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.

Issued 3.30.21

The email also provides the Commodity code for the landlord when registering as 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.

Link to change payment address.

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".

Add months.

Insert rent amounts and late charges.

Rent Details

Your Tenant ▮▮▮▮▮▮▮▮▮▮ y **WEST PALM BEACH FL 33411** has applied to Palm Beach County Community Services for Assistance in paying past due rent. Please complete and verify the amount and dates rent is due to complete the processing of the application.

	Month	Rent Due Amount	Late Fee/Legal Fee	Total Rent Due Amount
Month 1: *	March 2020	$800.00	$100.00	
Month 2:	April 2021	$800.00	$0.00	

* ☐ I certify that the above information is true and correct and I am authorized to collect rental payments on this property.
* ☐ I certify that the months requested by my tenant are past due and I have not received rent for the months listed on this request.

Print Name: [Print Name]

[Submit]

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

Check will be mailed to this address. Please verify that the address is correct. If address is wrong, please go to Vendor Self Service (VSS) to update. More information at this link. ☐

Address Line 1	
Address Line 2	
City	
State	
Zip	
Principal Contact	

Owner name in PAPA and Legal name in Vendor Self Service (VSS) do not match

Property Owner

Rent Details

Your ▬▬▬▬▬▬▬▬▬, WEST PALM BEACH FL 33411 has applied to Palm Beach County Community Services for Assistance in paying past due rent. Please complete and verify the amount and dates rent is due to complete the processing of the application.

[Add Month]

	Month	Rent Due Amount	Late Fee/Legal Fee	Total Rent Due Amount
Month 1: *	March 2020	$800.00	$100.00	$900.00
Month 2:	April 2021	$800.00	$0.00	$800.00
			Total Rent Due:	$1,700.00

* ☐ I certify that the above information is true and correct and I am authorized to collect rental payments on this property.
* ☐ I certify that the months requested by my tenant are past due and I have not received rent for the months listed on this request.

Print Name: [Print Name]

Certify and type name. →

[Submit] ← Submit

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.
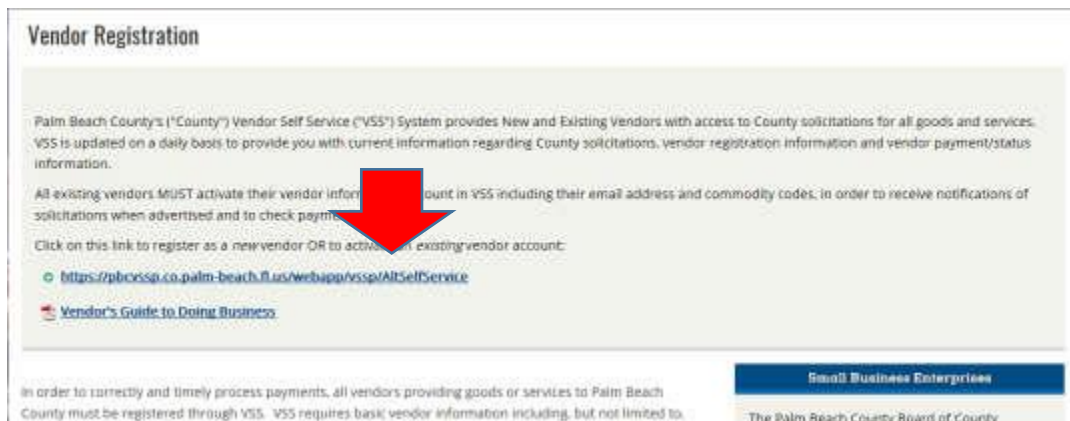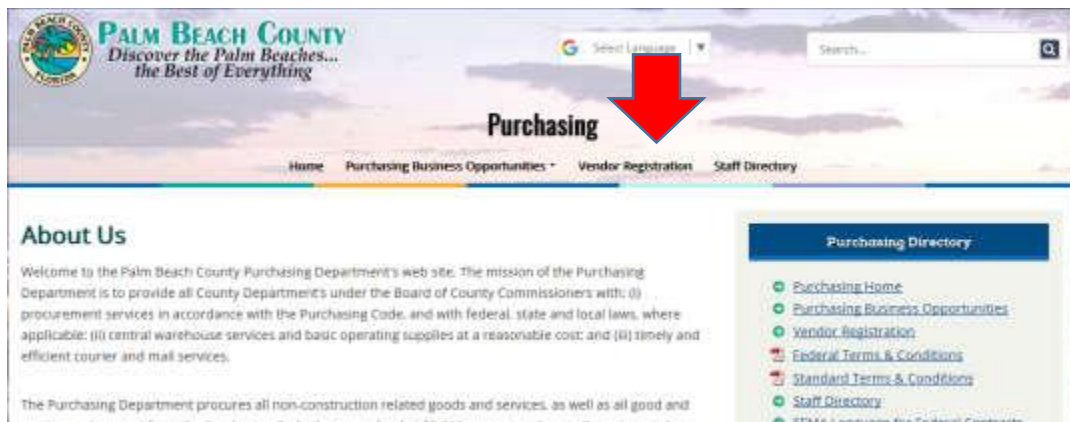
Step 3 is to verify your address and contacts.

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

<u>Note: Certified Browsers include: Internet Explorer, MS Edge, Android, FireFox, iOS. DO NOT USE Google Chrome.</u>

Vendor Self Service (VSS) Homepage

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.

Privacy Report | Contact Us

My User Information

Please create your User ID and Password in this section. Please DO NOT use your email address as your User ID. It is your responsibility to remember the User ID and Password you create. After you create the User ID and Password, you will be assigned the Primary Account Administrator for your Vendor Account.

