

Supplier Registration Instructions

Supplier Registration

This document provides instructions on how to register your organization in Loudoun Water's Ion Wave software. Please take note of the following.

- Each organization manages its own supplier database. Registration with other IWT clients does not grant access to Loudoun Water's site.
- Completion of the registration process does not mean you will be awarded a contract with Loudoun Water.
- Review Loudoun Water's purchasing website for detailed instructions.
- Any changes or modifications to the supplier profile will be completed by the supplier. It is not Loudoun Water's responsibility to manage this information.
- For questions regarding your registration application, contact procurement@loudounwater.org.
- For technical assistance, contact support@ionwave.net or call 866-277-2645 ext. 4.

New Registration Process:

To begin the registration process, select the "Supplier Registration" link on Loudoun Water's webpage. Once the Login Page is open, click on the 'Supplier Registration'. (See *Figure 1*)

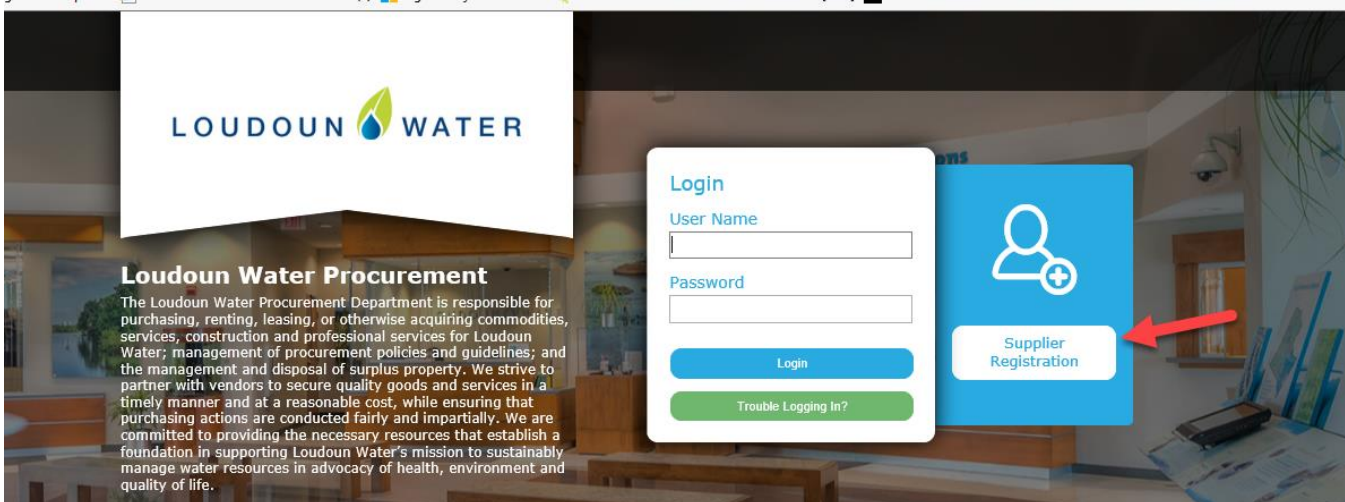
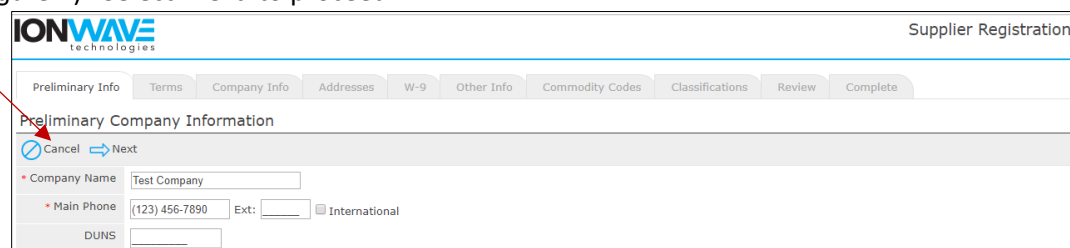


Figure 1

On the 'Preliminary Company Information' page, enter your Company Name, Telephone Number, and DUNS (if applicable). If you are providing an international telephone, check the box next to "International" and enter information accordingly (See *Figure 2*). Select 'Next' to proceed.



The screenshot shows the IONWAVE Supplier Registration form. The form has a header with the IONWAVE logo and the text 'Supplier Registration'. Below the header is a navigation bar with tabs: 'Preliminary Info', 'Terms', 'Company Info', 'Addresses', 'W-9', 'Other Info', 'Commodity Codes', 'Classifications', 'Review', and 'Complete'. The 'Preliminary Info' tab is selected. The form contains the following fields: 'Company Name' (with the value 'Test Company'), 'Main Phone' (with the value '(123) 456-7890'), 'Ext.' (with a dropdown menu), 'International' (with a checkbox), and 'DUNS' (with a text input field). There are 'Cancel' and 'Next' buttons at the bottom of the form. A red arrow points to the 'Next' button.

Figure 2

The system will search Loudoun Water’s Ion Wave supplier database for an existing supplier account. If a duplication is found, you will be prompted to **not create a duplicate supplier**. Click on ‘Cancel’ button to cancel the registration. If you need to have access to your account, contact the primary user of this account in your organization and request to be added as an additional user on the account.

If the “duplicate” account is not your company, click on ‘Create New Supplier’ on top left-hand side to proceed. (See Figure 3)

Company Name	Location	Main Phone	DUNS	Status
Fall Leaf Removal	Austin, TX USA	(123) 456-7890		Active

Figure 3

Terms and Conditions:

You are required to agree with the Terms and Conditions to proceed with your registration. If necessary, click the ‘Printer-Friendly Version’ link to print the terms for offline review. Once you have reviewed the terms and agree, check the box and click ‘Next’ on top left-hand side to proceed. (See Figure 4)

☐ I Accept the Ion Wave Technologies Terms and Conditions [Printer-Friendly Version](#)

Figure 4

Company Information:

The system requires your company information. All required fields on this page are indicated with a red asterisk *. (See Figure 5)

IONWAVE Technologies Supplier Registration

Preliminary Info Terms Company Info Addresses W-9 Other Info Commodity Codes Classifications Review Complete

