CITY OF WILMINGTON
NORTH CAROLINA

MSS Vendor Self Service (VSS)

For more information, visit vendor.selfservice@wilmingtonnc.gov..

Version, 2020.1

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Vendor Self Service Overview

Vendor Self Service (VSS) provides vendors with web-based access to information stored in your organization's Munis® database. The information is drawn from multiple Munis products, including Accounts Payable, Purchasing, Contract Management, Bid Management, and EAM.

Using VSS, vendors can enter and maintain their contact and remittance information, discount and payment terms, designated contact persons, and the commodity codes that represent the goods and services the vendor can provide.

A listing of the vendor's current and prior 1099 data, purchase orders, invoices, contracts, checks, and work orders is available in VSS. This information is entered by users in your organization using Munis programs, and the information is available to vendors for inquiry purposes only.

VSS allows vendors to search for and view bid request information, and then use that information to submit a bid offer or quote. The submission process creates bid records in your Munis database that can be examined and evaluated by your organization's bid management personnel.

The fields and options available to vendors in VSS are determined by your VSS administrators. Refer to the MSS Administration Guide for Vendor Self Service (VSS) for details on modifying VSS permissions.

Vendor Self Service Users

Vendor Self Service requires vendors who exist in your Munis database to register using the VSS website to gain access to their information. To successfully link a vendor's VSS registration with their Munis record, you must provide the vendor with the Munis vendor ID number assigned by your organization. The vendor enters the number in the Vendor ID box during registration.

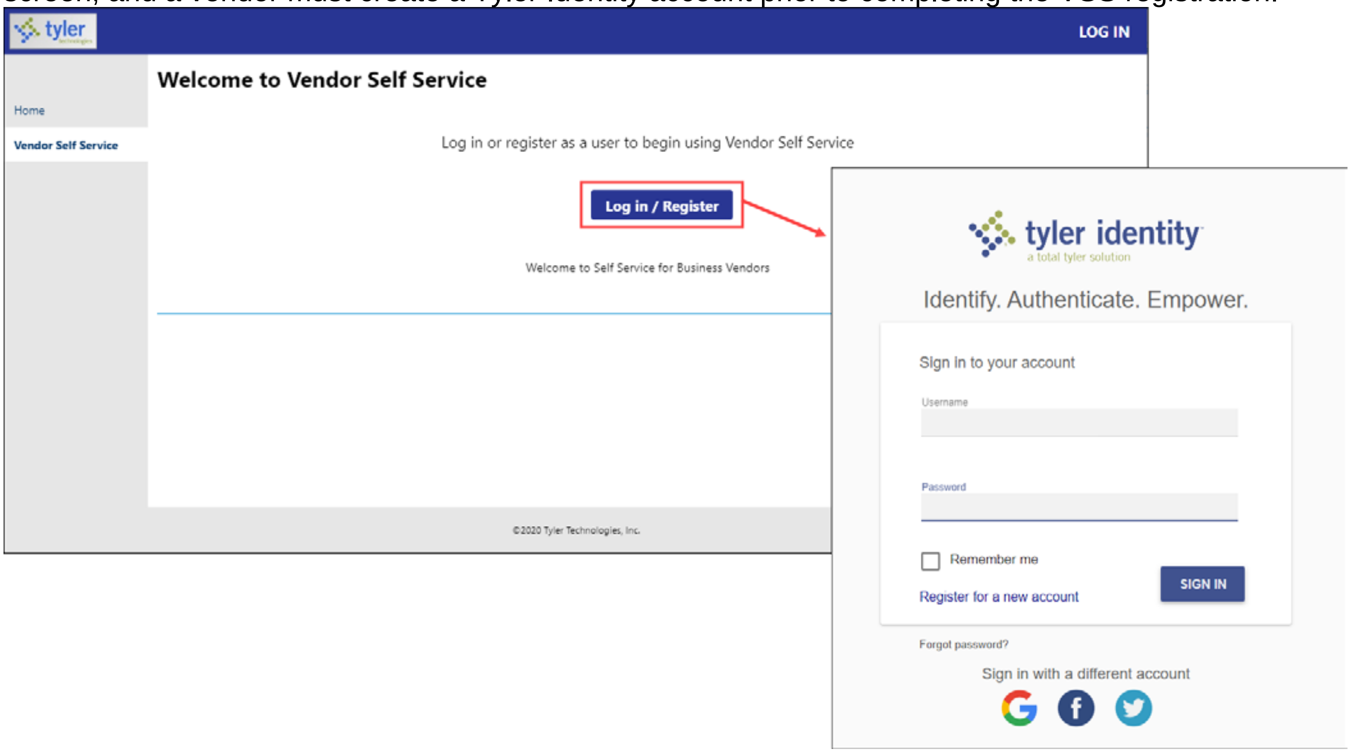
Potential vendors who do not exist in your Munis database can complete the registration process, but they are granted limited access to VSS. When completed by a potential vendor, the registration process creates a new record in the Vendors program in Munis. A user from your organization with Munis vendor maintenance permissions must change the status of the newly created record to Active in Munis. A Vendor Self Service administrator must grant the vendor's user ID access to the appropriate pages in VSS before the vendor can fully utilize the site.

Vendor Self Service and Tyler Identity

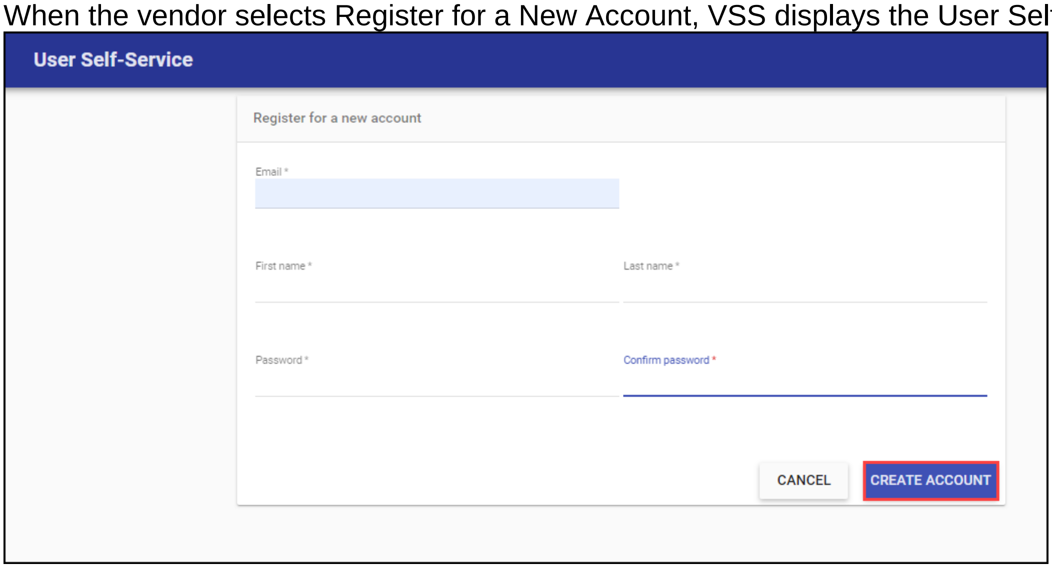
Log-in to VSS requires a Tyler Identity account. For existing users, your organization's administrator can use the Authentication Configuration page within your MSS Hosting site to create log-in accounts with default passwords for all users in our database who have active email addresses. In this case, the administrator can customize a message directing users how to log in to VSS using the Tyler Identity log-in screen. New users will create a Tyler Identity account as part of the registration process.

Vendor Registration

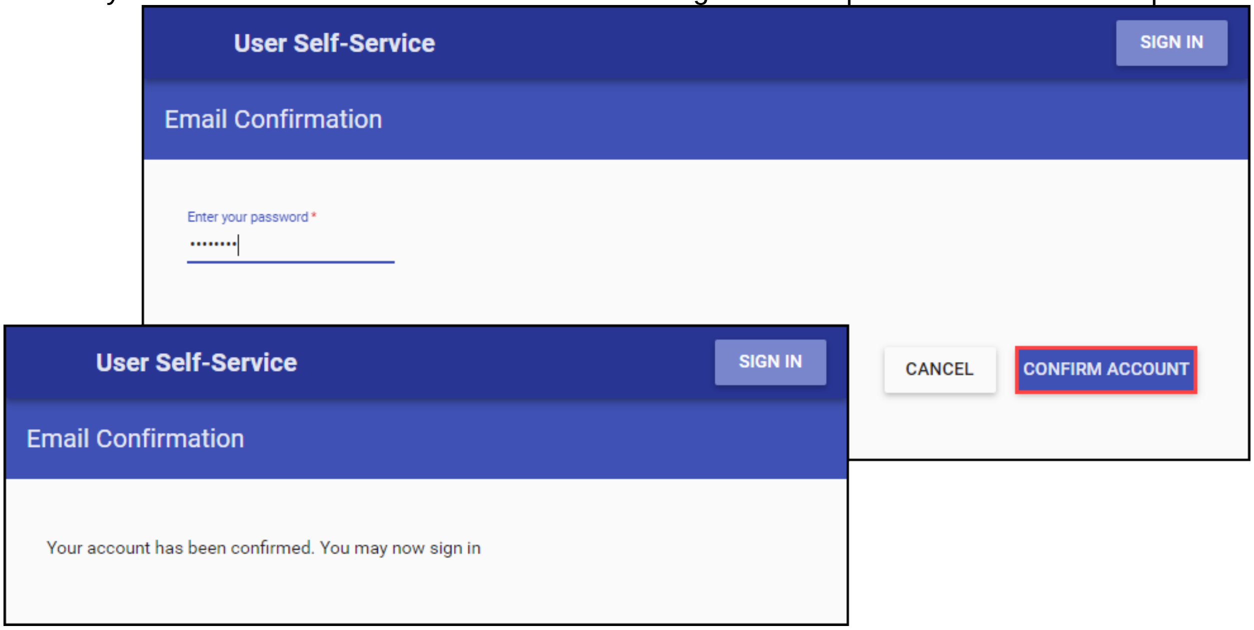
Vendors must register to access Vendor Self Service, whether they have been previously entered into the Vendors program in Munis or not. Both prospective and existing Munis vendors register for VSS by clicking Log In/Register on the Vendor Self Service page. The program displays the Tyler Identity screen, and a vendor must create a Tyler Identity account prior to completing the VSS registration.



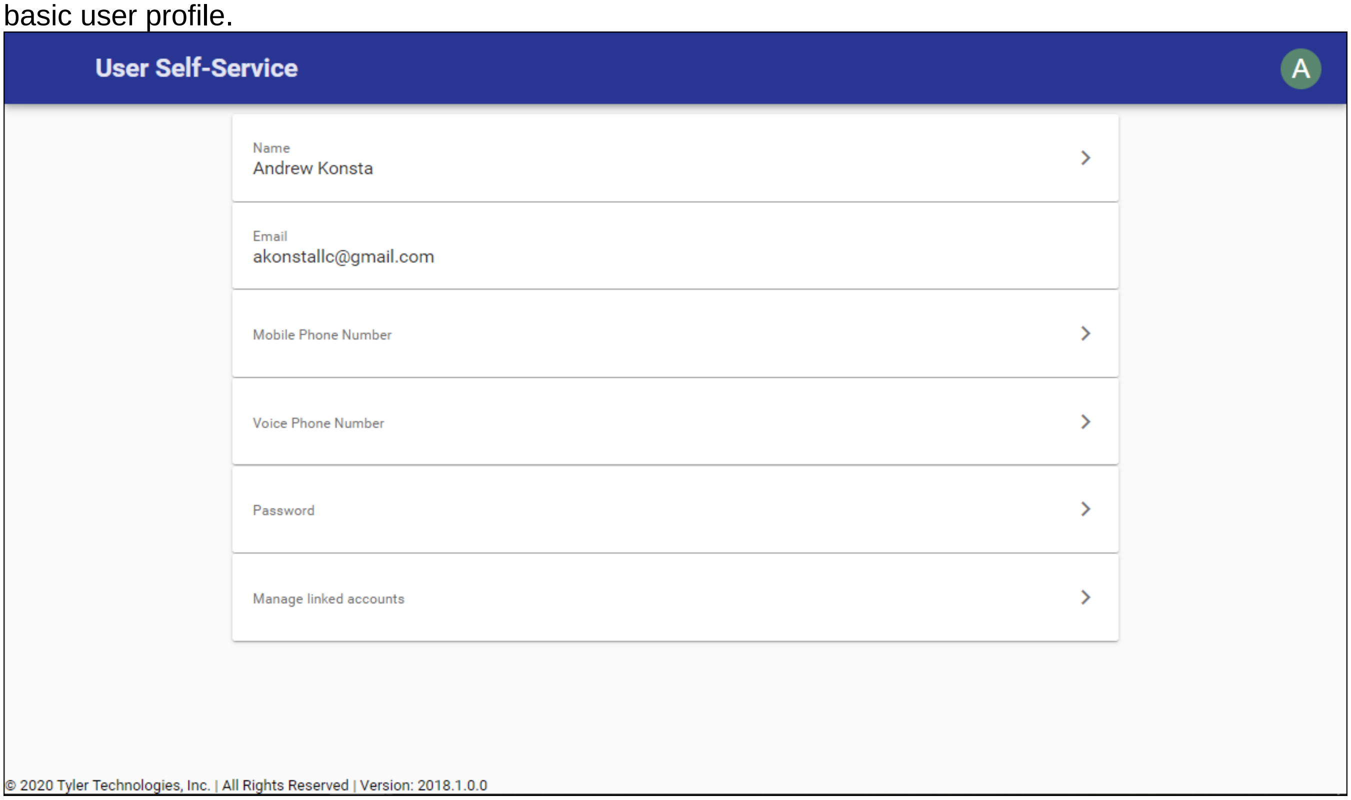
When the vendor selects Register for a New Account, VSS displays the User Self-Service screen.



Vendors must enter a valid email address, along with name and password information. The Create Account option returns the vendor to the Tyler Identity log-in screen. However, vendors cannot log in until they have received an email confirmation message and completed the confirmation process.

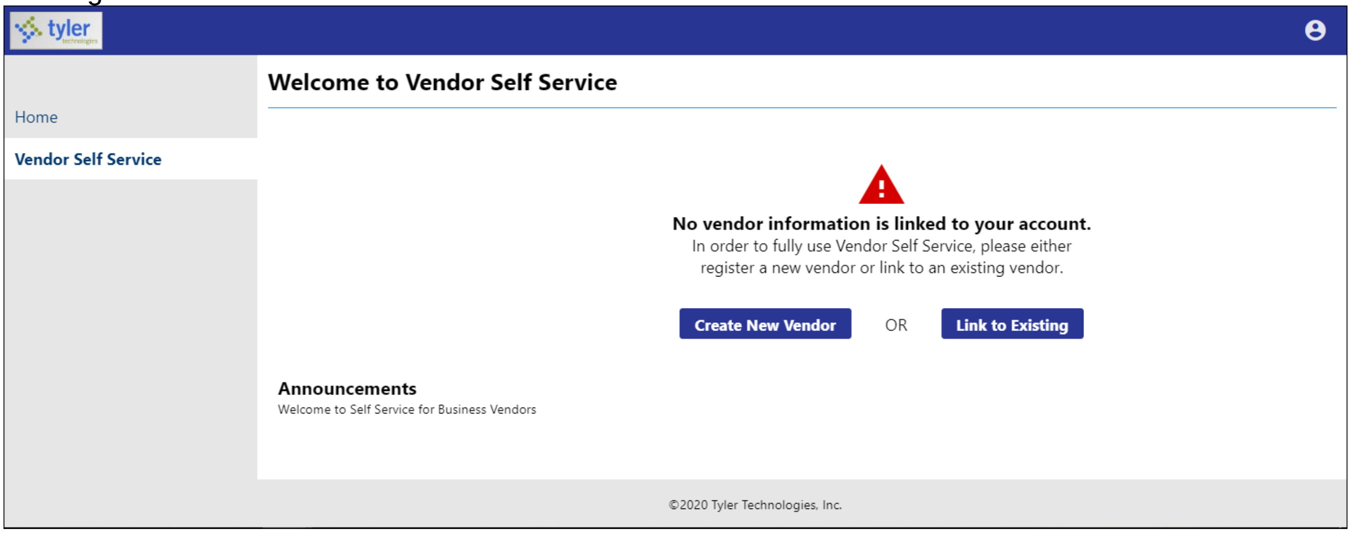


Once logged in to the VSS application, vendors complete the User Self-Service screen to create a basic user profile.



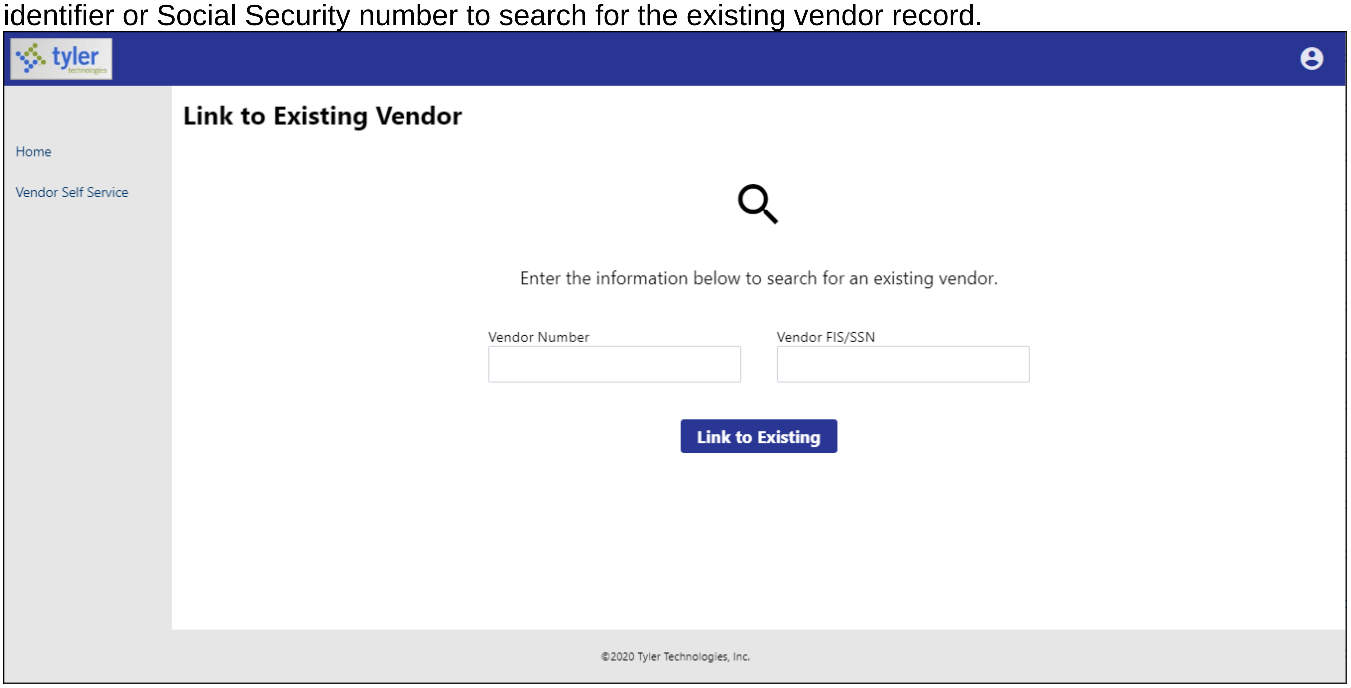
When the User Self-Service screen is completed, the vendor must sign out of VSS and log in again to complete the registration process.

Once the vendor successfully registers and logs in to VSS, the program provides the Welcome to Vendor Self Service page. This page includes options to create a new vendor record or link to an existing Munis vendor record.



Linking to an Existing Munis Vendor Record

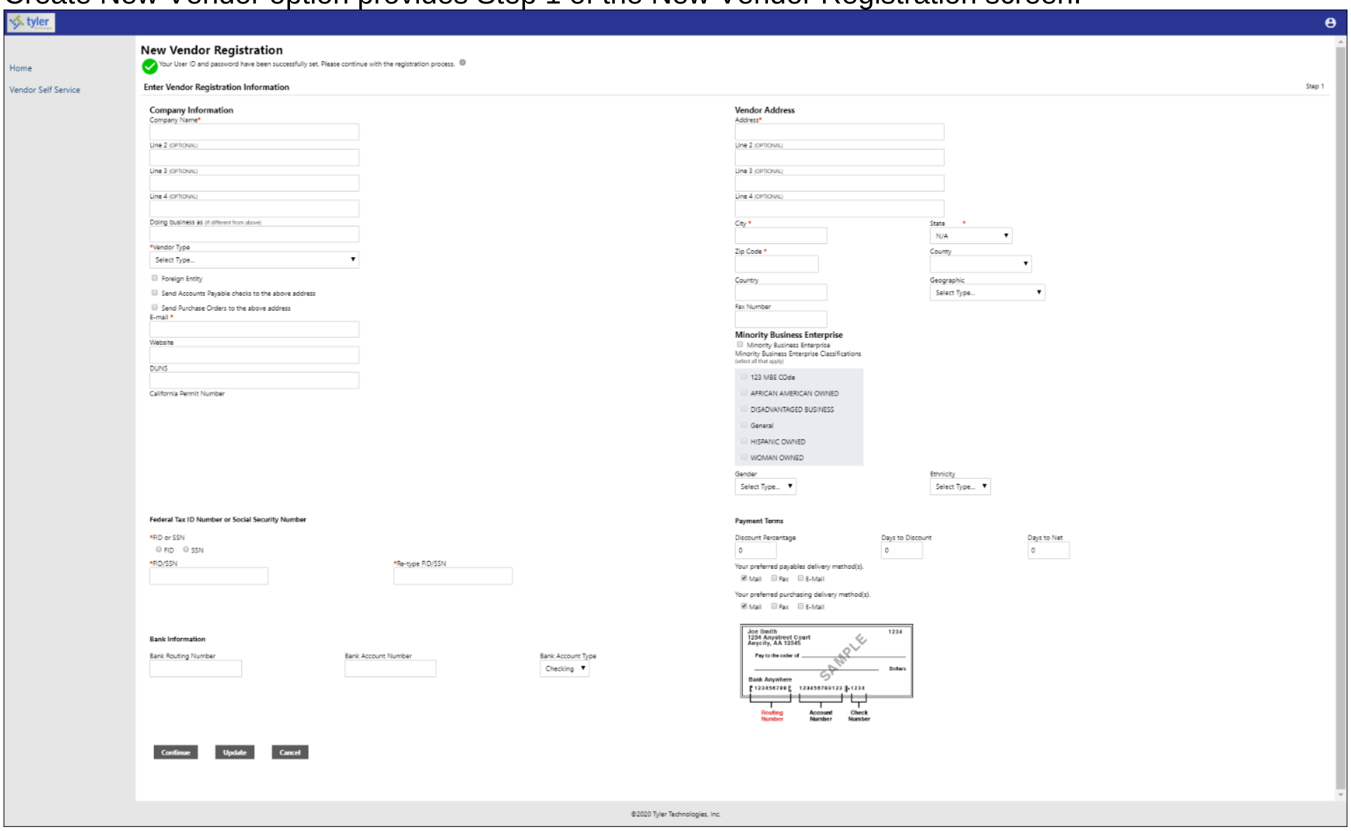
If the vendor has an existing record in the Munis Vendors program, the Link to Existing option provides the Link to Existing Vendor screen, where you can enter the vendor number and the vendor's federal identifier or Social Security number to search for the existing vendor record.



When existing Munis vendors complete the Vendor Number and Vendor FIS/SSN boxes and click Link to Existing, VSS verifies the entered information with the vendor record in Munis. If all information matches, the vendor is automatically presented with the Vendor Information page. They do not have to complete the remaining steps of the registration process. However, in order to complete the process successfully, the vendor must know the Munis vendor ID assigned by your organization, which is the vendor number in the Munis Vendors program. The value entered in the Vendor FIS/SSN box must match the value from the Munis vendor record exactly.

