## Contents

What is Re-Registration?

Re-Registration is the option for Vendors who exist on file with the County of Los Angeles, but they have yet to register online in WebVEN.

I need to Re-Register, but have forgotten or do not know my Vendor ID or do not have a Pin. How do I retrieve them?

When attempting to Re-Register you will need to complete two required fields to begin. The system will require your Vendor ID and Pin. If under any circumstances you do not have access to either, please contact Vendor Relations email at ISDVendorRelations@isd.lacounty.gov for Assistance. Members of the unit are available Monday through Thursday from 7:00am-5:00pm PST.
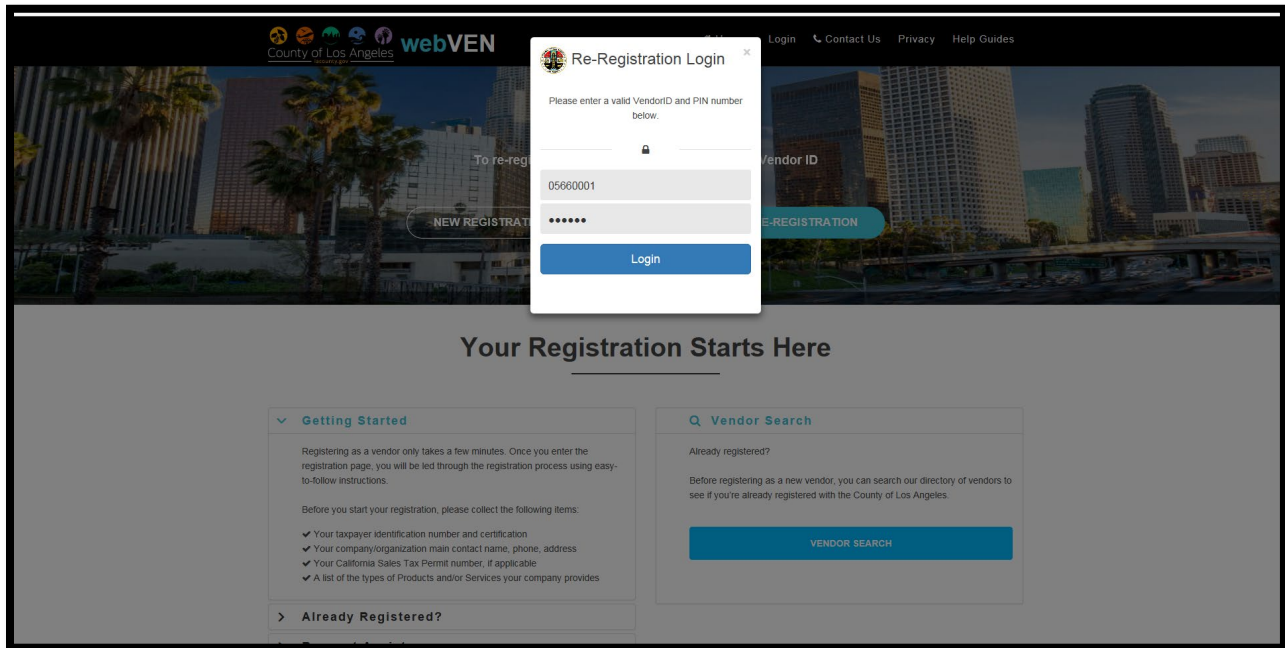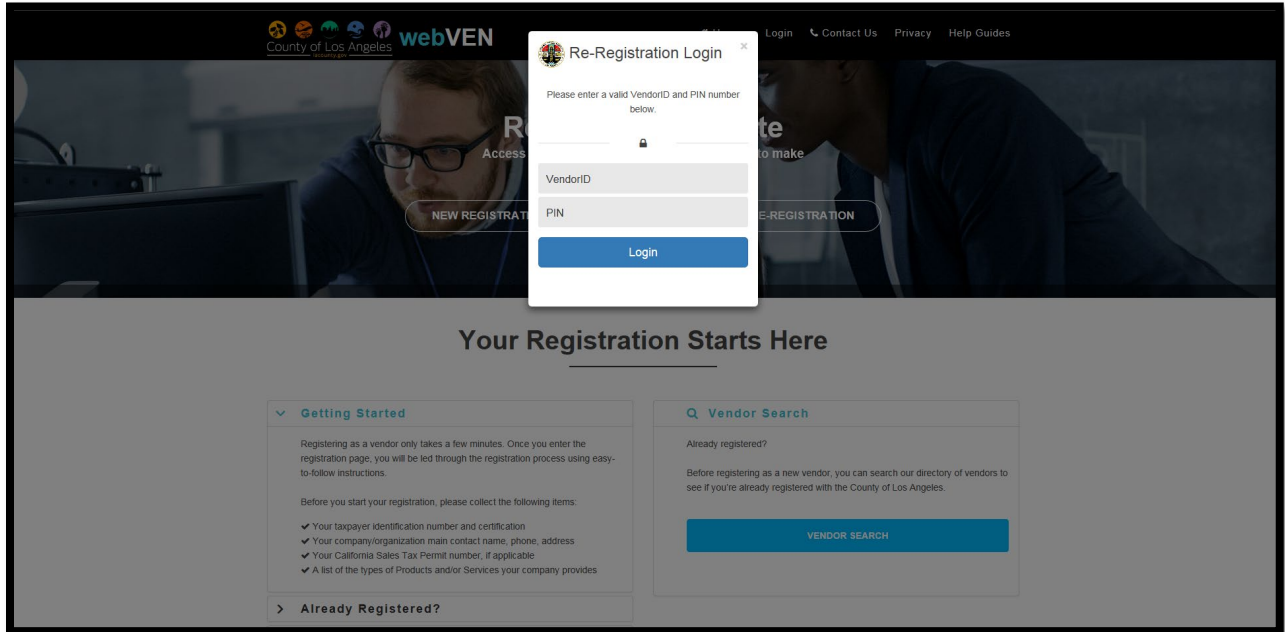
How do I login to Re-Register?

