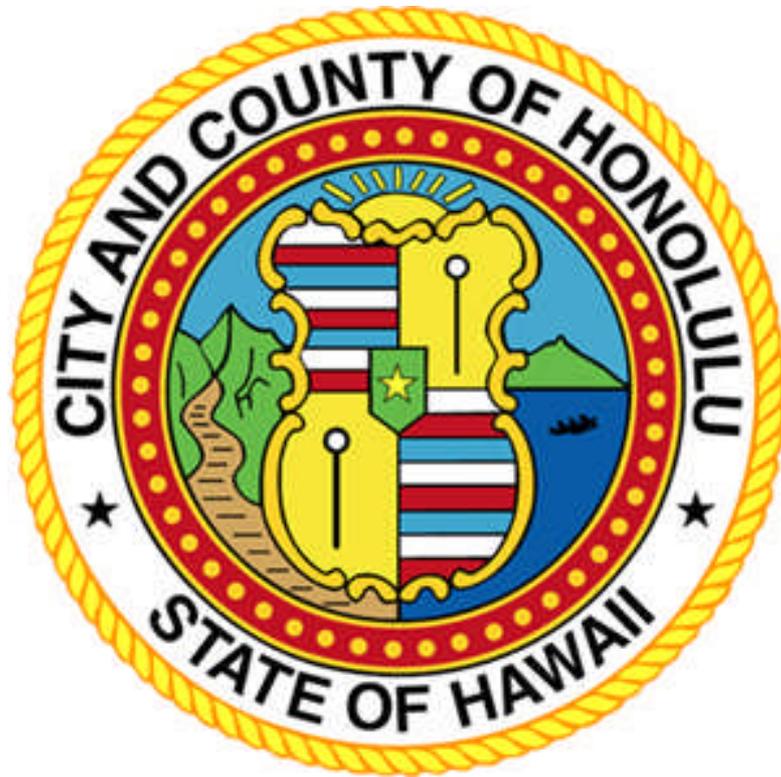


# Vendor Self Service

## - How to Register -



February 2015

**BFS Purchasing**

Phone: (808) 768-5535

<https://www5.honolulu.gov/webapp/VSSPSRV1/AltSelfService>

[www.honolulu.gov/pur](http://www.honolulu.gov/pur)

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## Purpose:

To provide step-by-step registration instructions for new vendors who have not done business with the City & County of Honolulu. This guide will cover only the required fields needed to complete the registration process.

Honolulu Vendor Self Service (VSS) will be used to post opportunities to bid and accept electronic bids. Additionally, the VSS portal will allow vendors to maintain account information, receive email notifications for relevant opportunities, place bids, and view bid results.

### ***\*Please Note:***

If you or your organization has done business with the City & County of Honolulu in the past, your organization's information may already be in the VSS System. If so, you will not need to register, but follow the procedure to activate your account.

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## Preparation

Please assemble the following information before starting the VSS registration process:

- Legal Name
- DBA Name (If applicable)
- Tax Organization Type and Classification Type
- Federal Tax ID number (EIN or SSN)
- Ordering and Payment address information
- Designated account holder information (Contact Name, Address, Phone Number, Email Address)
- All applicable NGIP Commodity Classes
  - Please Note: Commodity classes selected will determine which C&C solicitation email notices your organization will receive.
  - When registering, you will be asked to select from a list of three-digit (3) commodity classes. Please click on the following link to access a list of NIGP commodity classes used by the City & County of Honolulu:

<https://www5.honolulu.gov/webapp/VSSPSRV1/advantage/AMSIImages/vsslistofcommoditycodes.pdf>

