Vendor Self Service: Account Maintenance

Revised October 2021

Pima County Vendor Relations
vendors@pima.gov
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Login to Vendor Self Service system, once vendor activation and registration is complete.

It is recommended that the vendor periodically reviews their account information to ensure is current and accurate.

Vendor account modifications will not be applied automatically. An automated process of matching up VSS and Pima County Internal Database must be completed before any account modifications will become final. During this time, the account modifications will be indicated in Pending Status.

Registered Users

Login to the Vendor Self Service system, using the User ID and Password you created on the registration process. Select Login to proceed and continue to Account Information

- If you know your Company or Individual name is registered with Pima County, and do not remember the User ID and Password; contact your account administrator or Vendor Relations at vendors@pima.gov to assist with updating your password

New Users - Search for an Existing Account

- If you are not certain you are registered with Pima County, please refer to the “Pima County Vendor Self Service Guide” located on the Procurement Homepage http://webcms.pima.gov/cms/One.aspx?portalId=169&pageId=90700
# Account Information - Summary

After logging into the Vendor Self Service with your User ID and Password, the **Account Summary** tab will display.

- Account Summary will allow you to view your account’s general information.
- Only the Account Administrator and/or Full Access users will be able to make changes to the address fields.

---

**Account Summary**

<table>
<thead>
<tr>
<th>Account Information</th>
<th>Financial Transactions</th>
<th>Business Opportunities</th>
<th>Solicitation Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Summary</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Primary Account Administrator**

- **Primary Account Administrator:** Joe Bel
- **Phone:** 520-724-8465

**Account Information**

- **Vendor Code:** VS0000015362
- **Vendor Status:** Active
- **Legal Business Name:** Testing 2018
- **1099 Reportable:** Yes

**EFT Information**

- **Account Level EFT Status:** N/A
- **Address Level EFT Information Available:** No

**Prevent New Spending**

Prevent New Spending may be applied at the account level. This section indicates if new spending is allowed at the account level.

- **Account Level:** No

**Payment Withholding**

- **Existing Payment Hold:** No
- **1099 Backup Withholding:** No

**Financial Balance Overview**

- **Open Agreements/Awards:**
- **Scheduled Payments:**
- **Total Payments Issued:**
- **Total Payments Issued (Calendar Year):**
- **Total Payments Issued (Prior Years):**
Account Information - Business Information

My Business Information will allow you to update your organization's information, DBA and your 1099 legal address.

- Select the 'Update' button to modify

Please Note: If you need to make changes to Legal Name or Taxpayer ID number contact Vendor Relations by email vendors@pima.gov or call 520-724-8465.
Account Information - Business Information
Update My Business Information Page

Organization Information
allows you to update your Organizations
- Location Name
- Web Address
- Number of Employees
- Annual Income
- Cage Code
- DUNS Number

Legal Name Information
allows you to update your Organization
- Alias/DBA (Business Name)

Legal (1099) Address Information
allows you to update your Organization
- 1099 legal Address
Account Information - Business Information

Update My Business Information Page – continue

Once you have edit your record click the ‘Save Changes’ button to submit the request.

Thank you! page will display

- click the Next button
Vendor Self Service: Account Maintenance

Account Information - Business Information
Update My Business Information Page – continue

Use the ‘View Pending Changes’ button to see a detailed list of your changes

- Pending Changes box should be checked mark awaiting to be reviewed and approved by Vendor Relations

My Business Information

This is your Business Information. The buttons described below are conditionally displayed based on your organization's system settings. Contact your Primary Account Administrator if you have questions regarding these buttons. Select the 'Update' button to modify your general information. Select the 'Change TIN' button if you need to change your Taxpayer ID. Refer to the FAQs to modify your organization information. Select the 'Pending 1099 Additions' button to display requested TIN changes that are not approved yet. Select the 'View Pending Changes' button to display other Business Information changes that are awaiting approval. Click the 'Add Business Location' button to register new locations for this headquarters Account.

Pending Changes

This View displays updated information that not yet has been reviewed or approved

- A status of ‘New Change’ indicates that the record has to be submitted and you will be able to update your Pending Changes if you have entered some information in error by selecting Update Pending Changes
- A status of ‘Pending Approval’ indicates that the record has been submitted to Vendor Relations and is awaiting approval.
Account Information – Addresses & Contacts
Existing Address & Contact Assignments

This section allows you to view, add or modify addresses on your vendor record.

