

Below you will find tips for resolving common login, validation, pricing, and workflow issues. For all other issues, visit catalog.gsa.gov/help and review the FAQs and the “Validations & Business Rules for Error Reports” in the Lookup & Reference menu.

Login Issues



To log into FCP, a user **must** have an existing GSA FAS ID *and* be listed as an authorized negotiator on an awarded MAS contract that is eligible to use FCP.

Issue	Issue Details	How to Fix
Email not found	Entered email address is not found within the authorized negotiators list for any contract.	Ask an existing authorized negotiator to submit a request to add you as an authorized negotiator to the contract . If there are no existing authorized negotiators, reach out to your CS/CO for help submitting the request.
Account already exists	Error Message: A FAS ID login already exists for this email address and should be used to login .	Use your existing FAS ID login to log in. If you've forgotten your ID or password, click the “ Need help signing in? ” link after clicking Login.
Invalid password	Error Message: Password was not recognized.	Click the “ Forgot password? ” link and follow the instructions to reset the FAS ID password.

Seller Profile Issues



Selecting the wrong option during the Update Seller Profile step can cause issues later.

Issue	Issue Details	How to Fix
Picked the wrong catalog offering	During the Update Seller Profile step, you selected the wrong catalog offering (Products, Services, or PPT).	<p>If you haven't submitted the Update Seller Profile action yet, click the “View” option to open the Profile. Use the “Edit” button under Contract Information to select a new choice.</p> <p>If you have submitted the Profile:</p> <ul style="list-style-type: none"> • If the Profile is pending review, contact your Government Assigned Point of Contact and ask them to Return for Edits. • If it has been approved, please select New Catalog Action in FCP, and select Update Seller Profile update to make changes. This does not require a modification but will require CS/CO



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Issue	Issue Details	How to Fix
		<p>approval before you will see the associated action types.</p>
Receiving notices to baseline again	<p>You've already completed a Baseline action and are being reminded to create a Baseline action, but for a different catalog offering type.</p>	<p>If you selected multiple catalog offerings during the Update Seller Profile step, FCP will prompt you to create a baseline action for each before you can do anything else.</p> <p>To resolve, either submit the required Baseline, or follow these steps to remove the unneeded offerings from your Seller Profile:</p> <ul style="list-style-type: none"> ● In FCP, select "New Catalog Action". ● Choose "Update Seller Profile". ● Use the "Edit" option under Contract Information to choose "No" next to the extra offering type and re-submit. ● Once the CS/CO approves the Seller Profile, the notifications will stop.
Seller Profile rejected during First Steps	<p>The CS/CO rejected the Seller Profile during First Steps, and now you can't start the Baseline action.</p>	<p>Log into FCP and review any CS/CO comments that were provided on the rejected action. Use the "Update Seller Profile" button, update information based on CS/CO comments, and submit Seller Profile for approval.</p>
Seller Profile rejected when trying to make another change (post-First Steps)	<p>The Seller Profile was approved in the past, but the CS/CO rejected new changes to it.</p>	<p>After First Steps, if a later seller profile action is rejected:</p> <ul style="list-style-type: none"> ● Make note of the reason it was rejected. ● Use the "+Create New Action" button to create a Seller Profile Update action. ● If applicable, select the appropriate last awarded mod to associate with the Seller Profile update. ● Update the Seller Profile, addressing CS/CO comments from the rejected action. ● For more info, please review the FAQ related to Seller Profiles and modifications.

File Validation & Template Issues



To improve searchability and listings, FCP limits entry to a set number of characters and formats. FCP validates uploaded files against these limits and rules so you can address issues before submission and CS/CO review.

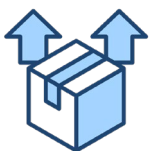
Issue	Issue Details	How to Fix
Max characters exceeded	Error Message: Value may not exceed a maximum of [x] characters.	FCP limits text entries to a set number of characters and lists these in the Read Me tab of the Product File or Services Plus File. Search for “limited to” to quickly find character limits. You may also visit catalog.gsa.gov/help and review the Validations & Business Rules for Error Reports file in the right sidebar for more guidance. You may also consider using the Excel LEN formula (e.g., =len(A2)) to check character counts.
Unallowed characters	Error Message: Value contains unallowed characters.	FCP only allows a specific character set, ASCII characters, in text fields. Visit catalog.gsa.gov/help and download the “Allowable ASCII Characters” file from the right sidebar. Hidden characters (e.g., non-breaking spaces) and other unallowed characters that look similar to accepted characters (e.g., - ' ') return errors. Use the error report to identify the field with the issues. Then try copying the content from the file to Microsoft Word and then paste back into the FCP file cell. That should clear and reset the unallowed characters.
Positive number with up to 4 decimal points error	Error Message: Value must be a positive number with up to 4 decimal points.	Prices must be represented as positive numbers, without '%' or '\$'. Check the cells noted as errors. Remove any characters like '%' and '\$'. List percentages like 25% as decimals (i.e. as “.25”).
Date formats	Error Message: Value must be in date format 'mm/dd/yyyy'	For any dates, please use the format mm/dd/yyyy, such as 05/06/2025 or 5/6/2025, which is also valid. Avoid using formats like 5-6-2025 or 05062025.

