

2024

City of Greenville Vendor Registration Guide

Purchasing Division
City of Greenville
12/12/2024

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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.

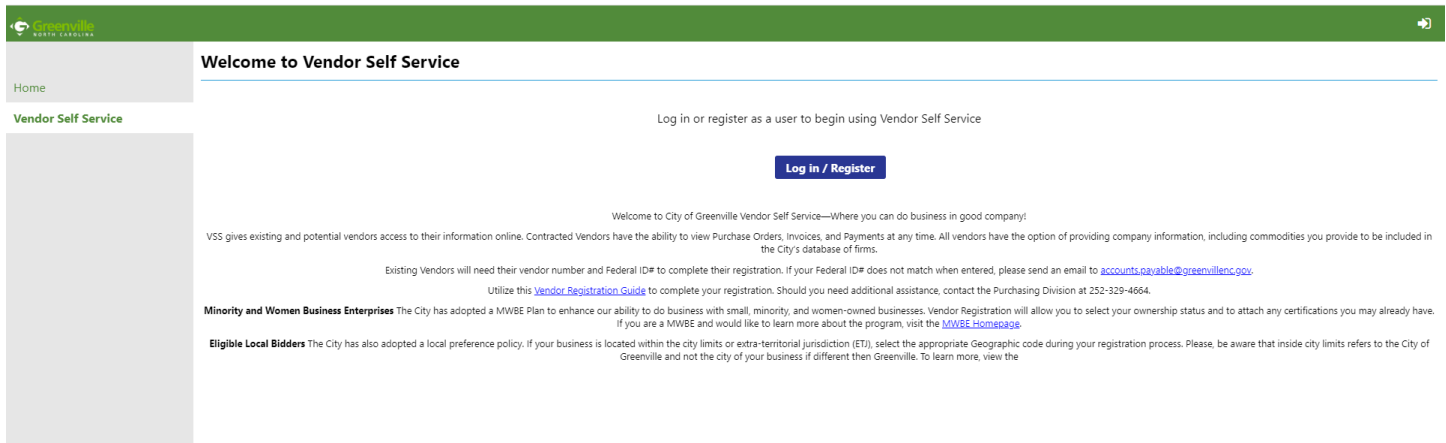
Before getting started:

- *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.*

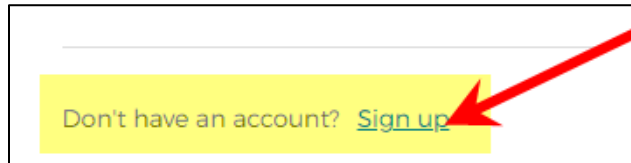
New Vendor Registration Guide

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 full screenshot of a sign-in and sign-up page. At the top is a blue circular logo with a globe and arrows. 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 toggle icon on the 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 the text "Don't have an account? [Sign up](#)" with "Sign up" as a blue link. A red arrow points from the bottom right towards the "Sign up" text. The text "Don't have an account? [Sign up](#)" is highlighted with a yellow rectangular background.

4. Example of Signing Up a New Vendor Account

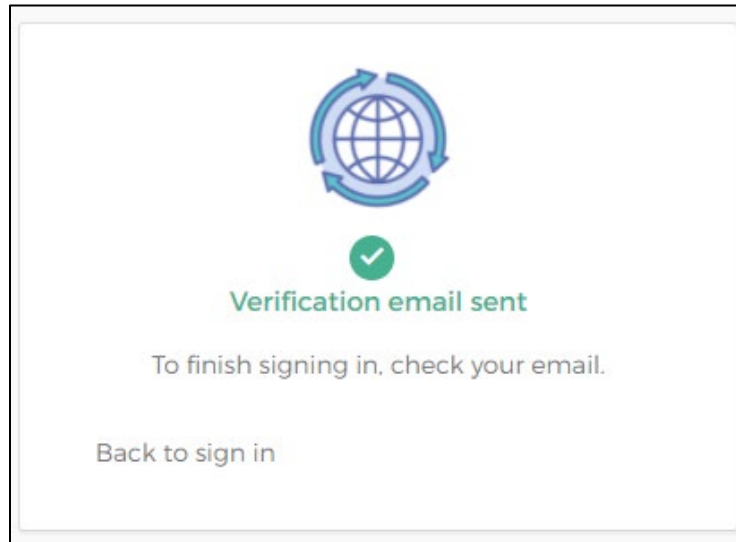
- a. Fill out the fields below, your email address.
- b. Fill out the username, password (make sure you meet the criteria and write the password down because you will need it later).
- c. Fill out the First Name and the Last Name
- d. Click “Sign Up” Button

