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, contract 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 *Figure1*)

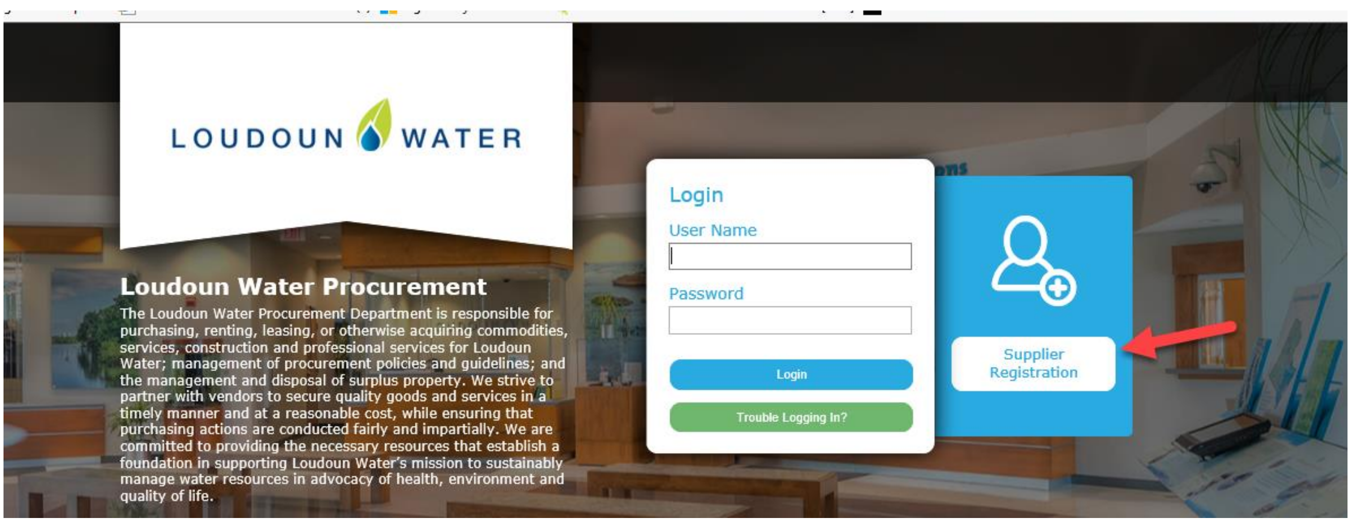


Figure 1

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.

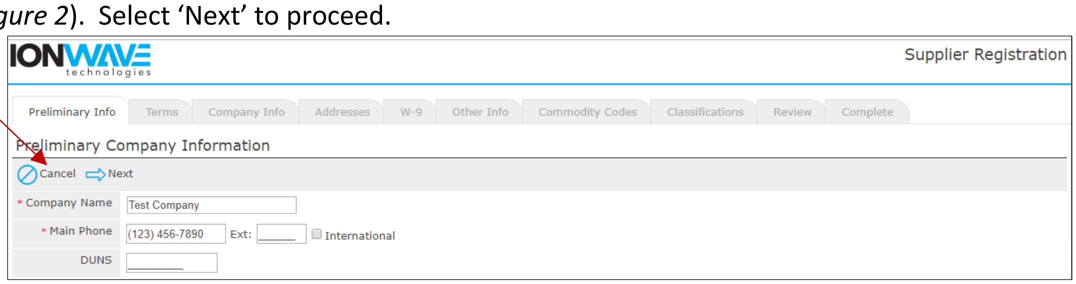


Figure 2

The system will search Loudoun Water's Ion Wave supplier database for an exisiting supplier account. If a duplication is found, you willl 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*)

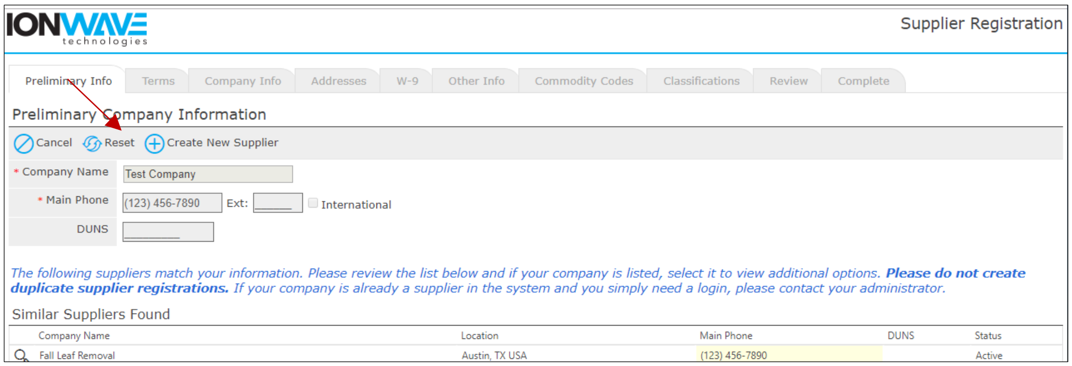


Figure 3

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)*

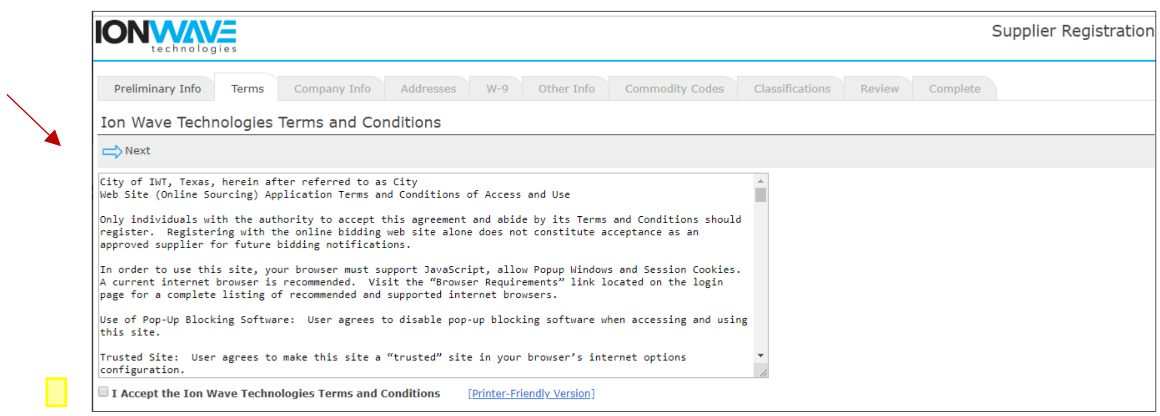


Figure 4

Company Information:

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

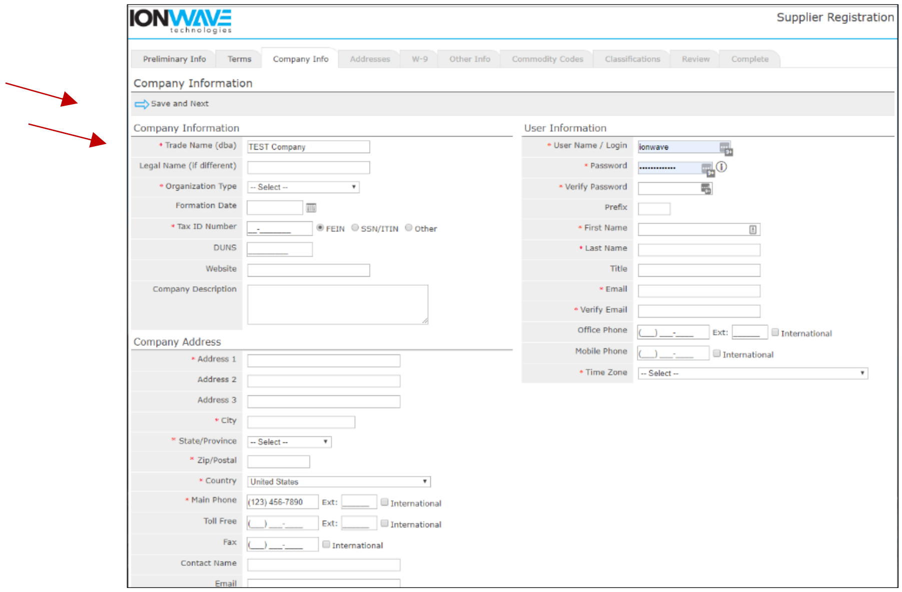


Figure 5

- 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*)

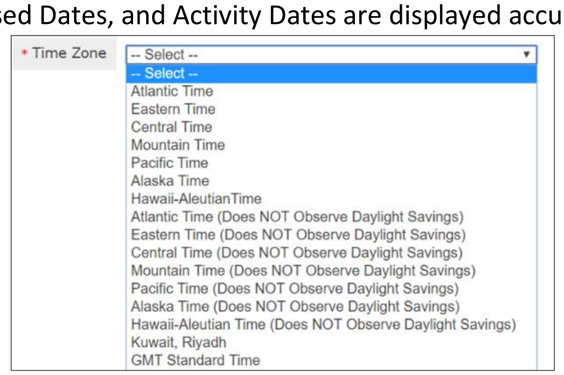


Figure 6

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*).

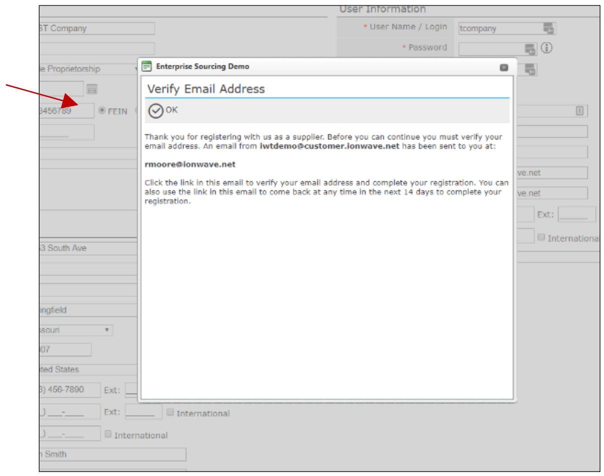


Figure 7

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).

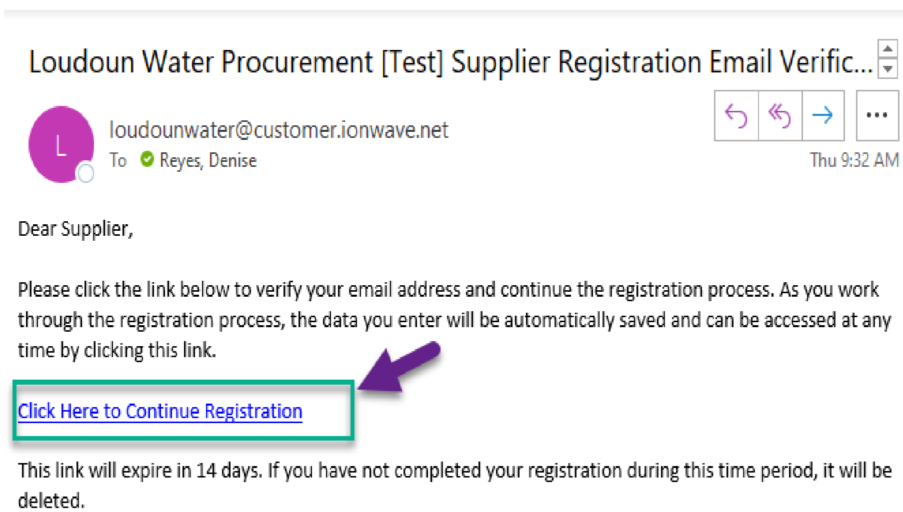


Figure 8

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)*.

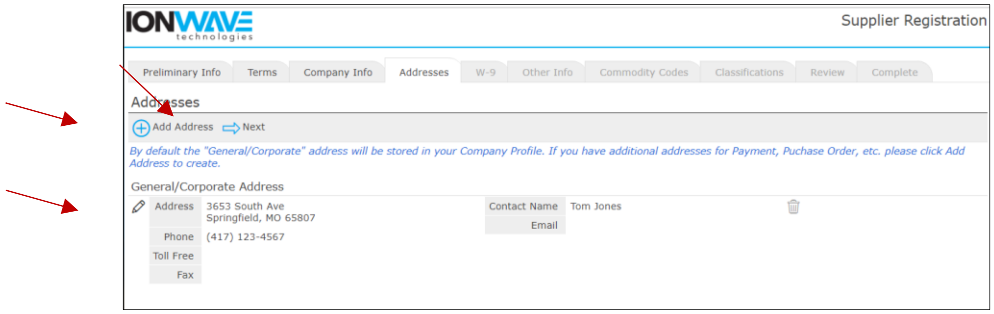


Figure 9.1

Adding Additonal 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.