To login to Re-Register from the home page of WebVEN, select the Re-Registration tab from the slider.
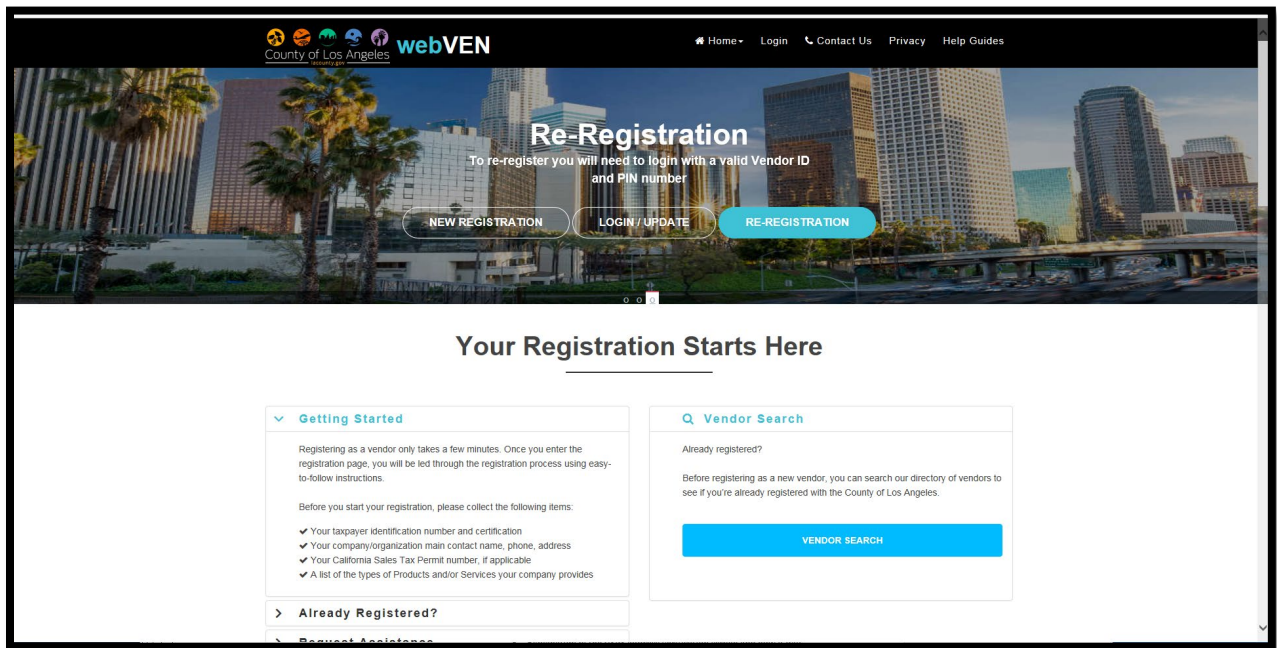
Once selected you will receive the Re-Registration Login pop up. Please proceed to log in with your registered Vendor ID and PIN.

What documents will I need to complete the Re-Registration process?
- Your taxpayer identification number and certification (IRS W-9 Form or IRS W-8 Form).
- Your company/organization's contact name, address, phone, email.
- Your California Sales Tax Permit number, if applicable.
- A list of the types of Products and/or Services your company provides.

What steps do I need to do to complete the Re-Registration process?

After logging in with your credentials provided, you will need to complete all five steps for the Re-Registration process.

Step 1: Enter Vendor Profile

The first step of the profile will require you to enter general information in regards to your business. The following fields are mandatory and must be completed before moving to the step and those fields are marked with a Red Asterisk*

- Non-Profit
- 1099 Required
- Number of Employees
- Business Type
- Independently Owned
- Gross Revenue

Organization type and Tin type are also required and can be updated, but the fields will infer from your profile.

