

STATE OF ARKANSAS

Vendor Services Portal

Frequently Asked Questions

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This document is intended to assist anyone who is registering in the Arkansas Vendor Services portal for the first time or returning to update their vendor account. This is a comprehensive guide to assist you with any issues you may have, but if something was missed, please email us at OSPSupport@arkansas.gov or call 501-682-5555.

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FREQUENTLY ASKED QUESTIONS

1. Do I need to register on the Arkansas Vendor Portal even if I already have a vendor number?

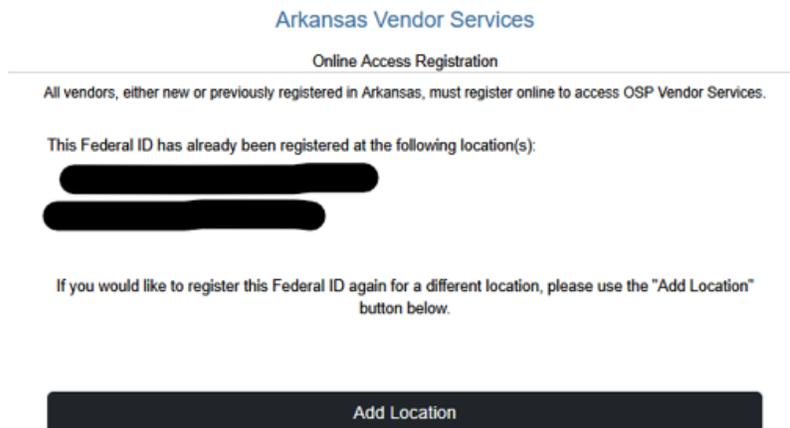
Yes, just because you have a vendor number does not mean you have a vendor profile on the Arkansas Vendor Portal to empower you to update your own vendor account.

2. I did not receive my log in username and password; how do I locate it?

A username and password are not created for you. You will need to go to the [vendor portal](#) and click the black Start Here button to create your username and password.

3. How do I know if I already have a vendor portal account?

You will need to go to the [vendor portal](#) and click the black Start Here button. When you complete the first page and click the black Submit button, if there is already an account associated with your tax ID you will get the following message:



You may then follow instructions to reset the password or if you have multiple locations that have different vendor numbers, you can click the black Add Location button to complete a new vendor registration for your location.

4. I already registered on the vendor portal but forgot my username and password.

1. Go to [Ar.Gov/Help](#)
2. Select any of the 3 chat buttons
3. Click "New Conversation"
4. Type "password reset" then click the paper airplane (send button)

5. Fill in the appropriate information and then send
6. In the text box type the following message with your company's information:
I need to find out the email address associated with my Arkansas Vendor Services profile. My company name is: ___fill in the blank___ and my EIN is ##-#####.
Then click the airplane
7. The agent will get back to you with the email address. If:
 - a. You recognize it and the person with access to that account is still with your company you can then use the "[Lost Password](#)" link and type the email address and it will send an email to that email address with a link to reset the password.
 - b. You do not recognize the email address or the person with that account is no longer with your company, tell the agent assisting you that you need to reset the email address and let them know what you want it changed to.

5. I do not have access to the email address that was used when creating my vendor portal profile. How do I reset the email address?

1. Go to [Ar.Gov/Help](#)
2. Select any of the 3 chat buttons
3. Click "New Conversation"
4. Type "password reset" then click the paper airplane (send button)
5. Fill in the appropriate information and then send
6. In the text box type the following message with your company's information:
I need to reset the email address associated with my Arkansas Vendor Services profile. My company name is: ___fill in the blank___ and my EIN is ##-#####.
Then click the airplane

Then click the airplane

6. What are the goods and services (also known as Material Groups) for?

This is where you can select the codes for goods or services that you would like to provide to the State of Arkansas. You will receive email notifications for bids posted on the Office of State Procurement Bid Opportunities web page for any goods and services you have selected.

7. What do I select if I do not provide goods or services for the State and do not want to receive notifications?

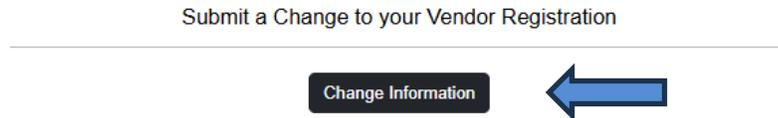
00000 - I do not provide goods or services

8. Why can't I upload my W9?

Check the file size and ensure it is less than 2MB. If it is not, you will need to save it in a format that is 2MB or less.

