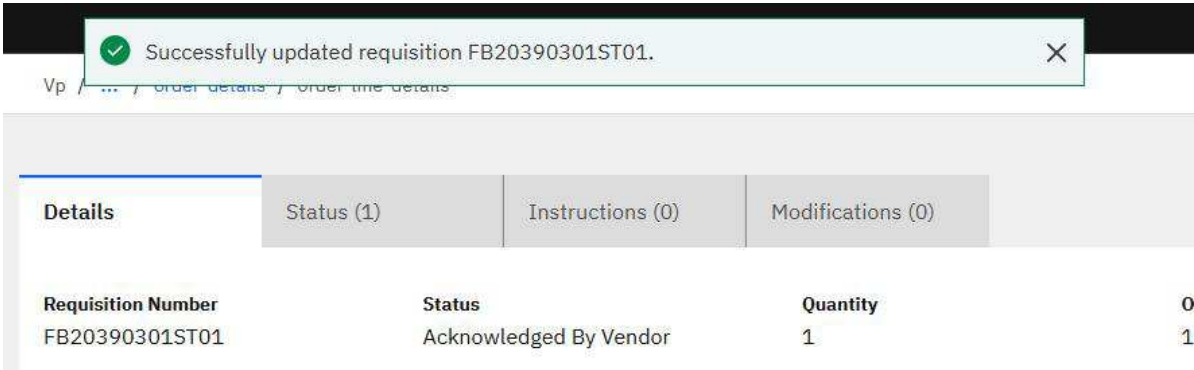
7.3   Accept Cancellation Request

A vendor can accept a cancellation request in the Vendor Portal if a Purchase Order is in 'Cancel Requested' status. To accept a purchase order cancellation request, vendors should follow the same steps outlined in section 'Full Cancellation'.

7.4   Reject Cancellation Request

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: Open the Purchase Order with the pending cancel request (status of "Cancel Requested").	Details Instructions (0) Shipments (0) Events (3) Modifications (0) **Order details** Order date: March 16, 2022 Order no: GMNKAH59R2G Status: Cancel Requested Vendor will: Ship
Step 2: Scroll down and select the Requisition No of the order line with status "Cancel Requested".	Requisition No: FB20390301ST01 Item Number: TL3A165C12 Description: BOOTS-793, 08.5R TAN Status: Cancel Requested Quantity: 1
Step 3: In the Order Line Details screen, click the "Actions" button and select "Reject Cancellation" from the drop-down options.	Vp / ... / order-details / order-line-details Actions ▲ Acknowledge Details Status (1) Instructions (0) Modifications (0) Cancel Reject Cancellation Requisition Number Status Quantity Original quan Substitute

Step 4: A pop-up appears to confirm the rejection. Click "Save" to proceed.	Reject Cancellation Request Item # - TL3A165C12 ✕ Cancel Save $184.99 TL3A165C12
Step 5: A green confirmation message appears at the top of the screen indicating successful rejection The statuses of both the Purchase Order and Order Line update to "Acknowledged by Vendor".	✓ Successfully updated requisition FB20390301ST01. ✕ Vp / … / order details / order line details Details Status (1) Instructions (0) Modifications (0) **Requisition Number** **Status** **Quantity** O FB20390301ST01 Acknowledged By Vendor 1 1

8   Submit Backorder Request

If the vendor determines they cannot satisfy a full or partial quantity by the PO Deliver By/Ship By date, 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**: On receipt of a valid backorder request, the new PO Estimated Ship Date will be communicated to the customer. The actual PO Deliver/Ship By date will not be updated through the use of a backorder request. A valid backorder means that the backorder date is a date past the PO Deliver/Ship by date and for the same quantity which is on the PO.

This section provides steps and guidance for using the Vendor Portal to generate a backorder request and shows the full backorder process. A vendor can also choose to partially backorder line items.

Step 1: Open the relevant Purchase Order.	
Step 2: Scroll down and click the Requisition Number of the order line to be backordered.	

