Change/Update Registration User Guide

Contents

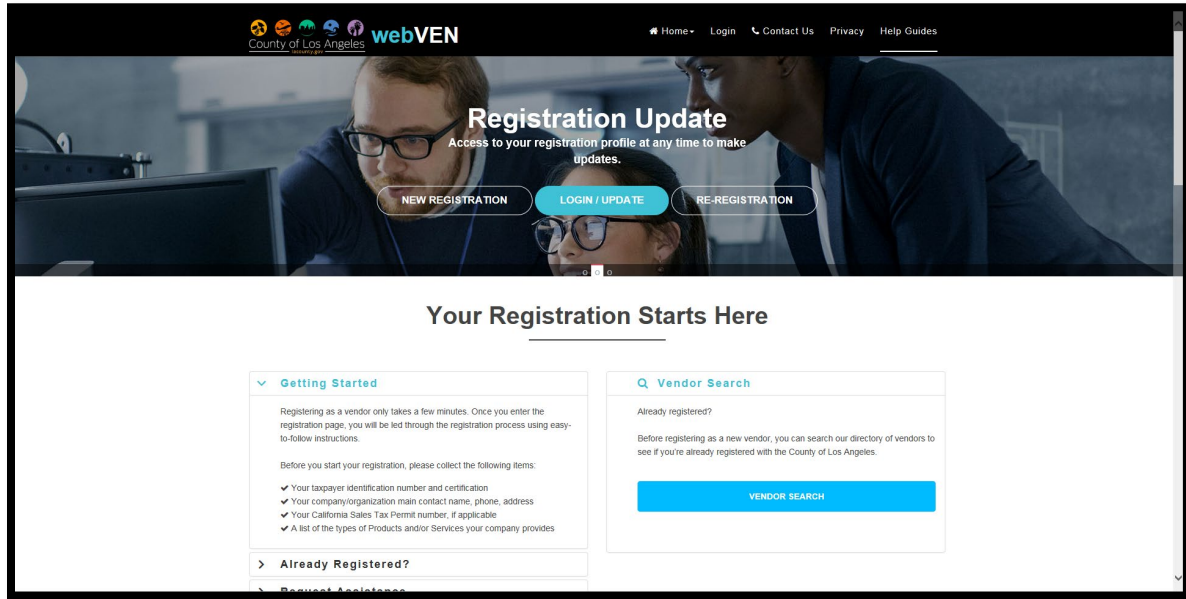## How do I login?

There are two ways registered Vendors can login to WebVEN.

1. By selecting the Login/Update on the Registration home page.
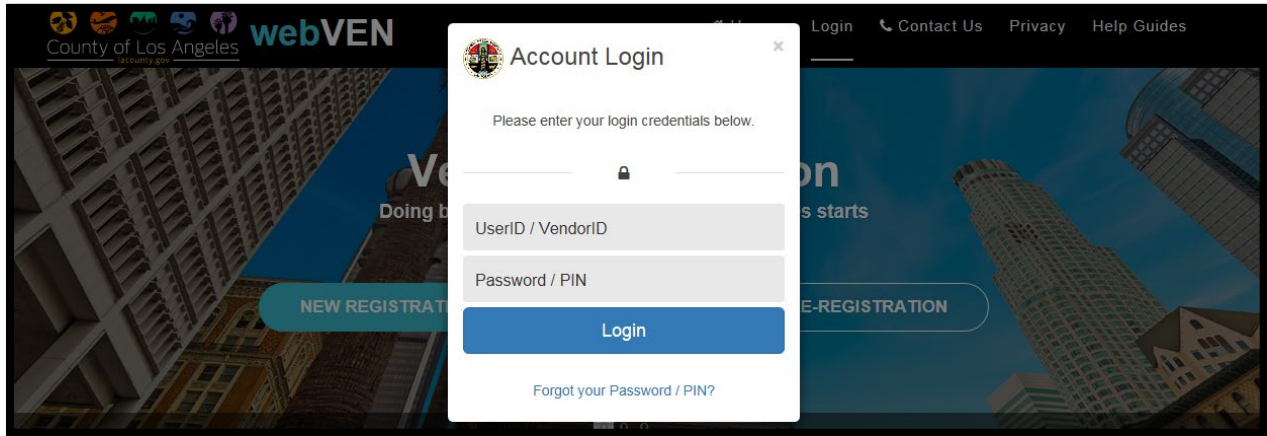

Or

2. By selecting the "Login" link on the top menu.
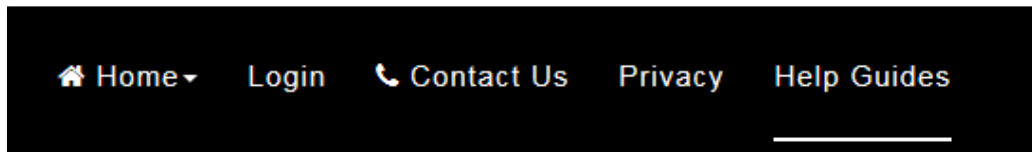
Both options will bring up the account login screen as shown below.

