Vendor Self Service
- How to Activate an Existing Account -

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BFS Purchasing
Phone: (808) 768-5535

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

www.honolulu.gov/pur
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Account Activation

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 City's VSS System. If so, all you need to do is activate your account.

Honolulu Vendor Self 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.
Memorandum of Agreement

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

Registration Tips

3. The Registration Tips page will be displayed. For account activation, you will just need to know your Federal Tax ID number. Click on the Next button.
Search for an Existing Account

4. The Search for an Existing Account page will be displayed. To ensure that you or your organization has a vendor account with the City, please enter your information into the appropriate search fields.
   - You can search by Employer Identification Number (EIN), if your organization is a company or a similar entity.
   - You can also search by your last name if you are an individual.

5. Click the Search button next to your search field.

6. View the search results. Find your organization listed in the search results where the Registered? status is “No”, then click on the “Click here to activate your account” link to the right of it.
   - If you are already registered, contact your account administrator to create an account user ID for you.
   - If your registration is in progress, click on “Click to continue registration”.
   - If you are unable to find your organization, you may not have a vendor account and will need to start a new registration process. To register a new account, follow the How to Register guide at https://www5.honolulu.gov/webapp/VSSPSRV1/advantage/AMSImages/vsshownregister.pdf.
Account Verification

7. The Account Verification page should be displayed. Enter your organization’s Federal Tax ID number (SSN or EIN) in the Vendor Verification Password field, then click the Next button.

- The SSN or EIN entered should only be numbers, without dashes. Example. 123456789
My User Information

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

Verify & Submit Registration

9. The Verify & Submit Registration page should be displayed. Click on the Submit Registration button.
Thank You!

10. 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

11. You will receive an email to acknowledging your account activation.

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.