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Issue	Issue Details	How to Fix
Invalid SIN, not awarded	Error Message: Invalid SIN...this SIN has not been awarded to this contract.	When adding products or services with a specific SIN, that SIN must exist on the contract. If that SIN is not available on your contract, create an Add SIN modification in eMod. Review the How to Add SINS infographic for further information.
Invalid SIN, already exists	Error Message: Invalid SIN... already exists on contract.	When adding a SIN, if the SIN already exists on your contract, you will receive this error. Update your submission to do one of the following as applicable: <ul style="list-style-type: none"> • Include a SIN not yet awarded • Indicate an Add Products / Add Services mod type in eMod instead • Apply a [Service / Product] Descriptive Change in eMod and Change action in FCP Review the How to Add Special Item Numbers (SINS) infographic for more details about related scenarios.
Column does not exist	The uploaded, validated file returns an error that a column does not exist.	From time to time, FCP file templates are updated. You will need to ensure your submission matches the latest template. Please download the latest template from the right sidebar of FCP or catalog.gsa.gov/help . You can either: <ul style="list-style-type: none"> • Copy/paste the entire submission into the new template, or • Identify the column that needs updating and manually add the column, or rename it, in your current submission.

Product File Specific Validation Issues

Common questions that arise about the Product File validation and Compliance & Pricing (C&P) report include the following.



Issue	Issue Details	How to Fix
FCP-supplied file for Baseline	You recently updated your contract, but the	FCP downloads the vendor catalog from GSA Advantage 1 day before the FCP transition



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Issue	Issue Details	How to Fix
doesn't include all catalog items	Product File doesn't include the changes.	<p>date to "initialize" the catalog. Any in-progress modifications or SIP/EDI submissions that were not yet published during the initialization will not be included in the FCP file. You can choose one of the following options to proceed:</p> <ul style="list-style-type: none"> • If you have a recently approved Add modification, you may add the products to the Product File during the Baseline. • If you have an Add modification that is pending review, you should wait for the CS/CO to make a determination before submitting the Baseline (so that the items can be reflected on the Product File if awarded). If you do not wait, the modification will have to be repeated post-Baseline to publish the items to Advantage. • If you have an Add modification that has not yet been submitted, please submit the Baseline with the Product File reflecting the current awarded catalog and submit the Add after the Baseline is approved.
Sort order changed	After uploading the file, the validated version changed the sort order.	After validation, the validated file is sorted differently due to how data is processed and returned. Sort by MPN or other attribute within the returned file as needed.
File split across multiple files	After uploading the file, the validated file was split into multiple files.	When FCP validates files larger than 100 MB, the file will be split to address the eMod file size limit. No user action to be taken.
Invalid codes	[Something] must be a valid code.	Check the Reference tab of the Product File for valid codes and adjust as needed.
Invalid values	Error Message: Value must be a positive number.	Prices and discounts must be represented as positive numbers, without '%' or '\$'.