- For Vendors whom already have a user login account they can use their Username and password to login
- For those Vendors who did not create user login account, they still can use their Vendor ID and PIN to login.

Our company has Vendor Self Service activated. Do we need to create a username and password to access WebVEN?

No, VSS activated Vendors can login to WebVEN through VSS using their VSS user account login credentials from the Los Angeles County Vendor Self Service Portal (https://lacovss.lacounty.gov/webapp/VSSPSRV11/AltSelfService).   From the VSS homepage enter your VSS User ID and the password in the login boxes and select the "Login" button underneath.

Once successfully logged into VSS, on the Account Summary page, click on the "Edit Vendor Information" link which will automatically log the Vendor into WebVEN to make any updates and/or changes.

NOTE: *Non procurement Vendors who attempt to follow this link through VSS will receive the following message "Our records indicate you have not registered on WebVEN as a Procurement Vendor". If you would like the access to be able to update your account, please contact Vendor Relations. Vendors who have Vendor codes that are alpha-numeric (for example WCBILLERB7868) are those that the County considers a Non-Procurement Vendor. A Los Angeles County procurement Vendor is a Vendor who normally has an 8-digit (or 6-digit) Vendor code.*

What is the User ID and Password?

With the relaunching of WebVEN the site is moving away from the Vendor ID with location code login to create a more secure and user friendly WebVEN User account. Users who access WebVEN with a WebVEN User account will now be able to access all address locations for a single tax payer ID under these created accounts.

I logged into my WebVEN account and I have a prompt asking me to complete required sections. Why?

Depending on the information on file for your profile, the system will prompt you to complete required sections before you can continue to update your Vendor profile, addresses and Commodities. You will be prompted with the required sections to complete in order to proceed to your maintenance page.

- In the example below this user is prompted to complete Taxpayer Information (W-9) and create a user account.

Our records indicate the following section(s) below need to be completed.

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

Once you have completed the section(s) below you can continue with updating your vendor profile, addresses and commodities).

Hours: ⊘ Monday - Thursday (7:00 a.m to 5:00 p.m PST)
Phone: ☎ 323-267-2725
E-mail: ✉ ISDVendorRelations@isd.lacounty.gov

● Taxpayer Indentification Number and Certification (IRS Form W-9)
● A User Login Account.

> TIN and Certification (IRS Form W-9)

To register as a Los Angeles County vendor you are required to complete the Taxpayer Identification Number and Certification information (IRS Form W-9).

Go to www.irs.gov/FormW9 for instructions and the latest information.

Fields with asterisk (*) are required.

1. Name (as shown on your income tax return)* ❓

THE BENTON COMPANY

2. Business name/disregarded entity name (Alias Name) ❓

3. Federal Tax Classification*

-- OR --   -- OR --

Please select a tax classification of the entity/person whose name is entered on line 1 above.

Limited Liability Company   Other

4. Exemptions (Codes apply only to certain entities, not individuals)

The Legal Business name, Alias, and Taxpayer Identification Number section of this form are disabled and inferred from your profile information.

Within this section you will be required to complete:

- Federal Tax Classification
- Address
- Signature

You can utilize the Apply a Payment Address to W-9 Address drop down menu to fill the required address fields with a payment address that is on file.

Once the information has been completed select the **Click to certify** button to be presented with the W-9 Requirements & Certification.