Legal Business name and TIN Number will also infer, but *cannot* be modified during this process.

Once each required field has been completed, select the [Save / Next] icon at the end of the step.

Step 2: Enter Address & Contact

The second step of the process will require you to complete both a Payment and Ordering Address, complete with contact information for each. By default in the upper left corner the Ordering Address box is marked. Your Payment Address is for use by Los Angeles County Departments to remit payments. Your Ordering Address is for use by Los Angeles County Departments to issue purchase orders.

The Payment Address tab has (11) required fields and those fields are marked with a Red Asterisk*.

- Address 1
- City
- Country
- State
- County
- Zip
- CA Tax Status
- CA Sales Permit
- Contact Name
- Phone
- Email

The fields marked with a downward arrow ▼ are drop down menu fields, please select an option from the drop menu to complete the field.

The Ordering Box can be unchecked in order for you to provide a different Ordering Address from the entered Payment Address. If your Ordering Address differs from the Payment Address, please click the Ordering Box to uncheck the field and the Ordering Address tab will populate.

The Ordering Address tab has (9) required fields and those fields are marked with a Red Asterisk*
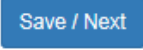
- Address 1
- City
- Country
- State
- County
- Zip
- Contact Name
- Phone
- Email

The fields marked with a downward arrow ▼ are drop down menu fields, please select an option from the drop menu to complete the field.

Once completed with the required information select **Save / Next** at the end of the step and you will be presented with an USPS Address Validation prompt. From here you are able to update the address to validate again and or push the address as supplied from the USPS to the fields.

USPS Address Validation is a tool utilized on WebVEN to help ensure the Vendor that the entered addresses are valid in the USPS address database and will occur in the following scenarios.

1. USPS Address Validation occurs when you enter in the Payment Address and contact information, but do not unselect the Ordering Box to enter the Ordering Address separately. After you click the blue: **Save / Next** at the bottom of the page to complete step 2, the USPS Address Validation will automatically occur.

2. When unchecking the Ordering Box: ☐ ORDERING and entering the Ordering Address and the Payment Address separately, the green USPS Address Validation button

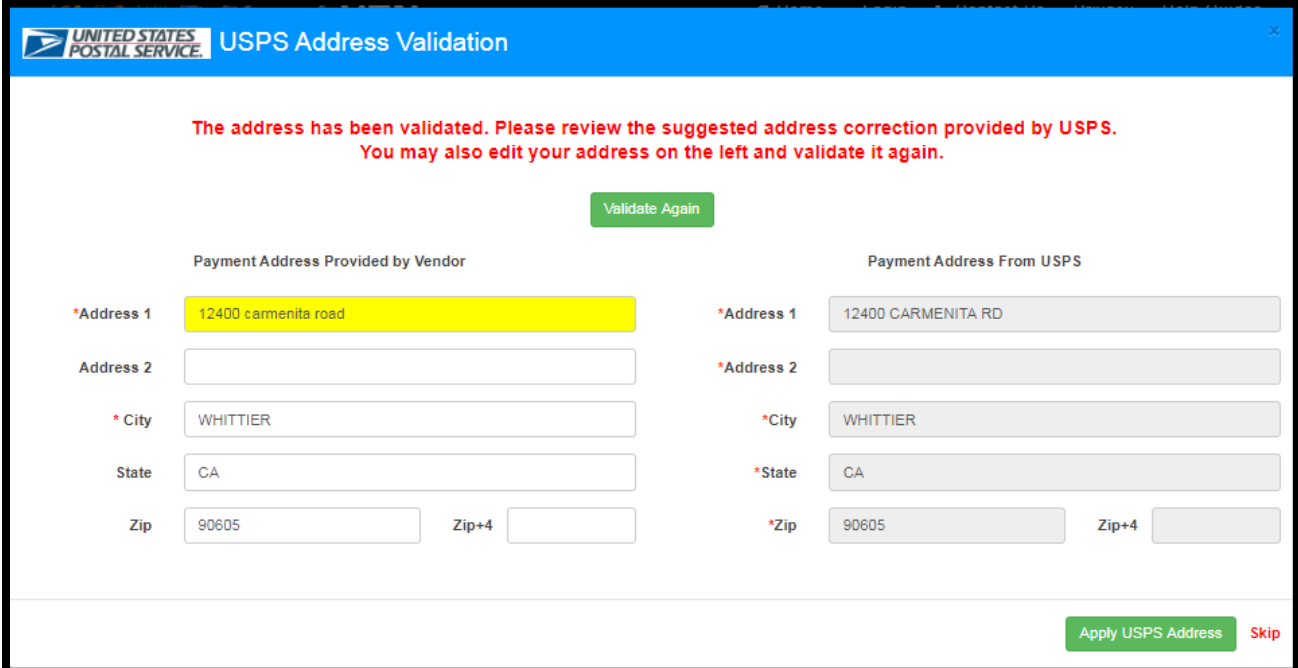   **USPS - Address Validate** has to be manually clicked on the Payment tab, as well as the Ordering Tab in order to validate the addresses. (This is not mandatory)

3. On a foreign (Non-USA) Payment or Ordering Addresses, the USPS Address Validation process will not occur on step 2.

The USPS Address Verification prompt will attempt to validate the address entered. Any fields that are suggested for changes are based on USPS Address records will be highlighted in Yellow.