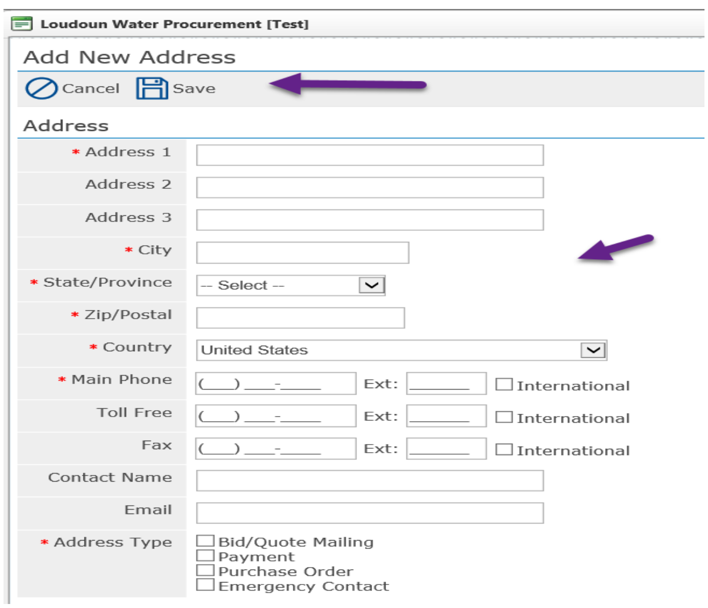


Figure 9.2

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.

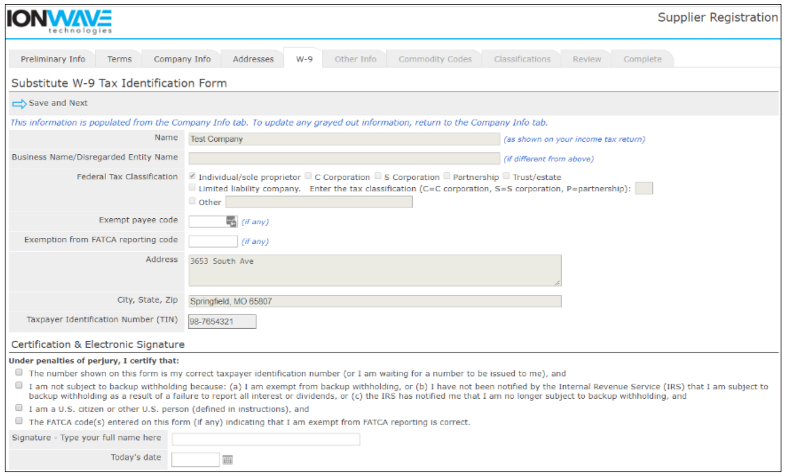
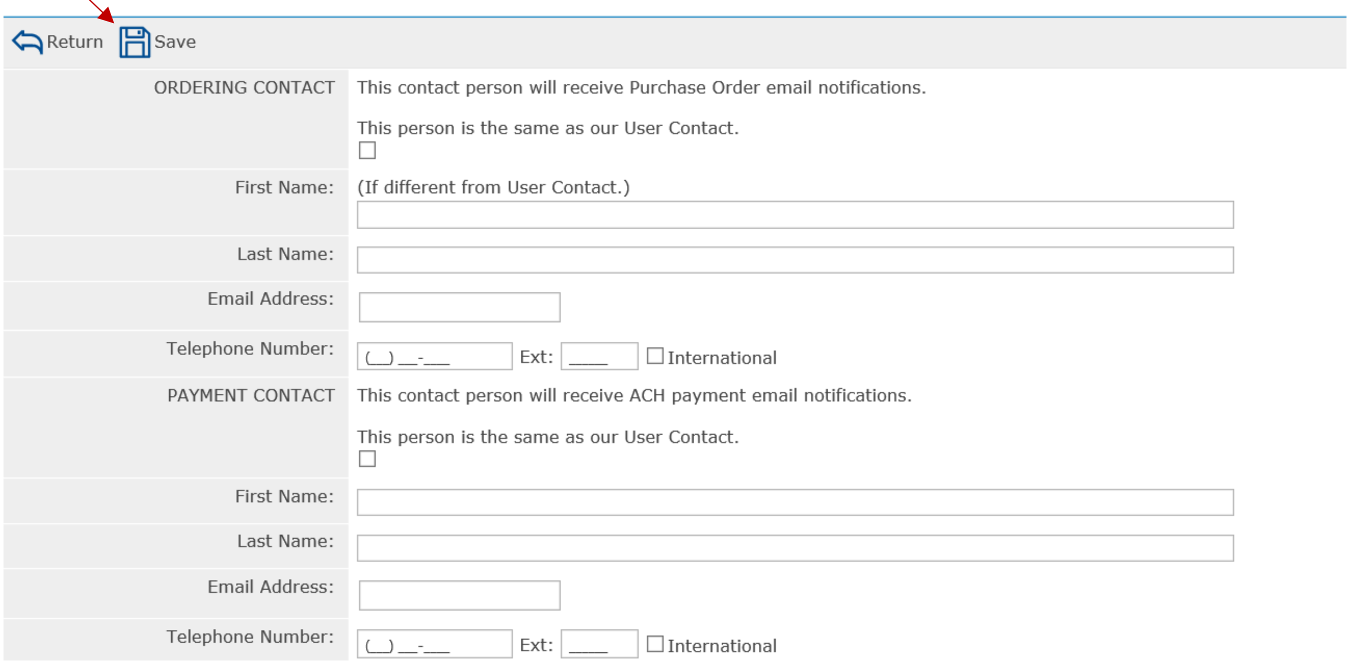


Figure 10

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.



