ProcureAZ Vendor FAQ

Support

How do I get help when I have a problem logging in to ProcureAZ?
When you have a problem logging in to ProcureAZ call the Help Desk at 602-542-7600 and press 3 or send an email to procure@azdoa.gov.

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.

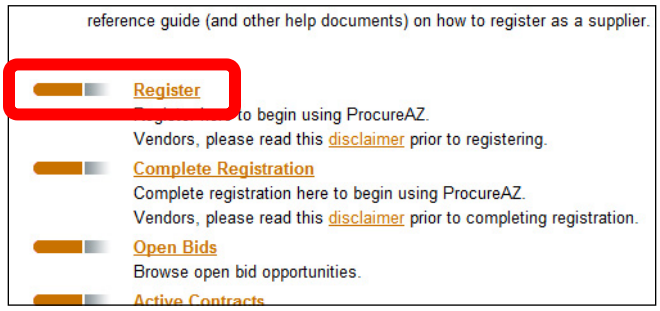
How do I get help updating my vendor profile in ProcureAZ?
The quick reference guide "Profile Maintenance" provides information on updating your vendor profile and is available for download at http://www.spo.az.gov/ProcureAZ/Vendors/default.asp. If you need further assistance call the Help Desk at 602-542-7600 and press 3 during the recorded message.

How do I get help adding or deleting users to my vendor profile?
The quick reference guide "Adding a User" provides information on updating users in your vendor profile and is available for download at http://www.spo.az.gov/ProcureAZ/Vendors/default.asp. 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 http://www.spo.az.gov/ProcureAZ/Vendors/default.asp. The process starts by going to http://procure.az.gov and clicking the **Register** link:

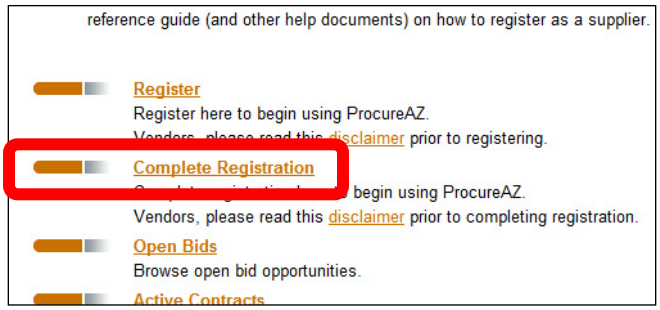


What do I do if I try to register and ProcureAZ says my tax identification number already exists?

If you see a message stating your tax identification number is already in the system, your vendor profile may have been imported into ProcureAZ from the old SPIRIT system or someone else has already registered your company. 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 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 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.



What do I do if I receive a pre-registration notification email during/after registering?

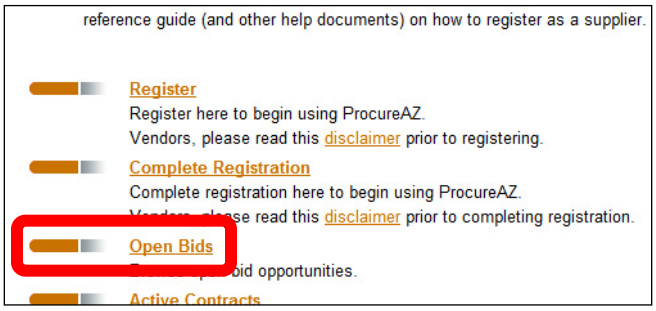
If you receive a pre-registration notification email during the registration process it is because it is automatically generated by the system after a certain period of time. Just continue on with your registration. If you have already completed your registration, no worries—the email may be ignored. If you have any questions call the Help Desk at 602-542-7600 and press 3 during the recorded message

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 http://www.spo.az.gov/ProcureAZ/Vendors/default.asp).

The email address entered in the Company Email field on the General Organization Information screen is the only one that will receive automatic notifications of bids.

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

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

It is highly recommended you watch the recorded webinar "Solicitation Response & Purchase Order Management" (located for download at http://www.spo.az.gov/ProcureAZ/Vendors/default.asp). Please download and install the GoToMeeting codec located at https://www3.gotomeeting.com/codec?Portal=www.gotomeeting.com prior to viewing the video.

Additional assistance may be found in the Quick Reference Guides available for download at http://www.spo.az.gov/ProcureAZ/Vendors/default.asp.