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

- Username:** A red arrow points to the email field containing 'visualcc@embarqmail.com'.
- Password:** A red arrow points to the password field, which is masked with dots.
- Password Criteria:** A red arrow points to a yellow box containing the following criteria:
 - ✓ 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 username
- First name:** A red arrow points to the first name field containing 'PeggyTest'.
- Last name:** A red arrow points to the last name field containing 'WootenTest'.
- Sign up Button:** A red arrow points to a blue button labeled 'Sign up'.

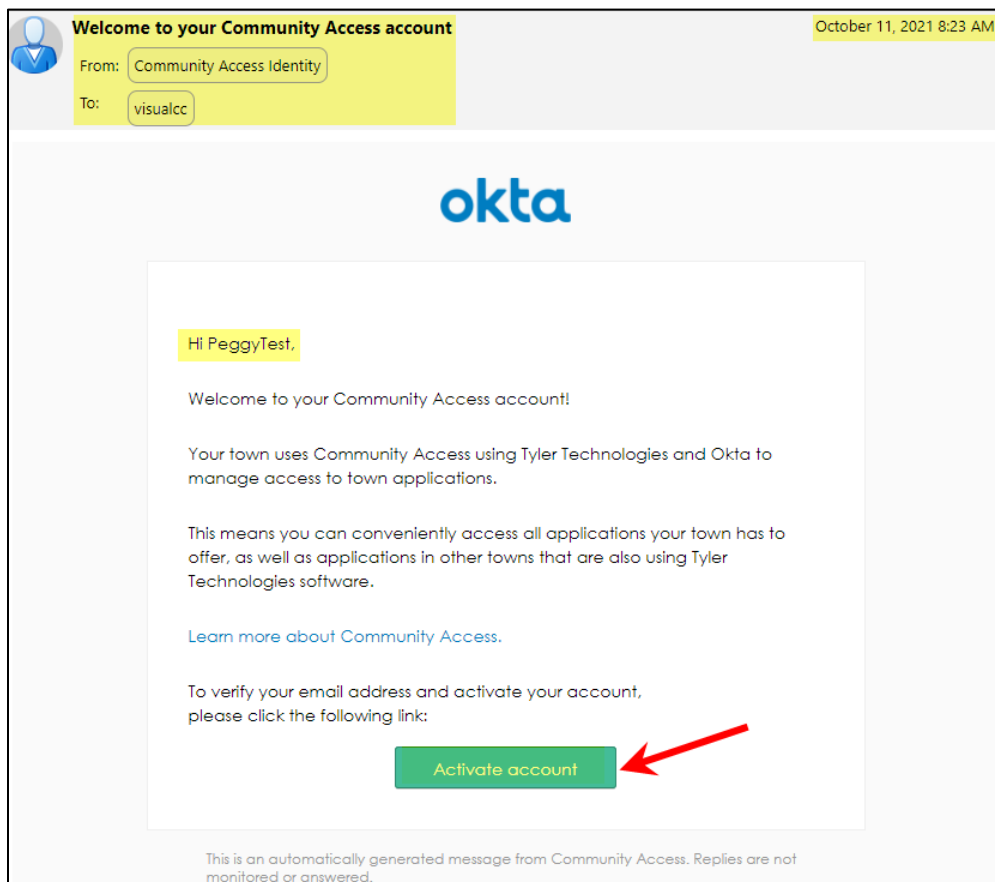
Below the form, there is a note: '* indicates required field' and a link: [Back to sign in](#).