Creating a New Vendor Record

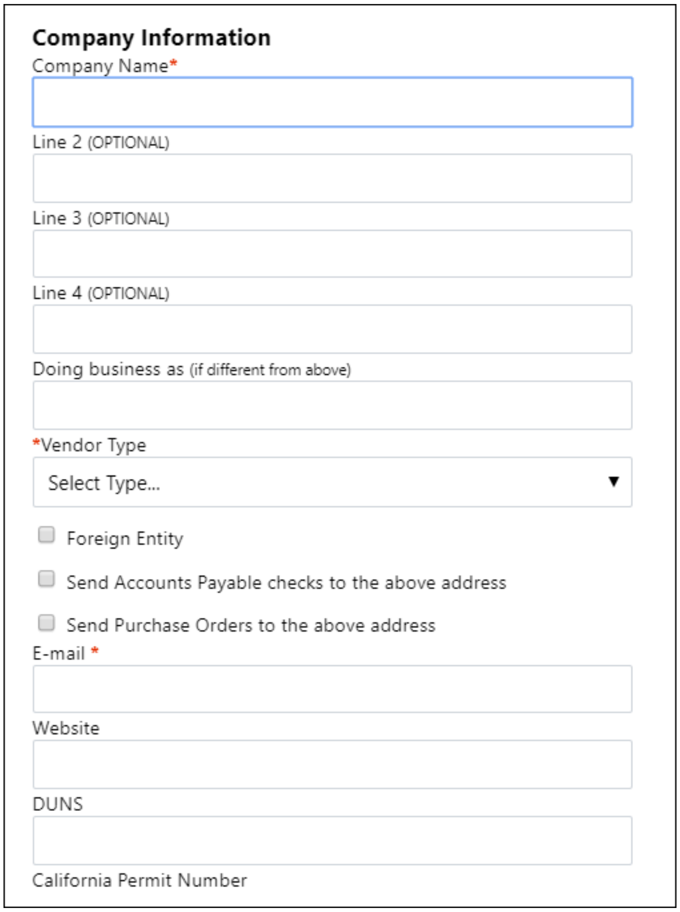
If the vendor does not have an existing record in the Vendors program in Munis Accounts Payable, the Create New Vendor option provides Step 1 of the New Vendor Registration screen.



Vendors must complete the required fields to specify the information for the new vendor record.

Company Information

The Company Information group of the New Vendor Registration page defines basic information about the vendor.


Company Information

Company Name*

Line 2 (OPTIONAL)

Line 3 (OPTIONAL)

Line 4 (OPTIONAL)

Doing business as (if different from above)

*Vendor Type

Select Type...

☐ Foreign Entity

☐ Send Accounts Payable checks to the above address

☐ Send Purchase Orders to the above address

E-mail *

Website

DUNS

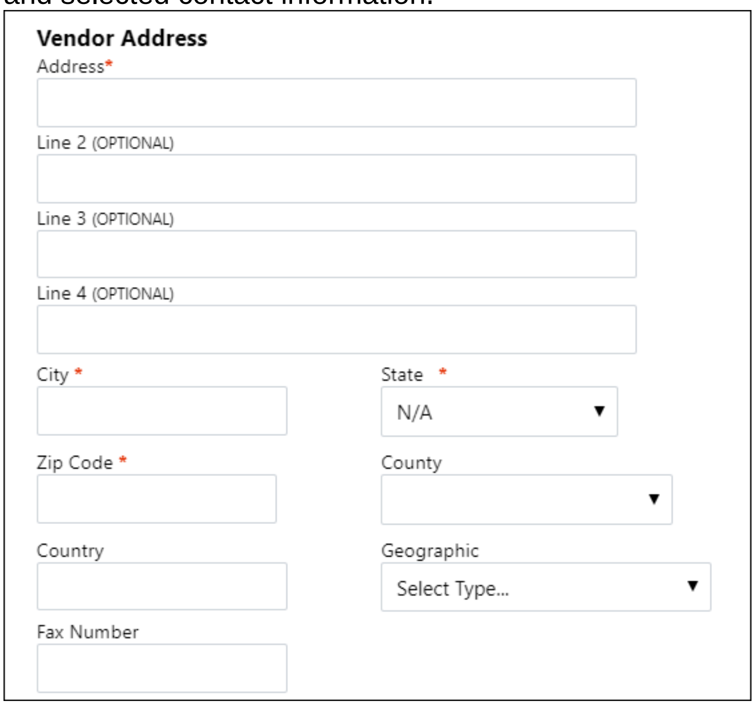
California Permit Number

Field	Description
Company Information	
Company Name	Contains the vendor’s name or business name. The value entered here appears in the Alpha box in the Vendors program. Legal business name or Individual name as shown on Line #1 of W9.
Line 2 Line 3 Line 4	Stores additional vendor name or business name information, such as an address. These fields are optional.
Doing Business As (If Different from Above)	Indicates the vendor’s doing business as (DBA) name, if applicable. As shown on Line #2 of the W9.
Vendor Type	Sets the type code for the vendor. Vendor type codes are defined by your organization using the Accounts Payable Miscellaneous Codes program in Munis. Your organization must define at least one vendor type code in order to allow vendors to successfully register in Vendor Self Service. If no vendor type codes exist, vendors cannot complete the registration process.
Foreign Entity	When selected, indicates that the vendor is a foreign entity.
Send Accounts Payable Checks to the Above Address	When selected, sends accounts payble (AP) checks to the address indicated on the previous lines in the Company Information group rather than the address in the Vendor Address group.

Field	Description
Send Purchase Orders to the Above Address	When selected, sends purchase orders (POs) to the address indicated on the previous lines in the Company Information group rather than the address in the Vendor Address group.
Email	Contains the vendor’s primary email address. It is the address to which all notifications and alerts are sent, such as registration confirmation messages or password hints. Additional email addresses for vendor contacts are defined later in the registration process.
Website	Includes the URL for the vendor’s website.
UEI (UNIQUE ENTITY IDENTIFIER)	Indicates the 13-digit Data Universal Numbering System (UEI) number assigned to the vendor organization. The UEI number is a unique 13-character identification number provided by SAM’S.GOV. The SAM’S number is used by the federal government to monitor business entities. A DUNS number is required for federal grants and proposals.
California Permit Number	Identifies the permit number for vendors who do business in California.

Vendor Address

The Vendor Address group of the New Vendor Registration page specifies the vendor's main address and selected contact information.

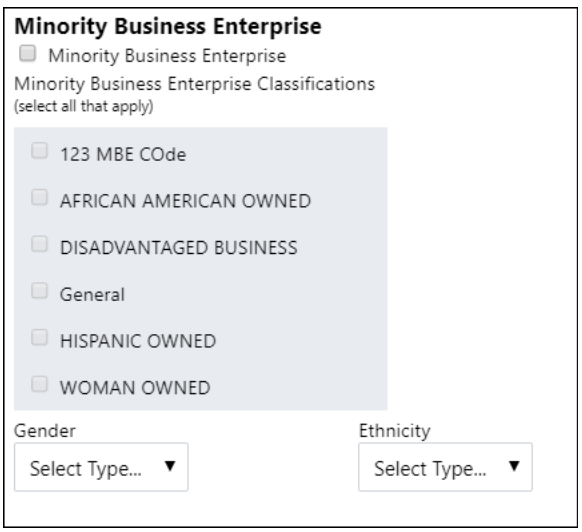


Field	Description
Vendor Address	
Address Line 2 Line 3 Line 4	Define the vendor’s main address.
City	Specifies the city portion of the vendor's address.

Field	Description
State	Establishes the state portion of the vendor's address. The vendor must enter a two-letter state postal abbreviation code in this box.
Zip Code	Contains the ZIP Code™ portion of the vendor's address.
County	Identifies the county portion of the vendor's address, if applicable. This information may be relevant if the vendor resides in a county that collects county-specific sales tax.
Country	Sets the country for addresses that are outside of the United States.
Geographic	Indicates the vendor’s geographic code. The codes are defined in Munis using the Accounts Payable Miscellaneous Codes program.
Fax Number	Displays the vendor’s fax number, if applicable. This box can be hidden by a VSS administrator by clearing the Address Fax Number check box on the Field Settings tab of the Vendor Administration page.

Minority Business Enterprise

The New Vendor Registration page contains a Minority Business Entity (MBE) section that must be completed by vendors that are designated as minority business enterprises. A minority business enterprise is typically defined as a business that is at least 51% owned and operated by a minority. These businesses are typically certified by a city, state, or federal agency.

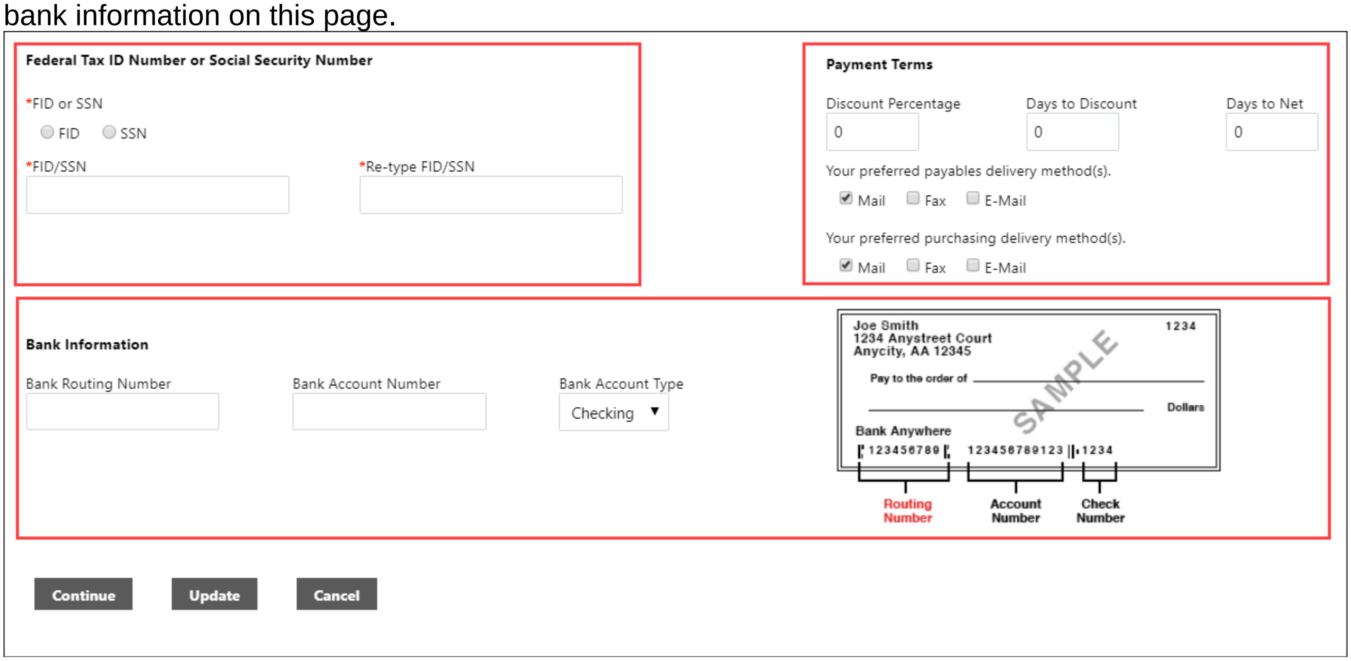


Field	Description
Minority Business Enterprise	
Minority Business Enterprise	Indicates that the vendor is a minority business enterprise, when selected.
Minority Business Enterprise Classifications (Select All That Apply)	Define which MBE classifications the vendor possesses. The classifications displayed in the section are created and maintained by your organization using the Accounts Payable Miscellaneous Codes program in Munis. The vendor can select one or more of the check boxes, but the General check box is always selected and cannot be cleared. The MBE Classifications section displays the number of certifications of each type that the vendor possesses. If the VSS administrator has

Field	Description
	enabled certification management, vendors can click **Manage** for a classification to maintain certifications. See Appendix A—Managing Minority Business Enterprise Certificates for more information.
Gender Ethnicity	Contain the vendor gender and ethnicity codes your organization has defined in Munis using the Accounts Payable Miscellaneous Codes program. If no codes have been created, these lists cannot be used. The values selected from the lists determine the vendor's gender and ethnicity for vendor statistic and tracking purposes. A VSS administrator can hide the lists from view by clearing the check boxes on the Field Settings page in Vendor Administration.

Federal Tax ID Number or Social Security Number, Payment Terms, and Bank Information

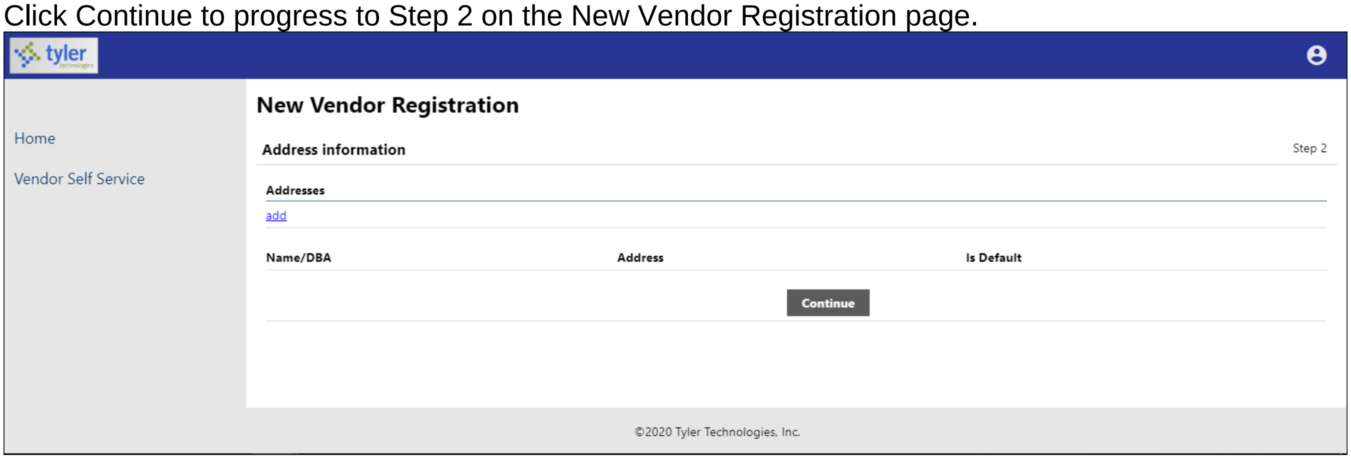
The groups at the bottom of the New Vendor Registration page specify tax, payment, and banking information for the vendor. The FID or SSN must be a unique value that is not used by any other vendor profile, unless your organization has selected the Allow Duplicate FIDs/SSNs check box in the Accounts Payable program.
The Bank Information section does not display unless your VSS administrator has enabled entry of bank information on this page.



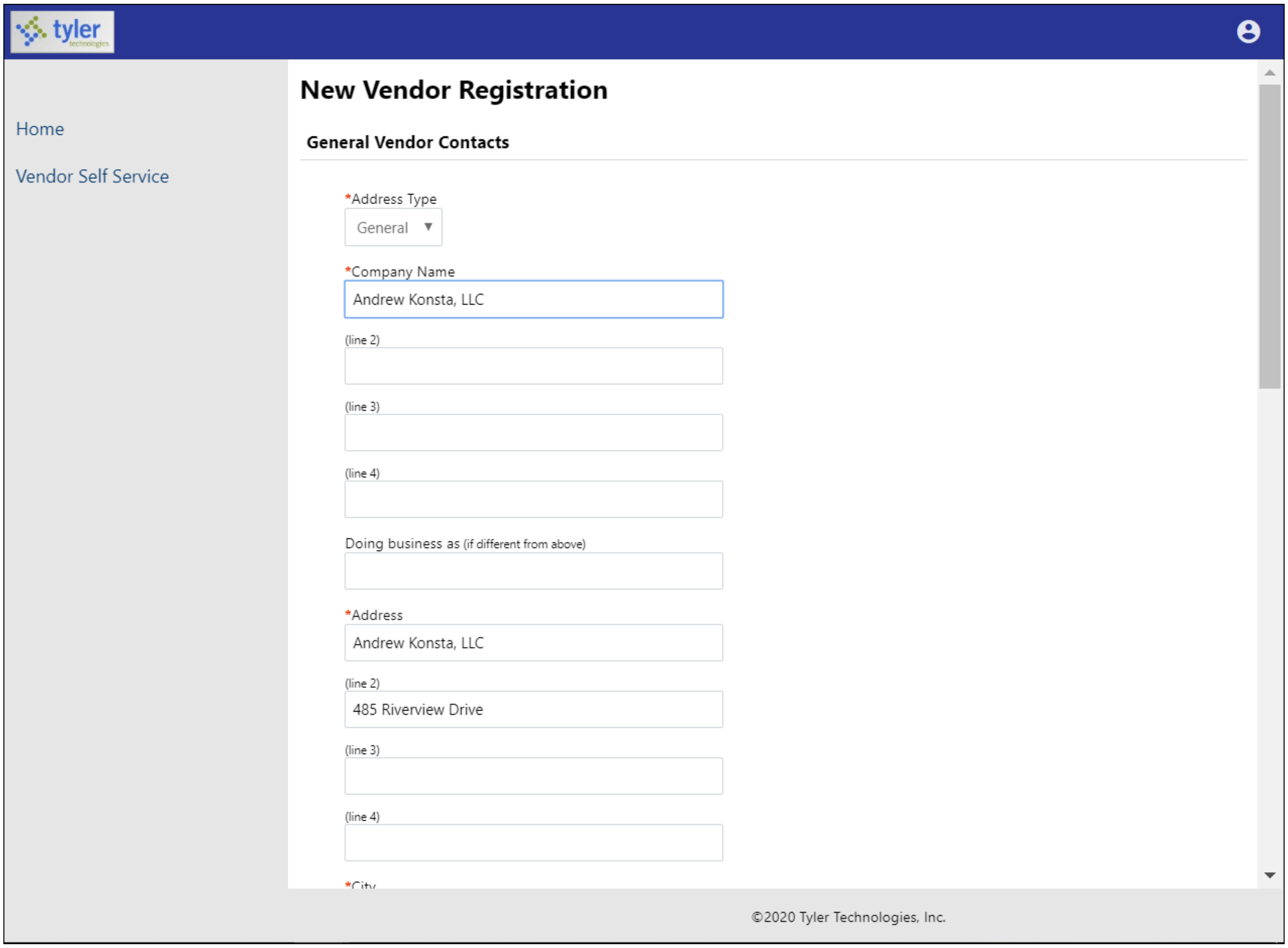
Field	Description
Federal Tax ID Number or Social Security Number *(The fields in this group are all required.)*	
FID or SSN	Requires the vendor to select whether to enter a federal tax identification number or a Social Security number.
FID/SSN	Identifies the vendor's federal tax identification number or Social Security number. If SSN is selected, the Social Security number must be entered in the format nnn-nn-nnnn.

Field	Description
Re-type FID/SSN	Provides space to re-enter the vendor's FID or SSN to confirm the correct value.
Payment Terms	
Discount Percentage	Defines the discount percentage the vendor extends to your organization.
Days to Discount	Contains the number of days within which payment must be received by the vendor in order for your organization to claim the discount percentage.
Days to Net	Indicates the number of days that the vendor allows before requiring net payment.
Your Preferred Payables Delivery Method Your Preferred Purchasing Delivery Method	Determine the vendor’s preferred delivery method for payables and purchasing documents. A VSS administrator can hide the check boxes from view by clearing the equivalent check boxes on the Field Settings page in Vendor Administration. The administrator can also restrict the delivery method to only one selection.
BANK INFORMATION - THIS SECTION IS FOR THE ACH METHOD OF PAYMENT - YOU ARE REQUIRED TO UPLOAD AN ACH AGREEMENT FORM AND OFFICIAL BANK LETTER OR VOIDED CHECK.	
Bank Routing Number	Determines the routing number of the bank account to which payments made to the vendor should be sent. The program automatically selects the correct bank code based on the entered routing number.
Bank Account Number	Contains the vendor’s bank account number.
Bank Account Type	Indicates the type for the entered account: checking or savings.

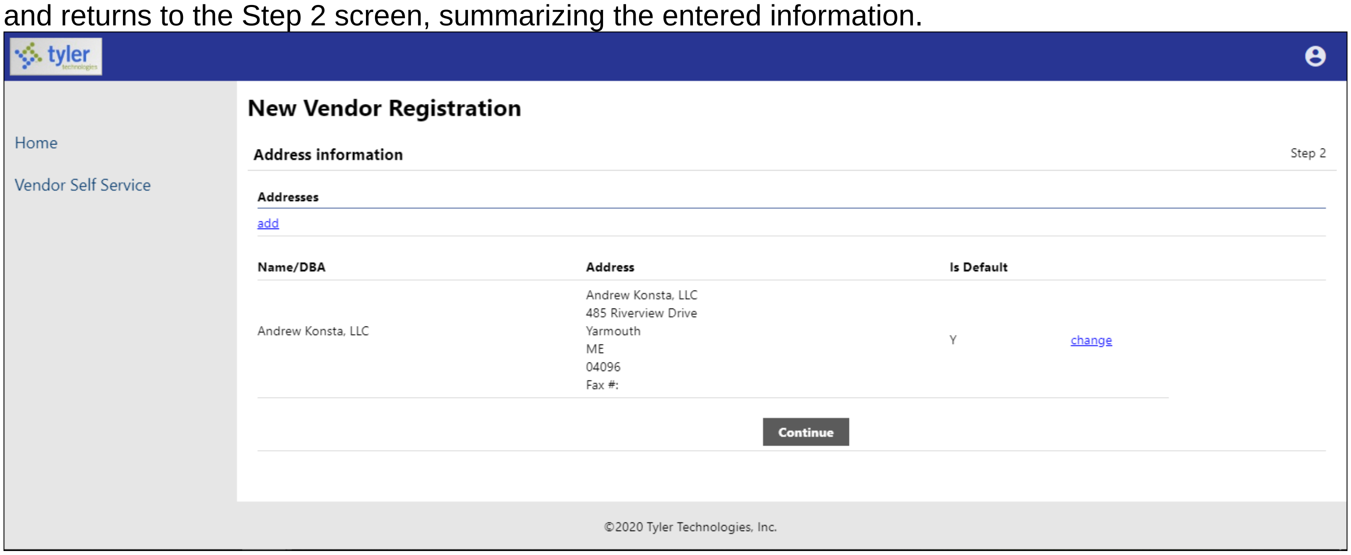
Click Continue to progress to Step 2 on the New Vendor Registration page.



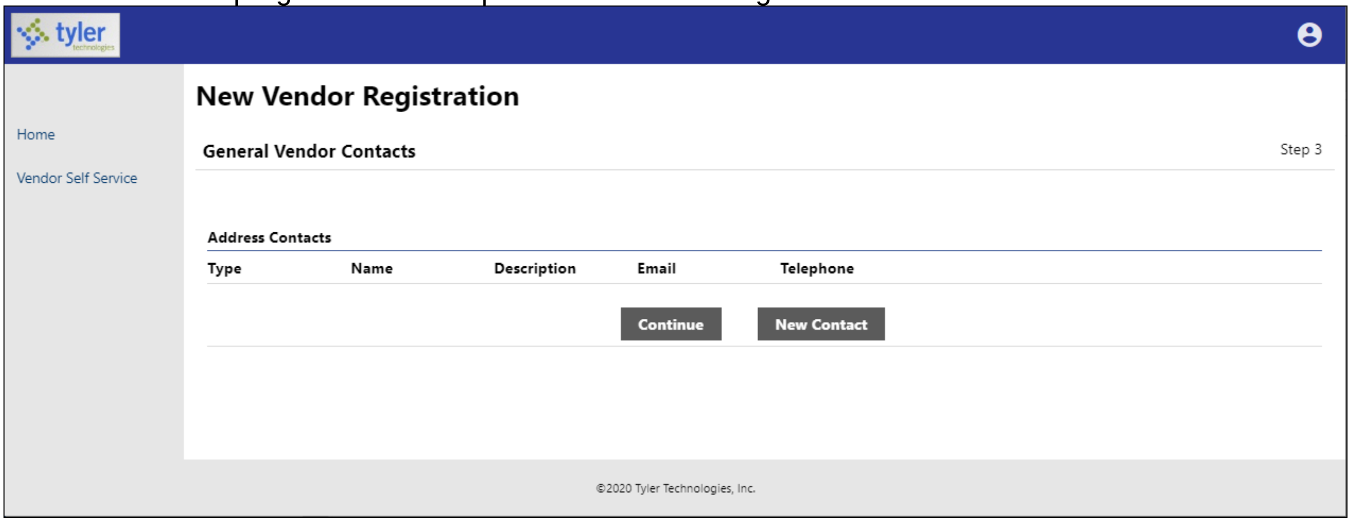
Click the Add link in the Addresses group to display the General Vendor Contacts screen for adding vendor remit address information.



