PIMA COUNTY
PROCUREMENT

FREQUENTLY ASKED QUESTIONS

Q: What is VSS?

A: VSS stands for “Vendor Self Service”. VSS is designed specifically to support the needs of Pima County vendors. Vendors access VSS through the Pima County Procurement website.

Q: What are the benefits of VSS?

A: VSS provides a wealth of functionality to vendors. Registered vendors are notified via email of business opportunities based on commodity codes; can access real-time information regarding solicitations and notice of awards; track payments and manage their vendor account information.

Q: Do I have to register to see open bids?

A: No. Anyone can view business opportunities from Pima County without a VSS account, using the Public Access button on the right of the VSS home page. However, you cannot view your company’s bids and payments without a vendor account.

Q: Do I have to register to use VSS?

A: Yes. In order to do business with Pima County as a vendor or customer, you must have an account.
• If you are a current vendor with Pima County your information was likely converted to VSS. However, your account must be activated in order for you to use VSS.
• If you are NOT a current Pima County vendor, you need to register to create a vendor account. For information visit our website at www.pima.gov/procure.

Q: How can I find out whether I should "activate" or "register" my account?

A: The registration process is initiated when you click the ‘Register’ button on the VSS home page. You will be asked to search for an account using your TIN or business name (for a business) or last name and SSN (for an individual).

• If an account is found, you need to activate the account.
• If an account is not found, you need to register to create an account.

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Q. How do I reset my password?

A: To reset your password, enter your User ID and click Next. You will be prompted to answer your security question. If you forgot your User ID or security question, contact your organizations account administrator or Vendor Relations at 520-724-8465.

Q: The current contact person has left the company. How do I claim the account?

A: Contact Vendor Relations at 520-724-8465.

Q: Can I use my Social Security Number as a Tax Identification Number?

A: Yes, if you are doing business under your SSN. However, if you are a company with an TIN, you should use the TIN.

Q: What are commodity codes, and why should I register for them?

A: A commodity code is a numeric code assigned to describe the products and/or services the County purchases. You can select commodity codes with your VSS account to get email notifications for business opportunities using those commodity codes.

Q: What commodity codes should I register?

A: You should use the commodity codes that BEST describe the goods or services you provide. Enter a general descriptive keyword followed by a wildcard (asterisk *) and click Browse.
For example, if you are searching for barber chairs or courtroom furniture, type *chair* in the search field.

Q: Why is my email required?

A: Pima County uses email to communicate with vendors. If you have not provided your email address, or we have an outdated or incorrect address on file, you will not receive important communications regarding bids, payments and other information.

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Q. What if I do not have access to an email account?

A: You must provide an email address that you or another authorized member in your organization can access. If you do not have an email address, you may sign up for a free email service and use that address as a point of contact.

Q: What if I don't receive the verification email?

A: Check your email SPAM folder; the verification email may have been blocked by your email filter and security settings. If the email was blocked, be sure to add the VSS application's email address to your email contacts. This will prevent the VSS application email from being blocked by your security settings. If the email is not in your SPAM folder contact Vendor Relations at 520-724-8465.

Q. What if the wrong email address is displayed on the Verify Email Address page?

A. The email address displayed on this page is taken from the User Information Page. If this email address is incorrect, you may simply select the Back button to re-enter the email address with the correct information.

Q: When will I begin receiving notifications?

A: You will receive a 'Thank you' notification once you have completed setting up your VSS account—including current email address and contact information. You will also receive notifications when the County has a need for your goods/services, based on the commodity codes appropriate for your business that you chose during your registration.

Q: How do I add a payment/billing/ordering address?

A: Log in to your vendor account and click the 'Addresses and Contacts' tab. Click 'Assign/Create Addresses & Contacts'**.** Follow the instructions to add a payment/billing/ordering address.

Q: How do I change my company Legal Name or Tax Identification Number?

A: If your Legal name or TIN has changed, do not continue with the Modification process. Please contact Vendor Relations at 520-724-8465.

If you have a question that is not listed here, please contact

Vendor Relations at (520)724-8465