



## Welcome Veterans Affairs SEWP Users!!!!

To assist you in preparing your delivery orders, below you will find important information in reference to processing delivery orders through the SEWP Program office. Please feel free to contact the SEWP helpline if you have any questions concerning your purchase orders, our web-tools or any SEWP related topics at 301-286-1478. Our hours of operation are as follow Monday - Friday 7:30 am to 6:00pm EST.

To better inform and educate SEWP customers, the NASA SEWP team is available to meet with Procurement and IT personnel at your site for a meeting and training session utilizing the SEWP GWAC contracts and SEWP Web tools. Please contact the SEWP helpline for more information at (301)286-1478, or [events@sewp.nasa.gov](mailto:events@sewp.nasa.gov), to arrange a Free Customer Training session.

### HOW THE SEWP DELIVERLY ORDER PROCESS WORKS:

1ST = END USER OR SEWP CONTRACTING OFFICE

1. Determine best value through market research.
2. Create Delivery Order - (See ordering guidelines for additional information)
3. Sends Order to NASA SEWP Bowl.

2ND = NASA SEWP BOWL

1. Verifies Order.
2. Forwards valid Order to the appropriate contract holder

3RD = SEWP VENDOR

1. Processes Order.
2. Delivers Equipment & Services.
3. Invoices Agency



**DELIVERY ORDERS ARE REQUIRED TO CONTAIN THE FOLLOWING INFORMATION FOR PROCESSING. IF THE BELOW INFORMATION DOES NOT APPEAR ON THE DELIVERLY ORDER, THE ORDER MAY NOT BE PROCESSED OR PROCESSING MAY BE DELAYED.**

- Delivery Order Number (any valid Government DO is allowed)
- VA IT Tracker Number
- Date delivery Order Issued
- SEWP Contract Number
- SEWP Contractor's mailing address and phone number
- Issuing Office: Agency Name and Mailing Address
- Ship to Office: Agency Name and Mailing Address
- Total dollar amount of order
- Contracting Officer's Signature
- Contracting Officer's Phone Number
- Date Delivery Order Signed
- Line Items/Pricing

### **COMMON MISTAKES MADE ON DELIVERY ORDERS ARE:**

- Missing IT Tracker Number
- Missing or incorrect SEWP contract holder number
- Order not for a SEWP Contract Holder
- Missing line items/pricing



### Surcharge

The SEWP surcharge for all orders is a base of 0.6% with limits as noted below. The authorized scale is:

Order Amount	Fee percentage
\$0 - \$1,666,666	0.6%
\$1,666,666 on up	\$10,000 cap

NASA SEWP reserves the right to adjust all surcharge rates as the SEWP BOWL budget so requires. These fees are effective 08/01/07 for all SEWP IV Delivery Orders.

### SEWP BOWL Address:

**FAX orders and completed forms to:**

(301)286-0317

**OR E-Mail PDF or Image Files to:**

[sewporders@sewp.nasa.gov](mailto:sewporders@sewp.nasa.gov)

**OR Send orders and completed forms to:**

**SEWP Program Office (BOWL)**

Aerospace Building  
 10210 Greenbelt Road  
 Suite #270  
 Lanham, MD 20706  
 Phone: (301)286-1478

**Note: All orders should be accompanied by the SEWP Fax Cover Sheet located on the SEWP website.**