

# Vendor Portal

## Frequently Asked Questions



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The Vendor Portal frequently asked questions are current as of the time of publication. However, this is a living document and will be updated or revised as necessary in the future.

**FREQUENTLY ASKED QUESTIONS  
VENDOR PORTAL**

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# **EBS VENDOR PORTAL**

## **1. What is the Vendor Portal?**

### **What is the Vendor Portal?**

The Vendor Portal is a secure, electronic enterprise web based application designed to increase collaboration between category managers and vendors/suppliers, and to efficiently transform DeCA's current Resale Ordering Agreement (ROA) process to an automated environment. The Vendor Portal will provide authorized users of the vendor community, with a single point of entry to log into and conduct business.

### **How will I use the Vendor Portal?**

The Vendor Portal will be deployed in two phases. In Phase 1, vendors will need to submit cost changes in the Vendor Portal instead of in Web Pricing, and will need to use Vendor Portal to submit item adjustments for existing items only instead of using the DeCAF 40-16. New items will continue to be submitted using a 40-15 form. One Time Buys and buys for Shippers, and Pallets will still need to be submitted on the 40-16 accompanied with a DeCAF 40-15.

EDI vendors may continue to submit 879 for cost changes and 889 for item adjustments. Vendors using the EDI transmission will have complete visibility of EDI submissions in the Vendor Portal.

Web Pricing vendors will be required to use the Vendor Portal to submit both cost changes and adjustments. Vendor Portal will be the replacement for Web Pricing by October 15, 2017, or once vendors are onboarded in the Vendor Portal.

In Phase 2, anticipated to deploy in 2018, Vendor Portal will manage New Item submission, File Maintenance, and Resale Contracting submissions and maintenance. More details surrounding these processes will be released to industry as this phase of deployment nears.

### **Will the Vendor Portal be linked to a smart phone?**

Smart phone applications are not in the current scope for DeCA Vendor Portal.

### **Will the Vendor Portal have import and export capabilities?**

Yes, the Vendor Portal will have export and import capabilities. Export capabilities offer the user the opportunity to export a variety of reports, Cost Book, and Adjustment List. Cost Book and Adjustment List also serve as templates; the Cost Book template will be used to enter Cost Changes and the adjustment template will be used to enter item adjustments. These templates will populate all the items for the Vendor/Contract relationship you are currently logged in as. Key data attributes for existing items in Power HQ will be pre-populated in the templates, leaving only the required fields necessary for Cost Change and Adjustments blank for you to fill in with desired data.

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Import capabilities will support the Vendor Portal Cost and Item Adjustment template uploads. When importing, you must ensure the required data and mandatory column headers are included in your spreadsheet for the import to be successful. This required data and mandatory column headers are thoroughly reviewed in the Vendor Portal Reference Guide. You can access this guide on:

[Commissaries.com>Our Agency>Business with DeCA>Vendors/EBS>Vendor Portal Reference Materials](#)

### **Will DeCA continue to use the DeCA Forms 40-15, New Item & File Maintenance Form, for new item presentations, 40-16 for Promotions and Adjustments, and 40-18 for club packs?**

Vendor Portal Phase 1 will support cost change and item adjustment submissions for existing items in Power HQ's Master Catalog.

- 40-15—Vendors will continue to use DeCAF 40-15 for new item presentations.
- 40-16-- Vendors will either submit promotional adjustments through EDI 889 or through the Vendor Portal. Vendors will continue to use the current 40-16 for the submission of shippers, pallets, and OTB's. NOTE: The 40-16 submission for shippers, pallets, and OTB's must be accompanied by a 40-15 in Phase 1.
- 40-18--Vendors will continue to use the current 40-15 process and form 40-18 for submitting club packs.

In Phase 2 of Vendor Portal, EBS is expected to automate the new item presentation process eliminating the manual DeCA Form 40-15, New Item & File Maintenance Form, 40-16 for shippers, pallets, and OTBs, and 40-18 club packs.

### **When will I lose access to Web Pricing?**

Vendors will no longer be able to submit cost changes and adjustments to Web Pricing once they are onboarded into the Vendor Portal.

## **2. Accessing the Vendor Portal and Training**

### **When the onboarding process begins, who from my business will be involved?**

DeCA released the NTT 17-49 on July 14, 2017 outlining Vendor Portal Onboarding details and Instructions. Authorized negotiators named in SAM as the Primary Government Business POC and the Government Business Alternate POC are required to begin the onboarding process. These individuals determine who need access to the Vendor Portal to support the needs of their own business.

## **How will SAM support EBS?**

SAM is expected to support EBS in the vendor onboarding process. DeCA plans to utilize SAM as a validation point to match the SAM Government Business POC and/or Alternate Government Business POC to the authorized negotiator named and listed in the DeCA Brand Name Resale Ordering Agreements (ROA). The authorized negotiator named and listed in Power HQ must match the SAM Government Business POC and/or Alternate Government Business POC.

## **How many Government Business points-of-contact (POC) can I name in SAM?**

SAM allows two people to be named as the Government Business POC; specifically, a Primary Government Business POC and a Government Business Alternate POC.

