



## Registering Your Business with the County Via Vendor Self-Service

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What you need to apply:

1. A completed W-9—if you do not have one you can get one to fill out here:  
<https://www.irs.gov/pub/irs-pdf/fw9.pdf>
2. A completed EFT Enrollment Form and voided check if you want to enroll in ACH/EFT payments—this can be found in the resources tab as outlined in the guide or via  
<https://newhanovercountyncvss.munisselfservice.com//custom/documents/EFT%20Vendor%20Enrollment%20Form.pdf>
3. Any insurance or certification documents that you want to include (if applicable)

1. Go to the New Hanover County website: <https://www.nhcgov.com/> then scroll down and click on "Business with NHC"

# NEW HANOVER COUNTY

the model of good governance

I want to:

[f](#) [t](#) [i](#) [l](#) [e](#) [y](#) [m](#)



Construction of the county's new Government Center is underway, so parking and traffic flow has been updated. Visitors who need to access services at the Government Center, located at 230 Government Center Drive, can continue to do so by parking in the South entrance lot off of Government Center Dr. and entering through the South entrance doors.



## NHC COVID-19 Vaccine Information »



Human Services



Public Safety



Children First



Quality of Place



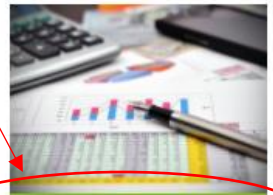
eData & Records



Economic Vitality



Land Use



Business with NHC

2. Once on the Finance page, select “Become a Vendor.”

## NEW HANOVER COUNTY

Finance

Enter your search terms



Home

About Us -

Budget -

Capital Projects

Forms & Fees -

Purchasing & Solicitation -

NHCGov.com > Finance



### Welcome to New Hanover County Finance Department

The Finance Department provides financial information and guidance to the Board of County Commissioners and County Manager in allocating public resources to meet the needs and expectations of the community. The department also maintains accurate financial information to support the overall fiscal management through a system of financial planning, reporting, and control. Finance staff oversee:

- budget and financial reporting
- cash disbursements, cash receipts, and collections
- county payroll
- grants

Make a Payment

Become a Vendor

Minority & Women Business Enterprise  
Program Information

3. This will take you to the Vendor Self-Service portal. Once there, select “Vendor Self Service.”

MUNIS OnLine Home Page

newhanovercountyncvss.munisselfservice.com

Managed bookmarks Home | Shorelines Munis Support | Tyl... ON Sign In NC SOS Business R... Finance - Home

NEW HANOVER COUNTY  
NORTH CAROLINA

## New Hanover County Vendor Self Service

Home

Vendor Self Service

4. From here, you will be able to register for an account and once registered, where you can log in.

Home

Vendor Self Service

Welcome to Vendor Self Service

Log in or register as a user to begin using Vendor Self Service

[Log in / Register](#)

Welcome to Self Service for Business Vendors.

**EXISTING VENDORS**

If you have registered with New Hanover County in the past, you will need to reset your password for access. Please select Login/Register above, select "Forgot Password?" on the next screen, and then follow the prompts.

**W-9** - If you have not submitted a W9 to us within the past year, please attach in in the "Attachments" section.

**NEW VENDORS**

If this is your first time here, you will need to select Login/Register above, select "Register for a new account" on the next screen, and then complete your Vendor information as requested.

**W-9** - This document is required for you to do business with the County and your vendor application cannot be approved without this document. If you need one, please use this link [WS.gov](#) to get the form.

**Minority Business (MBE Classifications)** - This information is helpful in our County and State reporting. If you are not a minority-owned business, you may skip this section.

**IMPORTANT INFORMATION**


If you are registering for a new account, you will need to verify your account via email as the mobile confirmation is not working at this time.

If you have problems accessing your vendor information, or if you would like help making these changes, please contact Katherine Wright at 910-798-7315 or [kwright@nhcgov.com](mailto:kwright@nhcgov.com).

If you are a vendor who is able to assist the County in **emergency situations**, please email your vendor number, name, and daytime contact phone number to Tamara Matthews at [tmatthews@nhcgov.com](mailto:tmatthews@nhcgov.com).

Thank you for doing business with New Hanover County!

