FedMall
Frequently Asked Questions

Issued: October 24, 2017

HOMEPAGE:

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

A: The FAQ's are hosted on a public page, under "News and Announcements" topic "FedMall Town Halls," you'll find a link into the most updated FAQs.

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".

REGISTRATION:

Q: What happens to users when their External Certifying Authority (ECA) expires on September 25, 2017?

A: Symantec (software company) made arrangements last year to make it easier for its users to start buying ECA certificates from Iden Trust. Here is a direct link: https://www.identrust.com/symantec. Symantec users are urged to purchase a new certificate prior to September 25, 2017 as they will no longer have access to any Department of Defense (DOD) systems, including FedMall Commerce and FedMall Master Data Management (MDM). Symantec is only one of three (3) DOD approved/sponsored vendor. Users may obtain certificates from either of the remaining two (2) issuers: Ident Trust direct link for EMALL/FedMall: https://www.identrust.com/emall/index.html and ORC direct link for EMALL/FedMall: https://eca.orc.com/token-identity-encryption-certificates/. When the user's new certificate is presented to FedMall at login, the user will be required to register for another account. Once the new account is approved, the previous account will no longer be accessible. The previous account transactional history will not be available to the user under the new account.

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Q: Does a user with a new Common Access Card (CAC)/ Public Key Infrastructure (PKI) have to re-register.

A: It depends. FedMall uses the name on the front of the CAC and the Department of Defense (DOD) Identification (ID) Number that is printed on the back for access. If you do not change your name, FedMall will recognize the new CAC.

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 numbers in FedMall?

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

ORDER, ROUTING, AND REPORTING:

Q: How do I submit a manual Special Measurement Uniform Order?

A: Customers will need to complete a DD1348-1 and send it to DLA Troop Support. Please send an email to TrpSptCTPatterns@dla.mil for further guidance*.*

Q: Is the single order capped at $100,000, or has it been raised to match the current Simplified Acquisition Threshold (SAT) of $150,000? If we are not using the SAT, what guidance are we using when we cap at $100,000?

A: The single order limit for credit card orders on FedMall is $24,999.999. This particular threshold limit is dictated by the U.S. Department of Treasury. MILSTRIP orders on FedMall have a purchase limits depending on the business rules and regulations from each individual government agency, to include DOD branch services (Army, Navy, Marine, Air Force).

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?

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

Q: User is trying to place an order but it will not allow me to select a payment method, why?

A: After you have requested and been granted your Payment Permission (if required), please go to My Account>Payment Method and add your payment method information into your Fedmall account.

Q: Why did I receive multiple email confirmations when I clicked the Place Order button?

A: You will receive an email confirmation for each Supplier within your Fedmall order. The confirmation emails are sent upon clicking the Submit Order button and are not an indication that the order was successfully placed. A successful order will be visible in your Order History.

Q: I need to contact the supplier regarding my order, where do I find their contact information?

A: Locate the order in your Order History, click on one of the items ordered to be taken to the Item Detail page. Click on the Supplier tab to access the Supplier contact information.

Q: How do I check the status of my order?

A: Order status can be found by accessing the order in Order History. If the status is not available you can contact the Supplier by following the instructions in the aforementioned question. If the order is with DLA (NSN order) or a DLA Contract order, go to Tools>DLA Orders and select Requisition Number Inquiry from the drop-down. (The Requisition Number/Document Number is annotated in the order located in Order History). If further status information is required for DLA and/or DLA Contract orders, please contact the Customer Interaction Center at 1-877-352-2255. If possible provide the Fedmall Order Number and any specific Requisition/Document Numbers.

Q: How do I cancel my order?

A: A Supplier order can be cancelled by contacting the Supplier directly. No further action in Fedmall is required. To cancel a DLA (NSN order) or DLA Contract (Item ID reflects 'SPMLW'), please contact the Customer Interaction Center at 1-877-352-2255. If possible provide the Fedmall Order Number and any specific Requisition/Document Numbers.

Q: How do I obtain shipping/tracking information?

A: For Supplier and DLA Contract (Item ID reflects 'SPMLW') orders, please contact the Supplier indicated in your Fedmall order. For DLA (NSN orders), please contact the Customer Interaction Center at 1-877-352-2255 and if possible provide the Fedmall Order Number and any specific Requisition/Document Numbers.

Q: I have a billing question regarding my order, who do I contact?

A: Currently FEDMALL does not provide any billing information. Locate your order in Order History, if the order is placed with a Supplier contact the supplier directly. If the order is a DLA (NSN order) or DLA Contract (Item ID reflects 'SPMLW') please send an email to DLA Finance at: DSCC.FINANCE.BPA@DLA.MIL and provide the Requisition/Document Numbers in the Subject line.

Q: How do I print a copy of my order/invoice from Order History?

A: Users can access their order in Order History, click Print Invoice and print to a printer or select Print to PDF. If you select Print to PDF, you can save the order as a PDF document on your computer.

SEARCH/PURCHASE PROCESS:

Q: When is stock on hand (SOH) going to remove the 3 decimals? Stock on hand shows 354.000. Why are 3 places needed?

A: FedMall receives SOH from DLA Enterprise Business System (EBS) and displays the data as is. We understand that seeing three decimal places can be confusing. The three decimal places is used in Systems Applications and Products (SAP) as a conversion factor.

Q: When will clothing and textile data be loaded onto FedMall?

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A: The contractor is currently loading data. Because there is a back log we currently do not have a specific time frame for when contractors will draw down the backlog. The data situation is a top priority and is discussed daily. We will update users regularly as information regarding the data uploads is made available.

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 NSNs 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 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?

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: The 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: Can a customer contact the Customer Interactive Center (CIC) to place an order?

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

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Q: Can Naval Facilities (NAVFAC) orders be called in?

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

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

A: This is a future enhancement.

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 Supportability Analysis Stock Out Report (SASOR) or National Item Identification Number (NIIN) data more accurate?

A: SASOR is more current.

MISCELLANEOUS:

Q: How do users download Fedlog?

A: Go to Tools and select "FedLog Downloads" The instruction are on the screen. Note: Only DOD (non-contractors) are authorized to download FedLog via FedMall. PLEASE ENSURE THAT THE ORGANIZATION INFORMATION IN YOUR PROFILE IS COMPLETE AND 'OTHERS' IS NOT SELECTED.

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: Why is the FedMall text size so small?

A: Text size is controlled by the browser. In internet explorer, under "View" select the text size.

Q: Is it possible for DLA to outline the FedMall final product for us, to include functionalities and features they plan to include?

A: FedMall's plans to provide a modernized system with an optimal ecommerce experience for our customers; our ultimate goal and objective. Our attempt is to first get all functionalities that were existent in DOD EMALL included in FedMall, which in essence, may not operate exactly as it did in DOD EMALL, but addresses the function and desired feature outcome, but in a modernized fashion and with greater interoperability. At each business release, we plan to let our customers know about every newly included functionality; which eventually they will experience first-hand. Overall, our stakeholders and customers determine through the request of requirements (which undergo an approving process) which functionalities need to be included in the system. Overall these approved functionalities must meet the goals and objectives previously mentioned.

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.