Vendor Self Service
- Account Maintenance -

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

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Table of Contents
Purpose ............................................................................................................................................. 3
General Information .......................................................................................................................... 3
1. Summary ....................................................................................................................................... 4
2. Business Information ..................................................................................................................... 5
3. Addresses & Contacts ...................................................................................................................... 6
   How to Update Addresses ............................................................................................................... 7
   How to Update Contacts ................................................................................................................ 8
   How to Add a New Address and Contact ....................................................................................... 9
4. Users ............................................................................................................................................ 12
   How to add a New User ID ........................................................................................................... 12
5. Commodities ............................................................................................................................... 15
   How to Add a Commodity Code ................................................................................................. 15
   How to Remove Commodity Code ............................................................................................. 16
6. Business Types ............................................................................................................................ 18
   How to Add a Business Type ...................................................................................................... 18
Additional Help Resources .............................................................................................................. 20
Purpose
To explain to users the different features of Account Information section of City & County of Honolulu Vendor Self Service (VSS) website. Including descriptions of the different sub-sections and instructions on how to complete frequently asked account modification request (i.e. address changes, adding new users and etc.)

General Information
Vendor account modifications will not be applied instantaneously. An automated process of matching up VSS and the City & County’s Internal Database must be completed before any account modifications will become final. During this time, the account modifications will be indicated in Pending status.

After logging into the Honolulu Vendor Self Service system, the defaulted homepage is set to the Account Information tab and Summary sub-tab. The Account Information tab is the central page for account maintenance in VSS.

The Account Information tab is broken into the following six (6) sub-tabs:

1. Summary
2. Business Info
3. Addresses & Contracts
4. Users
5. Commodities
6. Business Types
1. Summary

This section allows you to view your account’s general information.

Please Note:

Vendor Code - each vendor account with the City will have a unique vendor code. The vendor code usually starts with a “VC” or “VS” or a series of numerals.

Vendor Status - Here your account’s status will show either “Active” or “Inactive”. Awards and payments can only be made to Active vendor accounts. If your account shows Inactive, contact the Purchasing Help Desk for assistance.

Legal Business Name – This is the name of the business organization that the City will be making formal contracts and awards to. It is not to be confused with a DBA name, in which will be discussed later. Modifications of your Legal Business Name can only be made by the City. Please contact the Purchasing Help Desk for assistance.
2. Business Information

This section allows you to update your organization’s DBA and your tax 1099 address.

*Please Note:*

Contact the Division of Purchasing Help Desk directly for Legal Names, DBA or Taxpayer ID number changes at email bfspurchasing@honolulu.gov or call 808-768-5535.
3. **Addresses & Contacts**

This section allows you to view, add, or modify addresses and contacts in your vendor account.

**Please Note:**

The Division of Purchasing will use the default ordering address record from this page to issue Purchase Orders and other award documents to your organization.

The Accounts Payable department will use the default Payment Address record from this page to mail your check payments to your organization.

You cannot delete addresses once it has been added. However, you can update the address by modifying it.

Only Account Administrator and Full Access users will be able to make changes to the address fields. All required fields are preceded by a red asterisk (*).
How to Update Addresses

This will update existing addresses in your vendor account.

1. In the *Update Address* section of the page, identify the Address ID and address line to update.

2. Click on the *View/Update* link, to enter the *View/Update Available Address* page.

3. Enter update to the desired field and click on the *Save* button.
How to Update Contacts

This will update existing contacts in your vendor account.

4. In the *Update Contacts* section of the page, identify the Contact Id to update.

5. Click on the *View/Update* link, to enter the *View/Update Available Contact* page

6. Enter update to the desired field and click on the *Save* button.

7. Afterwards, the Pending Changes box should be checked to indicate that the update is in pending.
How to Add a New Address and Contact

This will add in a new Payment or Ordering address.

1. In the *Existing Address & Contact Assignments* section of the page, check that the address to add is not listed.

2. Click on the *Assign/Create Addresses & Contacts* button.

3. Check the box to indicate whether you are adding an Ordering or Payment address. The *Active From* date will automatically be populated with the current date if it is not entered.

4. Fill in the new address information in the appropriate fields, and then click the *Next* button to continue.
5. Fill in the new contact information in the appropriate fields. You can use existing contact information by selecting it using the **Find** button. Click the **Next** button to continue.
6. Review the new address and contact entry, then click the **Save** button to finalize.

7. When back in the **Address & Contacts** sub-tab, click on the **View Pending Additions** button to view the new address and contact.
4. Users

This section allows you to maintain your vendor account holder’s information. You can update the User ID account holder information or add a new User ID.

How to add a New User ID

This will create a new User ID account holder.

1. Click on the **Add** button.
2. Create a new User ID and fill in the related information in the appropriate fields, and then click on the Next button.

3. Select the appropriate Access Levels for the new account user.
4. Click the **Save** button to complete the process.

5. Back at the Account Users page, you should see the new User ID displayed.
5. Commodities

This section allows you to maintain a list of the commodity codes to be associated with your organization. Commodity codes are displayed as a 3-digit number that are categorized to represent products or services your organization can provide. It is recommend to register for all commodity codes that relate to your business. Future solicitations with the commodity codes you associated with will allow you to receive email notifications with announcements and updates for that solicitation.

How to Add a Commodity Code

1. Click on the **Add Item** button.

2. Select and checkbox the commodity code you want to associate with your organization. You can use the Commodity/Service Code and/or Commodity Description fields to search for commodity codes.

3. Click on **OK** button.
4. Once back in the Commodities page, you can click the View Pending Additions button to see the commodity codes you added.

How to Remove Commodity Code

1. Click on the Delete link on the row of the commodity code you want to remove.

2. Select OK in the following popup window.
3. The Pending Deletion column should now have a checkbox next to those commodity code(s) to remove.
6. Business Types

This section allows you to maintain a list of the Business Types that apply to your company. Business Types identify information about your company’s operation.

Business Types may be used to identify the type of ownership for your business (Minority Owned, Woman Owned), or can identify the type of operation (Manufacturer, Retailer).

How to Add a Business Type

1. Click on **Add Item** button

![Business Types](image-url)
2. Select the business type by checking the checkbox(es), and click the OK button.

3. Enter the **Certification number**, **start date**, and **end date** if applicable. Leaving the date fields blank will default it to the current date.

4. Click the **Save** button.
5. Once back in the Business Type page, click on the View Pending Additions button to view business types you added.

Additional Help Resources

Additional resources and guides are available on the City and County of Honolulu Purchasing website under Help Guides (http://www.honolulu.gov/pur/helpguides.html), and the Vendor Self Service home page (https://www5.honolulu.gov/webapp/VSSPSRV1/AltSelfService).

If you have any questions, please contact the help desk at 808-768-5535 or bfspurchasing@honolulu.gov.