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Issue	Issue Details	How to Fix
		<p>Check the cells noted as errors. Remove any characters like '%' and '\$'. List percentages as decimals, such as 25% as 0.25.</p>
<p>Calculation / Formula error; Incorrect formula used</p>	<p>Error Message: [Value] is incorrect based on formula.</p>	<p>Double-check that your calculations are based on the formulas that FCP is using. These are available in the error message, Product File Read Me tab, and the Validations & Business Rules for Error Reports resource on catalog.gsa.gov/help.</p>
<p>Unexpected value found</p>	<p>Error Message: Unexpected value found, expected [some formula].</p>	<p>Check the Read Me tab of the Products File for more information and formulas. If the formula looks correct, check that the values being used in the formula have 4 decimal pricing and do not include any characters like '%' or '\$'.</p>
<p>Never received C&P report</p>	<p>You submitted the Product File, but haven't received the C&P report.</p>	<p>C&P reports typically take 2-3 business days to process. If you still have not received the C&P report after 4 business days, please contact vendor.support@gsa.gov with your Contract Number and FCP ID for that action. Do not resubmit the Product File as this will cause issues.</p>
<p>Need or want to change Manufacturer Part Number (MPN)</p>	<p>You made a typo when entering an MPN or want to change it to improve the sort order of the published catalog.</p>	<p>MPNs cannot be changed through a Change action. To change either of these, delete the associated line items and add them back to your catalog, as described in the change MPN FAQ.</p> <p>Tip: Consider initiating the Add action to add the updated MPN back to the catalog first, and on the day the CS/CO approves the addition submit a Delete action to remove the old MPN. This reduces the amount of time the item is not visible in your published catalog / price list.</p> <p>Note: We recognize the burden this may place on vendors and hope to streamline this process in a future update, though no estimated timeline for this is known yet.</p>

Services Plus File Specific Validation Issues

The Services Plus File can be complex, especially as certain service traits and columns result in additional information being required.

Issue	Issue Details	How to Fix
No data detected	No data was detected on the Pricing tab.	Remove any rows containing “EXAMPLE-...” in the Pricing tab’s UCID field (Column A). When you upload, your services listings should begin on row 4.
Calculation / Formula error; Incorrect formula used error, after moving last approved PPT pricing into SPF	Error Message: [Value] is incorrect based on formula. Example: Price Offered to GSA Excluding IFF is incorrect based on formula.	This error occurs most often due to a value not using the 4-decimal price model. To fix, check that each value uses a 4-decimal price and that the values you pulled in from the original Price Proposal Template can be identified out to 4 decimal places (e.g., 42.23 as 0.4223). Learn more on: <ul style="list-style-type: none"> FCP Help Resources FAQ on decimals Interact blog article
Outyear years	Error Message: Field year_06 to 10 is required. (Variations of year_xx)	FCP requires pricing for the current contract year to the end of the current option period. If the vendor is in the last year of an option period, they must provide pricing through the end of the next option period. Use the contract period outyear pricing FAQ to determine which columns to populate.
Contract years missing despite entering Contract Begin Date	“Enter a value on the Contract Begin Date tab to fill this cell” showing in the Pricing tab’s cells Y3 to AR3 despite setting the begin date.	Check the SPF to verify you’ve entered a date in cell A3 of the ‘Contract Begin Date’ tab.
Outyear pricing	Value in year_xx + 1 does not match the expected value of (year_xx * (1 + epa_rate)): __calculated_value__	Check the SPF to verify the values you entered for EPA Rate and the Outyear Pricing are correct.
Unique Catalog Item ID isn’t unique	The Error File returns one of the following UCID Error Messages:	UCIDs: <ul style="list-style-type: none"> Must be unique within the SPF



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Issue	Issue Details	How to Fix
	<ul style="list-style-type: none"> • The same Unique Catalog Item ID (UCID) cannot be listed twice on the same contract. It must be unique for every line item. (The UCID is used twice in the action.) • Service requested for addition is already on contract. (The UCID used in the add action is already on contract.) • Service exists in another open catalog action. (The UCID used is present in another open action.) 	<ul style="list-style-type: none"> • Cannot be duplicates of UCIDs already published • Cannot be UCIDs involved in open actions <p>Please check that no other actions or published catalogs contain the UCIDs already.</p>
Missing fields for unique catalog item ID	Error Message: There are missing fields required for unique catalog item ID...	The line item with missing fields is denoted by its UCID. Check the Read Me tab of the SPF and verify that each required column for the row(s) with issues has been completed.
Warnings are appearing in the Error File for valid things	The FCP's Error File includes warnings and you're unsure whether to continue with the submission.	<p>FCP returns warning notices when the Pricing and Contract Period Outyears sections include unexpected values:</p> <ul style="list-style-type: none"> • MFC Price exceeds the Commercial/Market Price • GSA Price exceeds MFC Price or Commercial/Market Price • A Calculated Outyear price doesn't follow the formula: $\text{price}_{\text{year}_x+1} = (1 + \text{epa_rate}) * \text{price}_{\text{year}_x}$ <p>To resolve:</p> <ul style="list-style-type: none"> • Review the Warning notices for any mistakes.