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

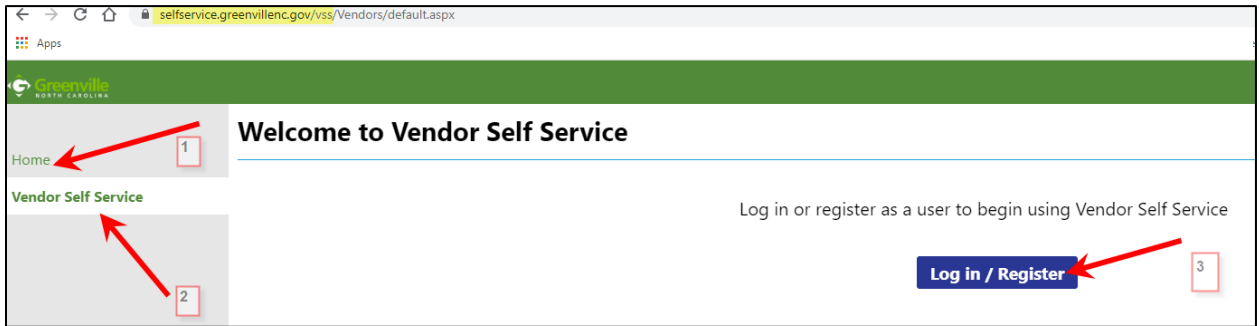


6. You will receive an email to “Activate Account.”

- 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.



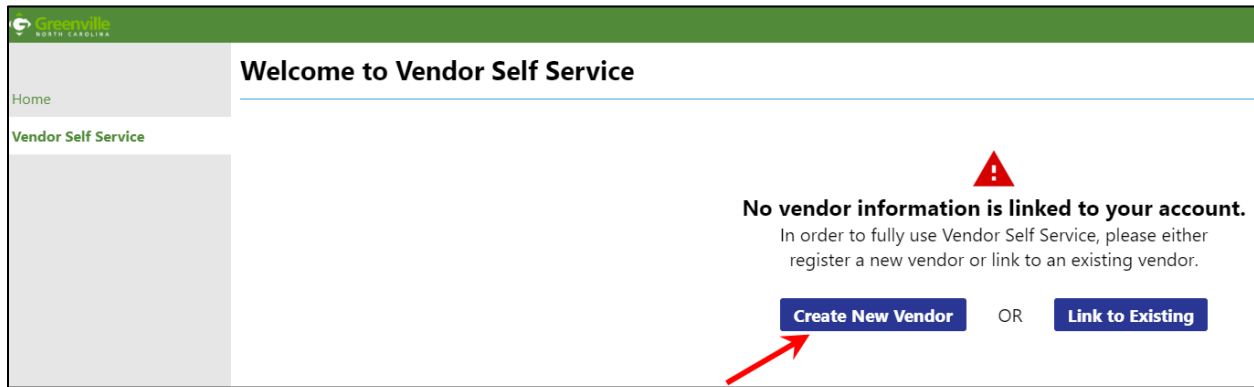
7. After you “Activate” your account, go back to: <https://selfservice.greenvillenc.gov/vss/>.
- Click Home
 - Click Vendor Self Service
 - Click Log in/Register



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).
- 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.' It features four social media login buttons: 'Sign in with Google', 'Sign in with Apple', 'Sign in with Microsoft', and 'Sign in with Facebook'. Below these is an 'OR' separator. At the bottom, there is a yellow highlighted section for email and password login. The 'Email address' field contains 'visualcc@embarqmail.com'. The 'Password' field is masked with dots. Both fields have a circular refresh icon on the right.

