



ROANOKE'S VENDOR SELF SERVICE

Account Maintenance

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Account Maintenance

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CHANGE MASTER ADDRESS

Step 1: From the Welcome page enter User Name and Password.

Welcome to The City of Roanoke's Vendor Self Service System

Click the links below for step-by-step instructions:

- . [Doing Business with The City of Roanoke](#)
- . [Registration and Activation](#)
- . [Account Maintenance](#)
- . [Respond to Solicitations](#)

Registered Users

- . [Account Maintenance](#)
- . [Respond to Solicitations](#)

User Name :

Password :

Login

[Forgot Your Password? Click Here](#)

New Users

Register

- . [Add my company](#)
- . [Add my location to existing account](#)
- . [Create User ID for existing account](#)

Public Access

- . [View Posted Solicitations](#)
- . [View Award Notices](#)

If you need assistance, please contact the City of Roanoke Purchasing Division via email at VSSHLP@Roanokeva.gov or call (540) 853-2871 Monday through Friday between 8:00am and 5:00pm

Welcome to the City of Roanoke Vendor Self Service System

This site is divided into the following areas:

- [Business Opportunities](#) - Allows you to search the current bid or proposal opportunities.
- [My Bids/Proposals](#) - You may view, edit, or check the status of bids or proposals you have submitted.
- [Account Maintenance](#) - Gives you the opportunity to maintain your account information.
- [Forms and Additional Information](#) - Provides forms that are available for view and download online.

The links at the top will allow you to move between the main areas of our system.

Note: Do not use the back button on your internet browser. Only use the back button located on Vendor Self Service pages.

Step 2: Select [Account Maintenance](#) from the Individual Vendor Home page.

This section will allow you to maintain the information about your account. Please update your information as your operation changes.

- [Headquarters Information](#) This section allows you to view and edit information about the Headquarters of your location. You may update location verification security and the Headquarters web address.
- [Vendor Addresses](#) This section allows you to view and edit street address information. Vendor Addresses may be shared among locations that share the same Headquarters Account.
- [Contacts](#) This section allows you to view and edit contact information. Contacts may be shared among locations that share the same Headquarters Account.
- [Location Information](#) This section allows you to view and edit more specific information related to your location such as Legal Name, Organization Type, Classification, EFT Information, and Discount Terms.
- [Address Information](#) This section allows you to view and edit which addresses are listed to receive orders, payments, or bills for your location. You may set the Active To and From dates to be associated with an address, as well as indicate additional notes and information. Street Address and Contact information must be edited on the Master Address and Contact tabs, respectively.
- [W-9 Information](#) This section allows you to view and edit information related to your W-9 form, such as TIN, TIN Type, and Name, as well as the Address to which 1099 Forms will be sent.
- [Business Types](#) This section allows you to view and edit the business types that describe your organization.
- [Service Areas](#) This section allows you to view and edit the geographical area(s) that your business serves.
- [Commodities](#) This section allows you to view and edit the commodities that your company offers.
- [User Information](#) This section allows you to view and edit your VSS User ID, password, user contact and security information.
- [Location Users](#) This section allows you to view and edit the list of users who are assigned to this location.
- [State Corporate Commission](#) Regulatory agency for business and economic interests in Virginia..

Step 3: Click the [Vendor Address](#) link in the Account Maintenance Home page.

- Account Maintenance
- Headquarters Information
- Vendor Addresses
- Contacts
- Location Information
- Address Information
- W-9 Information
- Business Types
- Service Areas
- Commodities
- User Information
- Location Users
- State Corporation Commission

Vendor Addresses

help & advice

The current list of all the addresses on file for your organization. Please click Update to modify or delete existing address information. Only authorized users can change existing information.

Address ID	Street 1	City	State/Province	Zip/Postal Code	Pending Changes	
✓ AR007	123 Annafrel Street	Roanoke	Virginia	24018	<input type="checkbox"/>	Update View Pending Changes

[First](#) [Prev](#) [Next](#) [Last](#)

Add Items Pending Additions

Address ID : AR007 Country : USA
Street 1 : 123 Annafrel Street Phone : 540-230-3000
Street 2 : Phone Extension :
City : Roanoke
State/Province : VA
Zip/Postal Code : 24018

Step 4: Click the Update link in the highlighted line of addresses.

- Account Maintenance
- Headquarters Information
- Vendor Addresses
- Contacts
- Location Information
- Address Information
- W-9 Information
- Business Types
- Service Areas
- Commodities
- User Information
- Location Users
- State Corporation Commission

Update Master Addresses

Edit the values below and click Save Changes to save your changes. A red star denotes a required field. When creating a new entry, if the Address ID field is empty, a new Address ID will be generated and assigned to you. Please keep in mind that all changes made to an existing address will not update all your locations that use this Address ID. Prior updates that have not yet been approved are displayed in this view.

Save Changes **Cancel** **Delete**

Address ID : AR007

Country : United States of America

*Street 1 : 123 Annafrel Street

Street 2 :

*City : Roanoke

*State/Province : Virginia

Zip/Postal Code : 24018

Phone : 540-230-3000

Phone Extension :

Format XXX-XXX-XXXX

Step 5: In this section the user may update Street, City, State, Zip, and/or Phone number. Once the user has completed the changes, click Save Changes.

- Account Maintenance
 - Headquarters Information
 - Vendor Addresses
 - Contacts
 - Location Information
 - Address Information
 - W-9 Information
 - Business Types
 - Service Areas
 - Commodities
 - User Information
 - Location Users
 - State Corporation Commission

Vendor Addresses

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Address ID	Street 1	City	State/Province	Zip/Postal Code	Pending Changes		
✓ AR007	123 Annafrel Street	Roanoke	Virginia	24018	<input checked="" type="checkbox"/>	Update	View Pending Changes

[First](#) [Prev](#) [Next](#) [Last](#)

Add Items Pending Additions

Address ID : AR007 Country : USA
Street 1 : 123 Annafrel Street Phone : 540-230-3000
Street 2 : Phone Extension :
City : Roanoke
State/Province : VA
Zip/Postal Code : 24018

Step 6: This will redirect the Vendor to the Vendor Address Homepage. The user will see a check mark in the pending changes box, indicating the change has been sent to the Purchasing Department for approval and update. To verify the changes have been saved properly, select the View Pending Changes link in the selected Address line.