Save and Next

Company Information

* Trade Name (dba) TEST Company

Legal Name (if different)

* Organization Type -- Select --

Formation Date

* Tax ID Number FEIN SSN/ETIN Other

DUNS

Website

Company Description

User Information

* User Name / Login remove

* Password

* Verify Password

Prefix

* First Name

* Last Name

Title

* Email

* Verify Email

Office Phone Ext: International

Mobile Phone International

* Time Zone -- Select --

Company Address

* Address 1

Address 2

Address 3

* City

* State/Province -- Select --

* Zip/Postal

* Country United States

* Main Phone (123) 456-7890 Ext: International

Toll Free Ext: International

Fax International

Contact Name

Email

Figure 5

- Trade Name or DBA (Doing Business As) /Legal Name – If your company has separate operating names, please provide both in the designated area. If your company has the same Trade and Legal name, only enter this information in the Trade Name area.
- Organization Type – Select appropriate type from the drop-down menu
 - (International) – If your organization is outside of the United States, please select **Foreign Entity** from the Organization drop-down selection.
- Tax ID Number –
 - (International) – if your organization is outside the United States, please select **OTHER**
- User Information – By default, the system will utilize the user information to create the primary user profile for the account.
- Company Address - By default, the system will utilize this as your primary communication. Enter a different contact name and email if primary contact is different from the user contact information. Additional addresses can be added in the next step.
- Time Zone -

Important Note: Selecting your correct Time Zone (including the observation of Daylight Savings) will ensure that the time of Issue Dates, Closed Dates, and Activity Dates are displayed accurately. (See Figure 6)

* Time Zone -- Select --

-- Select --

Atlantic Time

Eastern Time

Central Time

Mountain Time

Pacific Time

Alaska Time

Hawaii-Aleutian Time

Atlantic Time (Does NOT Observe Daylight Savings)

Eastern Time (Does NOT Observe Daylight Savings)

Central Time (Does NOT Observe Daylight Savings)

Mountain Time (Does NOT Observe Daylight Savings)

Pacific Time (Does NOT Observe Daylight Savings)

Alaska Time (Does NOT Observe Daylight Savings)

Hawaii-Aleutian Time (Does NOT Observe Daylight Savings)

Kuwait, Riyadh

GMT Standard Time

Figure 6

Click on 'Save and Next' on the top left-hand side to proceed. (See Figure 5 above.)

Verify Email Address – The system will send an email link to verify if your email address is valid. The “From” address is provided in the pop-up box. Add this email address to your Safe Senders list (whitelist) to avoid being routed to your junk mail.

NOTE: If you do not receive the verification email, check your Junk/Clutter folders or contact your IT staff to ensure this email has not been blocked by your company’s network.

The link provided in the email will expire after 14 days. **Click ‘OK’ to receive this link.** (See Figure 7).

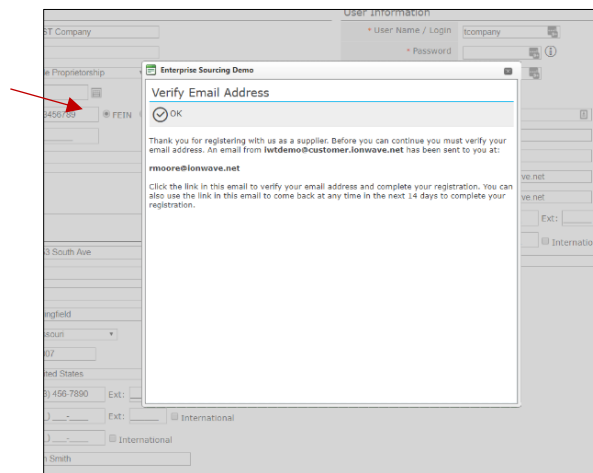


Figure 7

Once you receive the email, click on the provided link in the email to continue with the registration. Click on ‘Click Here to Continue Registration’. (See Figure 8).

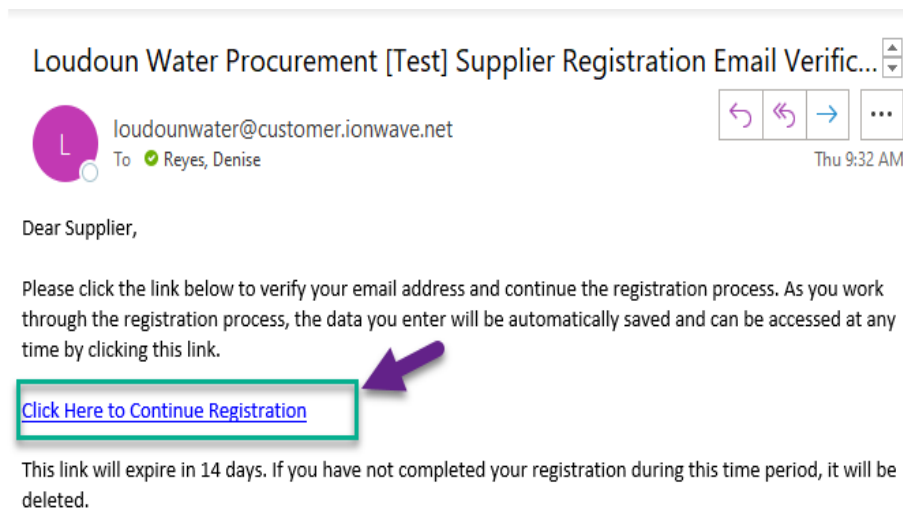


Figure 8

Addresses:

The system auto-populates the Company Address field from the information previously entered. To edit this address, click the Pencil icon located to the left of the address field. (See *Figure 9.1*).

IONWAVE technologies Supplier Registration

Preliminary Info Terms Company Info **Addresses** W-9 Other Info Commodity Codes Classifications Review Complete

Addresses

+ Add Address Next

By default the "General/Corporate" address will be stored in your Company Profile. If you have additional addresses for Payment, Purchase Order, etc. please click Add Address to create.

General/Corporate Address

Address 3653 South Ave
Springfield, MO 65807

Phone (417) 123-4567

Toll Free

Fax

Contact Name Tom Jones

Email

Figure 9.1

Adding Additional Addresses:

Additional addresses can be added by clicking the **+ Add Address** tool on the gray menu bar. Complete the required fields in the Add New Address dialogue box (See *Figure 9.2*). Click 'Save' to add the address.