## **Who in my company should I identify as the Primary and Alternate Government Business POCs?**

The Primary Government Business POC named in SAM should be the person who signed the ROA/RTC/BPA, and must be the person who is able to contractually bind your company. If the person who signed the ROA/RTC/BPA is no longer employed by the company, please contact the DeCA contracting officer who administers your ROA/RTC/BPA. The Government Business Alternate POC must be one of the authorized negotiators listed in your ROA/RTC/BPA. If there is only one authorized negotiator within the company, the alternate POC can be left blank.

## **What exactly is an authorized negotiator? Who identifies the authorized negotiator in SAM and who should the authorized negotiator be?**

An authorized negotiator is the person in the vendor's company who has the authority to bind the company contractually. Authorized negotiators are the only people who are authorized to sign and/or request changes to the ROA/RTC/BPA. Vendors are responsible for identifying the authorized negotiators in SAM. The authorized negotiators are named in SAM as the Primary Government Business POC and the Government Business Alternate POC.

## **Will DeCA allow identification of additional authorized negotiators other than the two identified in SAM?**

Yes. The Vendor Portal will support identification of a third authorized negotiator.

## **Will only the authorized negotiators (Primary Government POC and/or Government Business Alternate POC) be able to provide role based access to the Vendor Portal for a specific CAGE code? Will the alternate have the same access levels?**

Yes, authorized negotiators (Primary Government Business POC and/or Government Business Alternate POC) will be the only people authorized to appoint role based access to the Vendor Portal. These individuals will be responsible for assigning the roles and permissions for representatives in their company based on predefined roles within the Vendor Portal.

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### **Can we update SAM now or should we wait?**

DeCA highly encourages vendors to make the necessary changes in SAM now. Specifically, vendors should ensure that the name listed as the SAM Government Business POC is the company official who signed the Vendor Portal Registration On-Boarding Worksheet. Vendors should also ensure that the name listed as the SAM Alternate Government Business POC is named as the second or third authorized negotiator on the Vendor Portal Registration On-Boarding Worksheet.

### **What SAM information will be passed to EBS?**

In Vendor Portal Phase 1, DeCA will use SAM to validate the Authorized Negotiators that are Onboarded into the Vendor Portal. When Vendor Portal Phase 2 is deployed, at a minimum, the following data fields will electronically flow from SAM to EBS: Government Business POC, Government Business Alternate POC, email addresses, phone numbers, mailing address, DUNS, and CAGE code.

### **Can we attend web training prior to on-site training?**

WBTs will be available August 30 and can be viewed prior to coming to training.

### **Can we add more users after the on-site training?**

Yes. You will need to email a second Vendor Portal Onboarding Worksheet to [signup@deca.mil](mailto:signup@deca.mil).

### **How long will vendors or users have to review the WBT before they receive their log in for the Vendor Portal?**

Vendors can view the WBTs as early as August 30th and they can be viewed multiple times prior to and after gaining access to Vendor Portal.

### **How do I manage access to the application if I have someone that leaves or needs to be added?**

For Phase 1 of Vendor Portal, the Authorized Negotiator will need to fill out the Vendor Portal Onboarding Registration Worksheet and email it to [signup@deca.mil](mailto:signup@deca.mil).

### **Who would I assign “view only” access in the Vendor Portal?**

This is a business decision that each firm will have to make. View access can be given to users who will need to view your costs and adjustments, but not edit or submit changes. For example, a manufacturer may want their broker to view their costs, but not submit any changes. The view access could be assigned to the user in this example.

For more detail, **The Vendor Portal Reference Guide** has a description of what each role is used for in the Vendor Portal. The Vendor Portal Reference Guide can be found by clicking on the following link:

[Commissaries.com>Our Agency>Business with DeCA>Vendors/EBS>Vendor Portal Reference Materials](#)

### **Do I assign roles by contract number?**

Yes. The authorized negotiator (Primary Government Business POC and/or Government Business Alternate POC) should assign roles and permissions by contract number.

### **What if multiple individuals have the same roles and responsibilities?**

DeCA will allow “cost change/adjustment entry” or “view only” access at the contract level. It is possible for access to the Vendor Portal to be given to multiple account managers by contract. However, as the number of account managers’ increase with access to contract/item/pricing, so could the risk of errors.

### **If I am given access to the Vendor Portal and designated as an account manager, will I have access to all contracts and items for a CAGE code if the CAGE code is the same for all vendor contracts?**

Roles and responsibilities are determined ONLY by contract/PIIN. An account manager(s) will have access to all items by contract. If the account manager has the responsibility of multiple contracts under the same CAGE code, then all contracts will be displayed under one login and are able to be accessed one at a time.

### **In addition to account managers, what other roles and responsibilities are expected to exist within the Vendor Portal?**

The roles in Vendor Portal Phase 1 include; Authorized Negotiator, Vendor Account Management, Vendor Cost Management, and Vendor View. Each of these roles are defined in Vendor Portal Reference Guide, available at:

[Commissaries.com>Our Agency>Business with DeCA>Vendors/EBS>Vendor Portal Reference Materials](#)

### **How should vendors make personnel changes to the assigned roles in Vendor Portal?**

The vendors’ authorized negotiators (Government Business POC and/or Government Business Alternate POC) must send a new Vendor Portal Onboarding Registration Worksheet to [signup@deca.mil](mailto:signup@deca.mil).

