The City of Cincinnati

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AMS ADVANTAGE® 3

Vendor Self Service (VSS)
Users Guide

February 2008

VSS AMS

VENDOR SELF SERVICE (VSS) SYSTEM
USERS GUIDE

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SECTION 1: Introduction

1. Benefits of the Vendor Self Service (VSS) System

The City of Cincinnati Purchasing Division is pleased to introduce Vendor Self Service (VSS) which enables vendors to:

- Register your organization with the City of Cincinnati and maintain your own account information (addresses, contacts, commodities, etc.)
- Receive email notification of business opportunities
- Access solicitations
- Access other purchasing-related information

2. Accessing Vendor Self-Service

You can access the City of Cincinnati Vendor Self Service by going to the City's website: www.cincinnati-oh.gov and selecting the link under "Do Business," "Bids/Vendors," and "Vendor Information."

3. Questions or Problems

If you have questions or problems using the City of Cincinnati Vendor Self Service System please send an email to VSSCustomerCare@cincinnati-oh.gov or call 513-352-2437, option # 1 for a Customer Care Support Member during regular business hours of 8 a.m.-5 p.m., Monday-Friday.

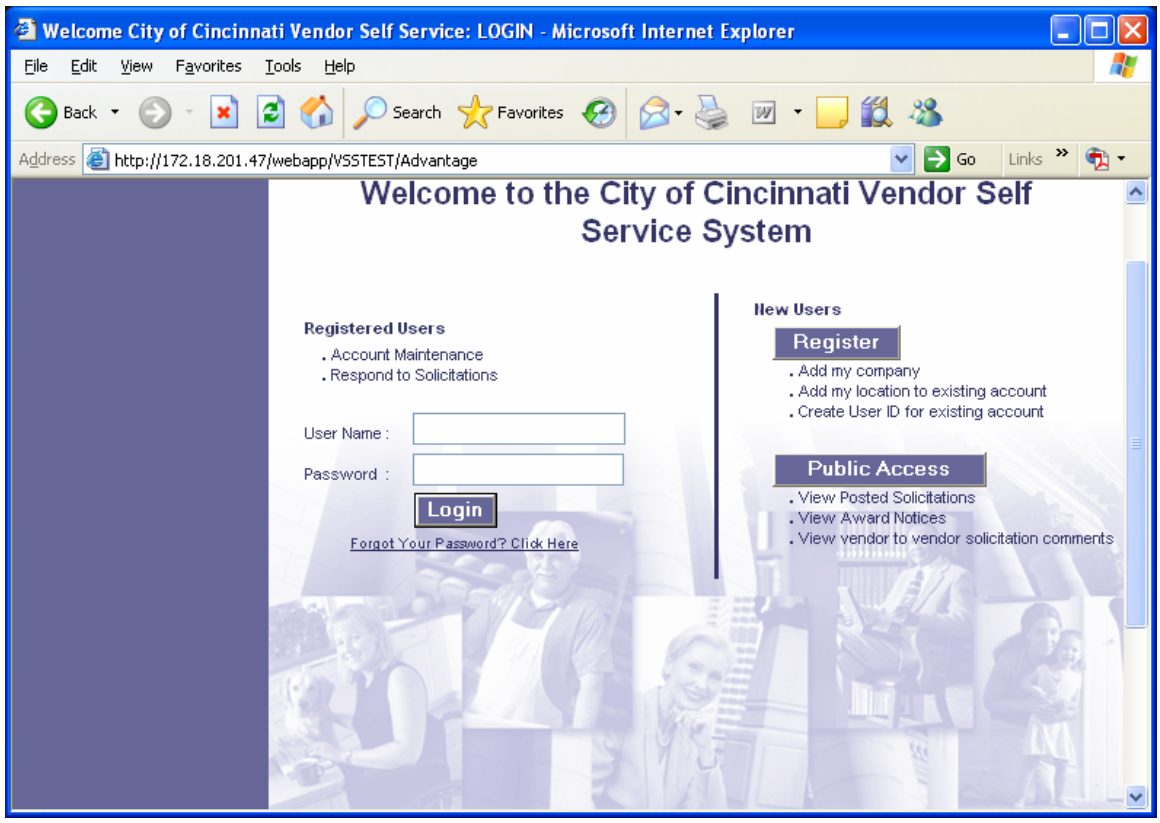
SECTION 2: Active Vendors - Steps to Activate your Vendor Account

Account Activation

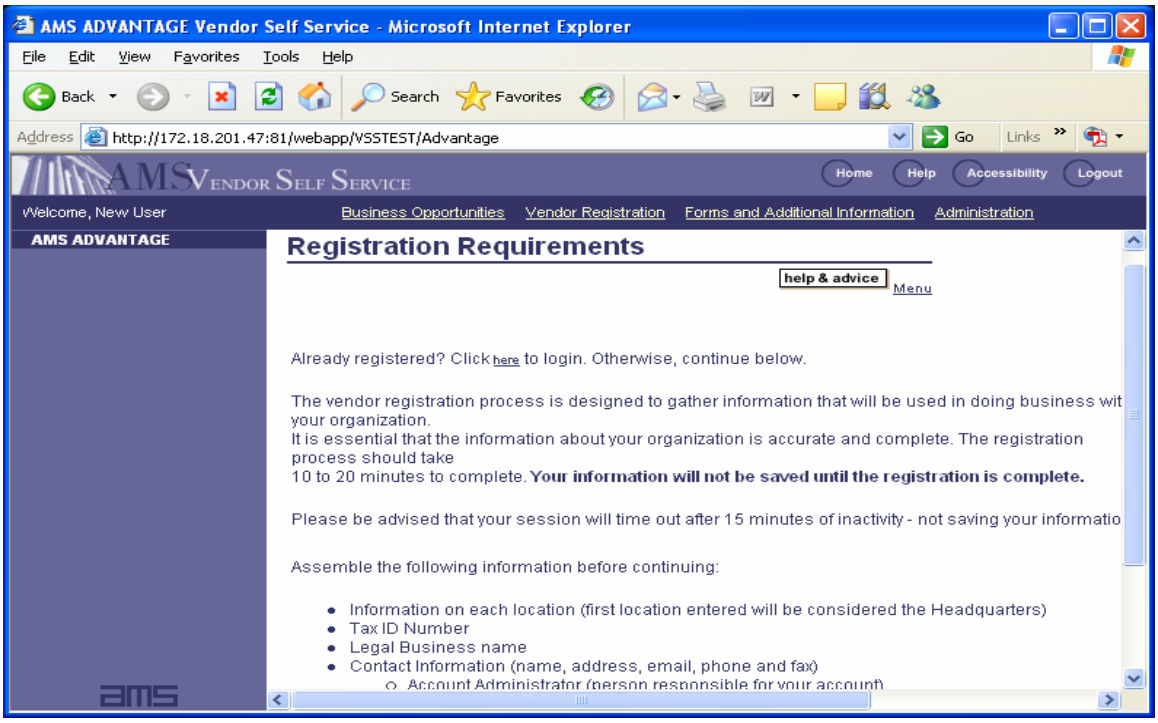
If you have done business with the City of Cincinnati in the past, your organization's information may already be in the City of Cincinnati VSS System. If your organization is already in the VSS System, all you need to do is activate your account.

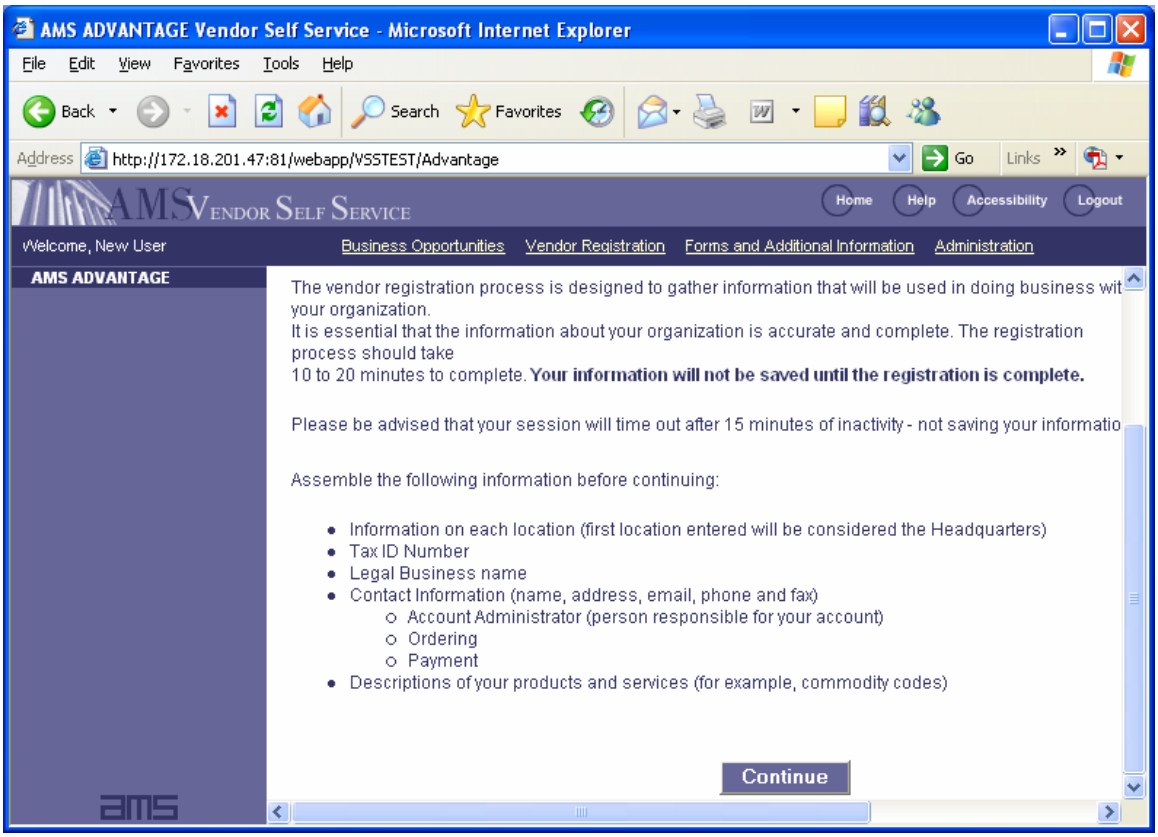
1. To activate your account, access the Vendor Self Service website at www.cincinnati-oh.gov and select the link under "Do Business", Bids/Vendors, and Vendor Information.

2. Once you have access VSS, click the **Register** button on the right side of the page to activate or create your account.



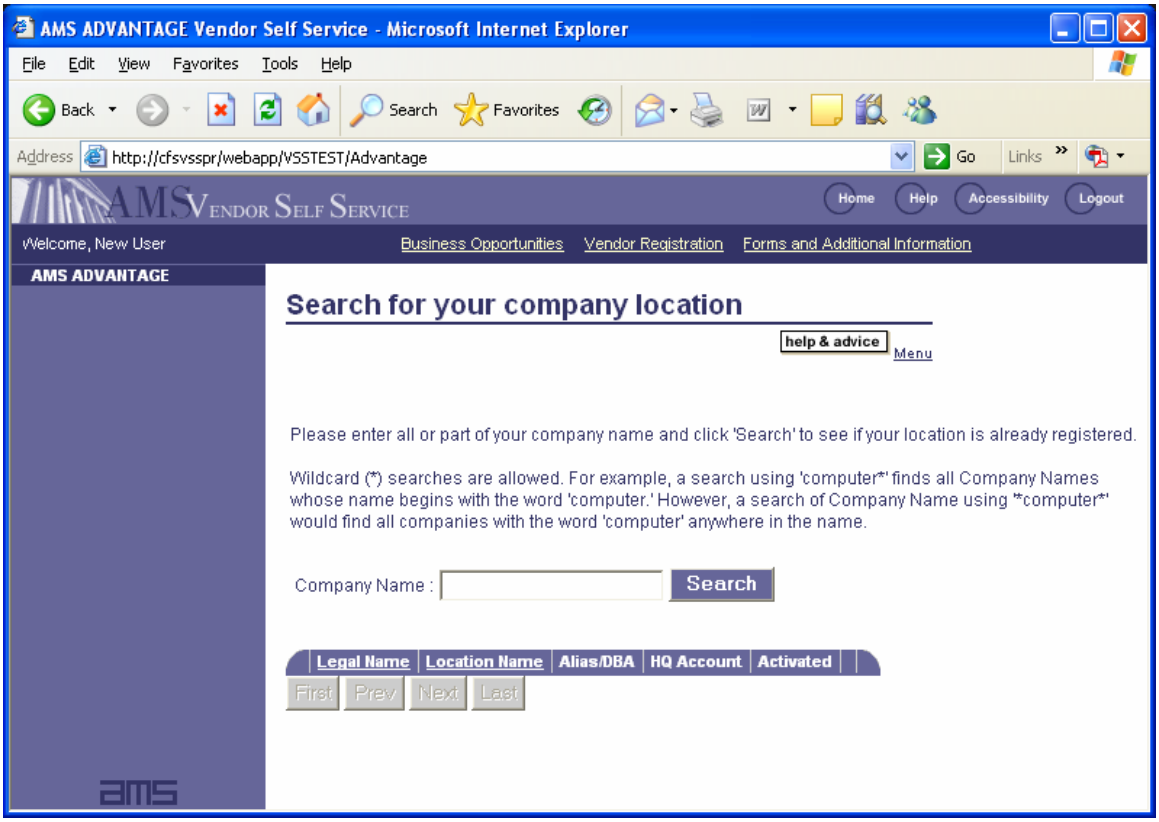
3. Ensure that you have assembled the necessary information listed on the **Registration Requirements** page. When you have assembled all of the necessary information, click on the **Continue** button.



