

VENDOR SELF SERVICE

USER GUIDE

The City of Jackson, Mississippi



OVERVIEW OF VENDOR SELF SERVICE

Vendor Self Service (VSS) is an online portal made available to vendors providing goods or services to the City of Jackson. The VSS portal provides vendors with an ability to enter, view, and maintain their own contact and remittance information, discount and payments terms, designated contact persons, and direct deposit forms. Vendors can also use VSS to view their 1099 data, purchase orders, and contracts, and submit invoices electronically to the City. This portal is intended to provide greater effectiveness, efficiency, and transparency to the City of Jackson's procurement and contracting systems and procedures.

NEED HELP?

If vendors require assistance from the City of Jackson, please contact the Vendor Helpline by emailing vendorhelp@jacksonms.gov or by calling 601-960-1025.

You may also find more information on the City of Jackson's purchasing division website at: jacksonms.gov/purchasing.

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1. REGISTRATION

1.1 REGISTRATION REQUIREMENTS

All vendors doing business with the City of Jackson are required to register on the Vendor Self Service (VSS) platform. The VSS platform allows vendors doing business with the City of Jackson to manage their company profiles online; view purchase orders and contracts; and track payments.

1.2 W-9 FORM AND DIRECT DEPOSIT REQUIREMENTS

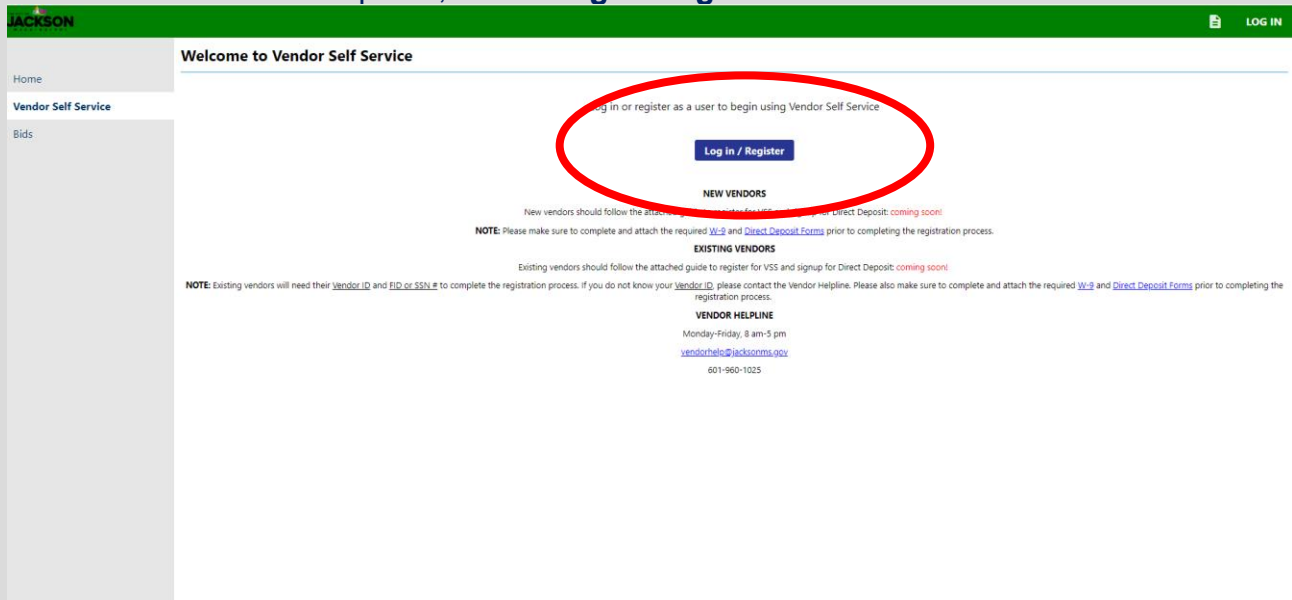
During the registration process, vendors **MUST** complete and attach the required [W-9 Form](#) and [Direct Deposit \(ACH\) Form](#) to their VSS applications. Direct Deposit will ensure that vendors can receive their payments in an efficient and predictable manner.

1.3 INSTRUCTIONS FOR EXISTING VENDOR REGISTRATION

STEP 1


Visit <https://selfservice.jacksonms.gov/vss/Vendors/default.aspx>

Once on the VSS portal, select **Log In/Register**.





STEP 2


You will be redirected to a new page. Please select **Create an account**.




Sign in to community access services for City of Jackson.

 [Sign in with Google](#)

 [Sign in with Apple](#)

 [Sign in with Microsoft](#)

 [Sign in with Facebook](#)

OR

Email address

Keep me signed in


[Next](#)

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

[Create an account](#)

STEP 3

To create an account, **fill in all required information**, including email, first name, last name, phone number and password (carefully review the password requirements). Then press **Sign up**.



Create an account

Email

First name

Last name

Mobile phone Optional

Password

Password requirements:

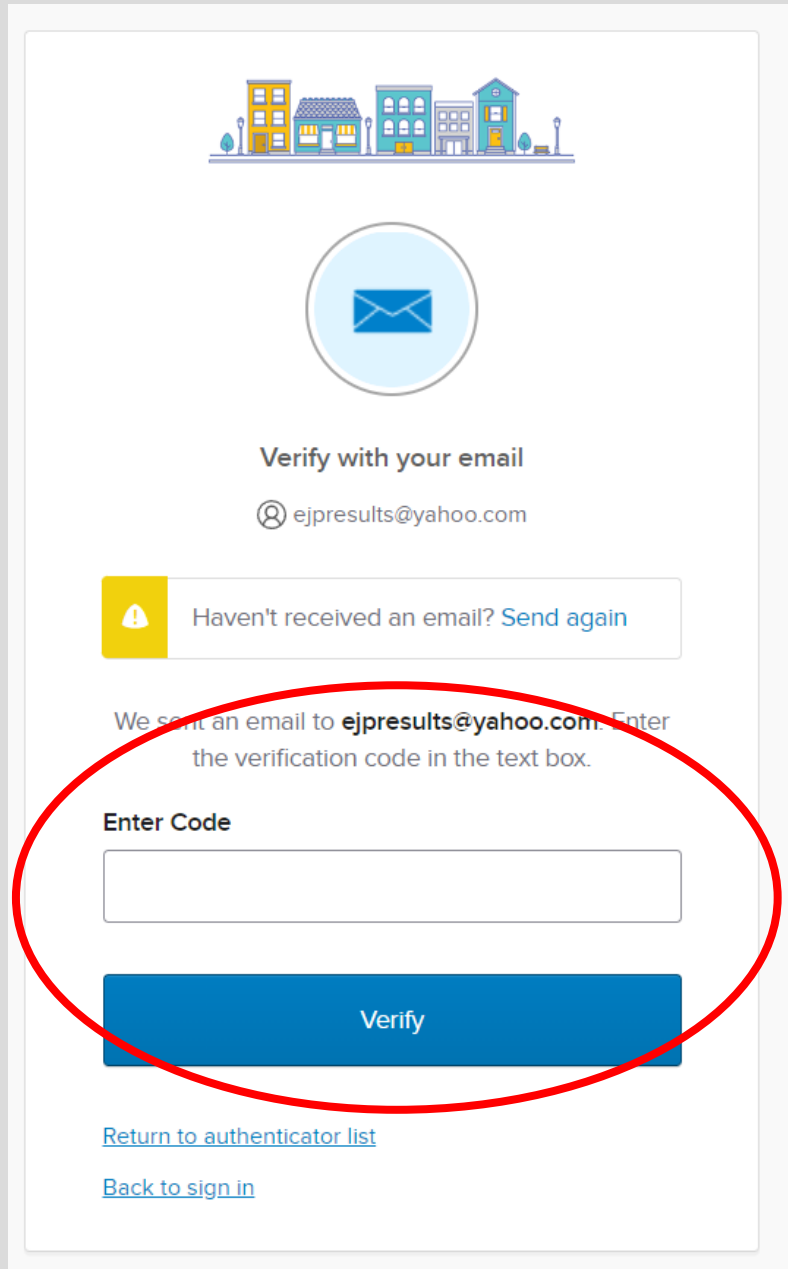
- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Password can't be the same as your last 10 passwords

Sign up

[Already have an account?](#)

STEP 4

The system will then require you to enter a code. This code will be sent to the email address used to register for VSS. Enter the code and click **Verify**.



The image shows a verification screen with a red circle highlighting the code entry area. At the top, there is an illustration of a town skyline. Below it is a circular icon containing an envelope symbol. The text "Verify with your email" is centered, followed by the email address "ejpresults@yahoo.com" with a user icon. A yellow button with a warning icon and the text "Haven't received an email? Send again" is present. Below this, a message states: "We sent an email to **ejpresults@yahoo.com**. Enter the verification code in the text box." The "Enter Code" label and the empty text input field are circled in red. A large blue "Verify" button is positioned below the input field. At the bottom, there are two links: "Return to authenticator list" and "Back to sign in".

STEP 5

Once signed up, tie your account to your existing vendor information by clicking **Link to Existing**. **If you are an established City vendor, please DO NOT press “create new vendor.”**

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

Announcements

NEW VENDORS

New vendors should follow the attached guide to register for VSS and signup for Direct Deposit: **coming soon!**

NOTE: Please make sure to complete and attach the required [W-9](#) and [Direct Deposit Forms](#) prior to completing the registration process.

EXISTING VENDORS

Existing vendors should follow the attached guide to register for VSS and signup for Direct Deposit: **coming soon!**

NOTE: Existing vendors will need their [Vendor ID](#) and [FID or SSN #](#) to complete the registration process. If you do not know your [Vendor ID](#), please contact the Vendor Helpline. Please also make sure to complete and attach the required [W-9](#) and [Direct Deposit Forms](#) prior to completing the registration process.

VENDOR HELPLINE

Monday-Friday, 8 am-5 pm

STEP 6

Input your **Vendor Number** and **Vendor FID/SSN** and then select **Link to Existing**.

selfservice.jacksonms.gov/vss/Vendors/Registration/LinkToExistingVendor.aspx

JACKSON

Home
Vendor Self Service
Bids

Link to Existing Vendor

Enter the information below to search for an existing vendor.

Vendor Number Vendor FID/SSN

Link to Existing

****IMPORTANT NOTE:** If you do not know your City of Jackson Vendor Number, please contact the Vendor Helpline by calling 601-960-1025 or by emailing vendorhelp@jacksonms.gov.

Some vendors have not tied their Vendor Numbers to their FID or SSN. If this is the case, please contact the Vendor Helpline by calling 601-960-1025 or emailing vendorhelp@jacksonms.gov.

STEP 7

You will then be asked to fill in your **user contact information**. Once complete select **continue**.