### **I have a Direct Store Delivery (DSD) non-electronic data interchange (EDI) ROA in the U.S. environment and an EDI ROA in the overseas environment. Does this matter in terms of assigning EBS roles and responsibilities?**

No, because the roles, responsibilities, and permissions are determined by contract.

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### **Will the onboarding for a new manufacturer be incorporated in the 45 days it currently takes to be established?**

Yes. Onboarding is a simple process and should not extend this time period. As soon as the new company receives their contract or agreement number, the vendor should complete the Vendor Portal Onboarding Registration worksheet and email it to [signup@deca.mil](mailto:signup@deca.mil). A login and password will then be emailed to the authorized users that will allow them access to Vendor Portal. Users are highly encouraged to take the Vendor Portal web based training before submitting transactions in Vendor Portal.

### **Will non-EDI vendors be the only users of the vendor portal?**

No; EDI vendors may use the vendor portal as an alternate to EDI.

## **3. Contracting**

### **Can one contract have separate costs for each store or a grouping of stores? Can cost be submitted for all stores in an area and then a “deeper” cost submitted for three stores within the area?**

Yes. Power HQ will provide the functionality to support cost pricing by area, region, zone, and in Phase 2 of Vendor Portal by individual commissary. DeCA will continue to maintain the current cost zones necessary to support legacy DIBS through increment 3.

### **What is the difference between a vendor and broker in EBS?**

In EBS, a vendor has signed a Resale Ordering Agreement (ROA) and is responsible for meeting the terms and conditions of the ROA. A broker typically works for the vendor to perform various operational duties in support of the ROA. There is no privity of contract between DeCA and a vendor's broker unless the broker is a “selling broker” and has a signed ROA in its own name.

### **Can roles and responsibilities be assigned by brand within a contract? If not, should I request additional contracts?**

No, roles and responsibilities will be determined ONLY at the contract level. DeCA does not recommend requesting additional contracts for the purpose of increasing the number of individuals with access to the Vendor Portal.

### **I am a broker and represent multiple manufacturers. Will I be identified in SAM as an authorized negotiator (Government POC) for the manufacturers I represent?**

It depends on the contractual relationship between the vendor and the manufacturer. If the manufacturer decides to name their broker as an authorized negotiator, then yes, the broker would need to be named as

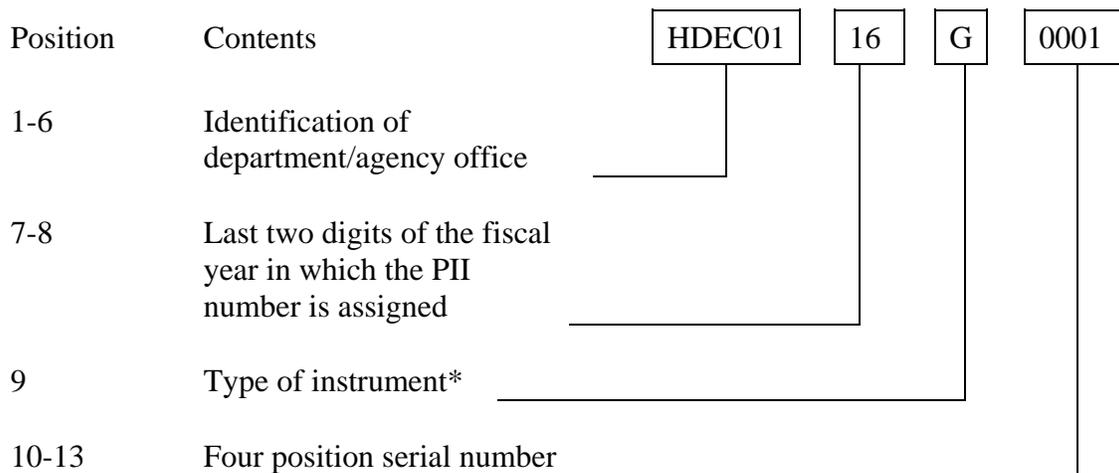
an authorized negotiator on the Vendor Portal Onboarding Worksheet, and be named in SAM as the Government Business POC.

**Will the Authorized Negotiator have visibility of all of his contracts under one login?**

Yes.

**What is a Procurement Instrument Identification Number (PIIN)?**

A PIIN is a number assigned to Resale Ordering Agreements, Requirement Type Contracts and Blanket Purchase Agreements. . The following illustrates a properly configured PIIN:



\*Type of instrument guide is as follows: “G” is ROA; “D” is RTC; and “A” is BPA

**Is it necessary to still go through contracting if I want to add a store to my contract?**

Yes. If a vendor wants to add a store to their contract they will need to contact their Resale Contract Specialist.

**Am I only able to view one Contract at a time?**

Yes. Only one contract can be viewed at a time.

**4. Cost Zones**

**Will the current cost zones change with EBS?**

Vendors using EDI will continue to use the same DeCA cost zones when they submit 879 and 889. The cost zones entered into EDI translate to Power HQ Cost Zones.

