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**Heads Up!
You Don't Want to Miss this One****GSA FSS Launches Virtual Training on FSS Online Acquisition Tools**

In an effort to drive business performance results and improve customer and industry satisfaction with the General Services Administration (GSA) Federal Supply Schedule (FSS) online acquisition tools, FSS has rolled out a cutting-edge, virtual classroom training program for online acquisition tools, beginning April 1, 2004.

This virtual classroom online training will build greater awareness and increase usage of the FSS's online acquisition tools and promote their use with our customers and contractors. Virtual training will also underscore how FSS acquisition online tools can help customers streamline the acquisition process, saving them time and money. Most importantly, eLearning will allow FSS to reach out to our vast number of customers in metropolitan areas, as well as those in remote areas in the United States, including U.S. embassies and military bases and installations worldwide, and in partnering with state and local government municipality customers through cooperative purchasing. eLearning will be great for industry partners, federal, state and local government customer agencies, and GSA.

In order for FSS to meet its performance objectives for FY 2004, we are also launching a series of six video interactive training sessions, one for industry partners and five for federal customer agencies and GSA associates. The contractor training session is scheduled for June 17 and will cover e-Buy. Additional customer training sessions and internal GSA training sessions will cover digital certificates and eOffer, FSS's newest acquisition tool.

All video interactive training sessions will begin at approximately

2 p.m. Eastern Standard Time, 12 p.m. Central Time, 11 a.m. Pacific Time.

The virtual e-Buy classroom is an interactive training session for both buyers and sellers geared toward teaching the basic concepts of e-Buy and discussing the benefits of how to use this e-procurement tool. It will also literally walk buyers and sellers through various steps relating to “How to Prepare and Post an Electronic Request for Quote (RFQ)” and “How to Respond to an RFQ.”

Virtual Classroom Pre-registration:

<http://www.vodium.com/goto/gsa/powerup.asp>

Scheduled dates:

April 1, 2004

e-Buy Training for Civilian Federal Agencies and Military Customers

April 13, 2004

Digital Certificate Training for Internal FSS Associates

June 17, 2004

e-Buy Training for Contractors

July 12, 2004

eOffer Training for Industry and FSS Associates

July 15, 2004

e-Buy Training for Civilian Federal Agencies and Military Customers

August 19, 2004

e-Buy Training for Civilian Federal Agencies and Military Customers

Users will have access to full-motion video over the Internet, PowerPoint descriptions, synchronized text and stored library function—all at their desktop. This new platform technology creates a more dynamic interactive experience that you

can't afford to miss. Virtual training will provide efficiencies to the buyer and the seller, as they will have the capability to view multimedia presentations of the training that was provided through an archived and customized online library accessible 24/7.

e-Buy, a component of GSA Advantage!, is an electronic Request for Quote (RFQ) system designed to allow federal buyers the ability to prepare RFQs directly online for a wide range of services and products offered through GSA's Multiple Award Schedules (MAS) program.

Contact:

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Don't Get a Cure Notice!

Make sure that you can demonstrate that you have reduced the Industrial Funding Fee

Now that 100 percent of the schedule contracts have been modified to reduce the Industrial Funding Fee (IFF), GSA has begun verifying that you actually have passed the fee reduction on to our customers. During the first two months of this year, 1,700 contractors were visited and asked to demonstrate that they had reduced the fee. Most of them were easily able to demonstrate that they did, in fact, reduce the fee. They had “before” and

“after” catalogs, invoices, GSA Advantage! files, stickers or other documentation showing that the fee had been reduced. However, a significant minority confirmed that they had not taken any action.

*“There is a craft
and a power
in listening.”*

—Glenn Gould

The number one reason: *They forgot!*

GSA takes this issue very seriously. These contractors who have not passed the price reduction on are over-charging their customers. They are not abiding by the contract terms and conditions, and they have opened themselves up to all kinds of sanctions.

Please don't find yourself in this situation. Don't scramble around responding to a cure notice and fighting to hold on to your Schedule contract. Make sure that you have reduced the prices, and that you are ready to demonstrate that you have, the next time your Industrial Operations Analyst comes visiting.