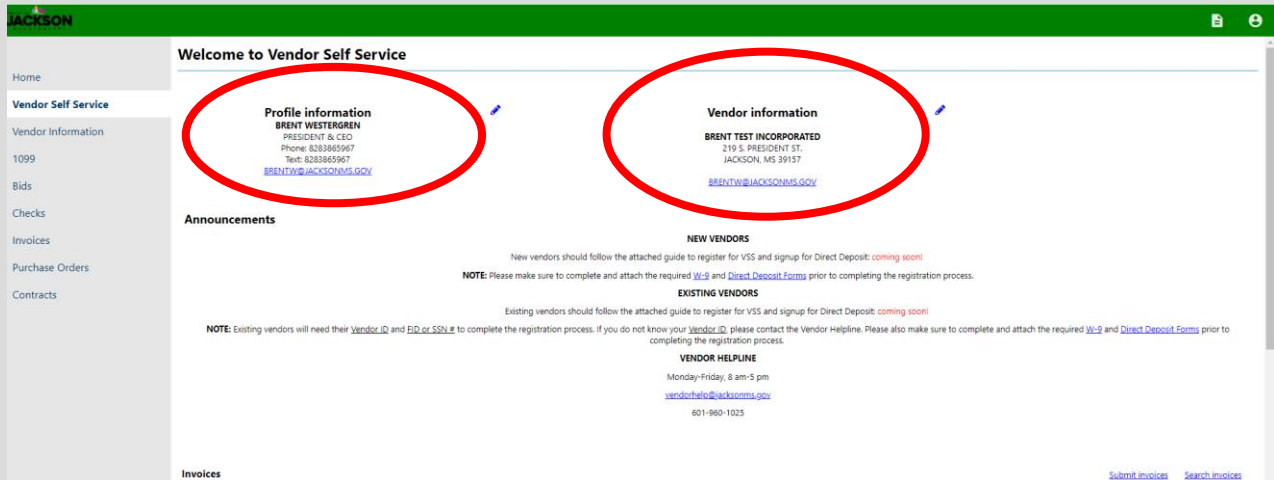
1. **Contact Type** - indicates the type of contact for your business. Please select the description that is most relevant to you.
2. **Name** – please include your first and last name.
3. **Description** – this is an optional field but provides a space to provide more descriptive information about your contact information (e.g., job title).
4. **Phone** – your primary phone number.
5. **Text** – an optional field for a cell phone number to receive updates and text messages from the City of Jackson. You must select the “opt in” check box to receive future messages.
6. **Fax** – an optional field.
7. **Email** – your primary email address.

The screenshot shows a web interface for 'User Contact Information'. On the left is a navigation menu with 'Home', 'Vendor Self Service', and 'Bids'. The main content area has a title 'User Contact Information' and a 'Contact Person' section. The form fields are: 'Contact Type' (a dropdown menu with 'Select Type...' and a downward arrow), 'Name' (a text input field), 'Description' (a text input field), 'Phone' (a text input field), 'Text' (a text input field with an 'Opt In' checkbox to its right), and 'E-mail' (a text input field). At the bottom right of the form, a 'Continue' button is highlighted with a red circle.

STEP 8

Once complete, your **profile information** will be linked to your **vendor information**, which will ensure that the proper information auto populates.

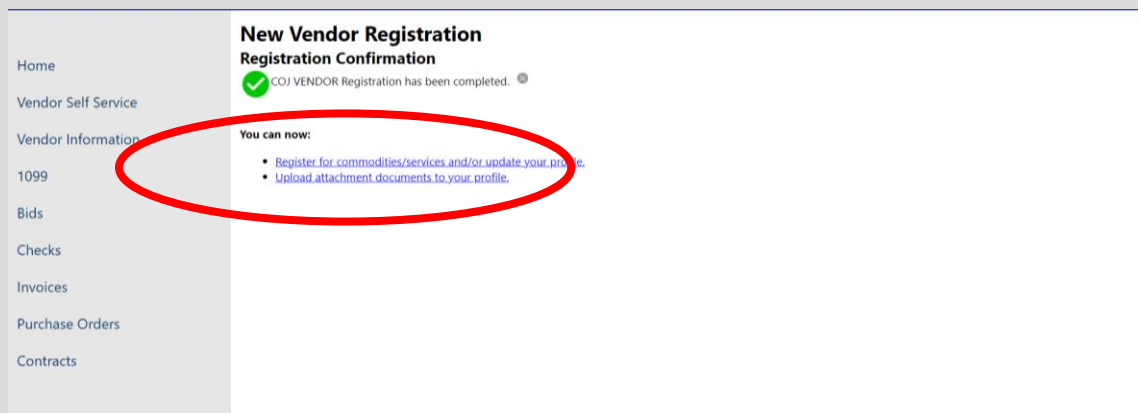
****IMPORTANT NOTE:** One vendor may have multiple user profiles. In other words, different people at the same company can all have unique profiles and be linked to the same vendor information on VSS.



STEP 9

After registering, it is important for existing vendors to complete the required [W-9 Form](#) and [Direct Deposit \(ACH\) Forms](#).

To begin, click **Upload attachment documents to your profile**.



STEP 10

Once redirected, you will see a list of documents.

- **General** – feel free to leave this form blank.
- **Default** – feel free to leave this form blank.
- **Direct Deposit (ACH) Ch Form 1** – please leave this link blank unless you are changing pre-existing direct deposit information.
- **Direct Deposit (ACH) Ch Form 2** – please leave this link blank unless you are changing pre-existing direct deposit information.
- **Direct Deposit (ACH) Ch Form 3** – please leave this link blank unless you are changing pre-existing direct deposit information.
- **Direct Deposit (ACH) Form** – you **MUST** complete this form and attach it.
- **Other Documents** – use this to upload any additional documents that you may want to include in your application.
- **W-9** – you **MUST** complete this form and attach it.

Attachments

Attachments can be added to your account. Use the following **Attach** buttons to select the documents to add. Once the documents have been selected, press the **Upload** button.

Attachment Type	Description	Required	Attachments	
General	Documents are not assigned to a type		(0)	Attach
default	Vendor Attachment		(0)	Attach
Direct Deposit (ACH) Ch Form 1	Only complete if changing Direct Deposit Information		(0)	Attach
Direct Deposit (ACH) Ch Form 2	Only complete if changing Direct Deposit Information		(0)	Attach
Direct Deposit (ACH) Ch Form 3	Only complete if changing Direct Deposit Information		(0)	Attach
Direct Deposit (ACH) Form	Required to remit payment to vendor	✓	(0)	Attach
Other Documents	Use field if uploading other documents		(0)	Attach
W-9	Required for tax purposes	✓	(0)	Attach

STEP 11

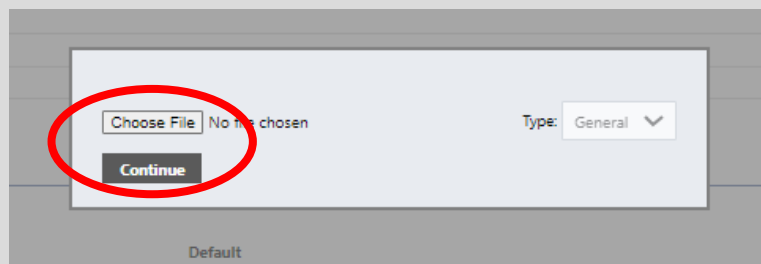
Start by looking for **Direct Deposit (ACH) Form**. Then click **Attach**.

Attachments

Attachments can be added to your account. Use the following **Attach** buttons to select the documents to add. Once the documents have been selected, press the **Upload** button.

Attachment Type	Description	Required	Attachments	
General	Documents are not assigned to a type		(0)	Attach
default	Vendor Attachment		(0)	Attach
Direct Deposit (ACH) Ch Form 1	Only complete if changing Direct Deposit Information		(0)	Attach
Direct Deposit (ACH) Ch Form 2	Only complete if changing Direct Deposit Information		(0)	Attach
Direct Deposit (ACH) Ch Form 3	Only complete if changing Direct Deposit Information		(0)	Attach
Direct Deposit (ACH) Form	Required to remit payment to vendor	✓	(0)	Attach
Other Documents	Use field if uploading other documents		(0)	Attach
W-9	Required for tax purposes	✓	(0)	Attach

After clicking attach, select **Choose File** to upload your document. Then select your **Direct Deposit (ACH) Form** which you should have already filled out. This will need to be saved to your computer beforehand so you can upload this document.



STEP 12

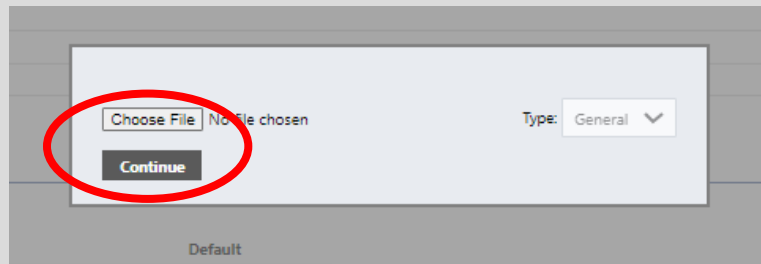
After attaching your Direct Deposit (ACH) Form (or Exemption Request), look for **W-9**. Then click **Attach**.

Attachments

Attachments can be added to your account. Use the following **Attach** buttons to select the documents to add. Once the documents have been selected, press the **Upload** button.

Attachment Type	Description	Required	Attachments	
General	Documents are not assigned to a type		(0)	Attach
default	Vendor Attachment		(0)	Attach
Direct Deposit (ACH) Ch Form 1	Only complete if changing Direct Deposit Information		(0)	Attach
Direct Deposit (ACH) Ch Form 2	Only complete if changing Direct Deposit Information		(0)	Attach
Direct Deposit (ACH) Ch Form 3	Only complete if changing Direct Deposit Information		(0)	Attach
Direct Deposit (ACH) Form	Required to remit payment to vendor	✓	(0)	Attach
Other Documents	Use field if uploading other documents		(0)	Attach
W-9	Required for tax purposes	✓	(0)	Attach

After clicking attach, select **Choose File** to upload your document. Then select your **W-9 Form** which you should have already filled out. This will need to be saved to your computer to enable you to upload the document.

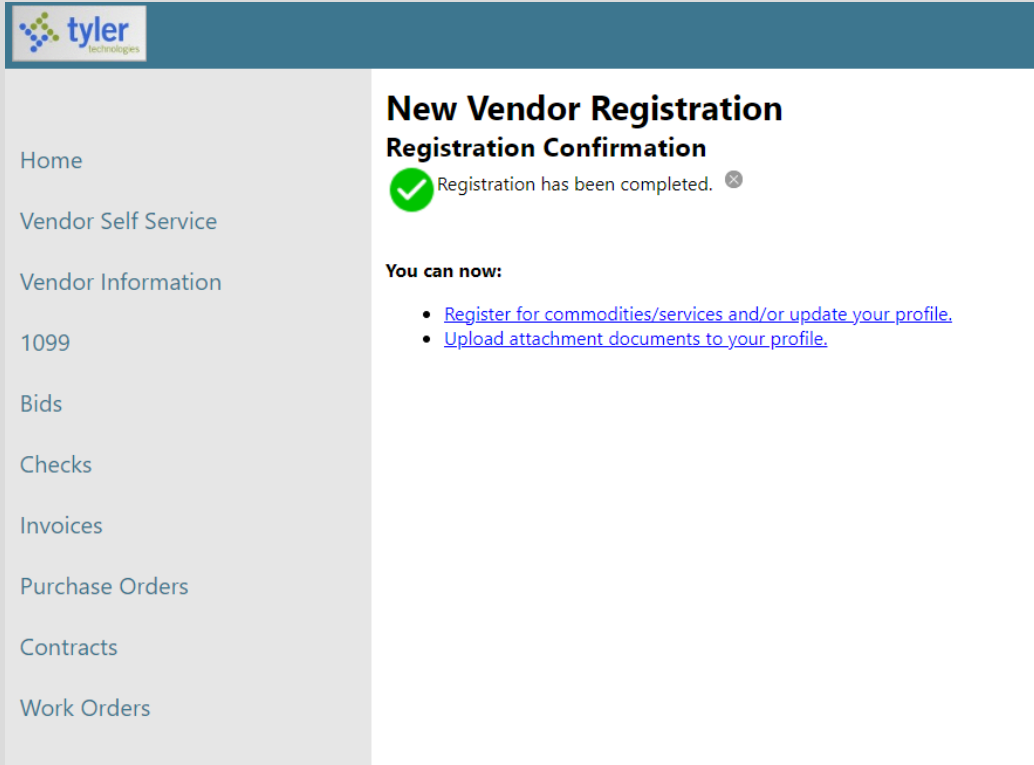


STEP 13

Once your documents have been attached, please select **Upload** to ensure that your documents are received by the VSS administrator.