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Web Pricing vendors will be required to use Power HQ Cost Zones in the Vendor Portal. The Vendor Portal provides a very intuitive module, “Vendor Store Table”, this will assist vendors with assigning the proper Cost Zone for their cost changes and adjustments.

Anytime an EDI vendor opts to use the Vendor Portal whether through electronic import or manual entry, the EDI vendor will use the Cost Zones assigned in Power HQ.

A Quick Reference Guide outlining Cost Zones in Power HQ/Vendor Portal has been provided in the Vendor Portal Reference User Guide. Vendors can locate this guide as follows:

[Commissaries.com>Our Agency>Business with DeCA>Vendors/EBS>Vendor Portal Reference Materials](#)

### **Have stores always been assigned to Cost Zones?**

Yes, stores have always been assigned to Cost Zones. DeCA just referred to them differently.

### **If I only have one cost zone on a contract, do I still need to use Cost Zone 99?**

No, Cost Zone 99 is not necessary, but it is best practice to use a Base Cost Zone 99 in the event more Cost Zones are added to the contract at a later date.

### **If I submit a cost change and apply it to Cost Zone 99, do I always have to change Hawaii and Alaska if they have a different cost?**

Anytime a cost change is made and Cost Zone 99 is used, you must update any other Cost Zones that have a different cost from the base Cost Zone 99.

### **What if I have pricing that is different for east than west and are on separate contracts. Will Cost Zone 99 still apply?**

Cost Zone 99 will only apply to the cost zones that are associated with the contract you are working in.

### **When do I only use adjustment cost zone 999?**

Adjustment cost zone 999 should be used for all negotiated promotions. If Hawaii and Alaska is to be included in the promotion, you will need to submit those cost zones in addition to the 999.

## 5. Viewing Items in Vendor Portal

### How do I review the price of an item in Vendor Portal?

Vendors are unable to review “prices” in Vendor Portal. Vendors are only able to see the cost and adjustments in the Vendor Portal. To review the regular cost of an item, go to the Vendor Cost Module and filter using the item UPC.

### Who will be submitting the retail prices?

Vendors should be aware that the regular cost of an item is what they are able to view in Vendor Portal, not the retail price. Vendors can review the retail cost price of an item by visiting the commissary, but the retail price cannot be found in Vendor Portal. To review the regular cost of an item, go to the Vendor Cost Module and filter using the item UPC.

### How many filters can I apply at one time to a search?

While you can apply as many filters available in a specific module in the Vendor Portal, it will be important to first determine the desired result. Below is an example of filtering in the Vendor Cost Module;

*A Vendor is interested in seeing what costs have been rejected for a future Start Date and for a particular Brand. In the Vendor Portal, the Vendor would choose the **Vendor Cost Module**. The vendor would then choose to **filter by Brand**, then they would add an additional **filter for Start Date**, and then an additional filter for **Rejected Status**. This combination of filters would pull results back to show the vendor all of the costs submitted for that Brand and for the defined Start date, that were rejected.*

### Is it possible to save filters for a future search?

Filters are not able to be saved. As soon as you exit a module, you will lose the filters you selected.

### How many reports can I view at a time?

Only one report can be viewed and exported at a time.

### Do saved reports automatically refresh?

Saved reports will not refresh. Saved reports are only a snapshot of the data you defined at the time the report was generated.

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### **Does an Authorized Negotiator have access to all of the saved reports of other users he has provided access to?**

The Authorized Negotiator has the permission assigned to their role to "view all reports" meaning that Role can view the other users reports and the user name field is exposed. The other roles can only view their own reports.

### **Will the system support the multitude of users when all of the vendors have been onboarded? How has this been tested?**

Load testing has been conducted in the test environment and satisfied requirements for deployment. Load volume will be closely monitored in the live operational environment as more and more vendors are onboarded.

### **If I notice my case pack is incorrect, can I change it?**

In Phase 1, you are only able to enter cost changes and adjustments. You will need to submit a 40-15 if a case pack needs to be corrected. **NOTE:** It will be important to submit the correct GTIN that is associated with the new case pack.

### **What is a GTIN?**

The Global Trade Item Number (GTIN) refers to the globally unique GS1 system identification number for products and services. A GTIN may be 8, 12, 13, or 14 digits in length. GTINs are required and will be used to synchronize item information through GDSN (Global Data Synchronization Network) data pools in Vendor Portal Phase 2.

### **Where can I find my Case Pack UPC in the Vendor Portal?**

Case Pack UPC's are not used in Power HQ and therefore will not be in the Vendor Portal. Power HQ uses Case GTIN's. These case GTINs have a crosswalk in DIBS with a vendor's Case UPC for ordering purposes.

### **What if the date of availability is incorrect? Who do I contact?**

You will need to contact the category manager if the date of availability is incorrect for an item. This date will determine when an item can be ordered.

### **Will I see items that have been discontinued in the Vendor Portal?**

Yes. The Vendor Cost Entry screen does include the Grid "Status Indicate" field. This field will reflect when an item is in a "To be Discontinued" and a "Discontinued" Status. There is also a "Status Indicate

Date” to allow users to know when the item will be discontinued or when the discontinue status went into effect.