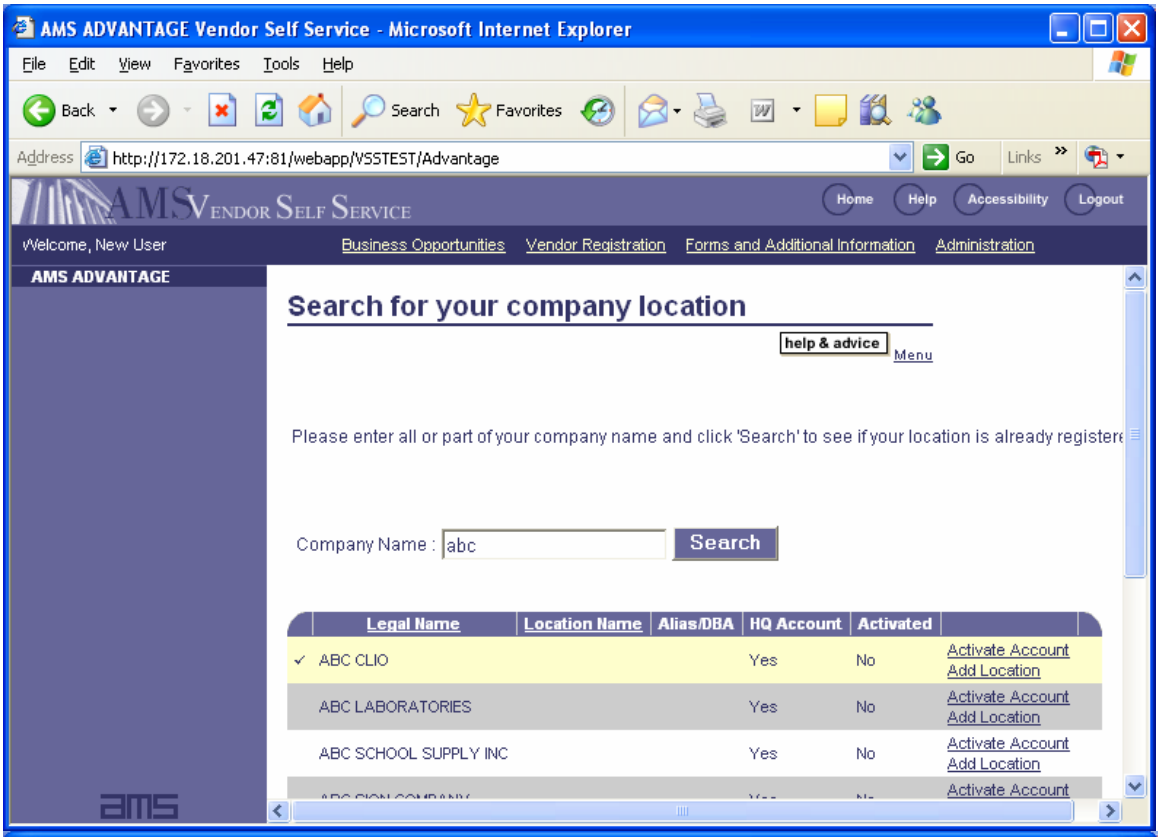


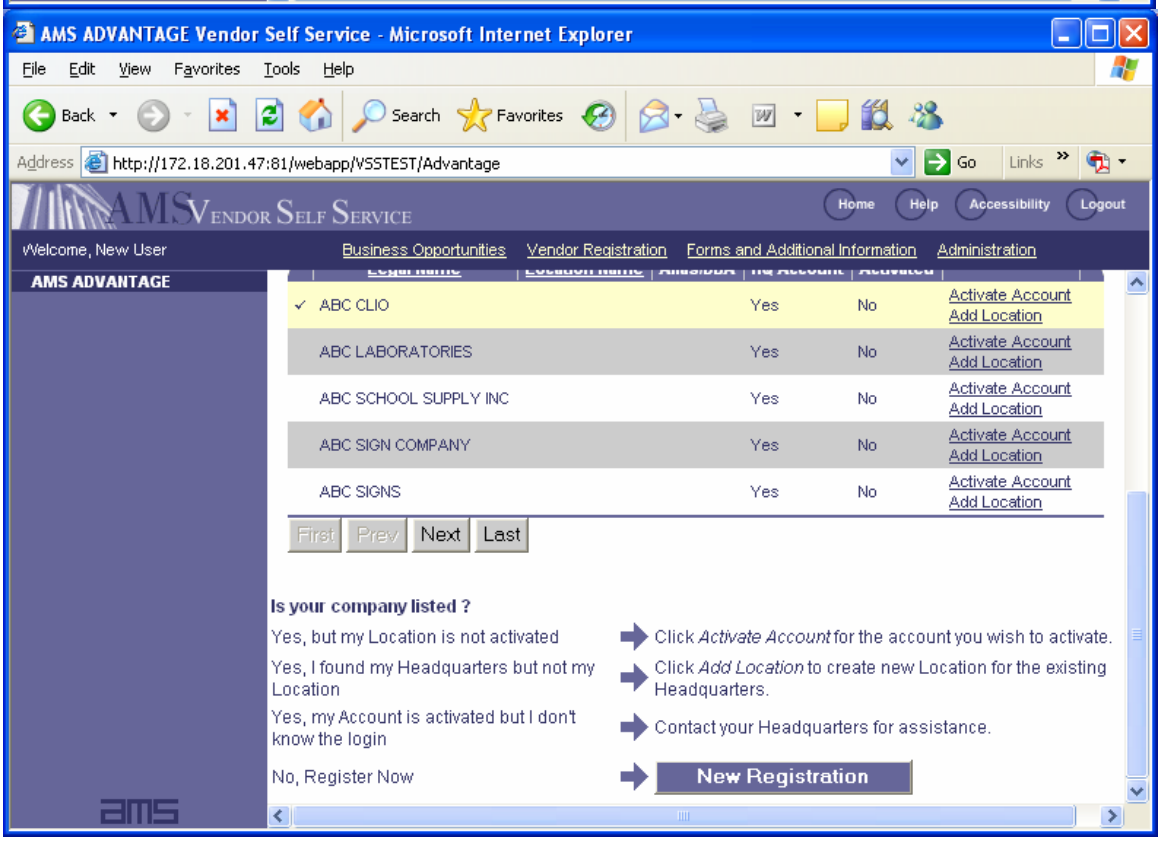
4. The **Search for your Company Location** page provides a search field to search for your company.

   a. In the **Company Name** field enter your company name and click **Search**
   b. The search results will list your company name.

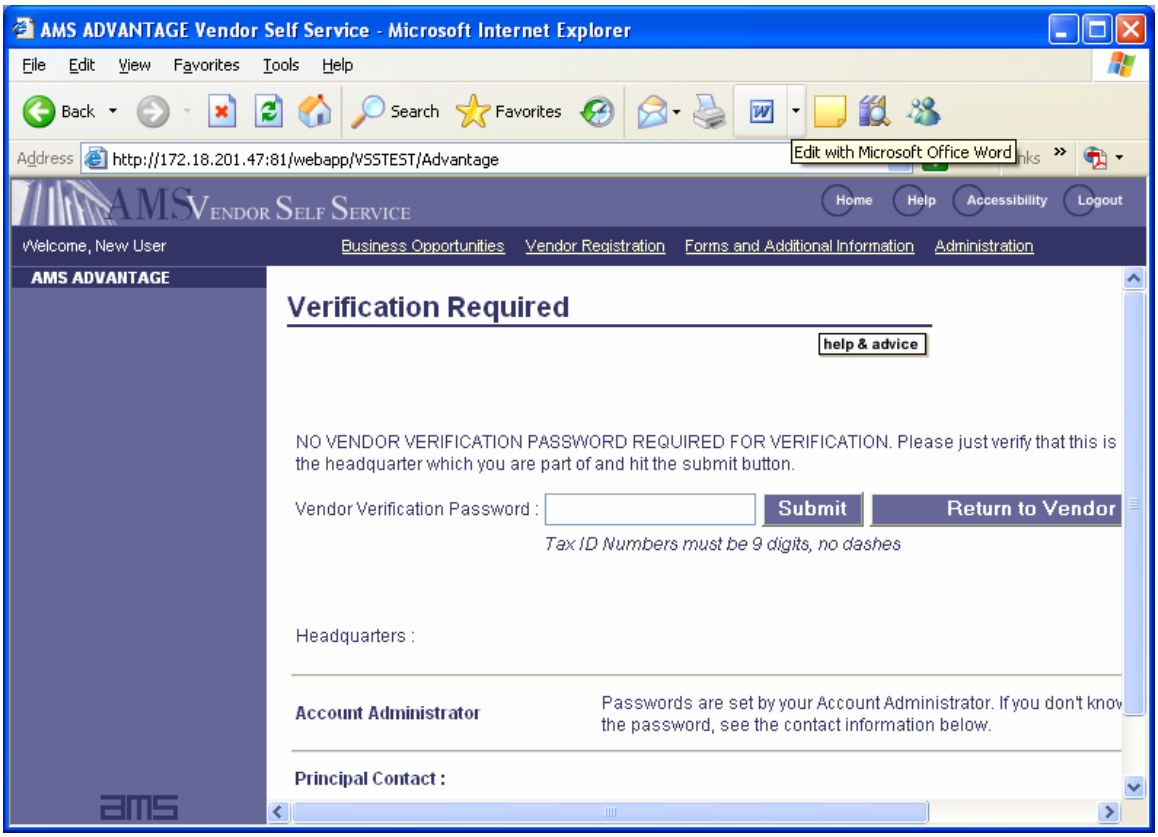


5. Click **Activate Account** to open the **Verification required** page.

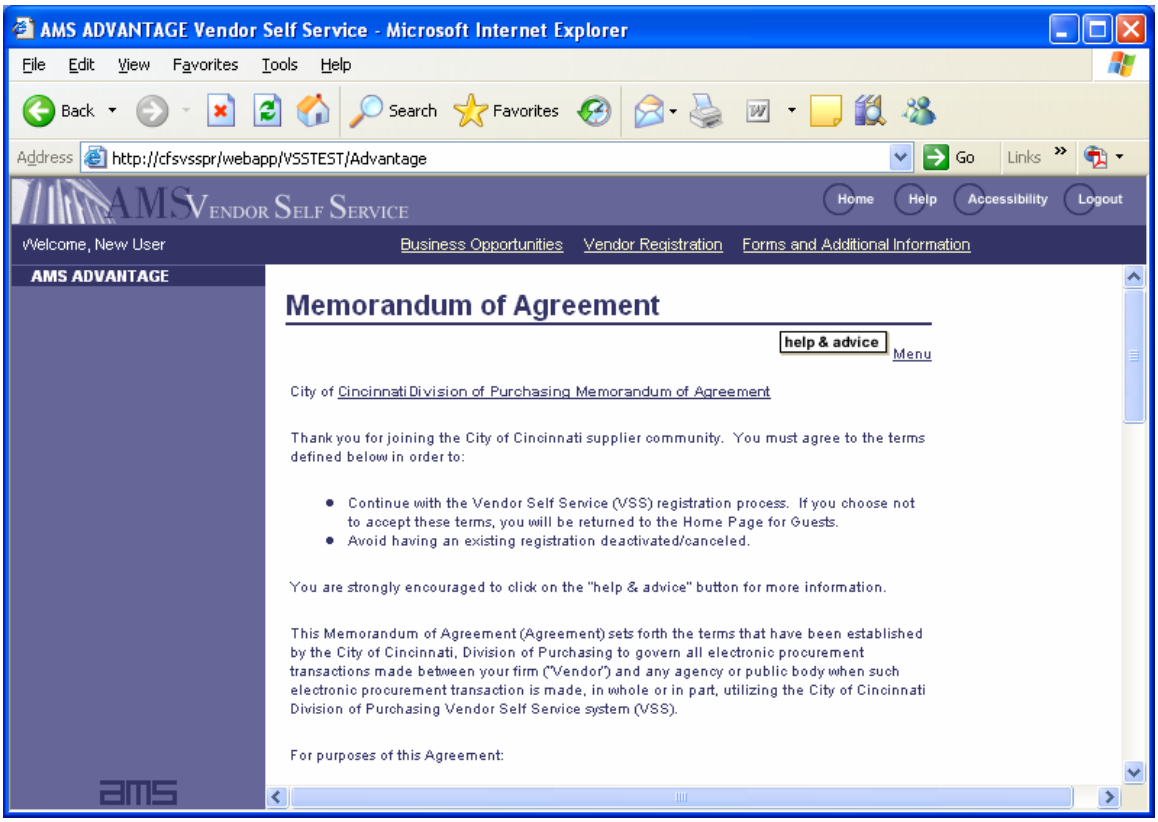




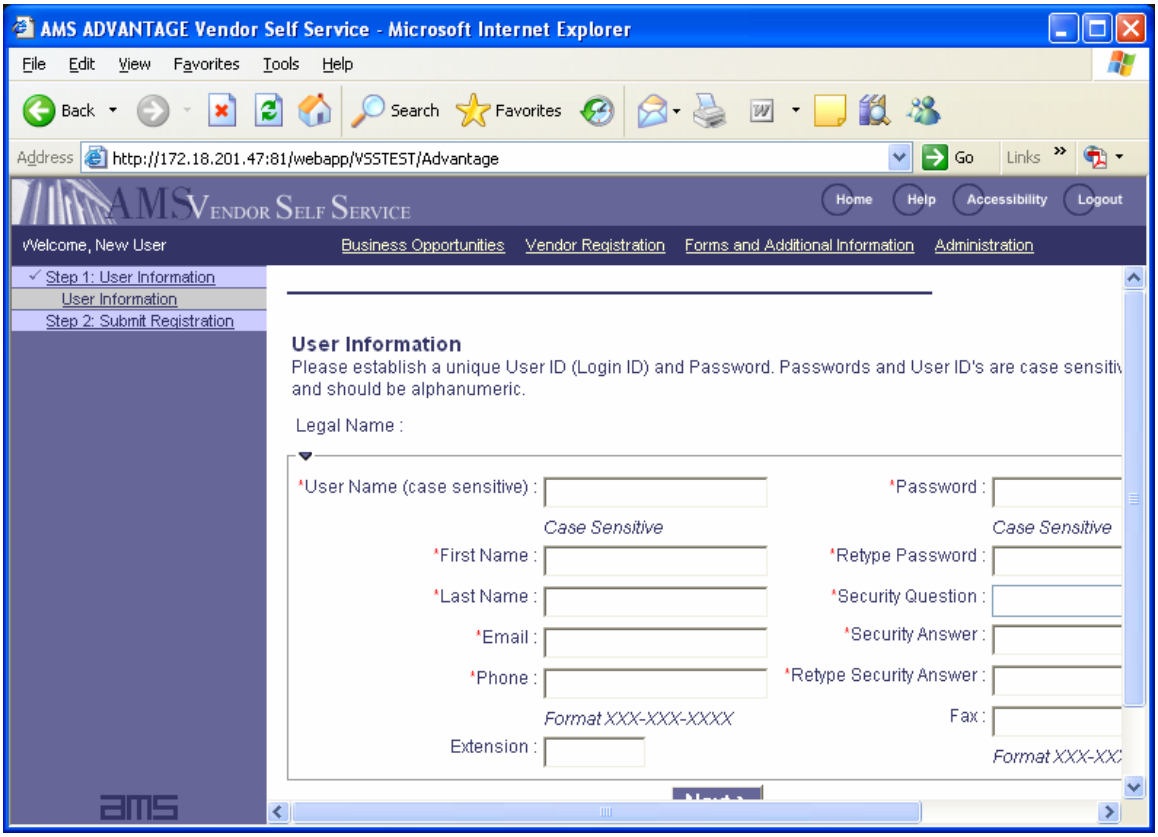
6. Click **Submit**.