Step 3: In the Order Line Details screen, click the "Actions" button and select "Backorder" from the drop-down options.	
Step 4: A pop-up appears. In the Backorder Quantity field, enter the desired quantity to be backordered (full or partial amount). In the Estimated Ship Date field, enter the new estimated ship date (MM/DD/YYYY). Click "Save" to proceed. **Note**: If the user is requesting a backorder, the date provided must be _after_ the PO Deliver/Ship By date.	
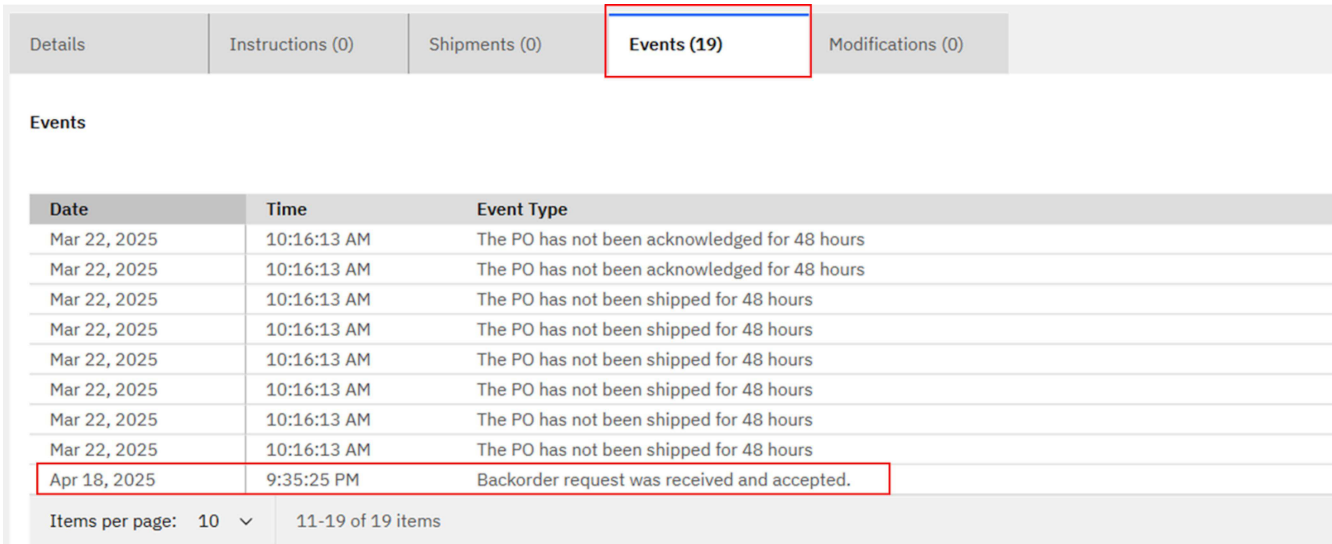
Step 5: A green confirmation message displays to confirm the backorder request submission and the order status updates.	✅ Successfully updated requisition FB20655077P11X. ✕
Step 6: (Optional) From the Order Details Screen, select the "Events" tab. The Events page will update with a line for the backorder submission. **Note**: *In this example the note displayed in the screenshot indicates that the backorder request has been received and accepted.*	Details	Instructions (0)	Shipments (0)	**Events (19)**	Modifications (0) **Events** | **Date**	**Time**	**Event Type**
Mar 22, 2025	10:16:13 AM	The PO has not been acknowledged for 48 hours
Mar 22, 2025	10:16:13 AM	The PO has not been acknowledged for 48 hours
Mar 22, 2025	10:16:13 AM	The PO has not been shipped for 48 hours
Mar 22, 2025	10:16:13 AM	The PO has not been shipped for 48 hours
Mar 22, 2025	10:16:13 AM	The PO has not been shipped for 48 hours
Mar 22, 2025	10:16:13 AM	The PO has not been shipped for 48 hours
Mar 22, 2025	10:16:13 AM	The PO has not been shipped for 48 hours
Mar 22, 2025	10:16:13 AM	The PO has not been shipped for 48 hours
Apr 18, 2025	9:35:25 PM	Backorder request was received and accepted.	 Items per page: 10 ⌄ 11-19 of 19 items

Step 7: (Optional)
From the Order Line Details page, navigate to the "Status" tab. The Status table updates to reflect the backordered quantity and its new Estimated Ship Date.

Note: The vendor still must acknowledge the Purchase Order and enter shipment details for the Purchase Order to complete the Purchase Order management process.
If the backorder request is rejected, the Status will be 'Canceled'

Details	Status (2)	Instructions (0)	Modifications (0)

Status

Status	Quantity	Estimated Ship Date
Sent To Vendor	3	Mar 18, 2025
Acknowledged By Vendor	2	May 2, 2025

8.1   Mass Backorder Submission

Vendor Portal allows vendors to enter multiple backorders in a single process using the file upload functionality. The below steps will guide vendors through the mass backorder process.