### **Can I delete generated reports?**

Yes. Generated reports can be deleted by an individual user.

### **How do I correct the item description if it is wrong?**

In Phase 1, you are only able to enter cost changes and adjustments. You will need to submit a 40-15 if a description needs to be corrected.

### **When will I be able to see sales data in the Vendor Portal? Will this be available in Phase 2?**

Sales data will be available in the Vendor Portal in Phase 2.

### **When one person is responsible for pricing for every ROA in the company, will they have access to all of the contracts?**

If the authorized negotiator determines that the one pricing person should have access to all contracts, then yes, this person will have access to all contracts.

### **Will vendors be able to update nomenclature aligned with the UPC?**

No; only cost changes and adjustments are allowed in Phase 1.

### **Is there a way to change the location of the items within the grid?**

Yes, you can sort the items within the grid (ascending and descending).

### **Can you sort by a category, for instance just “cookies?”**

You can sort by brand, but not by category.

## **6. Submitting Cost Changes**

### **Will DeCA continue to use the current pricing periods (1<sup>st</sup> and 16<sup>th</sup> of the month)?**

At this time DeCA is expected to continue maintaining the current rollup and pricing period parameters. Submit by the 10th or 25th of the month to apply to the 1st or 16th of the next month, respectively.

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### **I am not an EDI vendor, how will I submit cost pricing to DeCA for my items?**

Regular cost for an item(s) will be submitted through the Vendor Portal manually or by electronic import.

### **How will submission of regular cost and promotional adjustments take place in the Vendor Portal?**

For Web Pricing vendors, you will no longer use the Web Pricing tool to submit a “net cost” (i.e., your regular cost for a non-promoted item minus any allowance/adjustments for promotional items). You will use the Vendor Portal to submit your regular cost for an item and then submit adjustments to that regular cost for deals/promotions separately.

### **When I submit a cost manually in the Vendor Portal and click the “+” it asks me if I want to “add”, is that the same as submitting?**

Yes, “add” means submit in Vendor Portal.

### **What is the delay time between what is submitted through EDI to display in the Vendor Portal?**

This will occur as an overnight batch.

### **How can I dispute a rejected Cost Change? Who do I contact?**

If you disagree with a DeCA decision to reject a cost change or adjustment, please contact the category manager by telephone or by email. However, if the cost change or adjustment was rejected based on a business rule, Vendor Portal will allow you to submit a new cost as long as the cut-off date has not been met. If the cut-off date has been met, you will need to contact the category manager for further consideration.

### **Why is the cost taken out to 5 decimal places in the VP?**

The five decimal place cost will support “Swell” in Phase 2.

### **Can I make a Cost Change at store level?**

Cost changes should not be made at store level until VCMs are no longer being used. This will be a functionality of Vendor Portal Phase 2 when Bill Back Manager comes into play.

### **What do I do if I need to make a Cost Change after the cut-off date?**

You will need to contact the category manager for that item.

**Is it always necessary for me to go in and validate items I have made cost changes to or adjustments I have added?**

It is best practice to always validate items imported and manually changed are applied as expected.

**At the end of a promotion, what cost does the item revert back to?**

The cost will revert back to the last regular cost.

**Is there a limit to the amount a cost change can be?**

A warning will show if the cost change exceeds 25% but it will still be allowed to pass through to the operational table. Both the vendor and DeCA have visibility of these warnings.

**If I am unable to apply a cost change during a promotional period, will I see the end date for my adjustment in the cost book so I know when to apply my cost change?**

Cost and adjustments are managed separately in the Vendor Portal. To see when an adjustment period ends, you will need to look in the Item Adjustment module. If a cost change is submitted during a promotional period it will flow to the operational table but will not apply until the promotional time period has ended.

**If there are errors with submissions, will these reject or go into the system?**

Some errors will fail the submission and will not go any further into the system, however some costs and non-negotiated adjustments will flow to the staging tables and be rejected based on DeCA business rules. It is best to validate imported cost changes and adjustments in the Vendor Cost Module and Item Adjustment Module.

**What would be some examples of errors?**

The same errors that we see in EDI will apply with the Vendor Portal as well as some additional errors that are specific to DeCA's business rules. Examples include, entries made past the established cut-off dates; negotiated promotions submitted without a valid Event ID number.

**If they get an error code, do I only resubmit the ones that have errors?**

If you resubmit due to error codes, you can correct the errors on the spreadsheet and upload it again or you can manually enter your corrections in the Vendor Cost Module or Item Adjustment Module.

**If I get an error, will the Vendor Portal identify what it is?**

The Vendor Portal will display the results of your import. Records with errors and warnings will be displayed.

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## 7. Importing and Exporting Spreadsheets

**If I encounter only a few errors in my spreadsheet, can I correct them and upload the same spreadsheet again?**

Yes. You can upload the same spreadsheet with the corrected errors. The system will accept the spreadsheet in its entirety.

**What is an “exclusion”? Do I need to worry if I see this?**

Exclusions on your import simply identify all the items that were imported but did not reflect changes to cost or adjustments added. The system just simply ignored these.