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



Greenville
NORTH CAROLINA

Home

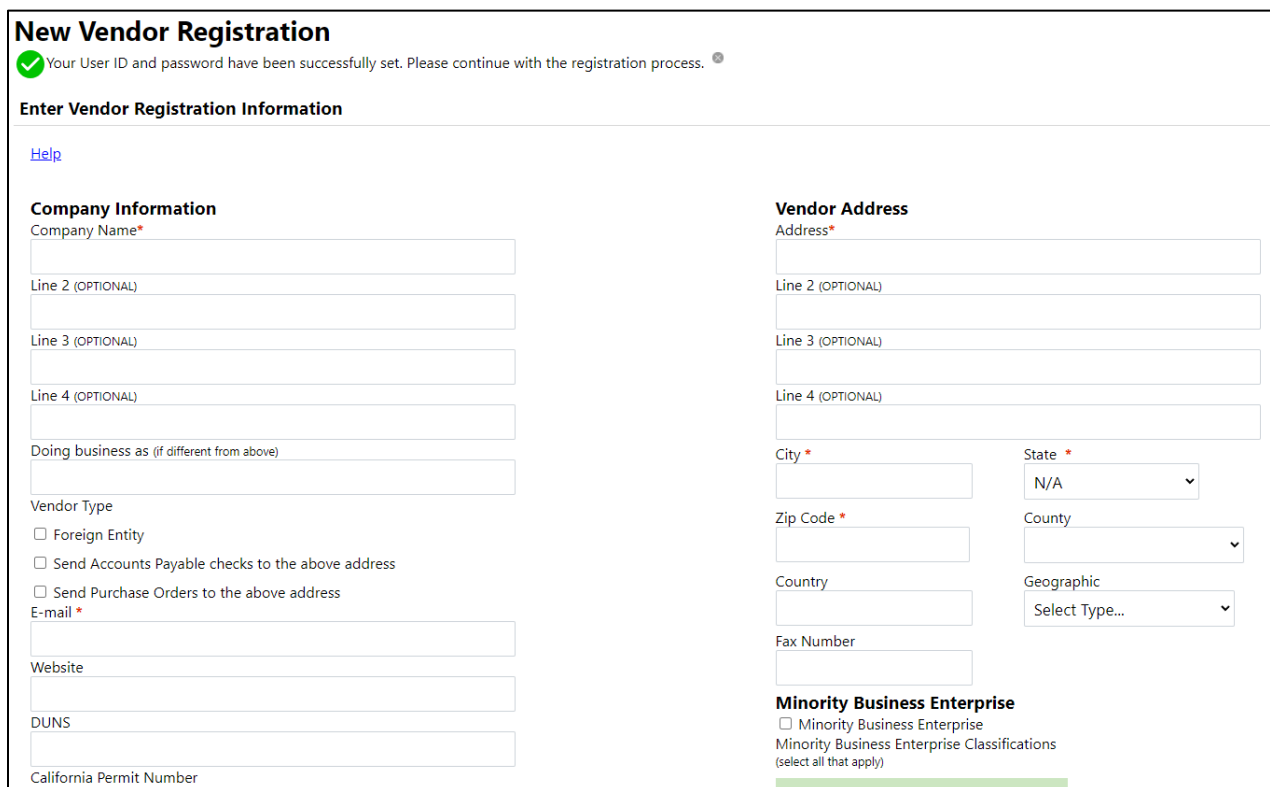
Vendor Self Service

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**

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 *

County

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

Buttons: Save, Cancel

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

Buttons: 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.

Greenville NORTH CAROLINA Munis Self Service

Home
Vendor Self Service
Registration

New Vendor Registration

Address information

Addresses

[add](#)

Name/DBA	Address	Is Default
<div>Continue</div>		

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

☐ Opt In

Fax

* E-mail

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

Select Commodities Step 35

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 Step 37

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

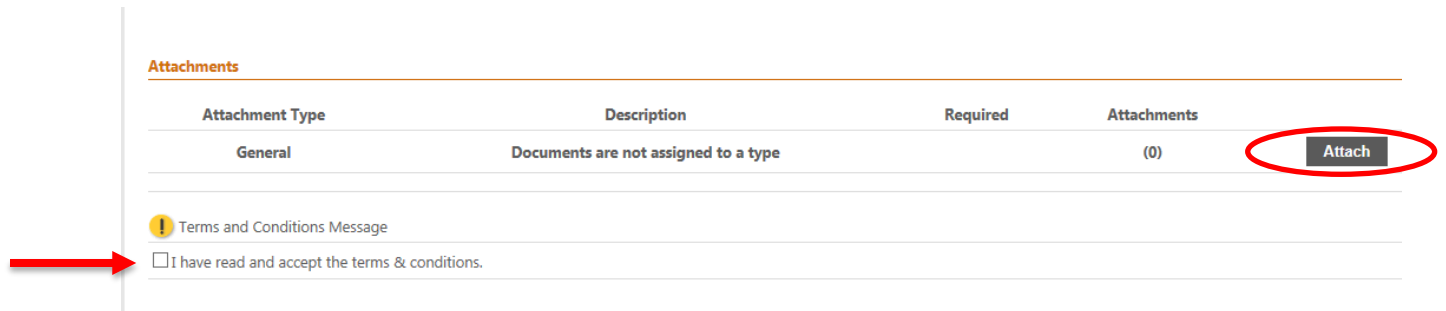
General Information [change](#)

Name/DBA	FILLMORE TRUCKING
Entity	
Address	1600 PENNSYLVANIA AVENUE WASHINGTON, NC 27836 BEAUFORT COUNTY, USA
Fax Number	
FID	56-1234567
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.