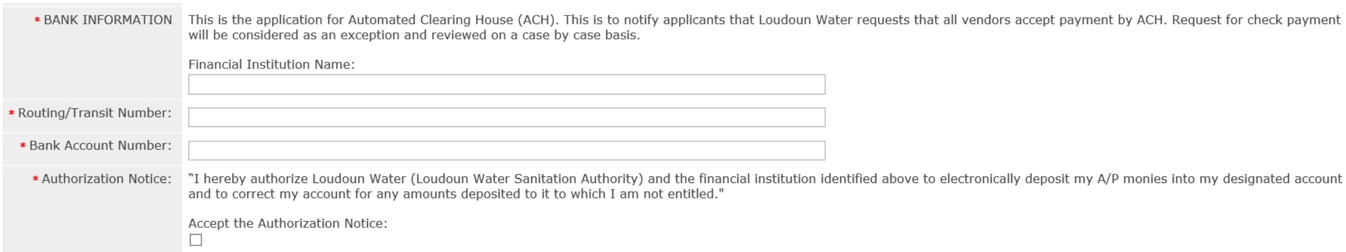


Figure 11

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.

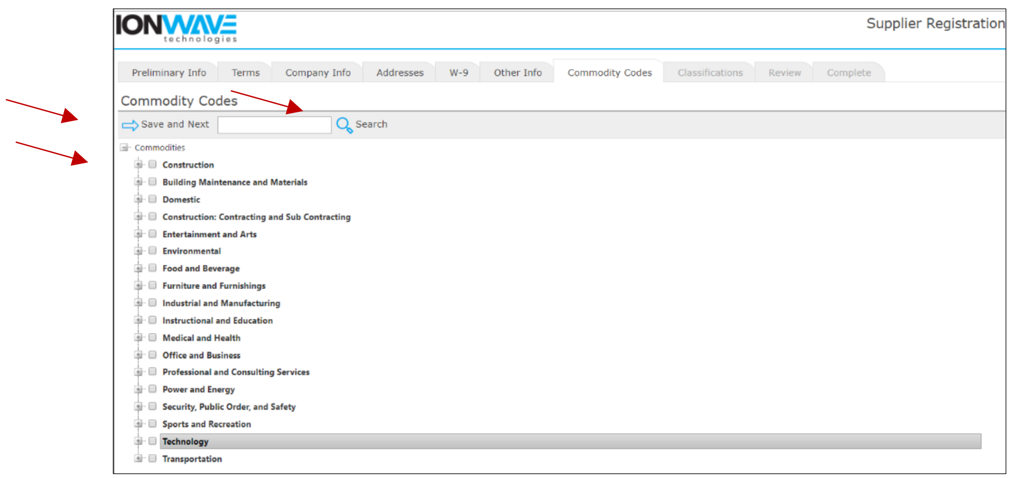


Figure 12

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.

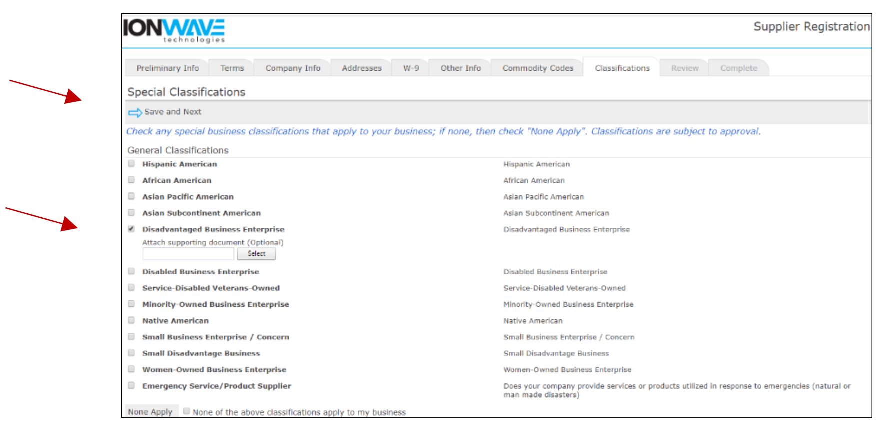


Figure 13

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)*

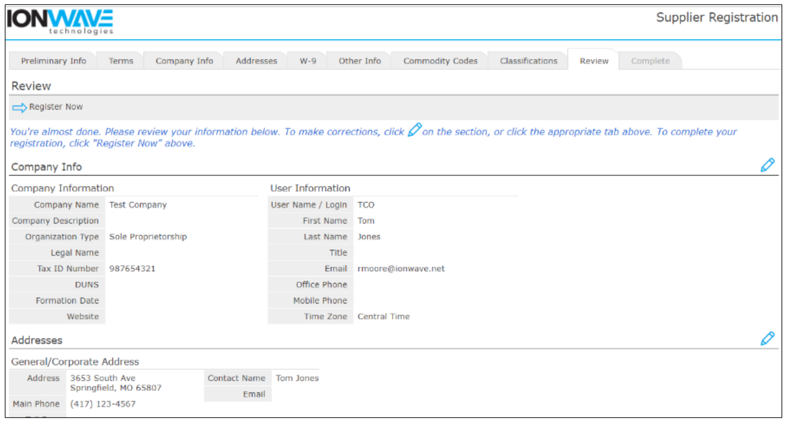


Figure 14

Complete:

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

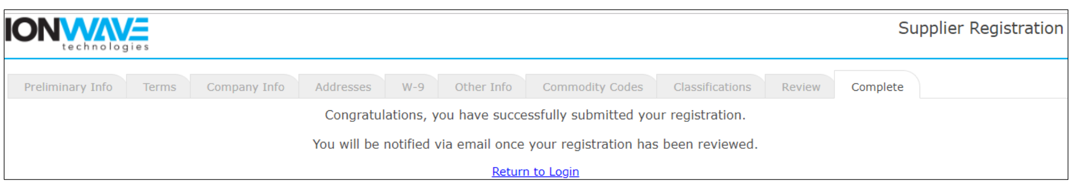


Figure 15

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 compete tab will update to show that your registration has been activated (See *Figure 16*).

