Onslow County is excited to launch

Vendor Self Service (VSS)

Whether you are placing a bid, checking current or past purchase order details, or creating and updating a profile, **Vendor Self Service (VSS)** is your portal for key information.

Vendors can gain fast, easy access to important information and services — anytime and from anywhere. Using a web-based interface, **Vendor Self Service (VSS)** makes information **available in real time** from any computer with a secure Internet connection.

Once registered, vendors can:

- Update your profile at any time
- Search Purchase Orders (POs), checks, and invoices
- Search, place, and accept bids online
- Track existing bids and update until bid closing time
- View messages and links on the home page

In addition, if you are a vendor that would like to be sent bid opportunities, you can select commodity codes of the products and services your company offers. Bids for selected commodities will automatically be emailed to you.

Registration is required.

For approval as a vendor, you will be required to attach either a W9 or completed vendor form.

For Registration, there are two sets of instructions: 1) NEW VENDORS; 2) EXISTING VENDORS

NEW VENDOR INSTRUCTIONS (Step by Step)

Before you begin:

1. You must know your Federal ID # or your SSN
2. Complete the vendor form OR have a W-9 available
3. EFT form (for electronic payment only)

Note: The vendor form can be provided to you in a fillable format. To access the fillable vendor form, click on this link: http://www.onslowcountync.gov/988/County-Vendor-Form

These documents, along with your W-9, will need to be saved to your computer so that you can attach them during registration.

To Register with Onslow County's Vendor Self Service program, go to the link below:
https://onslowco.munisselfservice.com/Vendors/default.aspx

To begin registration, click on the "**Registration**" link to the right.
When keying information in, use proper casing. Do not use ALL capital letters. Example: Robert Brown

Step 1: User ID and Password

User ID: Create a User ID. You will need this in the future to login.
Re-type User ID
Password: Create a Password
Re-type password
Password Hint: Type in a word that will help you remember your password
Enter the **validation numbers** into the box below.
Click **"Continue"**

Step 2: User Contact Information

Contact Type: You can submit contact information for all three types of categories in the drop down.

For instance, if you wanted to just have a general contact for your company, using the Dropdown, select **General Contacts**. If you want to add additional contact types (such as an AP contact or Purchasing contact) you will be able to do so later in the process.

Name: Type the name of the contact person
Description: Title of the person (Office Manager, Owner, etc.)
Phone: Enter phone number beginning with area code and *use dashes.*
Text: This field is optional. Enter a cell phone number beginning with area code and use dashes.
Check the box **Opt In** (optional)
Fax: This field is optional. Enter a fax number beginning with area code and *use dashes.*
Email: Provide a valid email address. After Registration is complete, an email notification will be sent to this address.

Also, if you are a vendor that will be submitting bids on goods and services, this is the email address that bids will be sent to through the County's Bid Management Module.

Click "**Continue**"

Step 3: General Information

Complete the company's general information. Required fields have a red asterisk *
Company Name: **MUST BE LEGAL NAME AS IT APPEARS ON W-9**

Note: If you are doing business under a different name, type information in the "Doing business as"
Example: Mary White, DBA Mary's Cleaning Service, LLC
The DBA line does not work! Include this information on the first line of the main address.

Fill in remaining information: address, city state, and zip are required; other fields are optional; however, it is preferred that all the fields be completed.

County: If within the State of NC, using the drop-down box, select the county the business is located in
If vendor is not within North Carolina, skip over this field.

Vendor Type: More than likely you will choose one of the following:
Contracted Services, Other Services, Products, or Professional Services

MBE: If your company is a minority business enterprise, please check the box and the classification.
Once you select the classification, click on *Manage* and add a certificate (optional).

Your preferred payables delivery method?

- If you would like checks mailed, select mail.
- If you would like payment submitted electronically, select email and complete the banking routing number, account number, and bank account type.

Bank Information:
This information is required if you want to receive electronic payment.

When done, Click "**Continue**"
If any errors are found or required fields were omitted, a message will appear.

If correct, it will allow you to add additional addresses if you have more than one location.
When done adding additional addresses, click "**Continue**"

This is where you would add *additional* **NEW CONTACTS** as previously entered.
Repeat process until all contacts are added.
Click "**Save**"
If no other contacts need to be added, click "**Continue**"

Step 4: Select Commodities:

To be sent bid opportunities for certain commodities, select the commodities, Click **Add**
You can use the "Search" field to find commodities or scroll through the pages.
When done, scroll to thebottom of page, click "**Continue**"
If you do NOT wish to select any commodities, just click **"Continue"**

Step 5: Review Information & Attach Documents

Verify all information and make any necessary changes.

ATTACHMENTS: **Important!**

1. Vendor Form or W9 (Required)
2. EFT form (only if you want to be paid electronically)

To attach documents:
Click on **"Attach"**
Click "**Browse**"
Select File to attach
Click "**Continue**"
Scroll down to bottom of page, notice the document(s) are listed.
When done attaching the required forms:

BE SURE TO CHECK THE BOX "I have read and accept the terms and conditions"
Click "**Register**"

Registration is complete! You may logout.
After the County has reviewed your registration, an email will be sent to you.

Note: You can still add more attachments if you forgot any or you can select commodities if you have not already done so.

General information for all Vendors that have registered

Updating Your Information:

Login

To the right, Click on **My Profile** (to the right)

You can update the following:

- General Information
- Addresses
- Contacts
- Commodities
- Attachments

To Remove an Attachment:

Select the **Attachments** tab under "My Profile

In blue, the number of attachments will appear. Hover over them and use your curser to "x" to remove the attachment. You can view the attachment by clicking on it too.

Reset Your Password:

The County does not keep your login and password information.

For password resets, click on the link "**LOG IN**" on the upper right corner of this page and then click on "My Account"

"Change Password"

Instructions to View Specifications for Bids

1. Click "**Bids**" in the left menu.

2. Leave search criteria blank (i.e. do not specify a bid number or description) and click "**Search**"

3. Bids are displayed in groups of 10 with the first 10 items on the first page. If the bid you are looking for is not listed in the first 10 items, click the groupings above the Description column to view the next set of items (i.e. 1-10, 11-20, etc.).

4. Click the **Detail** link to the right of the bid you would like to view.

5. To view attachments, place the mouse pointer on the number next to Attachments then click the link to select the attachment from the list that appears.

Important Note: Clicking the number does not open the attachments. You must hover over the number then click the link that is displayed.