Welcome, New

☐ User Information
☐ Verify and Submit Registration

Cancel Registration | Back | Next

▼ **General Information**

*User ID (case sensitive) : PropertyManager
(User ID should be between 2 and 16 characters in length)
*First Name : Jane
*Last Name : Doe
*Email : sgarcedserrano@pbcgov
*Re-enter Email : sgarcedserrano@pbcgov
*Phone : 561-616-6836   Ext. :
XXX-XXX-XXXX
Fax :
XXX-XXX-XXXX

▼ **Password**

*Password (case sensitive) : ●●●●●●   (Passwords should be between 2 and 16 characters in length)
*Re-enter Password : ●●●●●●
*Security Question : What is your favorite color?
*Security Answer (case sensitive): ●●●●
*Re-enter Security Answer : ●●●●

* Indicates a required field

Additional Resources & Information:

Cancel Registration | Back | Next

- As you complete each step and move to the next step, the system will check for errors.
  If there are errors:
- A notification message will be displayed at the top of the page.
- You must correct the errors indicated before continuing to the next step.
- If you need further assistance, or have questions, Palm Beach County VSS Assistance is available Monday-Friday, 8:00am-5:00pm EST by calling 561.616.6800
  or email at PBCVendor@pbcgov.org.

CGI Advantage   Purchasing Website   OEBO Website   PBC Vendor Directory

Privacy Report | Contact Us

Verify Email Address

To **continue** your VSS registration, we must verify your email address. When you receive the email we send you, follow the link provided or copy the link into your browser.

Welcome, New

☑ User Information
☐ Verify and Submit Registration

Make sure your own security setting will not block the receipt of this email. To prevent the email from being blocked, add the following address to your email contacts : PBCVendor@pbcgov.org

After clicking the Next button, a verification email will be sent to the following email address: sgarcedserrano@pbcgov.org

Additional Resources & Information:

Cancel Registration | Back | Next

- As you complete each step and move to the next step, the system will check for errors.
  If there are errors:
- A notification message will be displayed at the top of the page.
- You must correct the errors indicated before continuing to the next step.
- If you need further assistance, or have questions, Palm Beach County VSS Assistance is available Monday-Friday, 8:00am-5:00pm EST by calling 561.616.6800
  or email at PBCVendor@pbcgov.org.

Once you verify your email address you will received the notice below:

CGI Advantage   Purchasing Website   OEBO Website   PBC Vendor Directory

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

Close Browser

The email you will receive will read as follows:

Wed 2/17/2021 3:22 PM

PBCVendor@pbcgov.org

ADVMAIL: VERIFY YOUR PALM BEACH COUNTY (PBC) VENDOR SELF SERVICE (VSS) EMAIL ADDRESS

To   Stacey Garced-Serrano M.

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://pbcvsspr311.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://pbcvssp.co.palm-beach.fl.us/webapp/vssp/AltSelfService

Issued 3.30.21

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

Issued 3.30.21

Select Original or Corrected Address

Answer Address Information Questionnaire

Step 3: Address and Contacts

Complete the following:

Issued 3.30.21

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.

Issued 3.30.21

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.

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

Print a copy of your proof of registration so that you have your Vendor Code easily accessible.

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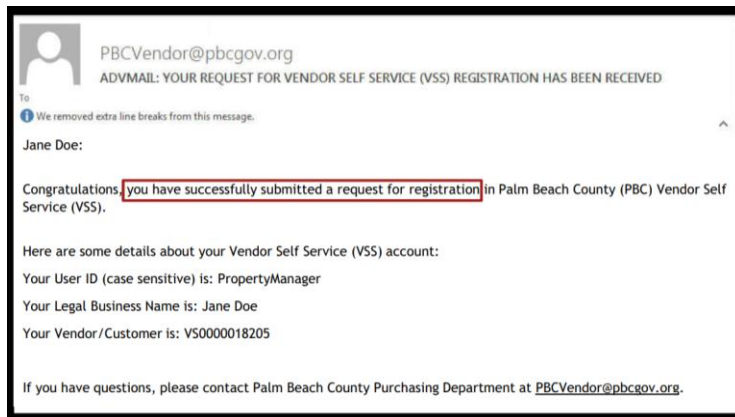
The VSS system updates 3 times a day. The sync cycles are displayed below.

Once your submission is processed you will receive another email verifying that you are registered.
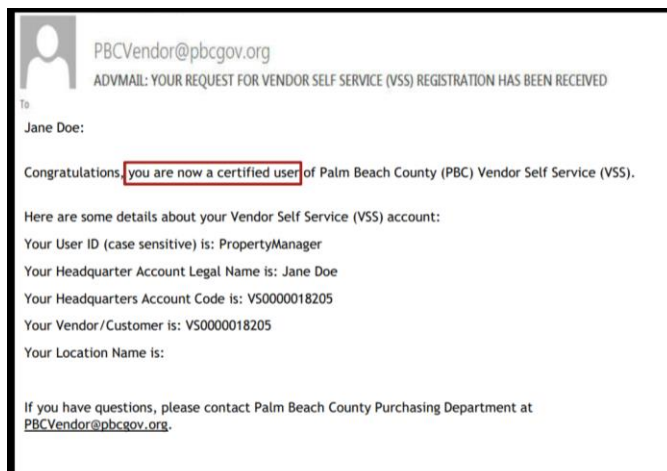
Q. I have a question regarding my VSS registration. Who do I contact for assistance?

If you have questions please email PBCLandlord@pbcgov.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.