How to Create a VSS Account

This guide covers the following topics:
- Creating a New VSS Account
  - If Your Vendor Account is Already Registered...
  - If Your Vendor Account Has Not Been Registered...
  - If Your Vendor Account Has Not Been Found...

1 Creating a New VSS Account

This guide outlines how to create an account on the Los Angeles Vendor Self-Service (VSS) web application. An account is required to respond to posted solicitations.

Once an account is created, a vendor can also update contact information, view orders, and submit electronic invoices.

Note: If you have received an activation email from the City, skip to step 3 of the If Your Vendor Account Has Not Been Registered... section of this guide.

To create a VSS account:

Step 1: On the VSS Homepage (lavss.lacity.org), click New Registration.

Result: The Memorandum of Agreement page opens.
How to Create a VSS Account

**Step 2:** Click **Accept Terms** to continue.

**Result:** The Registration Tips page opens.

**Step 3:** Click **Next**.
Result: The Search for an Existing Account page opens. This is used to search the City’s vendor records to determine if the vendor has an existing account with the City.

Search for an Existing Account

To register your account you must have a vendor code. This page will help you determine whether or not you have one. You will not be able to create a new code if one already exists. If the account exists it will be designated as a company or individual based on the information you previously provided. Please select one of the search options below to determine if you already have a vendor code.

Company Search
To see if you have a vendor code and have an Employer Identification Number (EIN) on file, first search by TIN.

Taxpayer Identification Number OR Legal Business Name

OR

Individual Search
To see if you have a vendor code and have a Social Security Number (SSN) on file enter your Last Name and last four digits of your Social Security Number.

Last Name AND Last 4 digits of SSN

Additional Resources & Information:
- As you complete each step and move to the next step, the system will check for errors.
- If there are errors:
  - A notification message will be displayed at the top of the page.
  - You must correct the errors indicated before continuing to the next step.
- Additional help can be found in the Frequently Asked Questions located on the left hand navigation bar.

Step 4:
If a company, enter information in the Taxpayer Identification Number or Legal Business Name field and click Search.

If an individual, complete the Last Name field and the Last 4 digits of SSN field.

Click the Search button found directly below the search fields used.
Result: If results are found, they will appear under the search section.

---

### Search for an Existing Account/Results Found

To register your account you must have a vendor code. This page will help you determine whether or not you have one. You will not be able to create a new code if one already exists. If the account exists it will be designated as a company or individual based on the information you previously provided. Please select one of the search options below to determine if you already have a vendor code.

#### Company Search

To see if you have a vendor code and have an Employer Identification Number (EIN) on file, first search by TIN.

<table>
<thead>
<tr>
<th>Taxpayer Identification Number</th>
<th>OR</th>
<th>Legal Business Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>vendor</td>
</tr>
</tbody>
</table>

#### Individual Search

To see if you have a vendor code and have a Social Security Number (SSN) on file enter your Last Name and last four digits of your Social Security Number.

<table>
<thead>
<tr>
<th>Last Name</th>
<th>AND</th>
<th>Last 4 digits of SSN</th>
</tr>
</thead>
</table>

The following exists for the information you entered:

<table>
<thead>
<tr>
<th>Vendor Number</th>
<th>Legal Business Name</th>
<th>Alias/DSA Name</th>
<th>Registered?</th>
<th>Contact the City to request an Activation Code</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Yes, but it is not yet registered</td>
<td>Contact the City to request an Activation Code</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Yes, but the registration is already in progress</td>
<td>Click the &quot;Contact your Administrator&quot; link to determine who you need to contact for access.</td>
</tr>
</tbody>
</table>

Has your account been found and listed above?

- Yes, but it is already registered
  - Click the "Contact your Administrator" link to determine who you need to contact for access.
- Yes, but it is not yet registered
  - Click the "Contact the City to request an Activation Code" link to request the code to register your account. If you have already received an email with the activation code, use the link in the email to create your account.
- Yes, but the registration is already in progress
  - Click the "Click to continue registration" link to login and continue activating your account.

No, register now.

Click the "New Registration" button to create a vendor code and account.