**Can I use the same excel spreadsheet for multiple contracts if they are the same items?**

Vendors can use the same spreadsheet for multiple contracts if the contracts serve the same items such as for bottlers. **NOTE:** Use caution when submitting costs this way. Consider the relationship to cost zones as these often vary between contracts.

**Is there a preference for saving my spreadsheet?**

The spreadsheet should be saved as excel format. If an excel workbook is used, be mindful the import will only digest the first tab.

**What if I encounter a problem with my spreadsheet not importing properly? Is there a troubleshoot guide?**

There is not a troubleshoot guide. Make sure you notate the error provided on the screen. Attempt the import again. If the same error is presented on the screen contact the Vendor Portal Help Desk at 1-800-531-2222 and enter PIN 7780 and explain the error you received when you attempted to import.

**Can I format columns in my excel spreadsheet and still import?**

As long as the mandatory columns and headers are present in the spreadsheet, it can be formatted any way you would like. The import will only absorb the mandatory columns.

## **8. Submitting Item Adjustments**

### **How will submission of regular cost and promotional adjustments take place in the Vendor Portal?**

For Web Pricing vendors, you will no longer use the Web Pricing tool to submit a “net cost” (previously considered to be your regular cost for a non-promoted item minus any allowance/adjustments for promotional items). You will use the Vendor Portal to submit your regular cost for an item and then submit adjustments to that regular cost for deals/promotions separately.

### **How can I dispute a rejected adjustment? Who do I contact?**

Another adjustment, can be submitted for re-consideration as long as the cut-off date has not passed. If the cut-off date has passed, you will need to contact the category manager for further consideration.

### **When I put in an adjustment, will the system require I add an end date or can I leave it open? I have some EDLPs that are in place for a year at a time.**

You are required to enter an end date otherwise your submission will fail.. Be mindful that you will not be permitted to make a cost change during an adjustment period. Best practice would be to submit your EDLP adjustments once a quarter to allow for flexibility of cost change requirements.

### **Can I choose to only use the Vendor Portal for promotions and not use the EDI 889?**

EDI vendors can use either the Vendor Portal or an 889 to submit promotions.

### **Will there be additional transaction codes or will it always only be 0 and 4?**

Currently, 0 and 4 are the only transactions codes being used. It is possible that additional transaction codes could be used should the need arise.

### **Will cut off dates for negotiated promotions be displayed anywhere in the Vendor Portal?**

The cut-off date for negotiated promotions is 120 days prior to the start of the VPR for the event. Please refer to the event calendar to make sure that the 120 days is considered when submitting negotiated promotions.

### **How long will it take to find out if my adjustments in open status are applied or rejected?**

Time frame surrounding the approval of negotiated promotions is at the discretion of the Sales Directorate.

### **Will I receive an alert in the Vendor Portal when my open status items are applied or rejected?**

No. The Vendor Portal does not provide alerts.

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### **If I do not use event codes today for National Promotions will I be expected to use them in the Vendor Portal? Where do I get them?**

Events are required in the Vendor Portal for adjustment codes 2 and 10. Without an event ID for these adjustments, the adjustment will not be successful accepted. Event IDs are available on the Promotional Calendar posted on the CommissariesCommissaries.com website.

### **Will I continue to manage Guaranteed Sales the same as I do today?**

Guaranteed Sales will continue to be managed with Vendor Credit Memos (VCMs) until Phase 2 of Vendor Portal.

### **Will promotional packages sent out for signage purposes continue to be sent out? Will vendors be able to see what their promotional prices are in the Vendor Portal?**

Yes promotional packages will continue to be sent via email. Vendors will not see their promotional prices in the Vendor Portal.

### **I just learned about submitting adjustments 120 day prior to the VPR date. How am I able to submit negotiated adjustments for these negotiated promotions in which I have missed the cut off?**

Web Pricing vendors that have not yet submitted National Promotion adjustments are able to use adjustment code 1 (TPR) through the end of the year. It will be important to submit National promotions for Display Period 1 in 2018 no later than September 16, 2017 if you have been onboarded by this time.

### **How will I submit club packs in the Vendor Portal?**

Offers for club packs existing in DeCA's Catalog can come through the Vendor Portal when tied to an event ID. Remembering they must have an adjustment from regular base cost otherwise the record will not upload and tie the offer to the event. When the vendor is expecting to offer the same cost they will be required to submit the request for consideration using the 40-18.

### **If a seasonal item already exists in the Vendor Portal and is a part of a shipper that has OTBs, do I still submit the adjustment for each item in the shipper on a 40-16?**

If items in a shipper already exist in the catalog, a vendor is able to submit an adjustment for these items in the Vendor Portal. New OTB items will need to be submitted on a 40-16 accompanied by a 40-15.

### **Can I make cost changes on a club pack?**

If the item is still in an open status and the cut-off date has not been met in the Vendor Portal then a cost change can be made. (NOTE: Use **CAUTION** when attempting to change cost of club packs. If club

packs are on display in our stores, this could create accountability concerns.) Communicate with the category management team prior to attempting this type of change for collaboration. Follow all guidance given in NTT 12-142 for DeCA's Club Pack Program.