Step 1: Begin by downloading the Purchase Orders you wish to update. *(See section* [Download Multiple Purchase Orders](#)*)* Within the CSV, enter updates to the Action, AckQty and BackOrderDate fields for each order line that a backorder will be submitted for. Please ensure your date formats are MM/DD/YYYY. Save the file once complete. See section [Data Requirements](#) for csv data requirements.	<table><tr><td>Action</td><td>AckQty</td><td>BackOrderDate</td><td>Carrier</td><td>TrackingNo</td><td>ActualShipmentDate</td><td>Order Number</td></tr><tr><td>Backorder</td><td>5</td><td>12/26/2023</td><td></td><td></td><td></td><td>NMN-J-M927X-4N</td></tr><tr><td>Backorder</td><td>4</td><td>12/26/2023</td><td></td><td></td><td></td><td>NMN-J-M927X-4N</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td>NMN-J-M927X-4N</td></tr><tr><td>Backorder</td><td>5</td><td>12/18/2023</td><td></td><td></td><td></td><td>NMN-J-M927X-4N</td></tr><tr><td>Backorder</td><td>3</td><td>12/21/2023</td><td></td><td></td><td></td><td>NMN-J-M929A-4N</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td>NMN-J-M929A-4N</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td>NMN-J-M928Z-4N</td></tr><tr><td>Backorder</td><td>8</td><td>12/18/2023</td><td></td><td></td><td></td><td>NMN-J-M928W-4N</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td>NMN-J-M928W-4N</td></tr></table>
Step 2: Within Order Hub, use the Vendor Portal navigation menu to select "File Upload" ***Note***: *Consolidation of multiple downloaded csv files into a single upload file is **not** recommended*	**Vendor Portal** ∧ 🛒 Order search 🛒 **File upload**

Step 3: In the Upload PO Data screen, click the "Choose File" and select the appropriate csv file from your computer.	Upload PO data **Upload PO data file** File path: [Choose File] No file chosen
Step 4: Once the file is selected, enter any relevant comments into the "Comments" field, then click the "Upload" button.	Comments: [ ] [Upload]
Step 5: After uploading the file, it will appear at the top of the "Process Status" section. Once the file is processed, users will be able to view the "Passed" and any "Failed" files.	**Process status** | File Name	Date	UserID	Status	Total	Passed	Failed
---	---	---	---	---	---	---
PO_20250312103950...	Mar 12, 2025 3:58 PM	OliviaHRyu	To Be Processed	0	0	0
PO_20250311105339...	Mar 12, 2025 11:02 AM	OliviaHRyu	Failed	2	0	2	

8.1.1 Data Requirements

Column Title	Accepted Values	Format/Notes

Action	Ship Acknowledge Cancel Backorder Substitute	Action values are not case sensitive. *Mandatory for each order line being updated*
AckQty		Whole integers only; no decimals accepted. Must be less than or equal to value in the "Quantity" column. *Required for ALL Actions*
BackOrderDate		Must be the current or future date. Must use one of the following date formats: ● MM/DD/YYYY ● M/DD/YYYY ● YYYY-MM-DD *Only required for "backorder" action*

