

2024

City of Greenville Vendor Registration Guide

Purchasing Division

City of Greenville

8/26/2024

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Welcome!

Thank you for taking the opportunity to register your firm as an official City of Greenville vendor! Included in this guide are step by step instructions to assist you in registering for our online vendor portal, Vendor Self Service (VSS). As a registered vendor, you will enjoy the benefit of 24 hours a day, 7 days a week access to your existing vendor information including:

- *1099 Data*
- *Purchase Orders*
- *Invoicing/Payment Information*

Whether you are currently an active vendor (existing vendor) with the City or a vendor registering for the first time, VSS will be your one stop shop for tracking business with the City.

Find your VENDOR ID on the PDF copy of your check when receiving electronic payment notifications.

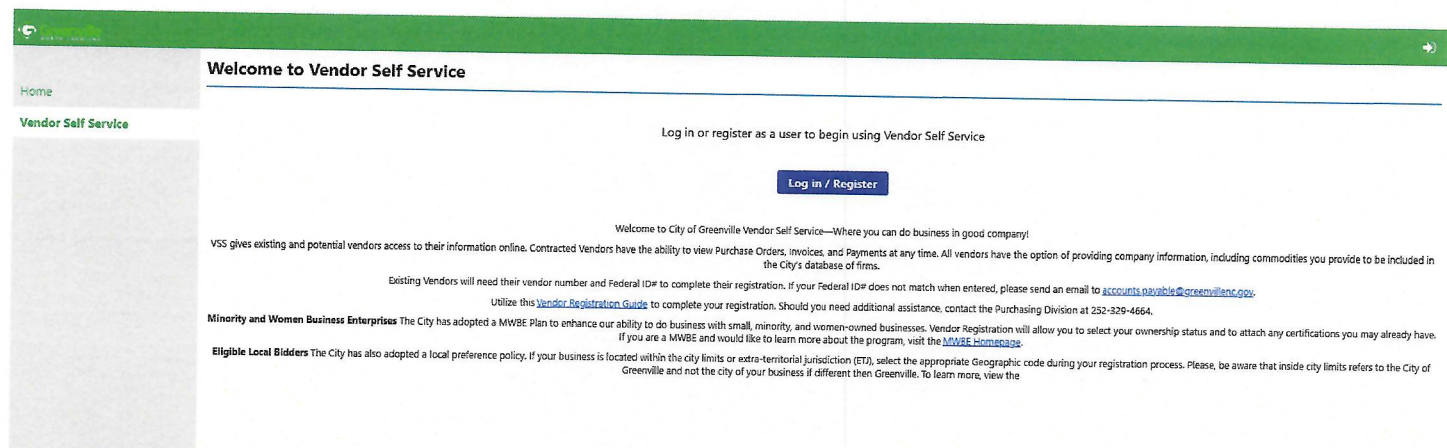
Before getting started:

- *Create an electronic file of each document required for registration to add to your profile. **All registrants are required to include a copy of your W-9** (Request for Taxpayer Identification Number and Certification). Locate a copy of the W-9 form online at <https://www.irs.gov/pub/irs-pdf/fw9.pdf>*
- *Scan a copy of a voided check or a document from your banking institution listing your routing and bank account number.*
- *All MWBE vendors create an electronic file of your certification documentation.*

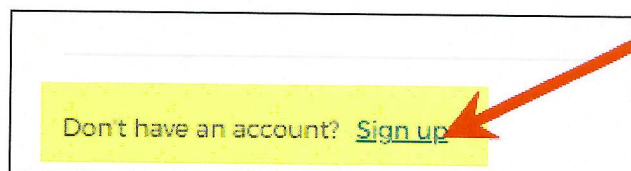
New Vendor Registration Guide

Ready to begin:

1. Visit the City of Greenville VENDOR SELF-SERVICE Home page.
<https://selfservice.greenvillenc.gov/vss>
2. Select LOG IN/REGISTER.



3. If no account, select “Sign-Up” at the bottom of the screen.

A screenshot of a web page for signing in to community access services. At the top is a logo of a globe with a circular arrow. Below it is the text "Sign in to community access services." There are four social login buttons: "Sign in with Google" (with Google G logo), "Sign in with Apple" (with Apple logo), "Sign in with Microsoft" (with Microsoft logo), and "Sign in with Facebook" (with Facebook logo). Below these is a horizontal line with "OR" in the center. Then are two input fields: "Email address" and "Password", each with a small circular icon to its right. Below the password field is a checkbox labeled "Remember me". A large blue "Sign in" button is below that. At the bottom are three links: "Forgot password?", "Unlock account?", and "Help". At the very bottom is a yellow rectangular button with the text "Don't have an account? [Sign up](#)". A red arrow points from the top right corner of this button towards the "Sign up" link.