9. How to add a W9 to my vendor portal account?

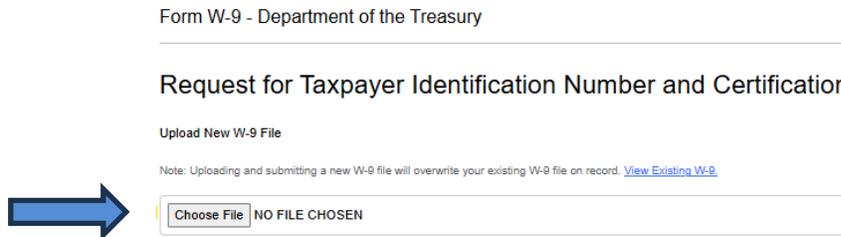
You can log in, then click change information:



Then go to Edit W-9 Information:



Then click the black Edit W-9 Information button, select the Choose File button



Navigate to the location on your computer where your W9 is saved and click Open to attach it.

10. What address should I enter? Physical or Mailing?

The address should be what appears on the invoice that will be submitted to the agency for payment.

11. What city and state should I enter if our physical address is in a different state from the PO Box?

The city and state should match the PO Box that is listed.

12. What should I select for 1099 Reporting?

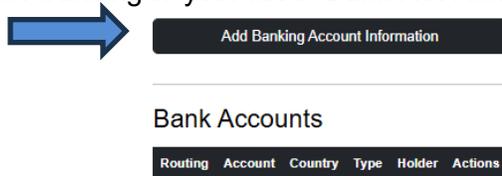
A 1099 is an IRS form, OSP and the State of Arkansas cannot assist you with answering this question as we are not tax professionals. The [IRS website](#) may help you determine if you are exempt or if you fall into one of the categories for 1099 reporting, or you may ask a tax professional.

13. Should I use a Federal Tax ID or Social Security number?

If you file claims for payment under a business registered Employee Identification Number through the IRS then you will enter your EIN in the Federal Tax ID field. If you are claiming the payment on your personal tax return, then you will enter your SSN in the Social Security field. The number you enter into either of these fields should match what the IRS recognizes as the Tax Identification Number associated with the name you are registering. Whichever you choose, you will need to use the same Tax Identification Number throughout the entire registration process.

14. Why won't the portal accept my banking information?

After entering your routing number, account number, bank country, type of account, and account holder name, you need to select the black Add Banking Account Information button to add the banking to your list of Bank Accounts.



15. Where can I find my routing number?

This number is usually the first set of nine numbers printed on the bottom left corner of your checks and can often be found on the bank website.

16. Where can I find my bank account number?

This number is usually found at the bottom of a check, in between the routing number and check number. You can also contact your bank to locate this information.

17. Can I have more than one bank account on my vendor account?

Yes. After entering your banking information for your first bank account, click the black Add Banking Account Information button. This will add that banking information to your list of Bank Accounts. Each time you enter the information for a different bank account, make sure you click the black Add Banking Account Information and look at the list of Bank Accounts to ensure it is correctly added.

18. Can I remove banking that is no longer needed on my account?

Yes. When you log into your account click the black Change Information button and then click the black Edit Bank Information. Any banking you want to remove you can uncheck the Active box.



Then scroll to the bottom and click the black Verify Information button and then the black Submit Vendor Registration button.

19. How do I know which Account Group to select?

This field is most often left as Standard Goods/Services. The others than are commonly used are Not for Profit for anyone that is an IRS registered [non-profit](#), or Foreign for any vendor that is located outside the United States and would submit a W-8BEN instead of a W-9.

20. What is the Account Group?

Standard Goods/Services (select if other categories do not apply) – If none of the others on this list apply to your company, this will be the correct option.

Board Member – Members of Arkansas state government boards and commissions.

Not for Profit - Not-for-profit vendors that are IRS registered [non-profit](#).

Agency - Arkansas state government agencies and institutions of higher education.

Arkansas City/County – City and county governments that are in Arkansas.

Arkansas Government (Not City/County) – Arkansas local government entities which are not cities or counties.

Federal/Another State’s Agency or Institution of Higher Education – Non-Arkansas governmental entities.

Foreign – Any vendor that is located outside of the United States and would submit a W-8BEN instead of a W-9.

21. How long will it take for me to get my AASIS Vendor Number after registering?

This is not an automated process. The time it takes depends on how many vendors register in the portal so wait time will vary.

22. Where can I go to get a status update for my registration?

You may submit a helpdesk ticket at OSPSupport@arkansas.gov or call 501-682-5555 if it has been more than 4 weeks since you submitted your registration.

23. When will our payment be processed?

You will need to contact the agency that you did work for. The Office of Procurement manages the list of payable vendors but does not process any payments.