Apply a Payment Address to W-9 Address:

5. Address* (number, street, and apt. or suite no.)

6. City*   State*   Zip*   Zip+4

California
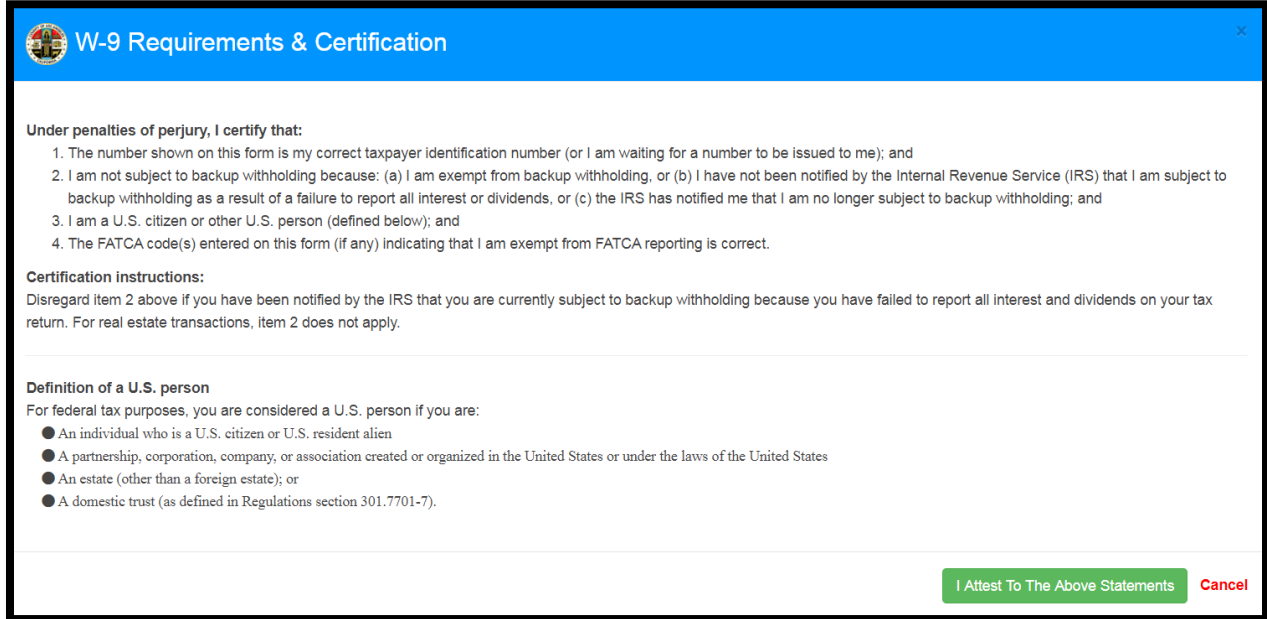
The Internal Revenue Service does not require your consent to any provision of this document other than the certifications required to avoid backup withholding.

7. Certification*   Signature*   Date*   Taxpayer Identification Number (SSN/EIN)*

Click to certify   12/30/2019

Save

W-9 Requirements & Certification   ✕

Under penalties of perjury, I certify that:
1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions:
Disregard item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply.

Definition of a U.S. person
For federal tax purposes, you are considered a U.S. person if you are:
- An individual who is a U.S. citizen or U.S. resident alien
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States
- An estate (other than a foreign estate); or
- A domestic trust (as defined in Regulations section 301.7701-7).

I Attest To The Above Statements   Cancel

I Attest To The Above Statements

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

Once completed select [Save] and you will be presented with the USPS Validation box. Review the address provided and the one presented by the USPS and either select Apply USPS Address or Skip to proceed. After the document has saved you will be taken to the next mandatory step.

Depending on the information on file for your profile, the system will prompt you to complete required sections before you can continue to update your Vendor profile, addresses and Commodities. You will be prompted with the required sections to complete in order to proceed to your maintenance page. In the example below this user is prompted to complete Taxpayer Identification Number and Certification (IRS Form W-8) and create a User Login Account.

FILE UPLOAD REQUIREMENTS

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

File Upload Requirements

File_Size
The size of the file cannot exceed 5 MB.

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

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

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

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

File_Description
The short file description cannot exceed 250 characters.

Close

You must successfully upload a W-8 document in order to complete this section. The steps to do that are as followed.

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

STEP 1 - Enter a Short File Description

W-8_Form.pdf

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

STEP 2 - Browse and Select a File

Choose File | No file chosen

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

⊕ Upload   Your file has been successfully uploaded!

- Click upload to add a File as an Attachment.

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

Note: One W-8 document is required to be uploaded.

File Attachment List				
File Name	**File Description**	**File Size**		
TESTCo-W8.pdf	W-8_Form.pdf	83 KB	⊕ View	🗑 Delete

- Once the W-8 Form is successfully uploaded to continue please proceed to the next step by clicking the [Save / Next] button at the bottom of the page. This will save the information and will proceed you to the User Login Account page if all required fields are entered in successfully.