You may edit the address directly from the USPS Address Verification prompt and then select Validate Again, to re-validate the changed address.

If the changes are correct, Please select Apply USPS Address to automatically continue to step 3.

If the address cannot be verified and to the best of your knowledge the address is true, then please select the *Skip* button to automatically continue on to step 3..

Applying the USPS Address Validation separately on the Ordering and Payment tab will not automatically
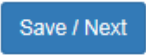
redirect to step 3. You must manually select the blue [Save / Next] button.

You may return to the previous step to update the address at any point up until the New Registration is completed and successfully submitted.

Step 3: Enter IRS W-9 Certification*

The third step of the process requires you to complete the Taxpayer Identifications Number and Certification information (IRS W-9). The Legal Business name, Alias, and Taxpayer Identification Number section of this form are disabled and inferred from your profile information.

Note: Vendors on WebVEN whose Payment Address is located in the USA will be required to utilize the IRS W-9 Certification in order to complete Step 3. Vendors that have a foreign (Non-USA) Payment Address will be required to utilize the IRS Form W-8 in order to complete Step 3.

Within this section you will be required to complete:

- Federal Tax Classification
- Address
- Signature

The address will infer from the payment address as completed in step 2 and will be non-editable. Once the information has been certified select the **Click to certify** button to be presented with the W-9 Requirements & Certification

After review of the requirements select **I Attest To The Above Statements** to accept the terms and the system will digitally sign the document by placing a check mark in the signature box.

Once completed select **Save / Next** to proceed to Step 4.

Note: *You may be presented with the USPS Validation box if the address entered on Step 3 is not matching to the USPS address database. Review the address provided and the one presented by the USPS and either select Apply USPS Address or Skip to proceed. Once selected the system will move the process to Step 4.*

Step 3: Attach IRS Form W-8*

Note: Vendors on WebVEN whose Payment Address is located in the USA will be required to utilize the IRS W-9 Certification in order to complete Step 3. Vendors that have a foreign (Non-USA) Payment Address will be required to utilize the IRS Form W-8 in order to complete Step 3

FILE UPLOAD REQUIREMENTS

File Upload Requirements can be viewed by selecting the blue: link.
These requirements are the restrictions and accepted parameters for this step of the New Registration,
please review before continuing forward to upload your W-8 form.

File Upload Requirements

File_Size
The size of the file cannot exceed 5 MB.

File_Type
Only these file types are allowed to be uploaded: Microsoft Word (.doc or .docx),
Microsoft Excel (.xls or .xlsx), Adobe Acrobat (.pdf), Zip (.zip), Corel Word Perfect
(.wdp)

File_Max
The maximum number of attachment file that can be uploaded is 5 .

File_Len
The length of the file name (including the file extension) cannot exceed 60 characters.

File_Name
The file name cannot contain these special chacraters [\=\+\']

File_Description
The short file description cannot exceed 250 characters.

Close

In order to complete Step 3 – Attach IRS Form W-8, you must successfully upload a W-8 document. The
steps to do that are as follows.

- Enter a Short File Description in the field for the document, for example: W-8_Form.pdf

STEP 1 - Enter a Short File Description

W-8_Form.pdf

- Browse and Select a File. Click the choose file button to browse your computer to upload your
  IRS Form W-8. Or you may click and drag the file from your computer and drop it into the box.

STEP 2 - Browse and Select a File

Choose File   No file chosen

STEP 3 - Click Upload to Add a File as an Attachment

⊕ Upload   Your file has been successfully uploaded!

- Click upload to add a file as an attachment.

Once the File is successfully uploaded, the File Attachment List appears. On this screen you may click View to review the uploaded file or you may click Delete to remove the uploaded file.

Note: Competition of Step 3 Attach IRS Form W-8 requires 1 W-8 document to be uploaded.

Once the W-8 Form is successfully uploaded to continue, please click the **Save / Next** button at the bottom of the page to complete step 3 and proceed to step 4.

Step 4: Search and Add Commodities/Services

The fourth step of the Re-Registration process lets you search and add Commodities and/or Services that your company may provide. It is in the Vendor's best interest to add as many Commodities and/or Services as they see fit to help increase the amount of business opportunities received from LA County.

