

Welcome to the City of Durham Vendor Self Service (VSS) Making it easier to do business with the CITY!

Vendor Self Service (VSS) gives existing and potential vendors access to their personal information and records online. You will have the ability to add or update contact information, view check, purchase order and invoice history, provide or update banking information, add commodities, etc. To become an active vendor a copy of your W9 must be attached.

Note: Payments can be received by paper check, ACH, or Epayables.

- Paper checks mailing could take up to 7 business days or more.
- ACH/EFT- monies are available next business day after City approves payment. Provide banking info on Vendor Self Service.
- Epayables monies are available the same day via Bank of America after the City approves payment. This process uses a Bank of America issued credit card number. See document section for more details and sign up. You must send an email to epayables.support@durhamnc.gov requesting setup.

Select the Resource tab to download the Instruction Guide

New Vendors - To register (Pages 2-5)

- Select Vendor Self Service
- Select Registration
- Enter (create) User ID and Password
- Enter Validation Code
- Select Submit
- Check email for a Validation Pin (Keep secure)
- Enter Validation Pin to complete registration

Existing Vendors – To Login/Link Account/Reset Password (Pages 6-7)

- Select Log In
- Enter User ID and Password
 - Enter Validation Code
 - Enter City of Durham Vendor #
 - Enter your FID or SSN (has to be the same as the existing # on your City vendor file)

New Vendor Registration:

1. Select **Vendor Registration** on the VSS homepage & create an account.
2. You will receive a Validation PIN in your email. Enter in VSS when prompted. It is very important to make sure that the email address is correct and accessible by you to complete registration. *IF YOU EXPERIENCE ANY ISSUES IN THIS STEP, EX: 500 SERVER ERROR, PLEASE CONTACT US AT VENDORS@DURHAMNC.GOV



Welcome to Vendor Self Service

 The following user account is awaiting validation via an email sent

Validation PIN

(enter PIN validation code)

Validate

Regenerate PIN

3. Once you input the validation pin do not move from this page. Wait for the Registration Confirmation.



4. Once logged in you will be prompted to Create New Vendor or Link to Existing, select **Create New Vendor**

Welcome to Vendor Self Service



No vendor information is linked to your account.

In order to fully use Vendor Self Service, please either register a new vendor or link to an existing vendor.

Create New Vendor

OR

Link to Existing



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- Using **ALL CAPS** (ex: CITY OF DURHAM). All fields with a red asterisk (*) are required fields and cannot be skipped.

New Vendor Registration

 Your User ID and password have been successfully set. Please continue with the registration process. 

Enter Vendor Registration Information

Step 1

Company Information

Company Name*

Line 2 (OPTIONAL)

Line 3 (OPTIONAL)

Line 4 (OPTIONAL)

Doing business as (if different from above)

*Vendor Type

Foreign Entity

Send Accounts Payable checks to the above address

Vendor Address

Address*

Line 2 (OPTIONAL)

Line 3 (OPTIONAL)

Line 4 (OPTIONAL)

City* State*

Zip Code* County

Country Geographic

6. Enter FID/SSN, Payment Terms, Delivery Method, and Banking Information.

Federal Tax ID Number or Social Security Number

*FID or SSN
 FID SSN

*FID/SSN *Re-type FID/SSN

Payment Terms

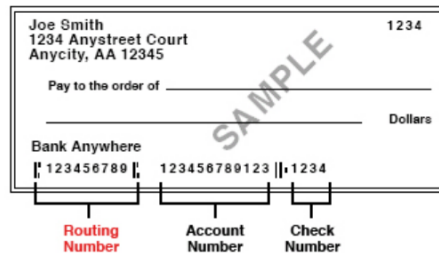
Discount Percentage Days to Discount Days to Net

Your preferred payables delivery method(s).
 Mail Fax E-Mail

Your preferred purchasing delivery method(s).
 Mail Fax E-Mail

Bank Information

Bank Routing Number Bank Account Number Bank Account Type



CONTINUE **CANCEL**

7. To enter additional addresses and remits click **ADD**.

New Vendor Registration

Address information

Step 4

Addresses

[add](#)

Name/DBA	Address	Is Default
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Continue

8. Select **General** under Contact Type and list contact information.

User Contact Information

Contact Person

* Contact Type

GENERAL - General Contacts

* Name

Description

* Phone

Text

Opt In

Fax

* E-mail

9. Select Commodities -> Select Add -> Select Continue.

Select Commodities

Select Commodities

Step 3

Search for your commodities/services, then select and "**Add**". Search again and repeat as necessary. Click "**Finished**" when done.

Keyword(s) or commodity code(first 3 or more digits)

Search

[List all commodities/services](#)

8332 Found [1-10](#) | [11-20](#) | [21-30](#) | [31-40](#) | [41-50](#) | [51-60](#) | [Next](#)

[Select All](#)

Code Description

- | | | |
|--------------------------|-------|--|
| <input type="checkbox"/> | 00521 | ABRASIVES, SANDBLASTING, METAL |
| <input type="checkbox"/> | 00528 | ABRASIVES, SANDBLASTING (OTHER THAN METAL) |
| <input type="checkbox"/> | 00542 | ABRASIVES, SOLID: WHEELS, STONES, ETC. |
| <input type="checkbox"/> | 01538 | PAPER, CHEMICALS, AND SUPPLIES (FOR BLUELINE MACHINES) |
| <input type="checkbox"/> | 99999 | REIMBURSEMENT |

10. Complete DBA if applicable.

New Vendor Registration

Review Step 6

Please check that the information below is correct. Make changes if necessary, then click on "Register."

General Information [change](#)

Name/DBA MARISSA BENITEZ ARZATE

11. Select Attach to attach a signed W9 and any additional required documents as a PDF file.
W9 IS A REQUIRED DOCUMENT

Attachments

Attachment Type	Description	Required	Attachments	
General	Documents are not assigned to a type		(0)	Attach
default	Vendor Attachment		(0)	Attach

[Register](#) [Cancel](#)

(Only click Register once and refrain from using your browser's Back or Refresh button.)

12. Click Register.

Existing Vendor:

1. Log in through the VSS homepage
2. Enter validation code and proceed to your account. *IF YOU EXPERIENCE ANY ISSUES IN THIS STEP, EX: 500 SERVER ERROR, PLEASE CONTACT US AT VENDORS@DURHAMNC.GOV
3. If you are not already linked to a vendor - you will be prompted to Create New Vendor or Link to Existing, select **Link to Existing Vendor**

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[Create New Vendor](#)

OR

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4. Enter City of Durham vendor number
***If you do not have your vendor number please send an email to: vendors@durhamnc.gov In your email you must include your name, title, and phone number. A City of Durham staff will contact you.**
5. Enter your FID or SSN (has to be the same as the existing # on your City vendor file)
6. Complete.

Forgot Your Password

1. Select Forgot password and follow instructions (you will receive a hint)
2. Exit out and log in using the new password.
3. You will be prompted again to change your password.
4. A message will display that your password was successfully changed.

Any issues please contact us at vendors@durhamnc.gov