5. You will be directed to this page where you will be able to register for an account

 **tyler identity**  
a total tyler solution

Identify. Authenticate. Empower.

Sign in to your account

Username

Password

Remember me

[Register for a new account](#)

**SIGN IN**

[Forgot password?](#) [Forgot username?](#)

6. Once you have entered your information, you will receive an email asking you to click on the link to verify your account.

Register for a new account


Email \*

First name \* Last name \*

Password \* Confirm password \*

CANCEL REGISTER

7. Once verified you will be redirected back to the log in page where you will enter your username and password that you just created.



Identify. Authenticate. Empower.

Sign in to your account

Username  
youremail@here.com

Password  
.....|

Remember me

[Register for a new account](#)

**SIGN IN**

[Forgot password?](#) [Forgot username?](#)



8. There are two options when you log in for the first time, “Link to Existing” or “Create New.”  
**Welcome to Vendor Self Service**

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**No vendor information is linked to your account.**

In order to fully use Vendor Self Service, please either register a new vendor or link to an existing vendor.

[Create New Vendor](#)

OR

[Link to Existing](#)

**Announcements**

**Welcome to Self Service for Business Vendors.**

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- a. For those of you who are already a NHC vendor, select “Link to Existing” where you will be prompted to enter your vendor number with the County—if you do not know what this is please, contact [vendorapplication@nhcgov.com](mailto:vendorapplication@nhcgov.com) – and your social security number or FID associated with your existing vendor profile.
  - i. **Note:** If your existing vendor profile has no commodity codes you will need to add at least one before you can update anything else on the vendor profile.

**Link to Existing Vendor**



Enter the information below to search for an existing vendor.

Vendor Number

Vendor FID/SSN

[Link to Existing](#)

- b. For those you who are creating a new profile, select “Create New Vendor” to begin the application.

- On the first page, the address entered needs to match the one listed on the W-9. Remittance addresses can be added on the next page under “additional address.” This is where you can fill out where you want your checks to be mailed. This only needs to be completed if it is different than the address listed on page 1.

**New Vendor Registration**

Address information Step 2

[Help](#)

Addresses

[add](#)

Name/DBA	Address	Is Default

[Continue](#)

- Page 3 is where you can add as many contacts as you would like, but you need at least 1. After the first one, you will be able to add any additional contacts on the next page.

**General Vendor Contacts**

[Help](#)

**Address Contacts**

Type	Name	Description	Email	Telephone
GENERAL - General Contacts	KATHERINE CHANEY		YOUR.EMAIL@HERE.COM	Phone: 910-555- 5555 Text: Fax:

[Continue](#) [New Contact](#)

- Next you will be prompted to input your commodity codes, please note that this is how our departments can search by vendors who provide a particular service. You must enter at least one commodity code, but you are able to enter multiple codes. The County uses the National Institute of Governmental Purchasing (NIGP) Commodity/Services Codes. If you are

unfamiliar, that is okay, we have a search feature by key words.

### Select Commodities

#### Select Commodities

Search for your commodities/services, then select and "Add". Search again and repeat as necessary. Click "Finished" when done.

Keyword(s) or commodity code(first 3 or more digits):

[List all commodities/services](#)

8814 Found [1-10](#) | [11-20](#) | [21-30](#) | [31-40](#) | [41-50](#) | [51-60](#) | [Next](#)

Select All	Code	Description
<input type="checkbox"/>	00505	Abrasive Equipment and Tools
<input type="checkbox"/>	00514	Abrasives, Coated: Cloth, Fiber, Sandpaper, etc.
<input type="checkbox"/>	00521	Abrasives, Sandblasting, Metal
<input type="checkbox"/>	00528	Abrasives, Sandblasting (Other than Metal)
<input type="checkbox"/>	00542	Abrasives, Solid: Wheels, Stones, etc.
<input type="checkbox"/>	00556	Abrasives, Tumbling (Wheel)
<input type="checkbox"/>	00563	Grinding and Polishing Compounds: Carborundum, Diamond, etc. (For Valve Grinding Compounds See Class 075)
<input type="checkbox"/>	00570	Pumice Stone
<input type="checkbox"/>	00575	Recycled Abrasives Products and Supplies
<input type="checkbox"/>	00584	Steel Wool, Aluminum Wool, Copper Wool, and Lead Wool

#### Currently Added

There are no commodities to display for this vendor.