- the default **Ordering Address** will be used to issue Purchase Orders and other awards documents to your organization. The Principal contact person associated with the Default Ordering address will be sent the solicitation email notices.
- the default **Payment Address** will be used to mail your payment to your organization

**Please Note:** you cannot delete an address once it has been added, you will only be able to add a new address or modify an existing address.

<table>
<thead>
<tr>
<th>Address ID</th>
<th>Address Type</th>
<th>Address</th>
<th>Principal Contact</th>
<th>EFT Status</th>
<th>Prevent New Processing</th>
<th>Active From</th>
<th>Active To</th>
<th>Pending Changes</th>
<th>View/Update</th>
<th>View Pending Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>AD001</td>
<td>Payment</td>
<td>7925 W Congress St, Tucson, AZ, 85701</td>
<td>No Contact</td>
<td>No</td>
<td>1/1/2015</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AD002</td>
<td>Payment</td>
<td>130 W Congress St, Tucson, AZ, 85701</td>
<td>Test1950</td>
<td>No</td>
<td>6/29/2015</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AD002</td>
<td>Ordering</td>
<td>130 W Congress St, Tucson, AZ, 85701</td>
<td>Test1950</td>
<td>No</td>
<td>6/29/2015</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AD002</td>
<td>Web Registrar</td>
<td>130 W Congress St, Tucson, AZ, 85701</td>
<td>Test1950</td>
<td>No</td>
<td>6/29/2015</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Update Addresses**

Identify the **Address ID** you wish to modify
- Click the **View/Update** link
Account Information – Addresses & Contacts
View/Update Available Address

Update Addresses

- Modify the **Address Information**, click the **Save** button once all updates have been made.

### View/Update Available Address

Modify or delete your address here. Click the ‘Save’ button once all updates have been made. Click the ‘Cancel’ button to undo all updates entered.

A modified address will be validated according to postal standards. Review the changes and choose either the address you entered or the one that was validated.

- **Address Information**
  - **Address ID**: AD001
  - **Street 1**: 3650 W Country Club
  - **City**: Tucson
  - **State/Province**: Arizona
  - **Zip/Postal Code**: 85711
  - **Country**: United States
  - **Phone**: 520-724-8465 Ext: XXX-XXX-XXXX

### Pending Changes

- **Pending Changes** box will be checked to indicate that the address update is pending approval.

<table>
<thead>
<tr>
<th>Address ID</th>
<th>Address</th>
<th>Pending Changes</th>
<th>View/Update</th>
<th>View Pending Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>AD001</td>
<td>7825 W Congress St, Tucson, AZ, 85701</td>
<td>☑</td>
<td>View/Update</td>
<td>View Pending Changes</td>
</tr>
<tr>
<td>AD002</td>
<td>130 W Congress St, Tucson, AZ, 85701</td>
<td></td>
<td>View/Update</td>
<td>View Pending Changes</td>
</tr>
</tbody>
</table>
**Account Information – Addresses & Contacts**

**View/ Update Available Contact**

**Update Contacts**

This section allows you to view, add or modify contacts on your vendor record.

**Please Note:** you cannot delete a contact once it has been added, you will only be able to add a new contact or modify an existing contact.

Identify the **Contact ID** you wish to modify

- Click the **View/Update** link
- Modify the **Contact Information**, click the **Save** button once all updates have been made

---

<table>
<thead>
<tr>
<th>Contact ID</th>
<th>Contact Name</th>
<th>Contact Address</th>
<th>Pending Changes</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>PO001</td>
<td>No Contact</td>
<td>7928 W Congress St, Tucson, AZ, 85701</td>
<td></td>
<td>View/Update</td>
</tr>
<tr>
<td>PO002</td>
<td>Test 1950</td>
<td>130 W Congress St, Tucson, AZ, 85701</td>
<td></td>
<td>View/Update</td>
</tr>
</tbody>
</table>

---

**View/Update Available Contact**

Modify or delete your contact here. Click the 'Save' button once all updates have been made. Click the 'Cancel' button to undo all updates entered.