Wait for the page to save all your information before closing out the window or navigating away from VSS.

STEP 14



The screenshot shows the Tyler Technologies interface for New Vendor Registration. On the left is a navigation menu with the following items: Home, Vendor Self Service, Vendor Information, 1099, Bids, Checks, Invoices, Purchase Orders, Contracts, and Work Orders. The main content area is titled "New Vendor Registration" and "Registration Confirmation". It features a green checkmark icon and the text "Registration has been completed." with a close button. Below this, it says "You can now:" followed by two bullet points: "Register for commodities/services and/or update your profile." and "Upload attachment documents to your profile."

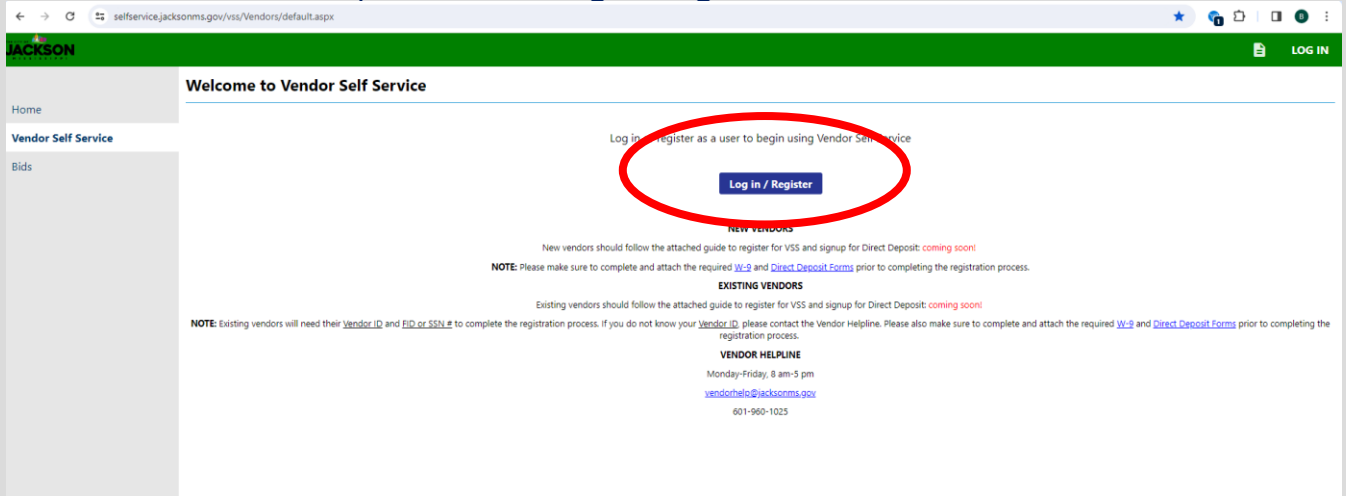
Once registered, you will be able to **manage your information and profile online** via VSS. You will also be able to view your 1099s, bids, checks, invoices, purchase orders, contracts, and work orders.

1.4 INSTRUCTIONS FOR NEW VENDOR REGISTRATION

STEP 1


Visit <https://selfservice.jacksonms.gov/vss/Vendors/default.aspx>

Once on the VSS portal, select **Log In/Register**.





STEP 2


Once redirected to a new page, select **create an account** at the bottom.




Sign in to community access services for City of Jackson.

 [Sign in with Google](#)

 [Sign in with Apple](#)

 [Sign in with Microsoft](#)

 [Sign in with Facebook](#)

OR

Email address

Keep me signed in

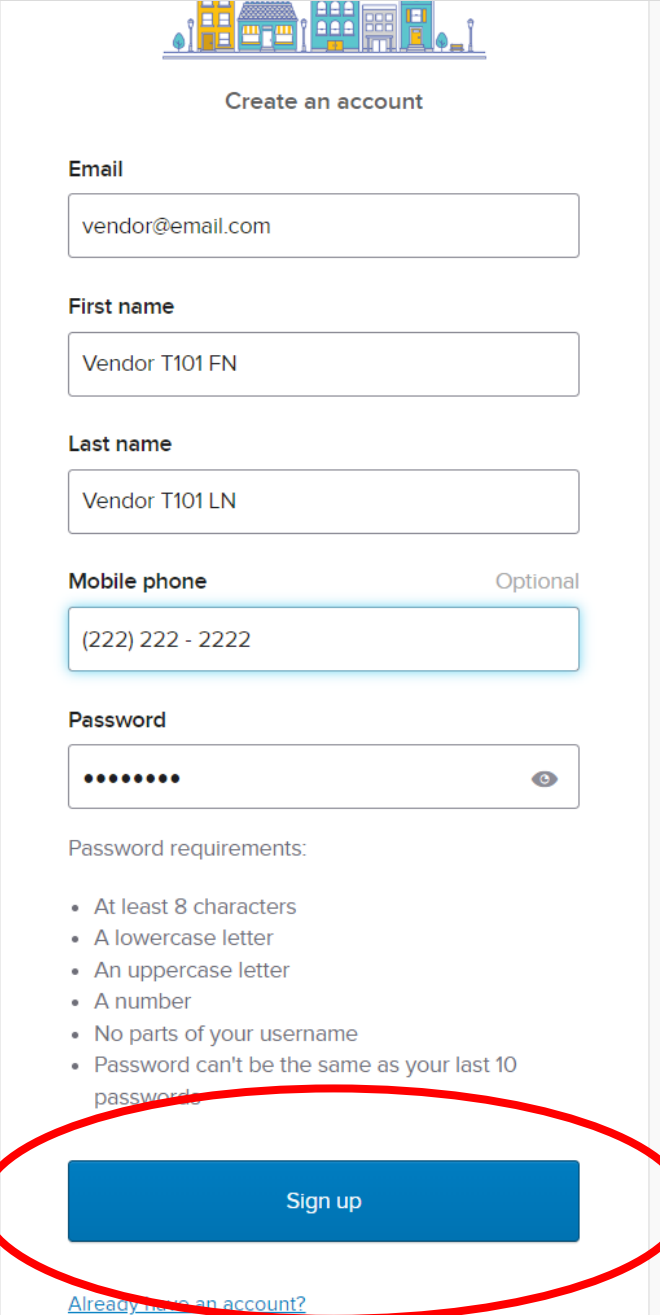
[Next](#)

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

[Create an account](#)

STEP 3

Please **fill in all required account information**, including email, first name, last name, phone number and password (carefully review password requirements). **Then press sign up.**



The form is titled "Create an account" and features a header illustration of a city street. It contains several input fields: "Email" with the value "vendor@email.com", "First name" with "Vendor T101 FN", "Last name" with "Vendor T101 LN", "Mobile phone" (marked as optional) with "(222) 222 - 2222", and a "Password" field with masked characters. Below the password field, there is a list of password requirements. At the bottom, a blue "Sign up" button is highlighted with a red oval. A link for "Already have an account?" is located at the very bottom.

Create an account

Email
vendor@email.com

First name
Vendor T101 FN

Last name
Vendor T101 LN

Mobile phone Optional
(222) 222 - 2222

Password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Password can't be the same as your last 10 passwords

Sign up

[Already have an account?](#)

STEP 4

The system will then require you to **enter a code** sent to the email address used to register for VSS. Check your email for the code.

Verify with your email

ejpresults@yahoo.com

Haven't received an email? [Send again](#)

We sent an email to ejpresults@yahoo.com. Enter the verification code in the text box.

Enter Code

Verify

[Return to authenticator list](#)

[Back to sign in](#)

****IMPORTANT NOTE:** Sometimes it can take 2 to 3 minutes to receive the code activation email from VSS. Emails from VSS can also be directed to spam or junk so please make sure you check these folder locations just in case the email is not delivered to your inbox.

STEP 5

Once signed up, you will be redirected to a new screen. Please click on **Create New Vendor** to register your business with the City of Jackson. **Select “Create New Vendor” only if you are NOT an existing vendor with the City.**

Welcome to Vendor Self Service

No vendor information is linked to your account. To use Vendor Self Service, please either register a new vendor or link an existing vendor.

[Create New Vendor](#) OR [Link to Existing](#)

Announcements

NEW VENDORS
New vendors should follow the attached guide to register for VSS and sign up for Direct Deposit: [coming soon!](#)
NOTE: Please make sure to complete and attach the required [W-9](#) and [Direct Deposit Form](#) prior to completing the registration process.

EXISTING VENDORS
Existing vendors should follow the attached guide to register for VSS and sign up for Direct Deposit: [coming soon!](#)
NOTE: Existing vendors will need their [Vendor ID](#) and [EID, or SSN, #](#) to complete the registration process. If you do not know your [Vendor ID](#), please contact the Vendor Helpline. Please also make sure to complete and attach the required [W-9](#) and [Direct Deposit Form](#) prior to completing the registration process.

VENDOR HELPLINE
Monday-Friday, 8 am-5 pm
vendorhelp@jacksonms.gov
601-960-1025

STEP 6

On the new vendor registration page, please complete all required fields. Once all fields have been completed, click **continue**.