### **Are there restrictions between mixing items between a 40-16 and the Vendor Portal?**

If a shipper has both existing items and OTBs, only the new OTBs should be submitted on a 40-16 and the other items that are existing can have the adjustment managed in the portal. (Please use the vendor comment field to communicate if the "adjustment" is contingent on acceptance of the shipper when/if applicable).

### **How long should I expect to wait for a promotional adjustment to be accepted or rejected?**

Time frame surrounding the approval of negotiated promotions is at the discretion of the Sales Directorate.

### **How do I go about stacking a promotion? Is there an order to how promotions must be stacked?**

There is not a particular order in which a promotion must be stacked. It is just important to note that you cannot stack duplicate promotions; that is, promotions with the same adjustment code. Please reference the Vendor Portal Reference Guide for details surrounding promotional stacking. The Vendor Portal Reference Guide can be accessed at:

[Commissaries.com>Our Agency>Business with DeCA>Vendors/EBS>Vendor Portal Reference Materials](#)

### **If I have a current TPR in place, how do I submit an additional national promotion if the promotion will result as the same promotional price?**

If you submit an adjustment type 2 (Power Buy) or type 10 (Manager Special) in support of a National Promotional Package it will stack on top of any existing TPR (adjustment type 1). Therefore, it will not result in the same promotional price.

### **How do I find event numbers for upcoming events?**

These are provided to you on the Promotional Calendar which is available on Commissaries.com.

### **What type of guidance is being provided to the stores with regards to VCMs? Do they know that vendors are now using the Vendor Portal?**

Currently, there are no changes to the way stores use VCM's during Phase 1 of Vendor Portal. It is expected that vendors will continue to support our stores as they do today.

### **Can sell size be added to the Cost Sheet and Adjustment list? This is what I use to submit my cost and adjustments in Web Pricing.**

DeCA has submitted this request to the developers for consideration.

## Vendor Portal Frequently Asked Questions

The Vendor Portal frequently asked questions are current as of the time of publication. However, this is a living document and will be updated or revised as necessary in the future.

### **What if I submit the wrong cost or non-negotiated adjustment? Can I delete it and or change it?**

As long as the cut-off date for submitting cost or adjustments has not passed, you can resubmit a new cost or adjustment for the same time frame previously submitted. The last one in will win. (Overwrites the existing cost or adjustment with the same effective start date)

### **Is it always necessary for me to go in and validate items I have made cost changes to or adjustments I have added?**

It is best practice to always validate to make sure the items imported and manually changed apply as expected.

### **Today I submit a 40-16 on behalf of all bottlers which are either accepted or rejected. Once the promotions are accepted, I contact the bottlers. They in turn submit pricing as it gets closer to the promotion. Will I need to change this process based on the 120 days?**

Yes. National Promotions adjustments will need to be received by all bottlers involved in the promotion 120 days prior.

### **Will stores be able to see the retail price for TPR's and EDLPs?**

Stores have view into current TPRs and EDLPs through the Power HQ Store Portal.

### **Can I take my promotions down to store level?**

You will not be able to do store level promotions through the Vendor Portal until Phase 2.

### **Will the Vendor Portal increase the efficiency for 824's?**

This is the desired outcome with Vendor Portal but the approval process is still dependent on the Sales Directorate.

### **When will the 40-15 be going away?**

The form 40-15 will no longer be used when Vendor Portal Phase 2 is fully deployed.

### **If there are errors with imported submissions, will these completely reject the submissions or will they still go to the staging tables?**

Some errors will fail the submission and will not go any further into the system. An example might be a missing mandatory data element such as case cost. These will never show as a rejected item but rather just fail the import process or manual entry process. There are however some costs changes and non-

negotiated adjustments that the import will not identify as an error but may still reject based on DeCA business rules. It is best to validate imported cost changes and adjustments in the Vendor Cost Module and Item Adjustment Module.

### **Where do I and how do I validate my cost changes and adjustments in the Vendor Portal?**

When you use Vendor Cost Module or Item Adjustment Module you can see all of your recent submissions if you leave your filter by field blank and select apply. This will display all of your recent submissions. For cost changes and non-negotiated adjustments, you will see either applied or rejected. To see why an item was rejected, you will click on that row and a box will appear with your rejection reason displayed in the bottom.

### **What would be some examples of errors?**

The same errors that we see in EDI will apply with the Vendor Portal as well as some additional errors that are specific to DeCA's business rules. Examples include, entries made past the established cut-off dates; negotiated promotions submitted without a valid Event ID number.

### **If they get an error code, do I only resubmit the ones that have errors?**

If you resubmit due to error codes on an imported spreadsheet, you can correct the errors on the spreadsheet and upload it again or you can manually enter your corrections in the Vendor Cost Module or Item Adjustment Module.

### **If I have an error, will the Vendor Portal identify what it is?**

The import results tab will provide you the records that imported identified with the different error codes. The error codes will provide guidance as to what needs to be corrected based on that code. Remember to validate your submissions in either the Vendor Cost Entry Module or the Item Adjustment Module as some of your submissions may still reject based on DeCA business rules.

### **What are adjustment codes 2 and 10?**

Adjustment Code 2 is for Promotion Power Buy and an Adjustment Code 10 is for a Manager Special.