4. Example of Signing Up a New Vendor Account

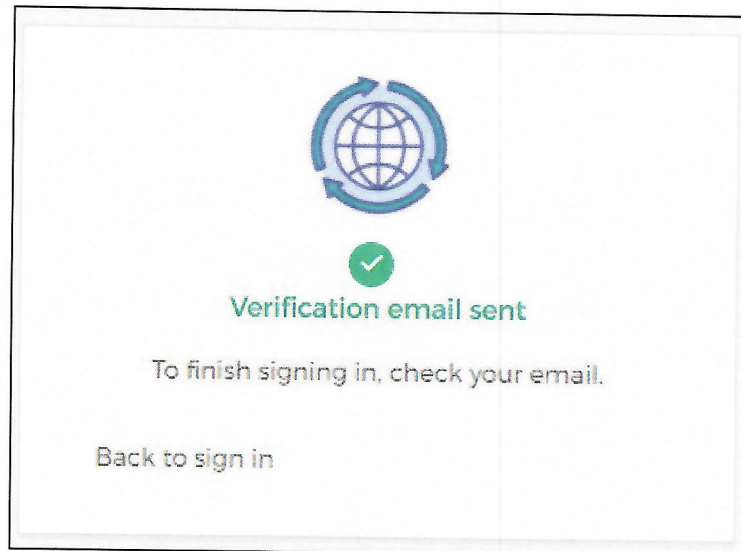
- Fill out the fields below, your email address.
- Fill out the username, password (make sure you meet the criteria and write the password down because you will need it later).
- Fill out the First Name and the Last Name
- Click "Sign Up" Button

The image shows a 'Create an account' form with the following fields and annotations:

- Username:** A text input field containing 'visualcc@embarqmail.com'. An arrow points from the label 'Username' to this field.
- Password:** A text input field containing a masked password '.....'. An arrow points from the label 'Password' to this field.
- Password Criteria:** A yellow box containing five checkmarks and their corresponding requirements:
 - ✓ At least 8 character(s)
 - ✓ At least 1 number(s)
 - ✓ At least 1 lowercase letter(s)
 - ✓ At least 1 uppercase letter(s)
 - ✓ Does not contain part of usernameAn arrow points from the label 'password criteria' to this box.
- First name:** A text input field containing 'PeggyTest'. An arrow points from the label 'First name' to this field.
- Last name:** A text input field containing 'WootenTest'. An arrow points from the label 'Last name' to this field.
- Sign up Button:** A blue button with the text 'Sign up'. An arrow points from the label 'Click Sign Up Button when you fill out all information above' to this button.
- Footer:** A link labeled 'Back to sign in'.