▼ **Account Maintenance**

[Headquarters Information](#)

[Vendor Addresses](#)

[Contacts](#)

[Location Information](#)

[Address Information](#)

[W-9 Information](#)

[Business Types](#)

[Service Areas](#)

[Commodities](#)

[User Information](#)

[Location Users](#)

[State Corporation Commission](#)

View Pending Changes

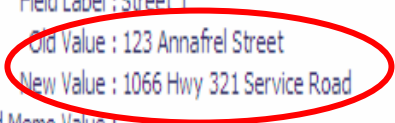
This view displays all changes that have not yet taken effect for the current record. A status of New Change indicates that the pending change has yet to be submitted for approval. A status of On Hold indicates that the pending change will be assigned an On Hold status while a prior change is awaiting approval. A Pending Approval status indicates that the pending change has been submitted and is awaiting approval. Click on "help & advice" for more information.

Field Label	Table Name	Last Action Date	Old Value	New Value	Status
✓ Street 1	Master Addresses	06/29/2011	123 Annafrel Street	1066 Hwy 321 Service Road	New Change

Back

Table Name : Master Addresses
 Last Action Date : 06/29/2011
 User ID : Arborists Plus
 Status : New Change
 Field Label : Street 1
 Old Value : 123 Annafrel Street
 New Value : 1066 Hwy 321 Service Road
 Old Memo Value :
 New Memo Value :

The Pending Changes will reflect the previous address as "Old Value" and the newly changed address as "New Value"



IMPORTANT NOTE: Once the user's changes have been made, approved, and set to active, the administrator should get an email notifying him/her of this new update. This update should come within 24-48 hours of the change.

If the user does not see the change in the above mentioned time frame please contact

Purchasing
Noel C. Taylor Municipal Building
215 Church Avenue, Room 202
Roanoke, VA 24011
540-853-2871

VSSHELP@Roanokeva.gov

ADD NEW CONTACTS

Step 1: From the Welcome page enter User Name and Password.

Welcome to The City of Roanoke's Vendor Self Service System

Click the links below for step-by-step instructions:

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- . [Registration and Activation](#)
- . [Account Maintenance](#)
- . [Respond to Solicitations](#)

Registered Users

- . [Account Maintenance](#)
- . [Respond to Solicitations](#)

User Name :

Password :

Login

[Forgot Your Password? Click Here](#)

New Users

Register

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Step 2: Select [Account Maintenance](#) from the Individual Vendor Home page.

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- [State Corporate Commission](#) Regulatory agency for business and economic interests in Virginia..

Step 3: Click on the [Contacts](#) link in the Account Maintenance

Home page.

Contacts

All Contacts on file for your organization. Please click Update to edit or delete existing contact information. Only a change existing information.

Contact ID	Contact Name	Email	Phone	Pending Changes		
✓ CT007	James Dixon	jdixon@arboristsplus.com	540-230-3000	<input type="checkbox"/>	Update	View Pending Changes

[First](#) [Prev](#) [Next](#) [Last](#)

[Add Items](#)

[Pending Additions](#)

Contact ID : CT007 Phone : 540-230-3000
Contact Name : James Dixon Phone Extension :
Email : jdixon@arboristsplus.com Alternate Phone :
Address ID : AR007 Alternate Phone Extension :
Street 1 : 123 Annafrel Street Fax :
Street 2 : Alternate Fax :
City : Roanoke
State/Province : VA
Zip/Postal Code : 24018
Country : USA

Step 4: In the [Contacts](#) Homepage of Account Maintenance the user will be able to see all Contacts listed for this location.

To add a Contact: click on [Add Items](#).

Update Contacts

Edit the values below and click on Save Changes to save your changes. A red star denotes a required entry, if the Contact ID field is empty, a new Contact ID will be generated and assigned to you. If changes are made to an existing contact will update all of your addresses that use this Contact ID. Prior updates will be displayed in this view.

Save Changes **Cancel** **Delete**

Contact ID :

*Contact Name :

*Email :

Address ID : **Find**

Street 1 :

Street 2 :

City :

State/Province :

Zip/Postal Code :

Country :

*Phone :

Phone Extension :

Alternate Phone :

Alternate Phone Extension :

Fax :

Alternate Fax :

Format XXX-XXX-XXXX

Update Contacts

Edit the values below and click on Save Changes to save your changes. A red star denotes a required entry, if the Contact ID field is empty, a new Contact ID will be generated and assigned to you. If changes are made to an existing contact will update all of your addresses that use this Contact ID. Prior updates will be displayed in this view.

Save Changes **Cancel** **Delete**

Contact ID :

*Contact Name :

*Email :

Address ID : **Find**

Street 1 : 123 Annafrel Street

Street 2 :

City : Roanoke

State/Province : VA

Zip/Postal Code : 24018

Country : USA

*Phone :

Phone Extension :

Alternate Phone :

Alternate Phone Extension :

Fax :

Alternate Fax :

Format XXX-XXX-XXXX

Step 5: The user will be directed to the Update Contacts page as shown above. In this field the user will enter all the information of the new contact. For Address ID location, click the Find tab. This will prompt a menu as shown below. Select the address of the location to add the new contact and it will automatically populate in the Update Contacts page. Click Save Changes.

Choose

[Browse](#) [Clear](#)

Headquarters Account :

Address ID :

Street 1 :

City :

State/Province :

Zip/Postal Code :

	Headquarters Account	Address ID	Street 1	City	State/Province	Zip/Postal Code
Select	VS0000000008	AR007	123 Annafrel Street	Roanoke	VA	24018

Cancel First Previous Next Last

Contacts

All Contacts on file for your organization. Please click Update to edit or delete existing contact information. Or change existing information.

Contact ID	Contact Name	Email	Phone	Pending Changes	
✓ CT007	James Dixon	jdixon@arboristsplus.com	540-230-3000	<input type="checkbox"/>	Update View Pending Changes

[First](#) [Prev](#) [Next](#) [Last](#)

Add Items	Pending Additions
<p>Contact ID : CT007 Phone : 540-230-3000 Contact Name : James Dixon Phone Extension : Email : jdixon@arboristsplus.com Alternate Phone : Address ID : AR007 Alternate Phone Extension : Street 1 : 123 Annafrel Street Fax : Street 2 : Alternate Fax : City : Roanoke State/Province : VA Zip/Postal Code : 24018 Country : USA</p>	



Step 6: The user will be prompted back to the main [Contacts](#) page as show here in the top left.