The next step is to create a User Login Account. This user account will be you login into the WebVEN system to make any changes/updates that are needed and will replace the login of using the Vendor code with location and pin number. The required fields for this section contain:

- Name
- Email
- UserID
- Password

The UserID field must be between 5 to 20 characters and cannot have any spaces or special characters. The password must follow the following requirements:

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

Once the information is completed select the [Save / Finished] button at the end of the step. Once completed you will be redirected to the Vendor Registration Maintenance page to make any updates/changes.

What information can I update through the Vendor registration maintenance?

Vendor Registration Maintenance consists of seven sections:

- Vendor Profile
- Vendor Address & Contact Information
- TIN and Certification (IRS Form W-9) or (IRS Form W-8)
- Search and Add/Remove Commodities and Services
- Vendor Attachments and County Forms
- Terms and Conditions (DECOMMISSIONED)
- User Account Maintenance

Legal business name, organization type, tin type, tin number, payment address, ca sales tax, User ID, and alias/DBA are all non-editable fields on the forms. If you have questions in regards to updating any of these fields, please contact our Vendor Relations unit at 323-267-2725 for assistance. Members of the unit are available Monday through Thursday from 7:00am-5:00pm PST.

What information can I update on my Vendor profile?

On the Vendor profile tab user will be able to make updates to the following information:

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

Legal Business Name, Alias/DBA, EIN/SSN/ITIN/ATIN number and organization type are not editable. For updates and or questions regarding the change to these fields please contact our Vendor Relations unit at 323-267-2725 for assistance. Members of the unit are available Monday through Thursday from 7:00am-5:00pm PST

After making any changes /updates to the form select the **Save** button to save your changes.

The contact information for our payment and/or ordering address is no longer valid. How do we update the contact information?

To edit the contact information for any of the location address from the collapsible menu select Vendor Address & Contact Information. You will be presented with a listing of all locations associated with the account.

Select the applicable location, by clicking on the edit button, which will take you to the modification screen.   For the ordering address as in the one below the user will be able to update address information and contact information.

Below the email address of the contact information there is a checkbox ☑ Check the box to receive email notifications. to receive email notifications of solicitations associated with your selected Commodities, please ensure that this box remains checked. If the contact wishes to no longer receive email notifications, the Vendor may uncheck the box to disable them. Complete all required fields and select **Save** to lock in the changes made.

How can I add a new location to our Vendor profile?

By default in the upper left corner the Ordering address is marked. Your payment address is for use by Los Angeles County Departments to remit payments. Your ordering address is for use by Los Angeles County Departments to issue purchase orders.

To enter an ordering address separately, please remove the checkmark from the box ☑ ORDERING and the system will allow you to enter the ordering address separately.

When completing this section the following fields are required.

- Address
- City
- Zip
- Country
- State
- County
- CA Tax Status (Only applies to Payment Address)
- CA Sales Tax Permit (Only applies to Payment Address)
- Contact Name
- Phone
- Email

Once completed with the required information select **Add** at the end of the step and you will be

presented with an USPS Address validation checker. To push the address select **Apply USPS Address** **Skip** link and the fields will update to the selected or select skip to use the manually input address.

After the address validation, the Vendor will be required to recertify the TIN and Certification (IRS W-9) form for the newly created address. Name and Federal Tax Classification will infer from the Vendor profile. The address will infer from the address information provided when adding the address on the address and contact information tab and is not modifiable.

After reviewing the information select the [Click to certify] button to be presented with the W-9 Requirements & Certification. The Vendor must certify to add the new address. If the Vendor chooses to Close, X, cancel, or exit out of the window, the new address will not be added.