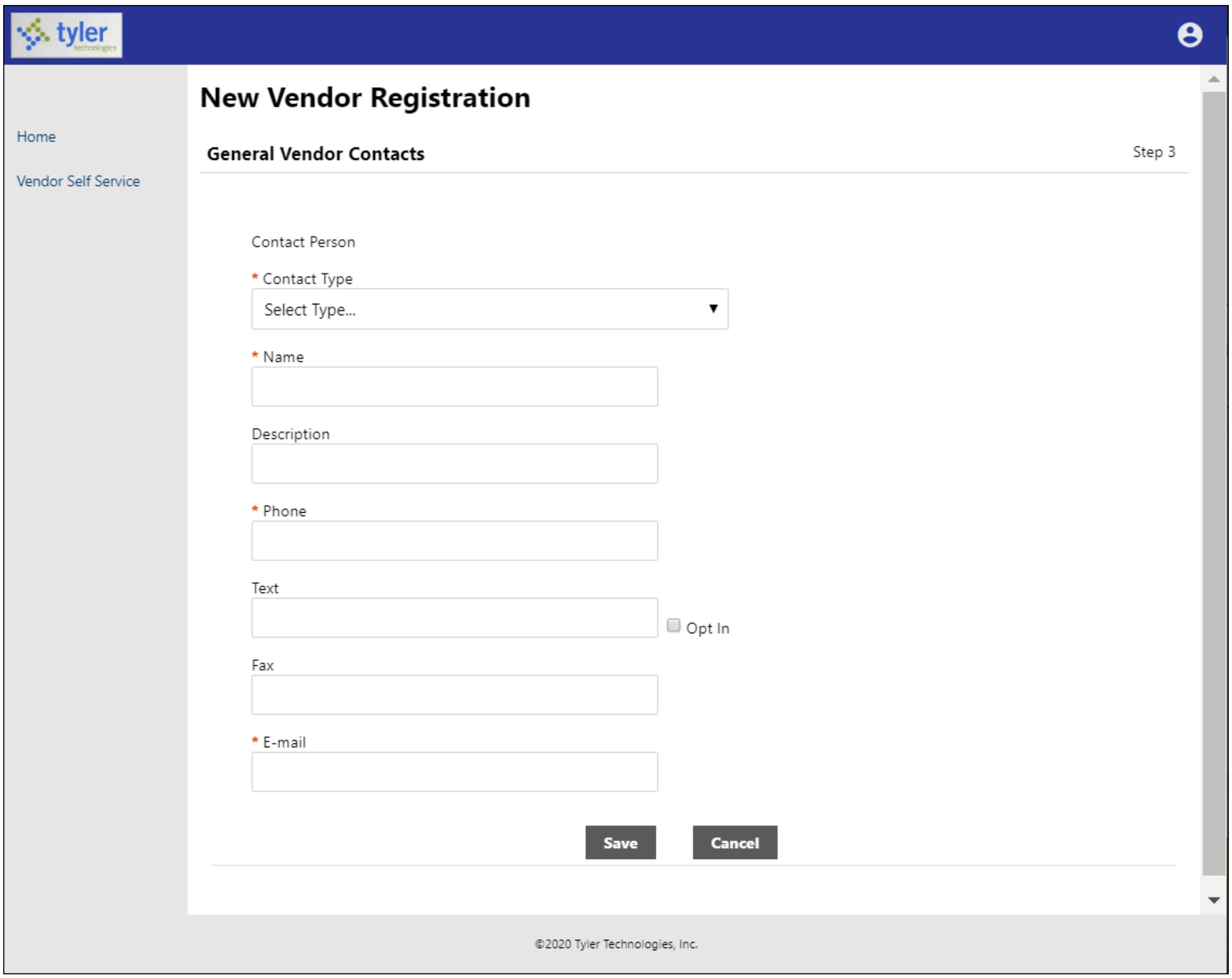
After completing the fields, click Save at the bottom of the page. VSS saves the entered information and returns to the Step 2 screen, summarizing the entered information.



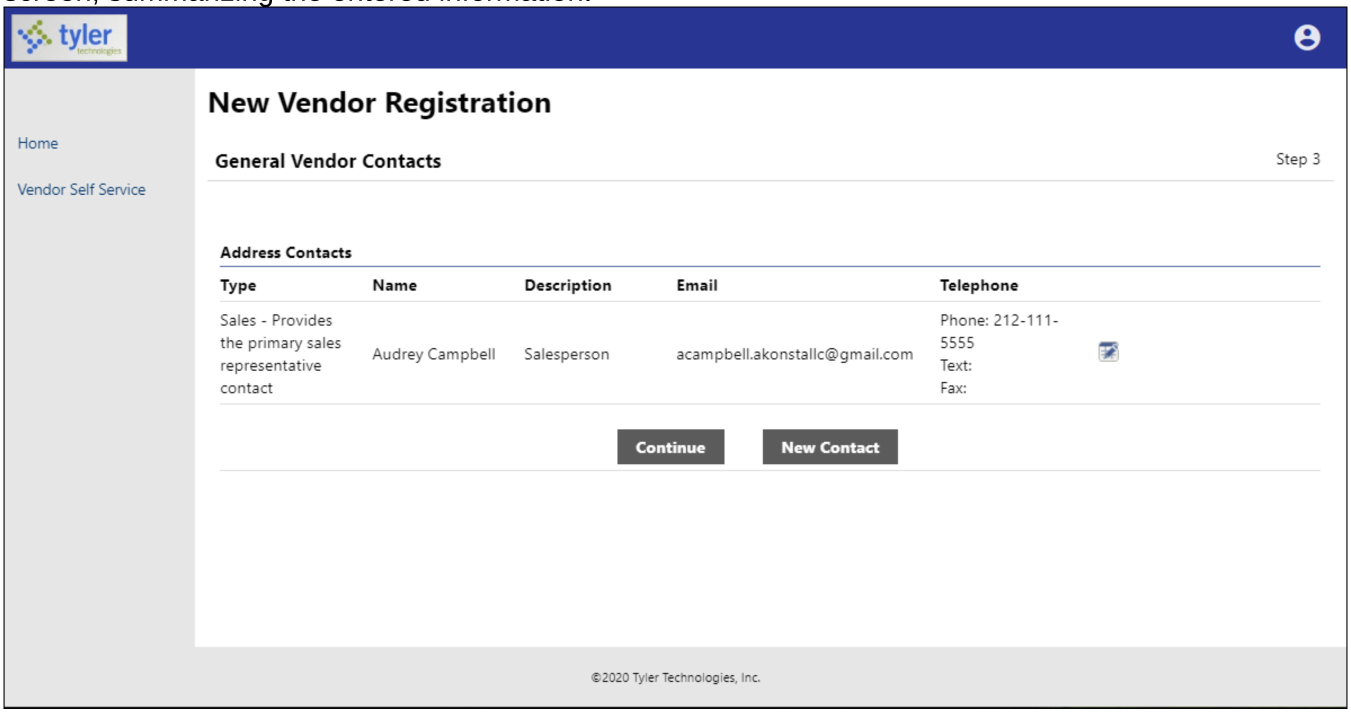
Click Continue to progress to the Step 3 screen for defining vendor contacts.



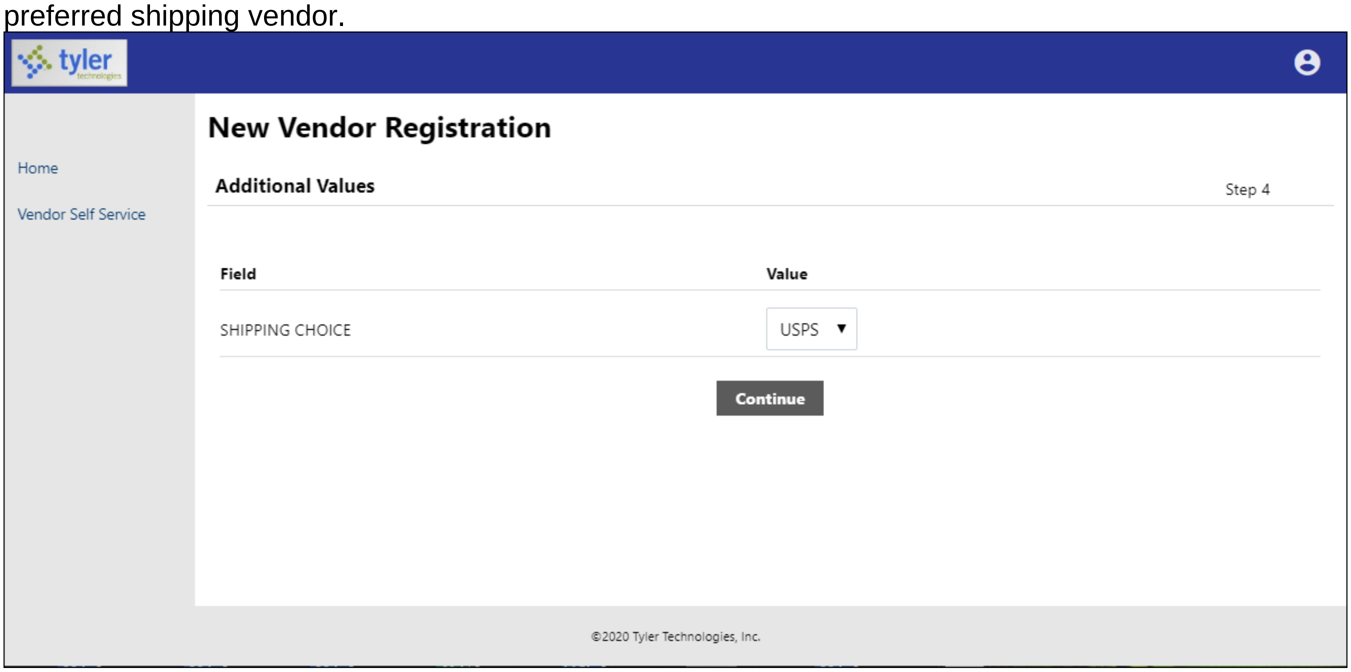
Click New Contact to add a new vendor contact.



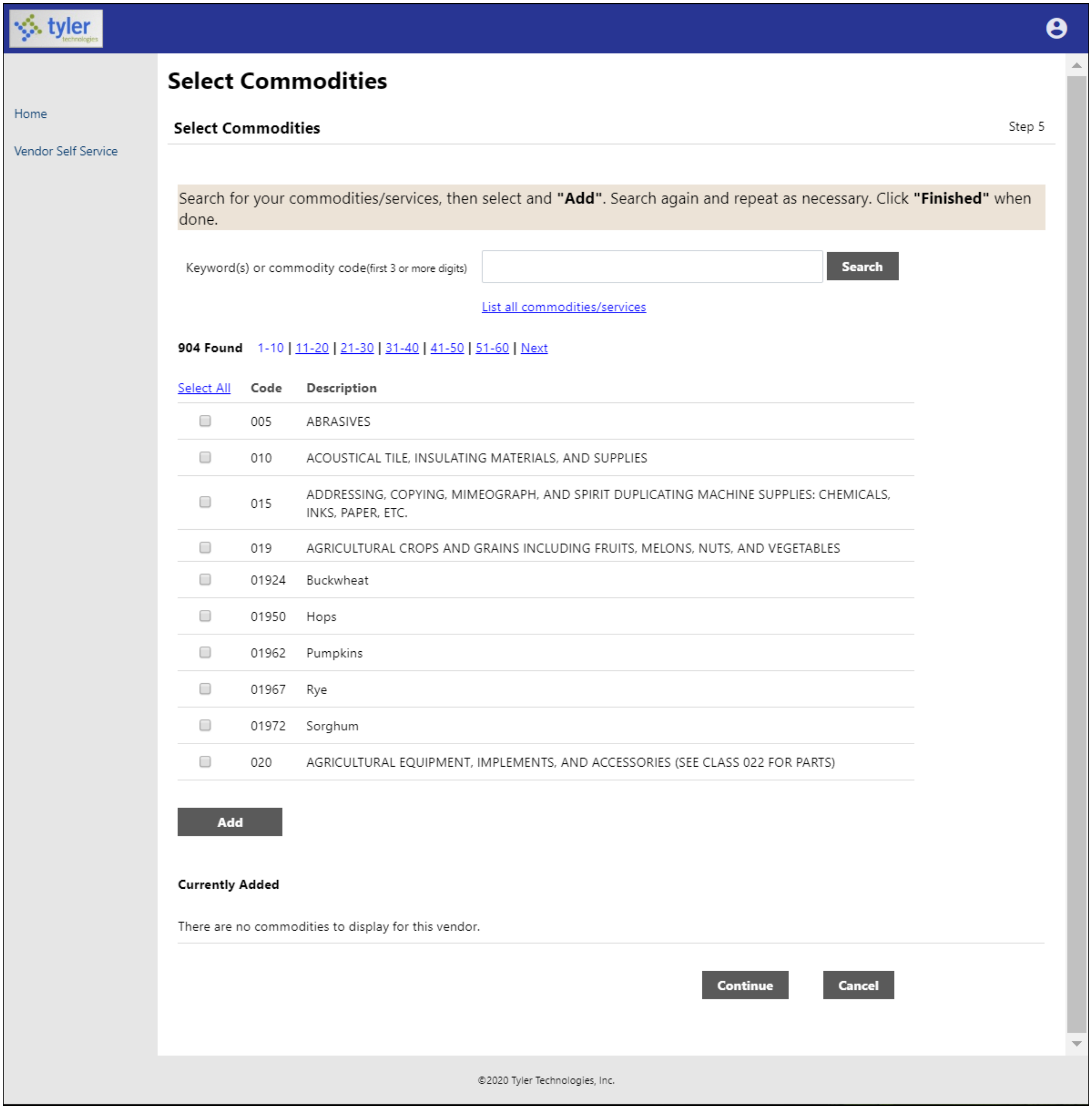
Complete the fields and click Save. VSS saves the entered information and returns to the Step 3 screen, summarizing the entered information.



Click Continue to progress to the Step 4 screen.
In this example, the Step 4 screen provides additional values to specify for the vendor, such as a preferred shipping vendor.

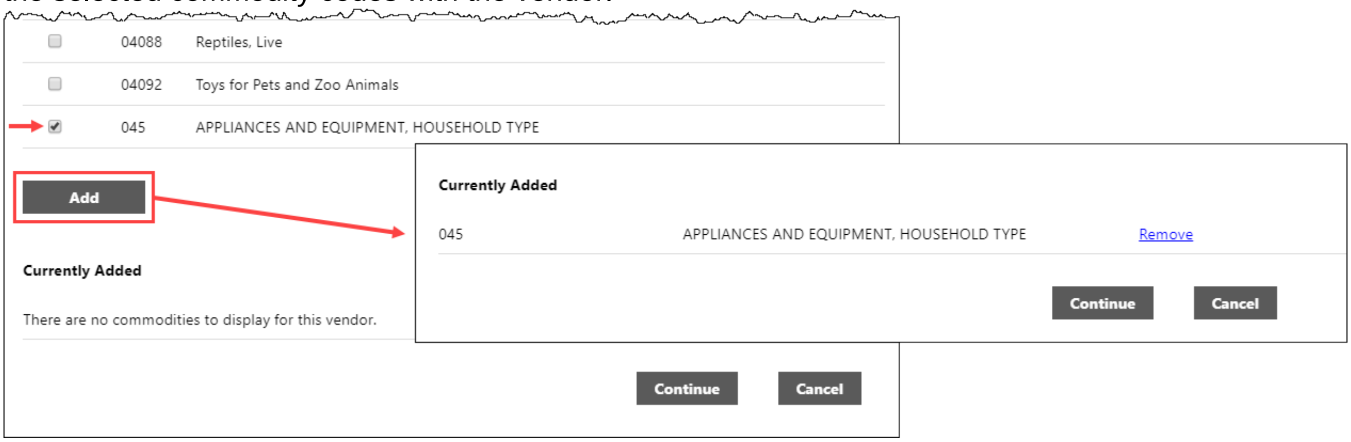


Select the additional values as required and then click Continue to progress to the Step 5 screen. In this example, VSS provides the Select Commodities screen for choosing the commodity codes to associate with the vendor.



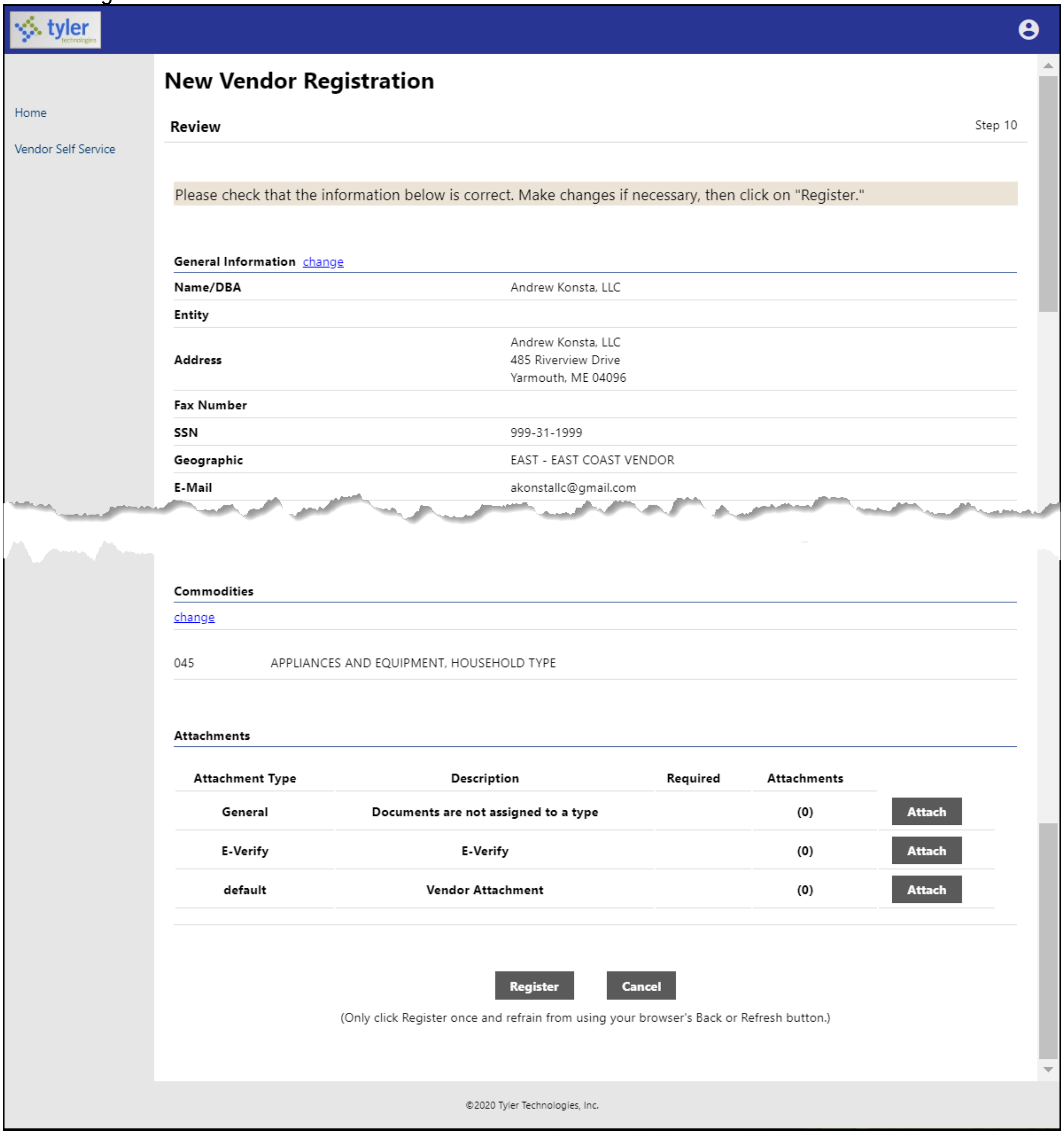
Enter keywords or commodity codes in the Search box to refine the list of provided codes.

Select the check box for each commodity code to associate with the vendor, and click Add to associate the selected commodity codes with the vendor.

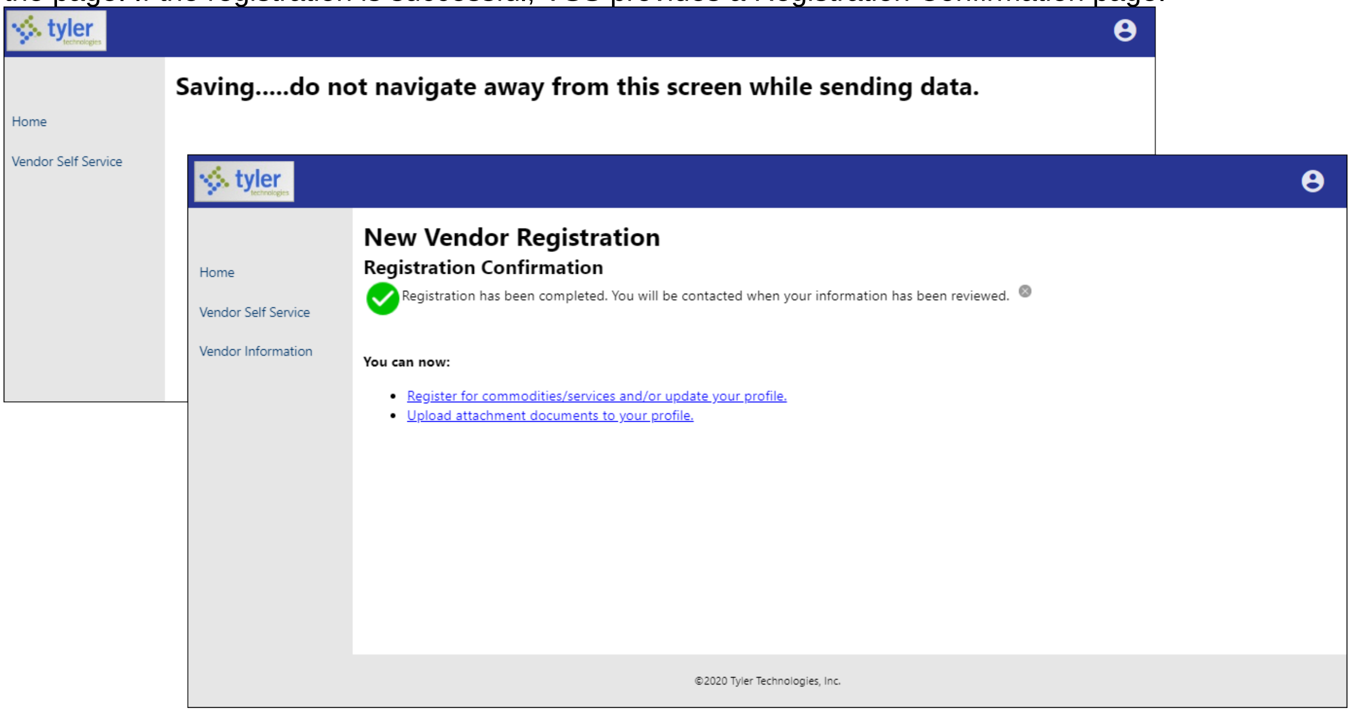


Use the Remove option to delete any currently associated commodity codes.

Click Continue to progress to the next step to review the entered information prior to submitting the vendor registration.