To view the changes and confirm the information select [Pending Additions](#).

View New Contacts

This view displays all new records that have not yet been inserted onto the Contacts record has yet to be submitted for approval. A pending Approval status indicates the approval. Click on "help & advice" for more information.

Contact ID	Contact Name	Email	Phone	Status
✓ CT009	Virginia Faircloth	virgini.faircloth@roanokeva.gov	540-853-2871	New Change

[First](#) [Prev](#) [Next](#) [Last](#)

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Contact ID : CT009	Phone : 540-853-2871
Contact Name : Virginia Faircloth	Phone Extension :
Email : virgini.faircloth@roanokeva.gov	Alternate Phone :
Address ID : AR007	Alternate Phone Extension :
Street 1 :	Fax :
Street 2 :	Alternate Fax :
City :	
State/Province :	
Zip/Postal Code :	
Country :	

IMPORTANT NOTE: Once the user's additions have been made, approved, and set to active, the administrator should get an email notifying him/her of this new update. This update should come within 24-48 hours of the change.

If the user does not see the change in the above mentioned time frame please contact

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VSSHELP@Roanokeva.gov

EDIT AN EXISTING CONTACT

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Registered Users

- . [Account Maintenance](#)
- . [Respond to Solicitations](#)

User Name :

Password :

Login

[Forgot Your Password? Click Here](#)

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- [Business Types](#) This section allows you to view and edit the business types that describe your organization.
- [Service Areas](#) This section allows you to view and edit the geographical area(s) that your business serves.
- [Commodities](#) This section allows you to view and edit the commodities that your company offers.
- [User Information](#) This section allows you to view and edit your VSS User ID, password, user contact and security information.
- [Location Users](#) This section allows you to view and edit the list of users who are assigned to this location.
- [State Corporate Commission](#) Regulatory agency for business and economic interests in Virginia..

Step 3: Click the [Contacts](#) link in the Account Maintenance Home page.

Update Contacts

Edit the values below and click on Save Changes to save your changes. A red star denotes a required entry, if the Contact ID field is empty, a new Contact ID will be generated and assigned to you. Form changes made to an existing contact will update all of your addresses that use this Contact ID. Prior updates are displayed in this view.

Save Changes **Cancel** **Delete**

Contact ID : CT007

*Contact Name :

*Email :

Address ID : **Find**

Street 1 : 123 Annafrel Street
Street 2 :
City : Roanoke
State/Province : VA
Zip/Postal Code : 24018
Country : USA

*Phone :
Format XXX-XXX-XXXX

Phone Extension :

Alternate Phone :
Format XXX-XXX-XXXX

Alternate Phone Extension :

Fax :
Format XXX-XXX-XXXX

Alternate Fax :
Format XXX-XXX-XXXX



Step 5: In this case the user would like to add a direct extension to a current contact.

In the Phone Extension field, insert the new extension line (15 in this case).

Click the Save Changes tab.

Update Contacts

Edit the values below and click on Save Changes to save your changes. A red star denotes a required entry, if the Contact ID field is empty, a new Contact ID will be generated and assigned to you. Form changes made to an existing contact will update all of your addresses that use this Contact ID. Prior updates are displayed in this view.

Save Changes **Cancel** **Delete**

Contact ID : CT007

*Contact Name :

*Email :

Address ID : **Find**

Street 1 : 123 Annafrel Street
Street 2 :
City : Roanoke
State/Province : VA
Zip/Postal Code : 24018
Country : USA

*Phone :
Format XXX-XXX-XXXX

Phone Extension :

Alternate Phone :
Format XXX-XXX-XXXX

Alternate Phone Extension :

Fax :
Format XXX-XXX-XXXX

Alternate Fax :
Format XXX-XXX-XXXX



Contacts

All Contacts on file for your organization. Please click Update to edit or delete existing contact information. On change existing information.

Contact ID	Contact Name	Email	Phone	Pending Changes		
✓ CT007	James Dixon	jdixon@arboristsplus.com	540-230-3000	<input checked="" type="checkbox"/>	Update	View Pending Changes

[First](#) [Prev](#) [Next](#) [Last](#)

Add Items

Pending Additions

Contact ID : CT007 Phone : 540-230-3000
Contact Name : James Dixon Phone Extension :
Email : jdixon@arboristsplus.com Alternate Phone :
Address ID : AR007 Alternate Phone Extension :
Street 1 : 123 Annafrel Street Fax :
Street 2 : Alternate Fax :
City : Roanoke
State/Province : VA
Zip/Postal Code : 24018
Country : USA

Step 6: The user will be prompted back to the main [Contacts](#) page as show here in the top left.

To view the changes and confirm the user may select [View Pending Changes](#)

View Pending Changes

This view displays all changes that have not yet taken effect for the current record. A change has yet to be submitted for approval. The pending change will be assigned an approval. A Pending Approval status indicates that the pending change has been submitted for "advice" for more information.

	Field Label	Table Name	Last Action Date	Old Value	New Value	Status
✓	Phone Extension	Contacts	06/29/2011		15	New Change

[First](#) [Prev](#) [Next](#) [Last](#)

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Table Name : Contacts
Last Action Date : 06/29/2011
User ID : Arborists Plus
Status : New Change
Field Label : Phone Extension
Old Value :
New Value : 15
Old Memo Value :
New Memo Value :

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VSSHELP@Roanokeva.gov

ADD/DELTE A BUSINESS TYPE

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Registered Users

- . [Account Maintenance](#)
- . [Respond to Solicitations](#)

User Name :

Password :

[Login](#)

[Forgot Your Password? Click Here](#)

New Users

[Register](#)

- . [Add my company](#)
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- . [Create User ID for existing account](#)

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Step 3: Click on the [Business Type](#) link in the Account Maintenance Home page.

Account Maintenance

- Headquarters Information
- Vendor Addresses
- Contacts
- Location Information
- Address Information
- W-9 Information
- Business Types**
- Service Areas
- Commodities
- User Information
- Location Users
- State Corporation Commission

Business Types [help & advice](#)

The current list of Business Types on file for your location. Please click Update to modify or delete existing business type information.