9 Submit Substitution Request

If the vendor determines they cannot satisfy a full or partial amount of a PO with the item requested by the customer, they can notify 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.
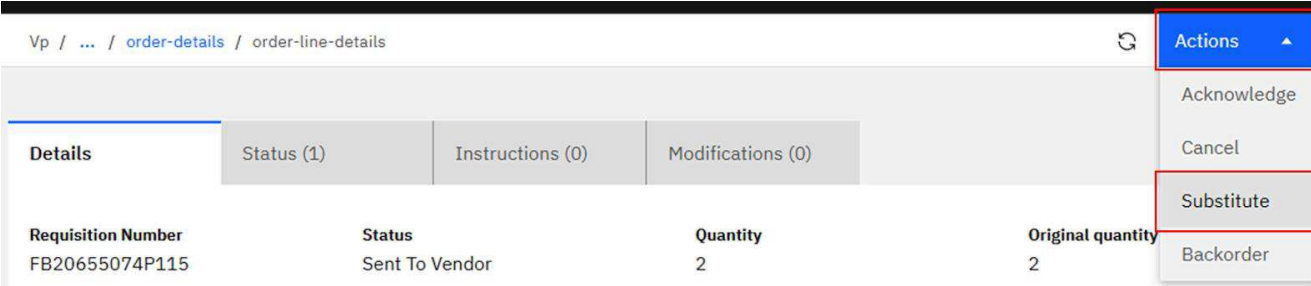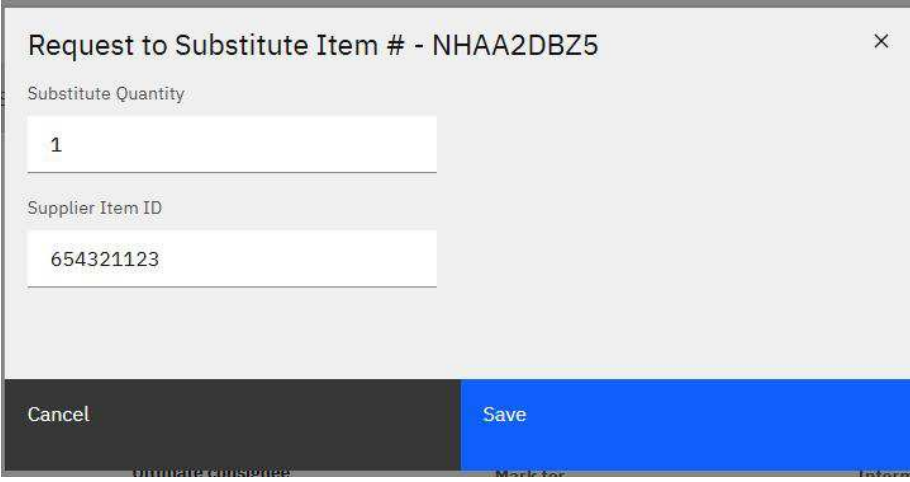
Step 1: Open the relevant Purchase Order.	
Step 2: Scroll down and click on the Requisition Number of the order line for which the substitution will be requested.	

Step 3: In the Order Line Details page, click the "Actions" button and select "Substitute" from the drop-down options.	Vp / ... / order-details / order-line-details **Actions** ▲ Acknowledge Cancel Details Status (1) Instructions (0) Modifications (0) **Substitute** Backorder **Requisition Number** **Status** **Quantity** **Original quantity** FB20655074P115 Sent To Vendor 2 2
Step 4: A pop-up appears. In the Substitute Quantity field, enter the quantity to be substituted (full amount of the line or a partial amount). 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. Click "Save" to proceed.	**Request to Substitute Item # - NHAA2DBZ5** ✕ Substitute Quantity 1 Supplier Item ID 654321123 Cancel **Save**
Step 5: A green message appears at the top of the screen indicating the substitute	✓ Successfully updated requisition FB20655074P115. ✕

request was processed successfully.

From the Order Details screen, users may navigate to the "Events" tab to confirm the substitute item request was received by GSA and an alert was created for manual review.

Note: *The substitute item request will be reviewed by a GSA Contracting Officer and either accepted or rejected. If the request is approved, a new entry will appear in the 'Events' tab. If the request is rejected, a message will appear in the same field and the Purchase Order status will update to 'Canceled' (i.e., the PO will be canceled by the Contracting Officer).*

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

| Details | Instructions (0) | Shipments (0) | Events (13) | Modifications (0) |

Events

Date	Time	Event Type
Mar 17, 2025	1:44:56 PM	The PO has not been shipped for 48 hours
Mar 17, 2025	1:44:56 PM	The PO has not been shipped for 48 hours
Apr 18, 2025	10:24:39 PM	Substitution request was received for PO line #1, Requisition #FB20655074P115, Item #NHAA2DBZ5, U...

10 Manage 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.

Vendors do not need to enter the shipment details immediately after acknowledging the PO. However, vendors are expected to enter the shipment details within 24 hours of the RDD (if not sooner). If the vendor cannot meet the RDD, they may generate a Backorder request (see the "Submit Backorder Request" section of this Guide). If the vendor cannot fulfill the PO with the requested item, they may generate a Substitute Item request (see the "Submit Substitution Request" section of this Guide).