24. Can I email my W-9 for someone else to attach?

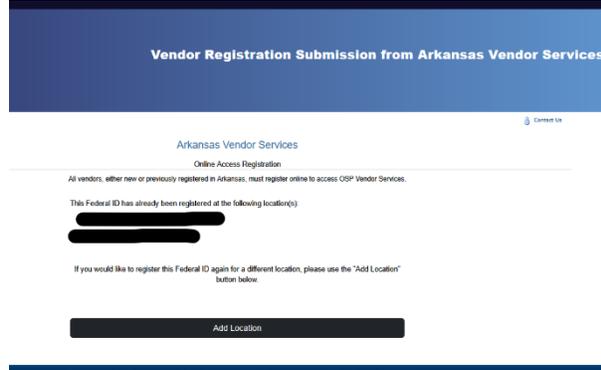
No. If you need help with attaching your W-9 in the portal [click here](#).

25. How do I find my AASIS Vendor Number?

Once your application is approved, your AASIS Vendor Number will be emailed to you.

ERROR MESSAGES

1. This Federal ID has already been registered at the following location(s).



Solution: This means you already have a vendor profile created for the tax ID (EIN or SSN) that you entered. There are two different situations with different actions to take.

- A. If you only have one AASIS Vendor account that you maintain, you will need to locate your username or email address that you used when you created your original Arkansas Vendor Services Portal profile. If you do not know what that username or email address is, you can get instructions [here](#) to find out what the email address is.
- B. If you have multiple AASIS Vendor accounts for different invoice locations, check the given list of locations to confirm that a profile does not already exist for the location you are attempting to add. If you are adding a new profile for a different location, click the black Add Location button.

2. You can only provide either a Federal ID or a Social Security Number, not both.



Solution: You may either enter a Federal ID (EIN) or a Social Security Number (SSN) but not both. If you need more information about the two options, you may [click here](#). The number you enter should match what the IRS recognizes as the Tax Identification Number associated with the name you are registering. Whichever you choose, you will need to use the same Tax Identification Number throughout the entire registration process.

3. The Email Address for Remittance Information section field is required.

Solution: This email address will be where we send the receipt for payments made through ACH, electronic payment, directly to your bank. This is a required field to ensure you know when payments are processed.

4. The Contact Name field is required.

Solution: This will be the person we contact about accounts receivables questions. It should be someone with access to banking information.

5. The bank accounts field is required.

Solution: Enter information in all required banking fields. If you don't know where to find bank information, please [click here](#).

6. Please enter a street address or PO Box for the Remittance Information section.

Solution: Only one of the two is required, but a remittance address is required. Address 1 is for the street address; Address 2 is any subtext for a mailed letter such as C/O (care of) or Office Number. If you are entering a PO Box, only use numerical values. If you are entering both a physical address and PO Box, the City and State should be matched up with the PO Box.

7. A W-9 form must be attached unless this is a BOAR account group vendor.

Solution: Click the Choose File button and navigate to where you saved your completed and signed W-9 and attach the file. Please note, you cannot attach a file size larger than 2MB.

8. The W9 name field is required.

Solution: The field indicated with "Your Name" must be filled. This name may or may not be on your completed W-9 and should either be the person entering the registration or the salesperson.

9. Material Group is required.

Solution: Select the codes for goods or services that you would like to provide to the State of Arkansas. You will receive email notifications for bids posted on the Office of State Procurement Bid Opportunities web page for any goods and services you have

selected. If you do not want to receive bid/solicitation notifications, you may select “00000 – I do not provide goods or services”.

10. The Federal ID must be in the format 11-1111111.

Solution: Make sure that you have entered an EIN (##-#####) with the – after the first two digits. If you will be using your Social Security Number, the Federal ID field will need to be left blank.

11. The Social Security Number must be in the format 111-11-1111.

Solution: Make sure that you have entered an SSN (###-##-####) with the – after the third and fifth digits. If you will be using a business Employee Identification Number, the Social Security Number field will need to be left blank.

12. Failed to Validate Zip Code: Invalid Zip Code.

Solution: The zip code listed should match what the [USPS \(United States Postal Service\)](#) recognizes with your listed address, city, and state. If the one you listed is what USPS.COM has when you enter your address, please submit a helpdesk ticket at help@ina.ar.gov informing us that the Arkansas Vendor Services Portal does not recognize your correct zip code.

13. The zip code and city/state you entered do not match. The options for this Zip Code are:

Solution: The zip code listed should match what the [USPS \(United States Postal Service\)](#) recognizes with your listed address, city, and state. If the one you listed is what USPS.COM has when you enter your address, please submit a helpdesk ticket at help@ina.ar.gov informing us that the Arkansas Vendor Services Portal does not recognize your correct zip code.

**14. The SSN field is required when Tax ID field is not present
OR**

15. The Tax ID field is required when SSN field is not present

Solution: You may either enter a Federal ID (EIN) or a Social Security Number (SSN) but not both. If you need more information about the two options, you may click here. The number you enter should match what the IRS recognizes as the Tax Identification Number associated with the name you are registering. Whichever you choose, you will need to use the same Tax Identification Number throughout the entire registration process.