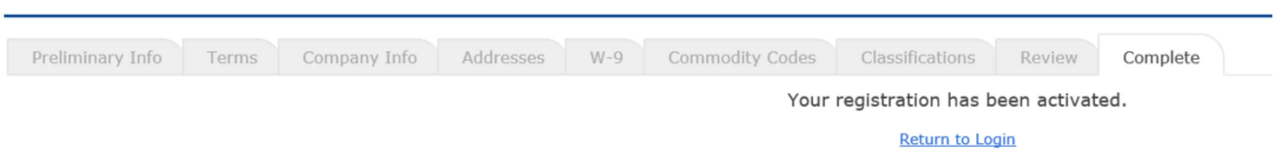


Figure 16

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*)

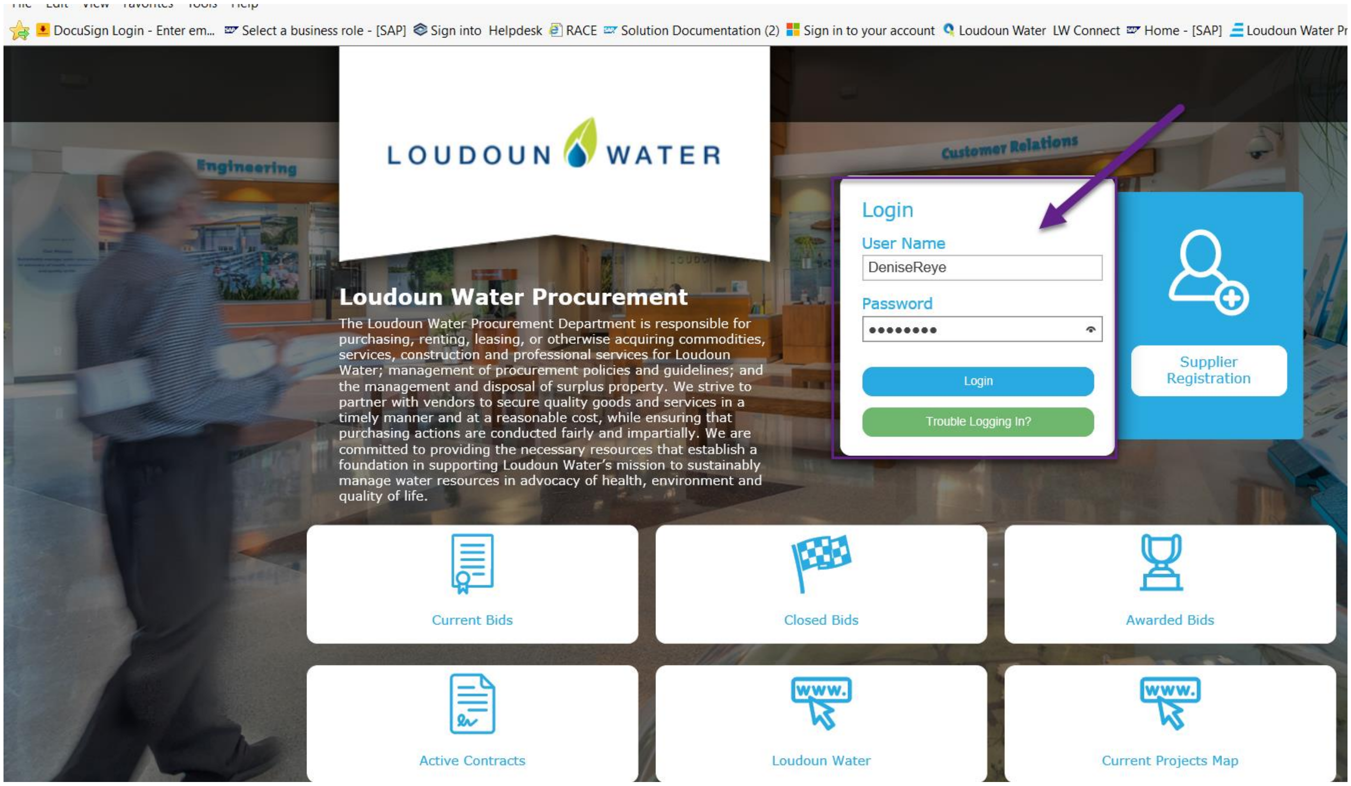


Figure 17

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

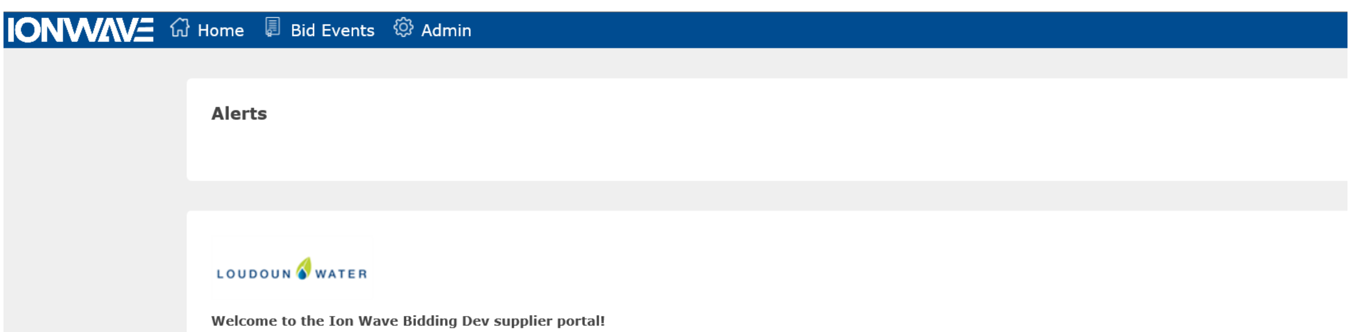


Figure 18

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.