13. Make sure you hit the add button before searching a new term and verify everything is on the "Currently Added" list before heading to the next page.

### Select Commodities

Search for your commodities/services, then select and "Add". Search again and repeat as necessary. Click "Finished" when done.

Keyword(s) or commodity code(first 3 or more digits):

[List all commodities/services](#)

1 Found [1-1](#)

[Select All](#)

Code

96888

Description

Tree and Shrub Removal Services

#### Currently Added

98852

Landscaping (Including Design, Fertilizing, Planting, etc., But Not Grounds Maintenance or Tree Trimming Services)

#### Currently Added

98852	Landscaping (Including Design, Fertilizing, Planting, etc., But Not Grounds Maintenance or Tree Trimming Services)	<a href="#">Remove</a>
96888	Tree and Shrub Removal Services	<a href="#">Remove</a>
33013	Fencing, Chain Link (Including Fabric, Gates, Panels, Posts and Fittings)	<a href="#">Remove</a>
33038	Fencing, Plastic	<a href="#">Remove</a>
33049	Fencing, Split Rail	<a href="#">Remove</a>
91027	Garbage/Trash Removal, Disposal and/or Treatment	<a href="#">Remove</a>



14. Then you will be taken to the review page where you can modify any information and at the bottom you will be able to attach any documents (W-9, EFT Enrollment Form, voided checks, etc) to the default vendor attachment. **Please note that a signed W-9 is required to do business with the County and any application will be deleted if not received or attached within 5 business days of the submission.**

Attachment Type	Description	Required	Attachments	
General	Documents are not assigned to a type		(0)	Attach
default	Vendor Attachment		2020 W-9 NHC.pdf (Not yet saved)	Attach

- a. You will not be able to receive EFT payments without attaching a completed EFT Enroll form and voided check. The form can be found here:

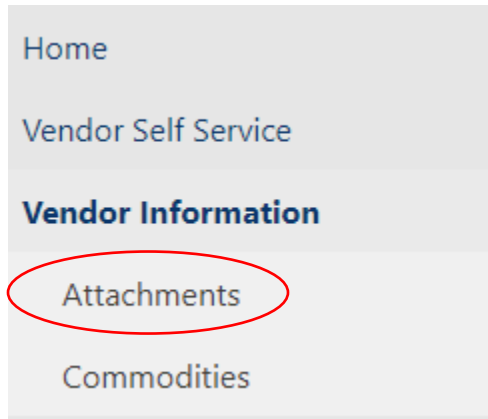
The screenshot shows the 'NEW HANOVER COUNTY' Vendor Self Service portal. A navigation menu on the left includes 'Home' and 'Vendor Self Service'. The main content area says 'Welcome to Vendor Self Service' and 'Log in or register as a user to begin using Vendor Self Service'. A 'Log In / Register' button is present. A 'Resources' dropdown menu is open, listing 'W-9 Form', 'Vendor Application', 'EFT Form', and 'W-9 Form/Vendor App/EFT Form'. The 'EFT Form' link is circled in red. A red arrow points from a document icon in the top navigation bar to the 'EFT Form' link.

15. If you apply and miss submitting a W-9 on the review page, you will be able to resolve this in 3 ways.

- a. The page after the submissions has a link to upload the attachment.

The screenshot shows the 'New Vendor Registration Registration Confirmation' page. It features a green checkmark icon and the text 'Registration has been completed.' Below this, a red link reads 'Please attach a copy of your completed and signed W-9 to this registration'. A message states 'You will be contacted when your information has been reviewed.' Under the heading 'You can now:', there are two bullet points: 'Register for commodities/services and/or update your profile.' and 'Upload attachment documents to your profile.' The second bullet point is circled in red. A red arrow points from the 'Vendor Self Service' link in the left navigation menu to the 'Upload attachment documents to your profile.' link.

- b. You can also select attachments under vendor information on the side panel.



- c. You can email the W-9 to [vendorapplication@nhcgov.com](mailto:vendorapplication@nhcgov.com)