

What is Web Vendor?	GSA WebVendor access allows users to input invoices and to query invoice status from GSA.
Do we have to use this WebVendor system?	Any vendor that desires the ability to query outstanding and completed payments should register. Other use of the system (invoice input) may be dependent on contract requirements.
Do we need to register one main user or several?	Registration is based on the TIN. Vendors can choose to have more than one individual (each with their own login.gov account) registered for the same TIN. Vendors may also need for an individual to register for multiple TINs. An individual can manage multiple TINs on one login.
What is an Admin user?	Users have the ability to select the option of "Admin" user when initially registering. Admin users can make changes for other users within the same TIN. Other users' status can be Enabled or Disabled or granted Admin status
How do I obtain my Username?	All users need to have Login.gov account before registering with web vendors. After the user has an account on Login.gov then go to Web vendor site and register using TIN and your login.gov email address. After registration is complete, your account will be approved by GSA Finance, you will receive an email and at that point you can log in to Web Vendor using the login.gov account with that email address. If you have any problems, email FW-CustomerSupport@gsa.gov with TIN and company information.
What is login.gov ?	Login.gov provides a simple, secure and private way for the public to access government websites. With one account and password, users can securely sign in to participating government websites and securely verify their identity.
If I have multiple login.gov accounts registered with Web Vendor -- how can I switch among them?	After logging out of Web Vendor you may have to close your web browser before logging in again with the other login.gov account
How do I reset my password?	Use Login.gov to manage your login information.
How long does it take to see PO's after registration?	Available PO's should be available the morning following successful registration. If not available, please email FW-CustomerSupport@gsa.gov with your login.gov email address and PDN for assistance.
Can an invoice be submitted immediately after registration?	Invoices can be submitted for available PO's, usually the morning following registration.
Before the login.gov migration, I had multiple accounts for Web Vendor -- how does that work now?	All accounts in Web Vendor with the same email address have been grouped together, so after one login to login.gov, the desired TIN can be selected within Web Vendor
How can I add a TIN to my existing Web Vendor registration?	The Register link allows adding another TIN to your login.gov account within Web Vendor
We recently had staffing change and do not know the password. How do we get the password reset?	Replacement users need to register separately to obtain access. users need to register separately to obtain access. If someone from your company registers as an Admin user they can request deactivation of accounts no longer needed within the same TIN.
Where can other Web Vendor questions be directed?	All questions should be directed to FW-CustomerSupport@gsa.gov.
Which agencies will issue payment instructions on how to use the WebVendor portal system?	This is a GSA only system and allows users to input invoices and to query invoice and payment status from GSA.
Is the GSA WebVendor Registration different than the registration for the FEDPAY.gsa.gov website?	Web Vendor is a different system than FEDPAY and has a different registration process.
Last update 2/9/24	