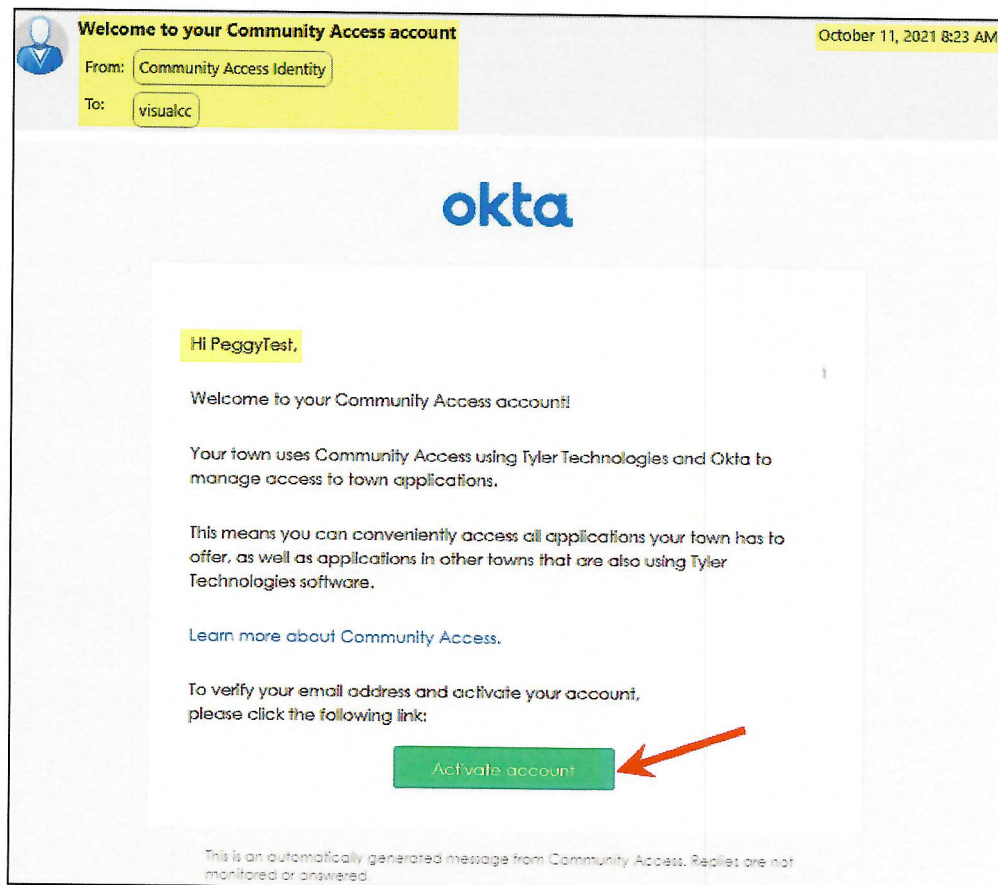
* indicates required field

5. After you Click Sign Up, you will receive this message.



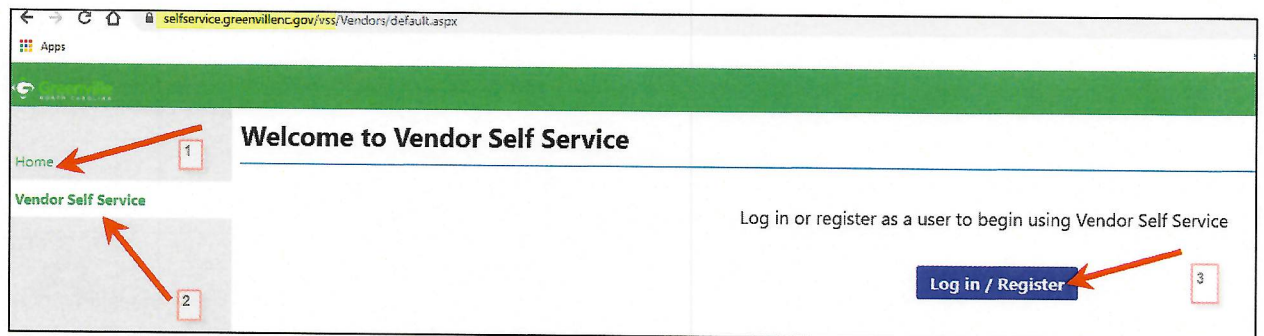
6. You will receive an email to “Activate Account.”

- a. We cannot “Activate” the user account, this information is sent to the email address that you used as the username.
- b. If you do not receive the email, check your Spam, Deleted, or Junk Mail.



7. After you “Activate” your account, go back to: <https://selfservice.greenvillenc.gov/vss/>.

- a. Click Home
- b. Click Vendor Self Service
- c. Click Log in/Register



8. When your account is activated, it will take you to your profile screen and at this point you can change your password or (we will email the username and password that we initially setup for you).

- a. You must choose which Account you want to use to sign in: Google, Apple, Microsoft or Facebook.

A screenshot of a sign-in screen titled 'Sign in to community access services.' At the top is a blue circular logo with a globe. Below the title are four buttons for social media sign-in: 'Sign in with Google' (with Google logo), 'Sign in with Apple' (with Apple logo), 'Sign in with Microsoft' (with Microsoft logo), and 'Sign in with Facebook' (with Facebook logo). Below these is a horizontal line with the word 'OR' in the center. Underneath is a yellow highlighted section containing two input fields: 'Email address' with the text 'visualcc@embarrmail.com' and a clear button, and 'Password' with a masked password '.....' and a clear button.

9. Once logged in you can finish registering as a Vendor - click **CREATE NEW VENDOR**.

Welcome to Vendor Self Service

Home
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](#)

10. A New Vendor Screen will appear, fill out information as requested. (County & Geographic are for NC Vendors only.) Click Continue when completed.

New Vendor Registration

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

Enter Vendor Registration Information

[Help](#)

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

☐ Send Purchase Orders to the above address

E-mail*

Website

DUNS

California Permit Number

Vendor Address

Address*

Line 2 (OPTIONAL)

Line 3 (OPTIONAL)

Line 4 (OPTIONAL)

City*

State*

N/A

Zip Code*

Country

Geographic

Select Type...

Fax Number

Minority Business Enterprise

☐ Minority Business Enterprise

Minority Business Enterprise Classifications
(select all that apply)

For MWBE firms: Additional steps are required. All other firms skip MWBE information and complete the remaining fields on this page.

11. If a Minority Business please select each classification that applies to your business. (See Red Arrows) If you meet one of the classifications but do NOT have a third party certification (ie. NC Office for Historically Underutilized Businesses, NC Department of Transportation, etc.), please select "Self Certification" in addition to the other classifications selected.

a. For each classification, select MANAGE to add detail certification information. (see Black arrows)

Minority Business Enterprise

☒ Minority Business Enterprise

Minority Business Enterprise Classifications

(select all that apply)

<input checked="" type="checkbox"/> African American	0 certifications	manage
<input type="checkbox"/> American Indian		
<input type="checkbox"/> Asian American		
<input type="checkbox"/> Disabled		
<input type="checkbox"/> Disadvantaged Business Enterpr		
<input checked="" type="checkbox"/> Female (Non-Minority)	0 certifications	manage
<input checked="" type="checkbox"/> General	0 certifications	manage
<input type="checkbox"/> Hispanic or Latino		
<input type="checkbox"/> Other		
<input checked="" type="checkbox"/> Self Certified	0 certifications	manage
<input type="checkbox"/> Socioeconomically Disadvantage		

*Gender

Select Type... ▼

Payment Terms

Your preferred payables delivery method(s).

