

ASSIST TRAINING
FAQs

Contractor User FAQs

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Why is CAF sometimes billed on a separate invoice and the system will calculate CAF on CAF when it should calculate at \$0?

Why are contractors required to enter and upload mods? Can't this information be pulled from FPDS?

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Can a vendor get access to void out submissions which haven't been reviewed yet?

How do I get alerts (notifications) on contract opportunities?

Why do action items remain in a to-do list that counts days forever into the future when you have already completed the action item?

It is beneficial to see the status of invoices and their payments in the same screen as the approval/rejection notes. Is there a download that contains the data together in one file?

How can I see if I have Action Items if I am new to the process?

If my name is not tagged, but I know that there're Mods that need to be added, should I just go ahead and add them?

For CPRM, why do they require you to upload the modifications even if FPDS flows into CPRM?

When the contracting office sends the contract and each modification to the contract, why would that not be loaded by the contract office who actually issued the mod instead of the receiving unit, especially if it was unilateral?

Where can I find CPRM Training Materials?

Where can I get help when using ASSIST for my everyday work?

Where can contractors go to find guidance reference how to do compliance reports, e.g. for awarded task orders?

Vendors have the ability to submit Collaboration reports. Instructions for this can be found in Help Documents if you search for “About the Award Administration Collaboration Page” as the Description.

When I put in a PIID number into the search bar nothing appears, does that mean that the documents for the solicitation are not available yet?

It could mean the Solicitation is not posted or you have not been added to the Solicitation. Reach out to the GSA rep to see if it is released yet. Also, please note that you will receive an email once the Solicitation has been posted, if your company was selected.

I used to see many solicitations listed in ASSIST. Over the last few months, I haven't seen any. How can I tell if my email address is listed as a POC on GSA's various distribution lists?

Make sure that your email address is correct on your registration profile, confirm that for your company you have the ability to submit quotes and that you are listed on Contracts. Your company POC can make any changes for the last two items.

How does the “Save as draft” function work in ASSIST?

Contractors will have the ability to save a partially completed invoice as draft. Doing this does NOT kick-off the review process. In fact, only the Contractors named on the Award have any access to these draft invoices. This allows you to come back and continue to work on that invoice information. No new invoices will be able to be created while there is a Draft invoice.

Do contractors add you to the solicitation for you to see the RFP in ASSIST? Is there a better process to ensure we get access to the relevant solicitations?

GSA determines who is added to a Solicitation, once the Solicitation is posted all selected companies will receive an email from within ASSIST. Make sure that your email address is correct on your registration profile, confirm that for your company you have the ability to submit quotes and that you are listed on Contracts.

How long is a draft available for editing?

Draft invoices are automatically deleted after 90 days. Please note that new invoices can not be created while an invoice is in Draft.

What does ASSIST do versus the other GSA sites?

ASSIST is the FAS Award Solution for assisted acquisitions.

Does GSA use ASSIST for solicitations as frequently as e-Buy or Symphony? Are multiple systems ever used simultaneously? What determines which portal is selected for solicitation communications?

ASSIST has the ASSIST-CONNECT functions and if you are anticipating any Solicitations under OASIS or Alliant, most likely you will not see that in ASSIST because we are not using the distribution list. Those Solicitations will be coming from e-Buy or Symphony. The only Solicitations you will see in ASSIST are the GSA BPAs or any internal GSA contracts and some Solicitations that are from Schedules. GSA would not release a single opportunity under more than one method. For example, if an opportunity is going to be solicited, then it'll be done under e-Buy but not also in ASSIST.

How can action items from the home screen be cleared after they have been completed?

If action items are not cleared after completion, please try clearing your cache and cookies on the browser. If they still don't clear, reach out to the ASSIST help desk by email assist.servicedesk@gsa.gov or by calling 877-472-4877

Who is responsible for setting payment dates that show up in Vendor Web? Where in the process can we request expedited possibilities for submissions?

You would need to reach out to Vendor Web Help Desk (<https://vsc.gsa.gov>) 877-495-4849 or vendor.support@gsa.gov.

Where can I locate information regarding transferring responsibilities to other contractor team members?