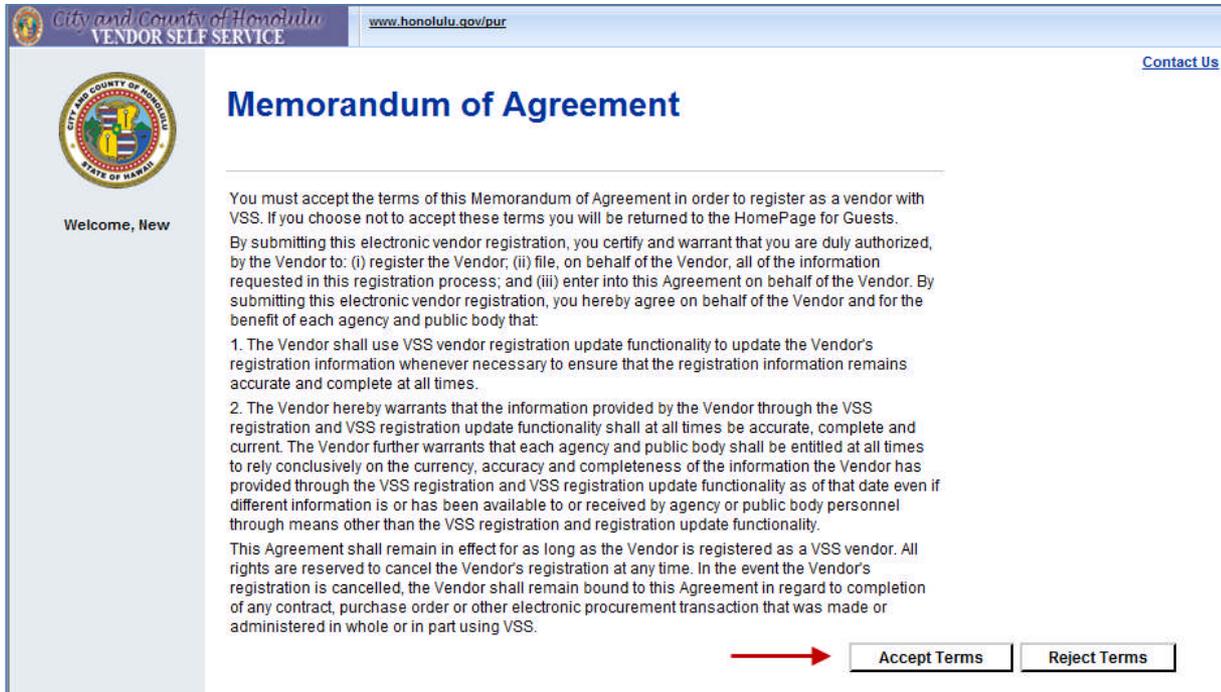
## Honolulu Vendor Service Website

1. Please access Honolulu Vendor Self Service's login screen at: <https://www5.honolulu.gov/webapp/VSSPSRV1/AltSelfService> to start the registration process.
  - Please click on the **Register/Activate Account** button.

The screenshot shows the Honolulu Vendor Self Service website. The header includes the City and County of Honolulu logo and the text 'VENDOR SELF SERVICE' and 'www.honolulu.gov/pur'. The main heading is 'Welcome to Honolulu Vendor Self Service'. Below this, there is a brief description of the service. The page is divided into several sections: 'Announcements', 'Contacts' (with contact info for the Division of Purchasing), and 'Forms' (with links to various guides). On the left side, there is a login form with 'User ID' and 'Password' fields, a 'Login' button, and a 'Password Reset' link. Below the login form are two buttons: 'Register/Activate Account' and 'Public Access'. A red arrow points to the 'Register/Activate Account' button.

## Memorandum of Agreement

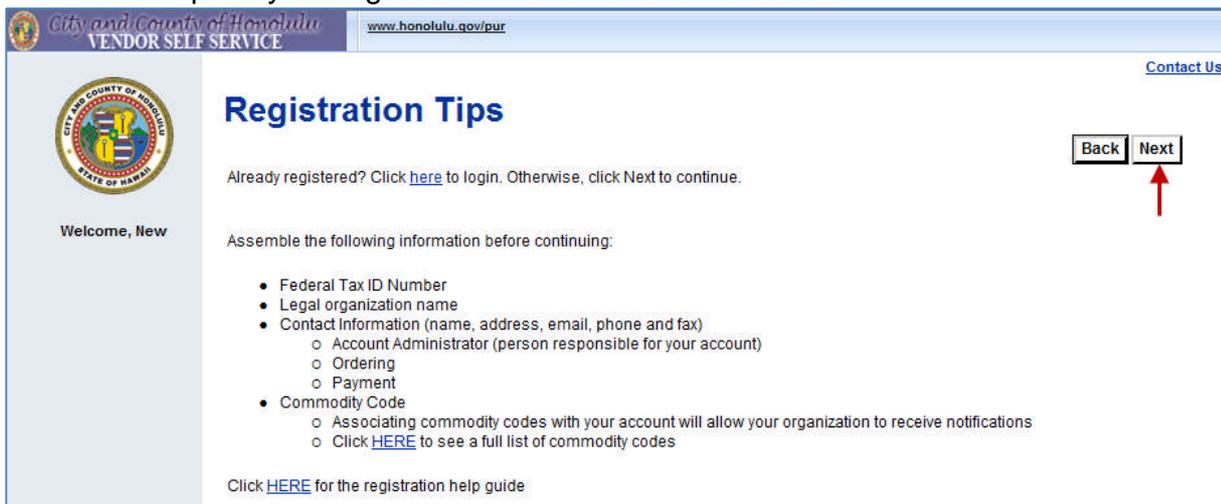
2. The *Memorandum of Agreement* page will be displayed. Click the **Accept Terms** button.