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Issue	Issue Details	How to Fix
		<ul style="list-style-type: none"> You can use the “Keep, Submit with Warnings” if your entries do not have mistakes. Include comments for the CS/CO if desired. The CS/CO will review the SPF with accepted warning notices, and either approve, reject, or send the file back for edits.
Submitted new file and received System Error (Resubmit)	System Error, after resubmitting the original file in eMod before the new one was in eMod	Please contact vendor.support@gsa.gov and let them know that you re-submitted the original FCP file rather than the updated one. A subject line such as “FCP: Resubmitted original file issue” can help expedite the issue.
Missing Price Offered to GSA including IFF for Product catalog_item_type	You selected Product for catalog_item_type in Column C and didn’t think pricing was needed, but received the Error Message: Field price_offered_to_gsa_including_iff is required when epa_rate > 0.	<p>Pricing is optional for product catalog item types, but an EPA rate of zero or higher is always required.</p> <p>If you choose to submit an unpriced product, enter a zero for EPA rate and then leave the product line item’s pricing fields blank. Your unpriced product line items must have:</p> <ul style="list-style-type: none"> unit_of_measure (P1 or EA) discount_offered_to_gsa_off_commercial_price epa_rate (a value of zero) <p>Unpriced products:</p> <ul style="list-style-type: none"> Do not need to fill out the contract period outyear section. Auto-publish the Discount Offered to GSA Off Commercial Price field to the Price List on GSA Advantage, eLibrary, and eBuy.
Need or want to change UCID	You made a typo when entering a UCID, want to change how the catalog sorts, or make it easier to connect the catalog with reported sales in the	<p>The UCIDs cannot be changed through a Change action. To change UCIDs, delete the associated line items and add them back to your catalog, as described in the change UCID FAQ.</p> <p>Tip: Consider working with your CS/CO to complete the action in the following steps</p>



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Issue	Issue Details	How to Fix
	Sales Reporting Platform (SRP).	<ul style="list-style-type: none"> • Submit the Add mod. • Prepare the Delete action. • Submit the Delete action the same day that the CS/CO approves the Add mod. • This should reduce the amount of time your items are not visible. <p>Note: We recognize this is a two-step process and hope to streamline this in a future update.</p>

Baseline Action Issues

The main issue that occurs for Baseline actions is a rejection.

Issue	Issue Details	How to Fi
Baseline rejected	The CS/CO rejected the Baseline action.	<p>Redo the Baseline modification process:</p> <ul style="list-style-type: none"> • Create a Baseline modification in eMod. • Create a Baseline action in FCP. • Make corrections noted by the CS/CO. If it isn't clear why the Baseline was rejected, please reach out to the Currently Assigned Government Point of Contact listed under the Contract Number and Contract Name in the top right box of the action page or vendor.support@gsa.gov before resubmitting.

Terms & Conditions (T&C) File Issues

Common T&C file issues include the following.

Issue	Issue Details	How to Fix
T&C file can't be uploaded	You try uploading the T&C file, but get an error.	<p>T&C file names cannot contain spaces and cannot be longer than 80 characters in length. Fix any file name issues and try re-uploading.</p> <p>If this does not resolve the issue, try reloading the page and contact vendor.support@gsa.gov if needed.</p>



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Issue	Issue Details	How to Fix
T&C file duplicated pricing info from the SPF	If the T&C file duplicates the pricing information already in the SPF, the CS/CO will reject it.	<p>If you haven't submitted the T&C action yet, open the action and use the "Remove" button to remove the file and upload a new, corrected one.</p> <p>If you have submitted the T&C action, wait for the CS/CO to reject it and restart the action.</p>
T&C rejected	The CS/CO rejected the T&C action.	<p>If the T&C action is rejected, you will need to create a new action and submit again.</p> <ul style="list-style-type: none"> ● Address all CS/CO comments, including removing any pricing if needed. ● In FCP, use the New Catalog Action button to create a new Update Terms & Conditions action. ● Associate it with the awarded Catalog Baseline eMod ID. (You do not need to create a new mod.) ● Upload the revised file and submit.

Other Issues?

If the problems you encounter aren't included above, please check one of the following and reach out to vendor.support@gsa.gov if you still have questions.

- Getting Started in FCP Vendor User Guide
- catalog.gsa.gov/help FAQs
- Managing a Services Catalog in FCP Vendor User Guide
- Managing a Products Catalog in FCP Vendor User Guide