To search for a Commodities and/or Service enter a description keyword in the search field to see the list repopulate below. The search field utilizes adaptive text search, so as you begin to type the text will highlight below with the results.
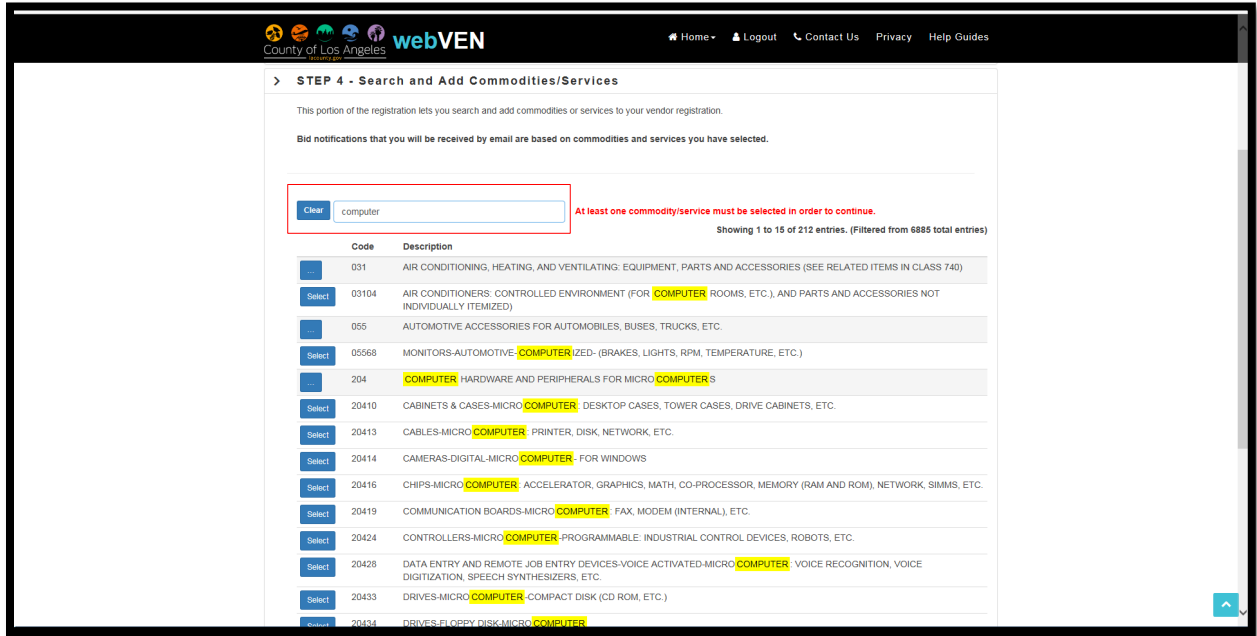
To select a Commodities and/or Service you must click the **Select** button to the left of the field.

The selected Commodities and/or Service will be loaded into section labeled: Commodities / Services You Have Selected.

Selecting the **...** button will open up a filtered class list of the Commodities and/or Services that fall within that 3 digit class code.
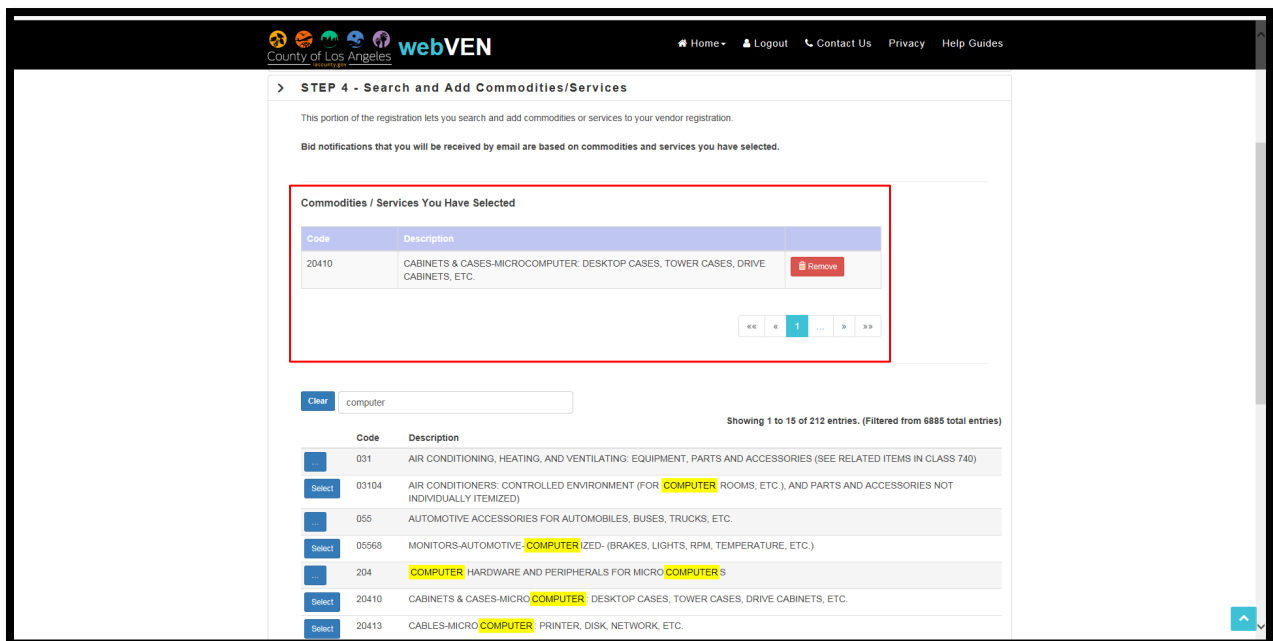
If you mistakenly select the incorrect Commodities and/or Service and wish to remove it, select the

