# WebVEN New Registration User Guide

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Why should I register to be a Vendor with LA County?
Here are a few reasons you should become a registered Vendor with Los Angeles County. You can participate in:

- Online access to over 6,900 categories of Commodities and Services available to Bid on.
- Be placed on Bid Lists generated online by County Departments looking for prospective Vendors.
- Periodically be notified by email of County Bids by specific Commodities/Services.
- May qualify to register in the County's Preference Programs.
- Access to your Vendor profile to make updates and changes at any time.

How do I become a registered LA County Vendor?
In order to become a registered LA County Vendor, you must successfully complete the WebVEN New Registration process, you must visit the WebVEN home page located at:
https://camisvr.co.la.ca.us/WebVEN

What documents do I need for a new registration?
- Your taxpayer identification number and certification (IRS W-9 Form or IRS W-8 Form).
- Your company/organization's main contact name, address, phone, email.
- Your California sales tax Permit number, if applicable.
- A list of the types of products and/or Services your company provides.
We are ready to register. What steps do I need to do to complete the New Registration process?

To complete the WebVEN New Registration application you must first visit the WebVEN home page located at https://camisvr.co.la.ca.us/WebVEN

On the WebVEN home page, click the **New Registration** button at the top of the screen on the slider menu.

After you click the **New Registration** button the new registration page will load.

Enter in a valid 9-digit EIN or SSN / ITIN / ATIN # into the text field.

Press continue, this will begin the New Registration application process which will require you to complete 5 mandatory steps.
Step 1: Enter Vendor Profile?

The first step of the profile will require you to enter general information in regards to your business. The Vendor Profile has (10) required fields and those fields are marked with a Red Asterisk (*):

- Organization Type
- TIN Type
- Tin Number
- Legal Business Name
- Non-Profit
- 1099 Required
- Number of Employees
- Business Type
- Independently Owned
- Gross Revenue

The fields marked with a downward arrow are drop down menu fields, please select an option from the drop menu to complete the field.

The Tin Number will infer from the 9-digit EIN or SSN / ITIN / ATIN # that was previously entered on the New Registration page.

Once the required field values are entered in, please proceed to the next step by clicking the blue button at the bottom of the page. This will save the information and allow you to proceed to Step 2 if all required fields have been filled in successfully.
Step 2: Enter Address & Contact

The second step of the process will require you to complete both a Payment and Ordering Address, complete with contact information for each. By default in the upper left corner the Ordering Address box 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.

The Payment Address tab has (11) required fields and those fields are marked with a Red Asterisk.*

- Address 1
- City
- Country
- State
- County
- Zip
- CA Tax Status
- CA Sales Permit
- Contact Name
- Phone
- Email

The fields marked with a downward arrow ▼ are drop down menu fields, please select an option from the drop menu to complete the field.
The Ordering Box can be unchecked in order for you to provide a different Ordering Address from the entered Payment Address. If your Ordering Address differs from the Payment Address, please click the Ordering Box to uncheck the field and the Ordering Address tab will populate.

The Ordering Address tab has (9) required fields and those fields are marked with a Red Asterisk:

- Address 1
- City
- Country
- State
- County
- Zip
- Contact Name
- Phone
- Email
The fields marked with a downward arrow ▼ are drop down menu fields, please select an option from the drop menu to complete the field.

Once completed with the required information select **Save / Next** at the end of the step and you will be presented with an USPS Address Validation prompt. From here you are able to update the address to validate again and or push the address as supplied from the USPS to the fields.

USPS Address Validation is a tool utilized on WebVEN to help ensure the Vendor that the entered addresses are valid in the USPS address database and will occur in the following scenarios.

1. **USPS Address Validation occurs when you enter in the Payment Address and contact information, but do not unselect the Ordering Box to enter the Ordering Address separately. After you click the blue: **Save / Next** at the bottom of the page to complete step 2, the USPS Address Validation will automatically occur.**

2. **When unchecking the Ordering Box: **ORDERING** and entering the Ordering Address and the Payment Address separately, the green USPS Address Validation button has to be manually clicked on the Payment tab, as well as the Ordering Tab in order to validate the addresses. (This is not mandatory)**

3. **On a foreign (Non-USA) Payment or Ordering Addresses, the USPS Address Validation process will not occur on step 2.**

The USPS Address Verification prompt will attempt to validate the address entered. Any fields that are suggested for changes are based on USPS Address records will be highlighted in Yellow.