Business Type ID	Business Type	Certification No	Certification Start Date	Certification End Date	Pending Changes	
✓ SBE	Small Business	10293847	06/01/2009	06/01/2012	<input type="checkbox"/>	Update View Pending Changes
WBE	Women Owned	24873245712	06/01/2010	06/01/2012	<input type="checkbox"/>	Update View Pending Changes

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[Add Items](#) [Pending Additions](#)

Step 4: The user will be able to see all Business Type(s) on file for their location. From this page he/she will either be able to:

1. To edit this list, **OR**
2. Add a new Business Type.

1. To edit a Business Type, the user must first click Update:

From the Update screen the user can do one of two things (a) Update information provided, OR (b) Delete a business type.

Business Types help & advice

The current list of Business Types on file for your location. Please click Update to modify or delete existing business type information.

Business Type ID	Business Type	Certification No	Certification Start Date	Certification End Date	Pending Changes	
✓ SBE	Small Business	10293847	06/01/2009	06/01/2012	<input type="checkbox"/>	Update View Pending Changes
WBE	Women Owned	24873245712	06/01/2010	06/01/2012	<input type="checkbox"/>	Update View Pending Changes

First Prev Next Last

Add Items Pending Additions

A. Updating Information (in this case the Certification Information):

- i. In the Update Business Types page, edit the Certification No., Start Date, and/or End date.
- ii. Click Save Changes.

City of Roanoke
Vendor Self Service

Welcome, James Dixon Business

Account Maintenance

Update Business Types

Edit the values below and click Save Changes to save your changes. Prior updates take effect in this view.

Business Type ID	Certification No	Certification Start Date	Certification End Date
✓ SBE	10293847	06/01/2009	8/15/2012

First Prev Next Last

Save Changes Cancel Delete

Business Types

hel

The current list of Business Types on file for your location. Please click Update to modify or delete existing business type information.

Business Type ID	Business Type	Certification No	Certification Start Date	Certification End Date	Pending Changes		
✓ SBE	Small Business	10293847	06/01/2009	06/01/2012	<input checked="" type="checkbox"/>	Update	View Pending Change
WBE	Women Owned	24873245712	06/01/2010	06/01/2012	<input type="checkbox"/>	Update	View Pending Change

[First](#) [Prev](#) [Next](#) [Last](#)

[Add Items](#) [Pending Additions](#)

[Next Block of Rows](#)



The user will be prompted back to the main Business Types list where a check mark will indicate the edited item. The user may verify the change by clicking View Pending Changes in the selected line for a detailed edit explanation (as shown below).

View Pending Changes

This view displays all changes that have not yet taken effect for the current record. A status of change has yet to be submitted for approval. The pending change will be assigned an On Hold approval. A Pending Approval status indicates that the pending change has been submitted a "advice" for more information.

	Field Label	Table Name	Last Action Date	Old Value	New Value	Status
✓	Certification End Date	Business Types	06/30/2011	2012-06-01	2012-08-15	New Change

[First](#) [Prev](#) [Next](#) [Last](#)

Back

Table Name : Business Types
Last Action Date : 06/30/2011
User ID : Arborists Plus
Status : New Change
Field Label : Certification End Date
Old Value : 2012-06-01
New Value : 2012-08-15
Old Memo Value :
New Memo Value :

Business Types

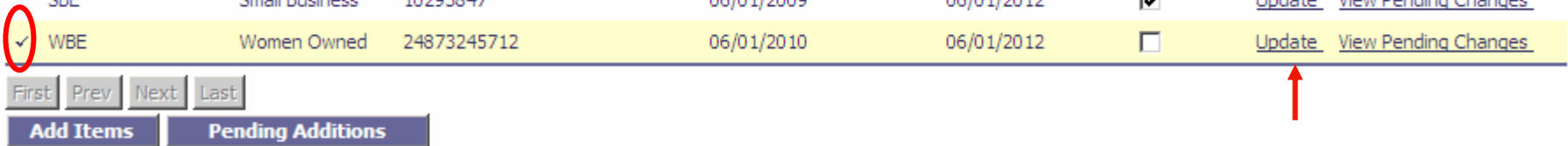
help & ad

The current list of Business Types on file for your location. Please click Update to modify or delete existing business type information.

Business Type ID	Business Type	Certification No	Certification Start Date	Certification End Date	Pending Changes		
SBE	Small Business	10293847	06/01/2009	06/01/2012	<input checked="" type="checkbox"/>	Update	View Pending Changes
<input checked="" type="checkbox"/> WBE	Women Owned	24873245712	06/01/2010	06/01/2012	<input type="checkbox"/>	Update	View Pending Changes

First Prev Next Last

Add Items Pending Additions



b. Deleting a Business Type:

In the Business Type List, click the line to be deleted. Once the check mark indicates the chosen line, click the [Update](#) tab (as shown in the above picture.)

The Update Business Types page will open. Verify the Business type is the type the user wishes to delete, and click [Delete](#) and [Save Changes](#).


Update Business Types

Edit the values below and click Save Changes to save your changes. Prior updates that have not yet been approved are displayed in this view.

Business Type ID	Certification No	Certification Start Date	Certification End Date
<input checked="" type="checkbox"/> WBE	<input type="text" value="24873245712"/>	<input type="text" value="06/01/2010"/>	<input type="text" value="06/01/2012"/>

First Prev Next Last

Save Changes Cancel **Delete**



Business Types

[help & advice](#)

The current list of Business Types on file for your location. Please click Update to modify or delete existing business type information.

Business Type ID	Business Type	Certification No	Certification Start Date	Certification End Date	Pending Changes		
SBE	Small Business	10293847	06/01/2009	06/01/2012	<input checked="" type="checkbox"/>	Update	View Pending Changes
✓ WBE	Women Owned	24873245712	06/01/2010	06/01/2012	<input checked="" type="checkbox"/>	Update	View Pending Changes

[First](#) [Prev](#) [Next](#) [Last](#)

[Add Items](#)

[Pending Additions](#)

The user will be prompted back to the main [Business Types](#) list where a check mark will indicate the edited item(s). The user may verify the change by clicking [View Pending Changes](#) in the selected line for a detailed edit explanation (as shown below).