Attachments

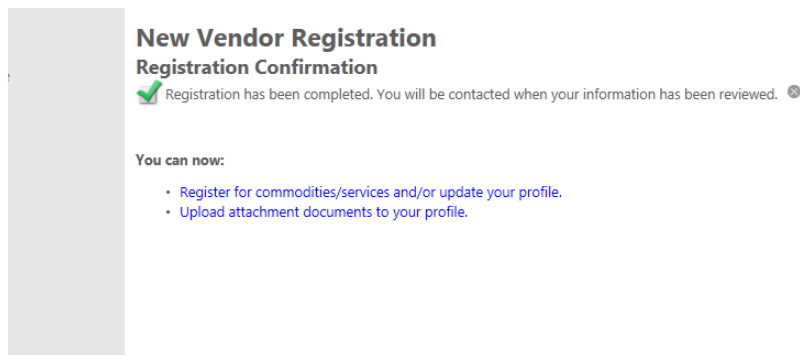
Attachment Type	Description	Required	Attachments
General	Documents are not assigned to a type		(0)

 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

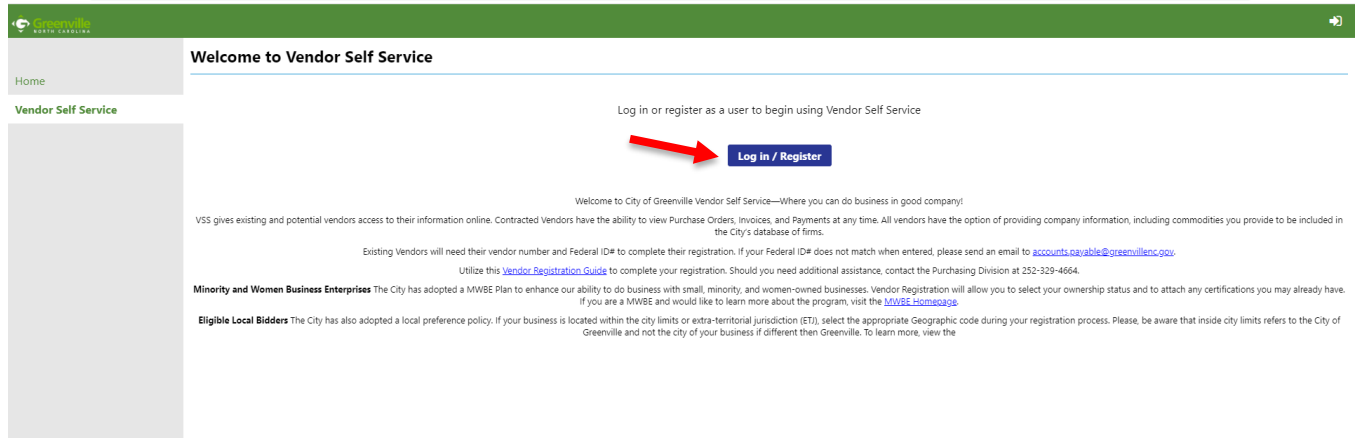
 Registration has been completed. You will be contacted when your information has been reviewed. ⓘ

You can now:

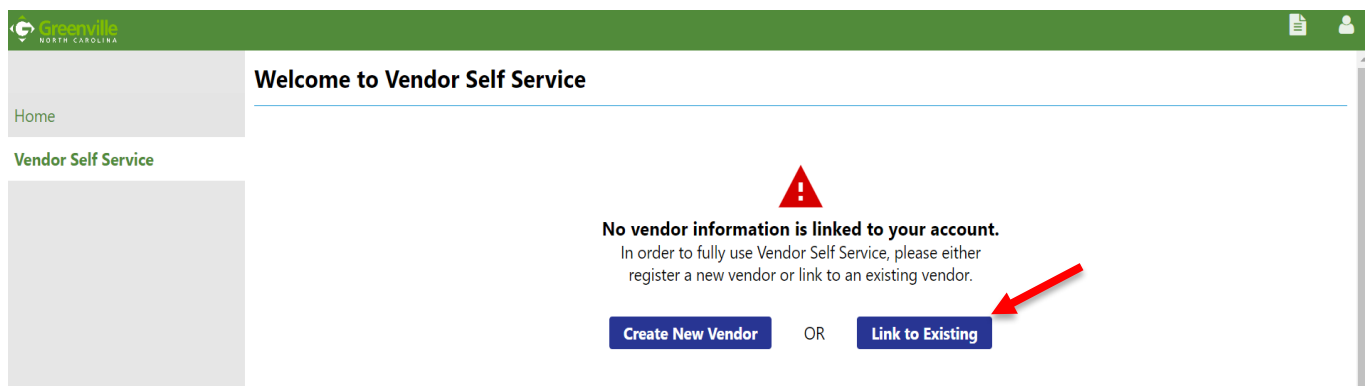
- [Register for commodities/services and/or update your profile.](#)
- [Upload attachment documents to your profile.](#)

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 in with 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.