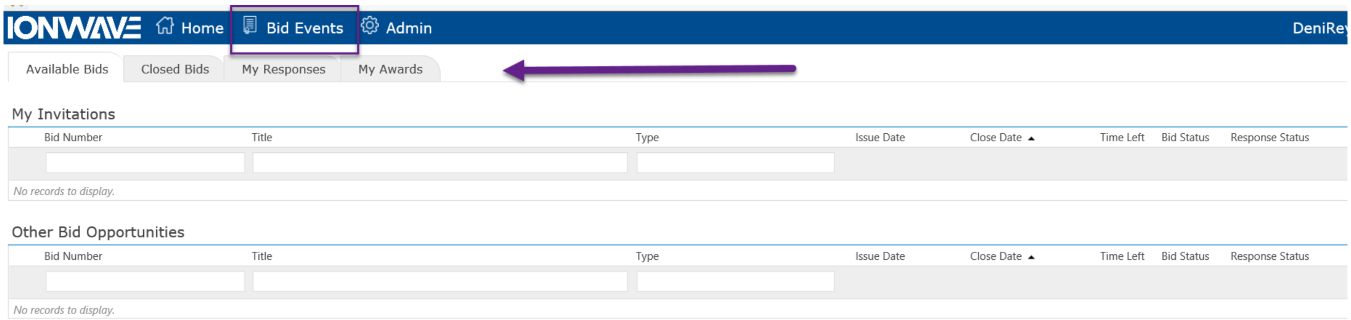


Figure 19

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

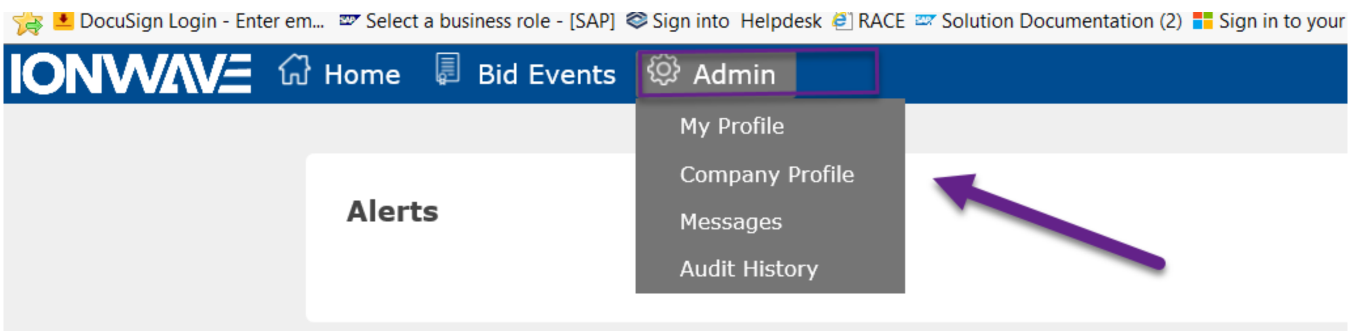


Figure 20.1

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.

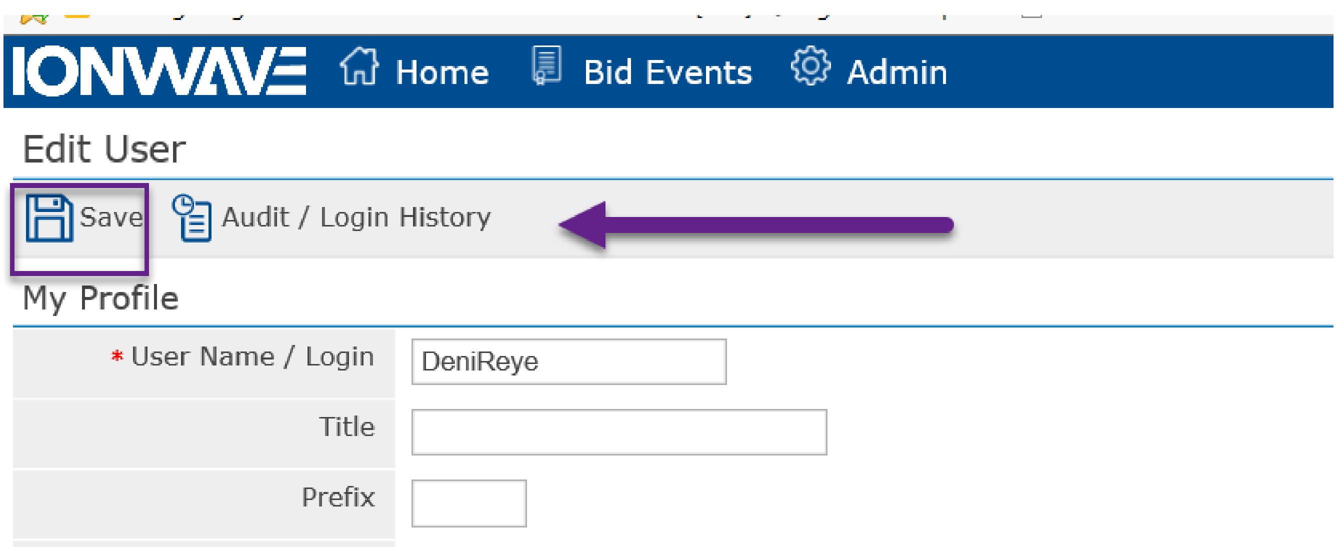


Figure 20.2

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

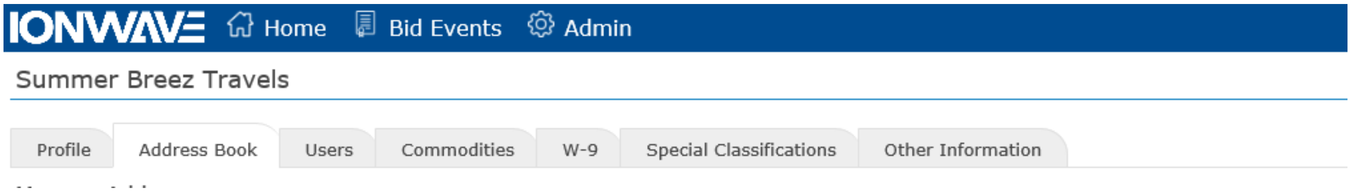


Figure 21

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)*.