Steps can be found in Help Documents, if you search for "How Do I Update the Points of Contact (GSA, Client, and Contractor) on an Award."

How do we ensure we are set up to receive notifications of new bids?

Make sure that your email address is correct on your registration profile, confirm that for your company you have the ability to submit quotes and that you are listed on Contracts. Your company POC can make any changes for the last two items.

Is there an easy way to navigate to the "sign modifications" screen if you are not already logged in when you click on the link?

After logging in, you will see an action item on your homepage that shows all awards requiring signature.

How do I ensure that I am contract compliant with all our reporting and finding out what other things I can be doing?

Review the terms of your contract to ensure you comply with the Award requirements.

How can I easily locate an RFQ that is posted?

Your company will receive an email once the Solicitation has been posted if your company was selected for it. Also there will be an action item on your landing page for the Solicitation.

How can I delete invoices posted in CPRM in error?

Currently, Admin users are the only users able to delete invoices. You would need to reach out to your Contract Family to request this.

Why aren't Mods that are published in GSA ASSIST for a task order automatically posted in the Mod section of that task in CPRM?

The award must be against a contract family that is set to report within CPRM. If this is the case and the mod has not pushed over, please contact the ASSIST Service Desk by email assist.servicedesk@gsa.gov or by calling 877-472-4877

Why is CAF sometimes billed on a separate invoice and the system will calculate CAF on CAF when it should calculate at \$0?

Contract Families decide the requirements for how CAF is recorded and paid.

Why are contractors required to enter and upload mods? Can't this information be pulled from FPDS?

Some FPDS data is not available until after 90 days.

What is the best way to get a quick response from the Helpdesk?

Calling the Helpdesk may be a better option than emailing when the issue needs a detailed explanation.

Can a vendor get access to void out submissions which haven't been reviewed yet?

A submitted invoice cannot be recalled, only GSA can reject the invoice.

How do I get alerts (notifications) on contract opportunities?

ASSIST Solicitations are by invitation only, unlike Ebuy. Email notifications are sent out to vendors invited to submit quotes at the time of Solicitation posting

Why do action items remain in a to-do list that counts days forever into the future when you have already completed the action item?

If action items are not cleared after completion, please try clearing your cache and cookies on the browser. If they still don't clear, reach out to the ASSIST help desk by email assist.servicedesk@gsa.gov or by calling 877-472-4877

It is beneficial to see the status of invoices and their payments in the same screen as the approval/rejection notes. Is there a download that contains the data together in one file?

You will be able to download an excel document of all invoices on an award by navigating to the Invoices Page and selecting the Excel button.

How can I see if I have action items if I am new to the process?

If your name is added in an action item, that action item will appear for you when you log in on your landing page in the action item table. So if you don't see any action items, then your name hasn't been added to any items.

If my name is not tagged, but I know that there're Mods that need to be added, should I just go ahead and add them?

If there are mods not yet showing in CPRM, then yes - please add them.

For CPRM, why do they require you to upload the modifications even if FPDS flows into CPRM?

Most CPRM contract families require that the PDF for a mod be uploaded into the Order data page.

When the contracting office sends the contract and each modification to the contract, why would that not be loaded by the contract office who actually issued the mod instead of the receiving unit, especially if it was unilateral?

The way that the Contract Payment Reporting Module (CPRM) was designed is that the reporting is in the hands of the contract holder, aka the industry partner. The system is built to automatically insert Mod data From FPDS, however this could take up to 90 days. Reminder, most CPRM contract families require that the PDF for a mod be uploaded into the Order data page which the FPDS insert will not accomplish.

Where can I find CPRM Training Materials?

Instructions for this can be found in Help Documents if you set the Tab to "Contract Payment Reporting Module (CPRM)" then Category to Training Materials. This will provide you with video's and training decks.

Where can I get help when using ASSIST for my everyday work?

ASSIST Help Repository:

- Utilize over 600 items including “How do I?” documents, webinars, and slide decks designed for GSA Users, Clients, and Contractors

ASSIST Google Site:

- Find cheat sheets, archived training, release information, and more

ASSIST Service Desk:

- Contact assist.servicedesk@gsa.gov or (877) 472-4877 to submit a ticket