[Business Opportunities](#)

View Pending Changes

This view displays all changes that have not yet taken effect for the current record. A status of New Change indicates that the pending change has yet to be submitted for approval. The pending change will be assigned an On Hold status while a prior change is awaiting approval. A Pending Approval status indicates that the pending change has been submitted and is awaiting approval. Click on "help & advice" for more information.

Field Label	Table Name	Last Action Date	Old Value	New Value	Status
✓ Business Type ID	Business Types	06/30/2011	WBE		New Change

[First](#) [Prev](#) [Next](#) [Last](#)

Back

Table Name : Business Types
Last Action Date : 06/30/2011
User ID : Arborists Plus
Status : New Change
Field Label : Business Type ID
Old Value : WBE
New Value :
Old Memo Value :
New Memo Value :

Business Types

help & advice

The current list of Business Types on file for your location. Please click Update to modify or delete existing business type information.

Business Type ID	Business Type	Certification No	Certification Start Date	Certification End Date	Pending Changes		
SBE	Small Business	10293847	06/01/2009	06/01/2012	<input checked="" type="checkbox"/>	Update	View Pending Changes
✓ WBE	Women Owned	24873245712	06/01/2010	06/01/2012	<input checked="" type="checkbox"/>	Update	View Pending Changes

First Prev Next Last

Add Items

Pending Additions

Clear

Business Type :

Search

	Business Type	Business Type ID
<input type="checkbox"/>	Public Assistance/Day Care	DYC
<input type="checkbox"/>	Public Assistance/Foster Care	FOC
<input type="checkbox"/>	Minority Owned	MBE
<input type="checkbox"/>	Public Assistance Vendor	PA
<input checked="" type="checkbox"/>	Women Owned	WBE
<input type="checkbox"/>	City Employee	CIT
<input type="checkbox"/>	School Employee	SCH
<input checked="" type="checkbox"/>	Small Business	SBE
<input type="checkbox"/>	DisAdvantaged Business Enterpr	DBE
<input type="checkbox"/>	Minority Owned	MNRT

First Prev Next Last

OK Cancel

OK

2. Add a new Business Type to the current list.

From the Business Types list, click [Add Items](#).

From the [Business Type](#) menu select the box(es) of the Business types to be added in the current list.

Once all boxes that apply are selected, click [OK](#).

Update Business Types

Edit the values below and click Save Changes to save your changes. Prior updates that have not yet been approved are displayed in this view.

Business Type ID	Certification No	Certification Start Date	Certification End Date
✓ MBE	<input type="text"/>	<input type="text" value="06/01/2009"/>	<input type="text" value="06/01/2010"/>

First Prev Next Last

Save Changes Cancel Delete



The user will be directed back to the [Update Business](#) screen where the Certification No. and Start and End Dates must be completed.

Click [Save changes](#).

Note: In the Business Types menu, the user will not immediately see the added items. To verify these additions, click [Pending Additions](#).

Business Types

The current list of Business Types on file for your location. Please click Update to modify.

Business Type ID	Business Type	Certification No	Certification Start Date	Certification End Date
SBE	Small Business	10293847	06/01/2009	06/01/2010
✓ WBE	Women Owned	24873245712	06/01/2010	06/01/2010

First Prev Next Last

Add Items Pending Additions



View New Business Types

This view displays all new records that have not yet been inserted into the Business Type table. A Status of that the record has yet to be submitted for approval. A Pending Approval status indicates that the record has awaiting approval. Click on "help & advice" for more information.

Business Type ID	Certification No	Certification Start Date	Certification End Date	Status
✓ MBE	1010101010	01/01/2011	12/31/2012	New Change

First Prev Next Last

Back

The user will be prompted to the View New Business Types.

In this menu he/she will be able to view all pending additions.

Upon verifying all additions, click back to the main Business Type page.

IMPORTANT NOTE: Once the user's additions or changes have been made, approved, and set to active, the administrator should get an email notifying him/her of this new update. This update should come within 24-48 hours of the change. If the user does not see the change in the above mentioned time frame please contact

Purchasing
Noel C. Taylor Municipal Building
215 Church Avenue, Room 202
Roanoke, VA 24011
540-853-2871

VSSHLP@Roanokeva.gov

ADD/DELTE A SERVICE

Step 1: From the Welcome page enter User Name and Password.

Welcome to The City of Roanoke's Vendor Self Service System

Click the links below for step-by-step instructions:

- . [Doing Business with The City of Roanoke](#)
- . [Registration and Activation](#)
- . [Account Maintenance](#)
- . [Respond to Solicitations](#)

Registered Users

- . [Account Maintenance](#)
- . [Respond to Solicitations](#)

User Name :

Password :

[Login](#)

[Forgot Your Password? Click Here](#)

New Users

[Register](#)

- . [Add my company](#)
- . [Add my location to existing account](#)
- . [Create User ID for existing account](#)

[Public Access](#)

- . [View Posted Solicitations](#)
- . [View Award Notices](#)

If you need assistance, please contact the City of Roanoke Purchasing Division via email at VSSHLP@Roanokeva.gov or call (540) 853-2871 Monday through Friday between 8:00am and 5:00pm

Welcome to the City of Roanoke Vendor Self Service System

This site is divided into the following areas:

- [Business Opportunities](#) - Allows you to search the current bid or proposal opportunities.
- [My Bids/Proposals](#) - You may view, edit, or check the status of bids or proposals you have submitted.
- [Account Maintenance](#) - Gives you the opportunity to maintain your account information.
- [Forms and Additional Information](#) - Provides forms that are available for view and download online.

The links at the top will allow you to move between the main areas of our system.

Note: Do not use the back button on your internet browser. Only use the back button located on Vendor Self Service pages.

Step 2: Select [Account Maintenance](#) from the Individual Vendor Home page.

This section will allow you to maintain the information about your account. Please update your information as your operation changes.