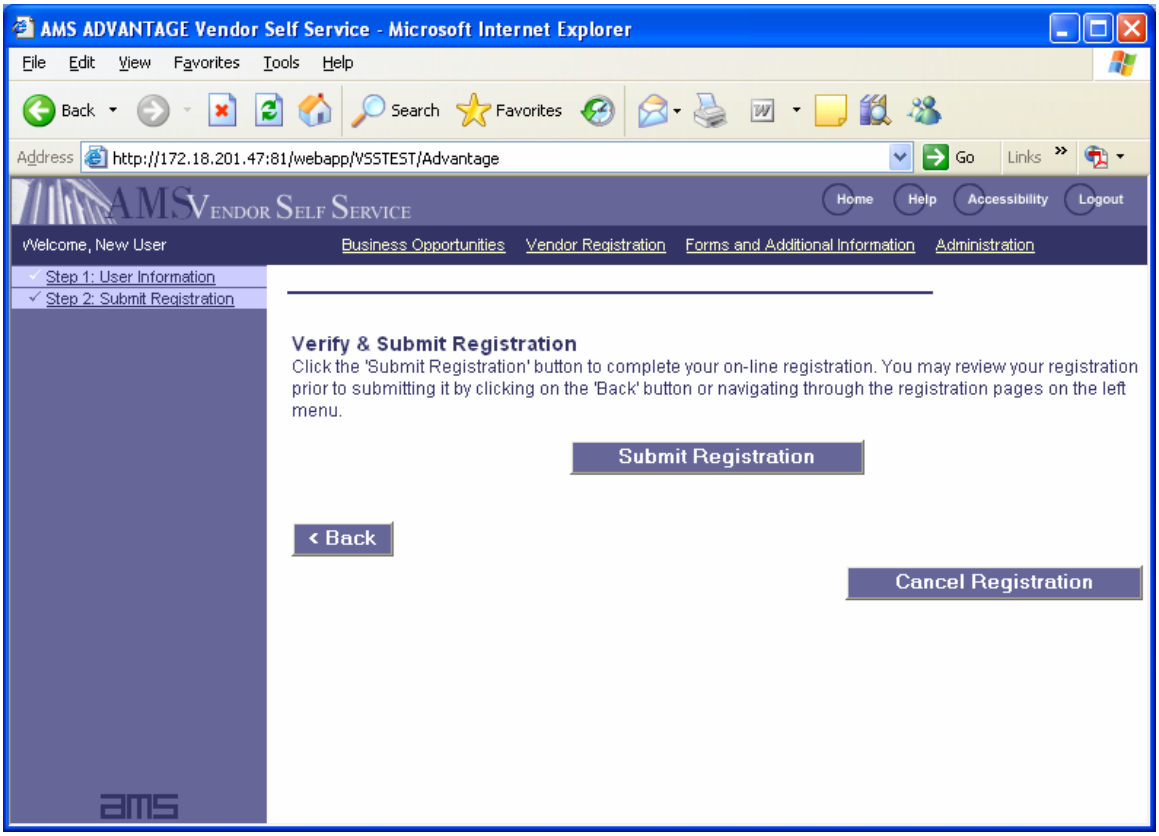
7. Read the **Memorandum of Agreement** thoroughly. If you accept the terms of the agreement, click **Accept Terms**.



8. The **User Information** page will require you to create a **User Name** and **Password** in the **User Name/Password section.**
    a. Retype your **Password** in the **Confirm Password** field.
    b. The **Security Question** field is available in case you misplace or forget your VSS password.
    c. Enter your email in the **Email** field and confirm the email address in **Retype Email Address**
    d. Enter your phone number in the **Phone** field and your fax number in the **Fax** field.
    e. Click on **Next**

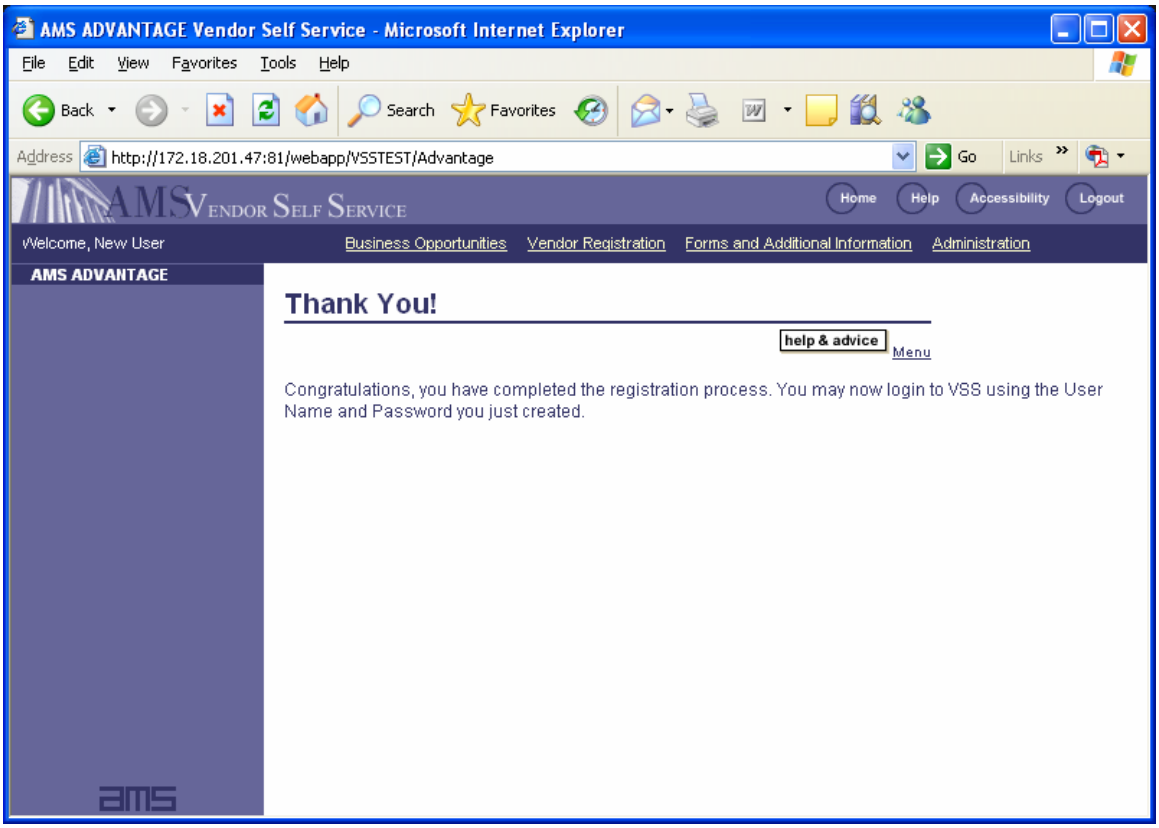


9. If your registration was successful, the **Verify & Submit Registration** page will appear. Select, Submit Registration, Cancel Registration or Back.



10. If your registration was successful, the Thank-You page will appear.

    If your registration doesn't complete or the thank you page doesn't appear, please send an email to VSSCustomerCare@cincinnati-oh.gov or call 513-352-2437, option # 1 for a Customer Care staff member during regular business hours of 8 a.m.-5 p.m., Monday-Friday.

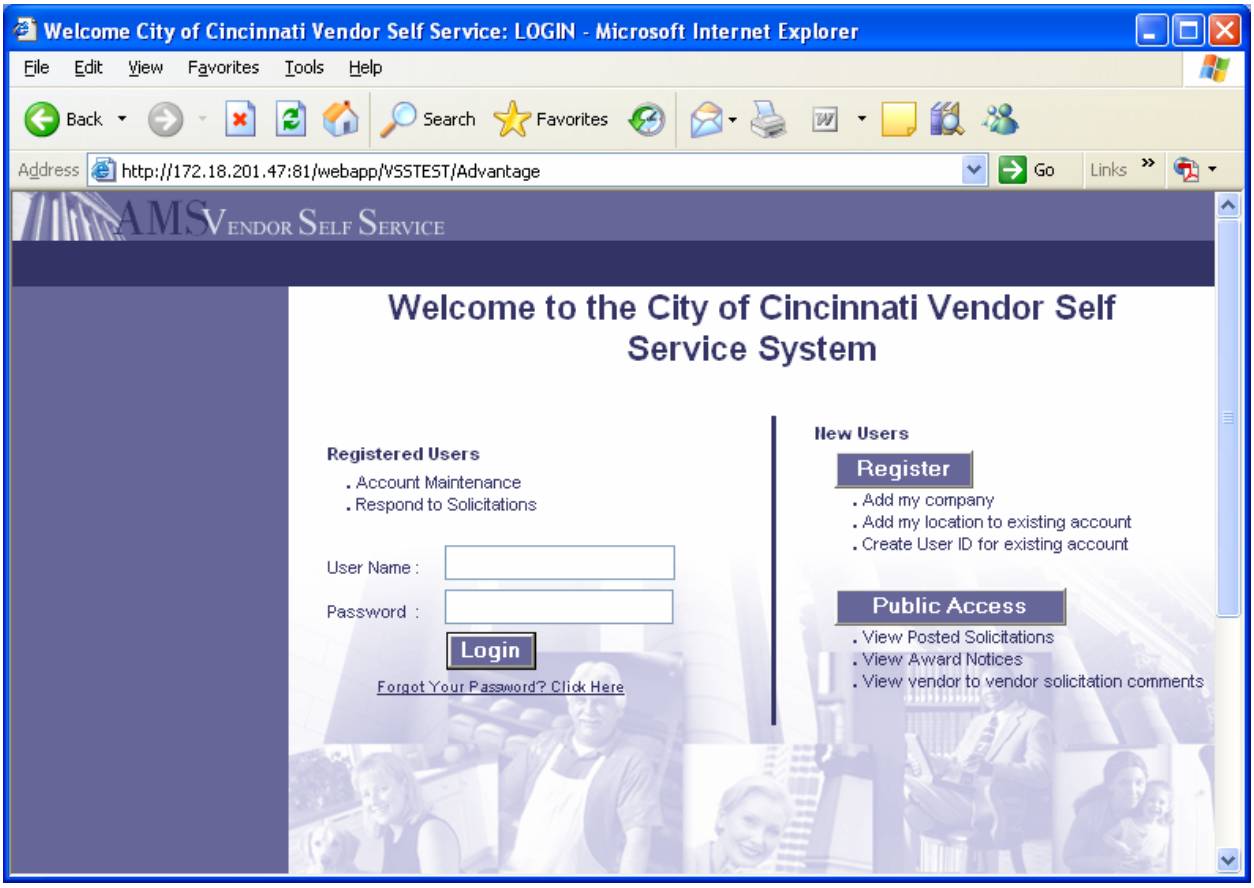


For vendors activating their account for the first time, the account activation process should be complete by the next business day or once the VSS fee payment is received. Once the account is activated, you can access your account anytime 24/7.

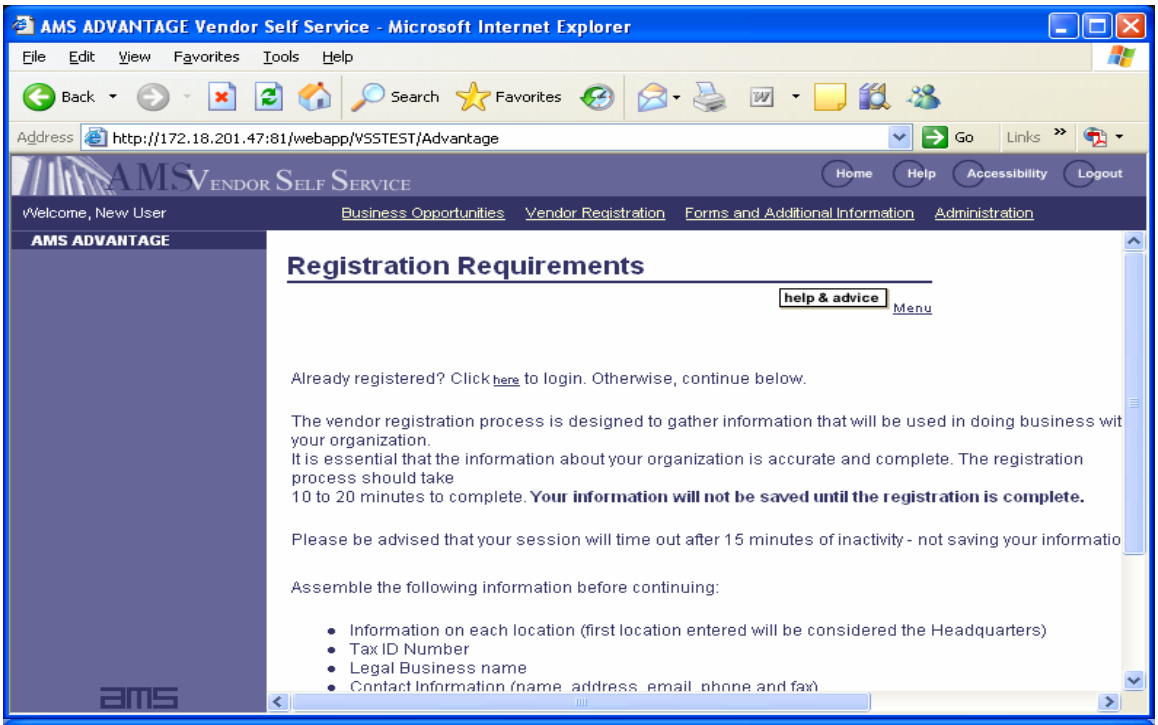
SECTION 3: New Vendors - Steps to Register as a Vendor with the City of Cincinnati

