This guide outlines how to navigate an account on the Los Angeles Vendor Self-Service (VSS) web application. It also details the different sections available on VSS.

1 Logging in to VSS

Step 1: On the LA VSS Home page (lavss.lacity.org), enter Username and Password. Click Login.

Result: The VSS application opens to the Account Information: Account Summary page.

The following sections detail the different sections available in the Vendor Self-Service application.
2  Account Information

The Account Information section provides a summary view of the vendor’s information entered on the Business Info, Addresses & Contacts, and Users tabs.
2.1 Summary

The Summary tab displays a summary of the vendor’s account information. This includes the Primary Account Administrator, EFT information and Account Information. This tab will display any Announcements to advise vendors of any upcoming system downtimes.

Reminder: The Primary Account Administrator is the member within your organization who is the primary contact for the account. The first person who registers under the vendor code will automatically be assigned as the Primary Account Administrator. They are able to create other users, and can reassign another user to be the Primary Account Administrator.

2.2 Business Information

The Business Information tab displays information about the vendor’s business. Click Update to make changes. The Pending Changes flag will be checked after updates are submitted. This indicates that changes have been submitted and are pending approval by the City. Click View Pending Changes to view any changes currently under review.
2.3 Addresses & Contacts

The Vendor is able to create or update address and contact information using VSS. The Pending Changes flag will be checked after updates are submitted. This indicates that changes have been submitted and are pending approval by the City. Click View Pending Changes to view any changes currently under review.
2.4 Users

The Users section allows the vendor to add, modify, or delete users related to the VSS account. Only users with Account Administrator access level will have access to do so. The user who first registers the vendor’s account will automatically be granted Account Administrator access.

**Account Users**

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.

<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>testuser</td>
<td>Test</td>
<td>User</td>
<td>Account Administrator</td>
<td>Active</td>
<td>View/Modify</td>
<td>Delete</td>
</tr>
</tbody>
</table>

Add
3 Financial Transactions

The Financial Transactions section of VSS allows the vendor to view agreements with the City, create invoices, view scheduled payments, and view Check/EFT payments.

This section has four tabs: Agreements, Scheduled Payments, Checks/EFTs, and Invoices. Each tab is detailed below.
3.1 Agreements

The Agreements tab displays the Agreement Summary Search. This page shows the vendor’s agreements with the City of Los Angeles.

Tips for searching and viewing agreements:

- Click **Search** without entering any search criteria to view all available agreements.
- **Agreement Type** will allow the user to identify the type of agreement listed.
  - **Contracts** include Master Service Agreements and Annual Requirement Contracts.
  - **Purchase Orders** include Service Contracts, and any POs such as Blanket Purchase Orders, One Time Purchase Orders, and Stock Replenishment Purchase Orders.
  - **Contract Purchase Orders** will include Contract Purchase Orders only.
- Use an asterisks (*) to search a partial **Agreement ID**.
- If you have a service contract number (i.e. C-123456), search by the last six digits with an asterisk on either side (*123456*).
- Select the agreement and click **Details** to see more information.
- Select the agreement and click **Reference** to see any invoices, scheduled payments, or issued payments tied to that agreement.
- Note that contracts established prior to July 2017 will only list the amount open as of June 2017.
3.1.1 Create Invoice

From the Agreement Summary Search, the vendor can easily create an invoice to reference an order. VSS guides the vendor through the creation of the invoice using a four-step process. Required information must be included before continuing to the next step. The following steps outline how to create an invoice.

**Step 1:** Select the order by checking the checkbox in the Select column. Click **Create New Invoice**.

Note that only one order can be selected for each invoice. Only **Purchase Orders** and **Contract Purchase Orders** can be selected for invoice.
Result: The Step 1: Header Information page opens.

Step 2: Enter the **Vendor Invoice Number** and **Invoice Amount**.
**Step 3:** Verify the **Payment Address Information** and **Contact Information** sections. Update, as needed.

A payment address and contact must be selected in order to submit the invoice. If your vendor account has a default payment address and contact established, it will infer, and you can use the **Find** button to change it if needed. If no address or contact defaults, use the **Find** button to select from your existing Payment addresses and contacts.

If your vendor account do not have any payment addresses or contacts setup, use the **Address and Contacts** tab to setup payment address information.

**Step 4:** If the original agreement included a payment discount, it will appear here where it can be modified if needed.

If the agreement had payment discount terms and you do not want to modify them, check the box next to **Make No Changes to Discounts Inferred for this Invoice**.

If the agreement had payment discount terms and you do want to modify them, or if the agreement did not have discount terms but you would like to offer them now, check the box next to **Make Changes to Discounts for this Invoice**, and make the necessary changes in the **Number of Days** and **Discount Percent** fields. Note that the discount cannot be made less favorable than what was originally established on the agreement.