New Vendor Registration

Your User ID and password have been successfully set. Please continue with the registration process. ⓘ

Enter Vendor Registration Information Step 1

<p>Company Information</p> <p>Company Name* <input type="text"/></p> <p>Line 2 (OPTIONAL) <input type="text"/></p> <p>Line 3 (OPTIONAL) <input type="text"/></p> <p>Line 4 (OPTIONAL) <input type="text"/></p> <p>Doing business as (if different from above) <input type="text"/></p> <p>Vendor Type</p> <p><input type="checkbox"/> Foreign Entity</p> <p><input type="checkbox"/> Send Accounts Payable checks to the above address</p> <p><input type="checkbox"/> Send Purchase Orders to the above address</p> <p>*EMAIL <input type="text"/></p> <p>Website <input type="text"/></p> <p>DUNS <input type="text"/></p>	<p>Vendor Address</p> <p>*Address <input type="text"/></p> <p>Line 2 (OPTIONAL) <input type="text"/></p> <p>Line 3 (OPTIONAL) <input type="text"/></p> <p>Line 4 (OPTIONAL) <input type="text"/></p> <p>City* <input type="text"/> State* <input type="text" value="N/A"/></p> <p>Zip Code* <input type="text"/> County <input type="text"/></p> <p>Country <input type="text"/> Geographic <input type="text" value="Select Type..."/></p> <p>Fax Number <input type="text"/></p> <p><input type="checkbox"/> Minority Business Enterprise</p> <p>Federal Tax ID Number or Social Security Number</p>
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Company Information:

1. **Company name** – the vendor’s name or business name. Your business name is often the name used to legally incorporate your business.
2. **Doing business as (optional)** – the vendor’s name or business name, if different from the company name. This is often the name used for branding or marketing purposes, sometimes differing from the name of legal incorporation.
3. **Vendor type**
 - i. **Foreign entity** – please let us know if your company is registered as a foreign business (outside the U.S.).
4. **Send Accounts Payable Checks to the above address?** – refers to the address in the Vendor Address section to the right side of the screen.
5. **Send Purchase Orders to the above address?** – refers to the address in the Vendor Address section to the right side of the screen.
6. **Email** – the primary email for this contact. All notifications and alerts, such as registration confirmation, messages, and password hints will be sent here.
7. **Website** – insert the web link for this company if it exists.
8. **DUNS (optional)** – only enter if applicable. Otherwise, this field can be left blank.
9. **California Permit number** – leave blank.

Vendor Address:

1. **Address** – enter your company’s address.
2. **City** – enter your company’s city.
3. **State** – enter your company’s state.
4. **Zip Code** – enter your company’s zip code.
5. **County** – leave blank.
6. **Country** – the country of your company’s incorporation (e.g., USA). If the country listed is not the USA, ensure you also select the **foreign entity** box.
7. **Geographic** – leave blank.
8. **Fax Number** – an optional field.

Federal Tax ID Number of Social Security Number

1. You must provide either your **Federal Tax ID Number (FID)** or **Social Security Number (SSN)**. The City of Jackson must have this information to issue your business a 1099 each year. Once you have entered your FID or SSN, please type it in again to confirm it is accurate.
 - a. Your FID or SSN **MUST** be unique to your vendor. This # cannot be shared with another business registered with the City of Jackson.

Payment Terms

1. **Your preferred payables delivery method(s)** – indicates how your business would like to receive payment for goods or services. E-mail will be automatically selected. This cannot be changed per City policy.
2. **Your preferred purchasing delivery method(s)** – indicates how your business would like to receive purchase orders. E-mail will be automatically selected. This cannot be changed per City policy.

STEP 7

Once you have entered your vendor registration information, you will need to complete a few more steps. Start by selecting **Add**.

STEP 8

Enter the required general vendor contact information. This information generally matches the information already included earlier in the registration process. Please just ensure everything matches.

New Vendor Registration

General Vendor Contacts

*Address Type
General ▾

*Company Name
HELLO

(line 2)

(line 3)

(line 4)

Doing business as (if different from above)
HELLO

*Address
999 HELLO RD

(line 2)

(line 3)

(line 4)

1. **Address Type** – this field should be auto populated.
2. **Company Name** – insert the company field. This defines the name that appears on items sent to this remit address.
3. The **Address, City, State, Zip,** and **Country** defines your business remit address.
4. **Fax** – an option field.
5. **Email** – contains the email address for remittance.

*City

*State

*Zip

County

Country

E-Mail

Bank Information

Joe Smith 1234 1234

1234 Anystreet Court
Anycity, AA 12345

Pay to the order of _____ Dollars

Bank Anywhere

123456789 123456789123 1234

Routing Number
Account Number
Check Number

Bank Routing Number

Bank Account Number

Bank Account Type

Your preferred payables delivery method(s).
 Mail E-Mail

Your preferred purchasing delivery method(s).
 Mail E-Mail

SAVE
CANCEL

7. Select **save** when all fields have been completed.

STEP 9

You will then be presented with the screen below. Select **Continue**.

JACKSON
📄 🗑️

Home

Vendor Self Service

Bids

New Vendor Registration Step 2

Address information

[Addresses](#)

Name/DBA	Address	Is Default
jsdskf/sdskj	SDFSDPDP DSDSDAFSD, AR 30009	change

Continue

STEP 10

Now complete your user contact information to add personnel contacts for your company, as needed. Once completed, select **Continue**.

The screenshot shows a web interface for 'User Contact Information'. On the left is a navigation menu with 'Home', 'Vendor Self Service', and 'Bids'. The main content area has a title 'User Contact Information' and a 'Contact Person' section. This section contains several input fields: a dropdown menu for 'Contact Type' with 'Select Type...' as the placeholder, a text field for 'Name', a text field for 'Description', a text field for 'Phone', a text field for 'Text' with an 'Opt In' checkbox to its right, and a text field for 'E-mail'. At the bottom right of the form, a 'Continue' button is highlighted with a red circle.

1. **Contact Type** – select the contact type from the drop-down menu.
 - a. **General Contact** – a general point of contact for the vendor.
 - b. **Accounts Payable** – a point of contact for the individual who handles accounts payable for the registered vendor.
 - c. **Purchasing** – a point of contact for the individual who handles purchasing for the registered vendor.
2. **The Name** – enter the first and last name of the contact.
3. **The Description** – this field is optional, but does indicate the descriptive information about the contact, such as job title (e.g., President & CEO).
4. **Phone** – the primary phone number for the contact listed.
5. **Text** – an optional field for a cellphone number to receive text messages.
Please check the opt In box to receive text messages from the city.
6. **Fax** – an optional field.
7. **Email** – the primary email for the contact listed.

****IMPORTANT NOTE:** Please note that each registered vendor can have multiple user contacts. This is why there is a separate section to complete user contact information. The information provided in this form may differ from the company information provided in the general registration process.

STEP 11

Once you have completed inputting contact information, you may either add another **New Contact** or press **Continue**.

JACKSON

Home
Vendor Self Service
Bids

New Vendor Registration

General Vendor Contacts Step 2

Address Contacts

Type	Name	Description	Email	Telephone
GENERAL - General Contacts	DSFDFSD		7777@GMAIL.COM	Phone: 777-777-7777 Text:

Continue **No Contact**

STEP 12

Now that you have registered as a vendor and submitted your contact information, let the City of Jackson know what types of commodities or services you sell. It is important that you **select all commodities or services sold by your business** as this will make City staff aware of potential business opportunities.

JACKSON

Home
Vendor Self Service
Bids

Select Commodities

Select Commodities Step 3

Search for your commodities/services, then select and "Add". Search again and repeat as necessary. Click "Finished" when done.

Keyword(s) or commodity code (at least 3 or more digits) **Search**

[List all commodities/services](#)

7959 Found 1-10 | 11-20 | 21-30 | 31-40 | 41-50 | 51-60 | [View](#)

[Select All](#)

Code	Description
<input type="checkbox"/> 00505	ABRASIVE EQUIPMENT AND TOOLS
<input type="checkbox"/> 00514	ABRASIVES, COATED: CLOTH, FIBER, SANDPAPER, ETC.
<input type="checkbox"/> 00521	ABRASIVES, SANDBLASTING, METAL
<input type="checkbox"/> 00528	ABRASIVES, SANDBLASTING (OTHER THAN METAL)
<input type="checkbox"/> 00542	ABRASIVES, SOLID: WHEELS, STONES, ETC.
<input type="checkbox"/> 00556	ABRASIVES, TUMBLING (WHEEL)
<input type="checkbox"/> 00563	GRINDING AND POLISHING COMPOUNDS: CARBORUNDUM, DIAMOND, ETC. (FOR VALVE GRINDING COMPOUNDS SEE CLASS 075)
<input type="checkbox"/> 00570	PUMICE STONE
<input type="checkbox"/> 00575	RECYCLED ABRASIVES PRODUCTS AND SUPPLIES
<input type="checkbox"/> 00584	STEEL WOOL, ALUMINUM WOOL, COPPER WOOL, AND LEAD WOOL

Add

Currently Added

There are no commodities to display for this vendor.

How to Add Commodities or Services

1. You can either search for specific commodities using the **search bar** or **browse through the list**.
2. **Select the checkbox** next to the commodity or service that applies. Multiple commodities can be selected and added at one time. Then click **Add** below the list of commodities.

- To remove a commodity or service, click **Remove** next to the commodity or service under **Currently Added**.
- When finished, click **Continue** to be taken to the **Review** page.

STEP 13

Once complete, the system will display the screen below. Please review your information to make sure its accurate. If it needs to be updated, please select [change](#).

General Information

Name/DBA	(jsq)ctsu(hslj)
Entity	
Address	D5FD5DFD D5FD5DFD AR 30009
Fax Number	
SSN	777-77-7777
Geographic	
E-Mail	D5G4SD94SD5SD5@GMAIL.COM
Web Site	
Foreign Entity	No
Bank	
Bank Account Number	
Bank Account Type	

Address Information

Name/DBA	Address	Default
(jsq)ctsu(hslj)	D5FD5DFD D5FD5DFD AR 30009	Y

Accounts Contacts

Type	Name	Description	Email	Phone	Text
GENERAL - General Contacts	D5FD5DFD		7777@GMAIL.COM	777-777-7777	

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STEP 14

Once you have confirmed your information is accurate, please scroll down to the bottom of the screen and see a complete list of attachments that need to be reviewed and complete. You will need to complete the required [W-9 Form](#) and [Direct Deposit \(ACH\) Form](#).

Here is a summary of the forms listed:

- **General** – feel free to leave this form blank.
- **Default** – feel free to leave this form blank.
- **Direct Deposit (ACH) Ch Form 1** – please leave this link blank unless you are changing pre-existing direct deposit information.
- **Direct Deposit (ACH) Ch Form 2** – please leave this link blank unless you are changing pre-existing direct deposit information.
- **Direct Deposit (ACH) Ch Form 3** – please leave this link blank unless you are changing pre-existing direct deposit information.
- **Direct Deposit (ACH) Form** – you **MUST** complete this form and attach it.

- **Other Documents** – use this to upload any additional documents that you may want to include in your application.
- **W-9** – you **MUST** complete this form and attach it.

Attachments

Attachments can be added to your account. Use the following **Attach** buttons to select the documents to add. Once the documents have been selected, press the **Upload** button.

Attachment Type	Description	Required	Attachments	
General	Documents are not assigned to a type		(0)	Attach
default	Vendor Attachment		(0)	Attach
Direct Deposit (ACH) Ch Form 1	Only complete if changing Direct Deposit Information		(0)	Attach
Direct Deposit (ACH) Ch Form 2	Only complete if changing Direct Deposit Information		(0)	Attach
Direct Deposit (ACH) Ch Form 3	Only complete if changing Direct Deposit Information		(0)	Attach
Direct Deposit (ACH) Form	Required to remit payment to vendor	✓	(0)	Attach
Other Documents	Use field if uploading other documents		(0)	Attach
W-9	Required for tax purposes	✓	(0)	Attach

STEP 15

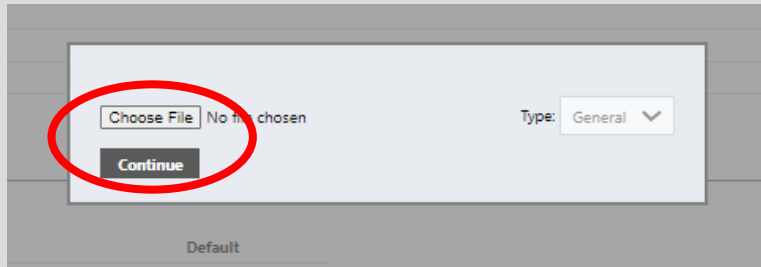
Start by looking for **Direct Deposit (ACH) Form**. Then click **Attach**.