[🗑 Remove] button and that Commodities and/or Service will be removed.

Note: *Bid notifications that you will receive by email are based on Commodities and Services you have selected. You may select and add as many Commodities you feel reflect your company's offerings, but you must select at least 1 Commodities/Service in order to move forward to step 5.*

After you have selected the Commodities and/or Services associated with your business select the
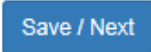
[Save / Next] button at the end of the step to move to step 5.

Step 5: Create User Account

The fifth and final step of the Re-Registration process allows you to create a User Account. This user account will be you login into the WebVEN system to make any changes/updates that are needed.

Step 5– Create User Account has (4) required fields and those fields are marked with a Red Asterisk*.

- Name
- Email
- UserID
- Password

The UserID field must be between 5 to 20 characters and cannot have any spaces or special characters.

The password must follow the following requirements:

- Between 8 to 16 characters
- At least 1 numeric character
- At least 1 alphabetical character
- At least 1 special character (!, @,#,$,%,*)

Note: *You may click on any of the registrations steps on the form to expand the panels to review or edit the information, as you implement changes will need to hit save after each step.*

Once the WebVEN UserID is created and the information in step's 1-5 are reviewed and verified to be correct and complete, please select the [Save / Finished] button at the end of the step. You will be presented with the Registration Complete screen.
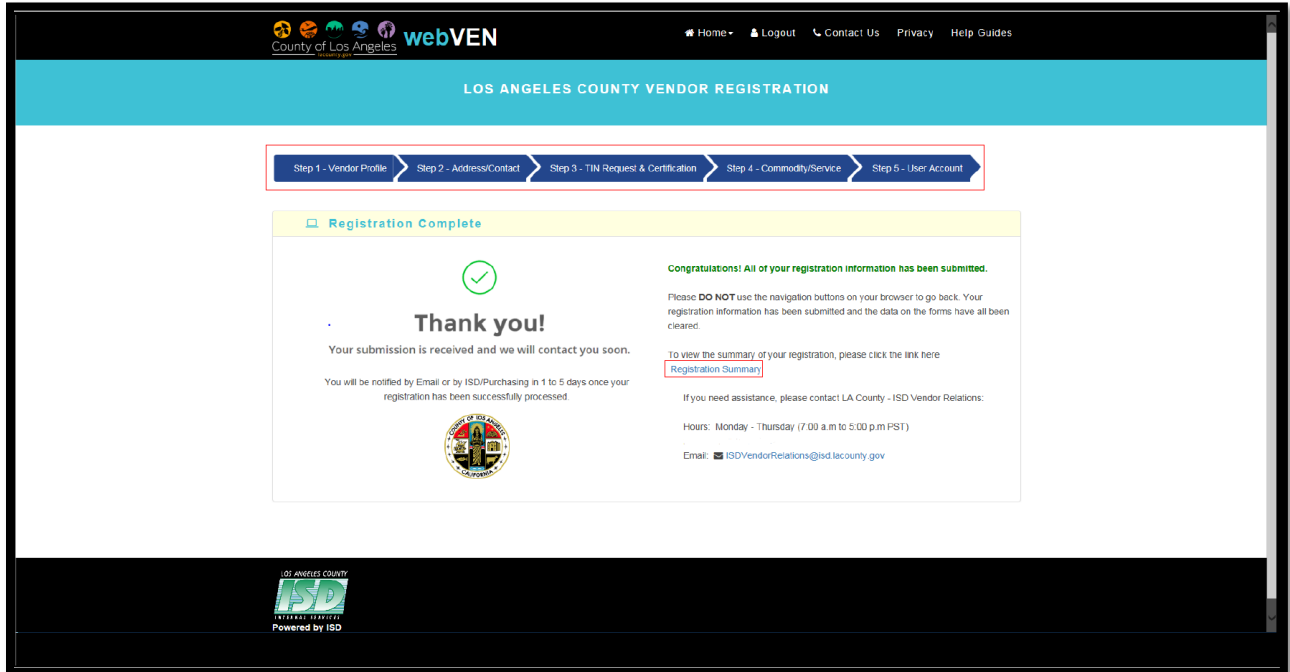
You can review a summary of your submission by selecting the Registration Summary hyperlink located

on the right of the screen _____ or by selecting one of the steps of the progress bar
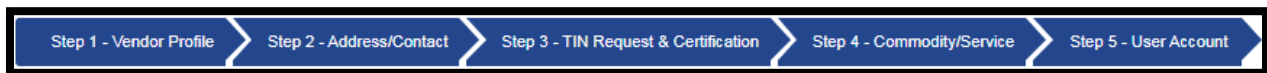
As the application is being processed the fields of the registration summary are view only and cannot be modified.