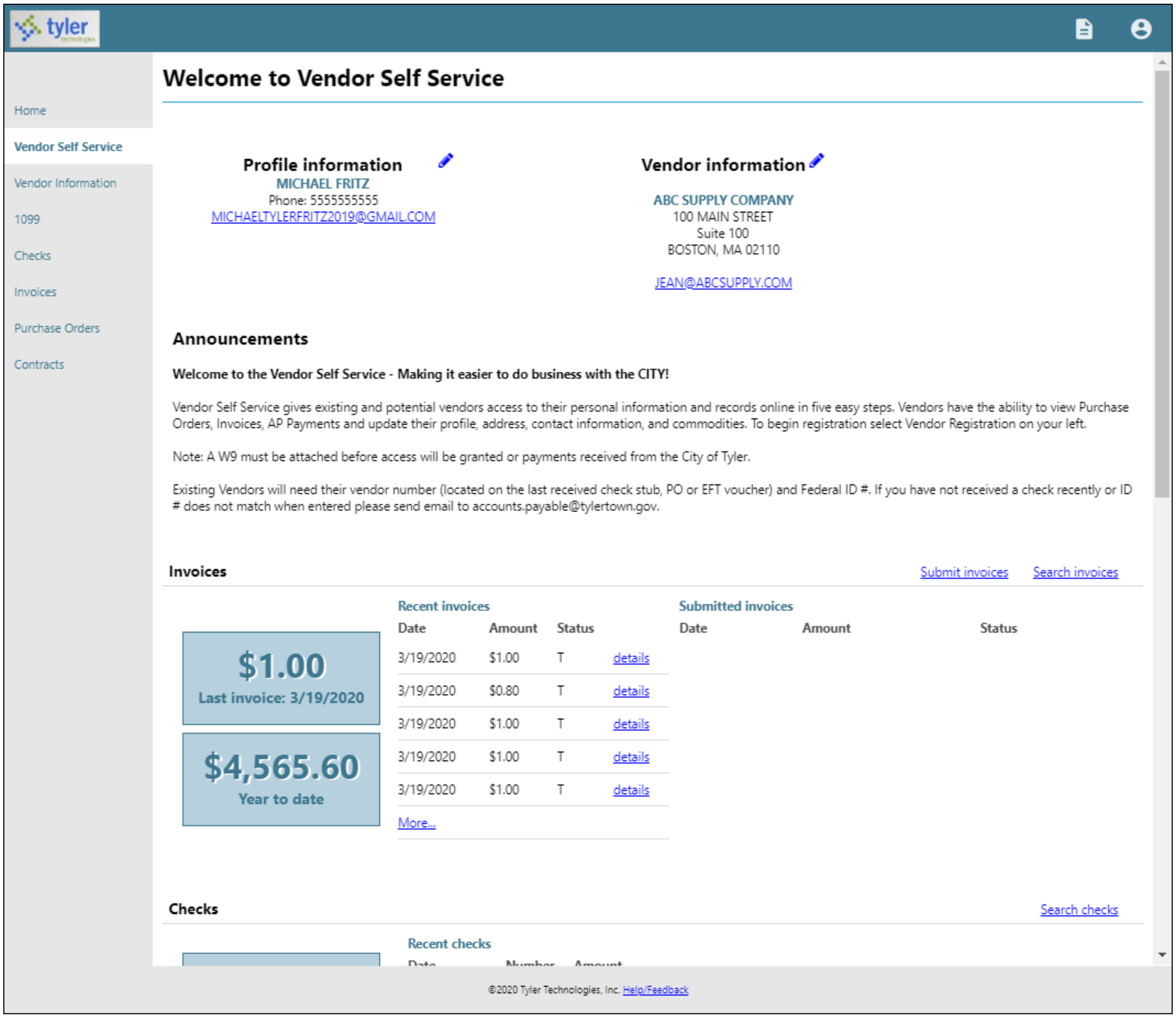
Click Register to complete the registration. You must click the Register option only once and remain on the page. If the registration is successful, VSS provides a Registration Confirmation page.



Newly registered vendors only have access to the Home, Vendor Self Service, and Vendor Information tabs. Your organization's Vendor Self Service administrator must grant the vendor access to additional options.

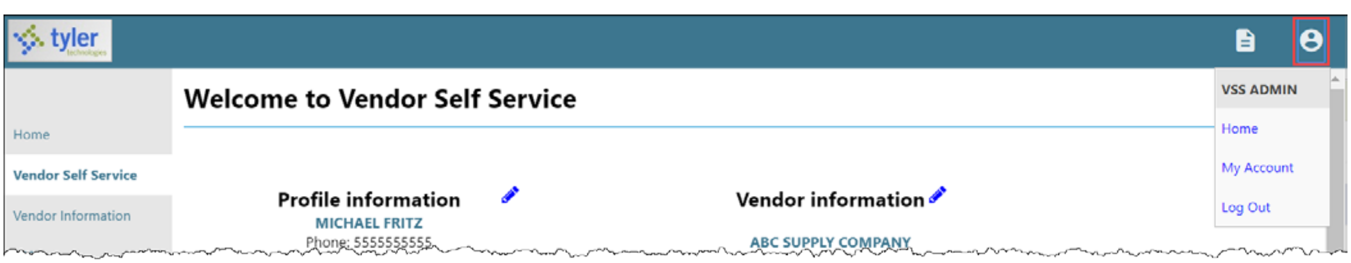
Vendor Self Service

The Vendor Self Service home page provides the vendor's profile information and access to the options that your organization makes available, such as Invoices, Checks, Purchase Orders, Contracts, and Bids.

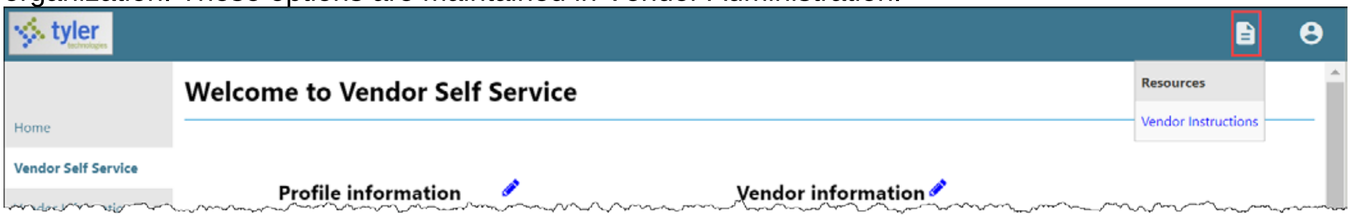


Clicking the login option in the header displays the following menu options:

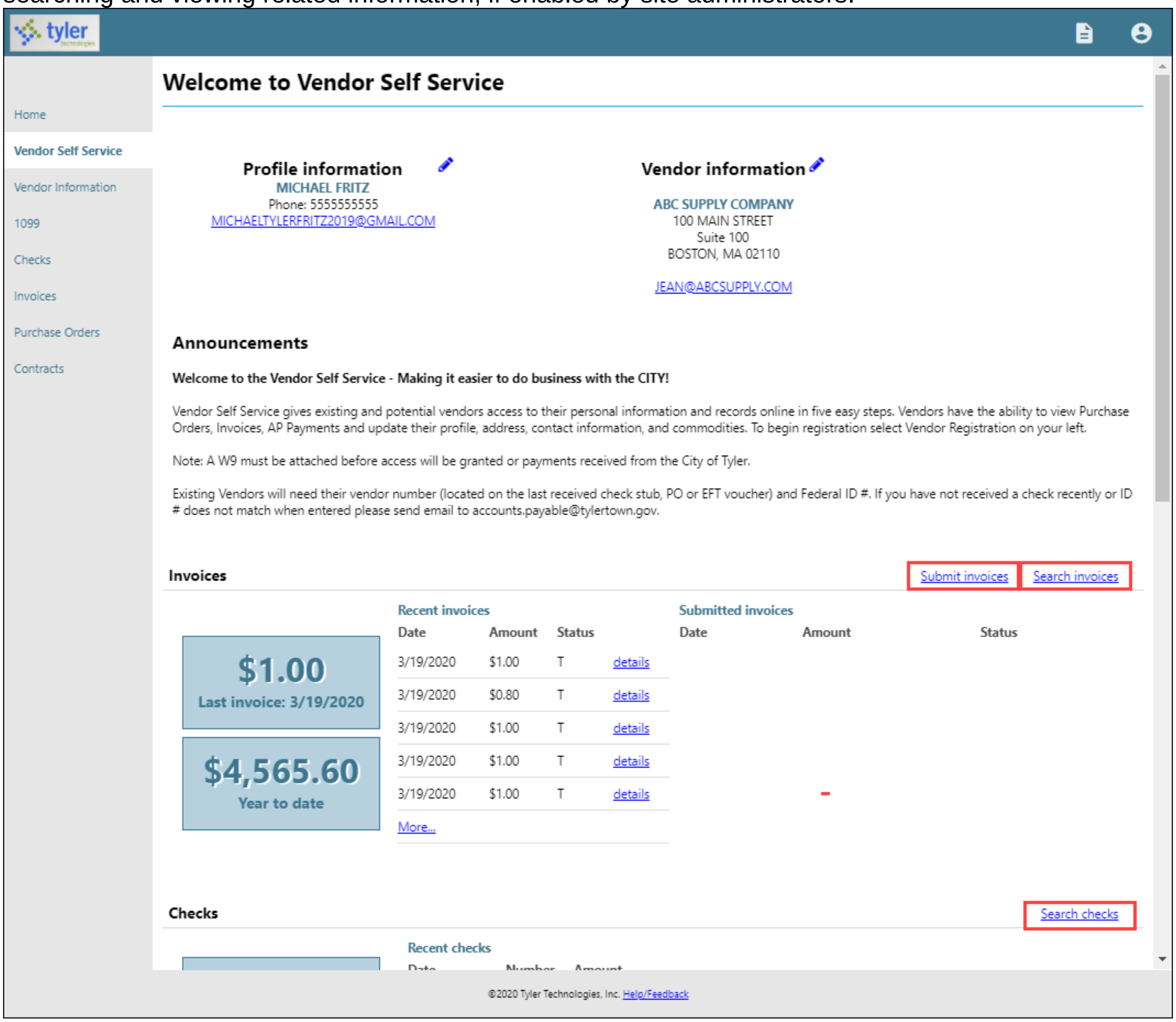
- Home—Opens the default Munis Self Service home screen.
- My Account—Opens the My Account page containing the vendor's account information.
- Log Out—Logs the vendor out of Vendor Self Service.



The Resources option in the header provides a menu of links or documents provided by your organization. These options are maintained in Vendor Administration.

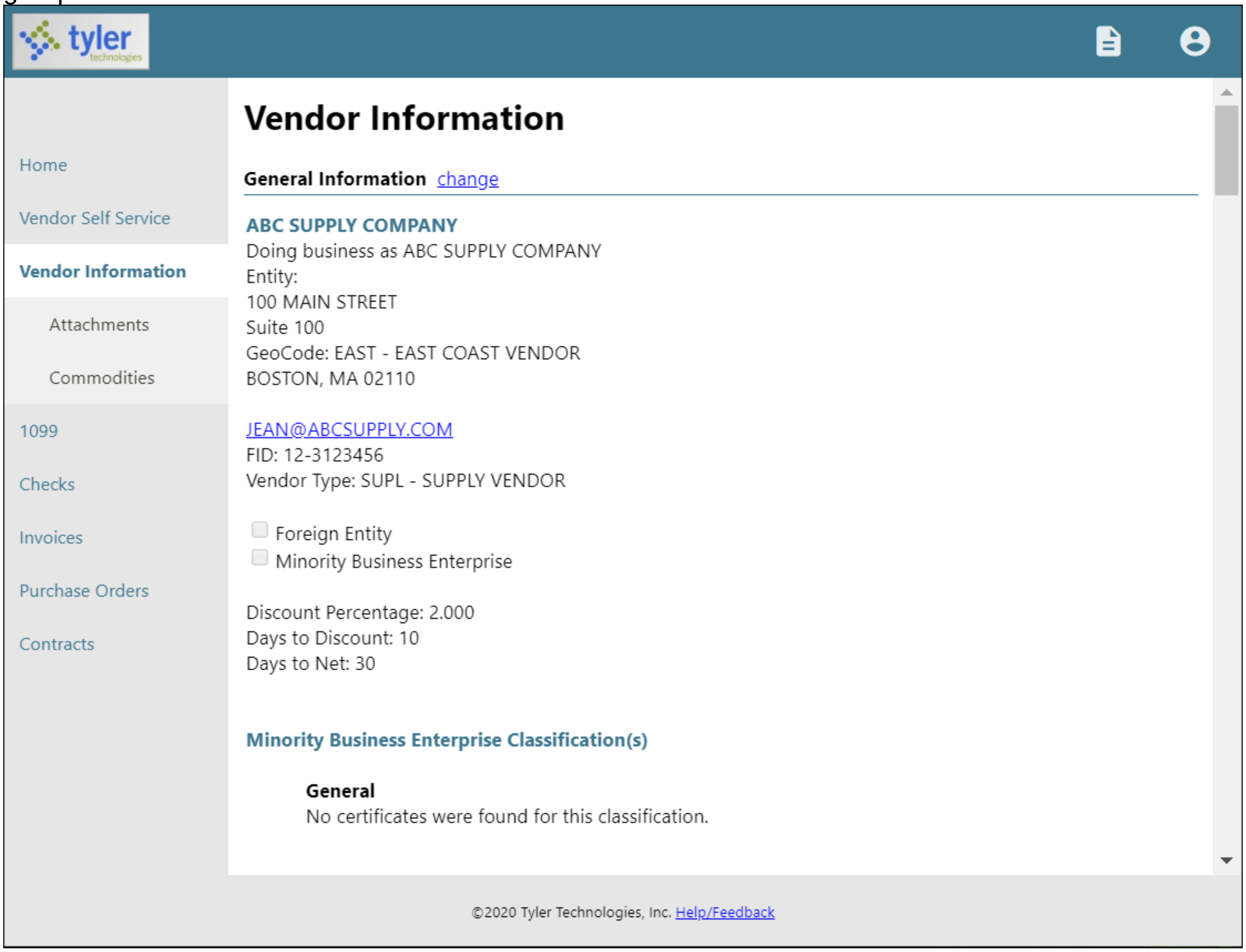


On the Vendor Self Service page, the headings for the individual information groups include options for searching and viewing related information, if enabled by site administrators.



Vendor Information

Clicking Vendor Information provides the Vendor Information page. The Vendor Information page groups profile information by category. By clicking Change, a vendor can update the information in that group.



The General Information group contains the vendor's address and contact information, type and foreign entity status, minority business enterprise status and certifications, and discount terms. If your VSS administrator has enabled viewing of banking information on vendor profiles, the General Information group also displays the vendor's banking information.

The Address Information group displays the vendor’s remittance address and contact information.

Address Information change

Name/DBA	Address	Is Default
ABC SUPPLY COMPANY	PO BOX 348992 WILLIAMSBURG VA,23185	N
ABC SUPPLY COMPANY	123123 WILLOWBROOK AVENUE PORTLAND ME,02434	N
ABC SUPPLY COMPANY	497897 FRANKLIN AVE WACO TX,76710	N

The Contacts group lists the vendor’s contact persons and information.

Contacts change

Type	Name	Title	Email	Phone
GENERAL	KELLY PIPER	ACCT. REP	KPIPER@ABCSUPPLY.COM	617-234-1234
GENERAL	SAMUEL L. SMITH	SALES MAN	SSMITH@ABCSUPPLY.COM	617-234-1234
GENERAL	MICHAEL FRITZ		MICHAELTYLERFRITZ2019@GMAIL.COM	5555555555

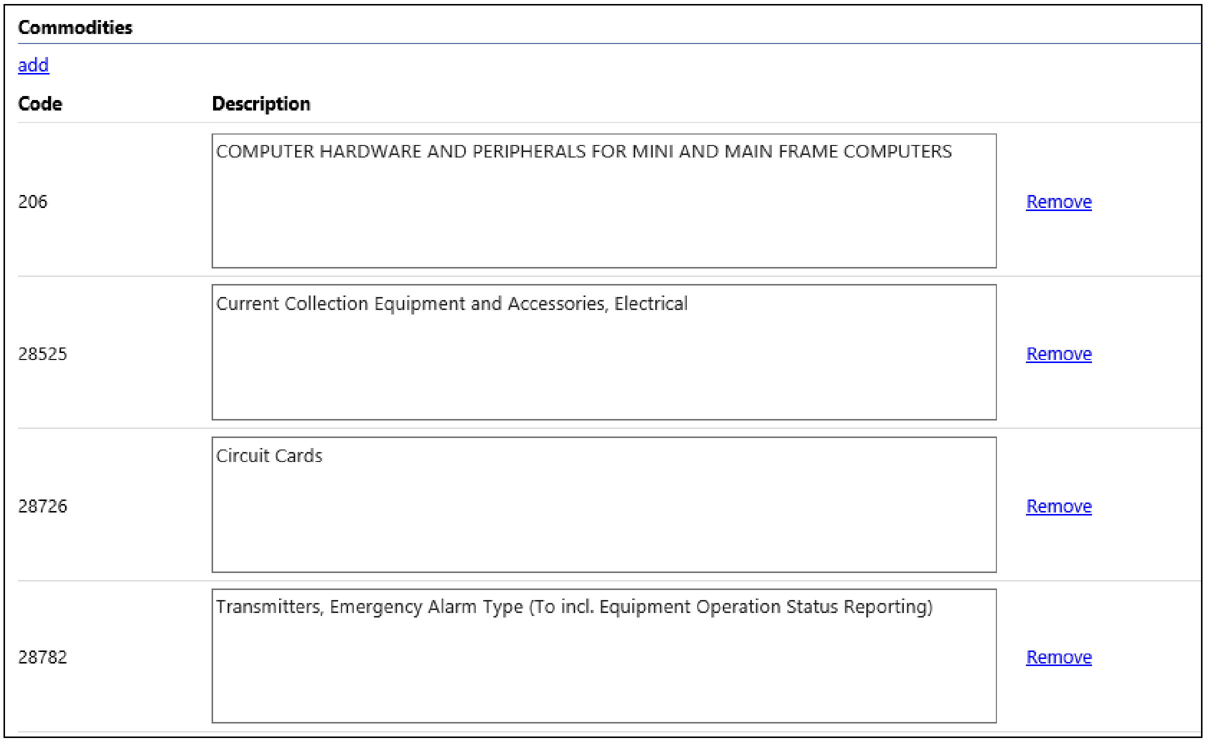
The Additional Fields group identifies the vendor’s shipping preferences. Clicking Change allows the vendor to update this information.

Additional Fields

change

SHIPPING CHOICE	USPS

The Commodities group contains a list of commodity codes associated with the vendor. Vendors remove commodities from the list by clicking the Remove link. The Add option allows vendor to add commodities to the list.



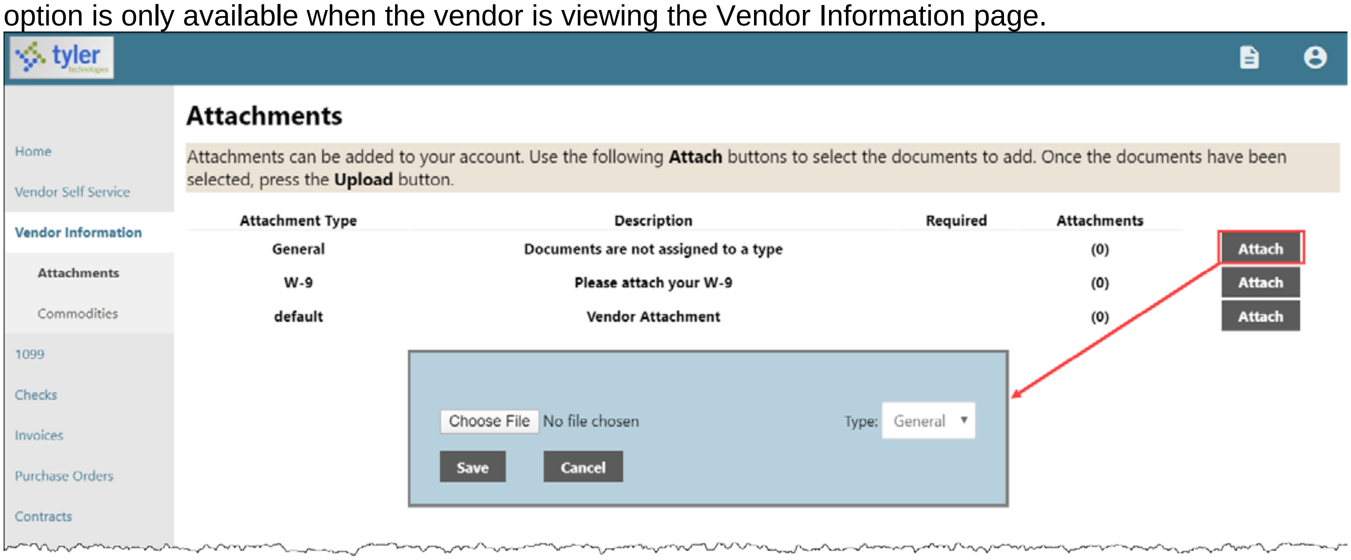
Commodities

add

Code	Description	
206	COMPUTER HARDWARE AND PERIPHERALS FOR MINI AND MAIN FRAME COMPUTERS	Remove
28525	Current Collection Equipment and Accessories, Electrical	Remove
28726	Circuit Cards	Remove
28782	Transmitters, Emergency Alarm Type (To incl. Equipment Operation Status Reporting)	Remove

Attachments –

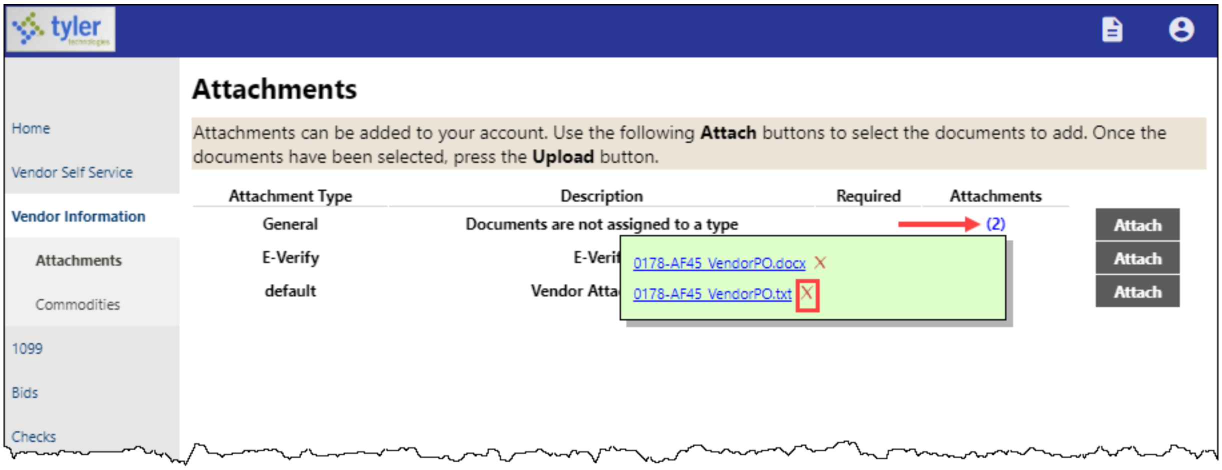
A vendor adds attachments to their profile by clicking Attachments on the menu. The Attachments option is only available when the vendor is viewing the Vendor Information page.



Attachments are added by clicking the Attach button on the Attachments page, which allows the vendor to navigate to a file or document to upload. The Attachments column indicates the number of documents attached for each attachment type. Vendors can attach an unlimited number of files.

Note: Only files with permitted extensions are allowed. Munis Self Service administrators control which extensions are allowed on the File Upload Restrictions page of the MSS Hosting site.

To remove an attachment, click the number in the Attachments column and then select the Delete button for the attachment to remove.



The application displays a confirmation message. Click OK to proceed with removing the attachment.

The uploaded files are also added to the vendor record in the Munis Vendors program and they can be viewed using the Vendor Attachments screen in that program.