After review of the requirements select [I Attest To The Above Statements] to accept the terms and the system will
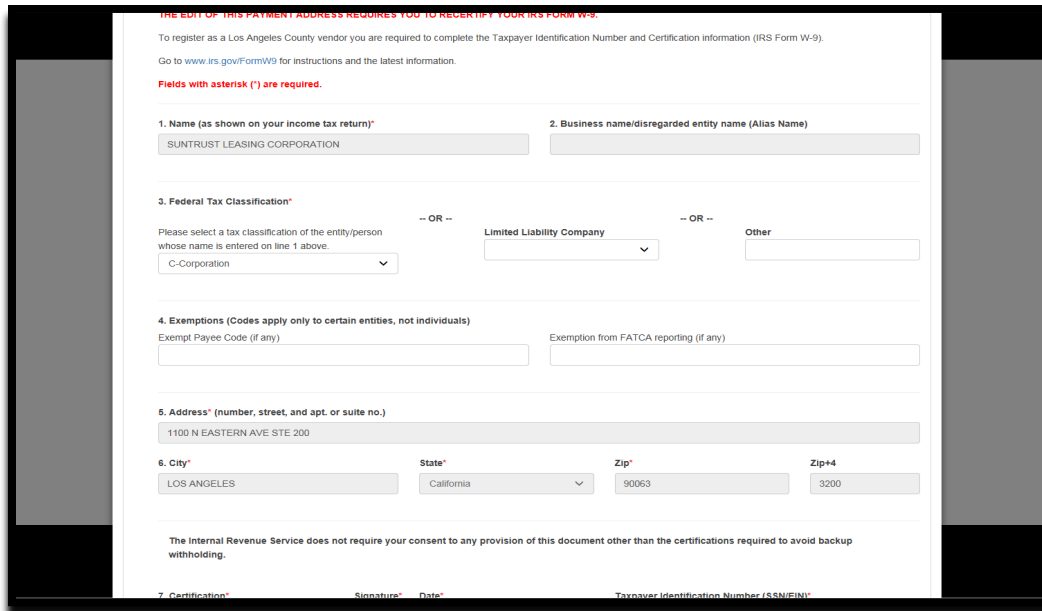
digitally sign the document by placing a check mark in the signature box. Once completed select and your new address will be saved and added as a new location on the Vendor address and contact list.

If an update is made to the address after the certification, the Vendor will be required to recertify the address again to reflect those changes.

Before the address processes overnight to the Los Angeles County eCAPS system, the Vendor will be allowed to update and/or delete the newly created address. If the Vendor deletes a new address, they

will be required to select an address from the dropdown to certify as the address for the W-9. After the system syncs the addresses, the Vendor will no longer be able to delete or modify the payment or ordering address.

Note: Once the new address location pair (payment and ordering) has been added, it will be under reviewed by Vendor Relations. During the review process and if Vendor Relations has rejected the new addition of address pair location, the new address pair are still listed but they're shown with the red label "Suspended". In this case, vendor will not have the ability to Edit the "suspended" new address location. Vendor has only option to delete the "suspended" address.

What if we need to delete the new address?

After adding an address and the Vendor can delete a new address before it processes overnight into the LA County eCAPS system.

If a Vendor attempts to delete new address before this sync process is completed, a pop-up W-9 screen will be displayed. The address fields will be blank and not modifiable, and an existing payment address must be selected for certification from the dropdown before the new address will be deleted.

Note: *New Addresses will be processed nightly. Once an address has processed in the system, the Vendor will not be able to delete payment/ordering or modify ▉▉▉▉▉ment address.*

What if we edit the new address?

After completing the Tin and Certification and if the address has not been processed into the LA County eCAPS system overnight a Vendor can modify the newly created address.

After the modification of the address the Vendor will be presented with a new W-9 pop up screen. On the screen the address fields will be updated, but will be greyed out and not modifiable.

The changes made on the address will not be saved until the Vendor recertifies the W-9 to reflect the new changes.

Working with Multiple Addresses

Through the WebVEN platform the Vendor can add multiple new addresses in a single session.   When multiple new addresses are added the W-9 section will pop up and the address fields will default to the new address.

The address fields on the form will not be modifiable, but the Vendor will have the option to select from the dropdown menu one of the newly added payment addresses.

The Vendor must certify the W-9 in order to add the new address. If the Vendor closes, X, or exits out of the window the new address will not be added.

Modifying a new address when multiple addresses are added

If after certification the Vendor needs to modify one of the newly created addresses after the modification the W-9 section will pop up and the address fields will default to the modified address.

The fields will not be modifiable, but one of the other new payment address can be selected from the drop down list. The changes made on the modified address will not be saved until the Vendor recertifies the W-9 to reflect one of the new addresses.

Deleting a new address when multiple addresses are added

After the addition of multiple address, if the Vendor needs to delete one or more of the newly added addresses they will receive a pop up W-9 screen where the address fields are blank and not modifiable.

On the form the Vendor must select from the drop down one of the remaining new addresses for the certification.

The address will not be deleted until the user selects and certifies a new payment address to apply to the certification.

I'm a US based company, can we add a foreign address?

Yes. For US based companies adding a foreign payment and ordering address to your Vendor Address & Contact information section is the same as adding a USA based payment and ordering address except for there is:

- No USPS Address Validation
- No W-9 Validation or Re-Validation at any point when adding, deleting or editing a foreign address.

How do we update our W-9 information?