- [Headquarters Information](#) This section allows you to view and edit information about the Headquarters of your location. You may update location verification security and the Headquarters web address.
- [Vendor Addresses](#) This section allows you to view and edit street address information. Vendor Addresses may be shared among locations that share the same Headquarters Account.
- [Contacts](#) This section allows you to view and edit contact information. Contacts may be shared among locations that share the same Headquarters Account.
- [Location Information](#) This section allows you to view and edit more specific information related to your location such as Legal Name, Organization Type, Classification, EFT Information, and Discount Terms.
- [Address Information](#) This section allows you to view and edit which addresses are listed to receive orders, payments, or bills for your location. You may set the Active To and From dates to be associated with an address, as well as indicate additional notes and information. Street Address and Contact information must be edited on the Master Address and Contact tabs, respectively.
- [W-9 Information](#) This section allows you to view and edit information related to your W-9 form, such as TIN, TIN Type, and Name, as well as the Address to which 1099 Forms will be sent.
- [Business Types](#) This section allows you to view and edit the business types that describe your organization.
- [Service Areas](#) This section allows you to view and edit the geographical area(s) that your business serves.
- [Commodities](#) This section allows you to view and edit the commodities that your company offers.
- [User Information](#) This section allows you to view and edit your VSS User ID, password, user contact and security information.
- [Location Users](#) This section allows you to view and edit the list of users who are assigned to this location.
- [State Corporate Commission](#) Regulatory agency for business and economic interests in Virginia..

Step 3: Click on the [Service Areas](#) link in the Account Maintenance Home page.

Service Areas

The current list of Service Areas on file for your location. Click on Update to delete or add Service Areas. If you select Statewide as you be removed and vice versa.

Service Area

✓ Cities: Galax, Martinsville, Radford, City of Roanoke, and Salem. Counties: Carroll, Craig, Floyd, Franklin, Giles, Henry, Montgomery, Patrick, Pulaski, and Roanoke County.

First Prev Next Last

Update

Pending Additions

Step 4: The user will be able to see all Service Areas on file for their location.

To edit this list click Update.

Update Service Areas

Current list of Service Areas on file for your location. To remove Service Areas. Please click Save Changes to save your changes. Prior updates

Service Area List

✓ Cities: Galax, Martinsville, Radford, City of Roanoke, and Salem. Counties: Carroll, Craig

First Prev Next Last

Save Changes Cancel Delete Add Items



Step 5: A user can change their commodities list by:

1. Adding a new Service Area to the existing list, OR
2. Deleting a current Service Area.

Choose

Select one or more Service Areas to associate to your company. To search for your Service Area Zone. Please click OK to save your changes.

Clear

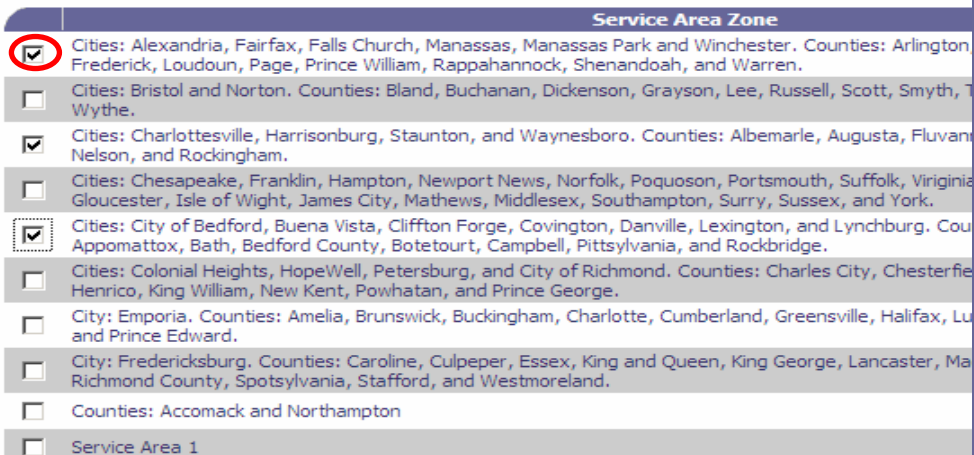
Service Area Zone : Search

Service Area Zone

<input checked="" type="checkbox"/>	Cities: Alexandria, Fairfax, Falls Church, Manassas, Manassas Park and Winchester. Counties: Arlington, Frederick, Loudoun, Page, Prince William, Rappahannock, Shenandoah, and Warren.
<input type="checkbox"/>	Cities: Bristol and Norton. Counties: Bland, Buchanan, Dickenson, Grayson, Lee, Russell, Scott, Smyth, Tazewell, and Wythe.
<input checked="" type="checkbox"/>	Cities: Charlottesville, Harrisonburg, Staunton, and Waynesboro. Counties: Albemarle, Augusta, Fluvanna, Nelson, and Rockingham.
<input type="checkbox"/>	Cities: Chesapeake, Franklin, Hampton, Newport News, Norfolk, Poquoson, Portsmouth, Suffolk, Virginia Beach, Gloucester, Isle of Wight, James City, Mathews, Middlesex, Southampton, Surry, Sussex, and York.
<input checked="" type="checkbox"/>	Cities: City of Bedford, Buena Vista, Clifton Forge, Covington, Danville, Lexington, and Lynchburg. Counties: Appomattox, Bath, Bedford County, Botetourt, Campbell, Pittsylvania, and Rockbridge.
<input type="checkbox"/>	Cities: Colonial Heights, HopeWell, Petersburg, and City of Richmond. Counties: Charles City, Chesterfield, Henrico, King William, New Kent, Powhatan, and Prince George.
<input type="checkbox"/>	City: Emporia. Counties: Amelia, Brunswick, Buckingham, Charlotte, Cumberland, Greensville, Halifax, Lunenburg, and Prince Edward.
<input type="checkbox"/>	City: Fredericksburg. Counties: Caroline, Culpeper, Essex, King and Queen, King George, Lancaster, Mathews, Richmond County, Spotsylvania, Stafford, and Westmoreland.
<input type="checkbox"/>	Counties: Accomack and Northampton
<input type="checkbox"/>	Service Area 1