10.1 Enter Shipment Information for Single Order
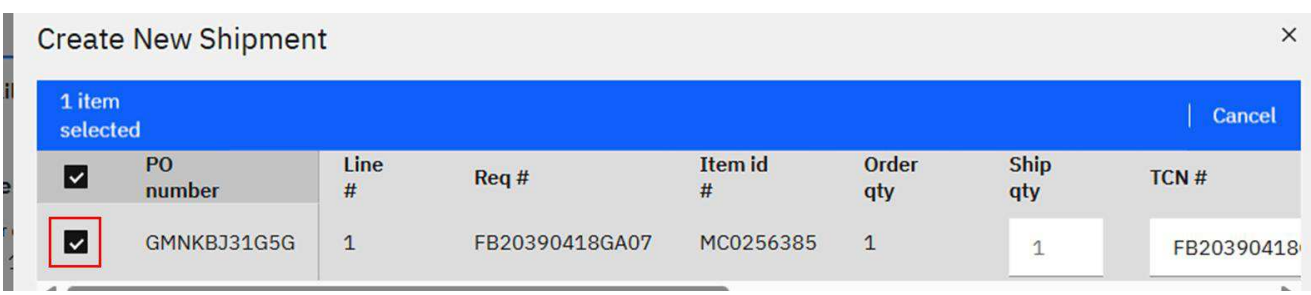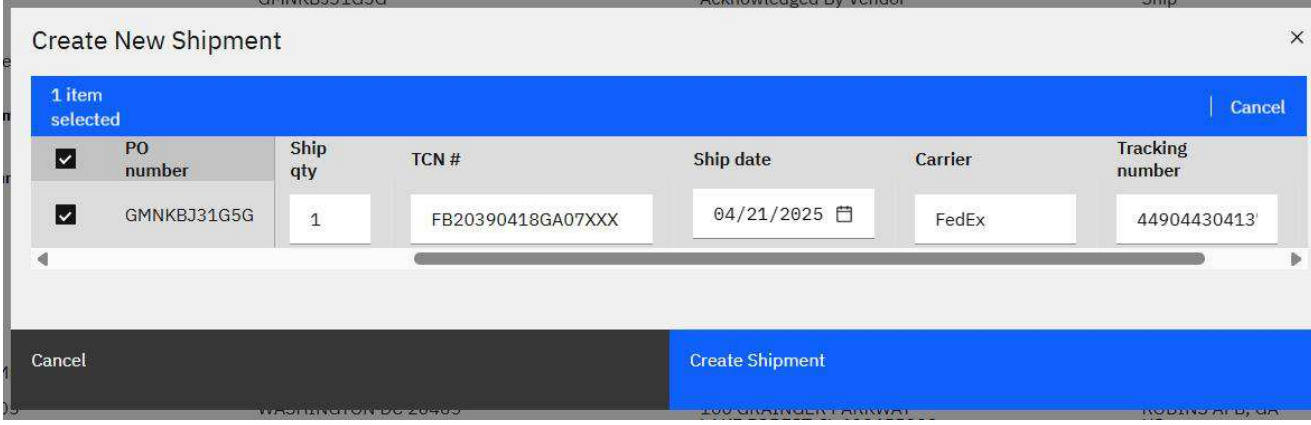
Step 1: Open the Purchase Order for which you wish to add shipment information. Click the "Actions" button and select "Ship PO" from the drop-down options.	

Step 2: In the pop-up window, select the order lines to be shipped by marking the corresponding boxes.	**Create New Shipment** ✕ **1 item selected** | Cancel ☑	PO number | Line # | Req # | Item id # | Order qty | Ship qty | TCN # ☑ | GMNKBJ31G5G | 1 | FB20390418GA07 | MC0256385 | 1 | 1 | FB20390418
Step 3: Enter the shipment information for the selected order line(s). Click "Create Shipment" to proceed. **Note**: *If this is the first time entering a shipment for the PO, a warning message will appear. Once a shipment is entered, this message will no longer appear.*	**Create New Shipment** ✕ **1 item selected** | Cancel ☑ | PO number | Ship qty | TCN # | Ship date | Carrier | Tracking number ☑ | GMNKBJ31G5G | 1 | FB20390418GA07XXX | 04/21/2025 | FedEx | 44904430413 Cancel | Create Shipment
Step 4: A green message will appear at the top of the screen confirming the shipment confirmation has been processed.	✓ Successfully created shipment for order(s): GMNKBJ31G5G ✕ Vp / Order Search / Order Search Result / order details

Step 5: (Optional)
The "Shipments" tab counter increments, and a new entry is created for the shipment.