The screenshot shows the 'Memorandum of Agreement' page. At the top, there is a header with the City and County of Honolulu logo and the text 'VENDOR SELF SERVICE' and 'www.honolulu.gov/pur'. A 'Contact Us' link is in the top right. The main heading is 'Memorandum of Agreement'. Below it, there is a 'Welcome, New' message and a circular logo. The main text explains the terms of the agreement and lists two numbered points. At the bottom right, there are two buttons: 'Accept Terms' and 'Reject Terms'. A red arrow points to the 'Accept Terms' button.

## Registration Tips

3. The *Registration Tips* page will be displayed as a reminder to gather the list of information to complete your registration. Click on the **Next** button.



The screenshot shows the 'Registration Tips' page. At the top, there is a header with the City and County of Honolulu logo and the text 'VENDOR SELF SERVICE' and 'www.honolulu.gov/pur'. A 'Contact Us' link is in the top right. The main heading is 'Registration Tips'. Below it, there is a 'Welcome, New' message and a circular logo. The main text asks if the user is already registered and provides a list of information to assemble before continuing. At the bottom right, there are two buttons: 'Back' and 'Next'. A red arrow points to the 'Next' button.

## Search for an Existing Account

- The *Search for an Existing Account* page will be display. To ensure that you or your organization has not been previously registered, please enter your information into the appropriate search fields.
  - If you are registering a company-like entity, enter the Federal Employer Identification Number (EIN) and the whole or a part of the company's name in the respected field and click the **Search** button.
  - If you are registering as an individual, enter the individual's last name and Last 4 digits of the SSN into the respective fields and click the **Search** button.

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Contact Us

### Search for an Existing Account/Results Not Found

Cancel Registration Back

Welcome, New

Only one account is allowed per organization. You will not be able to create a new account if one already exists. This page will help determine whether you have an account and its registration status. Please use the search options below.

▼ **Company Search**

To see if you have a vendor code and have an Employer Identification Number (EIN) on file, first search by TIN:

Federal Employer Identification Number  OR Legal Business Name

Search

OR

▼ **Individual Search**

To see if you have a vendor code and have a Social Security Number (SSN) on file enter your Last Name and last four digits of your Social Security Number.

Last Name  AND Last 4 digits of SSN

Search

Cancel Registration Back

**Additional Resources & Information:**

- As you complete each step and move to the next step, the system will check for errors.
- If there are errors:
  - A notification message will be displayed at the top of the page.
  - You must correct the errors indicated before continuing to the next step.
  - Additional Help can be found in the Frequently Asked Questions located on the left hand navigation bar.

5. View the search results. Follow the instruction according to the answer to the question, “Has your account been found and listed above?”

- If you are already registered, contact your account administrator to create an account user ID for you.
- If you are not registered, click on “**Click here to activate your account**” link.
- If your registration is in progress, click on “**Click to continue registration**”
- If your organization is not listed, click on the **New Registration** button.

Vendor Number	Legal Business Name	Alias/DBA Name	Registered?	
106200	AB		Yes	<a href="#">Contact your Administrator</a>
VC0000003029	AB		Yes	<a href="#">Contact your Administrator</a>
00430	AB		No	<a href="#">Click here to activate your account</a>
00450	AB		No	<a href="#">Click here to activate your account</a>
110637	TR		No	<a href="#">Click here to activate your account</a>
VC0000000079	1A		No	<a href="#">Click here to activate your account</a>
VC0000000732	AB		No	<a href="#">Click here to activate your account</a>
VC0000008053	AB		No	<a href="#">Click here to activate your account</a>
VC0000004696	NA		No	<a href="#">Click here to activate your account</a>

**Has your account been found and listed above?**

Yes, but it is already registered → Click the “Contact your Administrator” link to determine who you need to contact for access.