First Prev Next Last

OK Cancel



1. Adding a Service Area:

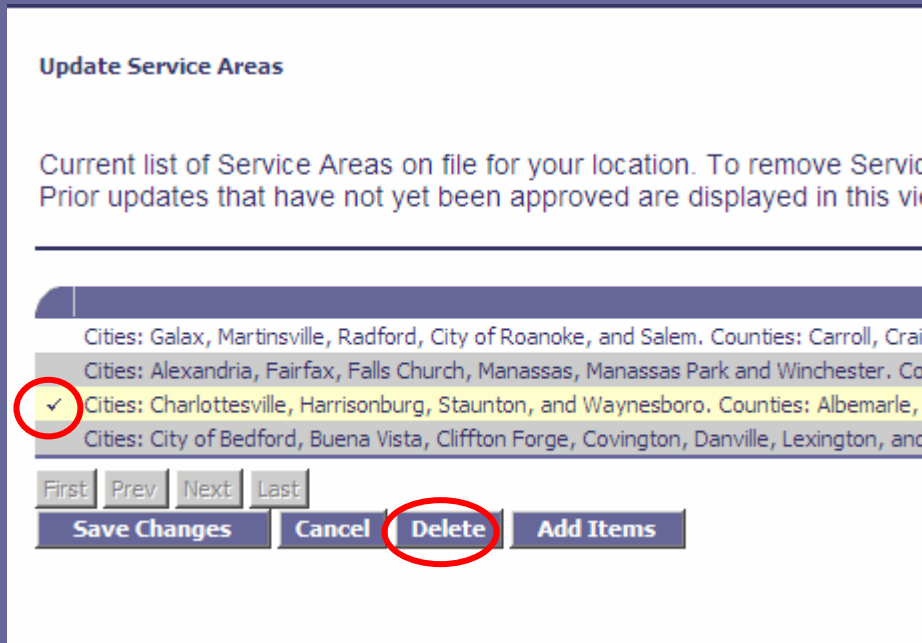
- a. In the Service Area List, click the Add Items tab (as shown in the top left)
- b. In the Service Area Zone menu (as shown in the bottom left) click the box(es) for all items user wish to add to the Service Area list and select OK.

Update Service Areas

Current list of Service Areas on file for your location. To remove Service Areas, select the checkbox next to the Service Area. Prior updates that have not yet been approved are displayed in this view.

	Service Area
<input checked="" type="checkbox"/>	Cities: Galax, Martinsville, Radford, City of Roanoke, and Salem. Counties: Carroll, Craig, Floyd, Franklin, Giles, Henry, Montgomery, Patrick, Pulaski
<input type="checkbox"/>	Cities: Alexandria, Fairfax, Falls Church, Manassas, Manassas Park and Winchester. Counties: Arlington, Clarke, Fairfax, Fauquier, Frederick, Loudoun
<input type="checkbox"/>	Cities: Charlottesville, Harrisonburg, Staunton, and Waynesboro. Counties: Albemarle, Augusta, Fluvanna, Greene, Highland, Louisa, Nelson, and Shenandoah
<input type="checkbox"/>	Cities: City of Bedford, Buena Vista, Clifton Forge, Covington, Danville, Lexington, and Lynchburg. Counties: Alleghany, Amherst, Appomattox, Bedford

The user will be prompted back to the [Update Service Area](#) list to view all current Service Areas.

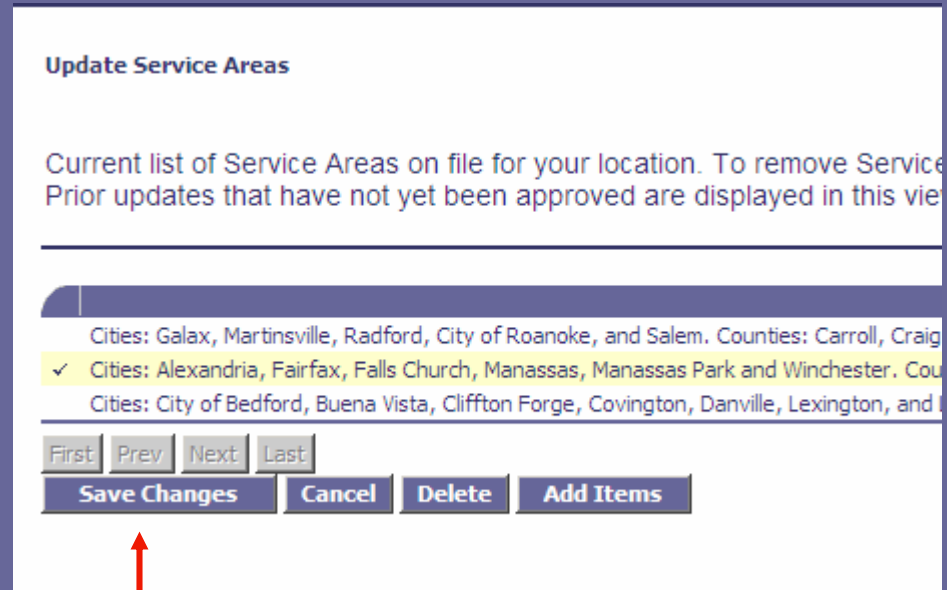


2. Deleting a Service Area:

In the Service Area List, click the line to be deleted. Once the check mark indicates the chosen line, click Delete.

The user will be prompted to a new update Service Area list in the Update Service Areas page where the deleted item will no longer be listed. (as shown to the right.)

Click Save Changes.



IMPORTANT NOTE: Once the user's additions or changes have been made, approved, and set to active, the administrator should get an email notifying him/her of this new update. This update should come within 24-48 hours of the change. If the user does not see the change in the above mentioned time frame please contact

Purchasing
Noel C. Taylor Municipal Building
215 Church Avenue, Room 202
Roanoke, VA 24011
540-853-2871

VSSHELP@Roanokeva.gov

CHANGE/ADD COMMODITY

Step 1: From the Welcome page enter User Name and Password.

Welcome to The City of Roanoke's Vendor Self Service System

Click the links below for step-by-step instructions:

- . [Doing Business with The City of Roanoke](#)
- . [Registration and Activation](#)
- . [Account Maintenance](#)
- . [Respond to Solicitations](#)

Registered Users

- . [Account Maintenance](#)
- . [Respond to Solicitations](#)

User Name :

Password :

[Login](#)

[Forgot Your Password? Click Here](#)

New Users

[Register](#)

- . [Add my company](#)
- . [Add my location to existing account](#)
- . [Create User ID for existing account](#)

[Public Access](#)

- . [View Posted Solicitations](#)
- . [View Award Notices](#)

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Step 2: Select [Account Maintenance](#) from the Individual Vendor Home page.