Loudoun Water Procurement [Test]

Add New Address

Cancel Save

Address

* Address 1

Address 2

Address 3

* City

* State/Province -- Select --

* Zip/Postal

* Country United States

* Main Phone () - - Ext: International

Toll Free () - - Ext: International

Fax () - - Ext: International

Contact Name

Email

* Address Type

☐ Bid/Quote Mailing

☐ Payment

☐ Purchase Order

☐ Emergency Contact

Figure 9.2

Click on 'Next' to proceed to the next tab. (See *Figure 9.1*)

W-9:

You are required to submit a W9. The system will prompt you to complete a W-9 form. Complete this page just as you would a paper version of the form. Check mark all applicable boxes, enter your name or the name of the appropriate representative, and enter the date you are completing this registration. (See *Figure 10*). Click on 'Save and Next' to proceed to the next tab.

The screenshot shows the 'Substitute W-9 Tax Identification Form' in the IONWAVE Supplier Registration system. The form is divided into several sections: 'Preliminary Info', 'Terms', 'Company Info', 'Addresses', 'W-9', 'Other Info', 'Commodity Codes', 'Classifications', 'Review', and 'Complete'. The 'W-9' tab is active. The form contains fields for Name, Business Name/Disregarded Entity Name, Federal Tax Classification, Exempt payee code, Exemption from FATCA reporting code, Address, City, State, Zip, and Taxpayer Identification Number (TIN). A red arrow points to the 'Save and Next' button. Below the form fields is a 'Certification & Electronic Signature' section with a checkbox for 'Under penalties of perjury, I certify that:' and a text area for the signature and date.

Figure 10

Other Information:

You are required to answer additional fields in the 'Other Information' tab. All questions with a red asterisk * are required. (See Figure 11).

Ordering Contact - This contract will receive Purchase Order email notifications. Can be the same person as the user contact.

Payment Contact - This contact receives ACH payment email notifications. Can be the same person as the user contact.

Bank Information – You are required to fill banking information. This is the application for Automated Clearing House (ACH). This is to notify applicants that Loudoun Water requests that all vendors accept payment by ACH.

Authorization Notice - You are required to agree with the Loudoun Water Authorization Notice.

Click on the 'Save' to proceed to the next tab.

The screenshot shows the 'Other Information' tab in the IONWAVE Supplier Registration system. It features a 'Return' button and a 'Save' button. The form is divided into two main sections: 'ORDERING CONTACT' and 'PAYMENT CONTACT'. Each section contains a description of the contact's role, a checkbox for 'This person is the same as our User Contact.', and fields for First Name, Last Name, Email Address, and Telephone Number. The 'Telephone Number' field includes a format guide: () _ - _ Ext: _ _ _ International.

• **BANK INFORMATION** This is the application for Automated Clearing House (ACH). This is to notify applicants that Loudoun Water requests that all vendors accept payment by ACH. Request for check payment will be considered as an exception and reviewed on a case by case basis.

Financial Institution Name:

• Routing/Transit Number:

• Bank Account Number:

• **Authorization Notice:** "I hereby authorize Loudoun Water (Loudoun Water Sanitation Authority) and the financial institution identified above to electronically deposit my A/P monies into my designated account and to correct my account for any amounts deposited to it to which I am not entitled."

Accept the Authorization Notice: ☐

Figure 11

Commodity Codes:

Selection of Commodities will allow your organization to be invited to solicitations specifically related to your business. Review all commodities and only mark those commodities that pertain to your business. The commodity main categories can be expanded by clicking either on the + sign or **bold text**. (See Figure 12). Click on 'Save and Next' to proceed to the next tab.

The Search tool allows you to enter a keyword and Search the commodity listing. The system will highlight those commodities matching your search.

IONWAVE technologies Supplier Registration

Preliminary Info Terms Company Info Addresses W-9 Other Info Commodity Codes Classifications Review Complete

Commodity Codes

Save and Next Search

Commodities

- Construction
- Building Maintenance and Materials
- Domestic
- Construction: Contracting and Sub Contracting
- Entertainment and Arts
- Environmental
- Food and Beverage
- Furniture and Furnishings
- Industrial and Manufacturing
- Instructional and Education
- Medical and Health
- Office and Business
- Professional and Consulting Services
- Power and Energy
- Security, Public Order, and Safety
- Sports and Recreation
- Technology
- Transportation

Figure 12

Classifications:

Check mark each Special Classifications related to your business. If any Special Classifications is selected, you will be required to upload a document verifying your qualification for this classification by clicking the 'Select' tool and then selecting the appropriate file to upload (See Figure 13). Click on 'Save and Next' to proceed to the next tab.

IONWAVE technologies Supplier Registration

Preliminary Info Terms Company Info Addresses W-9 Other Info Commodity Codes Classifications Review Complete

Special Classifications

Save and Next

Check any special business classifications that apply to your business; if none, then check "None Apply". Classifications are subject to approval.


General Classifications

<input type="checkbox"/> Hispanic American	Hispanic American
<input type="checkbox"/> African American	African American
<input type="checkbox"/> Asian Pacific American	Asian Pacific American
<input type="checkbox"/> Asian Subcontinent American	Asian Subcontinent American
<input checked="" type="checkbox"/> Disadvantaged Business Enterprise	Disadvantaged Business Enterprise
Attach supporting document (Optional)	
<input type="button" value="Select"/>	
<input type="checkbox"/> Disabled Business Enterprise	Disabled Business Enterprise
<input type="checkbox"/> Service Disabled Veterans-Owned	Service Disabled Veterans-Owned
<input type="checkbox"/> Minority-Owned Business Enterprise	Minority-Owned Business Enterprise
<input type="checkbox"/> Native American	Native American
<input type="checkbox"/> Small Business Enterprise / Concern	Small Business Enterprise / Concern
<input type="checkbox"/> Small Disadvantage Business	Small Disadvantage Business
<input type="checkbox"/> Women-Owned Business Enterprise	Women-Owned Business Enterprise
<input type="checkbox"/> Emergency Service/Product Supplier	Does your company provide services or products utilized in response to emergencies (natural or man made disasters)