To update or recertify your W-9, once logged into your account, select TIN and Certification (IRS Form W-9) from the collapsible menu to open the form.

If there are no new addresses, select from the Apply Payment Address to W-9 Address drop down or manually enter the address you would like to certify for your W-9. Once selected the form will update the address field on the form to the selected address or manually complete the address field. After reviewing the information select the **Click to certify** button to be presented with the W-9 Requirements & Certification.

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

Once completed select **Save** to complete and save the changes.

Note: *If there are new addresses that have recently been added and not synced to the LA County eCAPS system, existing address will not be displayed and the address fields will be disabled. New payment addresses will only be available from the dropdown.*

How do we update the Commodities/Services our company offers?

After logging into Vendor Registration Maintenance select Search and Add/Remove Commodities and Services from the menu.

To search for a Commodity enter a description keyword in the search field to see the list repopulate below. The search field utilizes adaptive text search, so as you begin to type the text will highlight below with the results.

To select a Commodity click on the [Select] button to the left of the field and that Commodity will be loaded in the Commodities / Services You Have Selected, field below.

Selecting the [...] button will open up a filtered class list of the Commodities and/or Services that fall within that 3 digit class code.

If you mistakenly select the incorrect Commodity, simply select the 🗑 Remove button and that Commodity will be removed from you Commodities/Services you have selected.

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

What are the Vendor Attachments and County Forms section?

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

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

How do I upload an attachment?

In either of the attachment category groups, the fields on the left provide three steps for uploading an attachment.

- Enter a Short File Description in the field for the document, for example: Purchasing Required Forms Version 1

    STEP 1 - Enter a Short File Description

    Purchasing Required Forms Version 1

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

    STEP 2 - Browse and Select a File FILE UPLOAD REQUIREMENTS

    Choose File   No file chosen

    o File requirements can be viewed by clicking FILE UPLOAD REQUIREMENTS
        - Files can be up to 10 MB
        - The "Forms for Responding to Solicitations" category group allows only the PDF forms provided in that section to be uploaded.
        - The "Miscellaneous Attachments" category group allows the following document types to be uploaded:
            - Microsoft Word (.doc or .docx)
            - Microsoft Excel (.xls or .xlsx)
            - Adobe Acrobat (.pdf)
            - Zip (.zip)
            - Corel Word Perfect (.wdp)

- Click upload to add a File as an Attachment.

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

⊕ Upload   Your file has been successfully uploaded!

Once the file is successfully uploaded, it appears in the File Attachment List. The uploaded file cannot be edited but you can edit the file locally on your computer and upload another version of the attachment. In the File Attachment List, you may click View to review the uploaded file or you may click Delete to remove the uploaded file.

Forms for Responding to Solicitations   # of Attachments: **91**

Instructions: Please download the forms on the right to your computer and complete all required fields. It is recommended to use the desktop version of Adobe Reader for full compatibility. Save the form. Then, upload the form using the fields on the left.

STEP 1 - Enter a Short File Description

STEP 2 - Browse and Select a File FILE UPLOAD REQUIREMENTS

Choose File   No file chosen

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

⊕ Upload   Your file has been successfully uploaded!

Form	Description
Appendix A - Purchasing Required Forms	Fillable PDF form for PCS solicitation responses
Appendix B - Contracts Required Forms	Fillable PDF form for Service Contract solicitation responses
Community Business Enterprise (CBE) Information Form	Excel form for Community Business Enterprise information on both PCS and Service Contract solicitation responses

File Attachment List
This is a list of current and historical versions of the attachments that you have uploaded for this category.

File Name ⬍	File Description ⬍	Date ⬍	File Size ⬍	Form Type ⬍		
Appendix_A_Purchasing_Required_Forms.pdf	Purchasing Required Forms Version 1	07/22/2021 03:43 PM	1.62 MB	Appendix A - Purchasing Required Forms	⊕ View	🗑 Delete

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

What is the "Forms for Responding to Solicitations" category group?

This section is the repository for three types of forms for submitting with solicitations responses in VSS. The links to download and edit the two PDF forms with fillable fields and CBE Excel form are on the right:

- Appendix A - Purchasing Required Forms
- Appendix B - Contracts Required Forms
- Community Business Enterprise (CBE) Information Form

Download the PDF forms to your local computer and edit using Adobe Acrobat Reader for full compatibility. Browser editors and mobile editors do not offer all features such as digital signatures and can result in an incomplete form when you are filling it out. The Excel file can be edited in Microsoft Excel.