Attachments

Attachments can be added to your account. Use the following **Attach** buttons to select the documents to add. Once the documents have been selected, press the **Upload** button.

Attachment Type	Description	Required	Attachments	
General	Documents are not assigned to a type		(0)	Attach
default	Vendor Attachment		(0)	Attach
Direct Deposit (ACH) Ch Form 1	Only complete if changing Direct Deposit Information		(0)	Attach
Direct Deposit (ACH) Ch Form 2	Only complete if changing Direct Deposit Information		(0)	Attach
Direct Deposit (ACH) Ch Form 3	Only complete if changing Direct Deposit Information		(0)	Attach
Direct Deposit (ACH) Form	Required to remit payment to vendor	✓	(0)	Attach
Other Documents	Use field if uploading other documents		(0)	Attach
W-9	Required for tax purposes	✓	(0)	Attach

After clicking attach, select **Choose File** to upload your document. Then select your **Direct Deposit (ACH) Form** which you should have already filled out. This will need to be saved to your computer to upload.



STEP 16

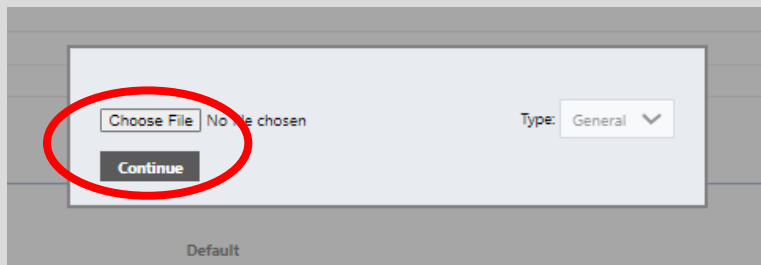
After attaching your Direct Deposit (ACH) Form (or Exemption Request), look for **W-9**. Then click **Attach**.

Attachments

Attachments can be added to your account. Use the following **Attach** buttons to select the documents to add. Once the documents have been selected, press the **Upload** button.

Attachment Type	Description	Required	Attachments	
General	Documents are not assigned to a type		(0)	Attach
default	Vendor Attachment		(0)	Attach
Direct Deposit (ACH) Ch Form 1	Only complete if changing Direct Deposit Information		(0)	Attach
Direct Deposit (ACH) Ch Form 2	Only complete if changing Direct Deposit Information		(0)	Attach
Direct Deposit (ACH) Ch Form 3	Only complete if changing Direct Deposit Information		(0)	Attach
Direct Deposit (ACH) Form	Required to remit payment to vendor	✓	(0)	Attach
Other Documents	Use field if uploading other documents		(0)	Attach
W-9	Required for tax purposes	✓	(0)	Attach

After clicking attach, select **Choose File** to upload your document. Then select your **W-9 Form** which you should have already filled out. This will need to be saved to your computer to enable you to upload the document.

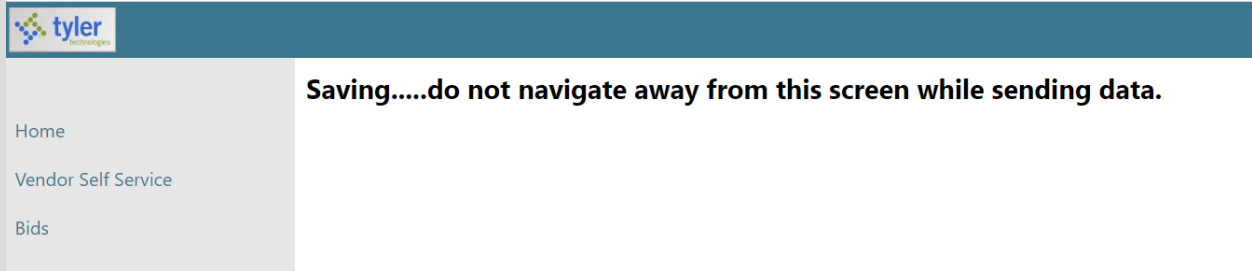


Once your documents have been attached, please select **Upload** to ensure that your documents are received by the VSS administrator.

Wait for the page to save all your information before closing out the window or navigating away from VSS.

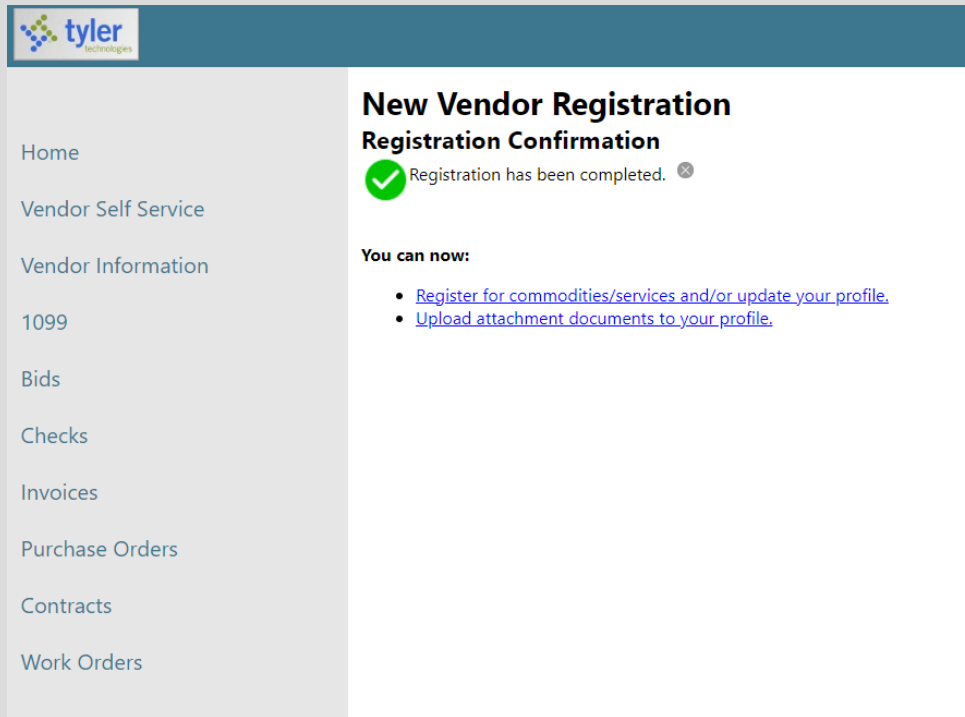
STEP 17

The system will take a few moments to save your information. As shown, please **DO NOT** navigate away from the screen while the data is being sent. If you leave this screen before the information is saved, you will be forced to restart the registration process.



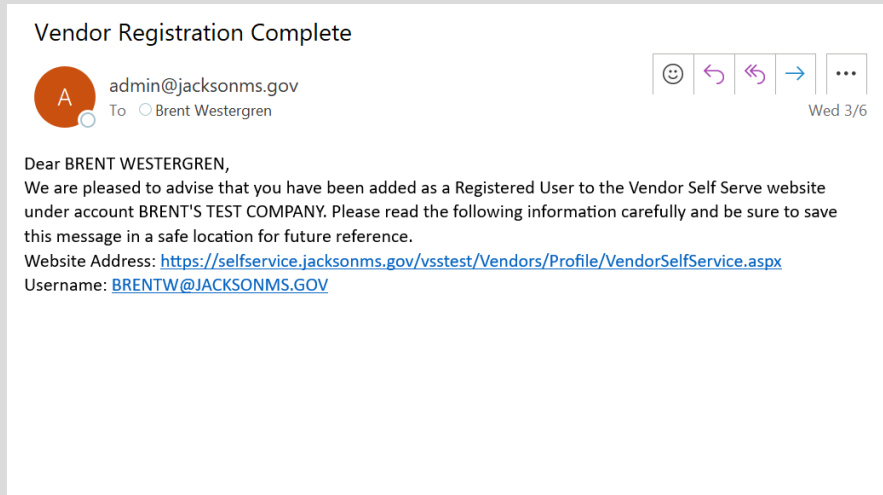
STEP 18

Once complete, you should see a screen like the one below. This will serve as your **Registration Confirmation**.



STEP 19

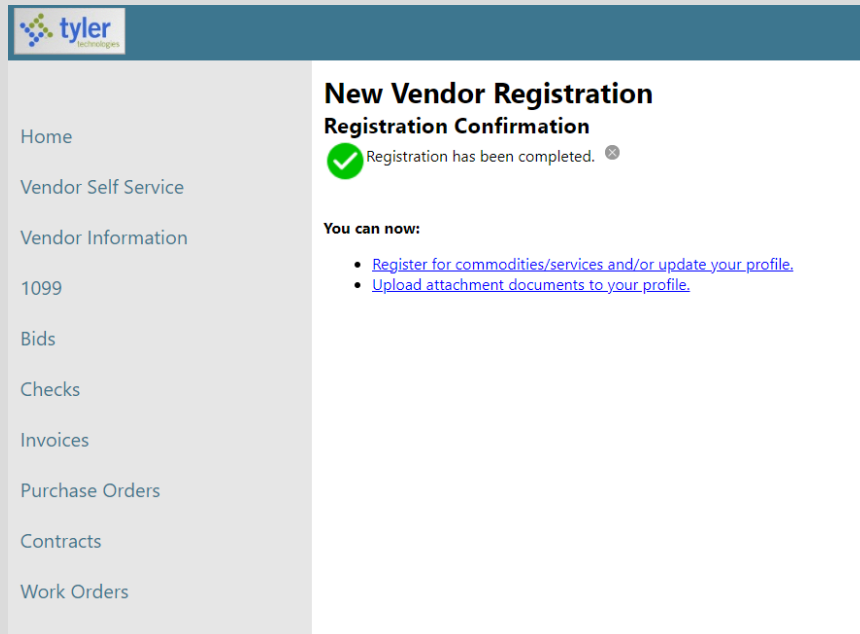
After registering, you should receive a confirmation email. Please check your inbox for this email.



****IMPORTANT NOTE:** Sometimes it can take 2 to 3 minutes to receive the registration confirmation email from VSS. Emails from VSS can also be directed to spam or junk so please make sure you check these folder locations just in case the email is not delivered to your inbox.