Congratulations! The Re-Registration process is complete. You will receive an email with your Vendor Number in approximately 1-5 days.

Note: *The Vendor information entered in this and any help guide on WebVEN is for test purposes only and does not reflect a valid registered Vendor of Los Angeles County.*

How do I update our Legal Business Name?

To update your Legal Business name, please contact Vendor Relations email at ISDVendorRelations@isd.lacounty.gov for assistance. Members of the unit are available Monday through Thursday from 7:00am-5:00pm PST.

Our company EIN/TIN has changed. How do we update it?

EIN/TIN information cannot be updated. If a new tax ID has been established for the company, please create a new registration. You may contact Vendor Relations email at ISDVendorRelations@isd.lacounty.gov for assistance, for deactivating you old tax payer ID account if you will not be utilizing the associated tax ID for business purposes. Members of the Vendor Relations unit are available Monday through Thursday from 7:00am-5:00pm PST.

I finished the Re-Registration process, do I still use my Vendor ID and Pin to log in to make updates to my account?

The Vendor ID and pin are temporary login credentials and can only be used until the Re-Registration process is complete. After the WebVEN User ID is created all subsequent logins to your account to make changes will be with your created WebVEN User ID.

Can we create multiple WebVEN UserID's under the same Vendor account?

Yes, multiple WebVEN accounts can be created under a single Vendor code. To create an additional account associated with the same Vendor code, please contact Vendor Relations to request a temporary WebVEN UserID and Password which once accessed, will prompt you to create the new WebVEN User Account.

I successfully Re-Registered, but forgot my created User ID and Password. How do I regain access to my account?

For security reasons, in order to recover a lost User ID you must contact LA County - ISD Vendor Relations who can assist you in recovering the lost User ID.

Hours: Monday - Thursday (7:00 a.m. to 5:00 p.m. PST)
Email: ISDVendorRelations@isd.lacounty.gov

How do I add additional payment and ordering addresses, Commodities/Services, to my account after I complete the Re-Registration?