### **Is there something in the rejection codes for non-negotiated promotions?**

Non-negotiated promotions have business rules and mandatory data values. If these are all met and the adjustments are entered properly, these will go straight into production. The business rules define decision points.

### **What type of adjustment code would I use for a non-negotiated promotion?**

Use adjustment code 1 for TPR or EDLP.

## Vendor Portal Frequently Asked Questions

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### **Is the remove feature for adjustments used only by the category manager?**

It is a collaborative tool use by vendor to communicate the desire to remove a negotiated offer. The remove functionality in the Vendor Portal can only be used on items that are in an “Open” or “Pending Accept” status. The vendor will check the remove box and place the reason for the request in the vendor comment column on the grid. Best Practice would also be to send an email to the category manager explaining why the adjustment should be removed. The category manager will have the final decision as to whether or not to remove the adjustment.

### **Is the remove going to be a different color?**

No, it will remain in open status (yellow) in the staging table until authorized for removal by the category management team.

### **For the promotional package to be built, will it only be necessary to submit my adjustment using cost zone 21?**

Yes, cost zone21 will be pulled over to the promotional grid and apply as National Promotions. No. It is important to understand the adjustment will apply to the cost zones you have submitted. Submit your adjustments as you would like to offer. Use cost zone 999, 22 and 23 to include HI and AK. The promotional team will build the promotional packages accordingly. Keeping in mind that in order to be considered on a National Promotional Package you should be offering as you do today.

### **Will the promotional team be rejecting/accepting promotional items?**

The promotional team will be rejecting and accepting promotional items in the staging tables under the guidance provided by the category managers.

### **Can we see everything that is being rejected by the category management team?**

Yes, you can go into the staging table and see all of the items that have been rejected.

Category managers and merchandisers are exercising the decisions for approving/rejecting items.

### **Is there going to be a way to put a picture in here for 889 submissions.**

No, images will not be coming into the staging table nor the catalog.

## 9. General Questions

### What is the difference between off invoice, scan downs, purchased based and shipment based cost?

- Off Invoice (worldwide): The cost reflected on the delivery ticket invoice (DTI) is the regular cost minus the off invoice amount. Payment to the manufacturer will be the cases received multiplied by regular cost minus the off invoice per case. Regular cost and approved promotional off invoice amount will not result in any receivable from the vendor.
- Scan Down (worldwide): The cost reflected on the DTI is the regular cost. Payment to the manufacturer is based on the cases received multiplied by the regular cost. The invoice amount (accounts receivable) is based on units sold during the scan down period multiplied by the cost per unit sold.
- Purchase Based Bill Back (worldwide): The cost reflected on the DTI is the regular cost. Payment to the manufacturer is based on the cases received multiplied by the regular cost. The invoice amount (accounts receivable) is based on cases purchased during the promotional period multiplied by the cost per case purchased.
- Shipment Based (overseas): The cost reflected on the DTI is the regular cost. Payment to the manufacturer is based on the cases shipped, from the CDC to the store, multiplied by the regular cost. The invoice amount (accounts receivable) is based on cases shipped from the CDC to the store during the promotional period multiplied by the cost per case purchased.

### Will industry continue to have access to item files currently accessed via the ALA website to include the Daily Catalog Master File, Item Allocations, Overseas Inventory reports?

Yes. This type of data will be provided via the Vendor Portal. At this time, DeCA expects to continue providing these reports to the ALA website as well as posting it to <https://www.commissaries.com>.

### Will department/commodity/generic (DCG) codes stay or will commodity codes be used under EBS and how will the commodity codes be defined?

DeCA will be using EBS Category Segmentation when making their business decisions. DeCA is expected to continue maintaining the current DCGs in support of legacy system through Increment 3.

### What is the advantage of GDSN?

Advantages of GDSN include:

- Allows real-time item maintenance for specific fields
- Provides accurate, standards based, synchronized data that reduces inefficiencies in the supply chain
- Ensures dimensions are correct and stored at the each, case, warehouse pack, and pallet levels
- Provides the most robust, up-to-date, product information available

## Vendor Portal Frequently Asked Questions

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- Reduces the suppliers' burden and related costs associated with providing data in varying formats to its customers

### **Will GDSN be required to do business with DeCA?**

DeCA is expected to continue using the current parameters for GDSN synchronization. At this time, direct store delivery, local/regional, and variable weight items are excluded from mandatory participation. Additional information is in Notice to the Trade (NTT) 14-54, Implementation of Global Data Synchronization (GDS) Update.

### **Will I still need to complete a GDSN Trading Partner Form to sync with DeCA?**

At this time, DeCA will continue to require completion of a GDSN Trading Partner Form to sync with DeCA. The form is available on <https://1worldsync.com/web/us/defense-commissary-agency>.

### **Is there a tool that a vendor can use to check a GDSN number? Is it possible to see if a particular company has subscribed with GDSN?**

Yes. The best online tool to identify what company has assigned a specific GTIN or GLN is to use Global Electronic Party Information Registry (GEPIR). This online tool will tell you if a company already has a GS1 Company Prefix which is used to build GTINs, GLNs, and Serial Shipping Container Codes (SSCC).