After the form has been completed and saved, it can be uploaded to the File Attachment List by using the upload fields on the left of this section. Only PDFs and Excel files may be uploaded to this section. Other file types will fail validation and return a message like this:

Other files should be uploaded to the Miscellaneous category group.

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

How Do I Digitally Sign the Fillable PDF Forms?

The signature fields need to be filled out on the fillable PDF forms in the "Forms for Responding to Solicitations" category group and can be digitally signed in the desktop version of Adobe Acrobat Reader.

1. In the PDF, click on the signature field.

SIGNATURE

Unsigned signature field (Click to sign)
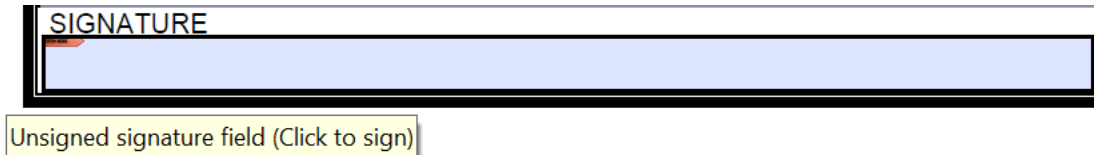
2. If you already have a previously saved Digital ID, skip to Step 6. Otherwise, click "Configure Digital ID"

Digital ID Configuration Required   ✕

This signature field requires a digital signature identity.

Would you like to configure one now?

| Help | Configure Digital ID | Cancel |
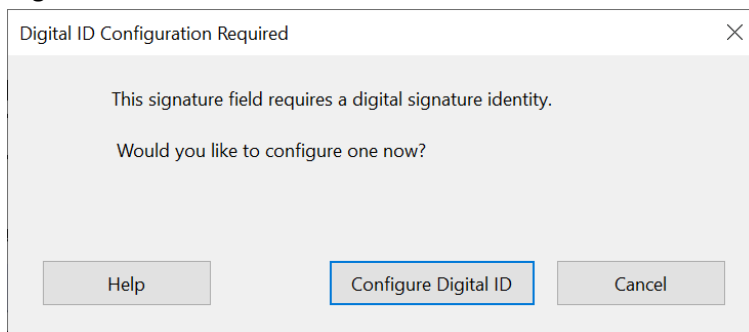
3. Select "Create a new Digital ID" and click Continue

Configure a Digital ID for signing   ✕

A Digital ID is required to create a digital signature.The most secure Digital ID are issued by trusted Certificate authorities and are based on secure devices like smart card or token. Some are based on files.

You can also create a new Digital ID, but they provide a low level of identity assurance.

Select the type of Digital ID:

○ **Use a Signature Creation Device**
Configure a smart card or token connected to your computer

○ **Use a Digital ID from a file**
Import an existing Digital ID that you have obtained as a file

● **Create a new Digital ID**
Create your self-signed Digital ID

Cancel   Continue

4. Select "Save to Windows Certificate Store" and click Continue.

5. Enter your information.

6. Select your Digital ID signature and click Continue.

Sign with a Digital ID   ×

Choose the Digital ID that you want to use for signing: Refresh

○ **Test User** (Windows Digital ID)   View Details
Issued by: Test User, Expires: 2026.07.06

(?)   Configure New Digital ID Cancel Continue

7. Click Sign

Sign as "Test User"   ×

Appearance Standard Text ∨   Create

Test User   Digitally signed by Test User Date: 2021.07.06 10:18:28 -07'00'