None Apply ☐ None of the above classifications apply to my business

Figure 13

Review:

Review and verify if all information is correct. To make any corrections, click the  icon for that section of the tab where that information is. Click 'Register Now' when ready to submit. (See *Figure 14*)

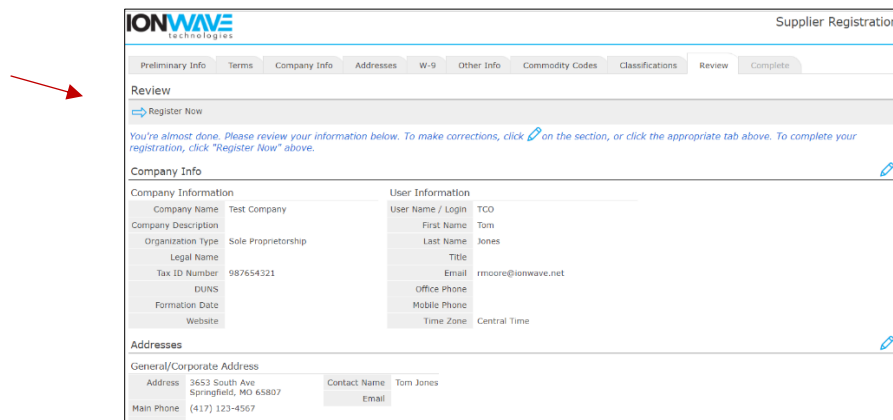


Figure 14

Complete:

Congratulations! Your registration is complete (See *Figure 15*). Your registration will be reviewed by LW Procurement Department before it can be activated.

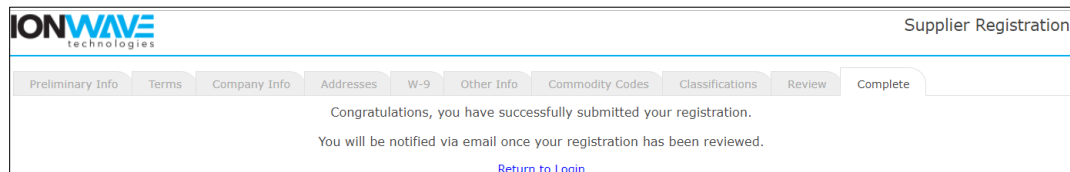


Figure 15

Activate:

Once your registration has been reviewed and activated, you will receive an email notification that your account has been activated. If you view your registered account, the complete tab will update to show that your registration has been activated (See *Figure 16*).



Figure 16

Update Supplier Information

Login:

Once your account is activated, you are responsible in managing your company's information stored in LW Ion wave. Click the link to LW Ion wave application on Loudoun Water's webpage. Enter your 'Username' and 'Password' then click 'Login' button. (See *Figure17*)

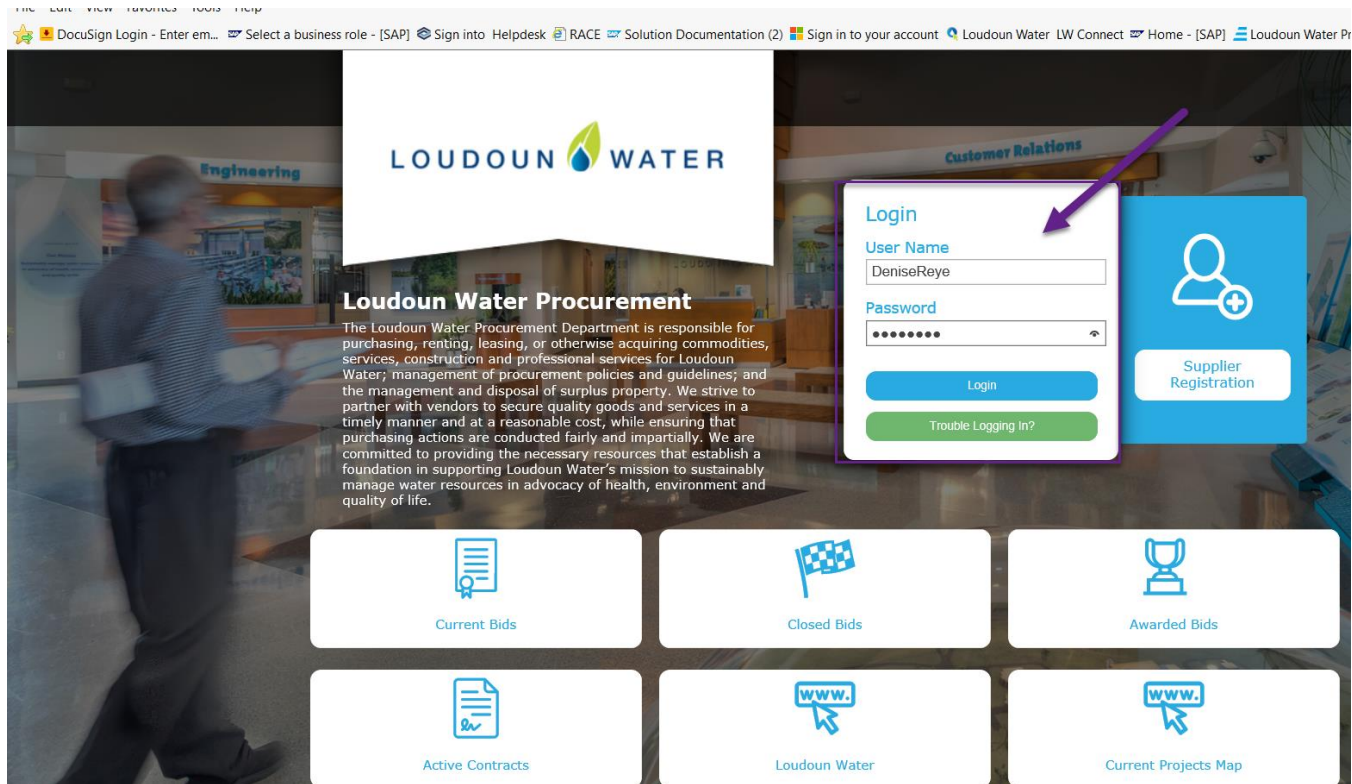


Figure 17

Home Tab:

Once you login, the application opens the 'Home' tab. Alerts information is viewable on this page. (See *Figure 18*)

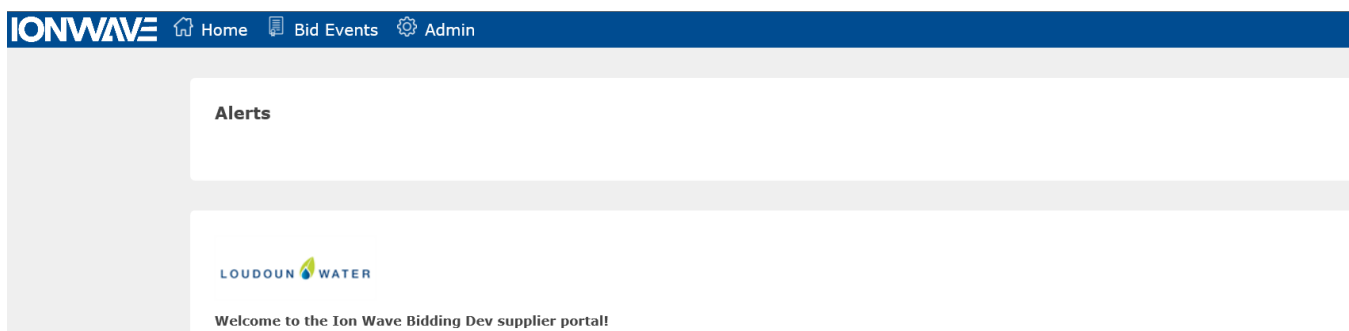


Figure 18

Bid Events Tab:

The 'Bid Events' tab has all information regarding bid opportunities and your bid activities. (See *Figure 19*). Click on tabs you want to view.

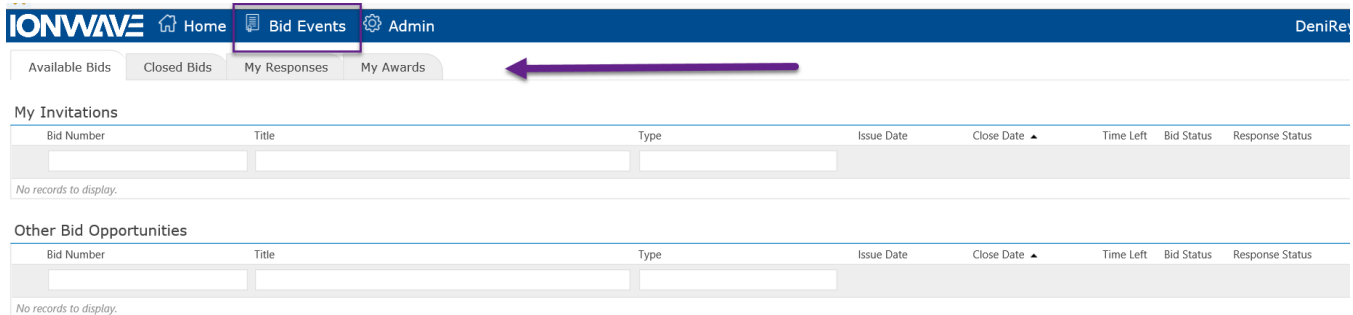


Figure 19

Admin Tab – My Profile:

Select Admin > 'My Profile' to view your profile. (See Figure 20.1).

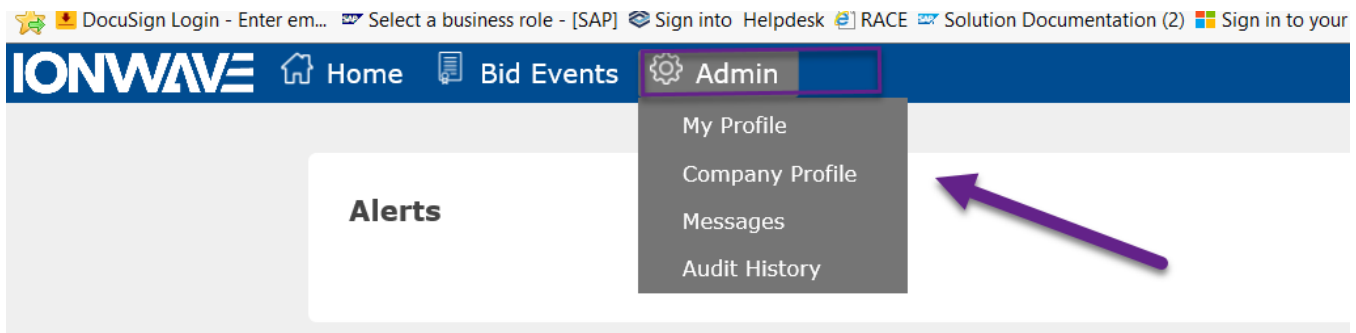


Figure 20.1

To edit your user information by making changes to your profile. When done click the 'Save' button (See Figure 20.2). The 'Audit/Login History' button is also available to view your activities in Ion Wave.