If the agreement did not have payment discount terms, and you do not wish to offer them at this time, check the box next to **Apply No Discount for this Invoice**.

Note: The **Discount Information** refers to contract-level payment discounts.
Step 5: Click **Go To Next Step**.


Step 6: Select the lines to invoice. Use the **select All Invoice Lines** button to select all lines at once. Once selected, the line will become editable.

Step 7: Complete the Line Information fields.
A user may update the **Quantity** when invoicing for a line item, or change the Service **Line Amount**, **Service From**, and **Service To** dates for a service line item. The **Quantity** and service **Line Amount** value cannot be changed to an amount greater than the amount established on the contract. 

**Comments** may be entered on any lines if desired.

Invoicing against commodity/item orders:
Invoicing against service contracts:

**Step 8:** Click Go To Next Step.

**Result:** The Step 3: Comments & Attachments page opens.
Step 9: Click **Attach Files** to attach documents to the invoice. Click **Go To Next Step**.

**Result:** The Step 4: Invoice Summary page opens.

Step 10: Verify the information on the Invoice Summary page. Click **Previous** button to update any information. Click **Submit Invoice** button to submit as final.
Note: The invoice cannot be saved as a draft. Be sure to submit the invoice before leaving the screen to avoid losing work.

**Result:** The Thank You! page opens to confirm the invoice has been submitted.

When an invoice is submitted through VSS, it must be approved by the City before it will be paid. Multiple approvals may be required. The status of submitted invoices on the Invoice Summary Search page. Refer to the Invoices section of this guide for more information.

Once an invoice is approved and the City has confirmed receipt, payment may be scheduled. Payments that are scheduled can be viewed on the Scheduled Payments tab. This tab is discussed below.
3.2 Scheduled Payments

The Schedule Payments tab is used to view and search for upcoming payments. To search for a payment:

**Step 1:** Enter the search criteria.
Click **Search**.

**Result:** The results display.

**Step 2:** Click the **Select** column to select a payment. Click **Details**.

**Step 3:** The payment details display.

To download payment information, select one or more scheduled payments and click **Download**.
To see which contracts or invoices this payment references, click **Reference**.
### 3.3 Checks/EFTs

This tab is used to look up payments that have been issued.

**Step 1:** Enter the search criteria.
Click **Search**.

**Result:** The results display.

**Step 2:** Click the **Select** column to select a payment.
Click **Details**.

**Result:** The payment details display.

To view which invoice or agreements the check/EFT references, select a line and click **Reference**.
3.4 Invoices

The vendor can view the status of their submitted invoices on the Invoice Summary Search page. The Invoice Status values include Pending Approval, Approved, Cancelled, Payment Scheduled, Payment Held, and Paid. VSS Invoices that are rejected (not approved) will have a status of Cancelled.

If an invoice is rejected / cancelled, it cannot be modified in VSS. A new invoice must be created to make necessary modifications. Refer to the Create Invoice section of this guide for the steps to create a new invoice.
4 Business Opportunities

The Business Opportunities section displays the solicitations published by the City.

4.1 Solicitations

The Solicitation tab displays the list of solicitations posted by the City of Los Angeles. Each posting includes a description, the City Purchasing Contact’s name, the date and time that the solicitation closes, a countdown clock to the closing date and time, and the status (e.g. Open, Closed, Awarded, Amended, Withdrawn).

The [How to Search for Business Opportunities in VSS guide](#) provides additional information on viewing solicitations.

The [How to Submit a Response for a Business Opportunity guide](#) provides additional information on submitting a solicitation response.
4.2 My Watchlist

If the vendor is logged in to VSS, the Business Opportunities section will have two tabs: Solicitations and My Watchlist.

The My Watchlist tab displays any solicitations that you have added to your watchlist.

To add a Solicitation to My Watchlist:

**Step 1:** On the Solicitations tab, locate a solicitation of interest. Click Details to view additional information.
Result: The Solicitation Details opens.

Step 2: Click Add this item to Watch List.

Result: The solicitation is added to the My Watchlist tab.
5 Solicitation Responses

The Solicitation Responses section shows the list of responses. For each response, there is a link to the Response, the Response Status (Draft, Accepted), and details of the referencing Solicitation, including Solicitation ID, Status, and Closing Date.

To view or edit a response, click on the ID in the Link to Response column.
6  Catalog Management

This section is used by vendors to provide catalogs to the City of Los Angeles for use with a negotiated contract. The Catalog Management section includes two tabs, the Catalog Upload tab that is used to upload the catalog, and the Catalog Error Log that displays any error messages that occur when the system validates the catalog during upload. Instructions on creating and uploading a catalog are found in the How to Build and Upload a Catalog guide (available under the “VSS Guides” link on the LA VSS website).