	Details	Instructions (0)	Shipments (1)	Events (4)	Modifications (0)

Shipments

Shipment Number	ESD	Ship Date	Shipment Type	Carrier	TCN	Tracking Number	Shipment Status
100002643	Apr 17, 2025	Apr 20, 2025		FedEx	FB20390418GA07XXX	449044304137821	Shipped

	Requisition No	Item Number	Description	Status	Quantity	Amount
☐	FB20390418GA07	MC0256385	BOOTS-793, 08.5R TAN	Shipped	1	184.99

In the "Events" tab counter will also increment, and an entry is added for the shipment creation.

	Details	Instructions (0)	Shipments (1)	Events (4)	Modifications (0)

Events

Date	Time	Event Type
Apr 18, 2025	5:18:33 PM	The PO has not been invoiced
Apr 18, 2025	5:29:42 PM	PO was acknowledged (By user 'john.doe@user.gov')
Apr 20, 2025	5:16:29 PM	The PO has not been shipped for 48 hours
Apr 21, 2025	5:31:40 PM	Shipment '100002643' was created. (By user 'john.doe@user.gov')

	Requisition No	Item Number	Description	Status	Quantity	Amount
☐	FB20390418GA07	MC0256385	BOOTS-793, 08.5R TAN	Shipped	1	184.99

10.2 Enter Shipment Information for Multiple 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.

Step 1: When searching Purchase Orders, click the checkboxes next to the Purchase Orders you wish to enter shipment information for, then click "Ship PO".	
Step 2: The Create New Shipment pop-up appears. Select the relevant order lines to ship by marking the corresponding checkboxes.	

Step 3: Enter or update the shipping information for each of the selected order lines: - Ship Qty - Ship Date - Carrier - Tracking Number Click "Create Shipment" to proceed. **Note**: *Carrier must be the same for all line items selected per shipment created.*	**Create New Shipment** ✕ 3 items selected — Cancel |	PO number	Ship qty	TCN #	Ship date	Carrier	Tracking number
---	---	---	---	---	---	---
☑	GMNKBJ29J5G	1	FB20390408GA03XXX	04/21/2025	FedEx	44904430413'
☑	GMNKBJ29U5G	1	FB20390410JJ01XXX	04/21/2025	FedEx	44904430413'
☑	GMNKBJ29Z5G	1	FB20390414GA01XXX	04/21/2025	FedEx	44904430413	 Cancel — Create Shipment
Step 5: A green confirmation message will appear at the top of the screen confirming shipment creation. PO statuses for the selected orders will update to Shipped.	✓ Successfully created shipment for order(s): GMNKBJ29J5G, GMNKBJ29U5G, GMNKBJ29Z5G ✕ Vp / Order Search / Order Search Result / Order details **Details** — Instructions (0) — Shipments (1) — Events (5) — Modifications (0) **Order details** 	Order date	Order no	Status	Vendor will
---	---	---	---
April 15, 2025	GMNKBJ29Z5G	Shipped	Ship
Ship/deliver by	**FOB**	**Inspection/Acceptance**	**Modification r**	

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: When searching Purchase Orders, select the relevant orders by marking the corresponding checkboxes, then click "Ship PO". ***Note****: Purchase Orders in 'Sent to Vendor' status will need to be acknowledged by the vendor before proceeding.*	

Step 2: A pop-up appears displaying the order lines for the selected Purchase Orders. Select the order lines intended for store pickup by marking the corresponding boxes. For each selected order line, mark the "Store Pickup" box. 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 4: Click the "Create Shipment" button to proceed.	

Step 6: A green confirmation message will display at the top of the screen, and the Purchase Order status will change to "Shipped" when successfully processed.	✅ Successfully created shipment for order(s): GMNCBJ32Z5G ✕ rch / Order Search Result

10.4 Update Shipment Information

Vendor Portal users can update previously submitted shipment information, such as the tracking number and carrier information for an existing shipment, for purchase orders with "shipped" status in the Vendor Portal User Interface (UI). This section details the steps for modifying individual shipments (see next section for mass updates).

Step 1: Open the relevant Purchase Order and click the "Purchase Order Shipments" quick link.	Details Instructions (0) Shipments (1) Events (5) Modifications (0) **Order details** Order date Order no Status April 15, 2025 GMNKBJ29Z5G Shipped Ship/deliver by FOB Inspection/Acceptance

Step 2: In the Shipments section, click the shipment number of the order to be updated.	
Step 3: Enter updated information into the Carrier Name and/or Tracking Number fields.	
Step 4: Click "Save" at the top-right corner of the screen.	
Step 5: The updated fields will now display the new information.	