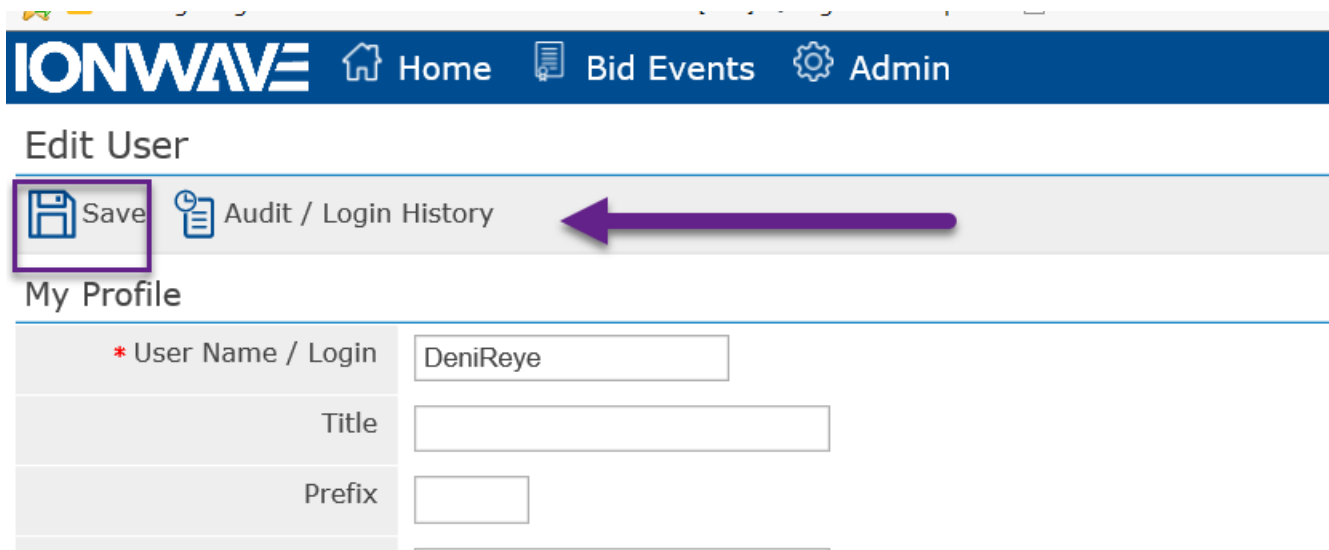


Figure 20.2

Admin Tab – Company Profile:

The following tabs are available to update in 'Admin' > Select 'Company Profile'. (See Figure 21).

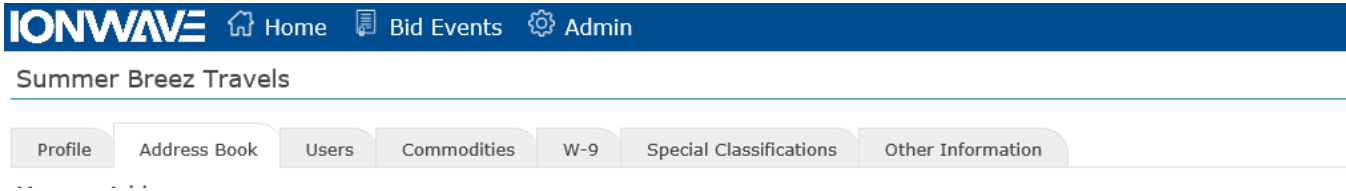


Figure 21

Navigating in Address Book Tab:

Use this tab to update your company address or add additional addresses for the company. Click Admin > Company Profile > Address Book (See Figure22).

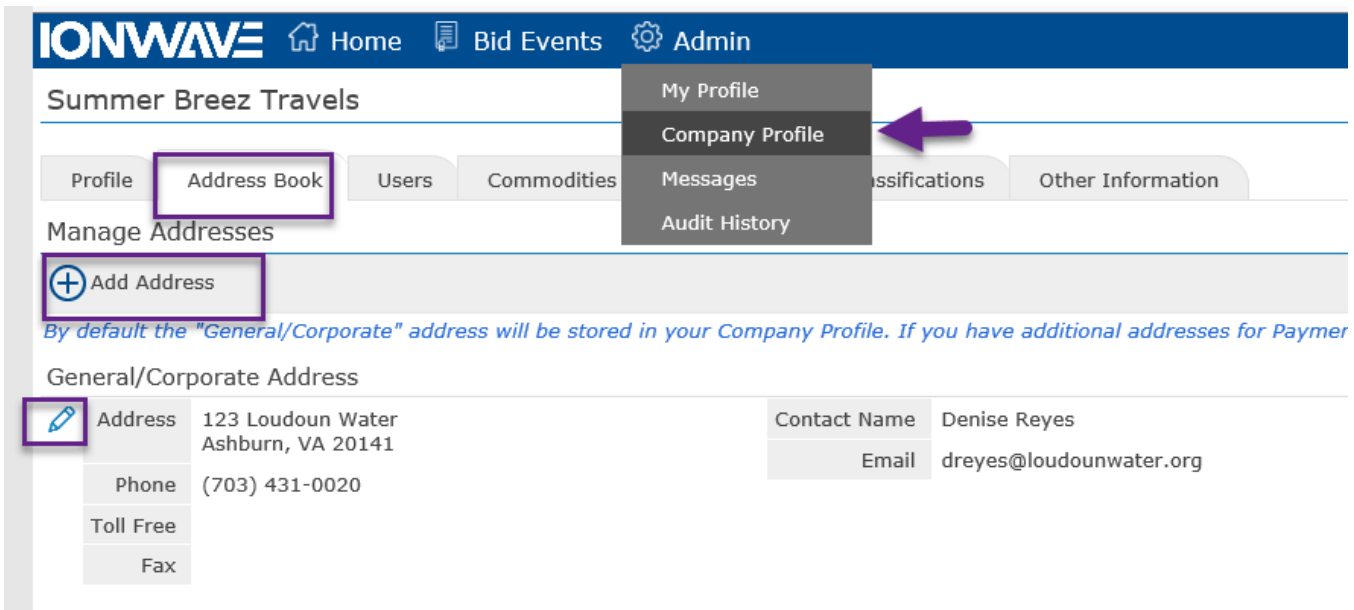


Figure 22

Navigating in User Information Tab:

You can add additional users once your registration has been approved by Loudoun Water. It is useful to add a secondary user to your account. To add another user, click on Admin > Company Profile > Users tab > Add User. (See Figure 23.1).