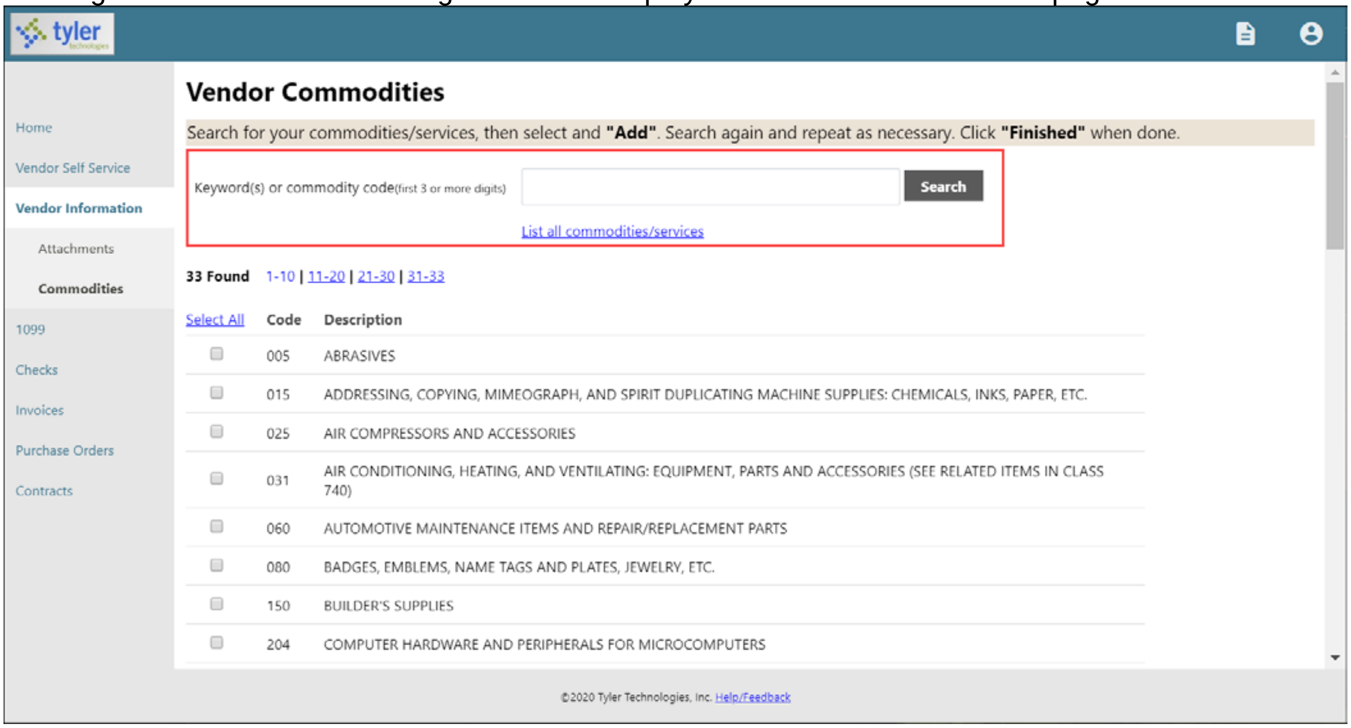
The vendor cannot maintain their attachments in VSS once they have been uploaded. A Munis user from your organization must access the vendor record in the Vendors program and use the buttons on the Vendor Attachments screen to add, update, or delete the vendor's attached files.

CERTIFICATE OF INSURANCE REQUIREMENT

Before any work can commence with the City of Wilmington, a current Certificate of Insurance must be on file. A sample copy of the certificate is located under the Resources icon the upper right side of the home page.

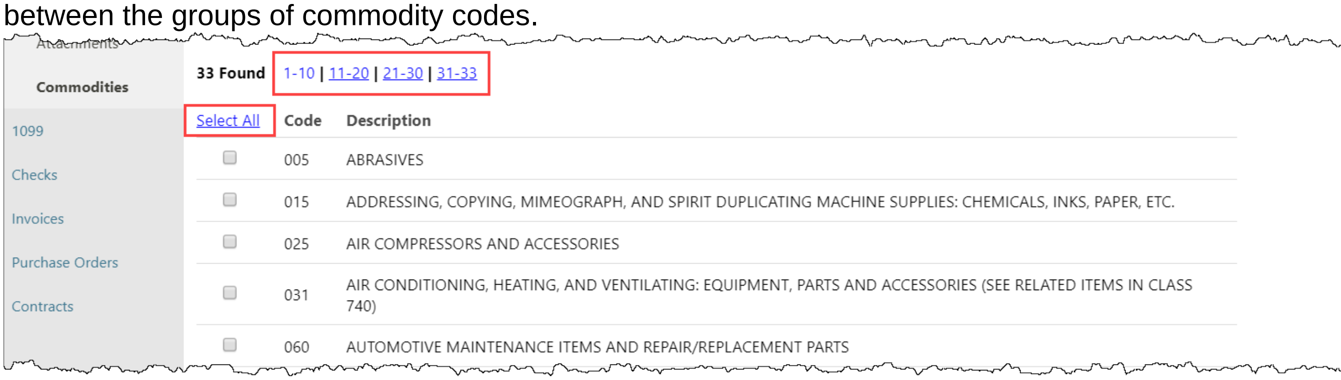
Commodities

Clicking Commodities on the navigation menu displays the Vendor Commodities page.

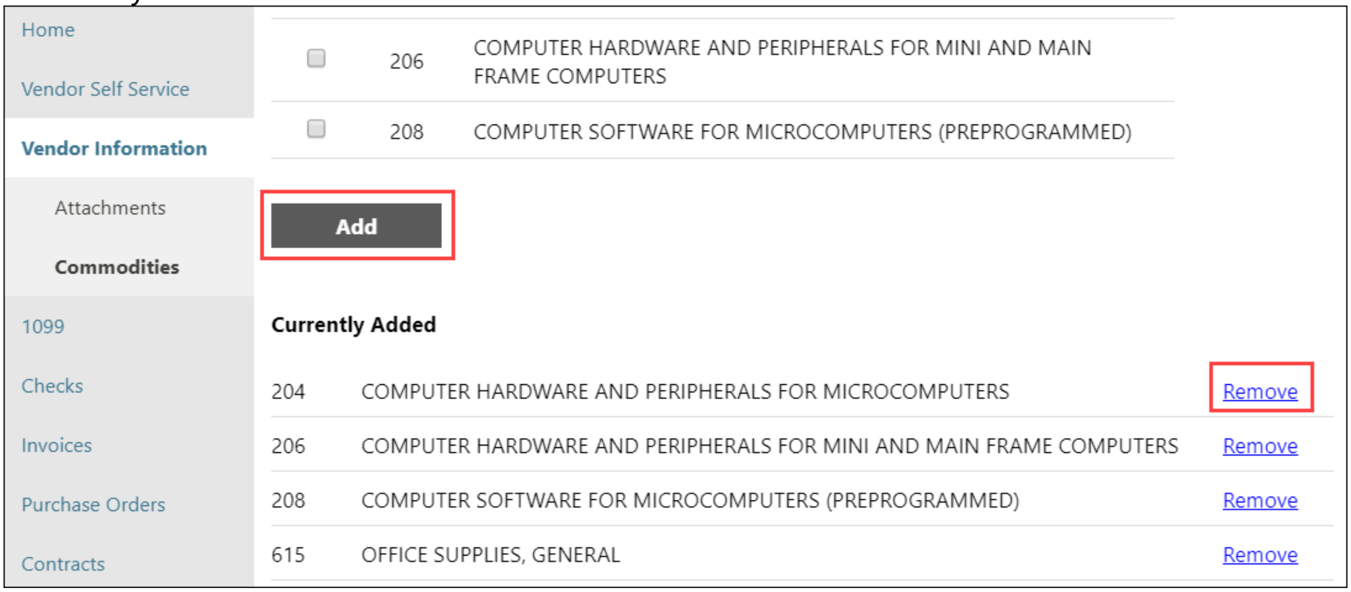


Vendors use the Search box to search for commodities by code or keyword. Alternatively, clicking List All Commodities/Services displays all commodity codes in your organization's Munis database. VSS displays the number of codes found during a search and updates the commodity table.

Vendors can view commodities by group using the numbered group selections, or they can identify specific commodities by selecting individual check boxes. If a vendor selects an individual check box within a numbered group selection, VSS saves the value of each check box when the vendor navigates between the groups of commodity codes.



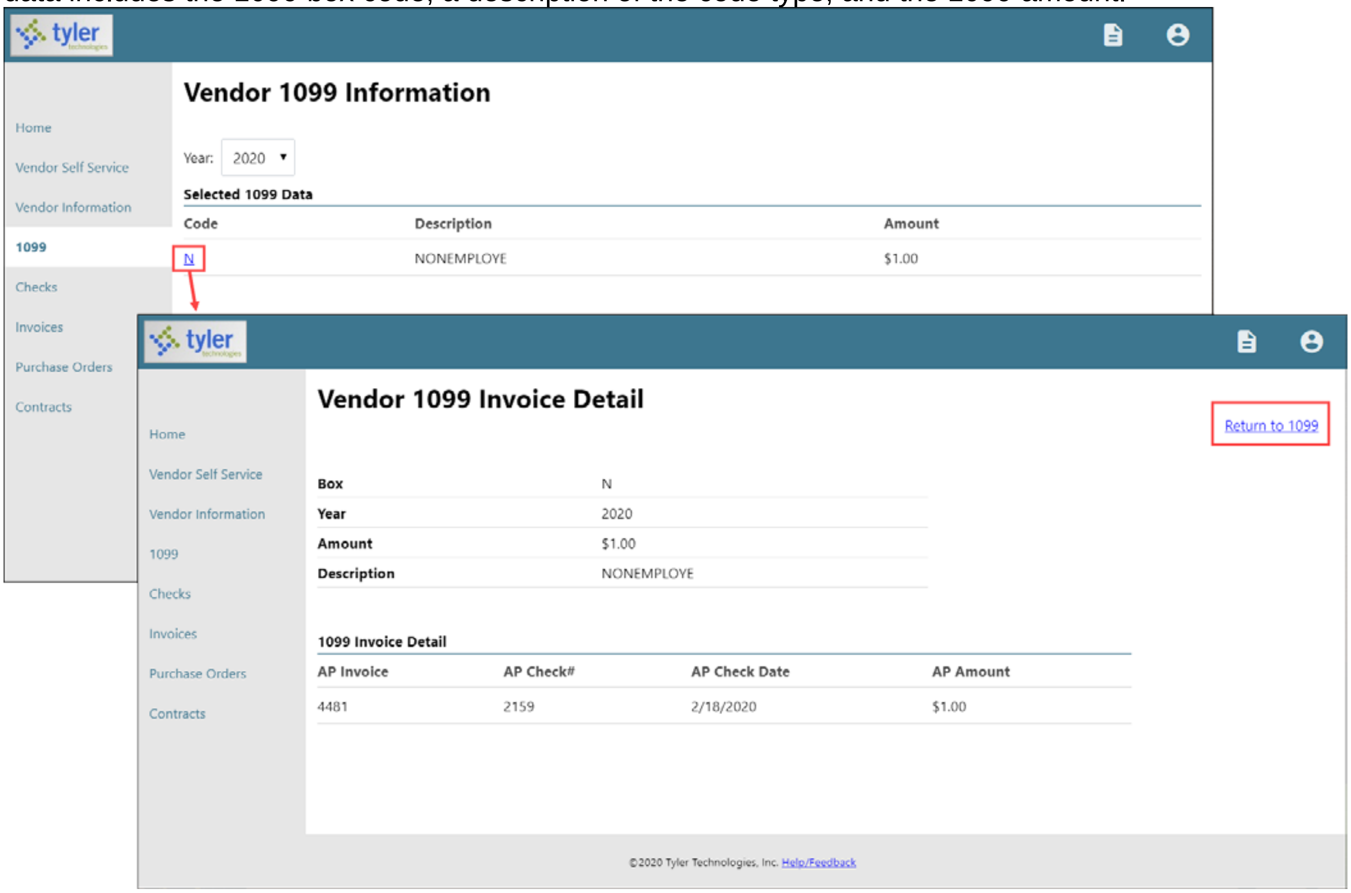
After identifying the applicable commodity codes, clicking Add causes VSS to add the selected commodity codes to the vendor’s profile and updates the list of commodities. Clicking Remove removes the commodity from the group. The Currently Added group provides the full list of associated commodity codes.



When vendors complete the commodity code update, they click Finish at the bottom of the page to save the changes and return to the Vendor Information page.

1099

The Vendor 1099 Information page displays a listing of the vendor's 1099 data for a selected year. The data includes the 1099 box code, a description of the code type, and the 1099 amount.

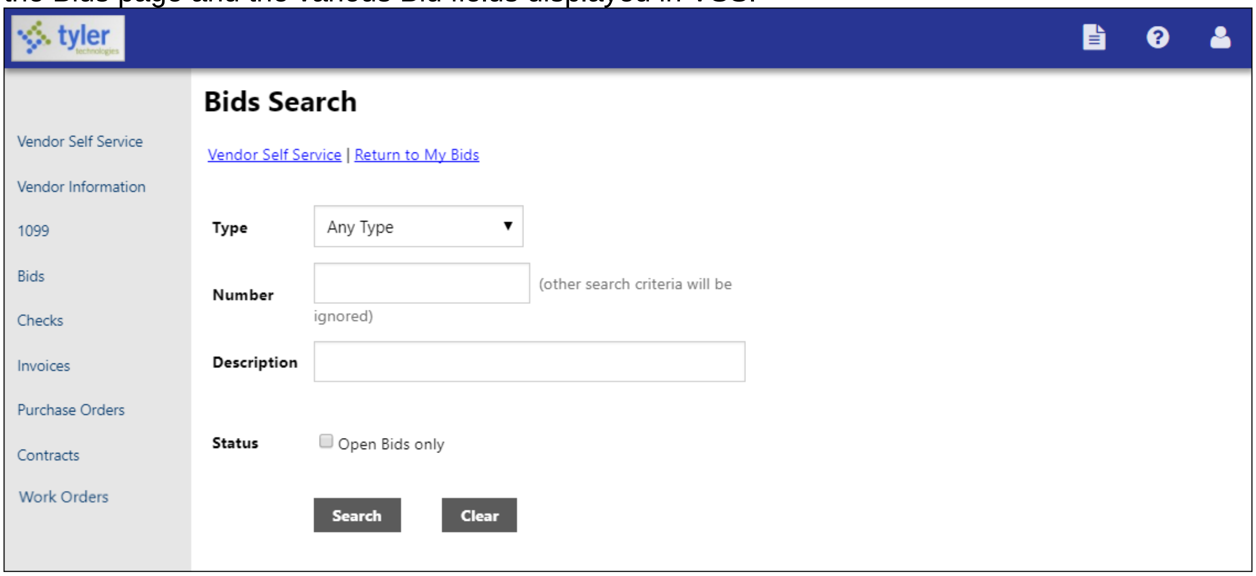


Clicking a code type provides the Vendor 1099 Invoice Detail page. This page displays the general 1099 information, as well as a listing of 1099 invoice details, if they exist for the selected box code. Clicking Return to 1099 returns the vendor to the Vendor 1099 Information page.

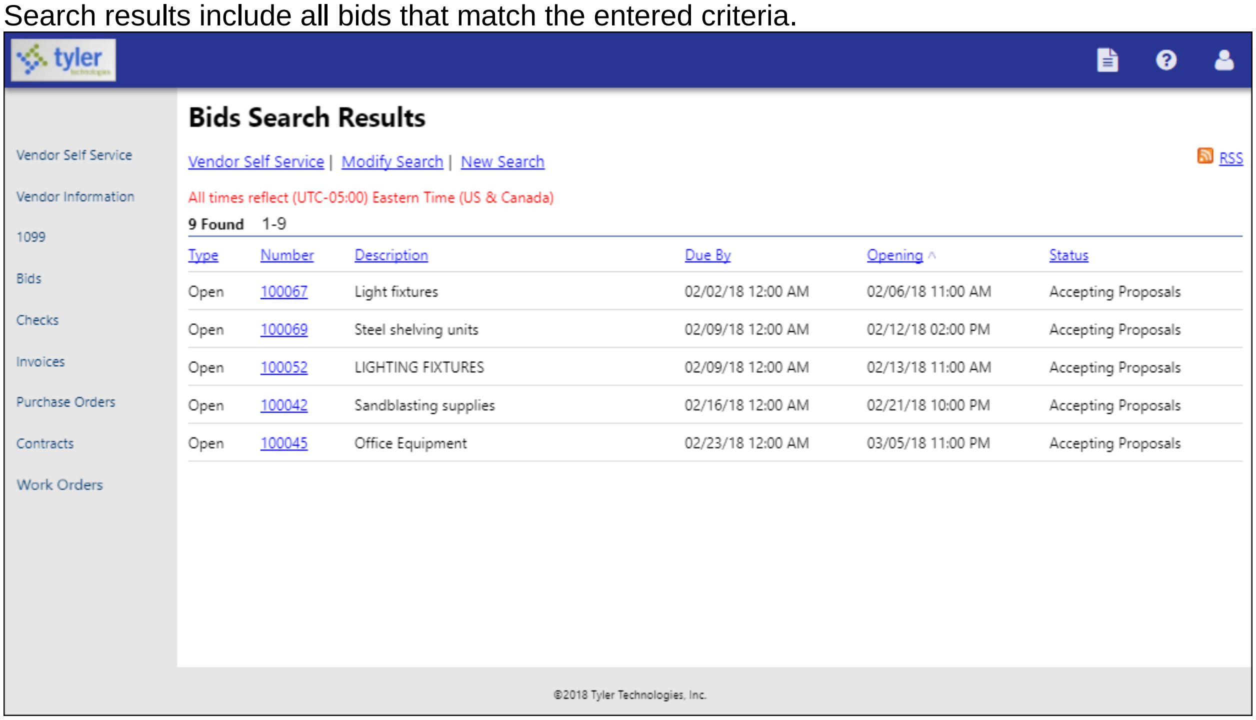
Bids

Bids provides a list of bids available to the vendor from your organization. Bids opens to the Bid search page, which allows vendors to search for bids using the bid number, bid description, or bid status.

Note: The Bids page may be named differently depending on your organization's VSS configuration. Your MSS Administrator can use the Vendor Administration settings in MSS to customize the name of the Bids page and the various Bid fields displayed in VSS.

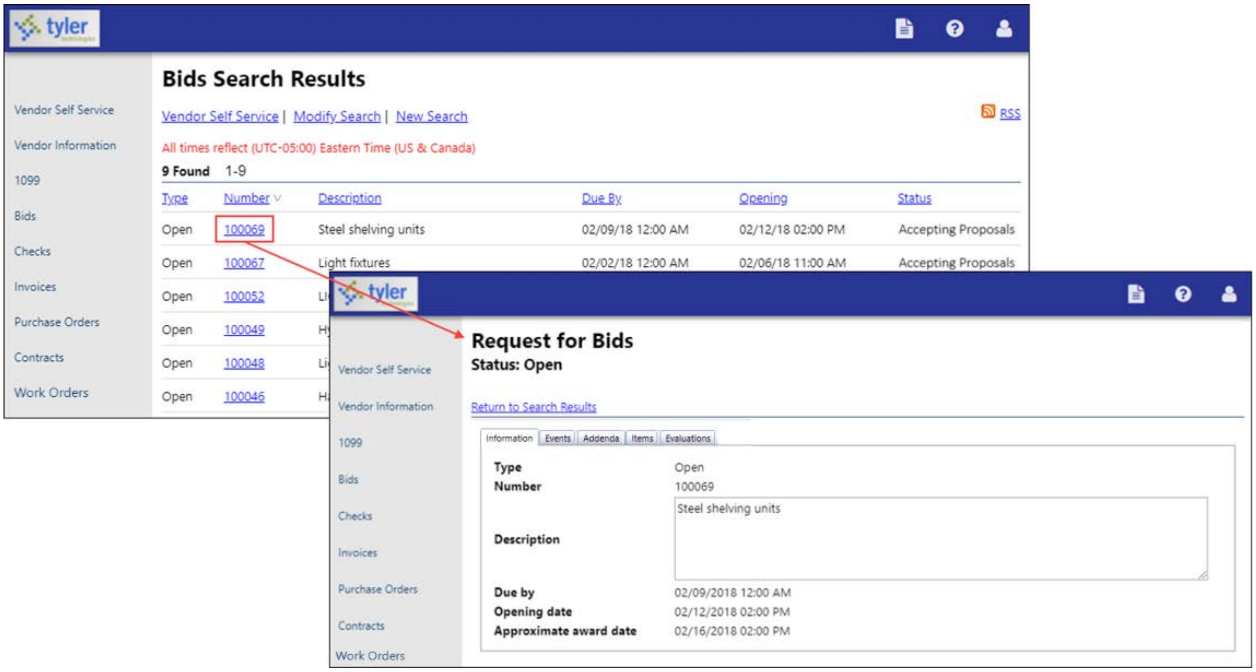


Search results include all bids that match the entered criteria.

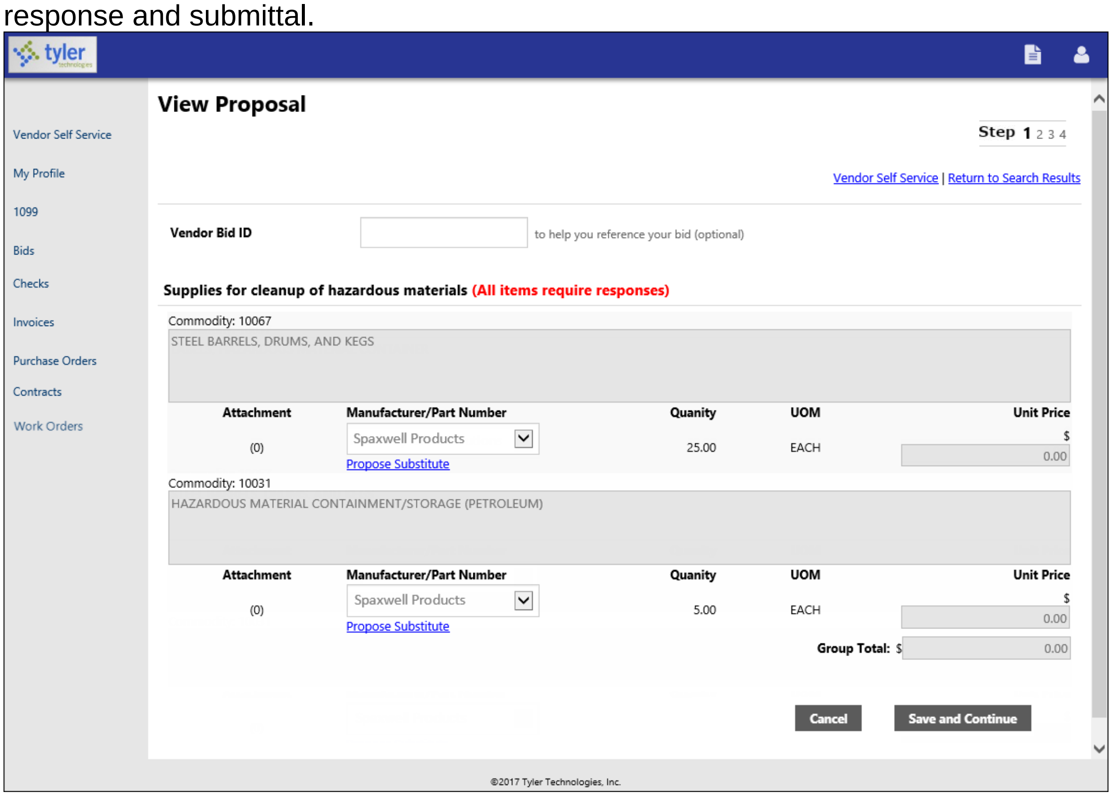


The RSS link allows vendors to subscribe to an RSS feed that is updated when your organization enters or updates bid records.

Clicking the Bid Number for a bid displays the Request for Bids page. The information provided varies according to the current status of the bid. Generally, the Information, Addenda, Items, and Evaluations tabs are available.

