ProcureAz Vendor FAQ

Support

How do I get help when I have a problem logging in to ProcureAz?
The **Login Assistance** link located at the bottom of the login box can assist you with locating your username and resetting your password.

If you are still experiencing difficulty logging in to ProcureAz, please call the Help Desk at 602-542-7600 and press 3 or send an email to procure@azdoa.gov.

Why do I have to reset my password?

New password policies have been put in place. All passwords are now required to be updated every 30 days. New passwords must be different than previously used passwords or they will not be accepted by the system.

How do I get help if I have questions about bid requirements?
If you have questions about a bid please contact the person listed as the Info Contact in the Header Information section of the bid. A contact email address and phone number are usually listed with the name.

How do I get help responding to a bid (creating a quote)?

When you need assistance with a quote that is due today call the Help Desk at 602-542-7600 and press 1 during the message, or send an email to procure@azdoa.gov. When you need assistance with a quote that is due later than today call the Help Desk at 602-542-7600 and press 3 during the message, or send an email to procure@azdoa.gov.

How do I know my quote has been submitted?

You should receive a confirmation email from ProcureAz after you have submitted your quote. If you don't receive the email within 15 minutes of clicking the **Submit** button on the **Summary** tab of your quote call the Help Desk at 602-542-7600 and press 1 during the recorded message or email procure@azdoa.gov if your quote is due today. If your quote is due later than today call the Help Desk at 602-542-7600 and press 3 during the message, or send an email to procure@azdoa.gov.

How do I get help updating my vendor profile in ProcureAz?

The quick reference guide "Profile Maintenance" provides information on updating your vendor profile and is available for download at https://spo.az.gov/contractor-resources/procureaz-resources-for-vendors. If you need further assistance call the Help Desk at 602-542-7600 and press 3 during the recorded message.
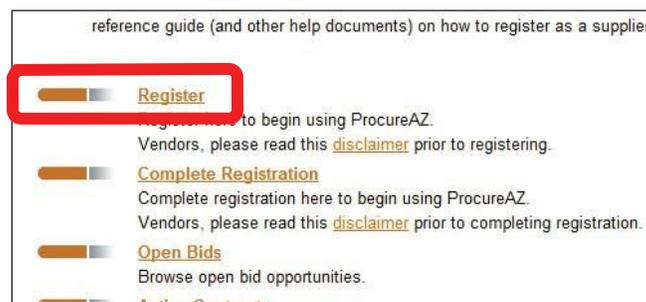
How many users can I add to my vendor profile?

The seller administrator of your vendor profile may add as many users as they need to. The quick reference guide "Profile Maintenance" provides information on updating your vendor profile and is available for download at https://spo.az.gov/contractor-resources/procureaz-resources-for-vendors. If you need further assistance call the Help Desk at 602-542-7600 and press 3 during the recorded message.

Registration

How do I register as a vendor in ProcureAz?

The step-by-step "Vendor Registration" details the process for registering as a vendor in ProcureAz and is available for download at https://spo.az.gov/contractor-resources/procureaz-resources-for-vendors. The process starts by going to http://procure.az.gov and clicking the **Register** link:

What do I do if I try to register and ProcureAz says my tax identification number already exists?
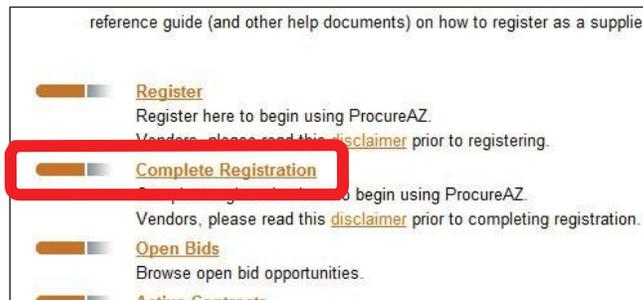
This message means your tax identification number is already registered with ProcureAz. This could mean you already have an active registration or a registration was started and never completed. Call the Help Desk at 602-542-7600 and press 3 during the recorded message. Staff will be able to assist you in retrieving or resetting login information.

What do I do if I receive a pre-registration notification email during/after registering?
The pre-registration email provides you with your vendor identification number which will need to be used if you do not complete your registration in one sitting. Once you complete your registration, another email will be generated informing you of your login/password information. If you have any questions call the Help Desk at 602-542-7600 and press 3 during the recorded message

What do I do if I have to stop in the middle of the registration process?
You can access your partially finished vendor registration by clicking the **Complete Registration** link on the ProcureAz homepage located at http://procure.az.gov. If you leave the process in the middle you should receive a pre-registration notification email that has your vendor identification number and email address. Use this information to log in to complete your registration. If you need assistance call the Help Desk at 602-542-7600 and press 3 during the recorded message. Staff will be able to help you complete your registration.

Bid Notification

How do I automatically receive notifications of bids from ProcureAz?
Automatic notifications of bids are based on the commodity codes (NIGP codes) you added to your vendor profile (see pages 11-12 in the "Vendor Registration" step-by-step guide, available for download at https://spo.az.gov/contractor-resources/procureaz-resources-for-vendors.

Will I receive bid notifications for my company every time a bid is released?
Since there is no guarantee a purchasing officer will choose one of the commodity codes linked to your vendor profile when publishing a bid, check the Open Bids link at http://procure.az.gov every couple of weeks to make sure you are not missing a business opportunity (you do not need to be logged in to your vendor profile when using the **Open Bids** link).

Training

<u>Is training available for vendors using ProcureAz?</u>
Occasionally webinars are offered to vendors for training. Training opportunities will be posted as news items on the Seller homepage of ProcureAz.

Additional assistance may be found in the Quick Reference Guides available for download at
https://spo.az.gov/contractor-resources/procureaz-resources-for-vendors.