**Subsidy Vendor Agreement System (SVAS) – USER GUIDE**

To help guide you through the registration process as a first-time user, please read and follow the directions below *before* you review and sign your new vendor agreement:

1. You will receive an email from the Child Care Subsidy Program
   **From:** vendor.manager@dss.virginia.gov
   **Subject:** DSS requests that you sign the subsidy vendor agreement for vendor at *your physical address will be printed here*
   **REMEMBER:** Your User ID# is your VENDOR ID#.

2. Please click the “link” provided in the email.
   NOTE: You may see a webpage that states “There is a problem with this website’s security certificate”. To bypass this, please click on “Continue to this website (not recommended)” – see screenshot below.

3. On the login screen, please enter your User ID *(Vendor ID#)* and *temporary* password provided in the email. NOTE: the temporary password is only valid for 30 days

4. Once you are logged in, you will be instructed to change your password. The password *cannot* be the same as your Vendor ID and must include:
   a. At least eight characters;
b. One character must be UPPERCASE and one character must be a number; and,
c. Write down your password and keep it in a safe place to guard your personal information.

5. Next, you must click on “Set Secret Questions” You should select at least 3 questions and provide the answers to them.

6. You will now be able to review and sign your new vendor agreement by clicking on “Manage Agreements”. You will now be able to review your Vendor Agreement by clicking on click here
7. On the very first page of the document, **you MUST verify that your demographic information is correct.**
   a. If it is **correct**, please proceed with reviewing the terms and conditions and signing the document at the end of the webpage by scrolling all the way to the bottom.
   b. **If any of the demographic information is wrong, please STOP and do not sign.** Send an email to vendor.manager@dss.virginia.gov to inform us of the changes needed (i.e. last name changed due to marriage/divorce, address update, vendor id #, etc.) and we will send a modified agreement for you to review and sign.

8. **Read and review the entire document!**

9. If you agree to the conditions and terms of the agreement, **SIGN** (type in your name) and enter your **TITLE** (type in your title). Click on **Sign Agreement**

10. Once you have successfully signed the Vendor Agreement, you will be able to view and print your agreement by clicking the .pdf icon in the **Vendor Agreement History**.

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**Final Action Needed**

A new/updated W-9 form is required whenever there is a new vendor agreement. In addition to a W-9 form, Vendors must also provide a copy of their social security card or a copy of the IRS 147c Notification or SS-4 Form associated with the entity’s tax filing status.

A backup withholding of 24% of a Vendor’s payment, as required by the Internal Revenue Service, will be withheld when an incorrect or unverifiable Vendor name and/or tax identification number is provided to VDSS.
→ Download a W-9 form.

The W-9 form is also available on the public website at http://www.dss.virginia.gov/family/cc/assistance_providers.cgi
Scroll down the page and click on the button beside Forms
Select W-9 (the form is available as a work document and as a PDF)

→ Complete the form, print, sign/date (be sure to indicate your Vendor ID# on the form) and return to our office

MAIL to: Department of Social Services
Attn: Vendor Manager
P. O. Box 1997
Richmond, VA 23218-1997

Or EMAIL to: vendor.manager@dss.virginia.gov.

Or FAX to: Attn: Vendor Manager
804.726.7655

If you experience technical difficulties with the system, please send an email to vendor.manager@dss.virginia.gov and be sure to include the following:

- Your Full Name (First and Last Name)
- Vendor ID# (should start with the numbers “511” and it is 9-digits long)
- Detailed Description of the Issue
- Best Contact Phone Number (include area code)

*Important Note: If you are experiencing internet connection issues, you must contact your internet provider or choose a location where internet access is present as we are unable to assist with you with that.