☐ Mail ☒ E-Mail

Your preferred purchasing delivery method(s).

☐ Mail ☒ E-Mail

*Ethnicity

Select Type... ▼

Select Type...

UNSPECIFIED

AMERICAN INDIAN/ALASKA NATIVE

ASIAN AMERICAN

AFRICAN AMERICAN

HISPANIC

CAUCASIAN

NATIVE HAWAIIAN/OTHER PACIFIC

12. On this page, click **ADD NEW CERTIFICATE** to enter all required information and any notes you desire. Complete the **MANAGE** step for each of your classifications. **NOTE:** You will have the opportunity to upload a copy of your certification letter at the end of the registration process.

New Vendor Registration

General information

[Help](#)

Selected MBE Classification

Serial ID 3
Description African American

[Add new certificate](#)

Existing Certificates

There are no certificates associated with this MBE Classification

Certificate Details

Agency *

(300 character limit)

300 remaining

Issue Date *

Expiration Date *

Notes

(300 character limit)

300 remaining

New Vendor Registration

Manage MBE Classification Certificates

General information

[Help](#)

Selected MBE Classification

Serial ID 3
Description African American

[Add new certificate](#)

Existing Certificates

There are no certificates associated with this MBE Classification

Changes Complete

Cancel All

13. This screen is for entering a different business name, if you do business under another name.
- a. Click Add to enter information as requested.

New Vendor Registration

Address Information

Addresses

[add](#)

Name/DBA	Address	Is Default
----------	---------	------------

Continue

14. In this section enter the various Contacts within your company. (General, Accounts Payable, Purchasing) The first entry will automatically populate with your information. Save to continue.

Vendor Information

Contacts Information: Make Changes

Contact Person

* Contact Type

Select Type... ▼

- Select Type...
- GENERAL - General Contacts
- ACCOUNTS PAYABLE - Accounts Payable Contacts
- PURCHASING - Purchasing Contacts

Description

* Phone

Text

Fax

* E-mail

☐ Opt In

15. Select **COMMODITIES** that best match your goods or service that apply to your business. The City uses the NIGP coding system to classify products and services. If you are not certain of the appropriate code, use the search field to search by keyword. You will receive a confirmation email listing all of the Commodity Codes selected.

Select Commodities

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):

[List all commodities/services](#)

3 Found

1-3

Select All	Code	Description
<input type="checkbox"/>	055	AUTOMOTIVE ACCESSORIES FOR AUTOMOBILES, BUSES, TRAILERS, TRUCKS, ETC.
<input checked="" type="checkbox"/>	072	TRUCKS (INCLUDING, DIESEL, GASOLINE, ELECTRIC, HYBRID, AND ALTERNATIVE FUEL UNITS)
<input type="checkbox"/>	928	EQUIPMENT MAINTENANCE AND REPAIR SERVICES FOR AUTOMOBILES, TRUCKS, TRAILERS, TRANSIT BUSES AND OTHER VEHICLES

Currently Added

There are no commodities to display for this vendor.

16. Once you have added all Commodity Codes that apply, select **CONTINUE**. Review information that has already been entered. You will receive an email outlining the Commodity Codes you select.

New Vendor Registration

Review

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

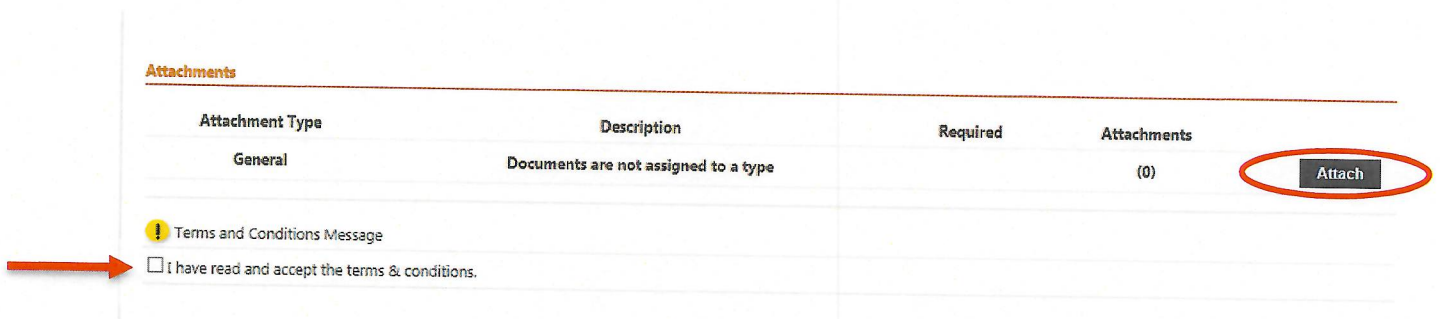
[General Information](#) [change](#)

