



# Frequently Asked Questions

*for Vendors*

**Federal Library and Information Network (FEDLINK)**

## → Questions

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**FEDLINK**  
LIBRARY  
OF CONGRESS

## Contact Us

FEDLINK Main Number  
(202) 707-4800

FEDLINK Hotline  
(202) 707-4900

Email: [fliccfno@loc.gov](mailto:fliccfno@loc.gov)

[Staff Directory](#)

## → How do I 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 [SAM.gov](http://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 more information about FEDLINK?

The [FEDLINK website](#) is a great place to find information about FEDLINK procurements, including:

» [Information for vendors](#)

» [Procurement action lead times](#)

» [Information about authority and eligibility for FEDLINK programs](#)

### → How do I update my contact information?

Please use this [Update Vendor Contact 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 contact [FEDLINKcontracts@loc.gov](mailto:FEDLINKcontracts@loc.gov).

### → How soon can I submit my invoice?

You may submit an invoice after you provide products/services to the customer. Be sure to invoice in accordance with the terms and conditions of your contract.

Do not send invoices to Transfer Pay customers for payment. For information on invoicing, email [FEDLINKinvoices@loc.gov](mailto:FEDLINKinvoices@loc.gov).

### → 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 more information and/or training, visit the Treasury IPP website at [IPP.gov](http://IPP.gov).

Most FEDLINK vendors are already active in the IPP system, but your company must be enrolled in IPP before submitting an invoice.

- » To enroll, visit the [IPP vendors webpage](#), 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.

Once you have fulfilled an 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.

- » [Submit your invoice here](#), 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](mailto:FEDLINKinvoices@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](mailto:FEDLINKcontracts@loc.gov), and follow the instructions provided.

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

The FEDLINK Marketplace is a virtual meeting and exhibit space for active FEDLINK vendors who wish to offer product demonstrations to FEDLINK members. For more information, send an email to [fliccfno@loc.gov](mailto:fliccfno@loc.gov).

### → How can I add or update my company's entry in FEDLINK's online Vendor Directory?

FEDLINK offers an online [Vendor Directory](#) for our members to review the products and services your organization offers through its contract with FEDLINK. To create a new entry, or update any section of your entry (a new website, updates for the descriptions of the products and services available through your FEDLINK contract, revisions to your organizational description, or customer service information), please complete the [directory survey](#).