

Frequently Asked Questions for Vendors

How do I register to become a FEDLINK vendor?

To become a FEDLINK vendor, your company must be awarded a FEDLINK contract. Potential vendors will need to monitor the federal government's System for Award Management (SAM) website at <https://beta.sam.gov/> for FEDLINK business opportunities. Once a company responds to an open solicitation on SAM, FEDLINK evaluates the proposal in accordance with the selection criteria listed in the solicitation. After completing the review, FEDLINK determines whether to accept or reject the offer and notifies the vendor.

Where can I find information about FEDLINK?

The FEDLINK website at <https://www.loc.gov/flicc/> is a great place to find information about FEDLINK procurements, including:

Information for vendors:

- https://www.loc.gov/flicc/information/index_info.html

Procurement Action Lead Times (PALT)

- https://www.loc.gov/flicc/contracts/index_contracts.html

And information about authority and eligibility for the FEDLINK Programs

- https://www.loc.gov/flicc/fedlink/auth_elig.html



I have an order but haven't been able to bill you. How do I receive my payment?

FEDLINK uses the U.S. Department of Treasury's Invoice Processing Platform (IPP). This secure, web-based service manages government invoicing from purchase order through payment notification at no charge to vendors. For in more information and/or training, visit the Treasury IPP website at <https://www.ipp.gov/>

Most FEDLINK vendors are already active in the IPP system, but your company must be enrolled in IPP before submitting an invoice. If your company needs to enroll, point your browser to <https://www.ipp.gov/vendors/index> and click on the Enroll button to start the process. If you have submitted invoices in IPP for products and services provided to another federal agency, your company is already enrolled.

You will receive FEDLINK order notifications from IPP. Once you have fulfilled the order, IPP will send a notification to the individual listed on IPP as your organizational contact. You must have the FEDLINK order number to submit invoices. The invoicing contact person listed on your FEDLINK contract will receive the order document with the order number.

To submit your invoice, point your browser to the IPP website at <https://www.ipp.fms.treas.gov/login/> and enter the FEDLINK order number. When you submit your electronic invoices, be sure they are consistent with the IPP system requirements. For issues with the IPP invoice application, please contact their Customer Support at (866) 973-3131.

If you do not have the order number or your order is not available, please send an email to FEDLINK at fedlinkinvoices@loc.gov.

How do I update my contact information?

If you need to update any contact information, please point your browser to <http://www.loc.gov/flicc/onlinedoc/FIT/VendorChangeAddressContact.pdf>. Use this fillable form to update any of the following:

- Contact for Contract Administration
(Responsible for overall compliance with the terms and conditions of the contract and the authorized negotiator for all contract activity; receives renewal notices and all correspondence regarding contract requirements.)
- Contact for Delivery Orders
(Responsible for receiving and tracking all customer delivery orders and delivery order modifications.)
- Contact for Invoicing
(Receives payment advices, disbursement notifications and correspondence related to accounting and financial management issues.)
- Customer Service Contact
(Primary contact for FEDLINK customers.)

For more information, please send an email to fedlinkcontracts@loc.gov.

How do I update my banking information?

If you have new banking information, please email a request for a vendor survey form to our contracts staff at fedlinkcontracts@loc.gov. Once completed, return the form to the same email at fedlinkcontracts@loc.gov.

What is the FEDLINK Marketplace and how can I host a session?

The FEDLINK Marketplace is a virtual meetings, demonstrations, and video destination for vendors who wish to offer product demonstrations to FEDLINK members. For more information, send an email to fliccfno@loc.gov.