Yes, but it is not yet registered → Click the “Click here to activate your account” link to begin the process for activating your account.

Yes, but the registration is already in progress → Click the “Click to continue registration” link to login and continue activating your account.

No, register now. → Click the “New Registration” button to create a vendor code and account.

**New Registration** ←

## My User Information

6. The *My User Information* page will be displayed. Create your User id and password, and enter the account holder’s contact information. Click on the **Next** button.

**My User Information** [Contact Us](#)

Create your user ID here. You will be assigned the role of Primary Account Administrator. Please see the Frequently Asked Questions for additional details about the Primary Account Administrator role.

**General Information**

\*User ID (case sensitive): test vendor (User ID should be between 2 and 16 characters in length)

\*First Name: test

\*Last Name: vendor

\*Email: test@vendor.com

\*Re-enter Email: test@vendor.com

\*Phone: 808-768-5535 EXT.: (XXX-XXX-XXXX)

Fax: (XXX-XXX-XXXX)

**Password**

\*Password (case sensitive): (Passwords should be between 2 and 16 characters in length)

\*Re-enter Password:

\*Security Question: What is your mother's maiden name?

\*Security Answer (case sensitive):

\*Re-enter Security Answer:

\* Indicates a required field

**Additional Resources & Information:**

- As you complete each step and move to the next step, the system will check for errors. If there are errors:
- A notification message will be displayed at the top of the page.
- You must correct the errors indicated before continuing to the next step.
- Additional Help can be found in the Frequently Asked Questions accessible from the left hand navigation bar.

## Verify Email Address

7. The *Verify Email Address* page will be displayed. Verify that your correct email address has been entered. VSS will be sending you a confirmation email to verify your email address. Click on the **Next** button.

The screenshot shows the 'Verify Email Address' page. At the top, there is a header with the City and County of Honolulu logo and the text 'VENDOR SELF SERVICE' and 'www.honolulu.gov/pur'. The main heading is 'Verify Email Address'. Below the heading, there is a message: 'To continue your VSS registration, the City must first verify your email address. To prevent the email from being blocked, add the following address to your email contacts : [bfspurchasing@honolulu.gov](mailto:bfspurchasing@honolulu.gov)'. Below this, there is a text input field containing 'test@vendor.com' with a red arrow pointing to it. To the right of the input field, there are three buttons: 'Cancel Registration', 'Back', and 'Next', with a red arrow pointing to the 'Next' button. On the left side, there is a navigation menu with 'User Information' checked and 'Verify and Submit Registration' unchecked. At the bottom, there is a section titled 'Additional Resources & Information:' with a list of instructions.

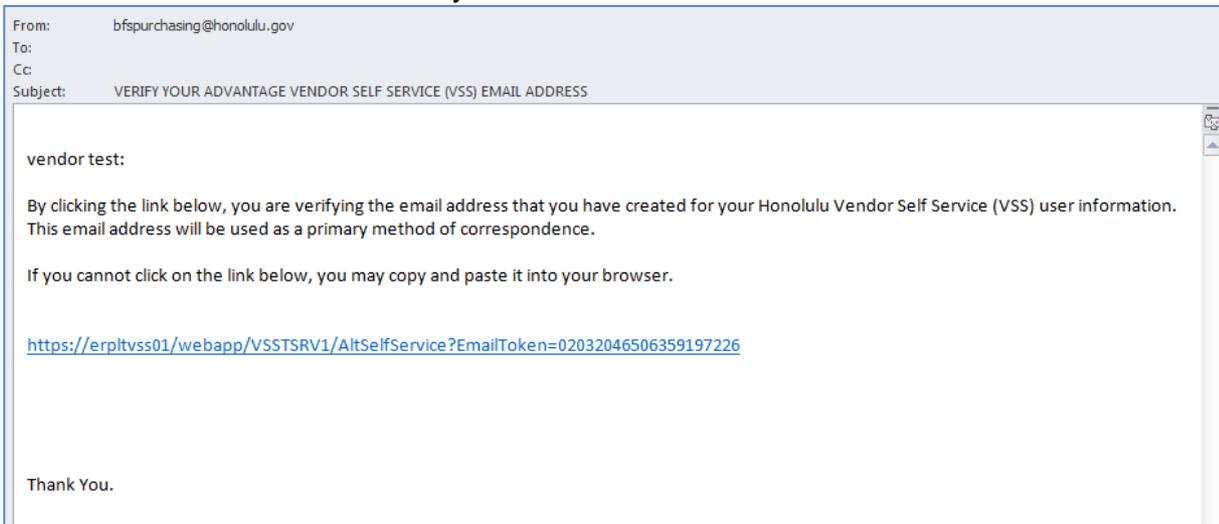
Additional Resources & Information:

- As you complete each step and move to the next step, the system will check for errors. If there are errors:
- A notification message will be displayed at the top of the page.
- You must correct the errors indicated before continuing to the next step.
- Additional Help can be found in the Frequently Asked Questions accessible from the left hand navigation bar.

8. The *Thank You* page will be displayed. You can pause here and check your email for an email from [bfspurchasing@honolulu.gov](mailto:bfspurchasing@honolulu.gov).

The screenshot shows the 'Thank You!' page. At the top, there is a header with the City and County of Honolulu logo and the text 'VENDOR SELF SERVICE' and 'www.honolulu.gov/pur'. The main heading is 'Thank You!'. Below the heading, there is a message: 'A verification email was sent to you.' followed by a list of instructions: '1. Open the email' and '2. Click the link provided in the email'. Below this, there is a section titled 'Cannot click the link in the email?' with a list of instructions: '1. Copy the link from the email' and '2. Paste it into your browser'. Below this, there is a section titled 'Have not received a Verification Email?' with a list of instructions: '1. Login to VSS as an Activated User using your User ID and Password', '2. Correct your email address and click Next', and '3. Click Next again to verify your email address'. At the bottom, there are two buttons: 'Close Browser' and 'Home Page'.

9. In your email box, open the email from [bfspurchasing@honolulu.gov](mailto:bfspurchasing@honolulu.gov) and click on the link inside the email's body.



10. You should be taken to a VSS login webpage. Enter your User Id and Password previously created and click the **Login** button.



## New Account Questionnaire

11. The *New Account Questionnaire* page will be displayed. Under the *TIN Type* section, select the type of Taxpayer Identification Number (TIN) you will be using to register your vendor account.

- If you are registering as an individual entity, most likely you will be using your Social Security Number (SSN).
- If you are registering as company or a company-like entity, you will be using a Employer Identification Number (EIN).

12. Under the *Classification* section, select the appropriate classification that describes your organization. Click the **Next** button.

The screenshot shows the 'New Account Questionnaire' page. Under the 'TIN Type' section, the first radio button option is selected: 'I will use a Social Security Number (SSN), Individual Taxpayer Identification Number (ITIN), or Adoptive Identification Number (ATIN)'. Below this, the 'Classification' section is visible, with a table of options. The 'Individual' option is selected. At the bottom right, there are three buttons: 'Save and Close', 'Cancel Registration', and 'Next'. A red arrow points to the 'Next' button.

## My business Information

13. The *My Business information* page should be displayed. Depending on your selection in the previous *New Account Questionnaire* page, the appropriate fields should appear for you to complete.

- If you have indicated that your organization is an individual, the First Name and Last Name field will appear for you to complete.
- If you have indicated that your organization is a company, the Legal Name field will appear for you to complete.

14. Complete the required fields that are indicated with a red asterisk, such as your Taxpayer ID Number and 1099 Address information. Click on the **Next** button.

- The 1099 Address Information address is where the City will be sending your annual 1099 form, if applicable.

## Vendor Self Service – How to Register -

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VENDOR SELF SERVICE  
www.honolulu.gov/pur

Step 2: My Business Information

Please enter the general information below. Fields with a red asterisk (\*) indicate required fields. Some of the fields are populated with data gathered from the questions you previously answered.