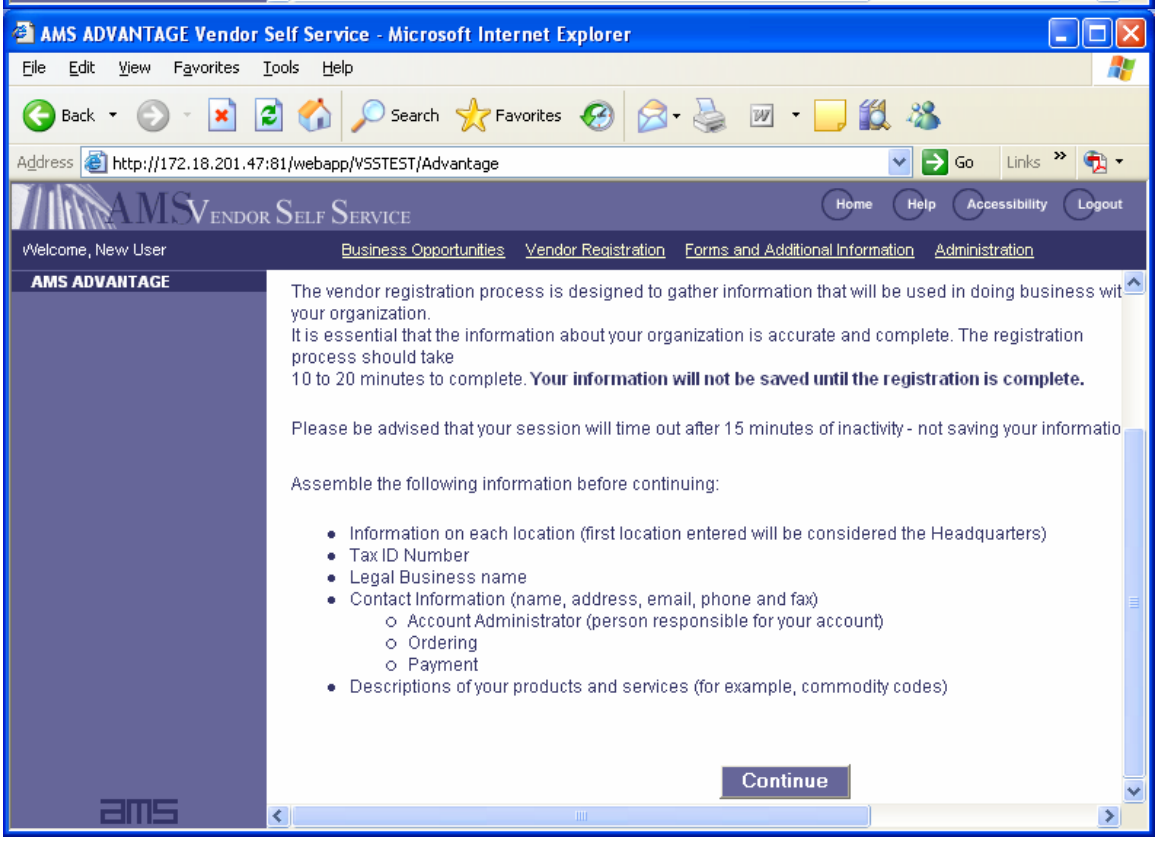
1. To establish an account as a New Vendor, access the Vendor Self Service website at www.cincinnati-oh.gov and select the link under "Do Business", Bids/Vendors, and Vendor Information.

2. Once you have accessed the VSS site, click the **Register** button on the right side of the page to create your account.



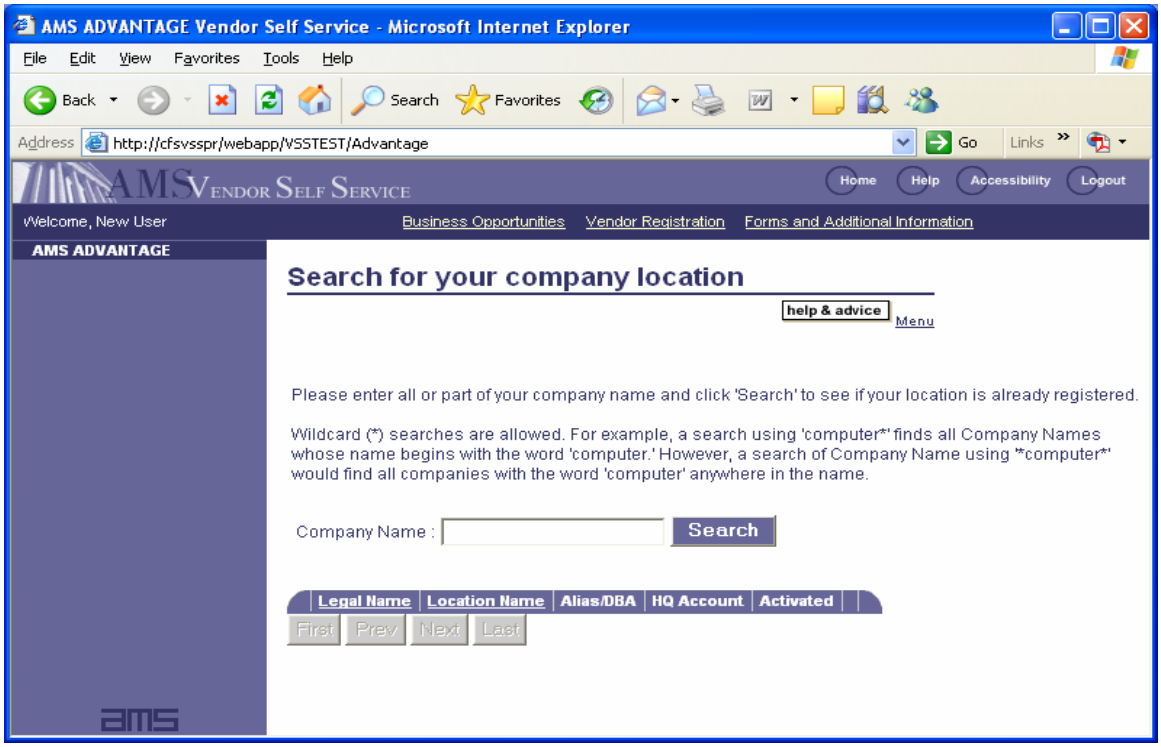
3. Ensure that you have assembled the necessary information listed on the **Registration Requirements** page. When you have assembled all of the necessary information, click on the **Continue** button.

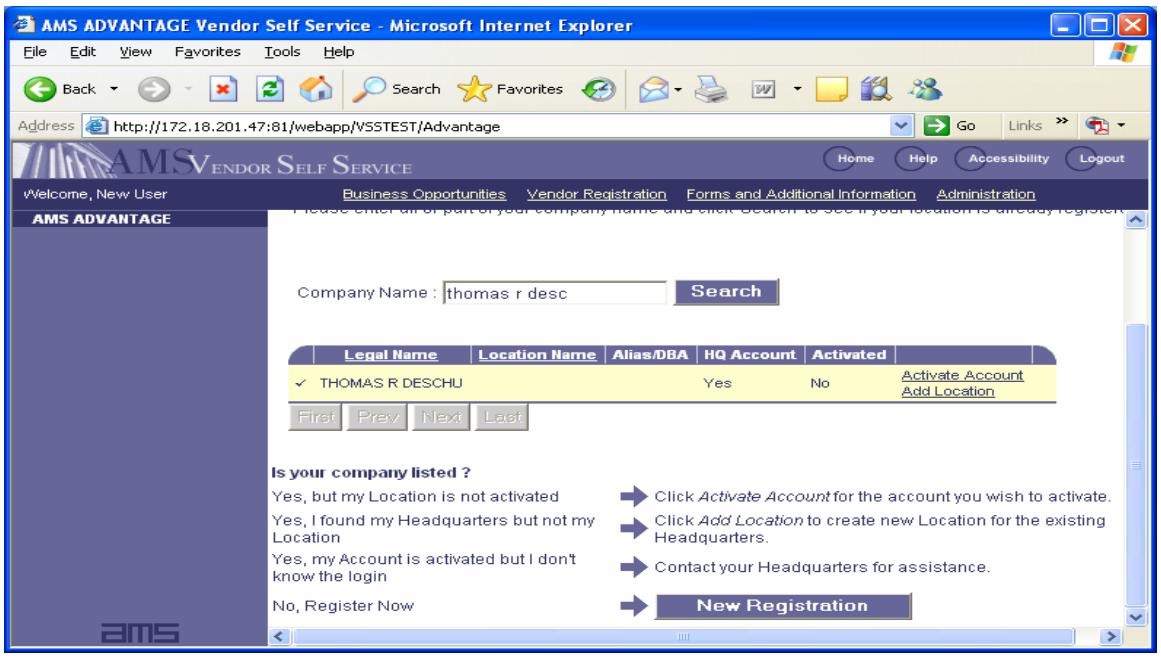




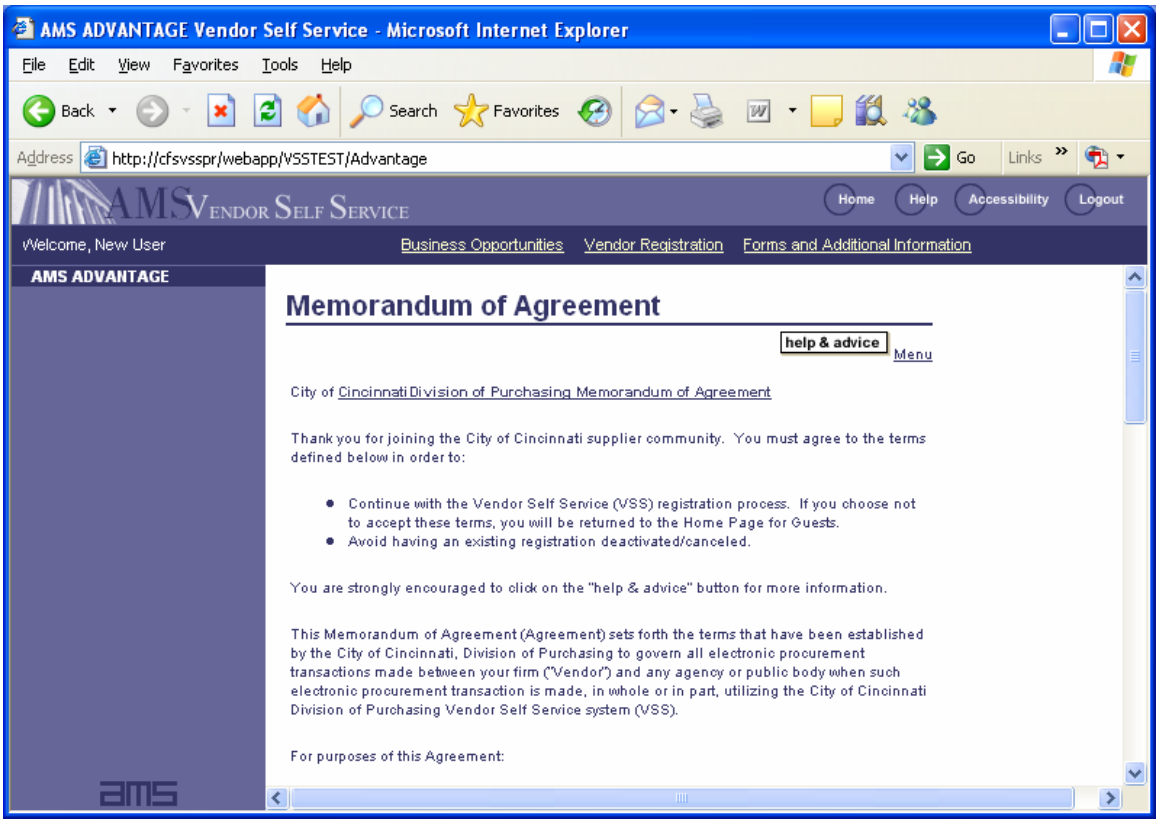
4. The **Search for your Company Location** will provide a search field to search for your company.

   - In the **Company Name** field enter your company name and click **Search**
   - The search results should not return your company name. Once you confirm that your company name is not listed, click **New Registration**.