View Certificate Details

Review document content that may affect signing   Review

Back Sign

8. Save the signed PDF to your workstation.
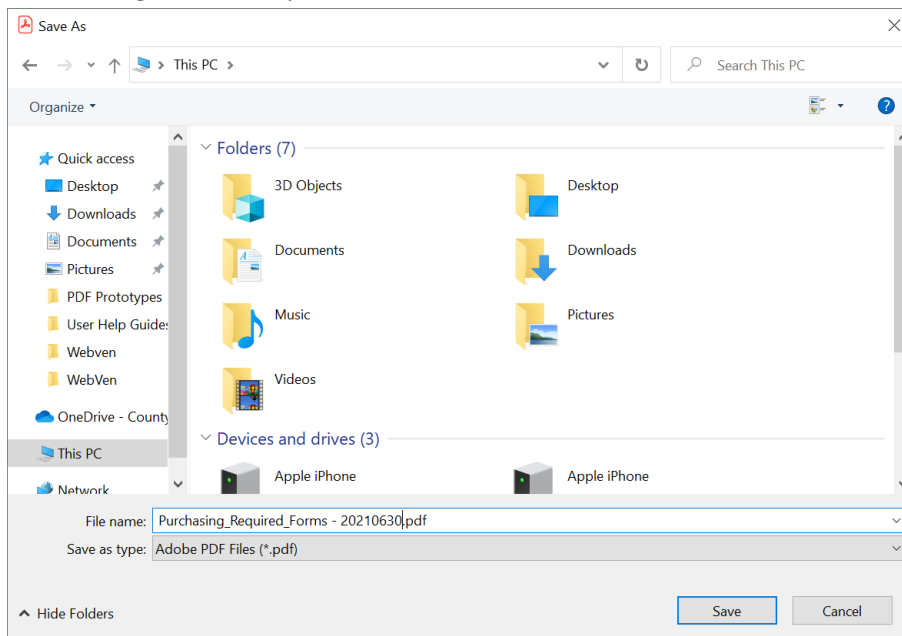
9. Your signature will display on the fillable PDF form like this:
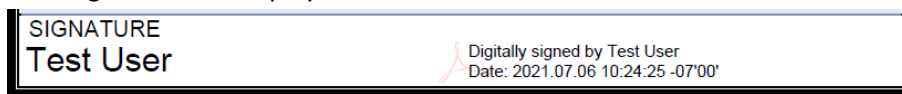
What is the "Miscellaneous Attachments" category group?

This section is the repository for miscellaneous vendor attachments and is not restricted specifically to the fillable PDF files provided in the "Forms for Responding to Solicitations" category group.

The following document types can be uploaded:

- Microsoft Word (.doc or .docx)
- Microsoft Excel (.xls or .xlsx)
- Adobe Acrobat (.pdf)
- Zip (.zip)
- Corel Word Perfect (.wdp)



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

Where is the Terms and Conditions section?

The Terms and Conditions section has been decommissioned and replaced by the Vendor Attachments and County Forms section described above for forms that can be submitted with solicitation responses. If you did not previously save a Terms and Conditions form, this section will not be visible to you.

Vendors that had already saved their Terms and Conditions form will be able to download their saved Terms and Conditions form for reference. This access will only be available for a temporary time.

> **Terms & Conditions**

This Terms and Conditions section is now decommissioned but will be temporarily available for you to download a PDF of your previously saved entry for reference. Please use the Vendor Attachments and County Forms in the section on the Webven registration page for fillable PDF forms that you can submit with your Solicitations.

[View Draft of Solicitation Terms and Conditions]

We have lost the UserID. How do we retrieve it?

For security reasons, in order to recover a lost User ID, please contact Vendor Relations at 323-267-2725 for assistance. Members of the unit are available Monday through Thursday from 7:00am-5:00pm PST.

An employee who left the company set up this account, can we update the account information?

After logging into the Vendor Registration Maintenance page the Vendor can update the contact information by selecting User Account Maintenance from the collapsible menu. The Vendor will be able to update the contact name and email address associated with the account. The User ID field is greyed

out as it not modifiable. Once the contact information has been updated select [Save] to lock in the changes. When requesting a password reset from the site the request will go to the email address associated with the user account.

Can we change/update our WebVEN UserID?

Once a user ID has been created, it cannot be modified for security reasons.

Can we create multiple WebVEN UserID's under the same tax payer ID?

Yes, multiple WebVEN accounts can be created under a single Vendor code/taxpayer ID. To create an additional account associated with the same Vendor code, please contact Vendor Relations to request a temporary WebVEN UserID and Password. Once accessed, the system will prompt you to create your own unique WebVEN User Account. Vendor Relations can be reached at 323-267-2725 for assistance. Members of the unit are available Monday through Thursday from 7:00am-5:00pm PST.

An employee in New York set up the account, but our office is in Seattle. How do we access the account?

In order to be granted access to the company's registered WebVEN account you will need to contact, ISD Vendor Relations, whom will verify your information and grant you access with a temporary account to access Vendor Account Maintenance. Once accessed, the system will prompt you to create your own unique WebVEN User Account. Vendor Relations can be reached at 323-267-2725 for assistance. Members of the unit are available Monday through Thursday from 7:00am-5:00pm PST.

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

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

Are there other online resources we can visit?

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

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

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

I still have more questions. Who can I contact?

If you have additional questions, please contact Vendor Relations at 323-267-2725 for assistance. Members of the unit are available Monday through Thursday from 7:00am-5:00pm PST.