Name/DBA	FILLMORE TRUCKING
Entity	
Address	1600 PENNSYLVANIA AVENUE WASHINGTON, NC 27836 BEAUFORT COUNTY, USA
Fax Number	
FID	96-1234567
Geographic	
E-Mail	frouse@greenvillenc.gov
Web Site	
Vendor Type	B BUSINESS
Gender	
Ethnicity	
Foreign Entity	No
Minority Business Enterprise (MBE)	Yes
MBE Classification(s)	- African American - General


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17. Scroll to the bottom of the screen. Attach all required information. All vendors must attach W-9 Form and bank account information. All MWBE vendors please attach certification documents, if you did not previously done so. Finally, select REGISTER.

NOTE: You must accept the TERMS and CONDITIONS to complete registration.



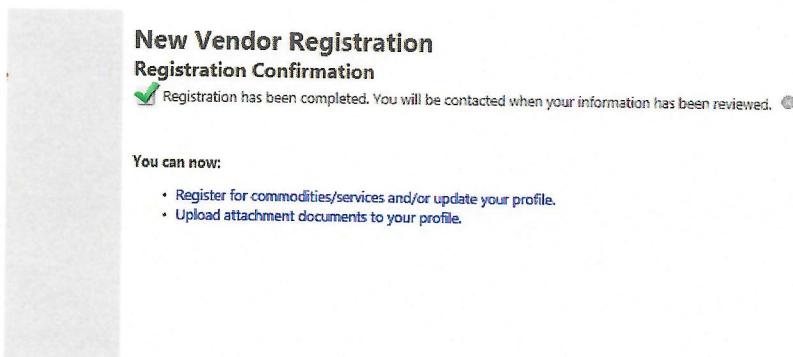
Attachment Type	Description	Required	Attachments
General	Documents are not assigned to a type		(0)

 Terms and Conditions Message


☐ I have read and accept the terms & conditions.

Attach

18. Once you have registered, you will see the confirmation message below. Your registration is complete. You will also receive an email stating that your registration is complete. You will be notified by the City via email when your information has been reviewed.



New Vendor Registration
Registration Confirmation

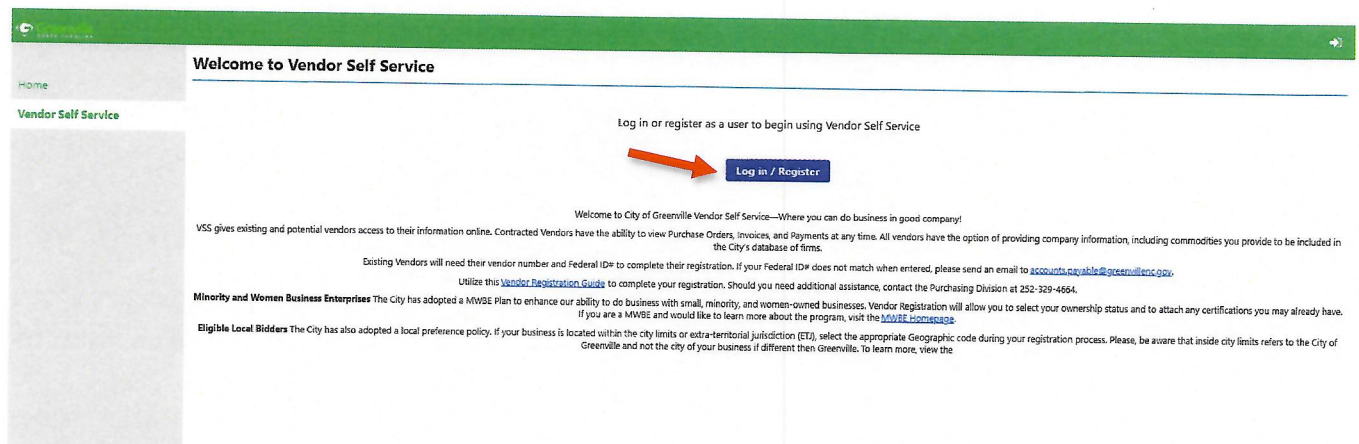
 Registration has been completed. You will be contacted when your information has been reviewed.

You can now:

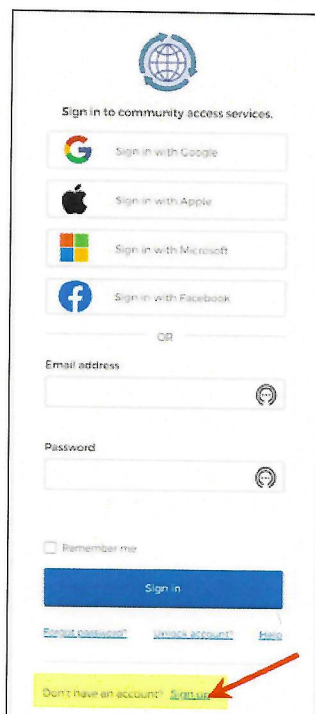
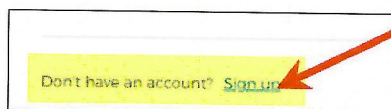
- Register for commodities/services and/or update your profile.
- Upload attachment documents to your profile.