Home
Vendor Self Service


Link to Existing Vendor



Enter the information below to search for an existing vendor.

Vendor Number

Vendor FID/SSN

[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.

Greenville NORTH CAROLINA Munis Self Service

Vendor Self Service

Vendor Information

Attachments

Commodities

1099

Checks

Purchase Orders

Contracts

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 proce

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** inquires.

The screenshot shows the 'Munis Self Service' interface for 'Greenville NORTH CAROLINA'. The left sidebar contains a 'Vendor Information' section with links for 'Attachments', 'Commodities', '1099', 'Checks', 'Purchase Orders', and 'Contracts'. The main content area displays 'Address Information' with a 'change' link. Below this is the 'CONTACTS' section, which is circled in red and has a 'change' link. A warning message states: 'There are pending changes to the Contact Information. Click To View.' Below the warning is a table with columns: Type, Name, Title, Email, Phone, and Fax. The table contains one row: GENERAL, MILLIARD FILLMORE, frouse@greenvillenc.gov, 2523294462. Below the table is the 'Commodities' section with an 'add' link. A table with columns 'Code' and 'Description' shows a row with code '96239' and description 'Hauling Services'. A 'Remove' link is next to the description. The footer contains the copyright notice: '©2018 Tyler Technologies, Inc. Help/Feedback'.

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

Code	Description
96239	Hauling Services

11. Next, select ADD NEW CONTACT.

The screenshot shows the 'Vendor Information' page in the 'Munis Self Service' system. The page has a green header with the 'Greenville NORTH CAROLINA' logo and 'Munis Self Service' text. On the right, there are links for 'Resources' and 'FILLMORE TRUCKING'. The left sidebar contains a menu with 'Vendor Self Service', 'Vendor Information', 'Attachments', 'Commodities', '1099', 'Checks', 'Purchase Orders', and 'Contracts'. The main content area is titled 'Vendor Information' and 'Contacts Information: Make Changes'. Below this, there is a section 'Address Contacts' with a table. The table has columns: 'Type', 'Name', 'Description', 'Email', and 'Telephone'. The first row shows 'GENERAL' as the type, 'MILLIARD FILLMORE' as the name, 'frouse@greenvillenc.gov' as the email, and 'Phone: 2523294462' as the telephone. Below the table, there are two buttons: 'Add New Contact' (circled in red) and 'Continue'.

12. Select CONTACT TYPE and complete other fields as requested, Save to continue.

****You can select multiple contacts for each type.**

The screenshot shows the 'New Vendor Registration' page in the 'Munis Self Service' system. The page has a green header with the 'Greenville NORTH CAROLINA' logo and 'Munis Self Service' text. On the right, there is a 'Log In' button. The left sidebar contains a menu with 'Home', 'Vendor Self Service', and 'Registration'. The main content area is titled 'New Vendor Registration' and 'General Vendor Contacts'. Below this, there is a section 'Contact Person' which is circled in red. This section contains a form with the following fields: '*Contact Type' (a dropdown menu showing 'GENERAL - General Contacts'), '*Name' (a text field with 'MILLIARD FILLMORE'), 'Description' (a text field with 'President'), '*Phone' (a text field with '252-354-1254'), 'Text' (a text field with an 'Opt In' checkbox), 'Fax' (a text field), and 'E-Mail' (a text field). At the bottom of the form, there are 'Save' and 'Cancel' buttons.

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.

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												
<div> <div>Contacts change</div> <div>⚠ There are pending changes to the Contact Information. Click To View.</div> </div> <table> <thead> <tr> <th>Type</th> <th>Name</th> <th>Title</th> <th>Email</th> <th>Phone</th> <th>Fax</th> </tr> </thead> <tbody> <tr> <td>GENERAL</td> <td>MILLIARD FILLMORE</td> <td></td> <td>frouse@greenvillenc.gov</td> <td>2523294462</td> <td></td> </tr> </tbody> </table>			Type	Name	Title	Email	Phone	Fax	GENERAL	MILLIARD FILLMORE		frouse@greenvillenc.gov	2523294462	
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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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.