**Contact Information**

- **Contact ID**: PO001
- **Alternate Phone**: 20-724-8465
- **Alternate Phone Extension**: XXX-XXX-XXXX
- **Alternate Fax**: XXX-XXX-XXXX
- **Fax Extension**: XXX-XXX-XXXX
- **Authorized Representative**: Yes
- **Contact Name**: Isabel Villanueva
- **Title/Role**: 
- **Email**: isvelendors@pima.gov
- **Phone**: 520-724-8465
- **XXX-XXX-XXXX
- **Phone Extension**: 

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Account Information – Addresses & Contacts

View/ Update Available Contact

Update Contacts

- **Pending Changes** box will be checked to indicate that the contact update is pending approval

<table>
<thead>
<tr>
<th>Contact ID</th>
<th>Contact Name</th>
<th>Contact Address</th>
<th>Pending Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>PC001</td>
<td>No Contact</td>
<td>7925 W Congress St, Tucson, AZ, 85701</td>
<td>✔️ View Update View Pending Changes</td>
</tr>
<tr>
<td>PC002</td>
<td>Test 1950</td>
<td>130 W Congress St, Tucson, AZ, 85701</td>
<td>View Update View Pending Changes</td>
</tr>
</tbody>
</table>

View Pending Changes

This View displays updated information that not yet has been reviewed or approved

- A status of **‘New Change’** indicates that the record has to be submitted and you will be able to updated your Pending Changes if you have entered some information in error by selecting **Update Pending Changes**
- A status of **‘Pending Approval’** indicates that the record has been submitted to Vendor Relations and is awaiting approval.

View Pending Changes

Here are your requested changes awaiting approval

<table>
<thead>
<tr>
<th>Attribute Changed</th>
<th>Change Entered By</th>
<th>Change Entered On</th>
<th>Last Updated On</th>
<th>Old Value</th>
<th>New Value</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alternate Phone</td>
<td>Test1950</td>
<td>11/01/2016</td>
<td>11/01/2016</td>
<td>123-456-7890</td>
<td>520-724-8465</td>
<td>New Change</td>
</tr>
<tr>
<td>Contact Name</td>
<td>Test1950</td>
<td>11/01/2016</td>
<td>11/01/2016</td>
<td>Isabel Vitamin</td>
<td><a href="mailto:testvendora@pima.gov">testvendora@pima.gov</a></td>
<td>New Change</td>
</tr>
<tr>
<td>Email</td>
<td>Test1950</td>
<td>11/01/2016</td>
<td>11/01/2016</td>
<td><a href="mailto:testvendora@pima.gov">testvendora@pima.gov</a></td>
<td><a href="mailto:testvendora@pima.gov">testvendora@pima.gov</a></td>
<td>New Change</td>
</tr>
</tbody>
</table>
Account Information – Addresses & Contacts

Assign/ Create Addresses & Contacts

Add New Address

This section allows you to add a new Payment or Ordering Address.

- Before you add a new address, verify that the address is not listed
- Click, the Assign/Create Addresses & Contacts button
Add New Address

- Select the **Address Type** you are adding to your vendor record
  - The **Active From** date will auto populate with the current date if left blank.
  - Complete the required fields for the new address, then click the **Next** button to proceed to Step 2

- You will receive a **Warning** message that the Active from date has been defaulted to today's date
- Click, the **Next** button
**Use an Existing Contact**

- You can use an existing contact by clicking the **Find** button and selecting the existing contact.

**Add New Principal Contact**

- Complete the required fields for the new contact.

**Please Note:** if you entered an Email address, then **Correspondence Type** should be email. If you did not enter an email address, then **Correspondence Type** should be Postal Service.
Account Information – Addresses & Contacts
Assign/ Create Addresses & Contacts – Step 3 of 3

Review Address and Contact information

- Click the Save button to submit the new changes
Review Address and Contact information

- Click the **Save** button to submit the new changes.

### Addresses & Contacts

Here are your addresses and contacts that are used for your financial transactions. You can add new addresses and contacts by clicking the 'Assign/Create Addresses & Contacts' button. You can view your requests that are pending approval by selecting the ‘View Pending Additions’ button.

To modify the type of address select the View/Update link under the Existing Address & Contact Assignments section next to the record you wish to update. To modify actual addresses and contacts use the View/Update link next to the appropriate record under the Update Addresses and Update Contacts sections.