STEP 20

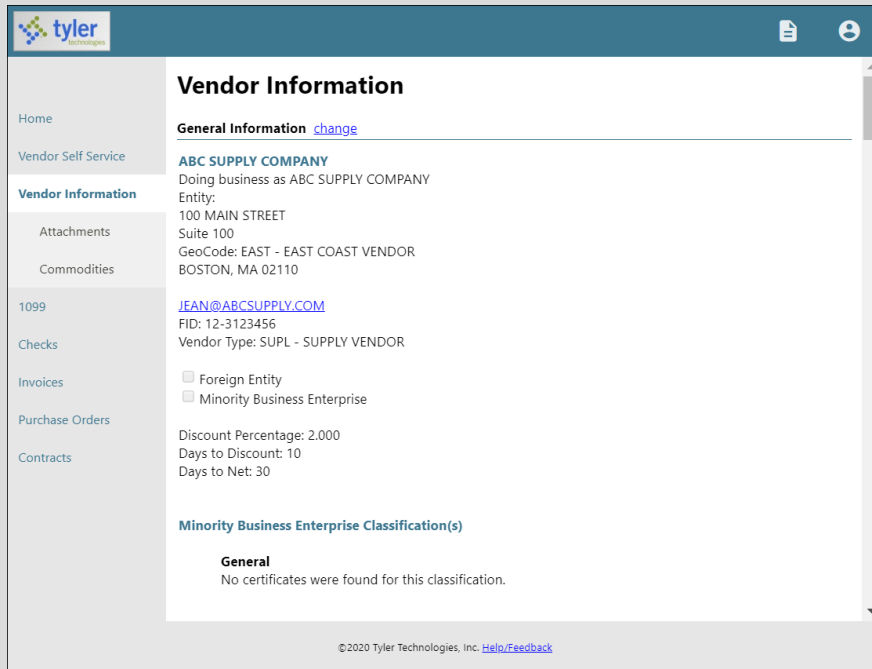
Once registered, you will be able to **manage your information and profile online** via VSS. You will also be able to view your 1099, your bids, checks, invoices, purchase orders, contracts, and work orders.



2. VENDOR INFORMATION

2.1 UPDATING VENDOR INFORMATION

Clicking Vendor Information provides the Vendor Information page. The Vendor Information page groups profile information by category. **By clicking Change, you can update the information in that group.**



The General Information group contains the vendor's address and contact information, type, and foreign entity status.

The Address Information group displays the vendor's remittance address and contact information.

Address Information change		
Name/DBA	Address	Is Default
ABC SUPPLY COMPANY	PO BOX 348992 WILLIAMSBURG VA,23185	N
ABC SUPPLY COMPANY	123123 WILLOWBROOK AVENUE PORTLAND ME,02434	N
ABC SUPPLY COMPANY	497897 FRANKLIN AVE WACO TX,76710	N

The Contacts group lists the vendor’s contact persons and information.

Type	Name	Title	Email	Phone
GENERAL	KELLY PIPER	ACCT. REP.	KPIPER@ABCSUPPLY.COM	617-234-1234
GENERAL	SAMUEL L. SMITH	SALES MAN	SSMITH@ABCSUPPLY.COM	617-234-1234
GENERAL	MICHAEL FRITZ		MICHAELTYLERFRITZ2019@GMAIL.COM	5555555555

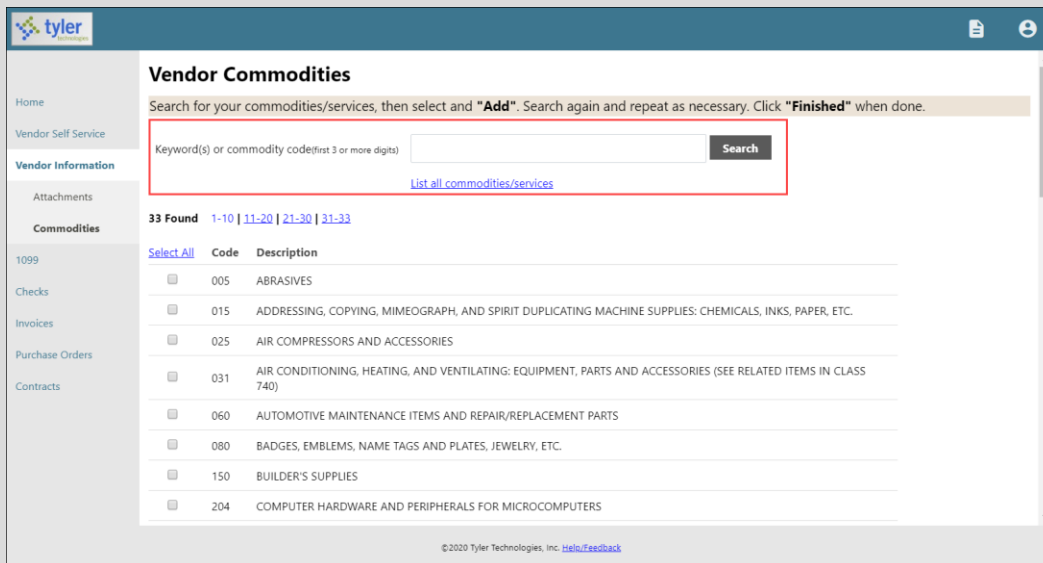
The Additional Fields group identifies the vendor’s shipping preferences. Clicking Change allows the vendor to update this information.

Additional Fields	
change	
SHIPPING CHOICE	USPS

2.2 COMMODITIES

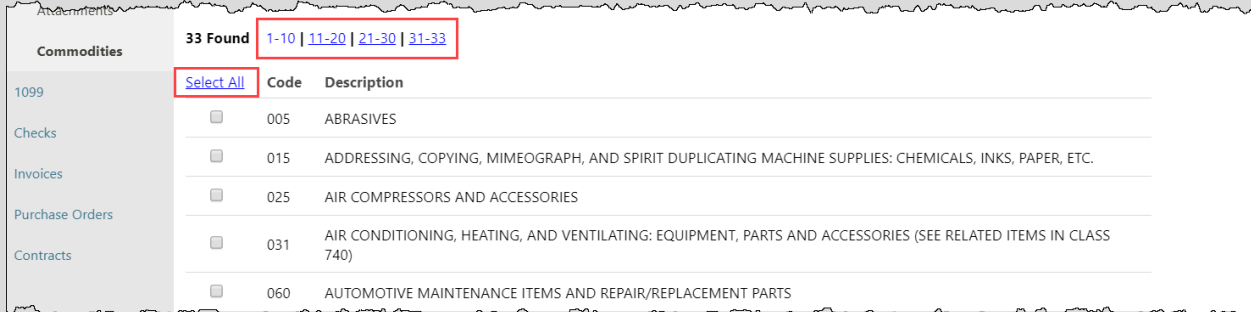
The Commodities group contains a list of commodity codes associated with the vendor. Vendors remove commodities from the list by clicking the Remove link. The Add option allows vendor to add commodities to the list.

Clicking Commodities on the navigation menu displays the commodities page.

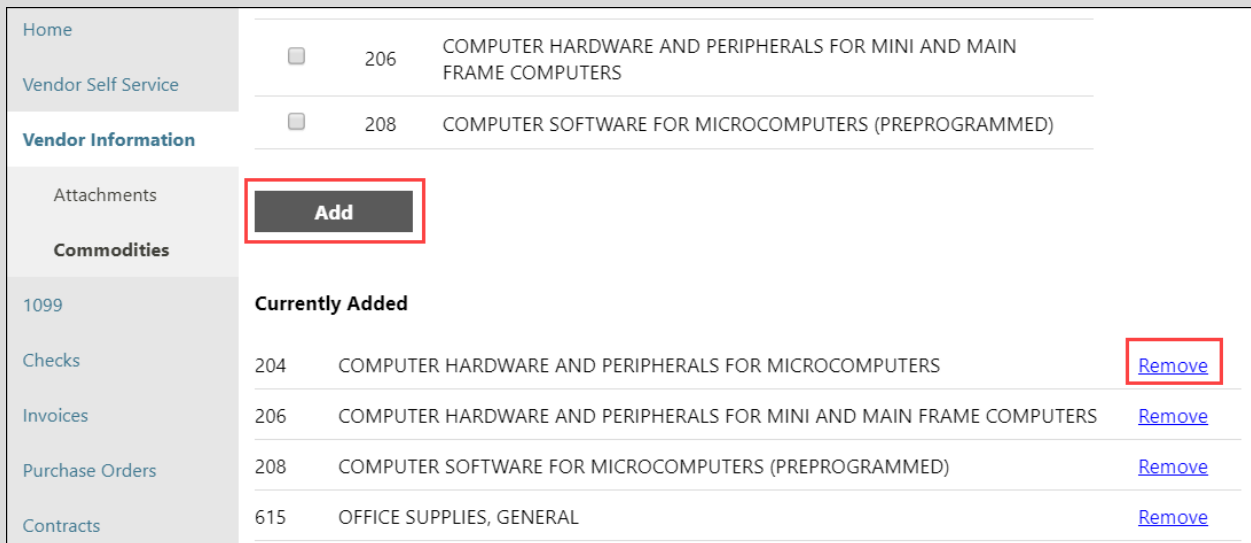


Vendors use the Search box to search for commodities by code or keyword.

Vendors can view commodities by group using the numbered group selections, or they can identify specific commodities by selecting individual check boxes. If a vendor selects an individual check box within a numbered group selection, VSS saves the value of each check box when the vendor navigates between the groups of commodity codes.



After identifying the applicable commodity codes, clicking Add causes VSS to add the selected commodity codes to the vendor's profile and updates the list of commodities. Clicking Remove removes the commodity from the group. The Currently Added group provides the full list of associated commodity codes.



When vendors complete the commodity code update, click Finish at the bottom of the page to save the changes and return to the Vendor Information page.

2.3 ATTACHMENTS

A vendor adds attachments to their profile by clicking Attachments on the menu. The Attachments option is only available when the vendor is viewing the Vendor Information page.

Attachments

Attachments can be added to your account. Use the following **Attach** buttons to select the documents to add. Once the documents have been selected, press the **Upload** button.

Attachment Type	Description	Required	Attachments	
General	Documents are not assigned to a type		(0)	Attach
default	Vendor Attachment		(0)	Attach
Direct Deposit (ACH) Ch Form 1	Only complete if changing Direct Deposit Information		(0)	Attach
Direct Deposit (ACH) Ch Form 2	Only complete if changing Direct Deposit Information		(0)	Attach
Direct Deposit (ACH) Ch Form 3	Only complete if changing Direct Deposit Information		(0)	Attach
Direct Deposit (ACH) Form	Required to remit payment to vendor	✓	(0)	Attach
Other Documents	Use field if uploading other documents		(0)	Attach
W-9	Required for tax purposes	✓	(0)	Attach

Attachments are added by clicking the Attach button on the Attachments page, which allows the vendor to navigate to a file or document to upload. The Attachments column indicates the number of documents attached for each attachment type. Vendors can attach an unlimited number of files.