You may edit the address directly from the USPS Address Verification prompt and then select Validate Again, to re-validate the changed address.

If the changes are correct, Please select Apply USPS Address to automatically continue to step 3.

If the address cannot be verified and to the best of your knowledge the address is true, then please select the **Skip** button to automatically continue on to step 3.
Applying the USPS Address Validation separately on the Ordering and Payment tab will not automatically redirect to step 3. You must manually select the blue button.

You may return to the previous step to update the address at any point up until the New Registration is completed and successfully submitted.

**Step 3: Enter IRS W-9 Certification**

**Note:** New Registration Vendors on WebVEN whose Payment Address is located in the USA will be required to utilize the IRS W-9 Certification in order to complete Step 3. Vendors that have a foreign (Non-USA) Payment Address will be required to utilize the IRS Form W-8 in order to complete Step 3.

For the third step of the process you are required to complete the IRS W-9 Certification, which has (10) required fields and those fields are marked with a Red Asterisk.

- Name (as shown on your income tax return)
- Federal Tax Classification (Note: Only select ONE, tax classification)
- Address (number, street, and apt. or suite no.)
- City
- State
- Zip
- Certification
- Signature
- Date
- Taxpayer Identification Number (SSN/EIN)

**Note:** The following fields: Name, Business Name (as shown on your income tax return), Business name/disregarded entity name(Alias Name), Address, City, State, Zip, Zip+4, Date, and Taxpayer
Identification Number (SSN/EIN). Will infer based on the information entered on the New Registration application and will be non-editable fields.

The fields marked with a downward arrow ▼ are drop down menu fields, please select an option from the drop menu to complete the field.

In order to complete the Certification section, you must click the button and read and attest to the W-9 Requirements & Certification disclaimer.
Once you are done reading and agree to the terms, click the button, which will complete this part of the step.

Clicking Cancel will take you away from the W-9 Requirements & Certification pop up screen and you will not be able to complete Step 3 or the WebVEN New Registration process without attesting to the terms of the W-9 Requirements & Certification pop up screen.

Note: *Attesting to the statements in the certification tab will populate a check mark in the signature box* 

which is a required field in this step.

Once the required field values are entered in please proceed to the next step by clicking the button at the bottom of the page. This will save the information and proceed you to Step 4 if all required fields are entered in successfully.

**Step 3: Attach IRS Form W-8***

**Note:** New Registration Vendors on WebVEN whose Payment Address is located in the USA will be required to utilize the IRS W-9 Certification in order to complete Step 3. Vendors that have a foreign (Non-USA) Payment Address will be required to utilize the IRS Form W-8 in order to complete Step 3.
File Upload Requirements can be viewed by selecting the blue: FILE UPLOAD REQUIREMENTS link. 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.
In order to complete Step 3 – Attach IRS Form W-8, you must successfully upload a W-8 document. The steps to do that are as follows:

- Enter a Short File Description in the field for the document, for example: 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.

- 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:** Completion of Step 3 Attach IRS Form W-8 requires 1 W-8 document to be uploaded.

Once the W-8 Form is successfully uploaded to continue, please click the Save/Next button at the bottom of the page to complete step 3 proceed you to step 4.

**Step 4: Search and Add Commodities/Services**

The fourth step of the New Registration process lets you search and add Commodities and/or Services that your company may provide. It is in the Vendor’s best interest to add as many Commodities and/or Services as they see fit to help increase the amount of business opportunities received from LA County.
To search for a Commodity and/or Service 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 and/or Service you must click the button to the left of the field.

The selected Commodity and/or Service will be loaded into section labeled: Commodities / Services You Have Selected.
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 and/or Service and wish to remove it, select the button and that Commodity and/or Service will be removed.

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 you feel reflect your company’s offerings, but you must select at least 1 Commodity/Service in order to move forward to step 5.