### Existing Address & Contact Assignments

<table>
<thead>
<tr>
<th>Address ID</th>
<th>Address Type</th>
<th>Address</th>
<th>Principal Contact</th>
<th>EFT Status</th>
<th>Prevent New Processing</th>
<th>Active From</th>
<th>Active To</th>
<th>Pending Changes</th>
<th>View Update</th>
<th>View Pending Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>A001</td>
<td>Payment</td>
<td>7785 W Congress St, Tucson, AZ, 85701</td>
<td>No Contact</td>
<td>No</td>
<td>11/09/2016</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A002</td>
<td>Payment</td>
<td>130 W Congress St, Tucson, AZ, 85710</td>
<td>Test 1950</td>
<td>No</td>
<td>08/28/2016</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A003</td>
<td>Coding</td>
<td>130 W Congress St, Tucson, AZ, 85710</td>
<td>Test 1950</td>
<td>No</td>
<td>08/28/2016</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A004</td>
<td>Web Registrar</td>
<td>130 W Congress St, Tucson, AZ, 85710</td>
<td>Test 1950</td>
<td>No</td>
<td>08/28/2016</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### View Pending Additions – Addresses & Contacts

Here are your new addresses and contacts awaiting approval.

- **Address Type**: PA
- **Active From**: 11/09/2016
- **Address ID**: A0007
- **Address**: 844 W Alamanza St, Tucson, AZ, 85701
- **City**: Tucson
- **State/Province**: AZ
- **ZipPostal Code**: 85701
- **Country**: United States
- **County**:
- **Phone**: 520-734-6465
- **Extended DUNS**:
- **CAGE Code**:

### Principal Contact

- **Principal Contact ID**: P0006
- **Name**:
- **Phone**: 520-734-6465
- **Fax**:
- **Email**:
- **URL**:
- **Address**:
- **City**:
- **State**:
- **Phone Extension**:
- **Fax Extension**:
- **Email Address**:
- **URL**:

**Note**: All fields are mandatory unless otherwise stated.
Users

Account Users- If you wish to receive email Solicitations you must be a registered user on the vendor account. Multiple users can be registered once the record has been submitted.

This section allows you to maintain your Account Users.

- You can update, delete or add another User ID
- Click the View/Modify link to update an existing User ID
- Click the Delete button to delete existing User ID

View/Modify User Information

User Information

- You may view or modify the User Information
- Select Locked checkbox if the user account should be locked
- Click the Save button
Vendor Self Service: Account Maintenance

Account Information – Users
View/Modify User Information

Email Notifications
- You can select the options for Email Notifications
- Click the Save button

Access Levels
- You can modify the user’s Access Levels
- Select Change Access Levels button

- Update the Primary Access Level and Optional Access Levels for the existing user
- Click the Save button
Account Information – Users

View/ Modify User Information

Security Questions and Answers

- Update the Security Question and Answer for the existing User
- Click the Save button

Password Maintenance

- Select the Change Password button on the bottom of the page to modify the user’s password information
- Create a new password
- Click the Save button to save the new password for the existing user
Account Information – Users

Add Account Users

- Select the Add button

Please Note: The Primary Account Administrator is the only user that has the ability to add new users. If that person is no longer with your company, contact Vendor Relations by email at vendors@pima.gov or phone 520-724-8465 to assist with updating your vendor account.

Users Information

- Create a new User ID and complete the required fields
- Select the Primary Account Administrator checkbox if the new user is to become the primary account holder
- Select Locked checkbox if the new user account should be locked
Account Information – Users

Account Users

Password

- Create a new Password
- Select the Email Notifications
- Select the Security Questions and Answers
- Click the Next button

Access Levels

- Select the appropriate Primary Access Levels and Optional Access Levels for the new account user
- Click the Save button to complete the process
Account Information – Users

Account Users

- New User ID will display on the Account Users Page

<table>
<thead>
<tr>
<th>User ID</th>
<th>First Name</th>
<th>Last Name</th>
<th>Access Level</th>
<th>Account Status</th>
<th>View/Modify</th>
<th>Delete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test1950</td>
<td>Testing</td>
<td>1950</td>
<td>Account Administrator</td>
<td>Active</td>
<td>View/Modify</td>
<td>Delete</td>
</tr>
</tbody>
</table>

Listed in the grid are all the users for your VSS account. You may add account users by selecting the 'Add' button. You may view or modify existing users by selecting the 'View/Modify' link next to the corresponding record. You may delete users by selecting the 'Delete' link next to the corresponding record.
Account Information – Users

Remove Account Users

- Click the **Delete** link on the Account User you want to remove

<table>
<thead>
<tr>
<th>User ID</th>
<th>First Name</th>
<th>Last Name</th>
<th>Access Level</th>
<th>Account Status</th>
<th>View/Modify</th>
<th>Delete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test1950</td>
<td>Testing</td>
<td>1950</td>
<td>Account Administrator</td>
<td>Active</td>
<td>View/Modify</td>
<td>Delete</td>
</tr>
</tbody>
</table>

- Select **OK** in the following confirmation message window

![Message from webpage]

Warning: You are about to delete a user. Select OK to continue or Cancel to go back to the Account Users page

- The user then will be removed from the list

- Note: The Primary Account Administrator may not be deleted
Account Information – Commodities
Add Items

This section allows you to maintain a list of the commodity codes associated with your organization.