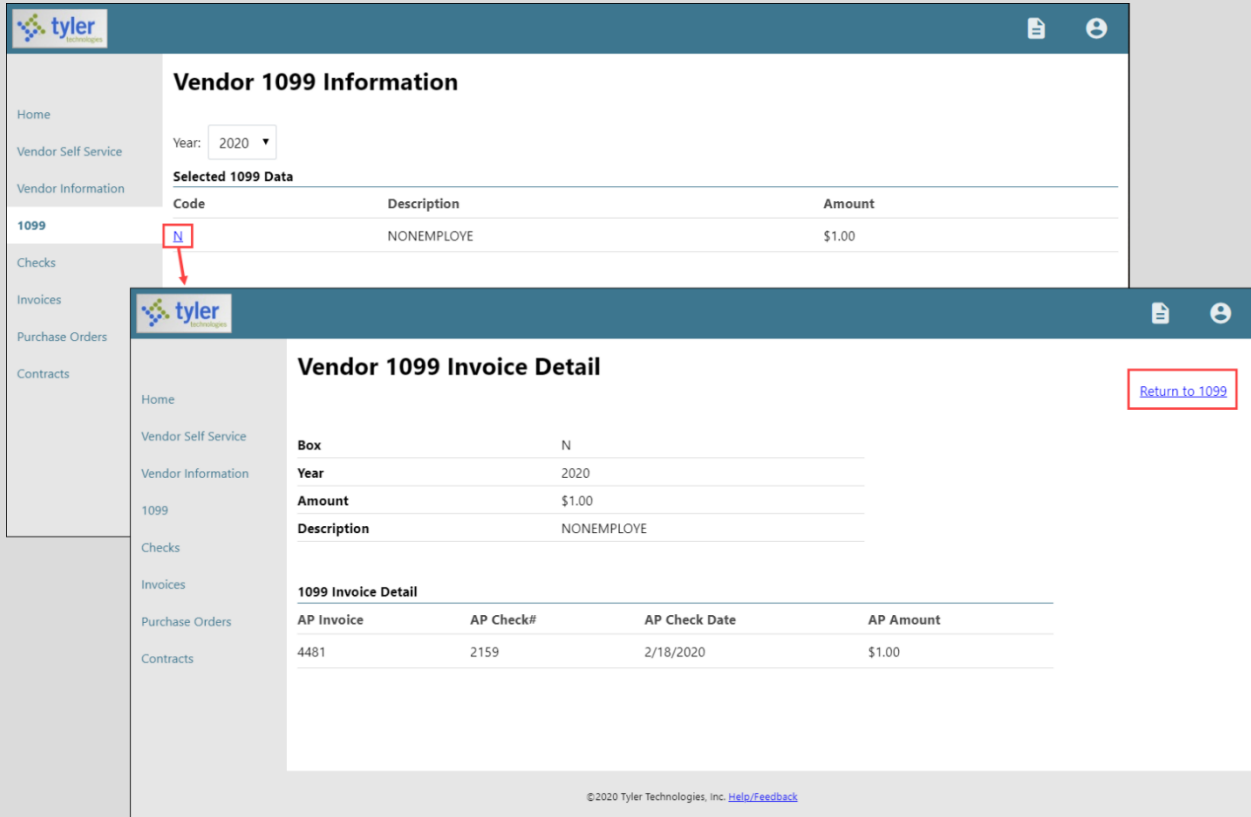
To remove an attachment, click the number in the Attachments column and then select the Delete button for the attachment to remove. **The City of Jackson asks that vendors not delete past documents. Keeping a record of past W-9s and Direct Deposit Forms is helpful for annual reconciliation purposes.**

Instead, vendors should use the Direct Deposit (ACH) change fields to upload new banking information as needed.

The screenshot shows the Tyler Systems interface for the Attachments page. It includes a navigation sidebar on the left with options like Home, Vendor Self Service, Vendor Information, Attachments, and Commodities. The main content area displays a table similar to the one in the previous image. A red arrow points to the number '(2)' in the Attachments column for the 'General' attachment type. A green box highlights two attachments: '0178-AF45_VendorPO.docx' and '0178-AF45_VendorPO.txt', each with a red 'X' icon indicating a delete option.

3. 1099s

The Vendor 1099 Information page displays a listing of the vendor’s 1099 data for a selected year. The data includes the 1099 box code, a description of the code type, and the 1099 amount.



Clicking a code type provides the Vendor 1099 Invoice Detail page. This page displays the general 1099 information, as well as a listing of 1099 invoice details, if they exist for the selected box code. Clicking Return to 1099 returns the vendor to the Vendor 1099 Information page.

4. BIDS

The City of Jackson has not activated the Bid feature in Vendor Self Service. Please disregard this menu option. If this changes, vendors will be alerted and effectively trained on the change.

5. CHECKS

The Checks group provides a list of checks recently issued to the vendor by your organization.

Checks [Search checks](#)


\$74.60
Last check: 1/22/2018

\$0.00
Year to date

Recent checks

Date	Number	Amount	
1/22/2018	#2155	\$74.60	details
11/19/2015	#2139	\$17,298.00	details
10/31/2015	#2125	\$17,298.00	details
10/13/2015	#2095	\$34,596.00	details
9/15/2015	#2111	\$17,298.00	details

Using the Search Checks option, vendors can find additional check details using the invoice number, date or amount ranges, and status search criteria.

 📄 👤

Vendor Check Search

Home
Vendor Self Service
Vendor Information
1099
Checks
Invoices
Purchase Orders
Contracts

Date (mm/dd/yyyy)
Check date
or
Check date(s) from to

Amount
Check amount
or
Amount(s) more than but less than

Number
Check number
or
Check number(s) from to

Status

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Search Results for checks provides the check date, amount, check number, and status. Clicking a check number reveals additional check details.

Vendor Check Information

Search Results

[Modify Search](#) | [New Search](#)

166 Found

Check Date	Amount	CheckNumber	Status
3/28/2006	\$3,242.00	6	Cleared
3/28/2006	\$14,093.23	5	Cleared

Vendor Check Invoice Detail

[Return to previous view](#)

Check Detail

Check #	6
Status	Cleared
Check Amount	3242.00
Check Date	3/28/2006

Check Invoice Detail

Invoice	Invoice Date	PO Number	Invoice Amount
140	3/24/2006		\$3,242.00

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Use the Return to Previous View option to close the Vendor Check Invoice Detail screen and return to the Vendor Check Information screen.


6. INVOICES

6.1 Viewing Invoice Information

The Invoices group provides vendor details for recent and submitted invoices. Vendors are only able to view invoices that are associated with their vendor ID.

Invoices		Submit invoices			Search invoices		
		Recent invoices			Submitted invoices		
		Date	Amount	Status	Date	Amount	Status
\$1.00 Last invoice: 3/19/2020	3/19/2020	\$1.00	T	details			
	3/19/2020	\$0.80	T	details			
\$4,565.60 Year to date	3/19/2020	\$1.00	T	details			
	3/19/2020	\$1.00	T	details			
	3/19/2020	\$1.00	T	details			
		More...					

The Search Invoices page allows searches by invoice number, date or amount ranges, and status.

📄👤

Vendor AP Invoice Search

[Submit invoices](#)

Invoice number (other search criteria will be ignored)

Date

Invoice date

or

Invoice date(s) from to

Amount

Invoice Amount

or

Amount(s) more than but less than

Status

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The Search Results page provides the invoice date, amount, invoice number, and status. When the vendor clicks the invoice number, VSS provides the Invoice Detail page, which includes additional information sorted by Vendor, Invoice, and Invoice Totals groups.

The screenshot displays the Tyler Technologies Vendor Self Service (VSS) interface. The top section shows the 'Invoices' search results page with a table of 307 found invoices. A red box highlights the invoice number '4485' in the first row, with a red arrow pointing to the 'Invoice Detail' page below. The 'Invoice Detail' page for invoice 4485 provides comprehensive information about the vendor and the invoice itself.

Invoice Date	Amount	Invoice Number	Status
3/19/2020	\$1.00	4485	T
3/19/2020	\$0.80	4486	T
3/19/2020	\$1.00	4488	T

Vendor Information	
Vendor ID	1000
Vendor Name	ABC SUPPLY COMPANY
Vendor Address	100 MAIN STREET Suite 100 BOSTON, MA 02110

Invoice Information	
Status	T
Invoice Number	4485
Purchase Order Number	20200004
Invoice Date	3/19/2020
Check Date	
Check Number	0
Voucher Number	3773
Invoice Description	

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6.2 Submitting Invoices through VSS

In addition to viewing previously submitted invoices, vendors can also submit their invoices through VSS. This is an efficient and effective way to ensure that your business gets paid by the City of Jackson in a prompt manner.

STEP 1

To submit invoices, vendors need to click on the **Submit Invoices** button.

The screenshot shows the 'Invoices' dashboard. At the top right, there are two buttons: 'Submit invoices' (highlighted with a red box) and 'Search invoices'. On the left, there are two summary boxes: one for '\$1.00 Last invoice: 3/19/2020' and another for '\$4,565.60 Year to date'. The main area contains two tables: 'Recent invoices' and 'Submitted invoices'. Both tables have columns for Date, Amount, and Status, with 'details' links for each row. A 'More...' link is at the bottom of the 'Submitted invoices' table.

Recent invoices			Submitted invoices		
Date	Amount	Status	Date	Amount	Status
3/19/2020	\$1.00	T			
3/19/2020	\$0.80	T			
3/19/2020	\$1.00	T			
3/19/2020	\$1.00	T			
3/19/2020	\$1.00	T			

STEP 2

Vendors should first type in the invoice number and select a date. This date should be the date of submission, not necessarily the date listed on the invoice document. The City of Jackson counts the age of an invoice by the date an invoice is submitted. After inputting the invoice number and invoice date, click **Continue**.

The screenshot shows the 'Vendor AP Invoice Submission' form. The title is 'Vendor AP Invoice Submission' and it is labeled 'Step 1'. Below the title is a section 'Enter Invoice Information'. A warning message states: 'At this time, the City of Jackson CANNOT receive invoices via the invoice submission button. Please do NOT submit invoices via Vendor Self Service. Vendors will be notified when this status changes.' Below the warning are two input fields: 'Invoice Number' with the value '33333' and 'Invoice Date' with the value '10/08/2024'. These two fields are circled in red. At the bottom of the form are two buttons: 'Continue' and 'Cancel'.

STEP 3

To submit an invoice, vendors then need to select the corresponding Purchase Order (PO) or Contract number. If vendors are unsure of the PO or Contract #, they should contact the City Department that issue the original PO or Contract.

Failing to select the PO or Contract # will restrict the vendor from submitting the invoice.

The screenshot shows the 'Vendor AP Invoice Submission' page, Step 2, titled 'Enter Purchase Order, Contract or Invoice Description'. A red circle highlights the 'Purchase Order Number' dropdown menu, which is currently set to '25000014 (2025) - TEST ONLY TB'. Below it is the 'Contract Number' dropdown menu, which is empty. The 'Description' field is a large text area. The left sidebar contains navigation links: Home, Vendor Self Service, Vendor Information, 1099, Bids, Checks, Invoices, Purchase Orders, Contracts, and Work Orders. The top navigation bar includes the JACKSON logo and a user profile icon.

STEP 4

After selecting the PO or Contract #, the vendor must then input the quantity delivered for each item listed on the PO. **Vendors should only invoice the City of Jackson for the goods or services that have been delivered.** If the vendor makes more than one delivery, they are allowed to submit more than one invoice for each PO or contract. After inputting the correct quantities, the vendor can click **Continue**.

Vendor AP Invoice Submission

At this time, the City of Jackson CANNOT receive invoices via the invoice submission button. Please do NOT submit invoices via Vendor Self Service. Vendors will be notified when this status changes.

Select Purchase Order Items

Step 3

Description	Ordered Quantity	Unit Price	Quantity
<input type="text" value="TEST ONLY"/>	1.00	\$64.96	<input type="text" value="0.00"/>

Back

Continue

Cancel

STEP 5

After submitting the correct information, the vendor must then submit a copy of the actual invoice. The invoice can be in a variety of formats (.docx, .pdf, .jpeg, etc.). After attaching the invoice, the vendor should select **Continue**.