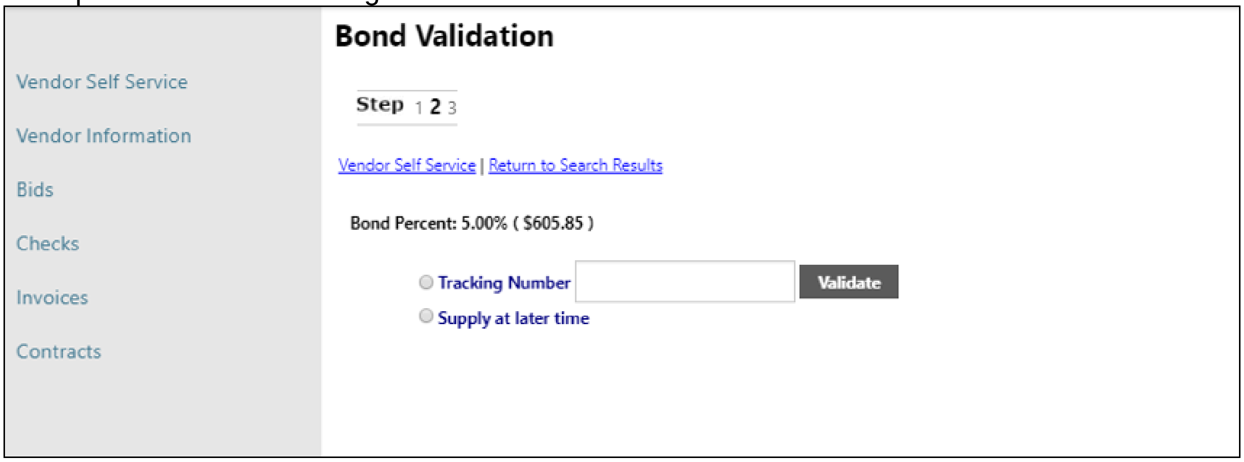


For open bids, the Create Proposal option allows the vendor to submit a proposal for the selected bid request. The Create Proposal procedure is a four-step process that guides the vendor through bid response and submittal.

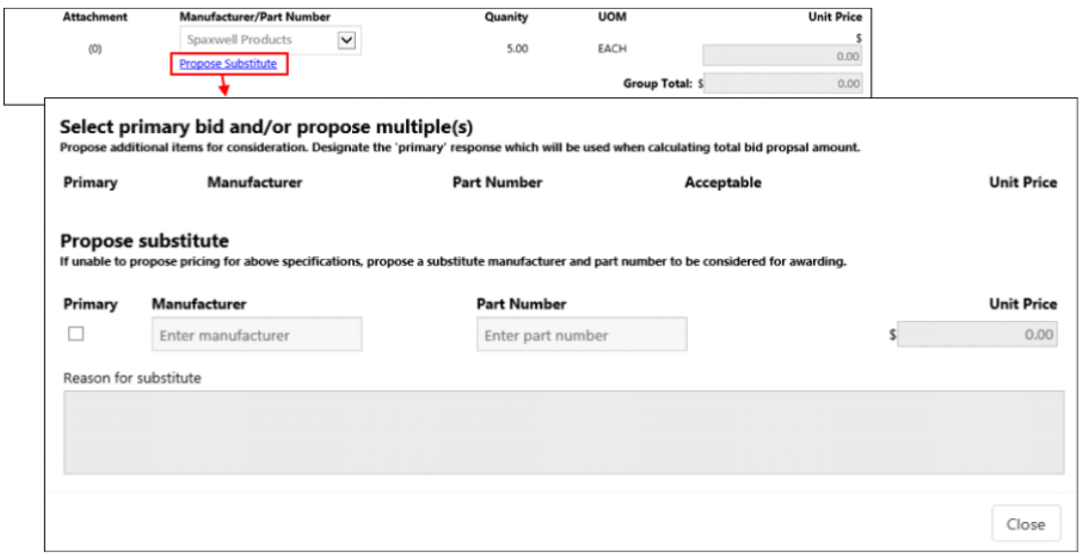


Items listed on a bid display the manufacturer and/or part number if the bid invitation created in Munis Bid Central is configured to include this information.

If your organization uses bid bond validation through a third-party bond validation system, the vendor must provide a bond tracking number.



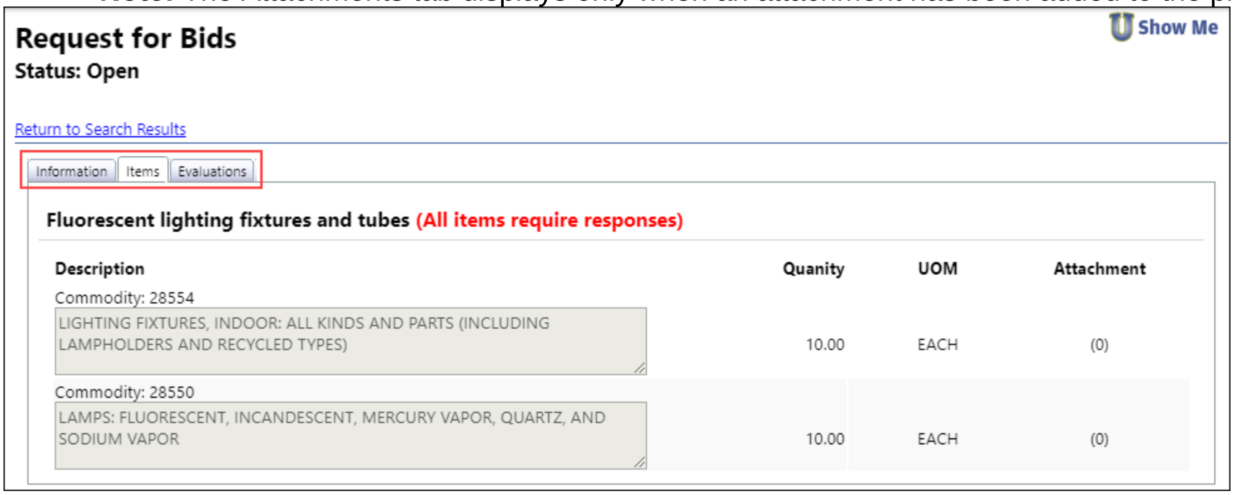
If your organization uses the Allow Substitute option in Munis Bid Central, the vendor can propose a substitute item and enter a note justifying the proposed substitute item.



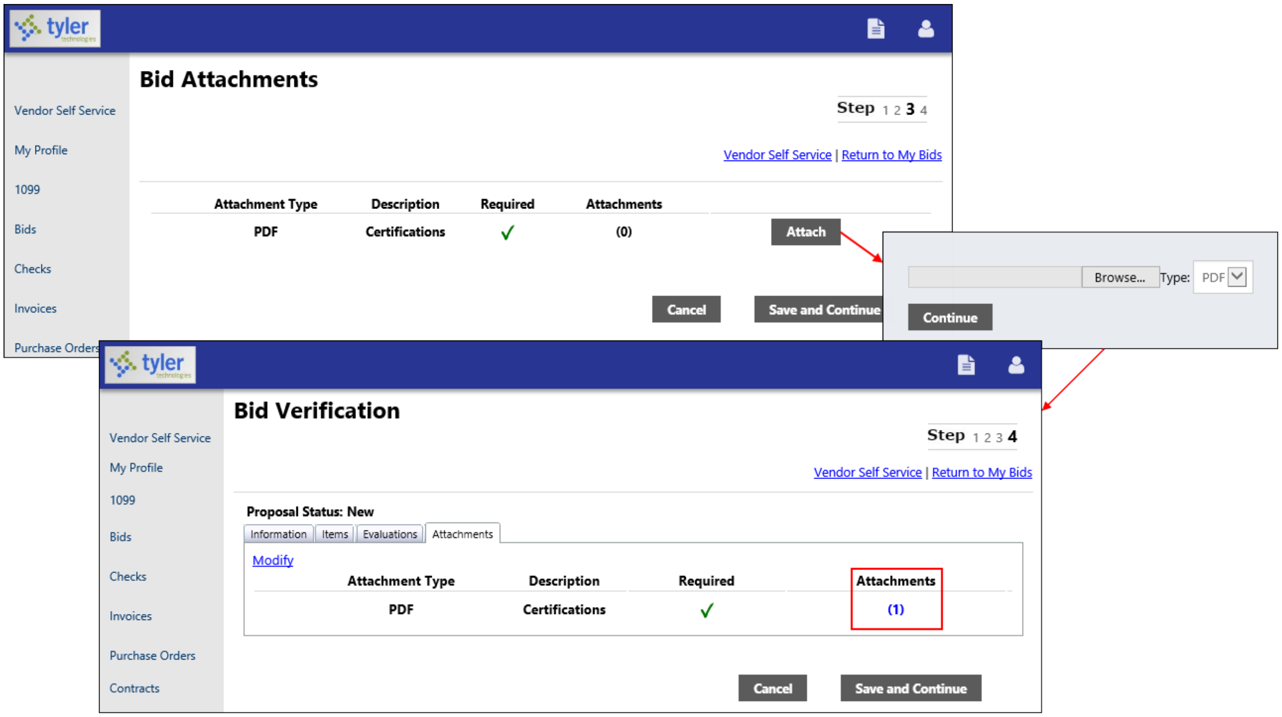
The Save and Continue option saves the information entered and moves the vendor through the steps required to complete the proposal.

The information making up the proposal is organized onto tabs:

- Information—Displays general information about the requestor call for bids.
- Items—Displays the items listed in the request for bids.
- Evaluations—Provides questions to which your organization requires answers.
- Attachments—Stores documents the vendor has attached to their proposal.
  Note: The Attachments tab displays only when an attachment has been added to the proposal.



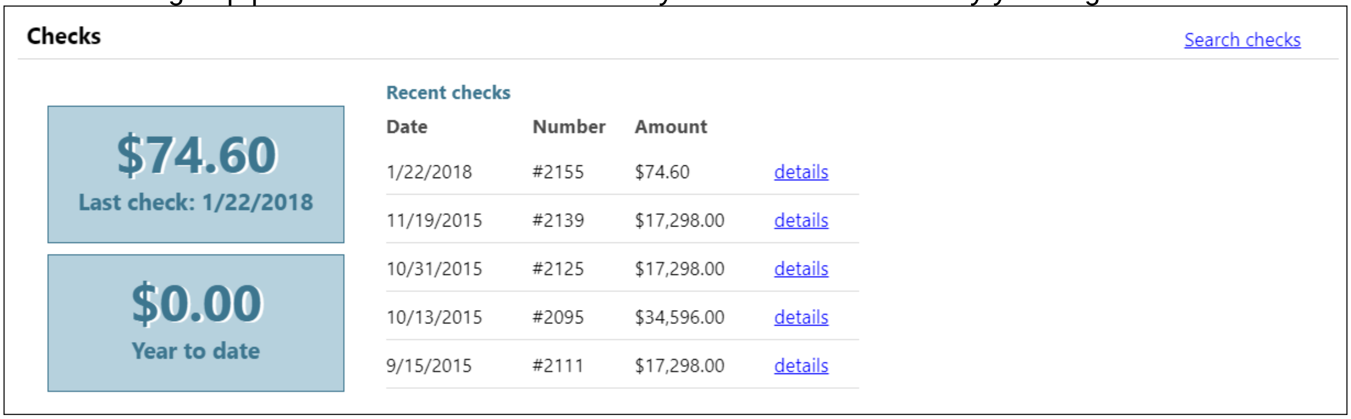
Vendors add attachments to their bid quotes by selecting an attachment type and using the **Browse** button to select the file to attach.



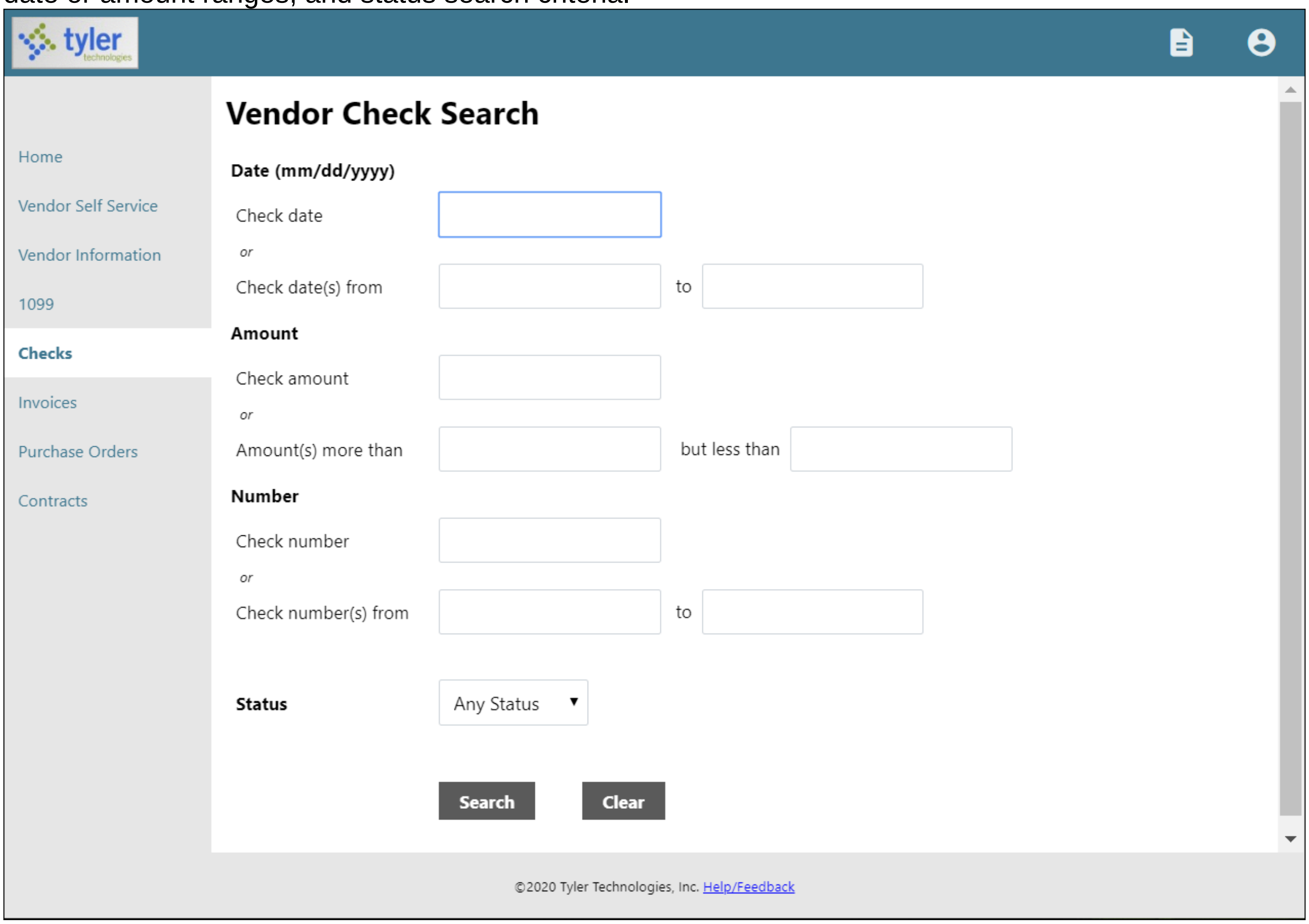
Acceptable attachment types are defined in the Munis Bid Attachment Types program.

Checks

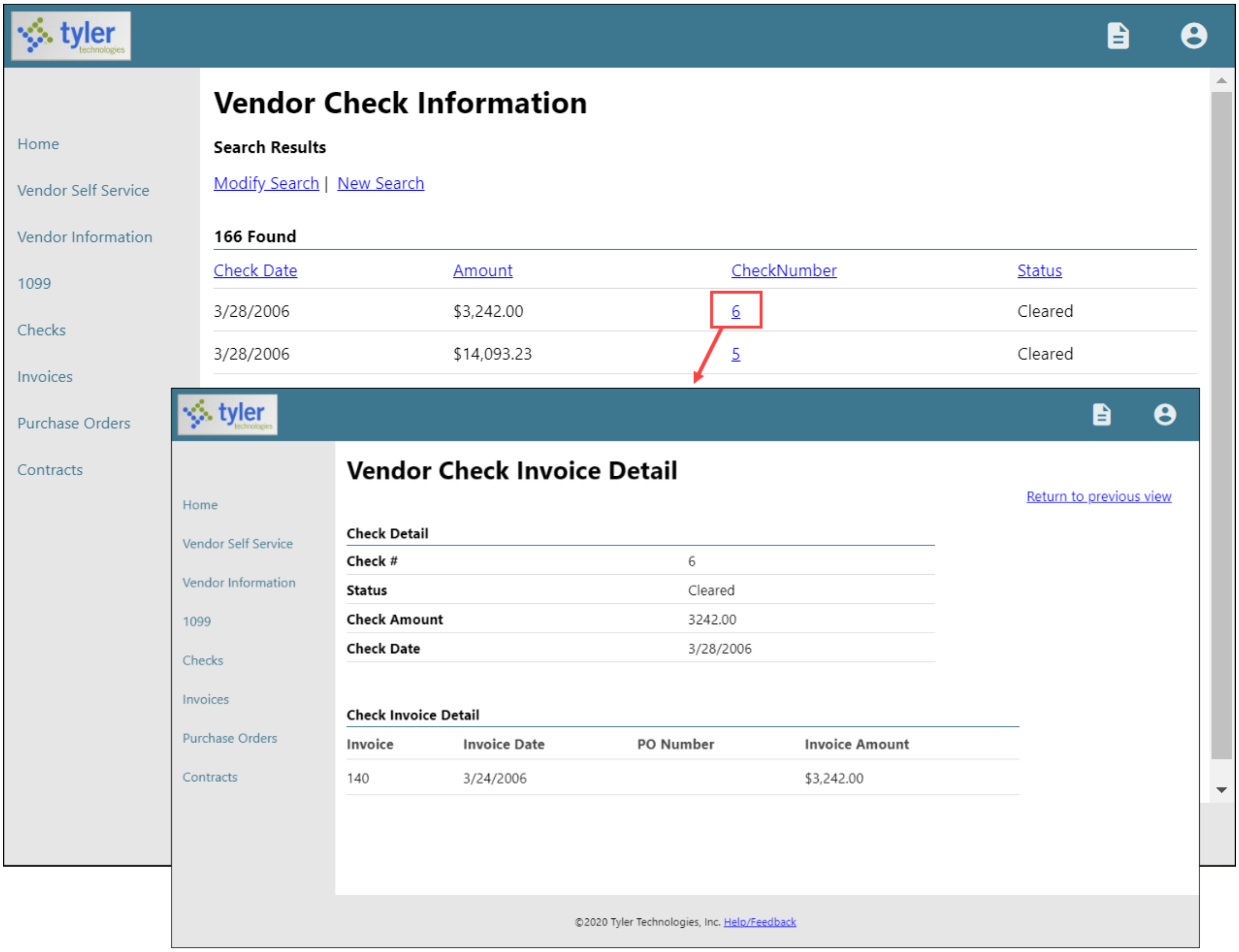
The Checks group provides a list of checks recently issued to the vendor by your organization.



Using the Search Checks option, vendors can find additional check details using the invoice number, date or amount ranges, and status search criteria.



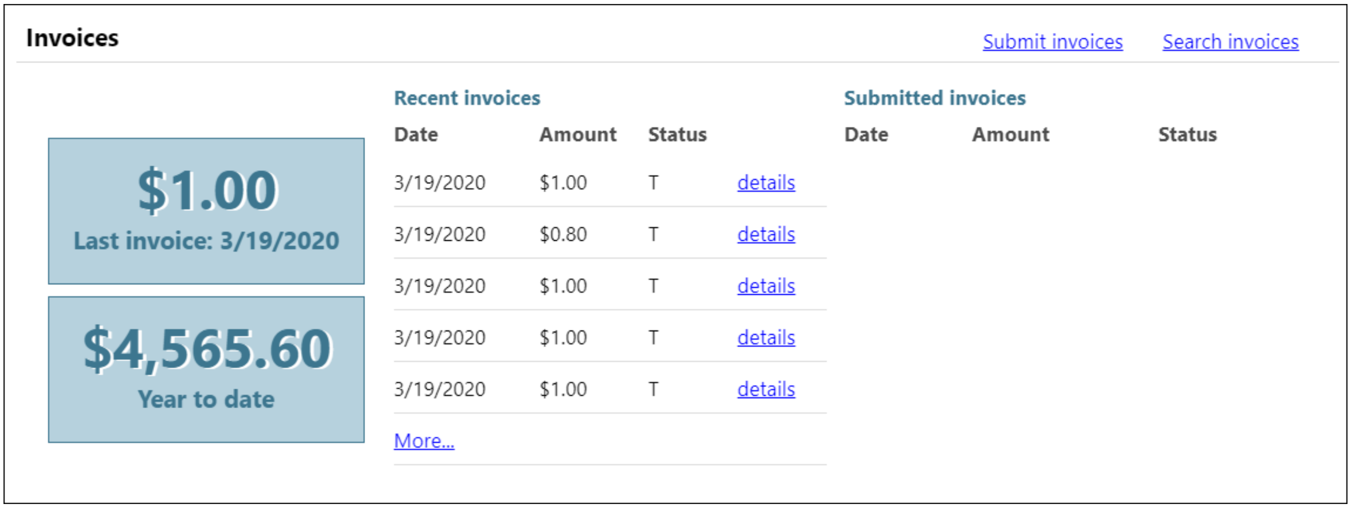
Search Results for checks provides the check date, amount, check number, and status. Clicking a check number reveals additional check details.



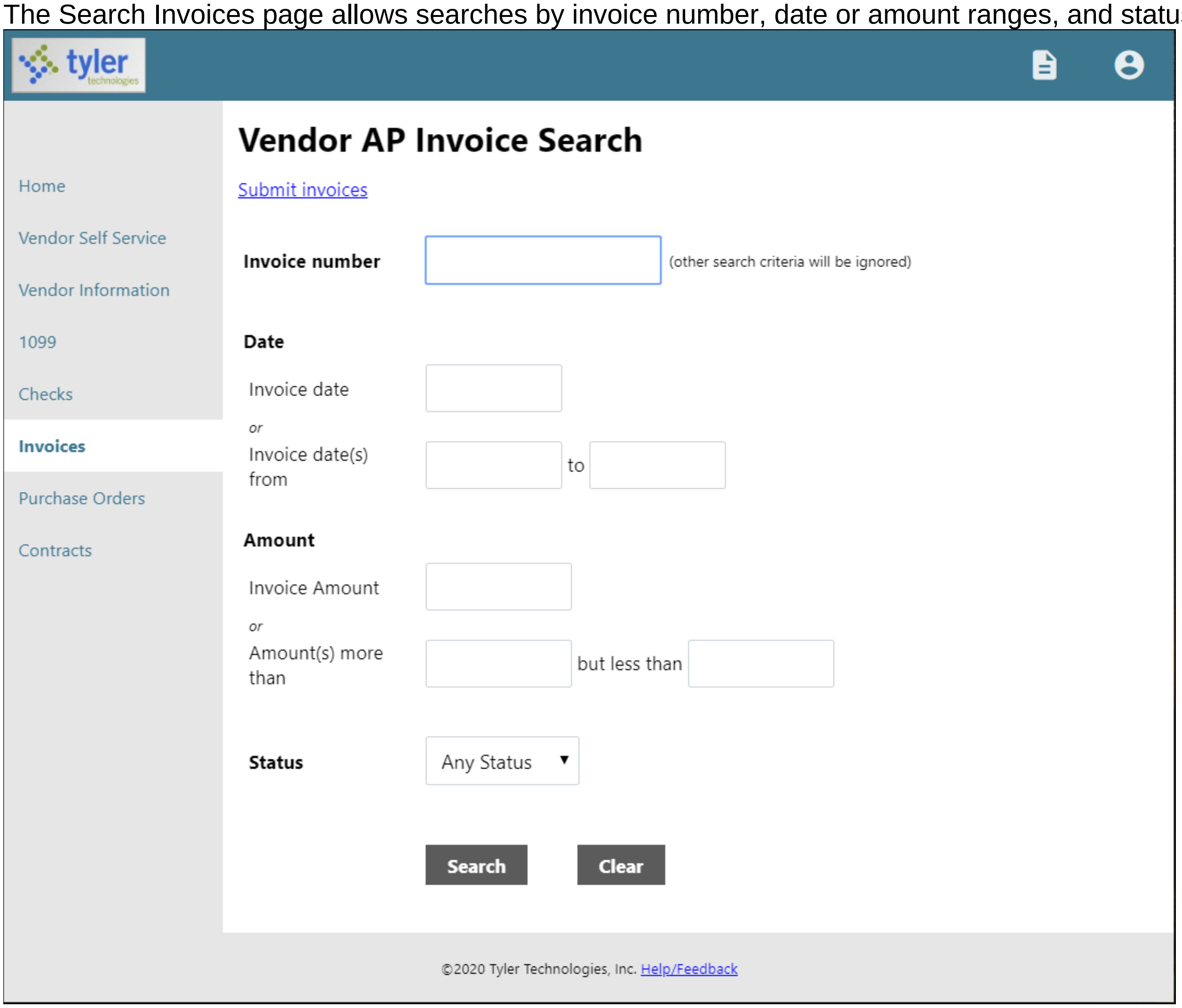
Use the Return to Previous View option to close the Vendor Check Invoice Detail screen and return to the Vendor Check Information screen.