- Commodity codes selected will determine which solicitation email notices your organization receives. You will not receive notification of bids unless the appropriate commodity code is associated with your vendor account.
- Click the Add Items button

<table>
<thead>
<tr>
<th>Commodity/Service Code</th>
<th>Commodity Description</th>
<th>Pending Deletion</th>
<th>Procurement Exempt</th>
<th>Delete</th>
</tr>
</thead>
<tbody>
<tr>
<td>99997</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Choose

Select one or more commodity codes or classes that describes the goods and services that your organization provides you want to add. To search for a specific commodity code, class, or description, enter a valid value in the Commodity field and click the "Browse" link. Once your selection is made, click the "OK" button to add the selected commodity. Cancel your changes and return to the Commodities page.

- Search by Commodity Code OR Commodity Description.
- You can use an asterisk (*) to search
- Click the “Browse” link
- Place a check mark next to the commodity
- Click the “OK” button to add the Commodity Code
Account Information – Commodities

Add Items

On the Commodities page you can click the View Pending Additions to view the codes you added.

View Pending Additions – Commodities

- Commodities awaiting approval
- Click the Back button to return to your vendor account

View Pending Additions - Commodities

Here are your new commodities awaiting approval.
Account Information – Commodities

Remove Commodity Code

- Click the **Delete** link on the Commodity code you want to remove

![Commodities Table]

- Select **OK** on the confirmation message window

![Warning Message]

- The **Pending Deletion** box should now have a checkmark

![Pending Deletion Checkmark]
Account Information – Business Types

Add Items

This section allows you to maintain a list of the business types associated with your organization.

- Click the **Add Items** button

- Select the Business Type that applies

- Click the **Next** button to view additional Business Types from the list

- Place a check mark next to the Business Type you selected

- Click the **OK** button to add the Business Type
Account Information – Business Types
Enter/Update – Business Types

- Click the **Save** button to add the Business Type

On the Business Types page, you can click the **View Pending Additions** to view the codes you added.

**View Pending Additions – Business Types**

- Business Types awaiting approval
- Click the **Back** button to return to your vendor account
Account Information – Business Types
Remove Business Types

- Click the **Delete** link on the Business Types you want to remove

![Image of Business Types table]

- Select **OK** on the confirmation message window

![Image of confirmation message]

- The **Pending Deletion** box should now have a checkmark

![Image of updated Business Types table]
Account Information – Service Areas

This section allows you to maintain a list of Service Areas zones associated with your organization location.

- Click the **Add Items** button

![Service Areas](image)

- Select the Service Areas for your location
- Click the **Next** button to view additional Service Area from the list
- Place a check mark next to the Service Area you selected
- Click the **OK** button to add the Service Area
Account Information – Service Areas

On the Service Areas page, you can click the **View Pending Additions** to view the zones you added.

### Service Areas

Here is the current list of Service Areas on file for your location. You can add new Service Areas by clicking the "Add items" button. To delete a Service Area, "Delete" link next to the record in the grid that you wish to delete.

Any request to add a new Service Area that is awaiting approval can be viewed by clicking the 'View Pending Additions' button. Any request to delete an existing Service Area that is awaiting approval is noted in the 'Pending Deletion' column.

<table>
<thead>
<tr>
<th>Service Area Code</th>
<th>Service Area Zone</th>
<th>Pending Deletion</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Metro Tucson</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Mount Lemmon</td>
<td></td>
</tr>
</tbody>
</table>

### View Pending Additions – Service Areas

- Service Areas awaiting approval
- Click the **Back** button to return to your vendor account

### View Pending Additions - Service Areas

Here are your new service areas awaiting approval.

<table>
<thead>
<tr>
<th>Service Area Code</th>
<th>Service Area Zone</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Metro Tucson</td>
<td>New Change</td>
</tr>
<tr>
<td>6</td>
<td>Mount Lemmon</td>
<td>New Change</td>
</tr>
</tbody>
</table>