EXISTING Vendor Registration Guide

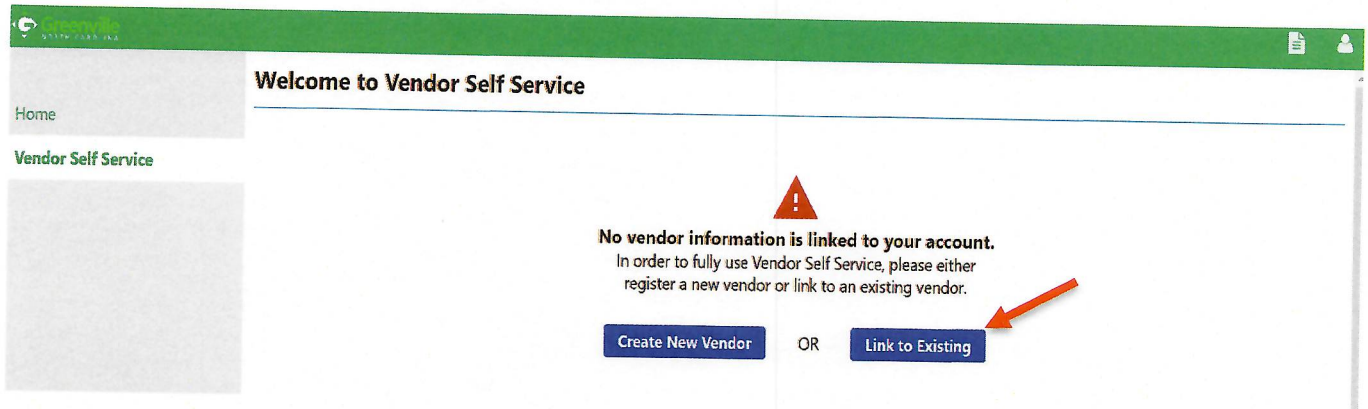
1. Visit the City of Greenville VENDOR SELF-SERVICE Home page.
<https://selfservice.greenvillenc.gov/vss/vendors/>
2. Select Log in/Register.



3. If you don't have an email registered to the vendor account click "Sign Up". (Preferred browser is Google)



4. Once your email is registered, Select, Link to Existing. (see Below)



5. Please enter your VENDOR # (from the City of Greenville) and your FID/SSN to have your vendor information pre-populate. Then select, Link to Existing.

6. You should be automatically directed to the Vendor Information Section once your account is linked. In this section enter the various Contacts within your company. (General, Accounts Payable, Purchasing) The first entry will automatically populate with your information. Save to continue.

Vendor Information

Contacts Information: Make Changes

Contact Person

* Contact Type

Select Type... ▼

- Select Type...
- GENERAL - General Contacts
- ACCOUNTS PAYABLE - Accounts Payable Contacts
- PURCHASING - Purchasing Contacts

Description

* Phone

Text

☐ Opt In

Fax

* E-mail

The next screen will be a "Welcome to Vendor Self-Service" Screen. Select VENDOR INFORMATION to the left. All of your current vendor information will appear.

NOTE: If you were a registered vendor with the City after July 2015, the system may require you to enter a commodity before sending you to the "Welcome to Vendor Self Service" screen.

If so, select COMMODITIES that best match the goods or service. Please select all codes that apply for your business. The City uses the NIGP coding system to classify products and services. If you are not certain of the appropriate code, use the search field to search by keyword.

7. Select CHANGE beside General Information to update the appropriate fields.

Vendor Information

[General Information change](#)

⚠ There are pending changes to the General Information. [Click To View.](#)

FILLMORE TRUCKING
 Entity:
 1600 PENNSYLVANIA AVENUE
 GeoCode: G01 - Inside City Limits
 WASHINGTON, NC 27889
frouse@greenvillenc.gov
 SSN: 111-22-3456

☐ Foreign Entity
☒ Minority business enterprise

Discount Percentage: 0.000
 Days to Discount: 0
 Days to Net: 0
 Gender: Male
 Ethnicity: AFRICAN AMERICAN

Bank Information
 STATE EMPLOYEES CREDIT UNION

8. If a Minority Business please select each CLASSIFICATION that applies to your business. (See Red Arrows) If you meet one of the classifications but do NOT have a third party certification (ie. NC Office for Historically Underutilized Bussinesses, NC Department of Transportation, etc.), please select "Self Certification" in addition to the other classifications selected.
 - a. For each classification, select MANAGE to add detail certification information. (see Black arrows)

Minority Business Enterprise

☒ Minority Business Enterprise

Minority Business Enterprise Classifications

(select all that apply)

<input checked="" type="checkbox"/> African American	0 certifications	manage
<input type="checkbox"/> American Indian		
<input type="checkbox"/> Asian American		
<input type="checkbox"/> Disabled		
<input type="checkbox"/> Disadvantaged Business Enterpr		
<input checked="" type="checkbox"/> Female (Non-Minority)	0 certifications	manage
<input checked="" type="checkbox"/> General	0 certifications	manage
<input type="checkbox"/> Hispanic or Latino		
<input type="checkbox"/> Other		
<input checked="" type="checkbox"/> Self Certified	0 certifications	manage
<input type="checkbox"/> Socioeconomically Disadvantage		

*Gender

Select Type...