Invoices

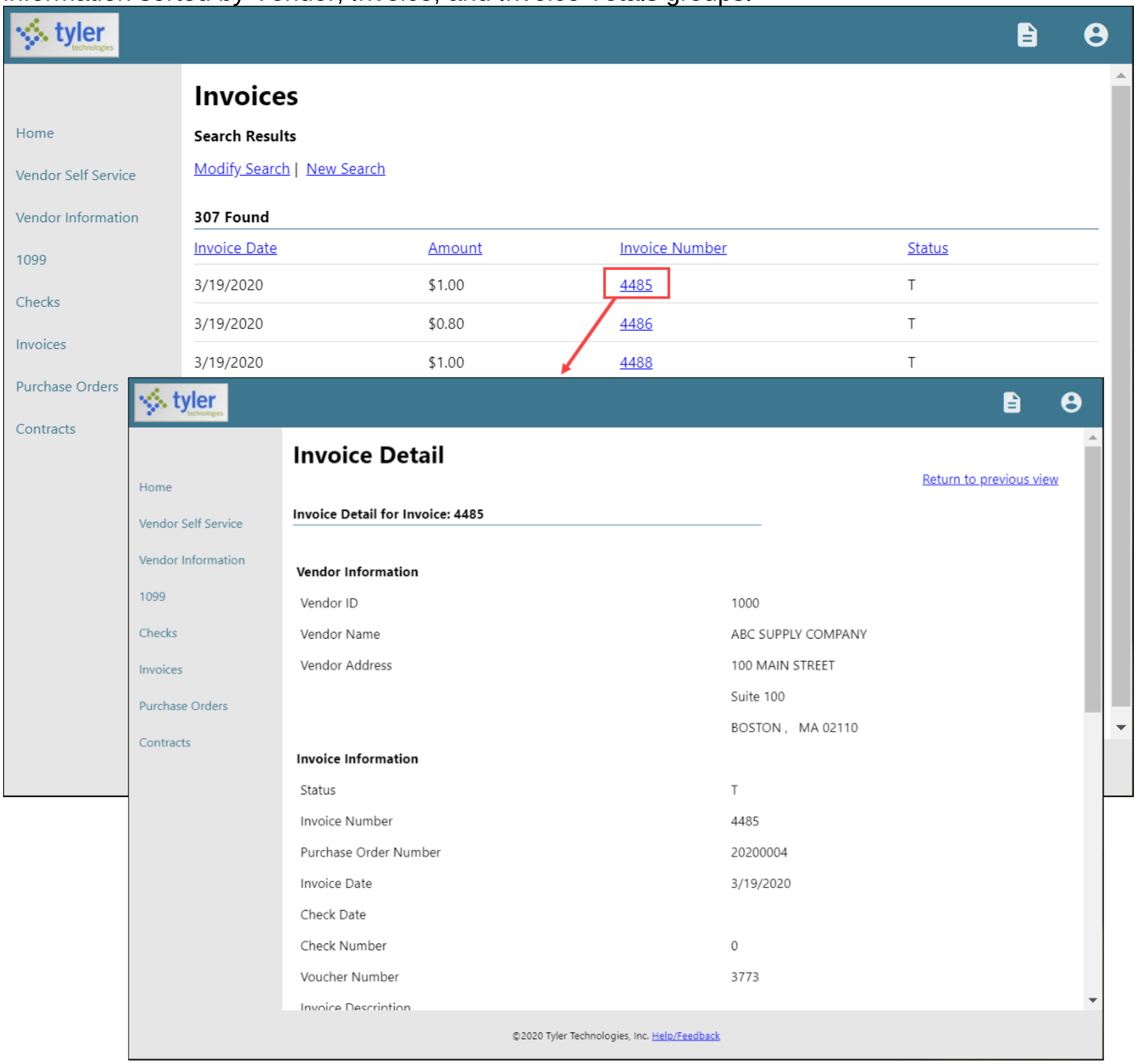
The Invoices group provides vendor details for recent and submitted invoices. Vendors are only able to view invoices that are associated with their vendor ID.



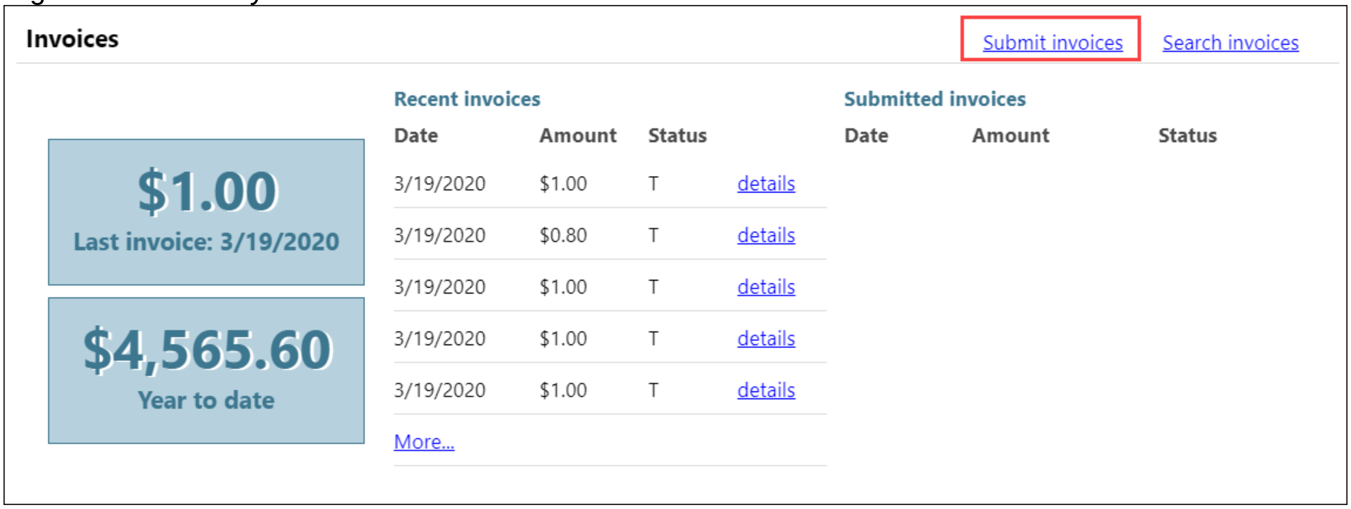
The Search Invoices page allows searches by invoice number, date or amount ranges, and status.



The Search Results page provides the invoice date, amount, invoice number, and status. When the vendor clicks the invoice number, VSS provides the Invoice Detail page, which includes additional information sorted by Vendor, Invoice, and Invoice Totals groups.



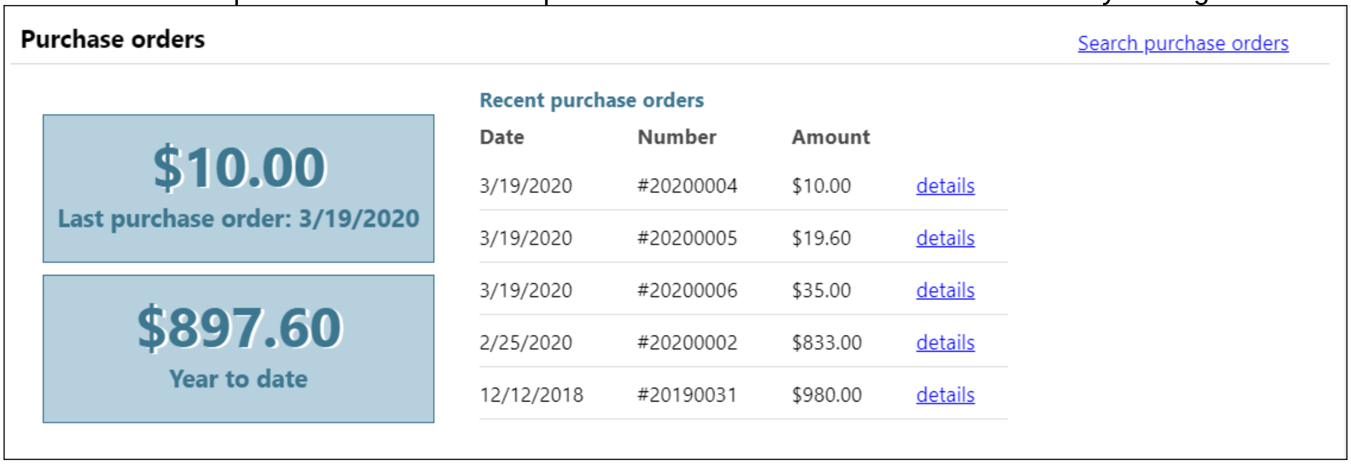
With the applicable settings in Vendor Administration, Munis Accounts Payable Settings, and Munis Purchasing Settings enabled, the Submit Invoices option allows vendors to submit invoices to your organization directly from VSS.



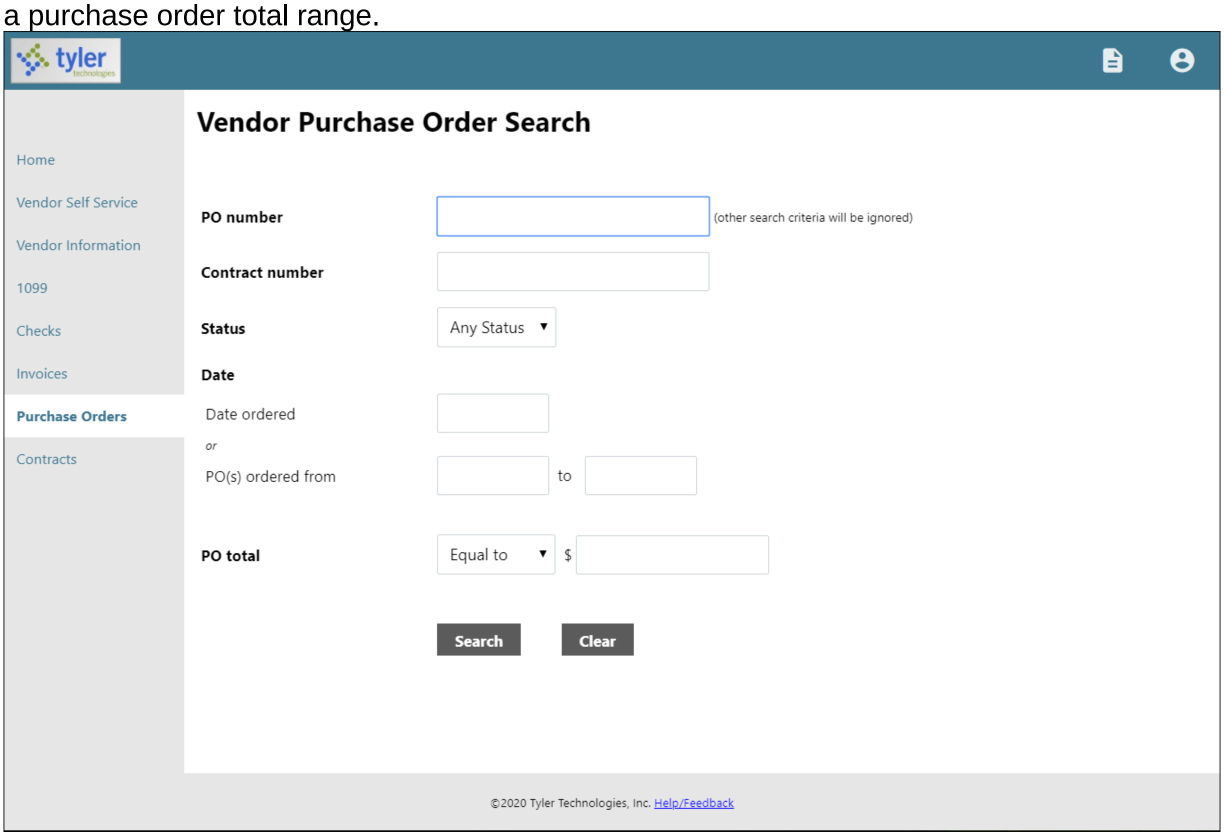
Depending on settings configured for the vendor in Vendor Administration, the Submit Invoices option may require the vendor to indicate a valid purchase order or contract number when they submit an invoice.

Purchase Orders

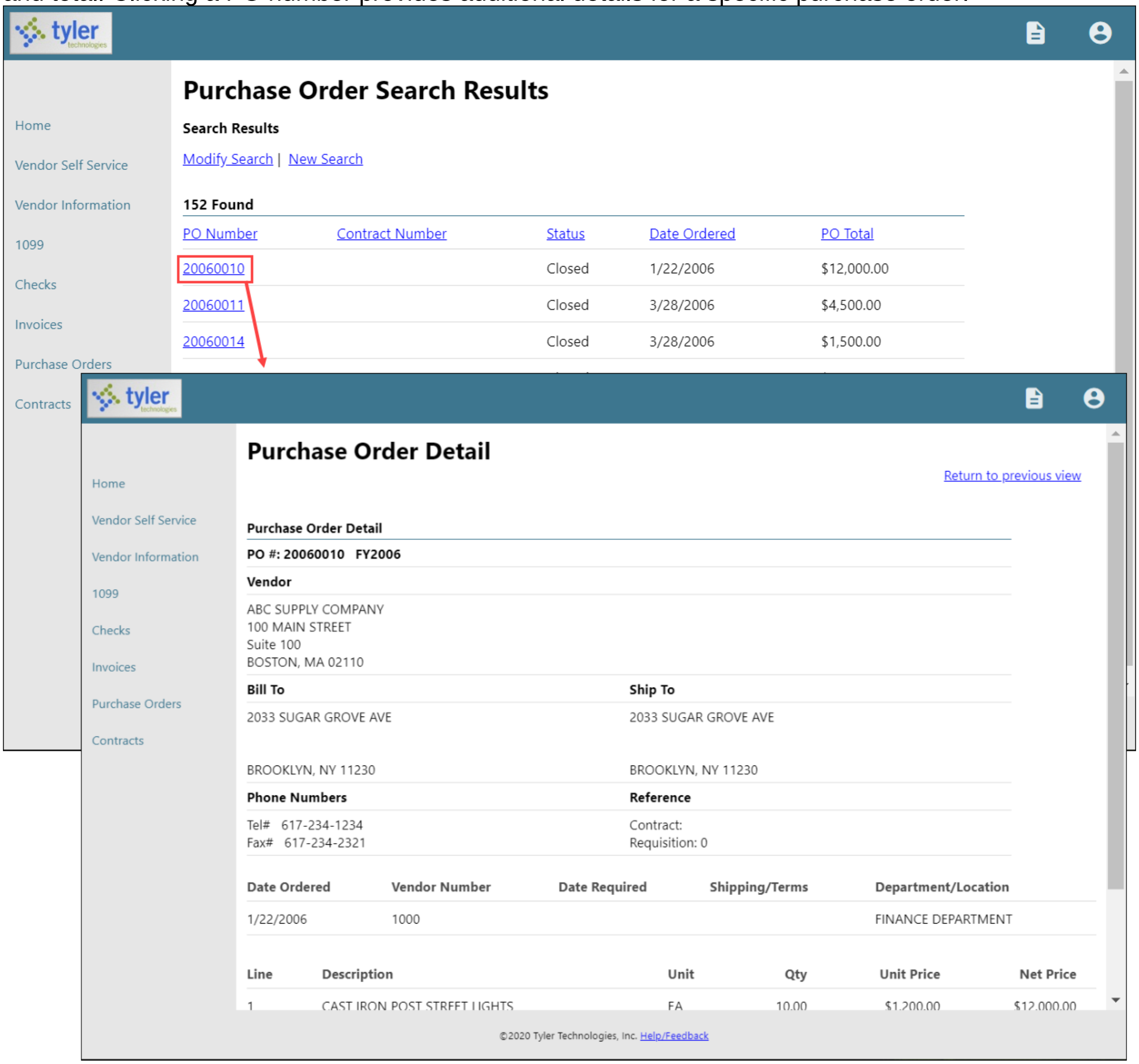
Purchase Orders provides a list of recent purchase orders issued to the vendor from your organization.



The initial Search Purchase Orders page allows vendors to search by purchase order number, date, or a purchase order total range.

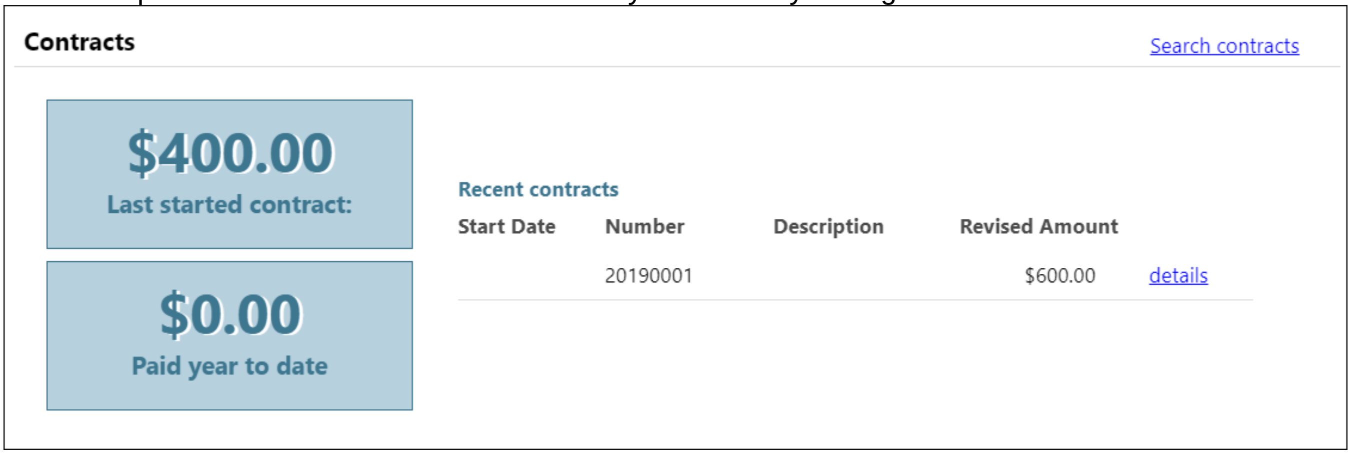


Search results include the purchase order number, contract number (if applicable), status, date orders, and total. Clicking a PO number provides additional details for a specific purchase order.

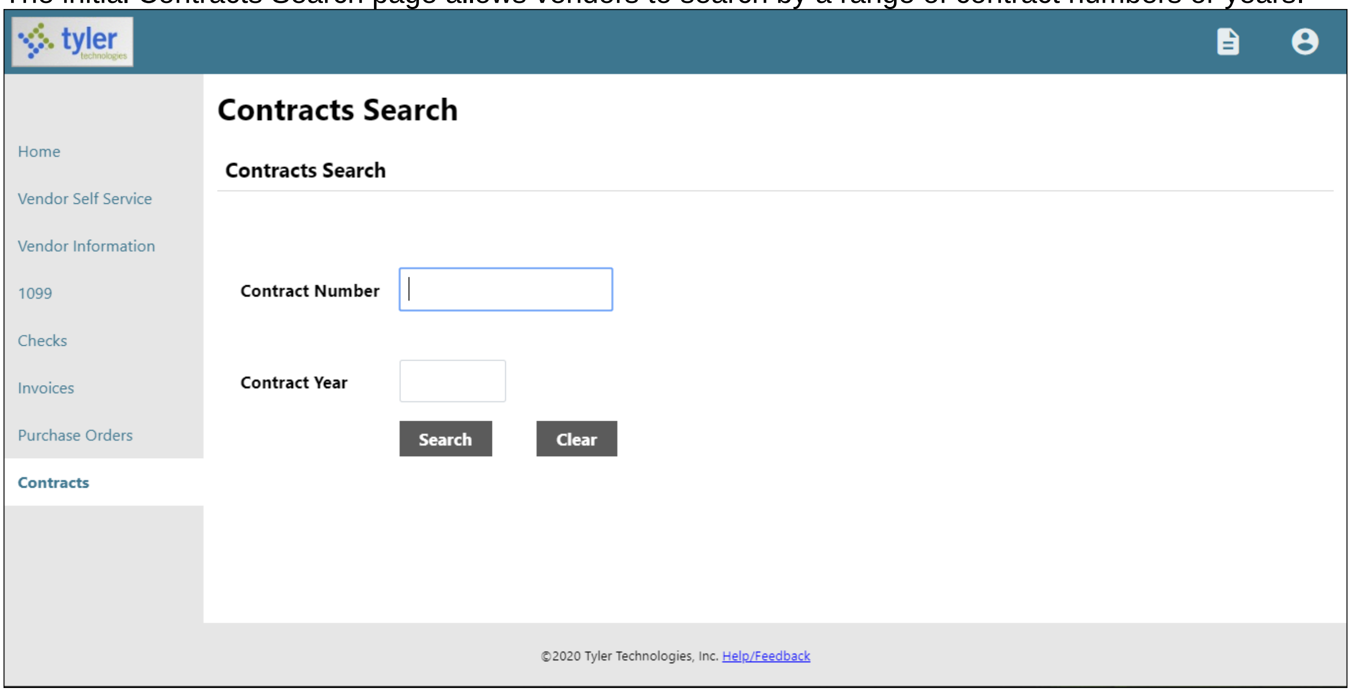


Contracts

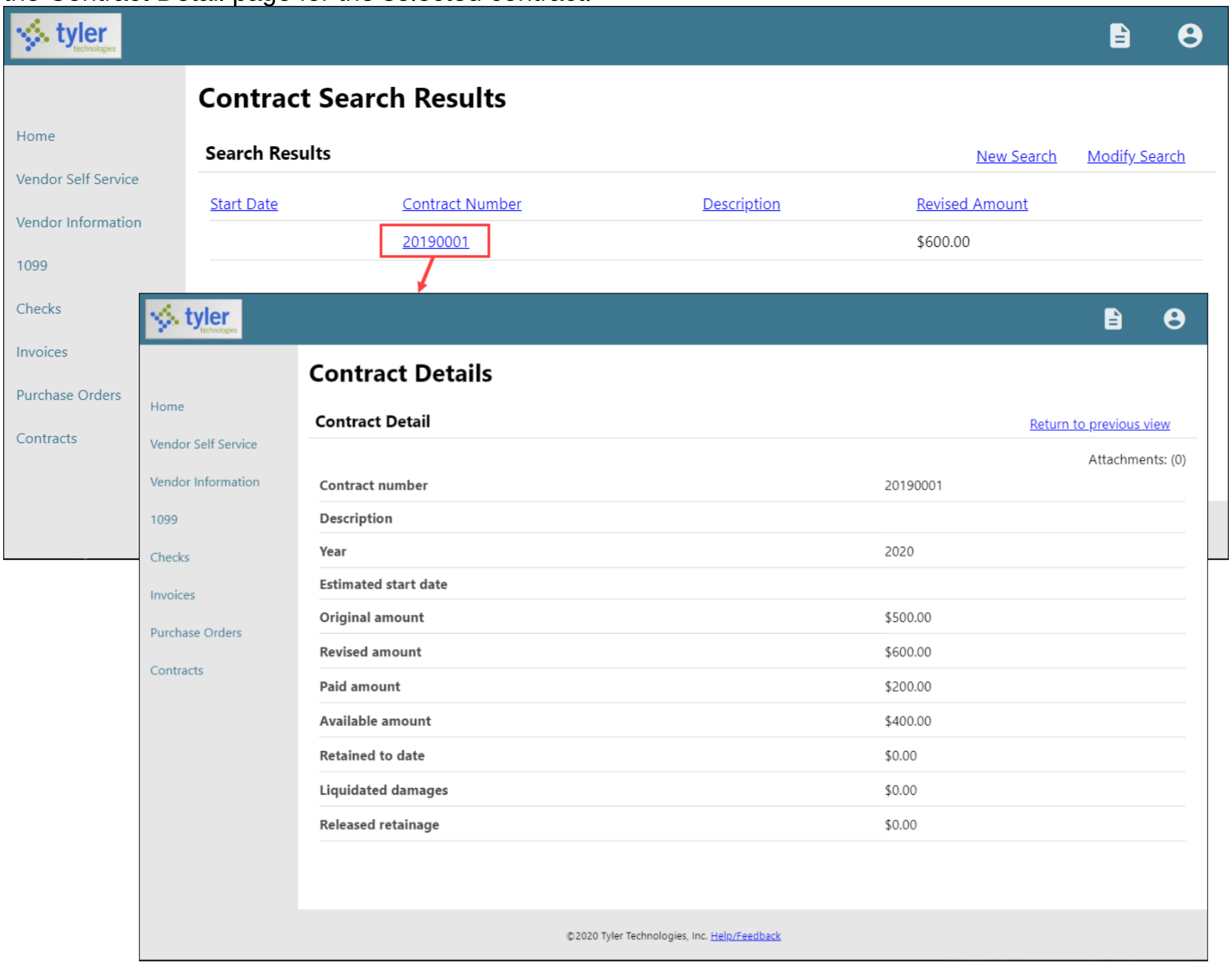
Contracts provides contracts the vendor currently holds with your organization.