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

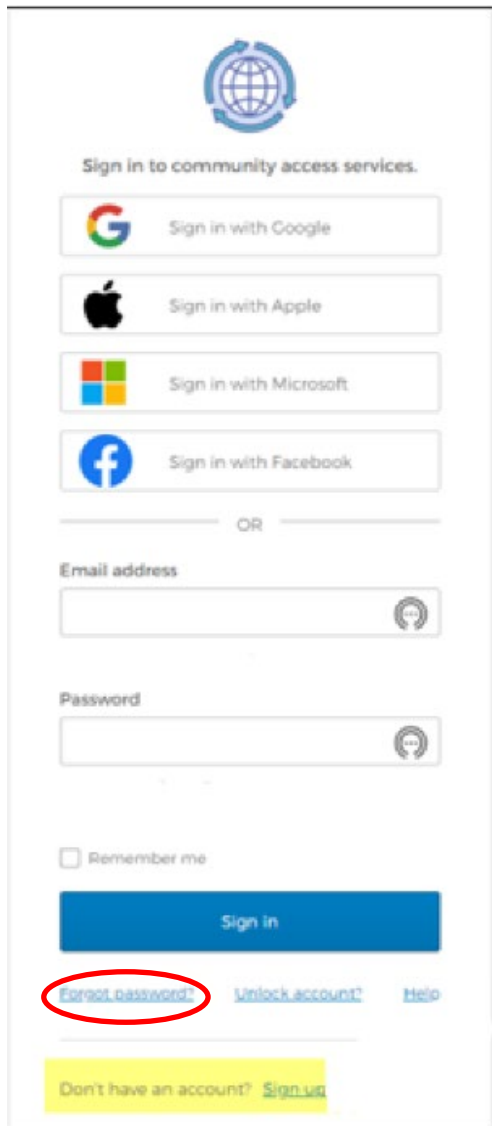
Changes Complete

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

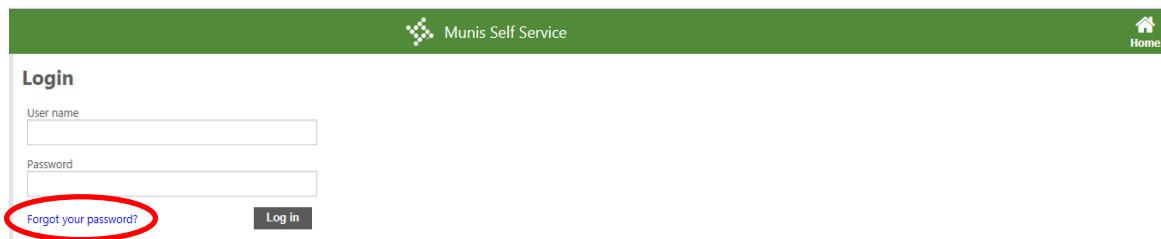
Password

☐ Remember me

Sign in

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

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



Munis Self Service Home

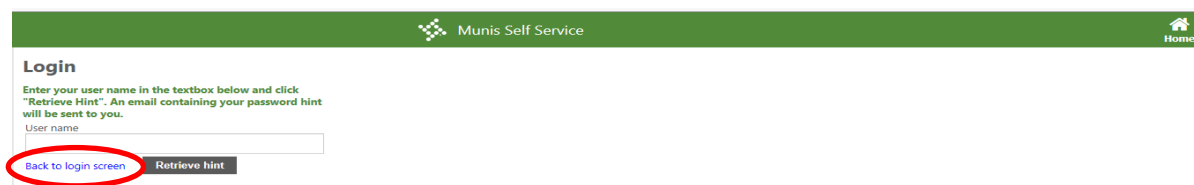
Login

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. The header includes the Greenville North Carolina logo, 'Munis Self Service', and a 'Log In' button. A left sidebar contains links for 'Home', 'Citizen Self Service', and 'Vendor Self Service'. The main content area has a green success 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 is a section titled 'Initiate Password Regeneration' with the user ID 'mfillmore' 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 header is identical to the previous page. The left sidebar is the same. The main content area is titled 'Login'. It features a message: 'Before proceeding you must change your password.' followed by password requirements: '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 are input fields for 'Current password', 'New password', 'Confirm new password', and 'New password hint' (with a hint 'the 13th'). A 'Password strength' indicator shows 'Acceptable'. At the bottom are 'Change' and 'Cancel' buttons.