Once you Re-Registration is complete and processed, to make any update to your Vendor account you may access your account one of two ways.
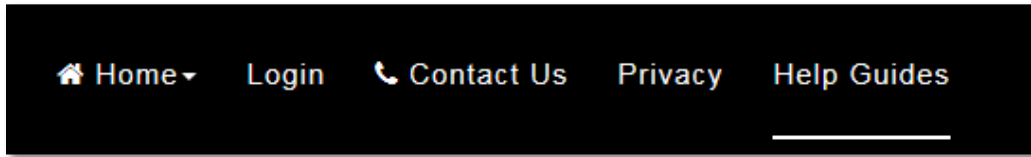
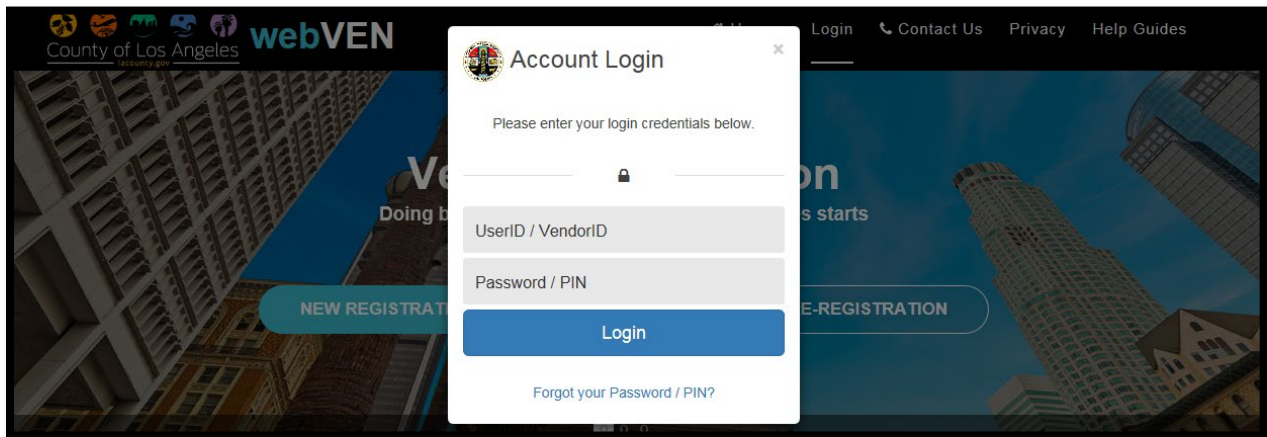1. By selecting the Login/Update on the Registration home page.
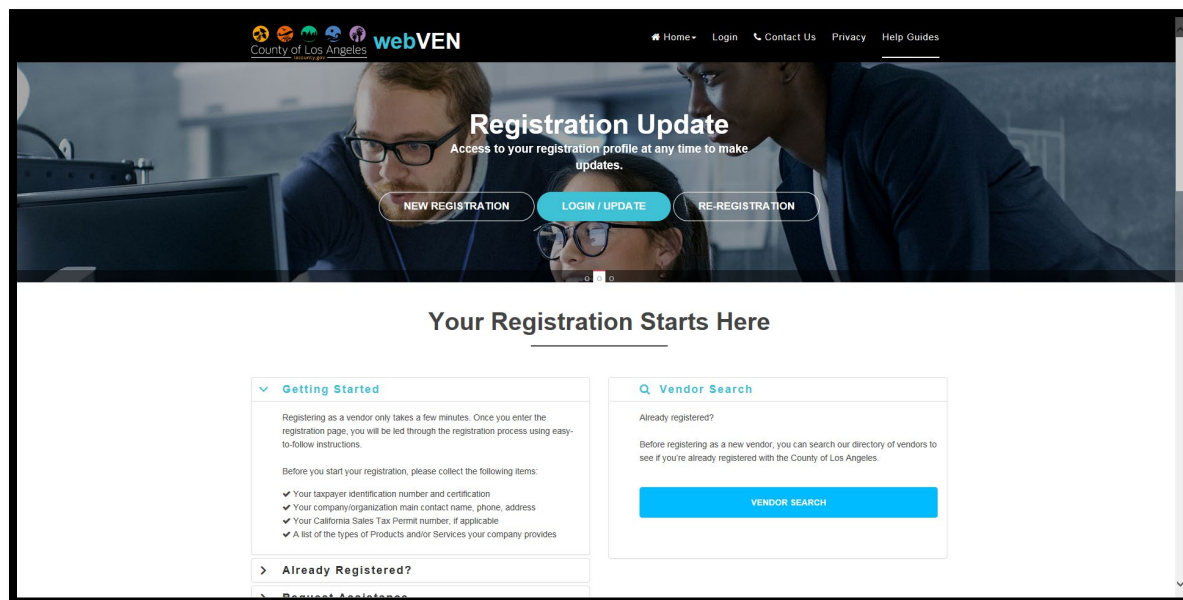
Or

2. By selecting the "Login" link on the top menu.

Both options will bring up the account login screen as shown below.

You will use the USERID and Password created during the registration process. Once you login to the account you are able to complete the necessary changes.

Where is the Vendor Attachments and County Forms section?

This section is only available to you after you have completed your New Registration and have been processed by Vendor Relations.

This section provides County Forms that are PDFs with fillable fields and required to be submitted with solicitation responses in VSS. It is also a repository for storing current or historical versions of those forms and other attachments. After uploading, the attachments can be viewed, deleted, and sorted in the File Attachment List for each category group.

NOTE: You must upload the attachment within Vendor Self Service (VSS) for it to submit with the solicitation response: https://lacovss.lacounty.gov/ This section is only a repository for current or historical versions of your attachment and does not count for submission.

Where is the Terms and Conditions section?

The Terms and Conditions section has been decommissioned and replaced by the Vendor Attachments and County Forms section described above for forms that can be submitted with solicitation responses.

I stepped away, while logged in. Why was I logged out?

For security, your active session will time you out after 20 minutes. Once the system has logged you out you will need to re-login to start a new session.

Are there other online resources we can visit?

Yes. Your starting point for purchasing and contracting opportunities as a Vendor with Los Angeles County is the Doing Business with Los Angeles County (https://doingbusiness.lacounty.gov/) website. The Doing Business portal provides information and links to Open Solicitations, Registering with the County, Vendor Self Service, and Preferential Programs available through the county.

The Los Angeles County Solicitations (https://camisvr.co.la.ca.us/lacoBidspage) provides a listing of all open solicitation provided by County departments and through our ISD Central buyer's. Vendors have the option to search for new open solicitations or view closed/awarded solicitations.

Vendor Self Service (https://lacovss.lacounty.gov/webapp/VSSPSRV11/AltSelfService) allows Vendors to manage their account information, view financial transactions, and apply online for Bid opportunities and more. Once you are a registered Vendor you can submit an activation request to begin the process of establishing your Vendor Self Service Account.

Who do I contact for more information?

If you need additional assistance, please contact LA County - ISD Vendor Relations:

Hours: Monday - Thursday (7:00 a.m. to 5:00 p.m. PST)
Email: ISDVendorRelations@isd.lacounty.gov