**Organization Information**

\*Organization Type: Individual  Foreign Tax ID:   
\*A Change to this field will remove all data previously entered. W-8 Form:   
\*Classification: Sole Proprietor  
Number of Employees:   
Annual Income:

**Legal Name Information**

\*First Name: test \*Last Name: vendor Name on Check:   
Middle Name:  Business Name (Alias/DBA):

**1099 TIN Information**

Create Taxpayer ID Number:  \*Taxpayer ID Number: 123456711 Detailed TIN Type: SSN  
Re-enter Taxpayer ID Number:  Taxpayer ID Number Type: SSN/TIN/NATIN 1099 Reportable: Yes

**Legal (1099) Address Information**

\*Street 1: test street  
\*City: test city  
\*State/Province: Hawaii  
\*Zip/Postal Code: TEST ZIP

## Address Information Questionnaire

15. The *Address Information Questionnaire* page should be displayed. Select **Yes** or **No** to the questions to indicate if the Legal Address Information you entered in the previous *My Business Information* page will be also used for your Administrative, Ordering, Payment, and Billing address. Click on the **Next** button.

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VENDOR SELF SERVICE  
www.honolulu.gov/pur

Address Information Questionnaire

Please enter the following information about your Administrative, Ordering, Payment, and Billing addresses.

**Legal Address Information**

Address: test street  
City: test city  
State: HI  
Zip/Postal Code: TEST ZIP

**Address Questions**

Should your legal address listed above be used for any other type of address (Administrative, Ordering, Payment or Billing)?  No  Yes

Is your address information the same for Administrative, Ordering, Payment, and Billing addresses?:  No  Yes

Do you have the same contact for all address types (Administrative, Ordering, Payment, or Billing)?  No  Yes

## Address and Contacts

16. The *Address and Contacts* page should be displayed. Complete the required fields that are indicated with a red asterisk. Select the check box next to Billing to indicate if you want to provide a billing address for invoices from the City. Click on the **Next** button.

**City and County of Honolulu**  
**VENDOR SELF SERVICE**  
[www.honolulu.gov/pur](http://www.honolulu.gov/pur)

**Addresses and Contacts** [Save and Close] [Cancel Registration] [Back] [Next]

Based on the answers you provided on the previous page additional information is required to capture address and contact details for each of your different address types. If you wish to enter the same address and contact combination for each type enter all of the required fields below related to your Administrative, Ordering, Payment, and Billing address and select the Next button to proceed. Please note that your Billing address information is optional. If you do have separate address and contact combinations for each address type you may go back to the previous page and change the answers you provided in order to fill out all the address and contact information on multiple pages.

\*Administrative  
 \*Ordering  
 \*Payment  
 Billing \*Entering a Billing Address is optional. Please uncheck this box prior to clicking 'Next' if you would prefer to enter a Billing Address at a later time.

**Address Information**

\*Street 1 : Test Street  
Street Address, P.O. Box, Company Name, etc.  
 Street 2 :  
Street Address, P.O. Box, Company Name, etc.  
 \*City : Test City  
 \*State/Province : Hawaii  
 Zip/Postal Code : TEST ZIP  
 Country : United States  
 County :  
 \*Phone : Test Phone ExL :  
XXX-XXX-XXXX  
 Additional Address Info :

**Contact Information**  
 For the address type shown above, please enter a contact person.

\*Principal Contact : Test Contact Fax :  
 Title/Role : Fax Extension :  
 \*Phone : TEST PHONE Alternate Fax :  
 Phone Extension : Alternate Fax Extension :  
 Alternate Phone : Email : Test@email.com  
 Alternate Phone Extension : Correspondence Type : Email

[Save and Close] [Cancel Registration] [Back] [Next]

## Additional Business Information

17. The *Additional Business Information* page should be displayed. This page is where you can associate Commodity Codes or Business Types to your account.

- Commodity Codes are 3-digit codes that represent a good or service. By associating a particular commodity code to your organization, you will be able to receive automatic email notification pertaining to the commodity code you have associated.
- Business type are used to indicate your organization’s business structure. You can indicate such business types such as Minority Owned or Disadvantaged Business Entity.

18. After associating the Commodity Code(s) or Business Type(s) to your account, click the **Next** button.

The screenshot shows the 'Additional Business Information' page. On the left is a navigation menu with options like 'New Account Info.', 'My Business Info.', 'Addresses & Contacts', 'Additional Business Information', and 'Registration Summary'. The main content area has two sections: 'Commodities' and 'Business Types'. Each section has an 'Add' button and a table of existing entries with 'Delete' links. At the bottom right, a red arrow points to the 'Next' button in the 'Save and Close', 'Cancel Registration', 'Back', and 'Next' navigation bar.