The initial Contracts Search page allows vendors to search by a range of contract numbers or years.



Search results include the contract start date, number, and amount. Clicking a contract number shows the Contract Detail page for the selected contract.



Work Orders

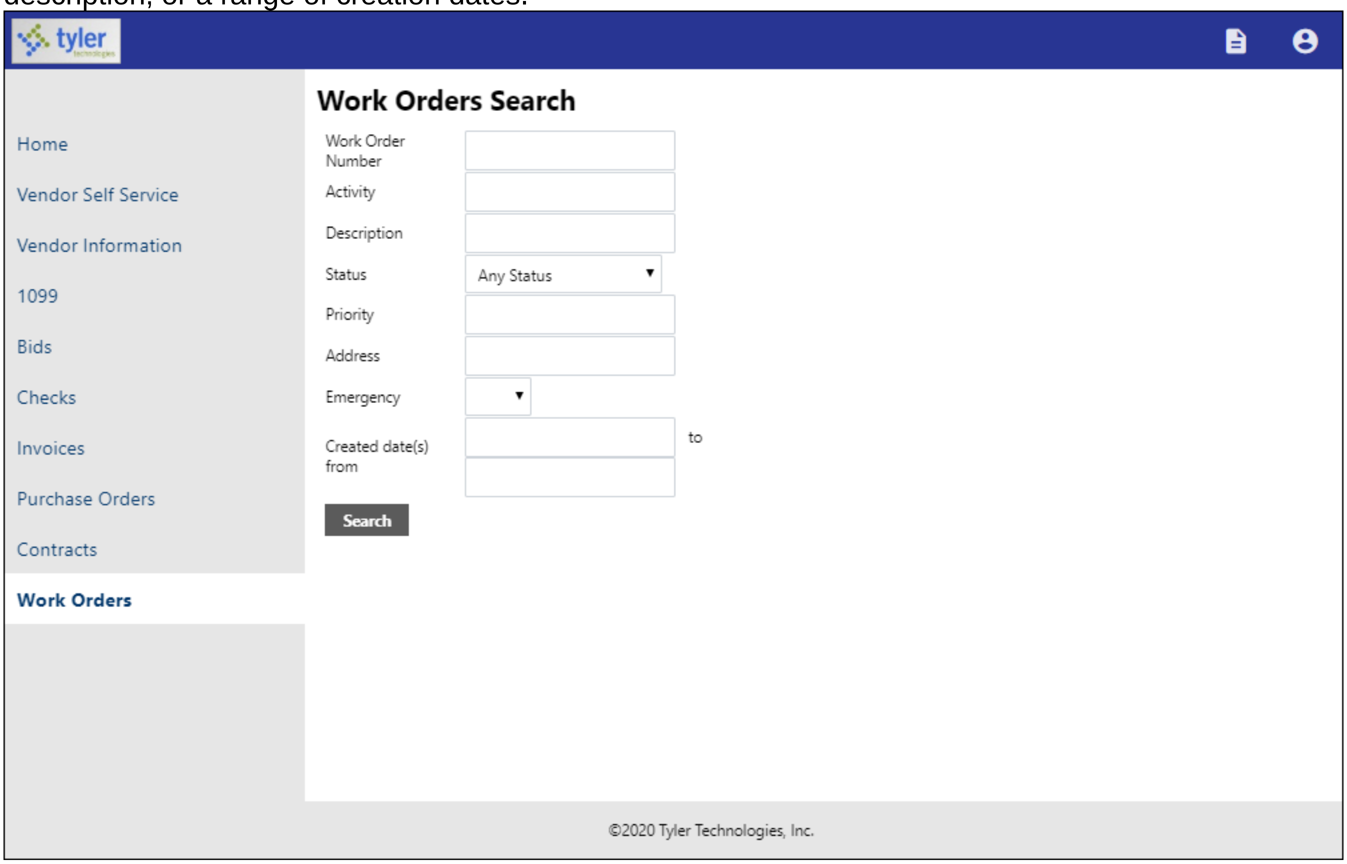
If your organization uses Enterprise Asset Maintenance (EAM) and has the optional Asset Performance features enabled, you can assign work orders to vendors.

Special configuration changes are required to make the VSS–Vendor Self Service Work Orders page available to a vendor:

- After Asset Performance is enabled, an administrator must grant the vendor access to the VSS Work Orders page using MSS–User Administration. See the MSS Vendor Self Service Administration guide for more information.
- In the Munis Vendors program, the Miscellaneous tab of a vendor record includes two settings that control whether work orders can be assigned to the vendor:
  - Can Be Assigned Work Orders—When selected, establishes the vendor as a vendor who can be assigned to work orders.
  - Can Provide Work Order Supplies—When selected, establishes the vendor as a vendor who can supply items for work order activities.

When all of the necessary settings are enabled, the vendor can view their work orders on the VSS Work Orders page.

The initial Work Orders Search page allows the vendor to search by work order number, activity, description, or a range of creation dates.

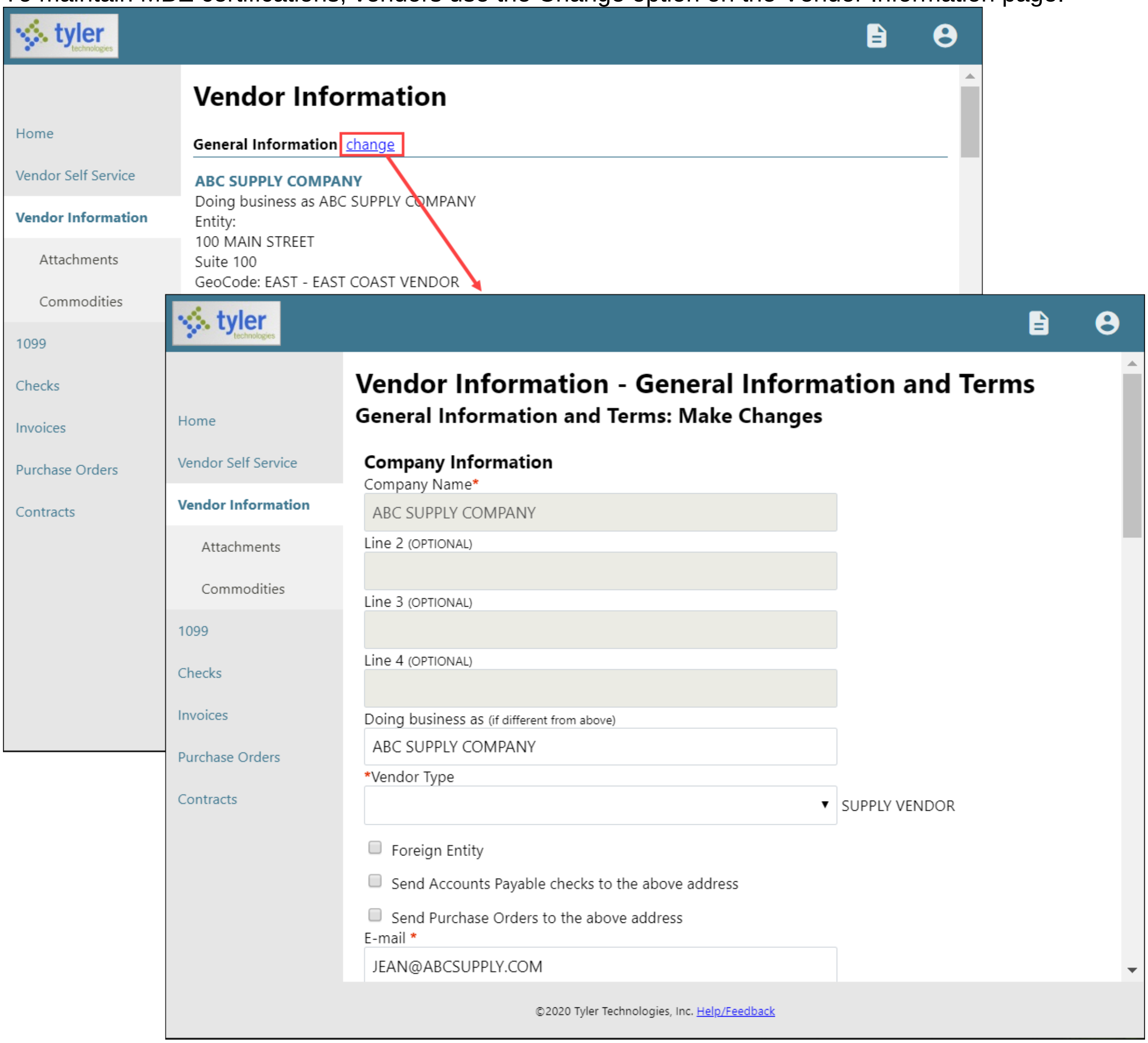


Search results include the work order number, activity, description, department, status, priority, address, emergency, and created date. The Details option displays the Work Order Detail page for the selected work order.

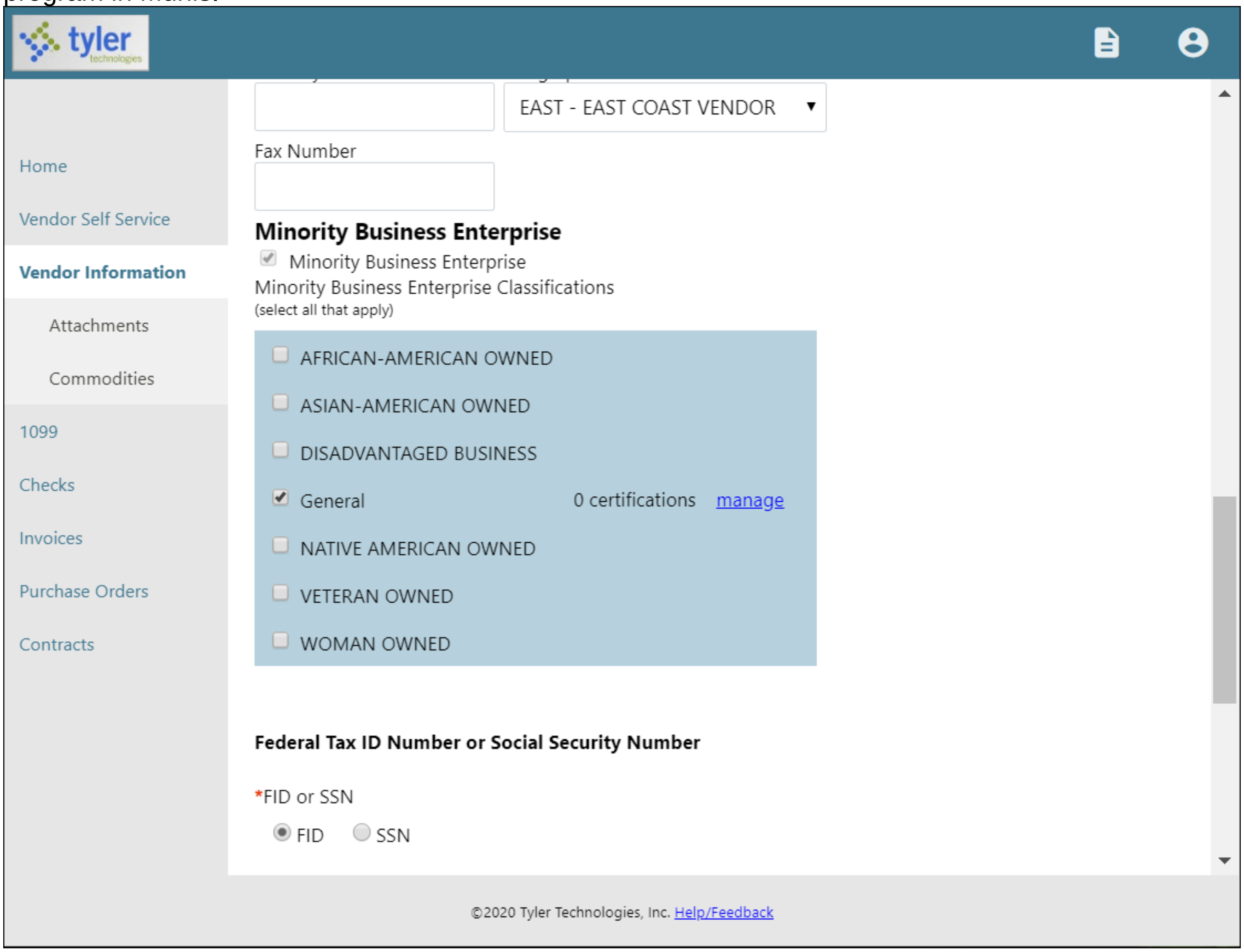
Appendix A—Managing Minority Business Enterprise Certificates

If your organization's Vendor Self Service administrator has cleared the Disable MBE Certification Management check box on the Vendor Administration page, vendors can manage their minority business enterprise (MBE) certifications in Vendor Self Service.

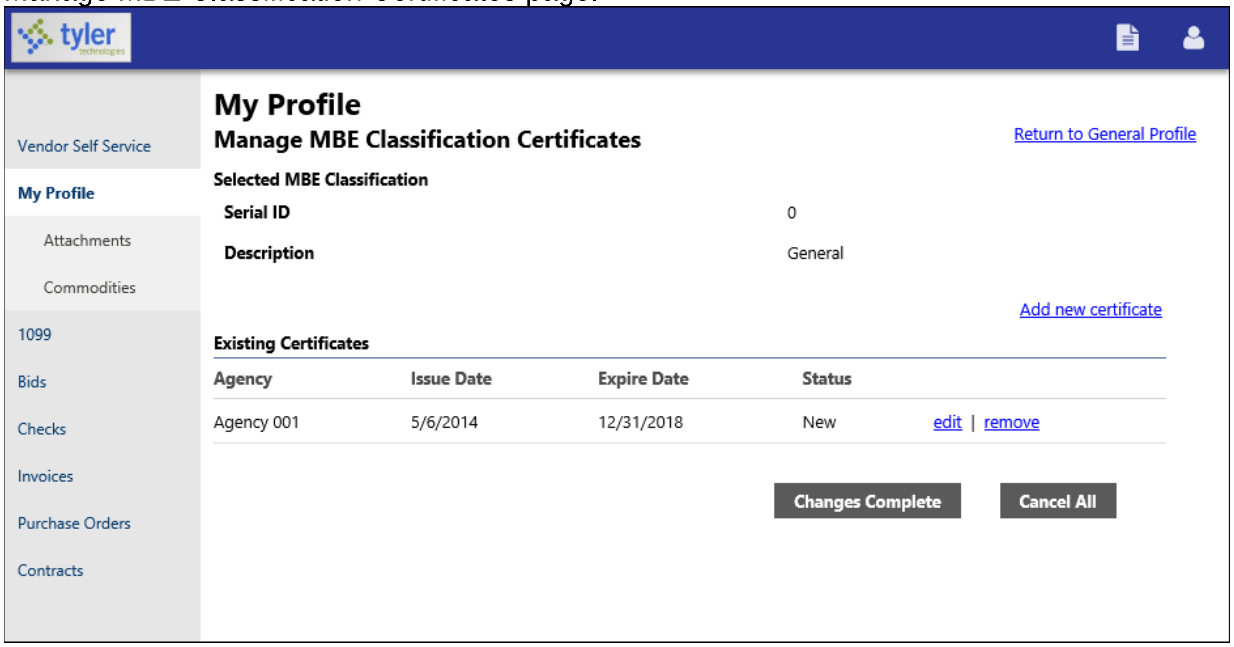
To maintain MBE certifications, vendors use the Change option on the Vendor Information page.



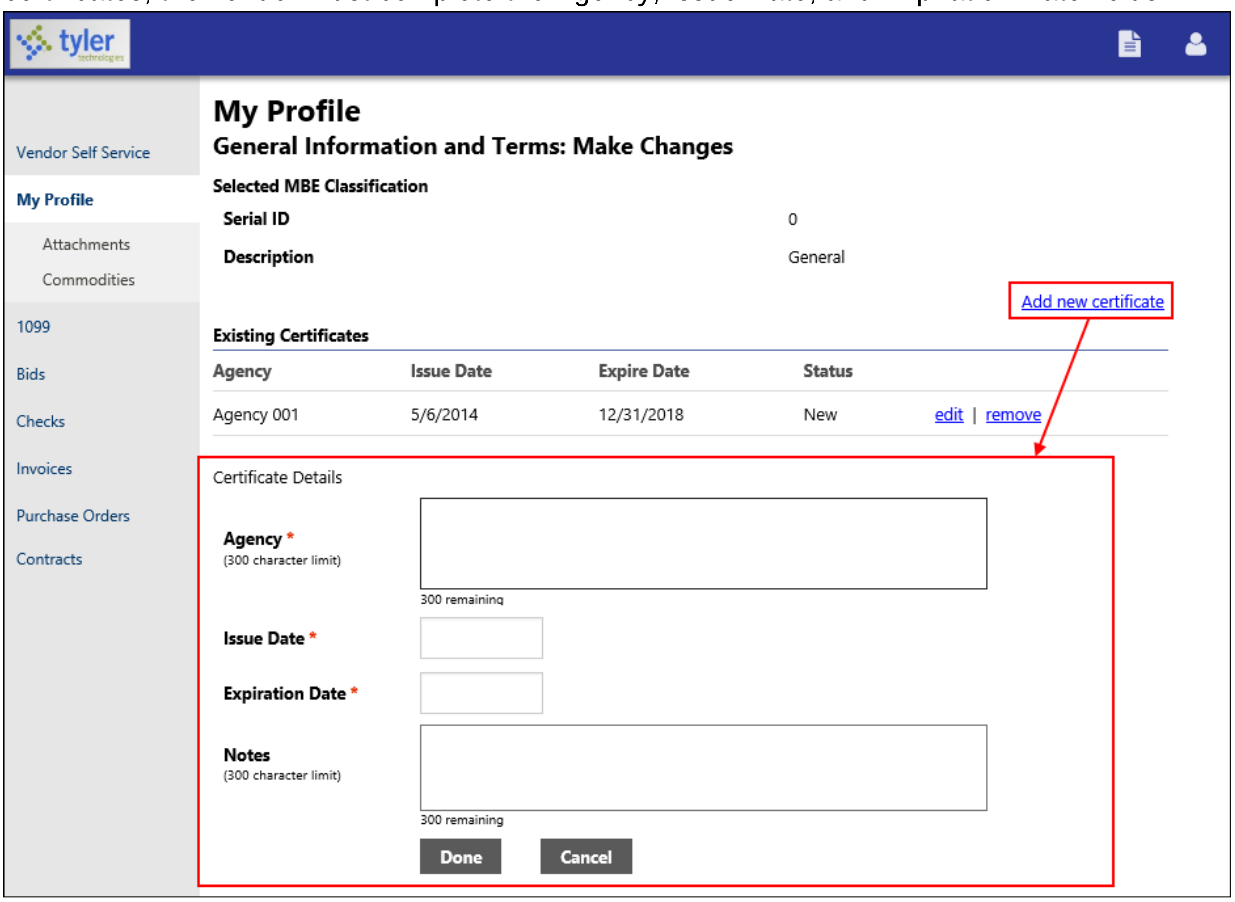
The Minority Business Entity (MBE) section contains the check boxes that indicate if the vendor is a minority business enterprise, and if so, which classifications the vendor possesses. The available classifications are defined by your organization using the Accounts Payable Miscellaneous Codes program in Munis.



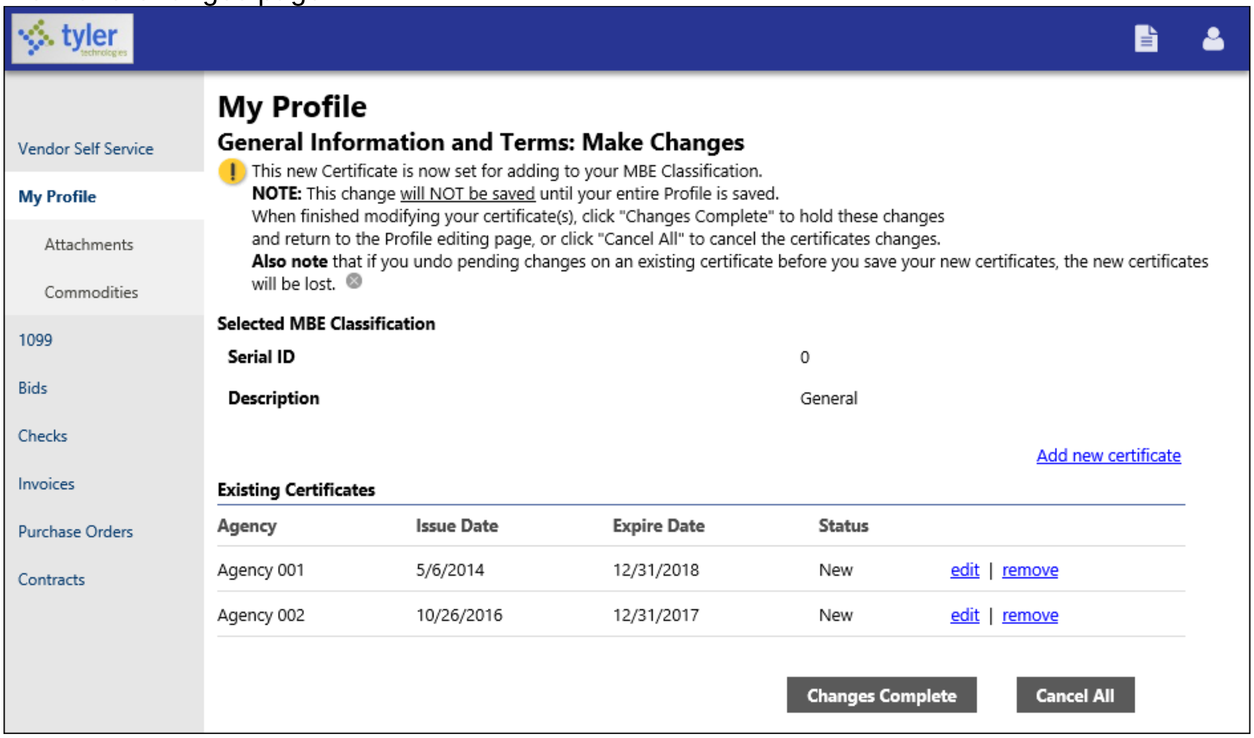
The Manage option for each classification allows a vendor to maintain the classification using the Manage MBE Classification Certificates page.



Clicking Add New Certificate refreshes the page to include the Certificate Details section. For new certificates, the vendor must complete the Agency, Issue Date, and Expiration Date fields.



When the vendor has finished entering data in the boxes, clicking Done saves the entry and displays the Make Changes page.



The Make Changes page includes a message indicating that the new certificate is ready to be added to the vendor's profile, but that the information will not be saved until the vendor's entire profile is saved.

After entering, editing, or removing certificates for a classification, the vendor clicks Changes Complete to save the certificate entries or Cancel All to discard all of the certificate information. Clicking Changes Complete returns the vendor to the Make Changes page, where the Minority Business Entity section displays the updated certification count.

On the Make Changes page, the vendor must click Update to permanently update their profile with the certificate information.