This section will allow you to maintain the information about your account. Please update your information as your operation changes.

- [Headquarters Information](#) This section allows you to view and edit information about the Headquarters of your location. You may update location verification security and the Headquarters web address.
- [Vendor Addresses](#) This section allows you to view and edit street address information. Vendor Addresses may be shared among locations that share the same Headquarters Account.
- [Contacts](#) This section allows you to view and edit contact information. Contacts may be shared among locations that share the same Headquarters Account.
- [Location Information](#) This section allows you to view and edit more specific information related to your location such as Legal Name, Organization Type, Classification, EFT Information, and Discount Terms.
- [Address Information](#) This section allows you to view and edit which addresses are listed to receive orders, payments, or bills for your location. You may set the Active To and From dates to be associated with an address, as well as indicate additional notes and information. Street Address and Contact information must be edited on the Master Address and Contact tabs, respectively.
- [W-9 Information](#) This section allows you to view and edit information related to your W-9 form, such as TIN, TIN Type, and Name, as well as the Address to which 1099 Forms will be sent.
- [Business Types](#) This section allows you to view and edit the business types that describe your organization.
- [Service Areas](#) This section allows you to view and edit the geographical area(s) that your business serves.
-  [Commodities](#) This section allows you to view and edit the commodities that your company offers.
- [User Information](#) This section allows you to view and edit your VSS User ID, password, user contact and security information.
- [Location Users](#) This section allows you to view and edit the list of users who are assigned to this location.
- [State Corporate Commission](#) Regulatory agency for business and economic interests in Virginia..

Step 3: Click on the [Commodities](#) link in the Account Maintenance Home page.

Commodities

The current list of Commodities that your business offers. Click on Update to delete or add commodities that apply to your organization.

Commodity/Service Code	Commodity Description	Pending Changes
✓ 98802	Arborist Services	<input type="checkbox"/>
96888	Tree and Shrub Removal Services	<input type="checkbox"/>
98888	Tree Trimming and Pruning Services	<input type="checkbox"/>

First Prev Next Last

Update

Pending Additions

Step 4: In the Commodities page the user will be able to see all commodities that the user offers.

To edit this list click Update.

Commodities

Current list of Commodities that your location is currently registered for. F as needed. Remember only 'Master Users' can update Commodity inform

Commodity/Service Code	Commodity Description
98802	Arborist Services
96888	Tree and Shrub Removal Services
98888	Tree Trimming and Pruning Services

First Prev Next Last

Save Changes Cancel Delete Add Items

Step 5: User can change the commodities list by:

1. Deleting a current commodity, OR
2. Adding a new commodity to the existing list.

1. Deleting a Commodity:

In the Commodity/Service Code List, click the line to be deleted. Once the check mark indicates the chosen line, click Delete. (as shown in the above picture.)

The user will be prompted back to the main Commodities page and menu where the deleted item will no longer be listed. (as shown to the right.)

Commodities

Current list of Commodities that your location is currently registered for. F as needed. Remember only 'Master Users' can update Commodity inform

Commodity/Service Code	Commodity Description
✓ 96888	Tree and Shrub Removal Services
98888	Tree Trimming and Pruning Services

First Prev Next Last

Save Changes Cancel Delete Add Items


Commodities

Current list of Commodities that your location is currently registered for. Add or delete as needed. Remember only 'Master Users' can update Commodity information.

Commodity/Service Code	Commodity Description
✓ 96888	Tree and Shrub Removal Services
98888	Tree Trimming and Pruning Services

First Prev Next Last

Save Changes Cancel Delete Add Items



2. Adding a Commodity:

- In the Commodity/Service Code List, click the Add Items tab (as shown to the left)
- In the Commodity/Description box choose part or all of the Commodity Description using the wildcard (*) and click Search.
- Click the box for all item(s) user wishes to add to the commodity list and select OK.

Repeat steps as necessary for multiple additions.

Choose


Select one or more Commodities to associate to your company. To search for you and click Search. Please click OK to save your changes.

Wildcard (*) searches are allowed. For example, a search of Description using 'computer.' However, a search of Description using '*computer*' would find a description.


Clear

Commodity/Service Code : Search

Commodity Description : Search



Commodity Description	Commodity/Service Code
<input checked="" type="checkbox"/> Shrubbery, Evergreen	59565
<input checked="" type="checkbox"/> Shrubbery, Flowering	59566



First Last

OK Cancel

Commodities

Current list of Commodities that your location is currently registered as needed. Remember only 'Master Users' can update Commodity i

	Commodity/Service Code	Commodity Description
✓	98802	Arborist Services
	59565	Shrubbery, Evergreen
	59566	Shrubbery, Flowering
	96888	Tree and Shrub Removal Services
	98888	Tree Trimming and Pruning Services

First Prev Next Last

Save Changes

Cancel

Delete

Add Items



Step 6: The user will be prompted back to the main commodities list to view all current commodities.

Once all necessary deletions/additions have been made, click Save Changes.

Commodities

The current list of Commodities that your business offers. Click on Update to delete commodities that apply to your organization.

Commodity/Service Code	Commodity Description	Pending Changes
✓ 98802	Arborist Services	<input checked="" type="checkbox"/>
96888	Tree and Shrub Removal Services	<input type="checkbox"/>
98888	Tree Trimming and Pruning Services	<input type="checkbox"/>

First Prev Next Last

Update Pending Additions



Commodities

Current list of Commodities that your location is currently registered for. Edit as needed. Remember only 'Master Users' can update Commodity information.

Commodity/Service Code	Commodity Description	Status
✓ 59565	Shrubbery, Evergreen	New Change
59566	Shrubbery, Flowering	New Change

First Prev Next Last

Back

Step 7: The user prompted back to the main Commodities page in Account Maintenance as show here in the top left.

From here the user may verify changes made by:

1. Noting the check box in the commodity selected for deletion for all existing commodities to be edited (as shown in the top right), and
2. Clicking on Pending Additions to view the commodities selected to be added to the current list (as shown in the bottom left).

IMPORTANT NOTE: Once the user's additions or changes have been made, approved, and set to active, the administrator should get an email notifying him/her of this new update. This update should come within 24-48 hours of the change. If the user does not see the change in the above mentioned time frame please contact

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