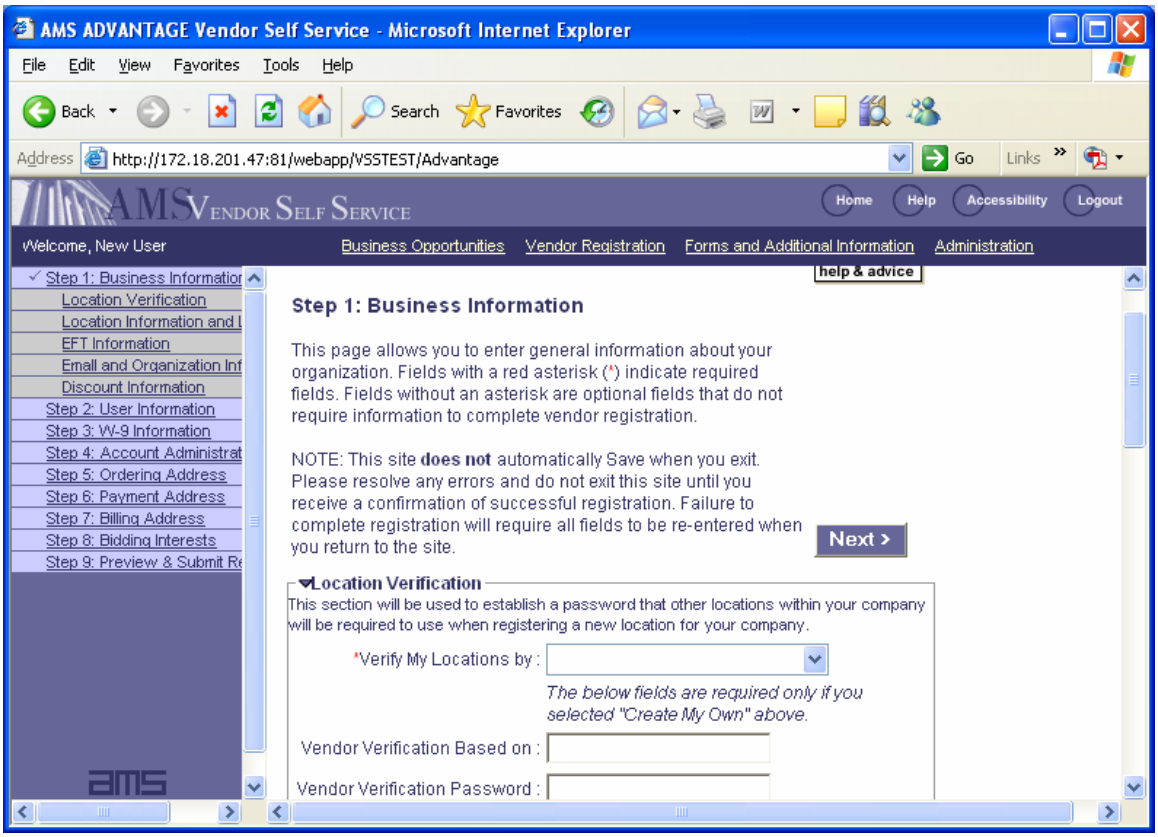




5. Read the **Memorandum of Agreement** thoroughly. If you accept the terms of the agreement, click **Accept Terms**.

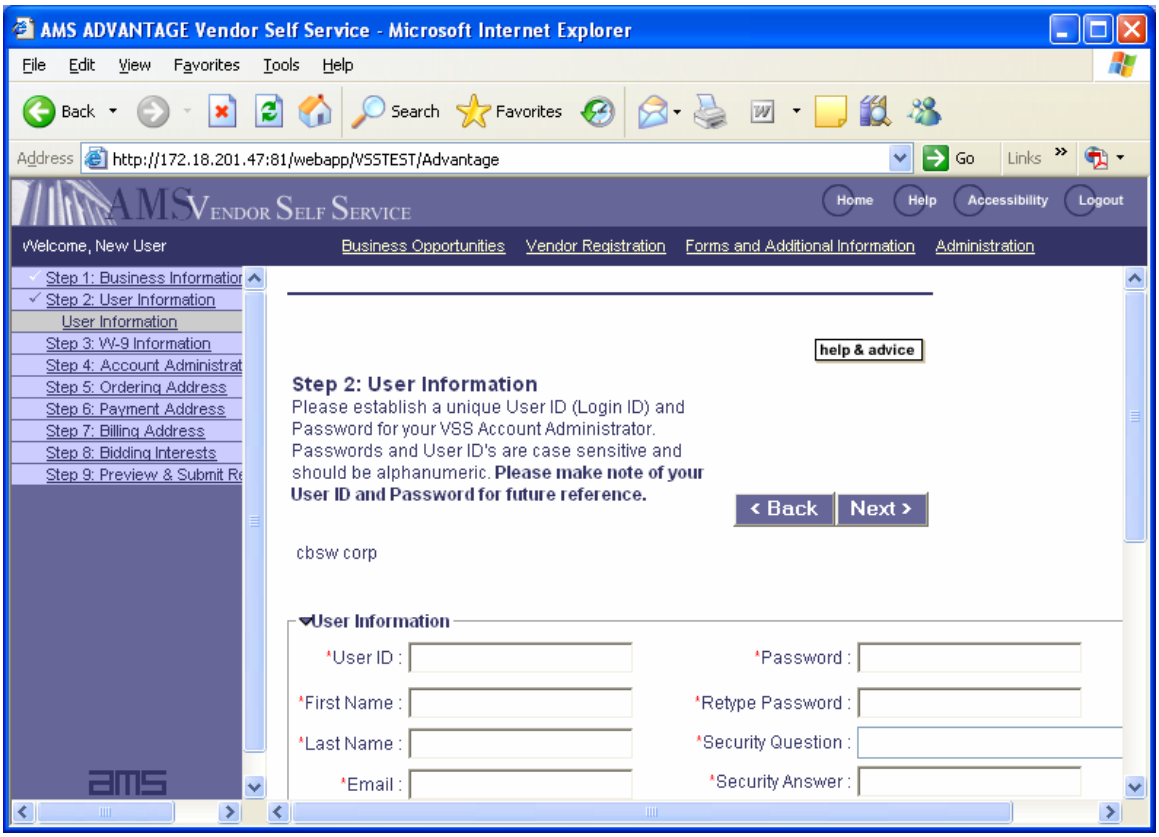


6. In the **Business Information** page verify your location by (select one).
7. In the **Location Information and Legal Name** areas fill in the requested information. Complete the remainder of the page that applies to your company.

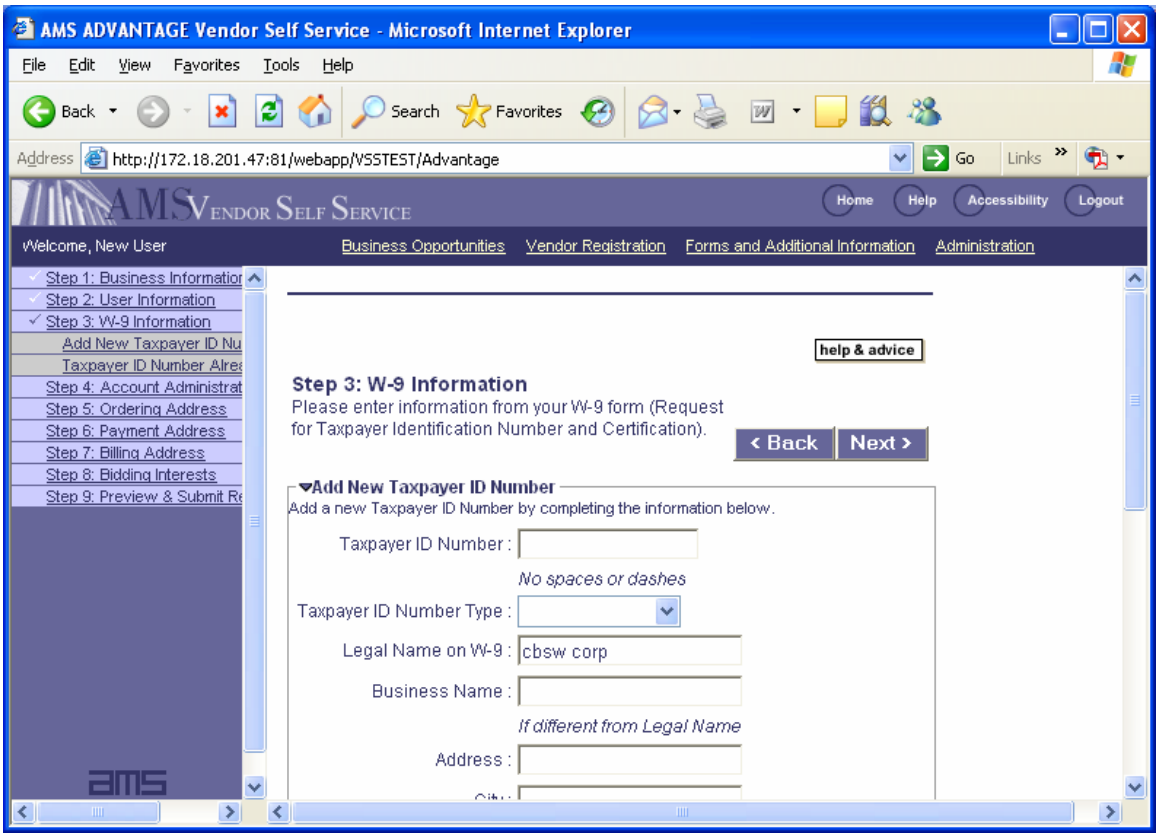


8. In the **User Information** page, enter a unique user ID and password.
9. **User Name/Password** section, enter the appropriate information.

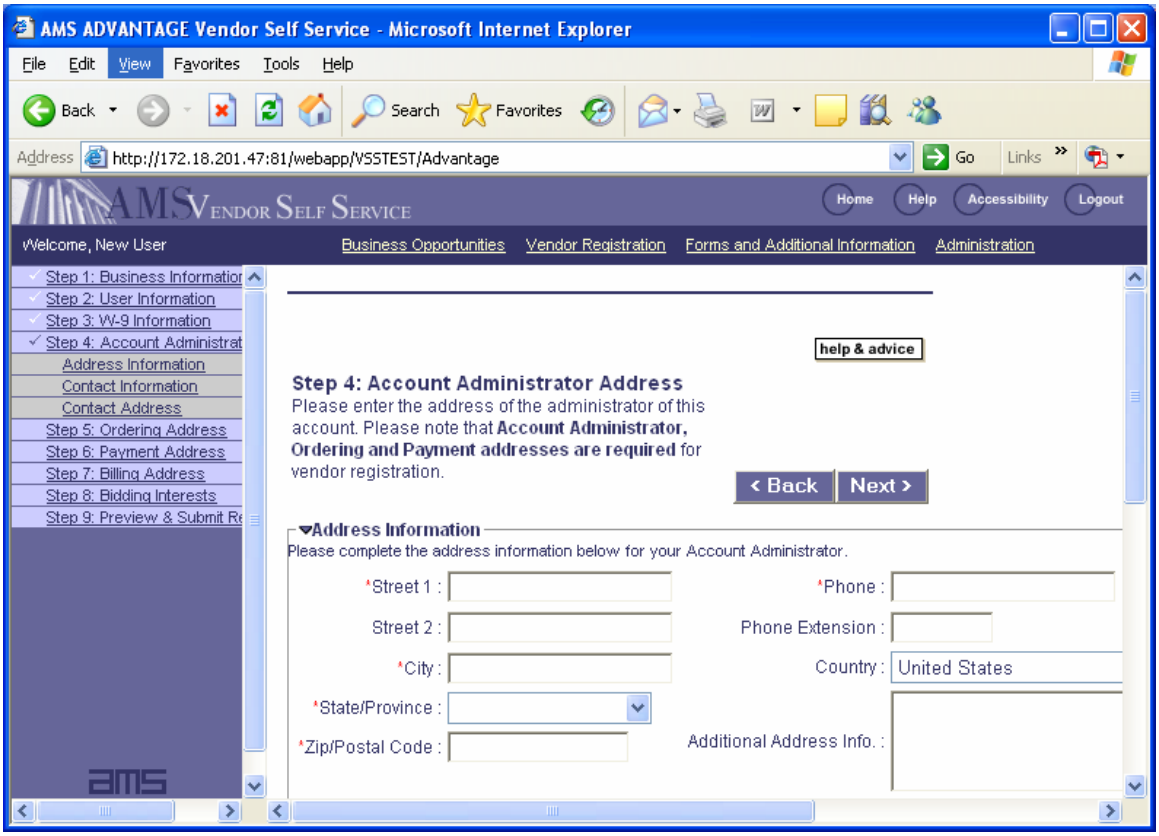
- The **Security Question** field is available in case you misplace or forget your VSS password.
- Enter your email in the **Email** field and confirm the email address in **Retype Email Address**
- Enter your phone number in the **Phone** field and your fax number in the **Fax** field.



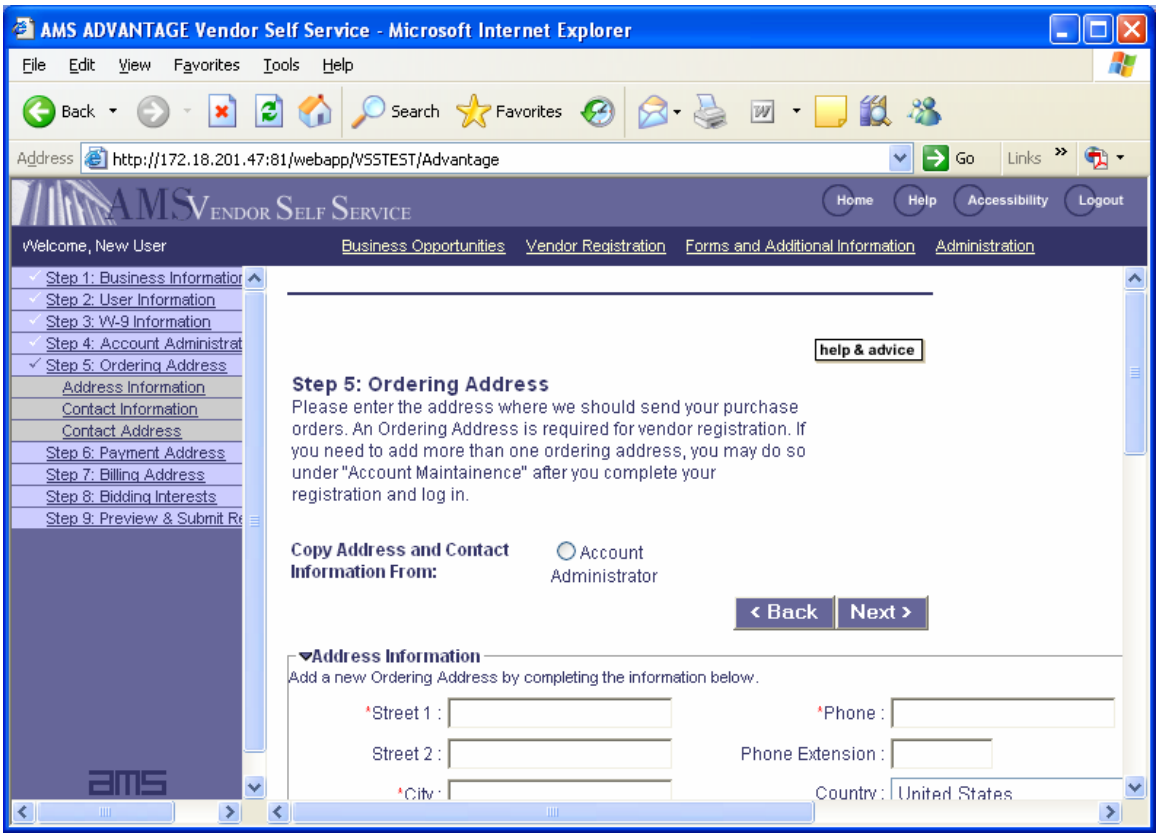
10. Enter the requested information on the W-9 Information page and click the "Next" button.