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10.5 Mass Update Shipment Information
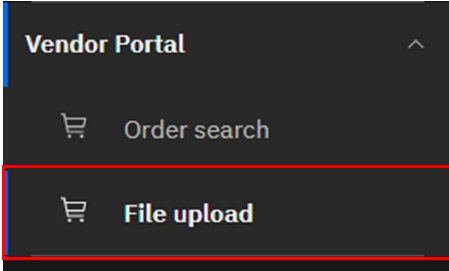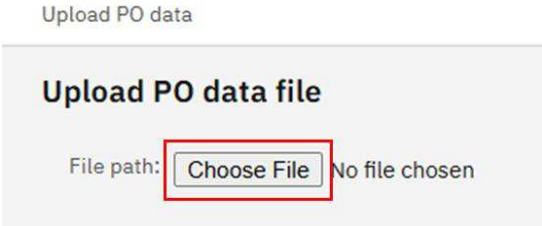
10.5.1 Data Requirements

Column Title	Accepted Values	Format/Notes
Action	Ship Acknowledge Cancel Backorder Substitute	Action values are not case sensitive. *Mandatory for each order line being updated*
AckQty		Whole integers only; no decimals accepted. Must be less than or equal to value in the "Quantity" column. *Required for ALL Actions*
BackOrderDate		MM/DD/YYYY M/DD/YYYY YYYY-MM-DD Must be the current or future date. *Only required for "backorder" action*
Carrier		Freeform text field *Required for "Ship" action*
TrackingNo		Freeform text field *Required for "Ship" action*
ActualShipmentDate		MM/DD/YYYY

		YYYY-MM-DD Must be the current or past date. *Required for "Ship" action*
Supplier Item ID		Freeform text field *Only required for "Substitute" action*

10.5.2 Mass Upload Process

Step 1: Begin by downloading the Purchase Orders to be updated. *(See section Download Multiple Purchase Orders for download instructions)* The downloaded file contains a number of leading columns in which the desired updates will be entered, including 'Action', 'AckQty', 'BackOrderDate', 'Carrier', 'TrackingNo' and 'ActualShipmentDate'.	<table><tr><td>Action</td><td>AckQty</td><td>BackOrderDate</td><td>Carrier</td><td>TrackingNo</td><td>ActualShipmentDate</td><td>Order Numb</td><td>Date of Orde</td><td>Or</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td>GMN-K-AR80</td><td>7/10/22</td><td>Ser</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td>GMN-K-AR80</td><td>7/10/22</td><td>Ser</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td>GMN-K-AR80</td><td>7/10/22</td><td>Ser</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td>GMN-K-AR75</td><td>7/9/22</td><td>Ser</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td>GMN-K-AR75</td><td>7/9/22</td><td>Ser</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td>GMN-K-AR75</td><td>7/9/22</td><td>Ser</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td>GMN-K-AR75</td><td>7/9/22</td><td>Ser</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td>GMN-K-AR74</td><td>7/6/22</td><td>Ser</td></tr></table>

Step 2: Enter updates to the applicable fields for each order line, then save the file. For guidance on field entries, refer to the previous section.	<table><tr><td>Action</td><td>AckQty</td><td>BackOrderDate</td><td>Carrier</td><td>TrackingNo</td><td>ActualShipmentDate</td><td>Order Numb</td><td>Date of Order</td><td>Orde</td></tr><tr><td>Ship</td><td>35</td><td></td><td>FedEx</td><td>61299991099834284833</td><td>2022-07-08</td><td>GMN-K-AR8(</td><td>7/10/22</td><td>Sent</td></tr><tr><td>Ship</td><td>3</td><td></td><td>FedEx</td><td>61299738917740284829</td><td>2022-07-12</td><td>GMN-K-AR8(</td><td>7/10/22</td><td>Sent</td></tr><tr><td>Ship</td><td>2</td><td></td><td></td><td>74899991099835941441</td><td>2022-07-12</td><td>GMN-K-AR8(</td><td>7/10/22</td><td>Sent</td></tr><tr><td>Backorder</td><td>2</td><td>2022-07-19</td><td></td><td></td><td></td><td>GMN-K-AR7!</td><td>7/9/22</td><td>Sent</td></tr><tr><td>Backorder</td><td>13</td><td>2022-07-22</td><td></td><td></td><td></td><td>GMN-K-AR7!</td><td>7/9/22</td><td>Sent</td></tr><tr><td>Ship</td><td>3</td><td></td><td>USPS</td><td>9400183504727759206011</td><td>2022-07-07</td><td>GMN-K-AR7!</td><td>7/9/22</td><td>Sent</td></tr><tr><td>Ship</td><td>30</td><td></td><td>FedEx</td><td>61291359870102156349</td><td>2022-07-12</td><td>GMN-K-AR7!</td><td>7/9/22</td><td>Sent</td></tr><tr><td>Ship</td><td>1</td><td></td><td>FedEx</td><td>74893825780134530317</td><td>2022-07-18</td><td>GMN-K-AR7(</td><td>7/6/22</td><td>Sent</td></tr></table>
Step 3: Within Order Hub, use the Vendor Portal navigation menu to select "File Upload" **Note**: *Consolidation of multiple downloaded csv files into a single upload file is **not** recommended*	**Vendor Portal** ⌃ 🛒 Order search 🛒 **File upload**
Step 4: In the Upload PO Data screen, click the "Choose File" and select the appropriate csv file from your computer.	Upload PO data **Upload PO data file** File path: [Choose File] No file chosen