Payment Terms

Your preferred payables delivery method(s).

☐ Mail ☒ E-Mail

Your preferred purchasing delivery method(s).

☐ Mail ☒ E-Mail

*Ethnicity

Select Type...

Select Type...

UNSPECIFIED

AMERICAN INDIAN/ALASKA NATIVE

ASIAN AMERICAN

AFRICAN AMERICAN

HISPANIC

CAUCASIAN

NATIVE HAWAIIAN/OTHER PACIFIC

9. On this page, click **ADD NEW CERTIFICATE** to enter all required information and any notes you desire. Complete the **MANAGE** step for each of your classifications. **NOTE:** You will have the opportunity to upload a copy of your certification letter at the end of the registration process

Vendor Information - General Information and Terms

Manage MBE Classification Certificates

Selected MBE Classification

Serial ID 3

Description African American

[Add new certificate](#)

Existing Certificates

There are no certificates associated with this MBE Classification

Changes Complete

Cancel All

10. Select CHANGE beside CONTACTS to ADD additional contacts for PURCHASING and ACCOUNTS PAYABLE inquiries.

Greenville, NC NORTH CAROLINA

Munis Self Service

Resources FILLMORE TRUCKING

Vendor Self Service

Vendor Information

Attachments

Commodities

1099

Checks

Purchase Orders

Contracts

[Address Information](#) [change](#)

[Name/DBA](#) [Address](#) [Is Default](#)

[Contacts](#) [change](#)

⚠ There are pending changes to the Contact Information. Click To View.

Type	Name	Title	Email	Phone	Fax
GENERAL	MILLIARD FILLMORE		frouse@greenvillenc.gov	2523294462	

Commodities

[add](#)

Code	Description
96239	Hauling Services

[Remove](#)

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11. Next, select ADD NEW CONTACT.

Vendor Self Service

Vendor Information

Attachments

Commodities

1099

Checks

Purchase Orders

Contracts

Vendor Information

Contacts Information: Make Changes

Address Contacts

Type	Name	Description	Email	Telephone
GENERAL	MILLIARD FILLMORE		frouse@greenvillenc.gov	Phone: 2523294462 Text: Fax:

Add New Contact Continue

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12. Select CONTACT TYPE and complete other fields as requested, Save to continue.
**You can select multiple contacts for each type.

Home

Vendor Self Service

Registration

New Vendor Registration

General Vendor Contacts

Step 4

Contact Person

* Contact Type

GENERAL - General Contacts

MILLIARD FILLMORE

Description

President

* Phone

252-354-1254

Text

Fax

E-Mail

Opt In

Save Cancel

13. All existing vendors have commodity code "99998" if you registered prior to July 2015. Please select ADD under COMMODITIES to update this information to include the appropriate code(s). Please select all codes that apply for your business. The City uses the NIGP coding system to classify products and services. If you are not certain of the appropriate code, use the search field to search by keyword.

Greenville NORTH CAROLINA

Munis Self Service

Resources FILLMORE TRUCKING

Vendor Self Service

Vendor Information

Attachments

Commodities

1099

Checks

Purchase Orders

Contracts

Address Information [change](#)

Name/DBA	Address	Is Default			
Contacts change ⚠ There are pending changes to the Contact Information. Click To View.					
Type	Name	Title	Email	Phone	Fax
GENERAL	MILLIARD FILLMORE		frouse@greenvillenc.gov	2523294462	

Commodities [add](#)

Code	Description
96239	Hauling Services

[Remove](#)

©2018 Tyler Technologies, Inc. [Help/Feedback](#)

14. On the left hand side of the screen, click **ATTACHMENTS** to add your files. All vendors must attach W-9 Form and bank account information. All MWBE vendors please attach certification documents. You must accept the Terms and Conditions to complete registration at the bottom of the page.