---

Additional Resources & Information:

- As you complete each step and move to the next step, the system will check for errors.
- If there are errors, a notification message will be displayed at the top of the page.
- You must correct the errors indicated before continuing to the next step.
- Additional Help can be found in the Frequently Asked Questions located on the left-hand navigation bar.
Step 5: Review the results of your search.

- If your record is listed in the results and the Registered? column says Yes, continue to section A.

  The following exists for the information you entered:

<table>
<thead>
<tr>
<th>Vendor Number</th>
<th>Legal Business Name</th>
<th>Alias/DBA Name</th>
<th>Registered?</th>
<th>Contact your Administrator</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>

- If your record is listed in the results and the Registered? column says No, continue to section B.

  The following exists for the information you entered:

<table>
<thead>
<tr>
<th>Vendor Number</th>
<th>Legal Business Name</th>
<th>Alias/DBA Name</th>
<th>Registered?</th>
<th>Contact the City to request an Activation Code</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

- If no results are found, or none of the results are your vendor record, skip to section C.

  No results have been found for your account. Please perform further research or select the New Registration button to create a new account.
A. If Your Vendor Account is Already Registered…

Step 1: If your vendor code was listed in the results, and the Registered? column says Yes, this means that someone within your organization has already created an account in VSS. Registration can only be completed once for each organization. However, the person within your organization who is the administrator for your VSS account can create additional users. Click the Contact Your Administrator link to confirm who is the administrator for the account within your organization. Contact that person to request access.

<table>
<thead>
<tr>
<th>Vendor Number</th>
<th>Legal Business Name</th>
<th>Alias/DBA Name</th>
<th>Registered?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vxxx1234</td>
<td>DTCOTEST</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Vxxx5678</td>
<td>DTCOTEST</td>
<td></td>
<td>Yes</td>
</tr>
</tbody>
</table>

The following exists for the information you entered:
B. If Your Vendor Account Has Not Been Registered...

Step 1: If your vendor code was listed in the results and the Registered? column says No, then an activation code must be provided by the City in order to register the account. Click the Contact the City to request an Activation Code link.

The following exists for the information you entered:

<table>
<thead>
<tr>
<th>Vendor Number</th>
<th>Legal Business Name</th>
<th>Alias/DBA Name</th>
<th>Registered?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>No</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>No</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>No</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>No</td>
</tr>
</tbody>
</table>

Step 2: On the Request an Activation Code page, fill out the name, email address, and phone number fields. This information will be sent to the City so that they can review the request and send an activation code via email.

Step 3: When the activation code arrives via email, follow the instructions in the email to activate the account by clicking the link provided.
Step 4: On the resulting VSS homescreen, click Register.

Step 5: The Account Verification page loads. Enter the password from the email received, and click Next.
Step 6: If the password entered is correct, the **My User Information** page loads, where a login can be created. Complete the required fields on the **General Information** section.

Note that the username must be between 8 and 16 characters.

Step 7: Complete the required fields on the **Password** section.

Note that the password must be between 8 and 16 characters. It must contain at least one uppercase letter, one lowercase letter, and one number. The password may not contain the word ‘password’, and may not include the username.
Step 8: Once the My User Information page is completed, and click Next, the Thank You page will load. This means that the profile was created successfully. Return to lavss.lacity.org to login with the username and password just created.

Note: The messages at the top of the page are informational messages confirming that the user was created with full access. These messages may be disregarded.
C. If Your Vendor Account Has Not Been Found...

Step 1: If an account was not found, click New Registration. Continue with the following steps.

The following exists for the information you entered:

<table>
<thead>
<tr>
<th>Vendor Number</th>
<th>Legal Business Name</th>
<th>Alias/DBA Name</th>
<th>Registered?</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>No</td>
<td>Contact the City to request an Activation Code</td>
</tr>
<tr>
<td>VIC00000029012</td>
<td>Vendor Testing 1</td>
<td></td>
<td>No</td>
<td>Contact the City to request an Activation Code</td>
</tr>
</tbody>
</table>

Has your account been found and listed above?