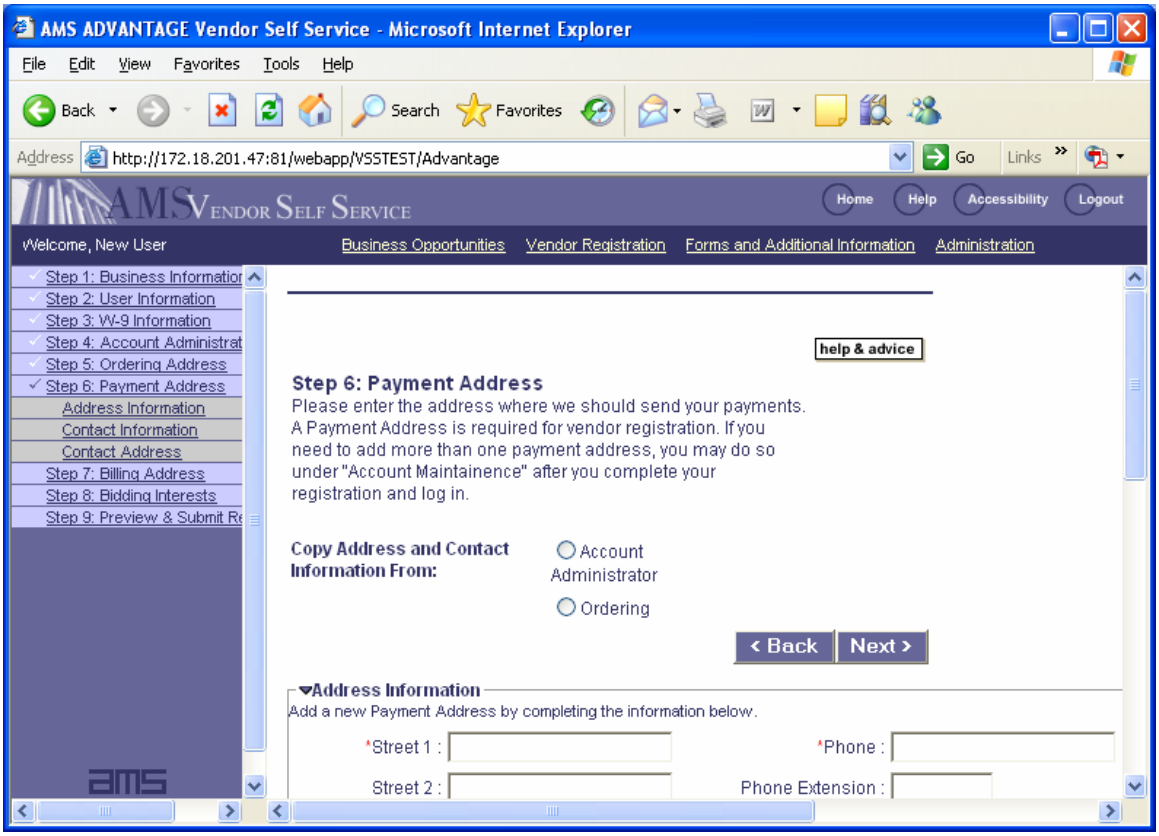
11. Enter the requested information on the Account Administrator Address page and click the "Next" button. The Account Administrator is the person who will be responsible for maintaining your organization's account in the City of Cincinnati Vendor Self Service.



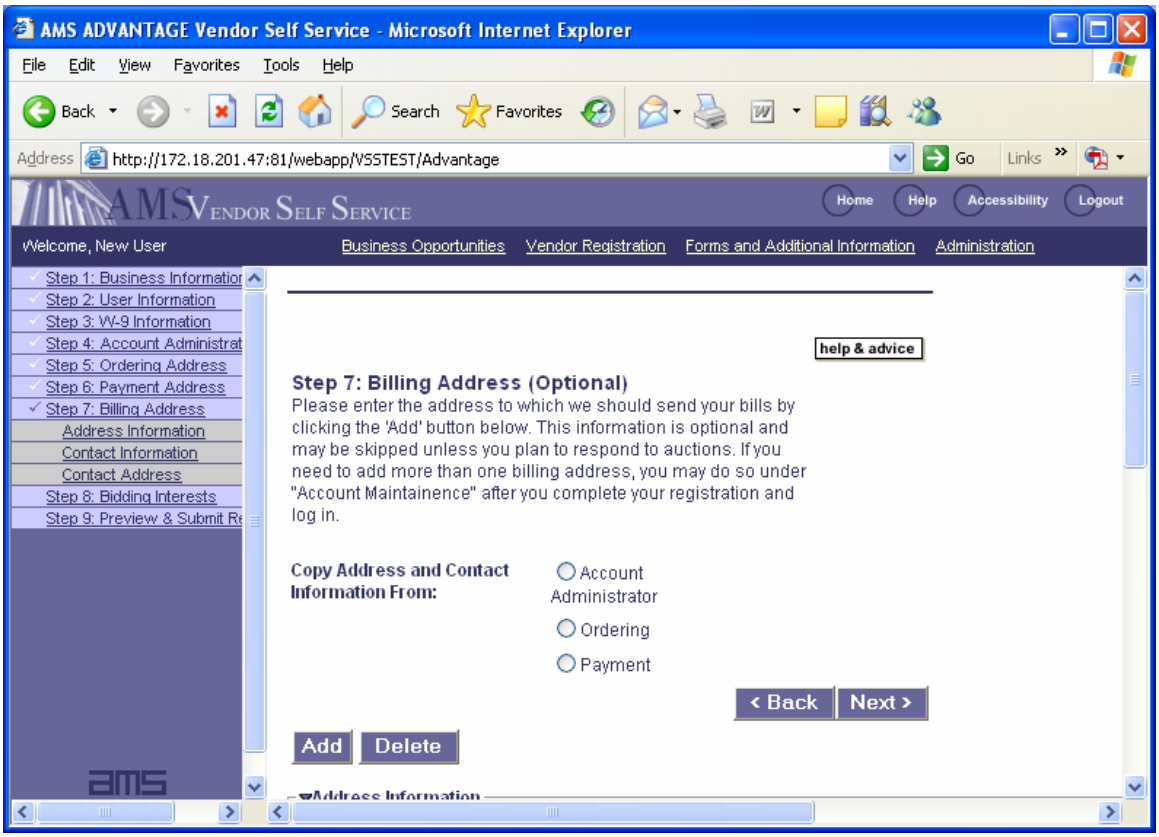
12. Enter the requested information on the Ordering Address page and click the "Next" button. The Ordering Address is where you want the City of Cincinnati to send your orders. As a shortcut, you can use the Account Administrator address previously entered if it is the same as the Ordering Address. Be sure to enter an email address and select "Email" as the Correspondence Type if you wish to be notified via email of new business opportunities with the City of Cincinnati.



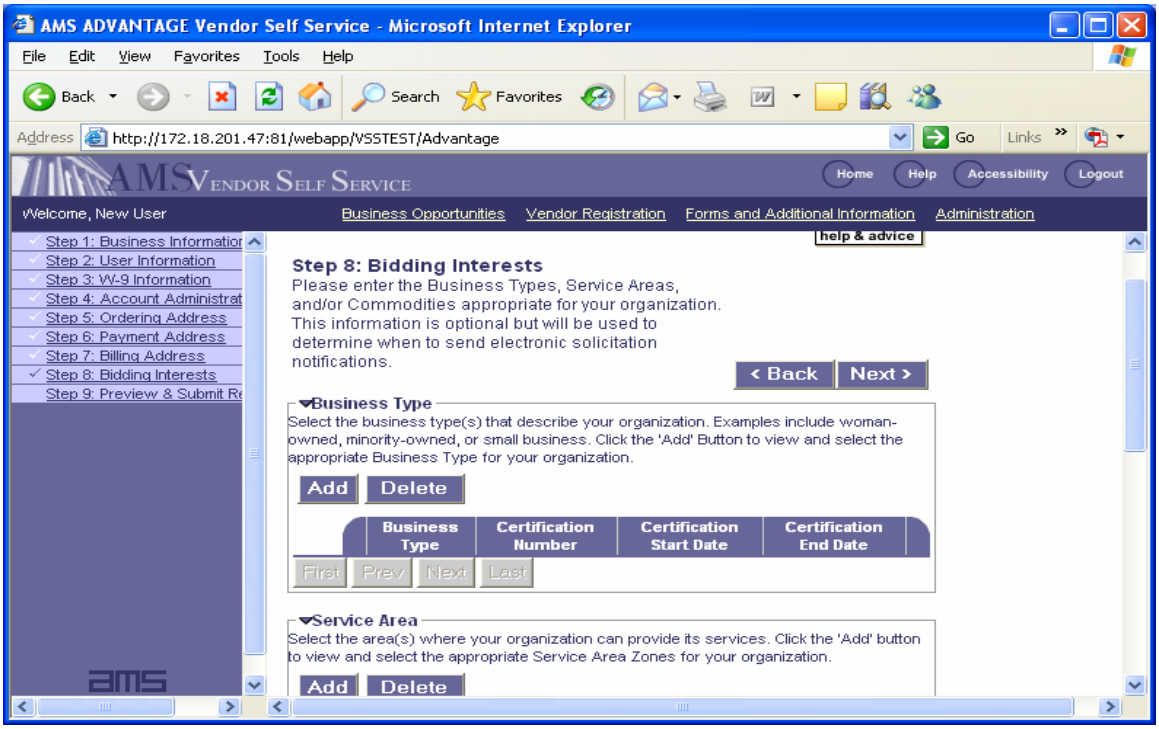
13. Enter the requested information on the Payment Address page and click the "Next" button. The Ordering Address is where you want the City of Cincinnati to send your payments. As a shortcut, you can use the Account Administrator or Ordering address previously entered if it is the same as the Payment Address.



14. If applicable, click the “Add” button and enter the requested information on the Billing Address page and click the “Next” button. The Billing Address is where you want the City of Cincinnati to send your bills.

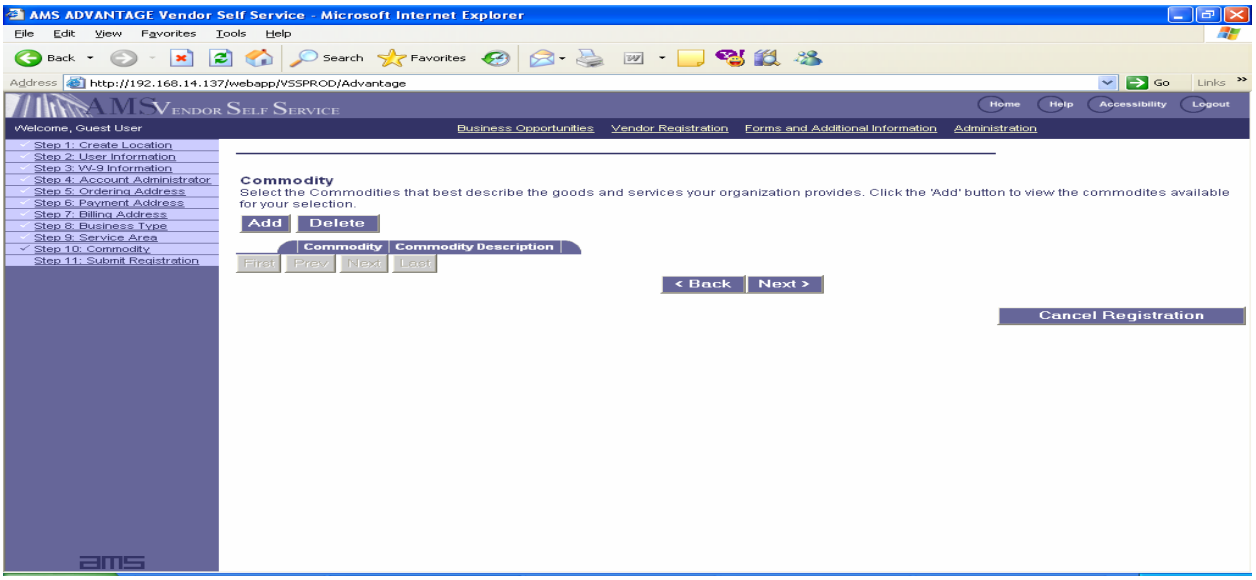


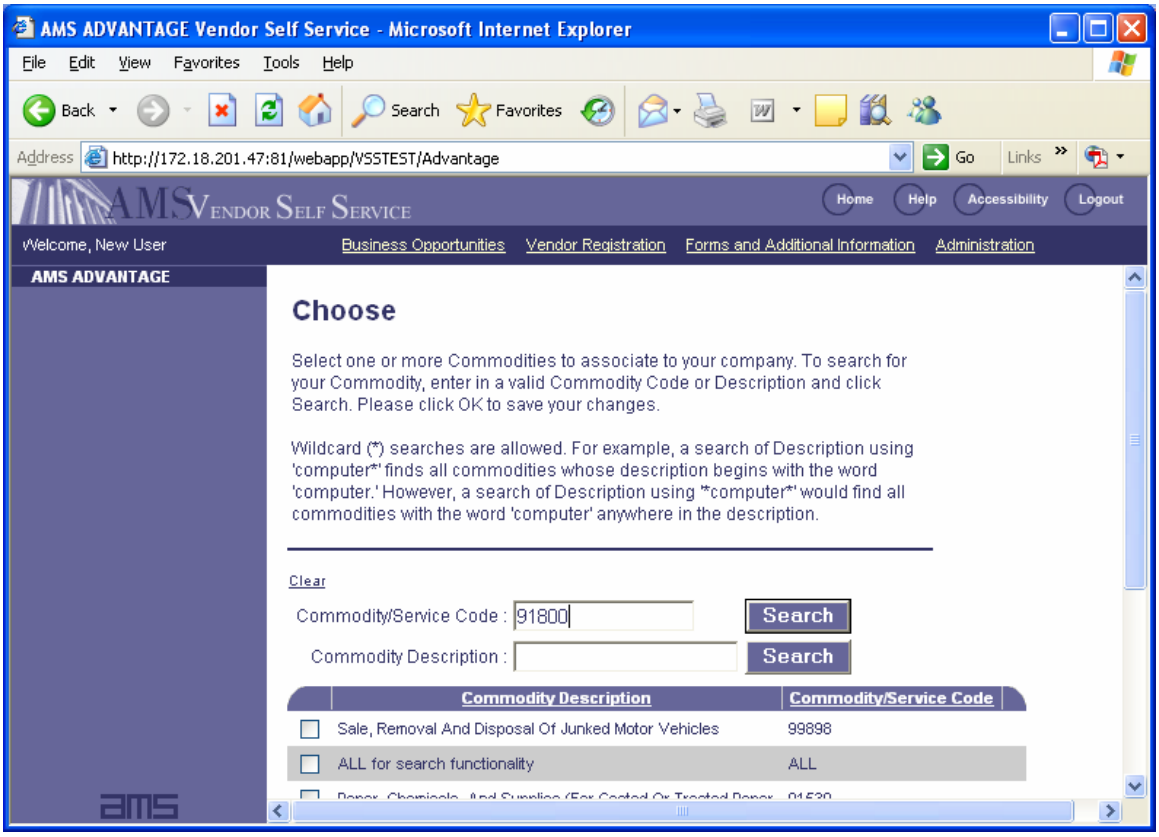
15. In the Bidding Interests page you will be able to give us your Business Type, Area and Commodity Codes.



Note: If you identify your company, organization as a Small Business you may link to The City of Cincinnati Small Business Enterprise Program by going to www.cincinnati-oh-gov click on (Do Business) look under Assistance/Incentives click on Small Business Program. You may also call the Small Business Enterprise Program Staff member at 513-352-3154 with any questions you may have concerning the certification process.

