

FedMall

Frequently Asked Questions

Issued: August 2, 2017

HOMEPAGE:

Q: Can you place a link to the FAQs with the Town Hall announcement?

A: The FAQ's are located under Self Help.

Q: Why can I not access the FAQs once I log into FedMall?

A: The FAQ's are hosted on a public page. When you log onto FedMall, you are in a secured site. You can open another browser to view FAQ's while logged onto FedMall.

Q: Why is the information under FedMall Self-Help Reference Pages completely unrelated to using FedMall?

A: With the exception of the Agency Disclosure Statement, everything under self-help applies to FedMall or its customers in some way.

Q: Will a Quick Reference Guide for using FedMall be made available soon?

A: Quick Reference Guides are currently available on the FedMall Homepage under "Self Help".

Q: Where can we find definitions for the My Permissions Roles and Access page?

A: We will create a downloadable PDF and post to the homepage in a future release.

Q: What is the phone number to Customer Interactive Center (CIC).

A: The phone number to the CIC is 1-877-352-2255.

REGISTRATION:

Q: On Emall all Suppliers were listed with a link that would take you to their Data Universal Numbers System (DUNS) number. Is there a way to find the DUNS number in FedMall?

A: DUNS numbers are not available in FedMall. FedMall does however provide supplier Points of Contact (POC).

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Q: Who is the appropriate POC for Department of Defense Activity Address Code (DoDAAC) issues?

A: There is a downloadable DODAAC POC list in FedMall Self-Help.

Q: How far back are access & payment approvals?

A: Approximately 25 days.

ORDER, ROUTING, AND REPORTING:

Q: Where has the MC uniforms/Warfighter Corridor from DOD EMALL gone?

A: We are currently testing the Warfighter Corridor in our lower environments.

Q: When I try to build a shopping cart the following error comes up each time I attempt to add something to the cart: "The following command exception has occurred during processing: 'java.lang.NullPointerException"... why is that?

A: We are working individually with customers who get that Java error. If you're still receiving that message please send an email explaining the problem to FedMallsupport@dla.mil.

Q: When ordering with NSNs, since there is NO sizes associated with NSsN, how do I verify I'm ordering the size I want?

A: Sizes come from Clothing and Textiles feed which is not yet loaded onto the system. There is currently no way to verify sizes on FedMall.

Q: Why does FedMall not send out an email when a user places an order like DOD EMALL did?

A: This capability is not currently on FedMall.

Q: How can a user confirm whether an order has shipped in FedMall?

A: If the order is a DLA Order the user can view the status of it under DLA orders.

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Q: Is it possible for FedMall to consolidate orders with different vendors onto one receipt?

A: When you print a receipt, the orders should be consolidated. If they are not please send an email with a screenprint of the order to FedMallsupport@dla.mil.

SEARCH/PURCHASE PROCESS:

Q: Are there any recommendation for how users can find concealable ballistic vests on FedMall?

A: We are still working on the search functionality and loading of data. Since ballistic vests are MILSPEC items, it would be best to search for them by NSN or FEDLOG nomenclature.

Q: How do I search for just MILSTRIP items on FedMall?

A: Do a normal search and, when results appear, filter by the Green MILSTRIP (MIL) icon on the left side of the page.

Q: When I search for a specific National Stock Number (NSN) I get zero results. Am I doing something wrong?

A: No. The NSN's are not fully loaded. However to ensure you do get the results you want with the NSNs that are loaded, please remember NOT to include dashes when conducting an NSN search.

Q: Why does it take so long to execute a search?

A: System resources are currently at or near max capacity. We are investigating ways to increase system resources and will provide an update to this problem shortly.

Q: Why can't I sort by lowest minimum order?

A: Sorting by lowest minimum order is not currently a capability built into FedMall.

Q: Why does searching by keyword sometimes pull up non-related items?

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A: The search engine searches for keywords in various data fields. If the keyword shows up, the record gets displayed.

Q: Why is Fedmall returning erroneous data? (NSN 1560016506570 is displaying incorrect DLA Direct Due in Data).

A: DLA Orders Tool uses a reach back to DLA's EBS system. FedMall displays what EBS provides, FedMall does not manipulate DLA Orders data.

Q: In DLA Orders, will stock on hand be displayed?

A: Yes, this will be a future enhancement.

Q: Can a customer contact the CIC to place an order?

A: Yes, customer can contact the CIC to place an order.

Q: Would you please provide information on how to order Uniform Items?

A: If you know the NSN, you can order uniforms in FedMall.

Q: Is it possible for FedMall to have a Map Corridor to pull up all the Map Catalog?

A: Yes, this is a future enhancement.

Q: Can NAVFAC orders be called in?

A: No, user can call vendors directly to place an order.

Q: Is there a status on the Yen not appearing in the NAVFAC Corridor?

A: This is a known issue FedMall is working to resolve.

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RESEARCH:

Q: Why does the Customer Relationship Module (CRM) Cell lookup function not work in FedMall?

A: The CRM Cell link is no longer active. We are working to identify a new link.

Q: Is FedMall attempting to fix the Export to Excel tool?

A: Yes. The Excel export tool will be fixed in a future release.

Q: Is SASOR or NIIN data more accurate

A: SASOR is more current.

MISCELLANEOUS:

Q: Why was DOD EMALL taken down?

A: We were directed by Office of the Secretary Defense (OSD) to decommission DOD EMALL and replace it with a commercial off- the- shelf product which incorporates commercial industry best practices.

Q: Is it possible for FedMall to provide documentation that states FedMall has been down longer than a week?

A: Unfortunately FedMall can not provide documentation.

Q: Why is the FedMall text size so small?

A: Text size is controlled by the browser. In IE, under “View” select the text size.

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Additional Questions:

- To submit your questions for an upcoming town Hall, please send those questions to FedMallCommunications@dla.mil
- For Access problems or Technical issues, please contact the Enterprise Help Desk
Toll Free: 1-855-352-0001 DSN: 809-4-OFF-DSN(809-463-3376),then, 1-855-352-0001
Email: enterpriseithelpdesk@dla.mil
- For Navigation, Ordering Assistance or Procedural issues please contact the Customer Interaction Center at:
Toll Free: 1-877-352-2255 DSN CONUS/OCONUS: 877-352-2255
Email: dlacontactcenter@dla.mil
- For transition-related support please contact FedMallsupport@dla.mil.