- Yes, but it is already registered
  - Click the "Contact your Administrator" link to determine who you need to contact for access.
- Yes, but it is not yet registered
  - Click the "Contact the City to request an Activation Code" link to request the code to register your account. If you have already received an email with the activation code, use the link in the email to create your account.
- Yes, but the registration is already in progress
  - Click the "Click to continue registration" link to login and continue activating your account.
- No, register now.
  - Click the "New Registration" button to create a vendor code and account.

Result: The My User Information page opens.
Step 2: On the My User Information page, complete the required fields on the **General Information** section.

Note that the username entered must be between 8 and 16 characters.

Step 3: Complete the required fields on the **Password** section.

Note that the password must be between 8 and 16 characters. It must contain at least one uppercase letter, one lowercase letter, and one number. The password may not contain the word 'password', and may not contain the username.
Step 4:  

**Click Next.**

Result:  
The Verify Email Address page opens.

Step 5:  
Verify email address is correct and click **Next**. If not correct, click **Back** to correct.
Result: The Thank You! page opens.

Step 6: Click Close Browser. Await the email notification to verify the account.

Step 7: When the email arrives, click on the link in the email.

To: Vendor ABC
Cc: 
Subject: ADV/MAIL: VERIFY YOUR CITY OF LA VENDOR SELF SERVICE (VSS) EMAIL ADDRESS

Vendor ABC:

By clicking the link below, you are verifying the email address that you have created for your City of LA Vendor Self Service (VSS) user information. This email address will be used as a primary method of correspondence.

If you cannot click on the link below, you may copy and paste it into your browser.

http://vss.losangeles.org/123123123123123123

Thank You.
Result: A new browser opens with the Los Angeles Vendor Self-Service (VSS) Login page.

Step 8: Enter **User ID** and **Password** that was created on the **My User Information** page. Click **Login**.

Step 9: Select a TIN Type. If you do not know your TIN, or do not wish to provide it, select I do not have any of the above forms of Taxpayer identification.

Step 10: Select a Classification. Click Next.

Result: The Step 2: My Business Information page opens.

Note: Based on the selections on the first page, you may first be asked to indicate if you are registering as a company or an individual.
Step 11: Complete the page. Fields with a red asterisk (*) indicate required fields. The Organization Type and Classification will default based on the selections in the previous step. Click Next.

To return at a later time and complete the application process, click Save and Close.

Result: The Add Business Location – Address Information Questionnaire page opens.
Step 12: Complete the Address Questions. Click Next.

Result: The Step 3: Addresses and Contacts page opens.
Step 13: Enter Address and Contact Information. Click Next.

Result: If you answered Yes to all of the address and contact questions, you will be brought directly to the Registration Summary page. If you answered No to any of the questions, you will be asked to enter the other required addresses and contacts.

The Administrative address, Ordering address, and Payment address are required. The Billing address is optional.

Step 14: Fill in the information for the other addresses. If needed, use the buttons at the top to copy the information entered on a previous address, and then edit the inferred address information.
Step 15: The last address requested is a Billing Address. To skip adding a Billing Address, uncheck the checkbox and click Next.

Step 16: On the Registration Summary page, verify the organization and address information entered. If complete and correct, click Submit Registration. If there are errors, click Back to return to previous pages to update information.

Result: If there are error messages, errors will display.
Step 17: If errors are issued, click **Back** to return to previous pages to correct the necessary information, OR click **Update Information** in the appropriate section.

**Registration Summary**

The summary below is based on the information you entered. If changes are needed, please select the Update Information link. This will navigate you back to the appropriate screen for you to make your change. Once you have made the necessary changes, you will need to click "Next" through each of the following registration pages to return to this screen.

- **Organization Information**
  - Organization Type: Company
  - 1099 Classification: Corporation
  - Location Name:
  - Location Web Address:
  - Number of Employees:
  - Annual income:

**For questions / errors, please contact:** askVSS@lacity.org

Step 18: Once the error is corrected, click **Next** through each of the following registration pages to return to the **Registration Summary** page. Once all errors are resolved and the information has been verified, click **Submit Registration**.

**Result:** If there are no errors, the Thank You! page opens.

Take note of the assigned Vendor Code.

The Vendor Registration Application link will open a PDF of the information provided during registration for your records.

Additional information is provided on the LA VSS Homepage under the VSS Guides link.