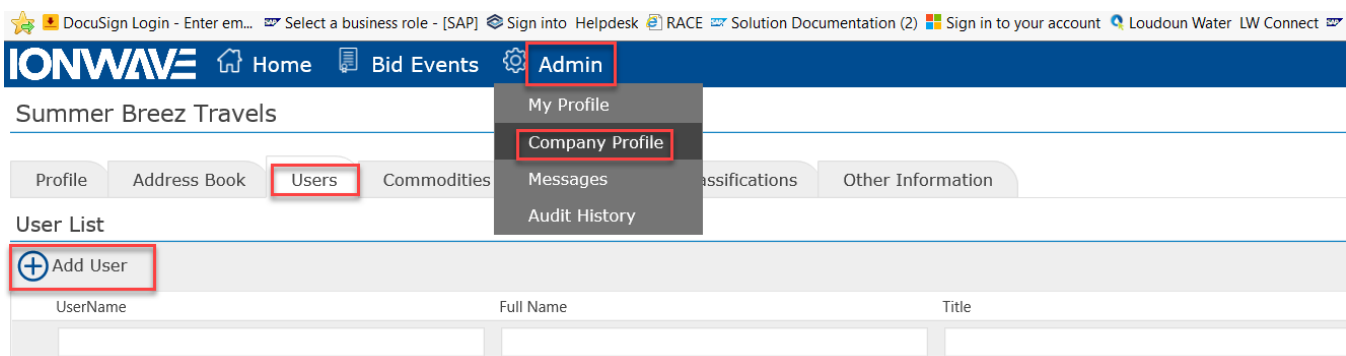


Figure 23.1

Fill the additional new user information. Click 'Save' when done to add the new user in the account. (see Figure 23.2)

Add New User

 Return  Save

User Information




Status	NONE		
* User Name / Login	<input type="text"/>		
* Password	<input type="password"/>		
* Verify Password	<input type="password"/>		
Title	<input type="text"/>		
Prefix	<input type="text"/>		
* First Name	<input type="text"/>		
Middle Name	<input type="text"/>		
* Last Name	<input type="text"/>		
* Email	<input type="text"/>		
Office Phone	<input type="text" value="() -"/>	Ext: <input type="text"/>	<input type="checkbox"/> International
Fax Phone	<input type="text" value="() -"/>	Ext: <input type="text"/>	<input type="checkbox"/> International
Mobile Phone	<input type="text" value="() -"/>	<input type="checkbox"/> International	
* Time Zone	<input type="text" value="-- Select --"/> 		
Receive Email Notifications	<input checked="" type="checkbox"/>		

Figure 23.2

Navigating in Commodities ab:

Use this tab to update selected commodities. You can add or delete selected commodities. Click 'Save' button to save changes. (See Figure24).

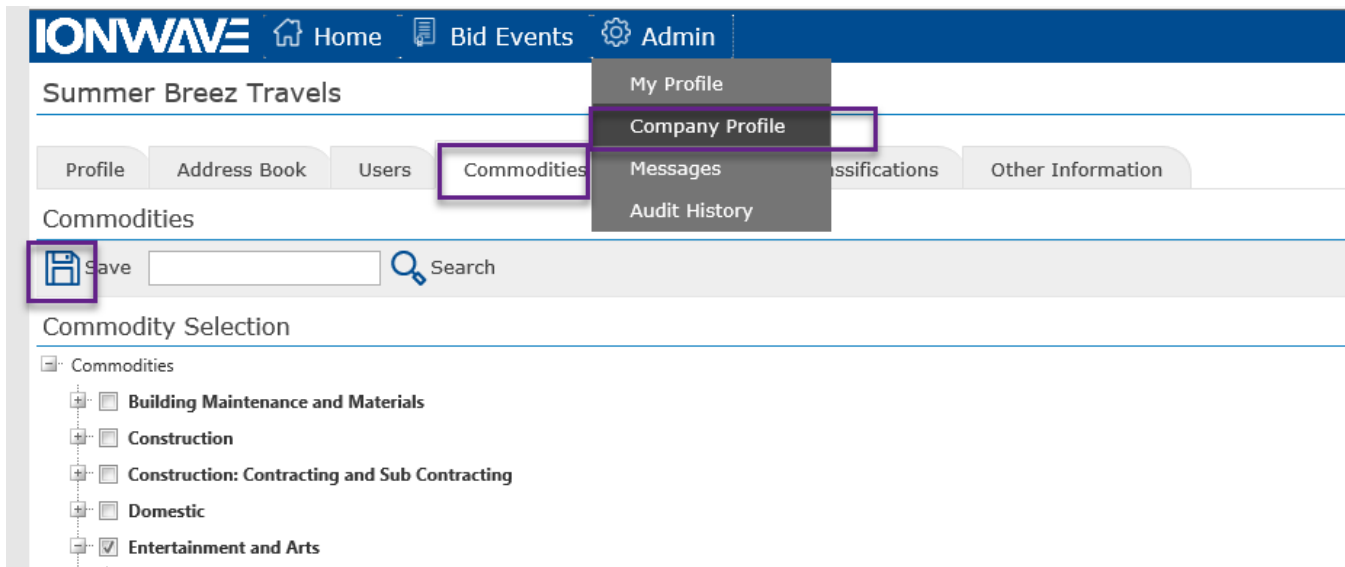


Figure 24

Navigating in W9 Tab:

Use this tab to update or save W9 Form. Click Admin > Company Profile > W9 Tab > Select Update W9 or View W9 (See Figure 25).

The screenshot shows the 'Substitute W-9 Tax Identification Form' page. At the top, there are tabs: 'Profile', 'Address Book', 'Users', 'Commodities', 'W-9' (selected), 'Special Classifications', and 'Other Information'. Below the tabs, there is a section for 'Substitute W-9 Tax Identification Form'. It includes a purple arrow pointing to the 'Update W-9' button. Below this, there is a message: 'This is the W-9 currently on file for your organization. If you need to make changes/corrections, click "Update W-9" to submit a new one.' The form fields include: 'Name' (Summer Breez Travels), 'Business Name/Disregarded Entity Name', 'Federal Tax Classification' (with checkboxes for 'Individual/sole proprietor', 'C Corporation', 'S Corporation', 'Partnership', 'Trust/estate', and 'Limited liability company'), 'Exempt Payee Code', 'Exemption from FATCA Reporting Code', and 'Address' (123 Loudoun Water).

Figure 25

Navigating in Special Classification Tab:

Use this tab to update your special classifications. Click Admin > Company Profile > Special Classification (See Figure 26). Select from the list then click on 'Add Selected' button.

Profile
Address Book
Users
Commodities
W-9
Special Classifications
Other Information

Selected Classifications

Classification	Title	Description

No records to display.

Available Classifications

+
Add Selected

☐ Employment Service Organization
☐ Minority Owned Business
☐ Service Disabled Veteran-Owned Business
☐ Small Business Enterprise
☐ Small Minority African American Business
☐ Small Minority Asian American Business
☐ Small Minority Hispanic American Business
☐ Small Minority Native American Business
☐ Small Service Disabled Veteran-Owned Business
☐ Small Women-Owned Business
☐ Women Owned Business

Figure 26

Navigating in Other Information Tab:

Use this tab to update found in Other Information Tab. Click Admin > Company Profile > Other Information (See Figure27). You can update your bank information, ordering contact information and payment contract information.