Greenville NORTH CAROLINA

Vendor Self Service

Vendor Information

Attachments

Commodities

1099

Checks

Purchase Orders

Contracts

Vendor Information - General Information and Terms

Manage MBE Classification Certificates

Selected MBE Classification

Serial ID	3
Description	African American

[Add new certificate](#)

Existing Certificates

There are no certificates associated with this MBE Classification

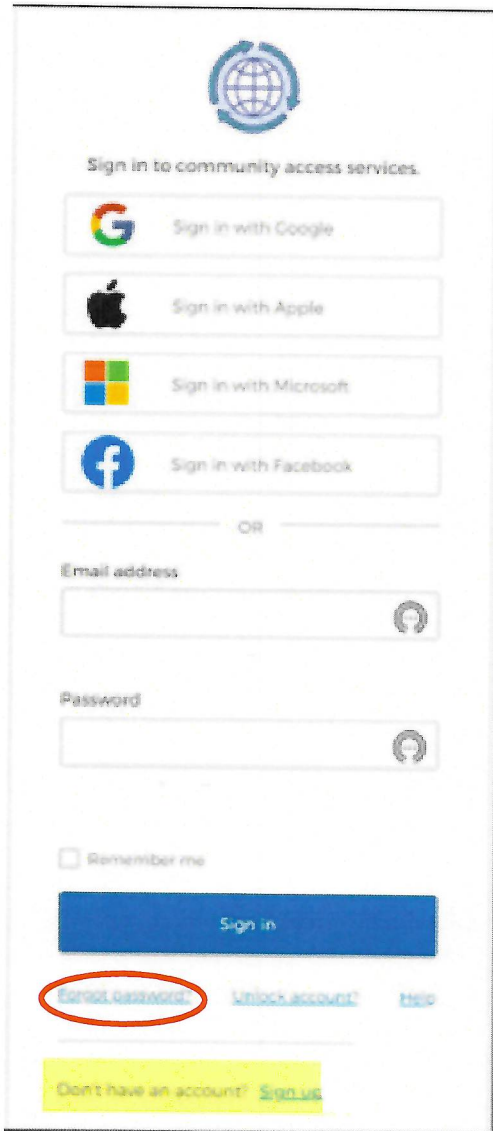
Changes Complete

Cancel All

15. You may now LOG OUT at the top right once you have added your attachments. Your updates are complete. You will receive an email notification once your changes have been accepted.

Password Reset Vendor Self-Service

1. Click on link for Forgot Password



Sign in to community access services.

Sign in with Google

Sign in with Apple

Sign in with Microsoft

Sign in with Facebook

OR

Email address

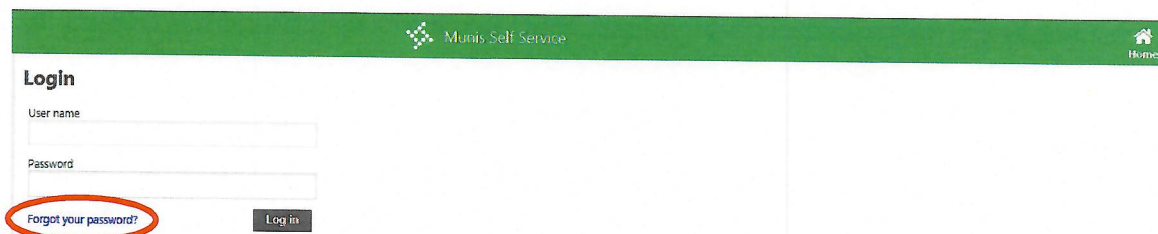
Password

☐ Remember me

Sign in

[Forgot password?](#) [Unlock account?](#) [Help](#)

Don't have an account? [Sign up](#)



Munis Self Service Home

Login

User name

Password

[Forgot your password?](#) [Log in](#)

Click on BACK TO LOGIN SCREEN and follow the instructions on the screen to log in.



Munis Self Service Home

Login

Enter your user name in the textbox below and click "Retrieve Hint". An email containing your password hint will be sent to you.

User name

[Back to login screen](#) [Retrieve hint](#)

2. If the password hint does not help, generate a new password by following the link provided in the email sent. Click SUBMIT.

The screenshot shows the 'Password Regeneration' page. At the top, a green header bar contains the 'Muni Self Service' logo and a 'Log In' button. On the left, a sidebar menu lists 'Home', 'Citizen Self Service', and 'Vendor Self Service'. The main content area has a title 'Password Regeneration' followed by a green checkmark icon and a message: 'Your new, temporary password has been generated and sent to your personal email address. Please close this browser before retrieving that email message. Thank you.' Below this, there is a section 'Initiate Password Regeneration' with the text 'User ID: mflmore' and two buttons: 'Submit' and 'Cancel'.

3. A new email will be sent with a temporary password. Follow link back to the login page, and use your username and temporary password to reach the change password screen below.

The screenshot shows the 'Login' page. The green header bar and sidebar menu are identical to the previous page. The main content area is titled 'Login'. It features a green message: 'Before proceeding you must change your password. New password must be at least 8 characters long, contain at least 1 numeric character, contain at least 1 non-alphanumeric character and contain at least one uppercase character and one lowercase character.' Below this, there are four input fields: 'Current password', 'New password', 'Password strength' (which shows 'Acceptable'), and 'Confirm new password'. A 'New password hint' field contains the text 'the 13th' and has a small 'x' icon to its right. At the bottom of the form are two buttons: 'Change' and 'Cancel'.