## Registration Summary

19. The *Registration Summary* page should be displayed. Review and verify that the information you have entered for your VSS account registration is correct. Click on the **Back** button to go to the previous pages to make corrections, or click the **Submit Registration** button

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VENDOR SELF SERVICE  
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Registration Summary

Save and Close Cancel Registration Back Submit Registration Print This Page

Welcome, vendor

New Account Info.  
 My Business Info.  
 Addresses & Contacts  
 Additional Business Information  
 Registration Summary

The summary below is based on the information you entered. If changes are needed, please select the Update Information link. This will navigate you back to the appropriate screen for you to make your change.

▼ Organization Information

Organization Type : Individual	Foreign Tax ID :
1099 Classification : Sole Proprietor	National Provider ID :
Location Name :	CAGE Code :
Location Web Address :	W-8 Form :
Number of Employees :	DUNS :
Annual Income :	Extended DUNS :
	Internet Catalog :
	Preferred Ordering Method :
	Pcard Acceptance Level :

[Update Information](#)

▼ Legal Name Information

Legal Name : Testfirst Testlast	First Name : Testfirst	Name on Check :
Business Name (Alias/ DBA) :	Middle Name :	
Name Control : TEST	Last Name : Testlast	

[Update Information](#)

▼ 1099 TIN Information

Taxpayer ID Number : 123456711	Detailed TIN Type : SSN
Taxpayer ID Number SSN/TIN/ATIN Type :	1099 Reportable : Yes

[Update Information](#)

## Thank you!

20. The *Thank You!* page should be displayed. Download and complete the latest copy of the IRS W9 form from [www.irs.gov](http://www.irs.gov) and submit it to the City and County of Honolulu Division of Purchasing office.

- email the W9 to [bfspurchasing@honolulu.gov](mailto:bfspurchasing@honolulu.gov) or
- fax to 808-768-3299 or
- mail hard copy to:  
City and County of Honolulu  
Division of Purchasing  
530 South King Street, Room 115  
Honolulu Hi, 96813

The screenshot shows the 'Vendor Self Service' page for the City and County of Honolulu. The header includes the logo and the URL 'www.honolulu.gov/pur'. The main content area features a large 'Thank You!' message. Below this, it congratulates the vendor on completing the registration process and provides the Vendor Code 'VS0000010484'. It instructs the vendor to sign and submit a completed IRS W-9 or W-8 form to the Division of Purchasing at 530 South King Street, Room 115, Honolulu, Hawaii 96813. Contact information for email and fax is provided. A link to the IRS website is also included. A red arrow points to a login link at the bottom of the page. Two buttons, 'Password Reset' and 'Print This Page', are located in the lower right section of the page.

City and County of Honolulu  
VENDOR SELF SERVICE  
www.honolulu.gov/pur

**Thank You!**

Welcome, vendor

Congratulations, you have completed the registration process. You may now login to Vendor Self-Service using the User ID and Password you just created.

**Your Vendor Code is: VS0000010484**  
**\*Please save your Vendor Code for future reference**

**Please sign and submit by mail, email, or fax your completed IRS W-9 or W-8 form to:**

City and County of Honolulu  
Division of Purchasing  
530 South King Street, Room 115  
Honolulu, Hawaii 96813

Email: [bfspurchasing@honolulu.gov](mailto:bfspurchasing@honolulu.gov)  
Fax: (808)768-3299

IRS Forms W-9 and W-8 may be downloaded from the IRS website at:  
[www.irs.gov](http://www.irs.gov)

**You WILL NOT be able to receive purchase awards from the City until you submit the form and your vendor account becomes Active.**

[Password Reset](#) [Print This Page](#)

You may login to your VSS account to view and/or update your account information. Click [here](#) to login.

21. An email will be sent to your email address to acknowledge receipt of your VSS registration.

22. Once the Division of Purchasing office has verified your registration information and W9 form is correct, you will receive another email to confirm completion of your registration.

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## Additional Help Resources

If you have any questions, please contact the help desk at (808) 768-5535 or [bfspurchasing@honolulu.gov](mailto:bfspurchasing@honolulu.gov).

Additional help guides are available on the City and County of Honolulu Purchasing website: [www.honolulu.gov/pur](http://www.honolulu.gov/pur), under the Help Guides section.