Step 5: Once the file is selected, enter any relevant comments into the "Comments" field, then click the "Upload" button.	Comments: [ ] **Upload**
Step 6: After uploading the file, it will appear at the top of the "Process Status" section. Once the file is processed, users will be able to view the "Passed" and any "Failed" files.	**Process status** | File Name	Date	UserID	Status	Total	Passed	Failed
---	---	---	---	---	---	---
PO_20250312103950...	Mar 12, 2025 3:58 PM	OliviaHRyu	To Be Processed	0	0	0
PO_20250311105339...	Mar 12, 2025 11:02 AM	OliviaHRyu	Failed	2	0	2	

11 Customer Contact Information

In addition to the customer contact information provided via the Mark-For and Ship To sections of the Purchase Order, some Purchase orders may also include additional customer contact information. This may include an Information Contact, as well as an Authorized Representative, if provided by the customer on the requisition. An example of what this looks like on the Purchase Order Line Item detail screen in Vendor Portal, as well as on the PO 3186 form (Block 12) is below.

```
USACE
1160 LAKE MENDOCINO DR          KHFLCLB4BW91           KHFLCLB4BW91
Ukiah, CA 95482                 FEDERAL PRISON INDUSTRIES, INC
US                             3301 LEESTOWN RD
                               LEXINGTON, KY 405118702
                               US

Mark  ▶                        STORE           ▶
For           PROJ   PRI  RDD
                      08
TRNSP
CNTRL ▶  W55AFR42594552XXX          TAC A4BZ
NO
   (INCLUDE REQUISITION NUMBER(S) AS SHOWN IN ITEM 12)    CONTRACT NUMBER   ▶  FPI-GS-07F-X0004
```

12. REQUISITION NO., ITEM/STOCK NO. AND DESCIPTION	13. QUANTITY	14. UNIT	15. COST	
			A. UNIT PRICE	B. AMOUNT
** * <-- SHIP TO : ADDRESS IN BLOCK 10 --> * * LABEL FOR ULTIMATE CONSIGNEE: W55AFR * * MICHELE LOPEZ 707 467 4210 * **	25	EA	7.40	185.00

```
InformationContact: MICHELE LOPEZ
707 467 4210      MICHELE.R.LOPEZ@USACE.ARMY.MIL
# 1
                        ITEM ID: 4240005422048
REQ NO: W55AFR42594552
ITEM DESC: FACESHIELD, INDUSTRIAL: FLIP-UP W/CROWN PROTECTOR & ADJUSTABLE HEADGEAR. WINDOW SHALL BE 18" (+/-
SUPP ITEM:
TOTAL WEIGHT: 30.200
              TOTAL CUBE: 8.00
ADVICE CODE:
Reflector Mounting Style Screws Bolts or Rivets Triangle
Orange Red Overall Widt




TO SUBMIT AN ELECTRONIC INVOICE:
1. ESTABLISH A LOGIN.GOV ACCOUNT.
2. REGISTER WITH FEDPAY AT FEDPAY.GSA.GOV
```

12 Email Notifications

To request changes to email notification options and email addresses on file for your Vendor ID/Organization, please submit a ticket to the GSA eTools Help Desk. Please provide the following information:
- Organization Name
- Vendor ID Number
- Up to 3 email addresses to receive purchase order-related notifications

Users can submit tickets via e-mail or phone:
- Email: eToolsHelpdesk@gsa.gov
- Phone: (866) 472-9114 - Option 7

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