ERA Landlord FAQ

Q. If my tenant has applied for Emergency Rental Assistance (ERA) funds how am I notified?

When a tenant applies for ERA funds, they must enter the email address of their landlord. The County will send an email to the landlord requesting that they email a Balance Statement to the County using the link provided. The Balance Statement must be completed by the landlord and the landlord must send it back to the County. The landlord must use the link provided in the email. The tenant should not send the County the Balance Statement, it must be emailed to the County by the landlord using the link provided in the email. Please find additional directions on how to complete the Balance Statement below.

Q. How do I complete the Balance Statement?

During the application review, the worker will send an email requesting the Balance Statement from the landlord.

The landlord will receive an email with the links to complete the Balance Statement and the link to register as a county vendor if the landlord is not a vendor.
To complete the Balance Statement, the landlord can enter their vendor code once they have it. The system will search for the vendor code.

The landlord’s information will show. The landlord is provided another link to change the vendor information if necessary.
If the business/address information is correct, the landlord can go to the bottom of the page and complete the Balance Statement. To add months, select “Add Month”.

When complete, they can certify the statements, type in their name, and “Submit”.

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Q. What is the Commodity Code for this program?

The only Commodity Code for this program is 97164.

Q. What if I am not a registered vendor with Palm Beach County?

In order to receive a payment from Palm Beach County you must be a registered vendor.

Q. How do I register as a vendor with Palm Beach County?

The first step is to register as a vendor of Palm Beach County government in the Vendor Self Service (VSS) system. The step by step process is detailed below.

REGISTERING IN THE Vendor Self Service (VSS) system

Q. Why register as a vendor?

In order to receive a payment for ERA rental assistance you must be a registered vendor with Palm Beach County.

Some of the benefits of registering with the County as a Vendor include:

- Financial Transactions
  - View your Vendor Payment History
  - Review Current Contract/Agreement(s) with the County
- Business Opportunities
  - Access to ALL County Construction & Non-Construction Solicitations/Business Opportunities
  - E-Mail notifications of Solicitations/Business Opportunities
Vendor Account Information
  - Address(es)
  - Vendor Account User(s)
  - Commodity Code Selection(s) **THE COMMODITY CODE FOR THIS PROGRAM IS 97164**

Q. How do I register as a Palm Beach County government vendor in the Vendor Self Service (VSS) system?

Registering in VSS is a 4 step process.

Step 1 is to register as a new vendor or verify that you are an existing vendor.

Step 2 is to verify your business information.

Step 3 is to verify your address and contacts.

Step 4 is to add additional business information.

**Step 1 Register/Verify Existing Account**

Registration Link:
www.pbcgov.com/purchasing

https://pbcvssp.co.palm-beach.fl.us/webapp/vssp/AltSelfService

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Q. What information do I need when I register in VSS?

Please gather the following information PRIOR to beginning the Registration Process:

- Business Location Information
- Tax ID Number (EIN, SSN, ITIN or ATIN)
- W-9 Form
- ALL Vendors registering in VSS MUST attach a current, complete and signed W-9 Form in order to submit their registration for approval.
- Legal Business Name (as stated on IRS Documentation)
- Contact Information
- Commodity Codes for good(s) or service(s)
  - Palm Beach County uses NIGP Commodity Codes
  - ALL Vendors registering in VSS MUST add at least one (1) Commodity Code to their Vendor Registration Account in order to submit their registration for approval
Q. How do I find out if I am already registered in VSS?

You can follow the prompts displayed below to check and see if you are already registered with Palm Beach County as a Vendor.

Q. How do I check if my user information is correct in VSS?

All new and existing vendors should ensure their user information is correct.
Once you verify your email address you will received the notice below:
Thank You!

A verification email was sent to you. Please print page for your records.

1. Open the email
2. Click the link provided in the email

Cannot click the link in the email?

1. Copy the link from the email
2. Paste it into your browser

Have not received a Verification Email?

1. Login to VSS as an Activated User using your User ID and Password
2. Correct your email address and click Next
3. Click Next again to verify your email address

The email you will receive will read as follows:

Jane Doe:

By clicking the link below, you are verifying the email address that you have created for your Palm Beach County (PBC) Vendor Self Service (VSS) user information. This email address will be used as a primary method of correspondence.

If you cannot click on the link below, you may copy and paste it into your browser.

https://pbcovsspr311.co.palm-beach.fl.us/webapp/vsspr/AltSelfService?EmailToken-00058052080800013987

Thank You.

Please use this link to log on to VSS portal once you have verified your email address with the link above and completed your registration.

https://pbcoven.co.palm-beach.fl.us/webapp/vsspr/AltSelfService

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Q. How do I log in to my VSS account?

Follow the prompts displayed below to log in to your account:

New Account Registration

Step 2 Business Information
Select Original or Corrected Address

Answer Address Information Questionnaire

Step 3: Address and Contacts

Complete the following:
If you receive this error message it is because the address you entered does not match the postal standards. Select either the Original Address or the Corrected Address to continue. See screenshot below.

Step 4: Additional Business Information

Below are screenshots of sample W-9 forms, highlighting the information you need to register as a vendor.
Below is the screenshot of the Attachment page with directions.

Below is the screenshot of the Commodity Code Selection where you can check off all of the codes that apply to your business/organization.

You must make sure to check off Code 97164 Residential Space Rental or Lease. See below.

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Attached a current, signed W-9 IRS Tax Form.

ALMOST DONE!! Check your Registration Summary to ensure everything is correct. Update information if needed.
Click Submit Registration when you are done.
Review the VSS Disclaimer

You will receive an email verifying your registration submission.
The VSS system updates 3 times a day. The sync cycles are displayed below.

- **7:00AM Sync Cycle**
  - ALL VSS REGISTRATIONS SUBMITTED between 4:00pm-7:00am
  - Vendor Account is accessible in Advantage after 7:30am

- **12:00PM Sync Cycle**
  - ALL VSS REGISTRATIONS SUBMITTED between 7:00am-12:00pm
  - Vendor Account is accessible in Advantage after 12:30pm

- **4:00PM Sync Cycle**
  - ALL VSS REGISTRATIONS SUBMITTED between 12:00pm-4:00pm
  - Vendor Account is accessible in Advantage after 4:30pm

Once your submission is processed you will receive another email verifying that you are registered.

Q. I have a question regarding my VSS registration. Who do I contact for assistance?

If you have questions please email PBCLandlord@pbgov.org or call our Call Centre at (561) 355-4792.
TIPS & REMINDERS for VSS Registration:

1. Google Chrome is NOT a certified browser for vendors to use while registering. Please use one of the following browsers to register: Internet Explorer, Microsoft Edge, FireFox, iOS or Android.

2. Commodity Code 97164 – Residential Space Rental or Lease is to be used by ALL landlords and/or property managers during the vendor registration process.

3. A current, complete, signed/dated IRS W-9 form to register as a vendor with Palm Beach County. In addition, the information on the IRS W-9 form must exactly match the information as entered in the vendor registration application.

4. Review the information entered to ensure it is correct PRIOR to submitting their registration.

5. Vendor Self-Service Sync Cycles
   a. 7:00am – ALL VSS Registrations Submitted between 4:00pm-7:00am
   b. 12:00pm – ALL VSS Registration Submitted between 7:00am-12:00pm
   c. 4:00pm – ALL VSS Registrations Submitted between 12:00pm-4:00pm

6. New Registration User Guide is your guide, and the vendor’s guide, through the registration process.