After you have selected the Commodities and/or Services associated with your business select the button at the end of the step to move to step 5.

Step 5: Create User Account
The fifth and final step of the WebVEN New Registration process allows you to create a User Account. This User Account will be your login credentials to access the WebVEN system in order to make any changes or updates that are needed.

Step 5 has (4) required fields and those fields are marked with a Red Asterisk*.

- 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:

- Between 8 to 16 characters
- At least 1 numeric character
- At least 1 alphabetical character
- At least 1 special character (!, @,#,$,%)  

Note: You may click on any of the registrations steps on the form to expand the panels to review or edit the information, as you implement changes will need to hit save after each step.

Once the WebVEN UserID is created and the information in step’s 1-5 are reviewed and verified to be correct and complete, please select the button at the end of the step. You will be presented with the Registration Complete screen.
You can review a summary of your submission by selecting the Registration Summary hyperlink located on the right of the screen or by selecting one of the steps of the progress bar.

As the application is being processed the fields of the registration summary are view only and cannot be modified.
Congratulations! The New Registration process is complete. You will receive an email with your Vendor Number in approximately 1-5 days.

**Note:** The Vendor information entered in this and any help guide on WebVEN is for test purposes only and does not reflect a valid registered Vendor of Los Angeles County.
Why do I need a WebVEN User Account?
The purpose of a WebVEN User Account is to allow the Vendor to easily login and securely access their Vendor information and apply changes such as adding a new location, updating their Vendor profile, updating Commodities and editing contact information.

Your WebVEN User account will tie to your Vendor Number and that Vendor Number is what you use when you respond to Bids or contact LA County and ISD Vendor Relations.

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 user 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 create multiple WebVEN UserID’s under the same Vendor account?
Yes, multiple WebVEN accounts can be created under a single Vendor code. To create an additional account associated with the same Vendor code, please contact Vendor Relations to request a temporary WebVEN UserID and Password which once accessed, will prompt you to create the new WebVEN User Account.

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’ve completed my new registration, what is my Vendor number?
You will receive your Vendor number after the New Registration application is processed. This process will take approximately 1-5 business days. You will receive an email from ISD Vendor Relations once the information has been verified and processed. Your Vendor Number is what you will use when you respond to Bids or contact LA County and ISD Vendor Relations. The Vendor Number also ties in to your WebVEN User Account. 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.
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.

When I try to register I am receiving an error that my TIN already exists, how do I check if our company is registered with LA County?
If you entered in your 9-digit EIN or SSN / ITIN / ATIN #: and receive the following example message: The TIN you entered '952xxxxx1' already exists. This means that the Tax Identification Number (TIN) exists already in WebVEN.

You have two options to help resolve this question.

Utilize the Vendor Search function on WebVEN. On the home page click the Vendor search button.

On the Vendor Search screen you may search for your company by typing in your Company name in the search bar. This will populate company names with the search parameters applied and showcased by the color highlighted fields.
If you find that your company is already registered on WebVEN, which means that someone else already registered your company. You can click the Vendor ID number associated with the company name. Which will take you to the Vendor profile page for that company. The Vendor profile page on Vendor search displays contract information for the corresponding Vendor ID number selected. You should contact the individual within your company that has previously registered your company on WebVEN.

If you have any other questions regarding this message or if you need another WebVEN User Account login associated with your previously registered company, 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.

Our company EIN/TIN has changed. How do we update it?
EIN/TIN information cannot be updated. If a new tax ID has been established for the company, please create a new registration. You may contact Vendor Relations for help deactivating your old tax payer ID account if you will not be utilizing the associated tax ID for business purposes. Vendor Relations Contact information is, 323-267-2725 members of the unit are available Monday through Thursday from 7:00am-5:00pm PST.

How do I become a preferred Vendor with LA County?
After the application process and your application has been approved by the Vendor Relations Unit, you will receive your Vendor code. Once received you may proceed to apply for the certifications from the Los Angeles County Department of Consumer and Business Affairs (DCBA) at their website located at: https://dcba.lacounty.gov/preference-programs-guide/

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/lacoBids) 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.

Who do I contact for more information?
If you need additional assistance, please contact LA County - ISD Vendor Relations:

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