IONWAVE

Home

Bid Events

Admin

Summer Breez Travels

My Profile

Company Profile

Messages

Audit History

Profile

Address Book

Users

Commodities

Classifications

Other Information

Supplier Other Info Edit

Save

ORDERING CONTACT

This contact person will receive Purchase Order email notifications.

This person is the same as our User Contact.

First Name:

(If different from User Contact.)

Last Name:

Email Address:

Telephone Number:

() - -

Ext:

☐ International

PAYMENT CONTACT

This contact person will receive ACH payment email notifications.

This person is the same as our User Contact.

First Name:

Last Name:

Email Address:

Telephone Number:

() - -

Ext:

☐ International

* BANK INFORMATION

This is the application for Automated Clearing House (ACH). This is to notify applicants that Loudoun Water by case basis.

Financial Institution Name:

* Routing/Transit Number:

* Bank Account Number:

Figure 27

Admin Tab – Messages:

To view all messages or messages that need acknowledgement, click ‘Admin’ > Select ‘Messages’. (See Figure 28). To view the message, just click on the message line to open.

IONWAVE

Home

Bid Events

Admin

Messages

All Messages

Need Acknowledgement

My Profile

Company Profile

Messages

Audit History

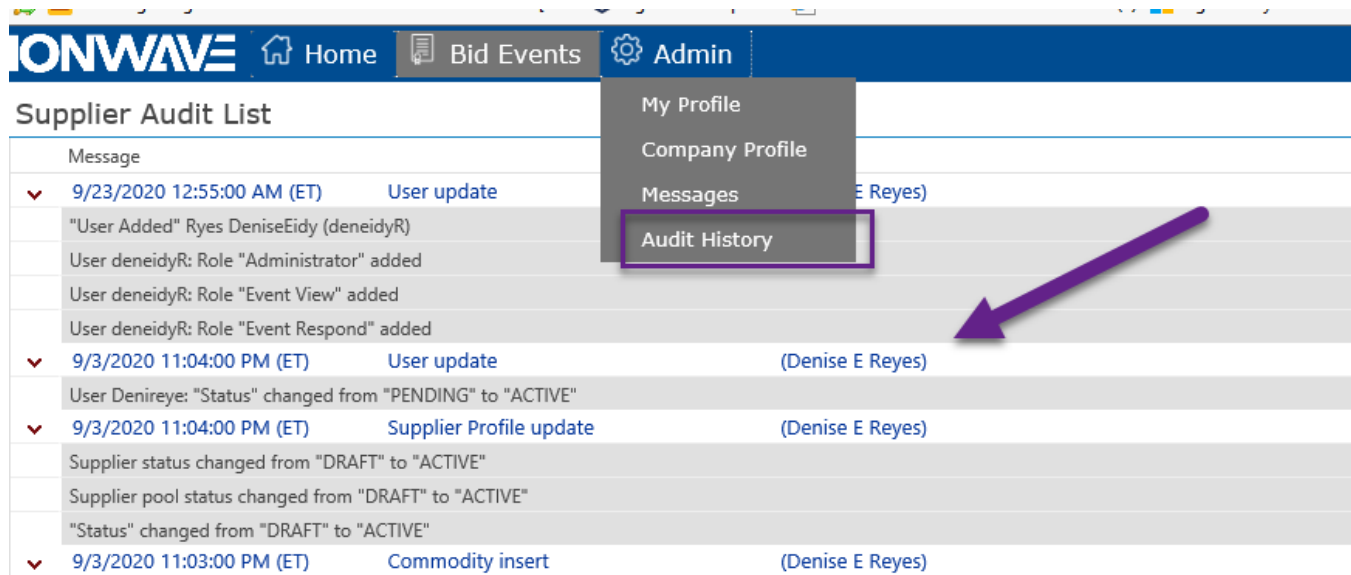
All Messages

	! Ack	Received	Subject
			Loudoun Water Procurement [Test] Bid Extension Notification: 2020-081-1210001 (RFP Template - Engineering BOA)
			Loudoun Water Procurement [Test] Bid Opportunity Invitation: 2020-081-1210001 (RFP Template - Engineering BOA)
			Loudoun Water Procurement [Test] Registration Activation Notification
			Loudoun Water Procurement [Test] Supplier Registration Email Verification Required

Figure 28

Admin Tab – Audit History:

To view the audit history for this supplier, click 'Admin' > Select 'Audit History'. (See *Figure 29*). This will show all activities done in the system by the user/supplier.



The screenshot shows the IONWAVE application interface. The top navigation bar includes 'Home', 'Bid Events', and 'Admin'. The 'Admin' dropdown menu is open, showing options: 'My Profile', 'Company Profile', 'Messages', and 'Audit History'. The 'Audit History' option is highlighted with a purple box. A purple arrow points from the 'Audit History' option to the 'Supplier Audit List' table below. The table has columns for 'Message', 'Time', 'Action', and 'User'. It lists several audit events, including user additions, role assignments, and status changes for a supplier named 'Ryes DeniseEidy'.

Message	Time	Action	User
✓ 9/23/2020 12:55:00 AM (ET)	User update		(Denise E Reyes)
"User Added" Ryes DeniseEidy (deneidyR)			
User deneidyR: Role "Administrator" added			
User deneidyR: Role "Event View" added			
User deneidyR: Role "Event Respond" added			
✓ 9/3/2020 11:04:00 PM (ET)	User update		(Denise E Reyes)
User Denireye: "Status" changed from "PENDING" to "ACTIVE"			
✓ 9/3/2020 11:04:00 PM (ET)	Supplier Profile update		(Denise E Reyes)
Supplier status changed from "DRAFT" to "ACTIVE"			
Supplier pool status changed from "DRAFT" to "ACTIVE"			
"Status" changed from "DRAFT" to "ACTIVE"			
✓ 9/3/2020 11:03:00 PM (ET)	Commodity insert		(Denise E Reyes)

Figure 29