Business Partner Satisfaction Survey

Our first Business Partner Satisfaction Survey was so informative as to how you see FSS we have decided to try it again. The GSA FSS is deeply committed to meeting the needs of our customers through partnerships with private-sector businesses. That's you! In order to gauge our effectiveness and target areas for improvement, we are conducting our second Business Partner Satisfaction Survey to measure your perceptions of our services through the MAS program. What do you really think? Now's your chance to tell us.

The survey is being conducted by the CFI Group, an Ann Arbor, Michigan-based company with extensive experience in both the private and public sectors. In a couple of weeks, you will receive an e-mail invitation to take our survey online. To participate, all you will need to do is follow a link to the survey that will be included in the e-mail.

Overall, the results of the last survey were very

positive about the people of FSS, but you indicated that you had concerns about the processes and systems within FSS.

Changes as a Result of The Business Partner Satisfaction Survey:

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Cycle-time for processing orders and modifications is a measure on the FSS scorecard

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New process: eOffers and eMods

.....
New process in the IT Center in place: Quick Mod

The overall score of the GSA Federal Supply Service was 63 out of a possible 100, comparable and actually slightly higher than the Vendor Satisfaction score of 60 for another large federal agency.

Separate breakout scores of the various business lines in FSS were as follows:

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<i>Automotive</i>67
<i>Office of Supply</i>67
<i>Travel and Transportation</i>60
<i>Commercial Acquisition (Schedules)</i>56
.....

In addition, we are working to clarify the marketing support we do and do not offer. See, for example the article in this issue on the MarketTips publication.

The survey should take less than 15 short minutes to complete. Please take the time to voice your opinion. It counts. The time you spend filling out this survey is an investment in helping us to work effectively and efficiently with you. The information

you contribute is valued and important. Our customers appreciate it.

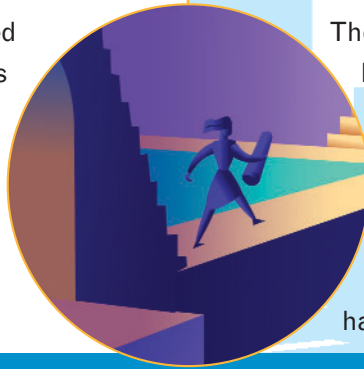
MarkeTips Free Advertisements

Demand Exceeds Supply

How many times do you find that your demand exceeds your capacity for supply? This can be a wonderful challenge, like when the Cabbage Patch dolls (remember them?) came out many years ago. However, it's annoying to your customers and embarrassing for you when this happens.

Free advertising in MarkeTips is discussed and promoted by FSS on a regular basis and it is an effective way for GSA Schedule contract holders to market their products and services to a large number of government agencies and buyers. Unfortunately, as with the Cabbage Patch dolls, we have a little problem. With over 14,000 GSA contracts in place and a limited number of MarkeTips pages and issues, your demand exceeds our capacity to supply. The good news is that we are working on a message to contractors, so that you know what to expect, since we really can't accommodate the number of ads that contractors are requesting.

In the meantime, thanks for being patient and understanding our dilemma. Luckily, this is not a life-threatening problem. It does have a possible resolution. The good thing is that you spoke and we listened and are trying to find a solution.



"If we are to succeed, we must communicate"

—Bob Johnson

Just Charge It!

These words are really scary, particularly when your spouse has your credit card and is saying the words, but GSA is saying it and it isn't scary at all. In fact, it's a really good thing that will benefit us all. We're talking about making your GSA Industrial Funding Fee (IFF) payments online with your credit card.

We are pleased to tell you that we are now accepting credit cards as a method of remitting your IFF payments. It's a safe, secure and efficient way to pay your IFF and, beginning April 1, 2004, it is available to all Schedule contractors for payments up to \$10,000.

The benefits are that it will extend your buying power by 30 days; you get real-time processing; you can take advantage of credit card rebate programs; it's easier and quicker than paying by a check; you can avoid lost or misallocated payments; your payment is instantaneous; and you have the security of knowing that it has been received.

Don't waste time and money with paper checks when you can just charge it.

Larger Payment? No Problem!

Pay it via EFT. It's the same process: After you have reported your sales, just click on the button to "pay online."

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For more information, contact:

- Your assigned Administrative Contracting Officer (ACO)
- Our Web site: <http://vsc.gsa.gov>