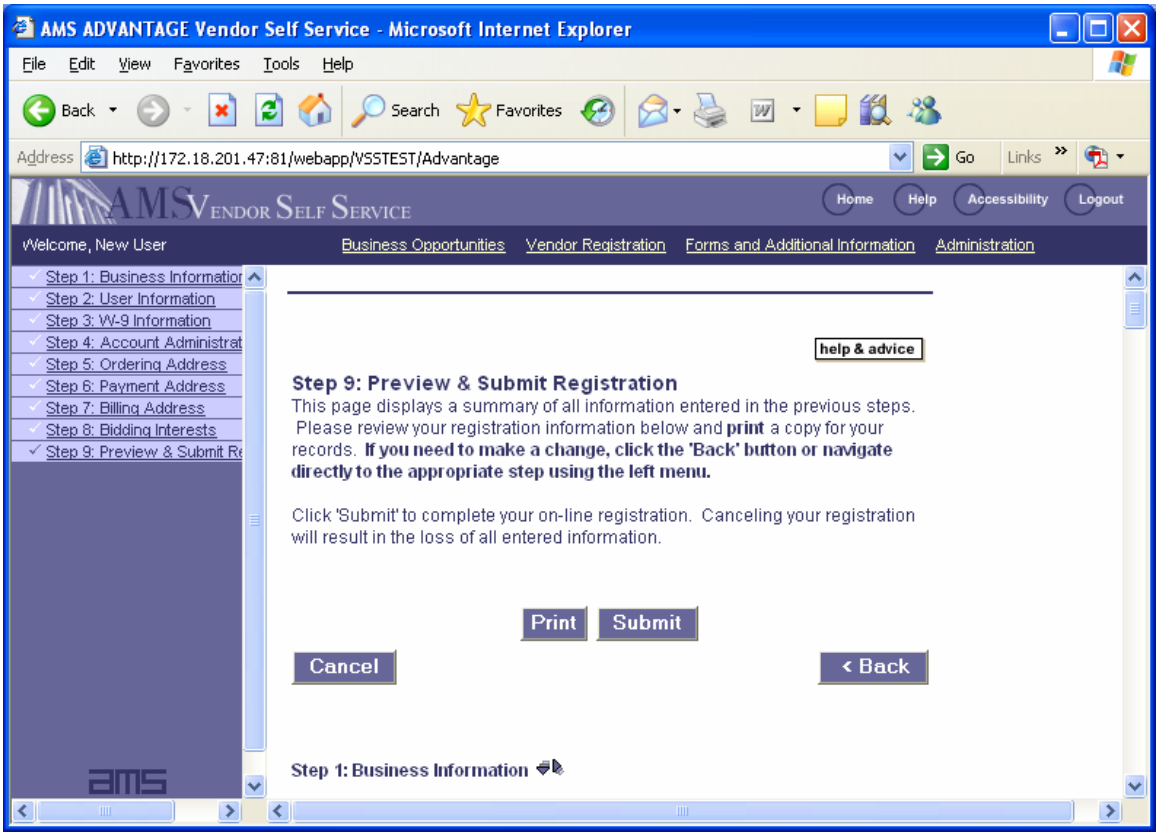
16. Click the “Add” button and choose the commodities that describe the goods and services offered by your organization on the Commodity page and click the “Next” button. These commodity codes will be used to notify you of new business opportunities with the City of Cincinnati.





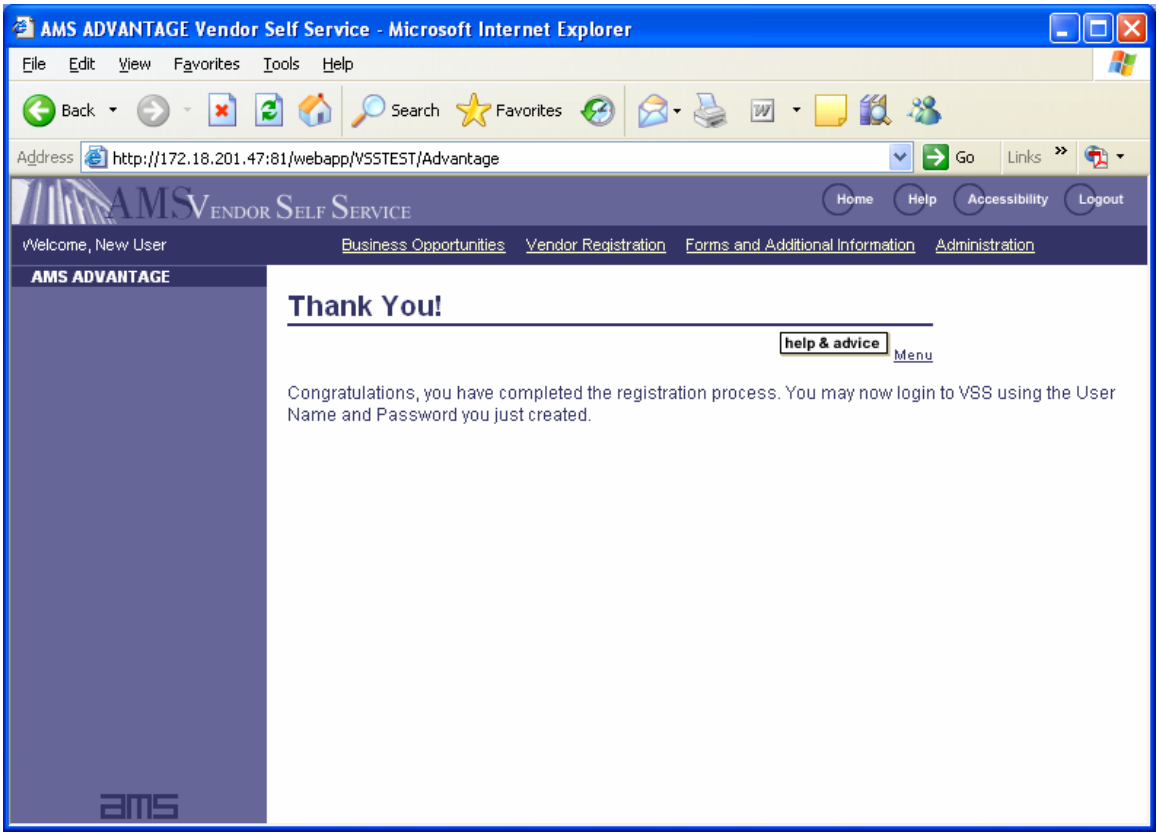
17. Click on the “Next” button.

You can now preview the information entered in the previous steps, make corrections if needed and Submit Registration.



18. If your registration was successful, the Thank-You page will appear. See Account Activation on Page 28 for details regarding the account activation process.

    If your registration doesn't complete or the thank you page doesn't appear, please send an email to VSSCustomerCare@cincinnati-oh.gov or call 513-352-2437, option # 1 for a Customer Care staff member during regular business hours of 8 a.m.-5 p.m., Monday-Friday.



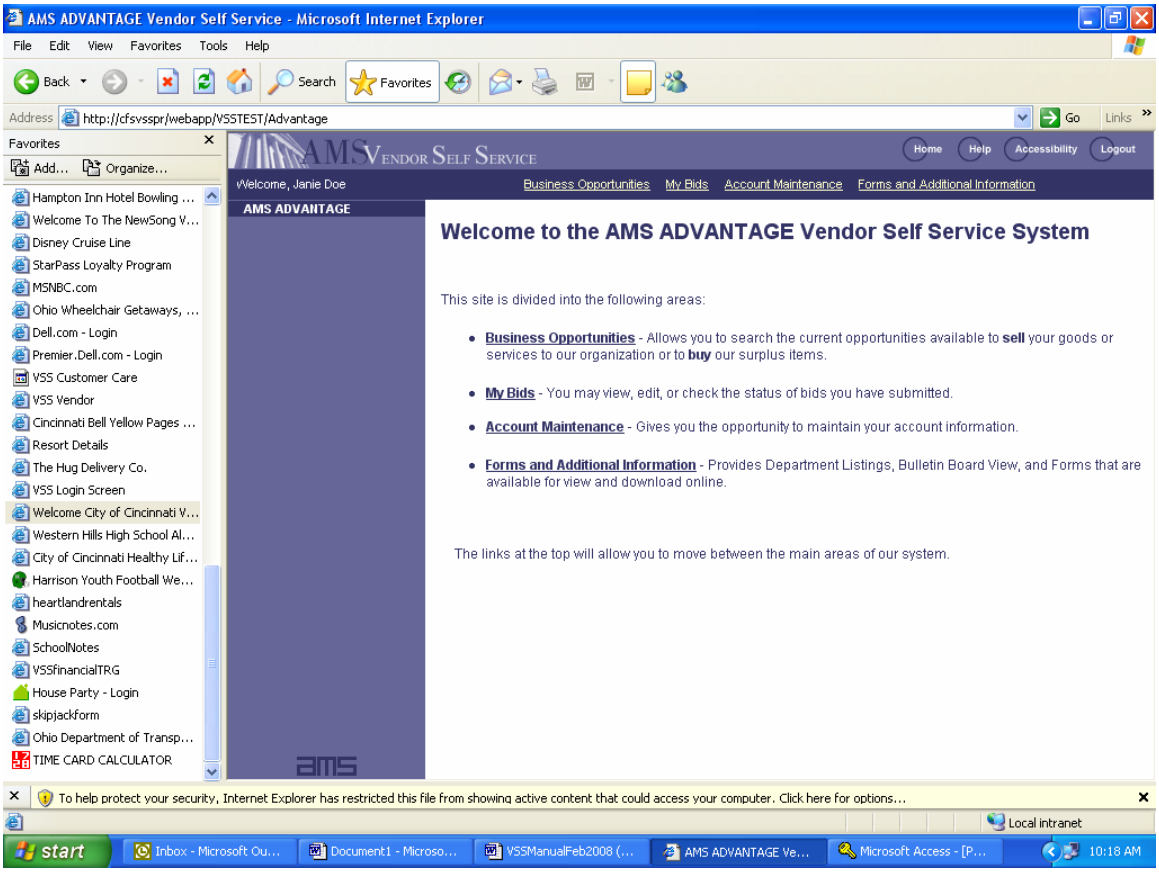
New vendors establishing an account in VSS for the first time, the account will be activated once the Purchasing Division receives the signed W-9 form (and any other forms requested) and the VSS registration fee. Once the account is activated, you can access your account anytime 24/7.

SECTION 4: Account Maintenance

1. Begin by logging into VSS using your username and password.

2. Click on the "Account Maintenance" link on the main menu. From the Account Maintenance page you can review and modify any information about your organization.

Any modifications to your organization's account will be reviewed by the City of Cincinnati before it becomes effective. It is important that your organization's information is up-to-date so that your organization does not miss potential business opportunities with the City of Cincinnati.



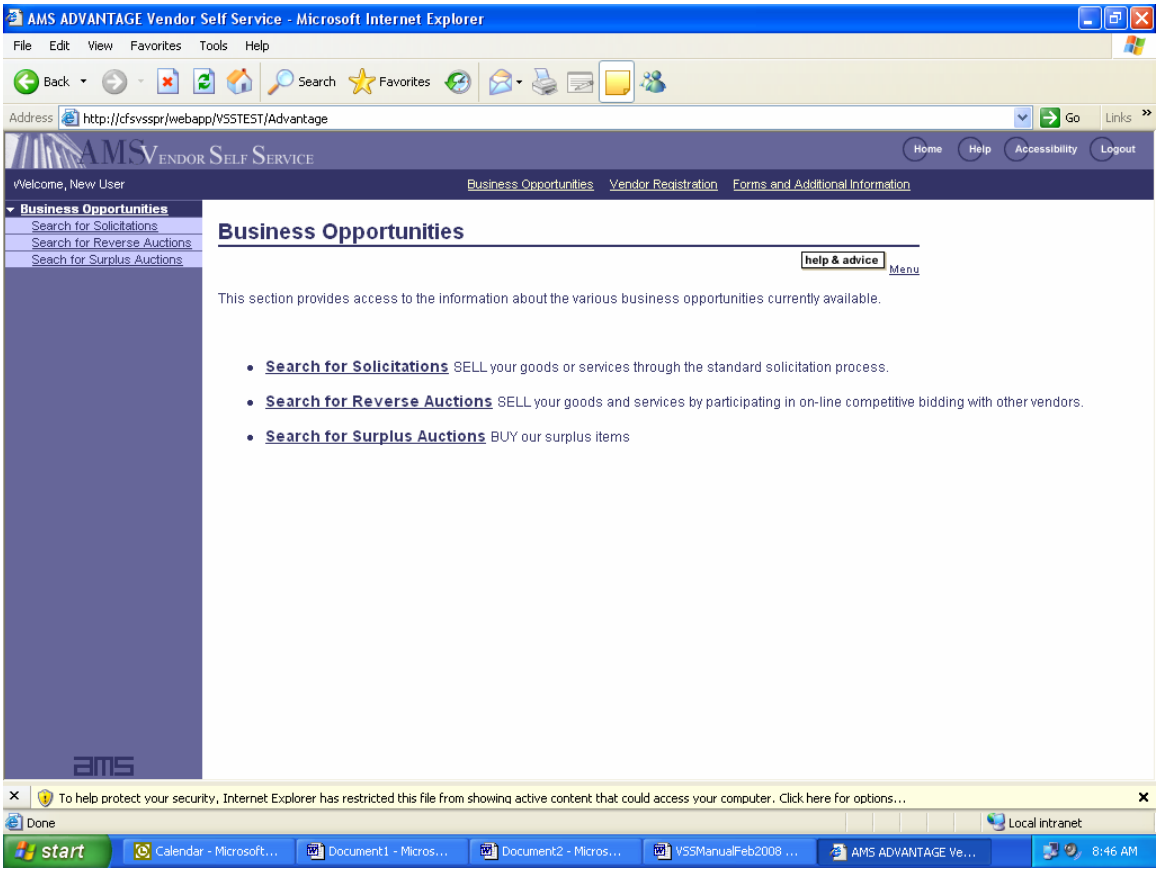
Questions or Problems

If you have questions or problems using the City of Cincinnati Vendor Self Service System please send an email to VSSCustomerCare@cincinnati-oh.gov or call 513-352-2437, option # 1 for a Customer Care Support Member during regular business hours of 8 a.m.-5 p.m., Monday-Friday.