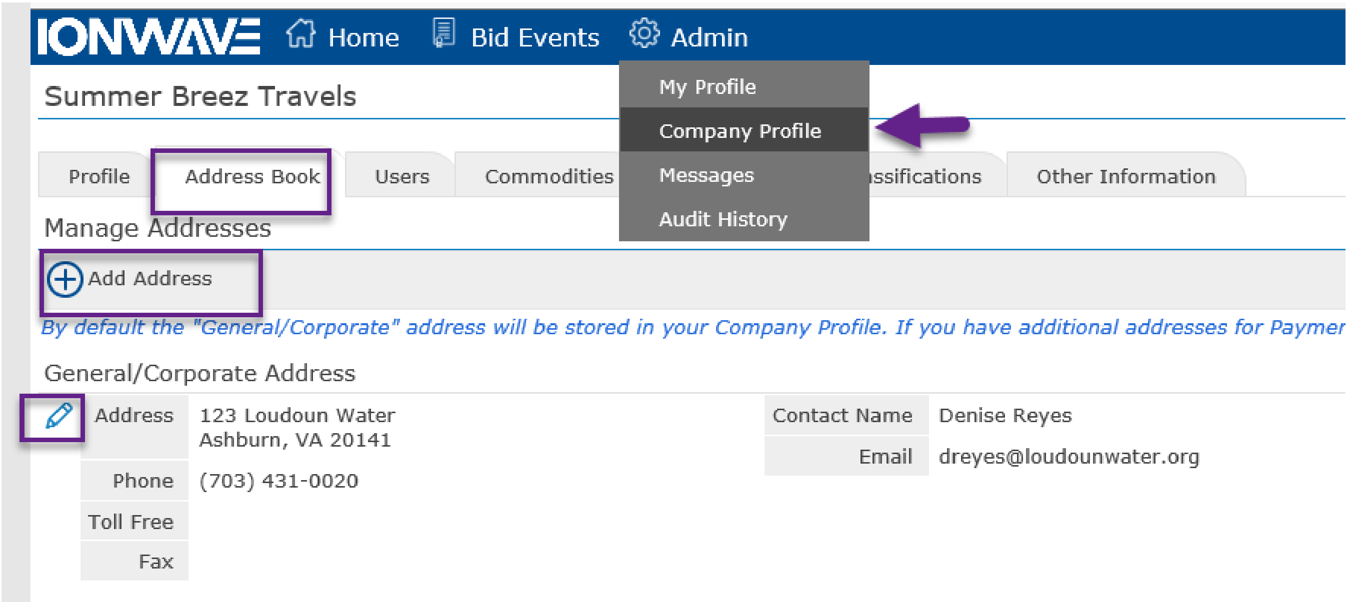


Figure 22

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)*.