Vendor AP Invoice Submission

Attach Invoice

Step 4

Test Vendor - Invoice 1 - 678910.pdf [Remove](#)

No file chosen

Back

Continue

Cancel

STEP 6

Lastly, the vendor needs to make sure the gross amount listed on the invoice is correct. **Remember, as a municipal government, the City of Jackson should**

not be charged for taxes. After verifying the total amount, the vendor should click **Submit**.



Description	Ordered Quantity	Unit Price	Invoice Quantity
TEST ONLY	1.00	\$64.96	1.00
Gross Amount	\$64.96		
Attachments			
Test Vendor - Invoice 1 - 678910.pdf			

STEP 7

After clicking submit, the vendor will receive an invoice submission confirmation screen. The vendor should also receive a confirmation email. The email will be sent to the email address listed in VSS.

Invoice Submission Confirmation

Registration Confirmation

 Your invoice has been submitted successfully and is awaiting processing. 

STEP 8

After submitting an invoice, the vendor can return to their profile screen by clicking Vendor Self Service on the left side of the screen.

After returning to the Vendor Self Service screen, the vendor can see information pertaining to the submitted invoice. **If the vendor has submitted erroneous information, the vendor may delete the invoice by clicking the red X to the right of the invoice listed.** However, invoices can only be deleted while they are pending. As soon as the City begins processing the invoice, the vendor cannot delete the invoice.

Invoices

[Submit invoices](#) [Search invoices](#)

Recent invoices

Date Amount Status

Submitted invoices

Date Amount Status

10/8/2024 \$64.96 Pending

[details](#)



Checks

[Search checks](#)

Check information not found.

Purchase orders

[Search purchase orders](#)

STEP 9

Vendors will be provided status updates about the invoice as it is processed. As soon as the invoice is paid out to the vendor, the vendor will be able to see information pertaining to the payment under Checks.

Invoices

[Submit invoices](#) [Search invoices](#)

Recent invoices

Date Amount Status

Submitted invoices

Date Amount Status

10/8/2024 \$64.96 Pending

[details](#)



Checks

[Search checks](#)

Check information not found.

Purchase orders

[Search purchase orders](#)

7. PURCHASE ORDERS

Purchase Orders provide a list of recent purchase orders issued to the vendor from your organization.

Purchase orders [Search purchase orders](#)

\$10.00
Last purchase order: 3/19/2020

\$897.60
Year to date

Recent purchase orders

Date	Number	Amount	
3/19/2020	#20200004	\$10.00	details
3/19/2020	#20200005	\$19.60	details
3/19/2020	#20200006	\$35.00	details
2/25/2020	#20200002	\$833.00	details
12/12/2018	#20190031	\$980.00	details

The initial Search Purchase Orders page allows vendors to search by purchase order number, date, or a purchase order total range.

Vendor Purchase Order Search

PO number (other search criteria will be ignored)

Contract number

Status

Date

Date ordered

or

PO(s) ordered from to

PO total \$

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Search results include the purchase order number, contract number (if applicable), status, date orders, and total. Click a PO number provides additional details for a specific purchase order.

The screenshot shows two pages from the Tyler Technologies system. The top page is 'Purchase Order Search Results', which displays a table of search results. The bottom page is 'Purchase Order Detail' for PO # 20060010.

Purchase Order Search Results

Search Results
[Modify Search](#) | [New Search](#)

152 Found

PO Number	Contract Number	Status	Date Ordered	PO Total
20060010		Closed	1/22/2006	\$12,000.00
20060011		Closed	3/28/2006	\$4,500.00
20060014		Closed	3/28/2006	\$1,500.00

Purchase Order Detail

[Return to previous view](#)

Purchase Order Detail
 PO #: 20060010 FY2006

Vendor
 ABC SUPPLY COMPANY
 100 MAIN STREET
 Suite 100
 BOSTON, MA 02110

Bill To
 2033 SUGAR GROVE AVE
 BROOKLYN, NY 11230

Ship To
 2033 SUGAR GROVE AVE
 BROOKLYN, NY 11230

Phone Numbers
 Tel# 617-234-1234
 Fax# 617-234-2321

Reference
 Contract:
 Requisition: 0

Date Ordered	Vendor Number	Date Required	Shipping/Terms	Department/Location
1/22/2006	1000			FINANCE DEPARTMENT

Line	Description	Unit	Qty	Unit Price	Net Price
1	CAST IRON POST STREET LIGHTS	FA	10.00	\$1,200.00	\$12,000.00

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8. CONTRACTS

Contracts provides contracts the vendor currently holds with your organization.

The screenshot shows the 'Contracts' search page. It features two summary boxes on the left and a table of recent contracts on the right.

Contracts [Search contracts](#)

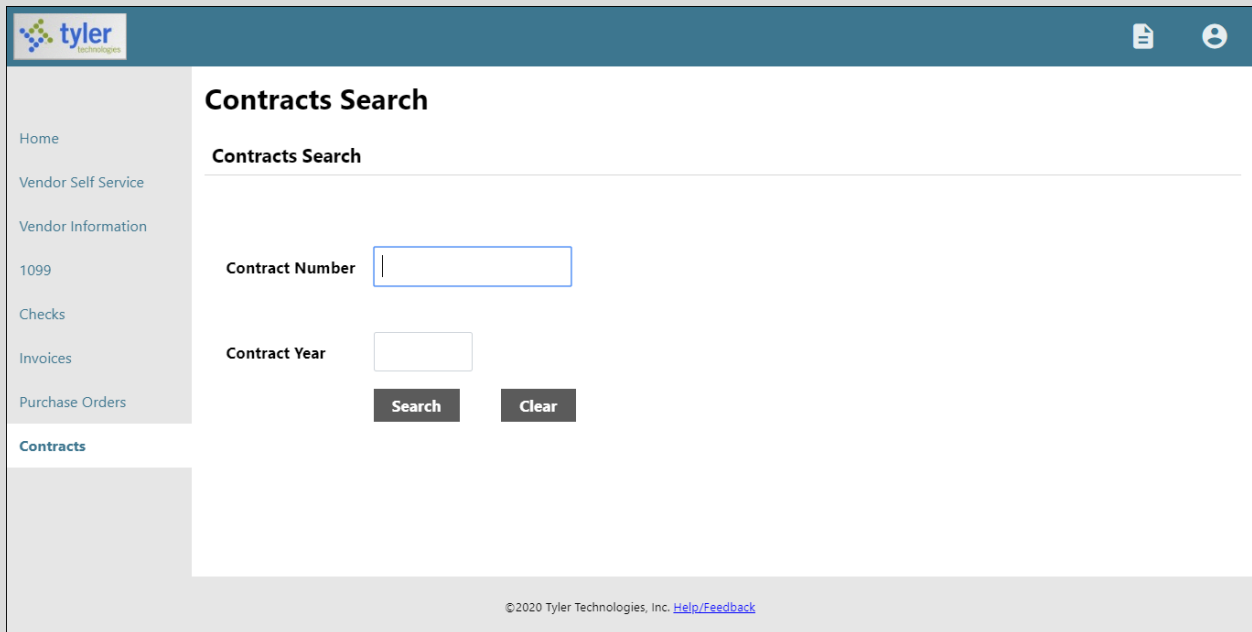
\$400.00
Last started contract:

\$0.00
Paid year to date

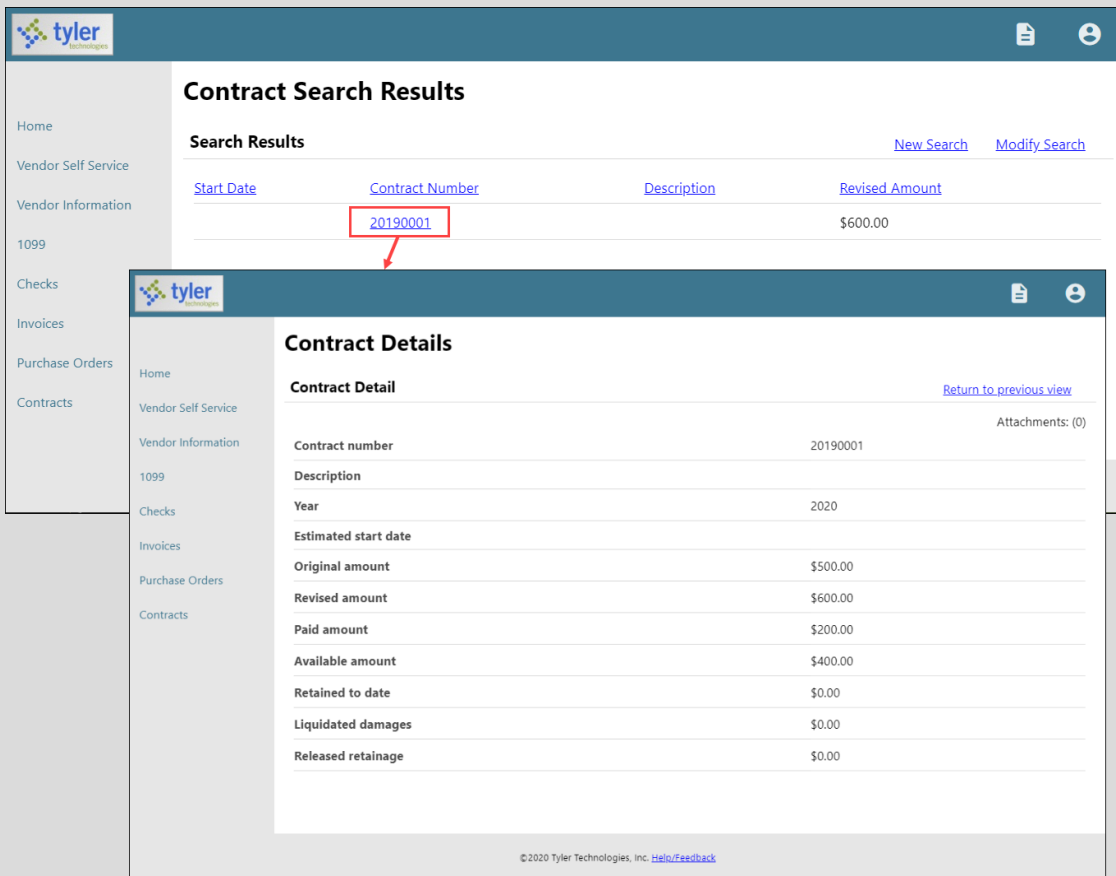
Recent contracts

Start Date	Number	Description	Revised Amount
	20190001		\$600.00 details

The initial Contracts Search page allows vendors to search by a range of contract numbers or years.



Search results include the contract start date, number, and amount. Clicking a contract number shows the Contract Detail page for the selected contract.



9. WORK ORDERS

The City of Jackson has not activated the work order feature in Vendor Self Service. Please disregard this menu option. If this changes, vendors will be alerted and effectively trained on the change.

10. MINORITY BUSINESS ENTERPRISE CERTIFICATES

The City of Jackson has not activated the MBE Certification Management feature in Vendor Self Service. Please disregard this menu option. If this changes, vendors will be alerted and effectively trained on the change.