

SUPPLIER PORTAL FREQUENTLY ASKED QUESTIONS (FAQs)

What is the Supplier Portal?

The Supplier Portal is a self-service, web-based platform where you can securely register your company as a City of Virginia Beach Supplier and participate in electronic bidding opportunities. Go to our [Supplier Services](#) page to learn more.

How do I log into the Supplier Portal?

Go to the [Supplier Portal](#) and select the "Log On" button at top right of the screen. Enter your username and password and then click the "Log On" button.

How do I reset my password in the Supplier Portal?

You can reset your password at the [Supplier Portal](#) by choosing the Forgot Password Link.

How do I register as a new supplier?

Please see instructions in the [New Supplier Registration Guide](#).

What is the next step after I register?

Once you have registered, your information will be reviewed by our Supplier Portal team. You will receive an email after your profile has been approved with a link to create your password.

Why do I have to register online if I already have a Vendor Number?

Your company may already have a City of Virginia Beach Vendor Number but may not be registered in the Supplier Portal. You will be able to experience the following benefits after your registration is complete: (1) view and respond to electronic bids, (2) submit and monitor your invoice status within the payment process, (3) secure invoice remittance information, and (4) manage your company's information including Users, Banking, Ship-From Addresses, Ordering Addresses and a Remit-to Address.

How do I obtain assistance with the Supplier Portal registration process?

If you need assistance with the Supplier Portal registration process, please email your questions to the Supplier Portal team at SupplierPortal@vbgov.com or call the Purchasing Office at (757) 385-4438. You may also reference the [New Supplier Registration Guide](#).

What is an Administrative User?

An Administrative User is someone you authorize to maintain company data and add users. Companies may have more than one Administrative User.

What should I do if my company's Administrative User is no longer available and none of the other users have the Administrative Role?

Updating Administrative Users will require assistance from the City's Supplier Portal team. Please email them at SupplierPortal@vbgov.com with your company name, contact information and the name of the person who was listed as your Administrative User.

How do I create additional users (Administrative users and/or Bidders)?

Administrative Users can log into the [Supplier Portal](#) to select "Create Additional Users" under the Detailed Navigation section.

How do I manage/modify data for my company and users?

Administrative Users can log into the [Supplier Portal](#) and select the appropriate option under the Detailed Navigation section.

How do I change the legal name of my company?

In order to change the legal name of your company, you will need to submit a new W-9 and any supporting documentation to reflect the change. These documents must be uploaded via the attachments section on the Supplier Portal Profile area. Our Supplier Portal team will complete the necessary verifications and contact you if additional information is required.

How do I obtain a W-9 form?

The W-9 form can be found [here](#).

How do I submit a W-9 form?

Email your completed [W-9](#) form to our Accounts Payable Central Office at apc@vbgov.com.

NOTE: Please ensure that your completed form includes your company's legal name and Doing Business As (DBA) name as well as your company's Tax Identification Number (TIN) **OR** your name and Social Security Number (SSN).

What is a Remit-to Address?

Payments will be sent to the Remit-to Address on file, which is commonly referred to as the Invoicing Party Address.

What if I don't have a contact for the Remit-to Address? Is this mandatory?

Adding a contact to an address is not mandatory, but it is important. This option allows you to indicate a preference for where your invoices are paid. The contact you provide would be designated to receive payments on behalf of your company. When the City is conducting transactions, such as solicitations and processing invoices that involve this address, you may not receive critical information if no contact is listed.

What is ACH?

ACH stands for Automated Clearing House. This is an electronic payment program that replaces payment by check with electronic transfer of funds directly to the Supplier's designated bank account.

What is SBSD?

SBSD stands for Small Business and Supplier Diversity. For more information, visit the [Virginia Department of Small Business & Supplier Diversity](#) website.

Can I look at other vendors' data?

No. All information is secure and only available to approved City of Virginia Beach staff.

I have read the FAQ list and I still have questions. Is there anyone I can contact?

If you still have questions after reading the FAQ list, please contact us at SupplierPortal@vbgov.com. Include your name, company name and phone number along with your question.