SECTION 5: Search for Business Opportunities

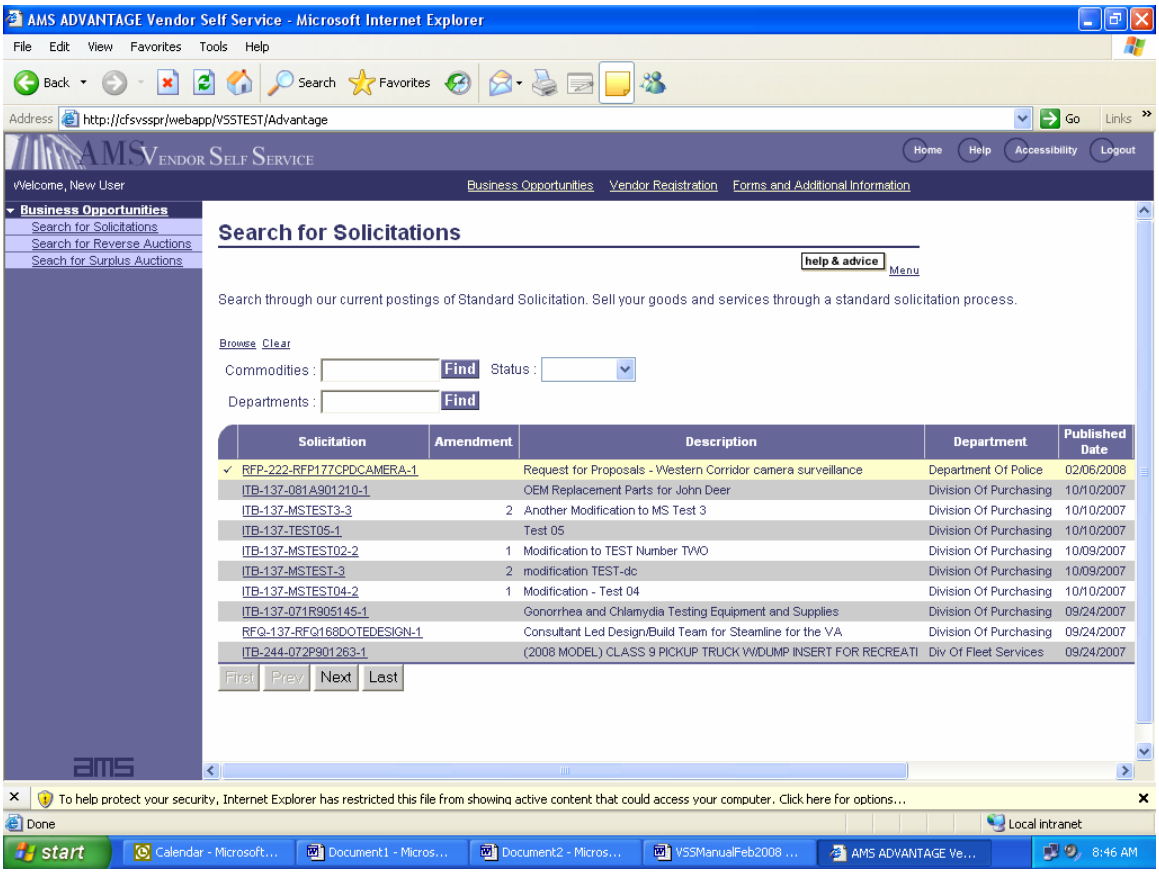
1. Vendors can access business opportunities with the City of Cincinnati by accessing the City of Cincinnati Vendor Self Service System and utilizing the following links:

   Select the Business Opportunities link at the top of the page.
   Select the Search for Solicitations link.

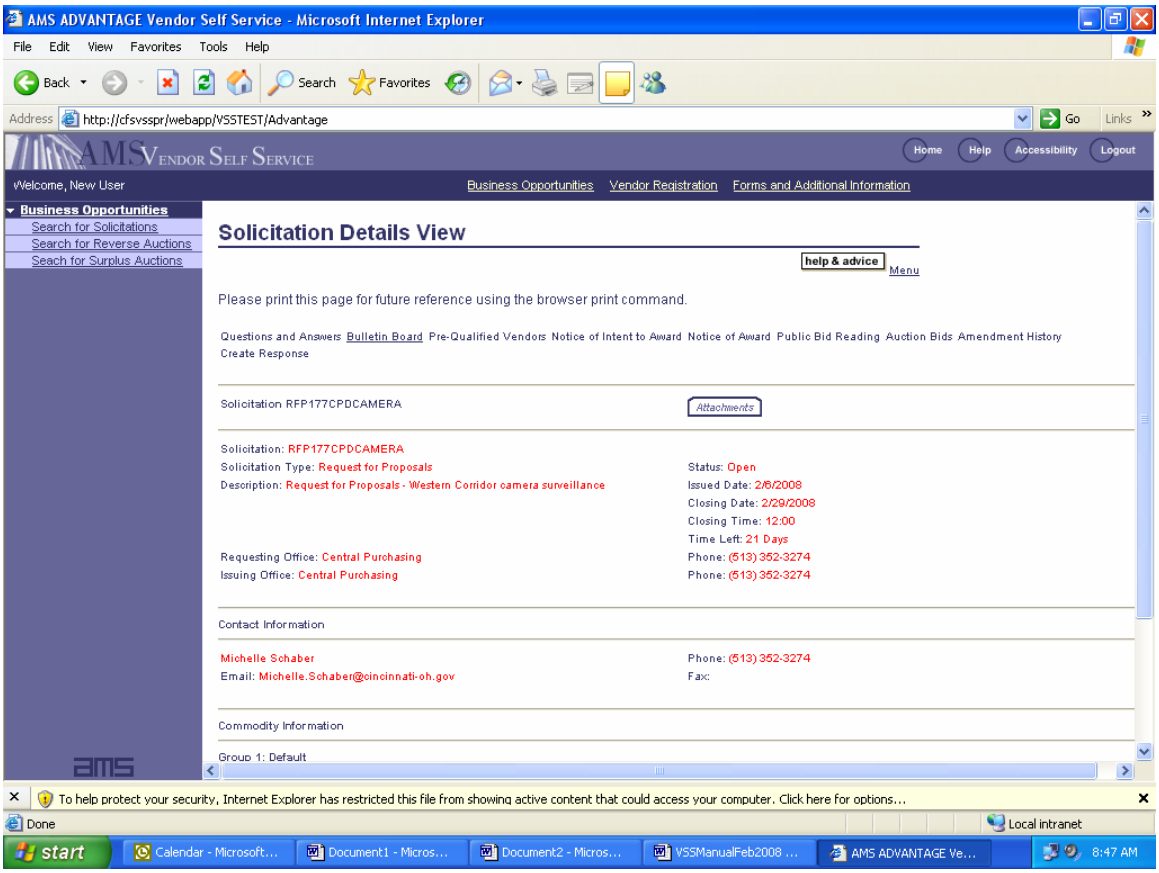


2. The Search for Solicitations page allows you to search by commodity, department, or solicitation status.

   Click on the solicitation ID to view details on the solicitation.

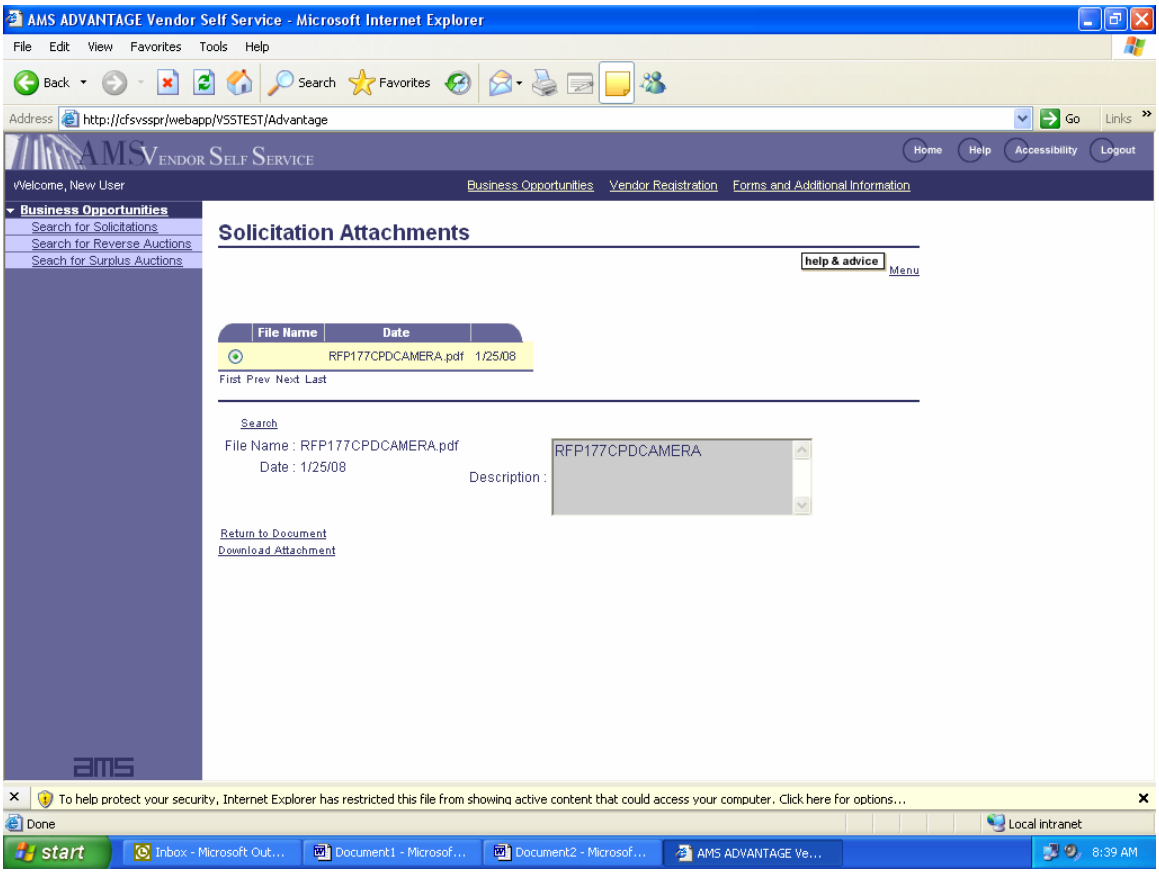


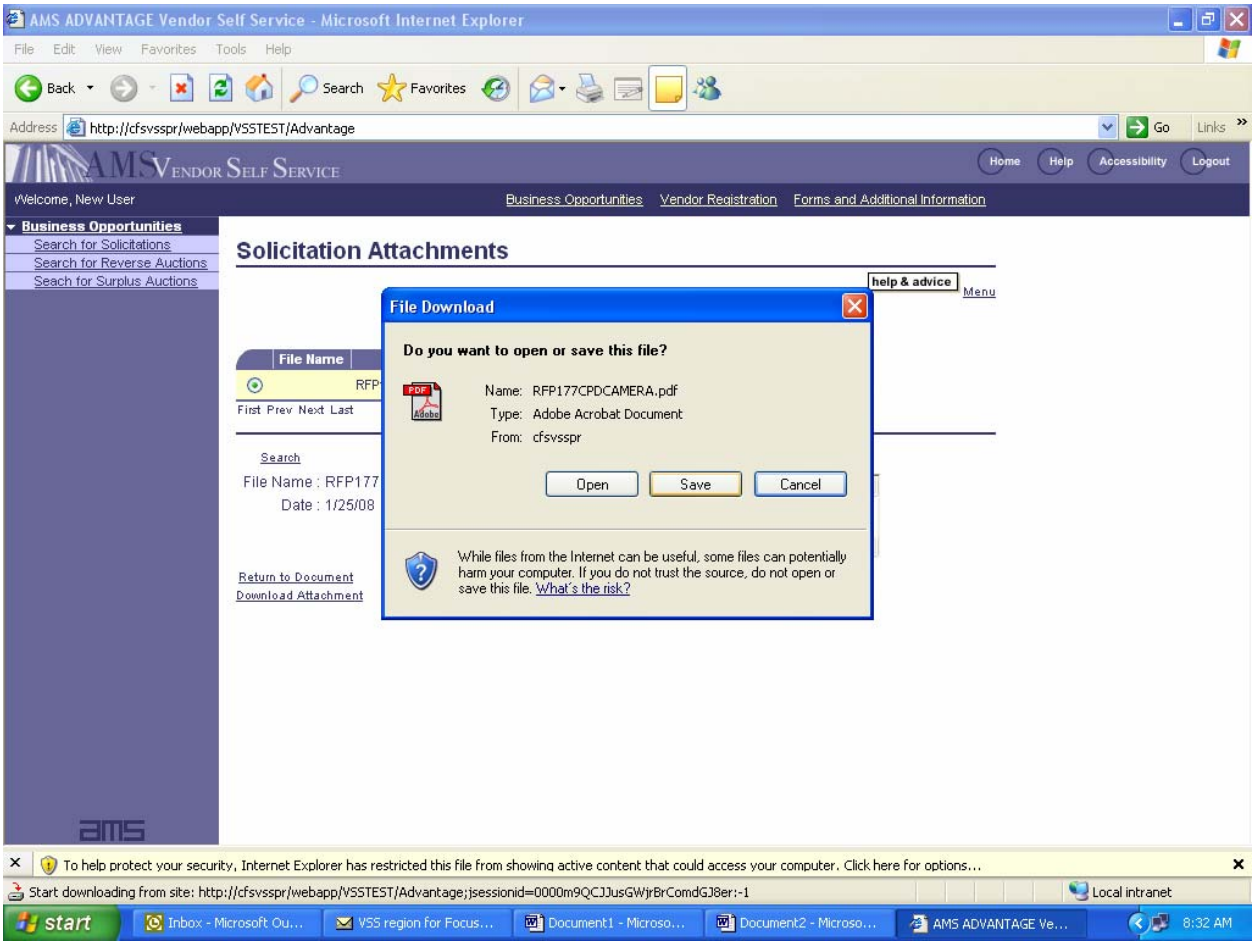
3. On the Solicitation Details View page, you can view the Invitation to Bid information, post questions and answers using the Bulletin Board link and download attachments by selecting the Attachments tab.



4. From the Solicitation Attachments page, you can download the attachments by selecting the Download Attachment link.

   To return to the solicitation page for this document, select Return to Document link.



5. After selecting the Download Attachment link, a File Download box will appear.

6. Select either Open to open it to your desktop, or choose Save to save it to a file. Select Cancel to return to the Solicitation Attachments page.