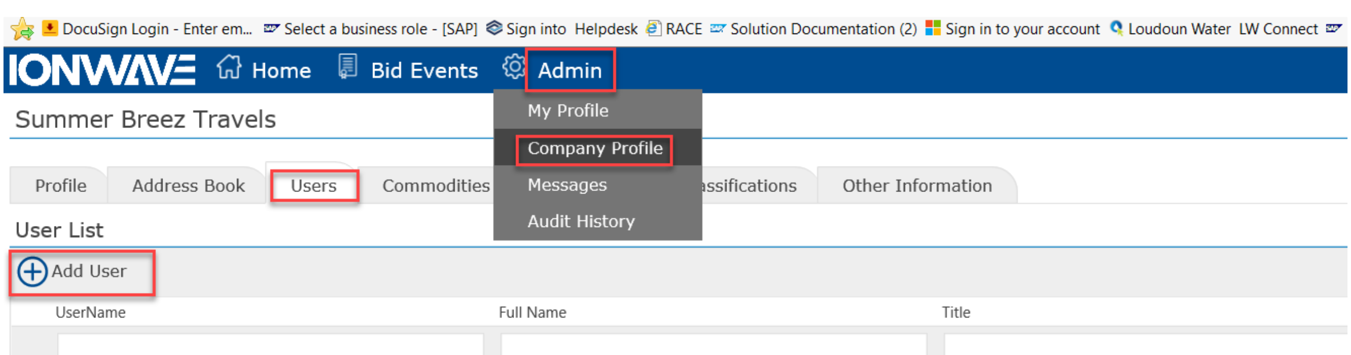


Figure 23.1

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

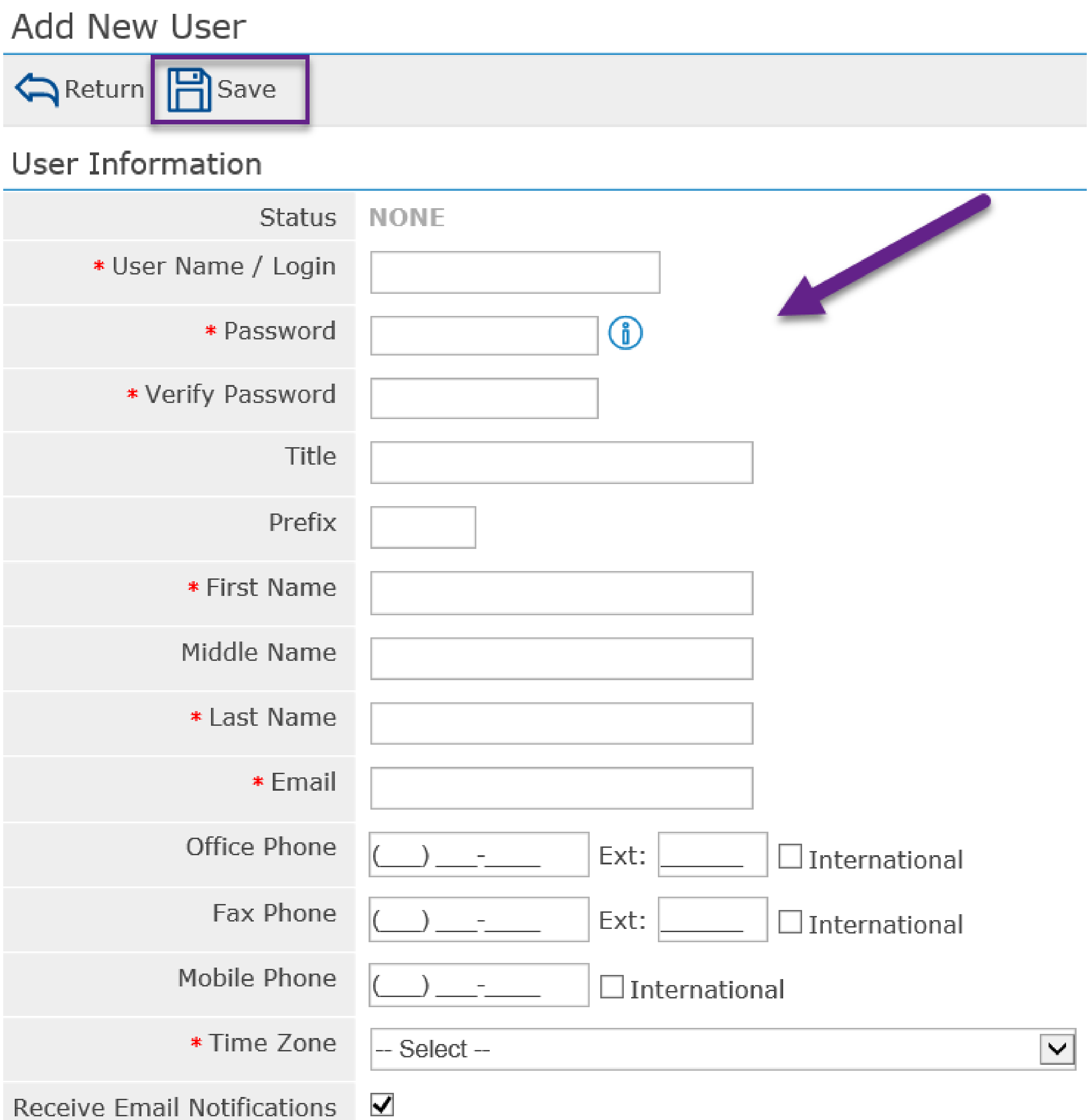


Figure 23.2

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)*.

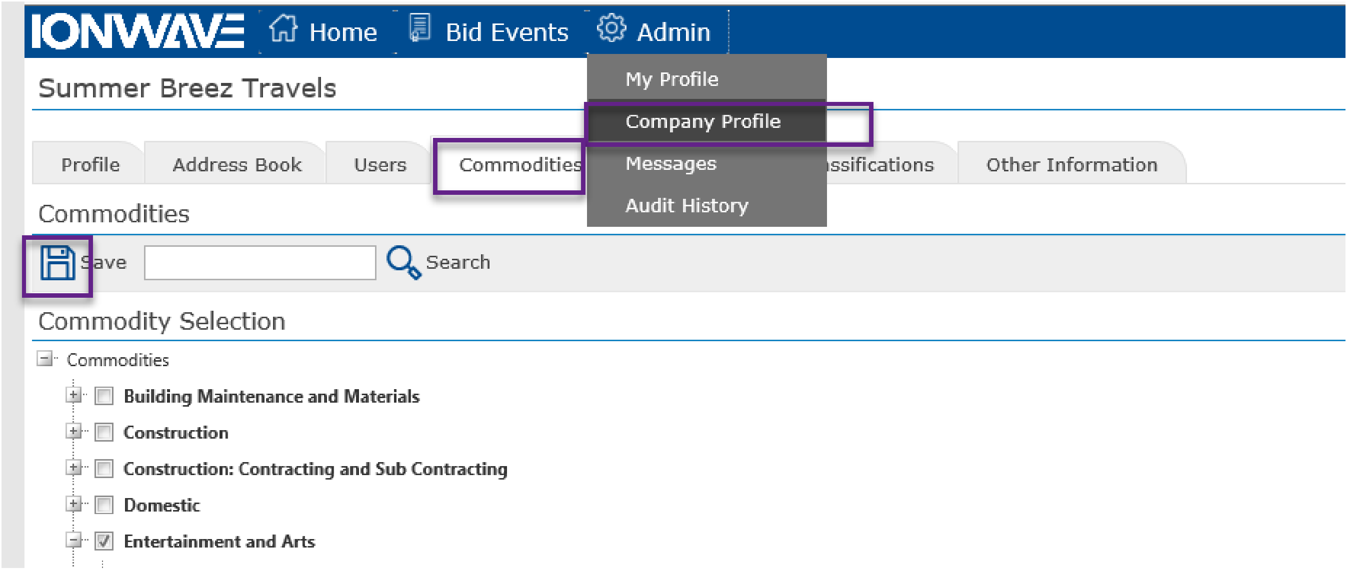


Figure 24

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 *Figure25)*.

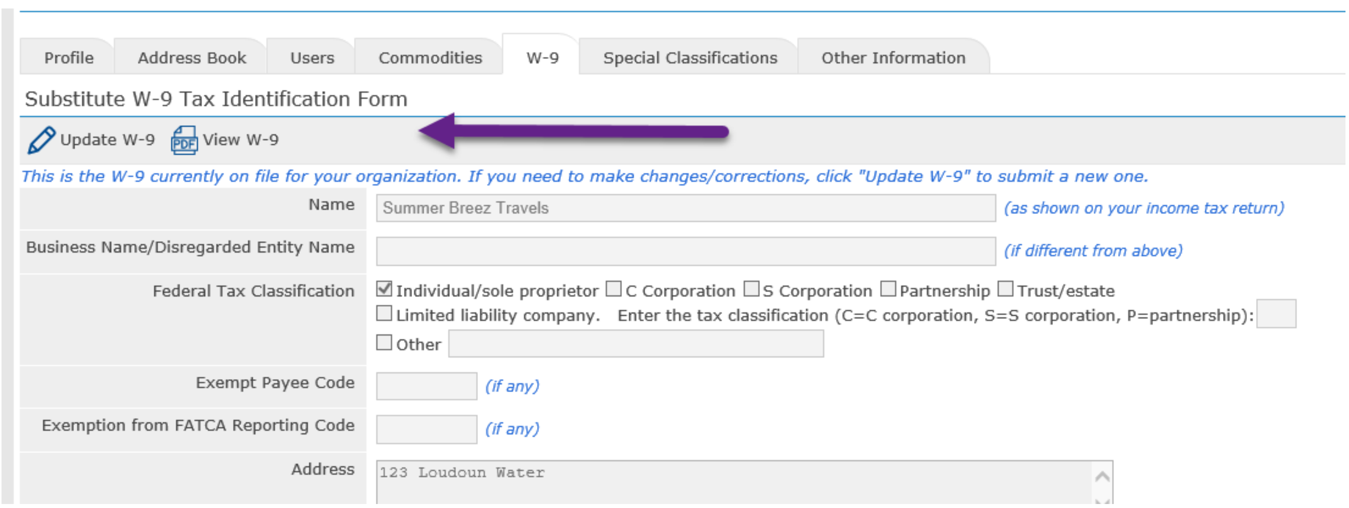


Figure 25

Navigating in Special Classification Tab:
Use this tab to update your special classifications. Click Admin > Company Profile > Special Classification (See *Figure26)*. Select from the list then click on 'Add Selected' button.

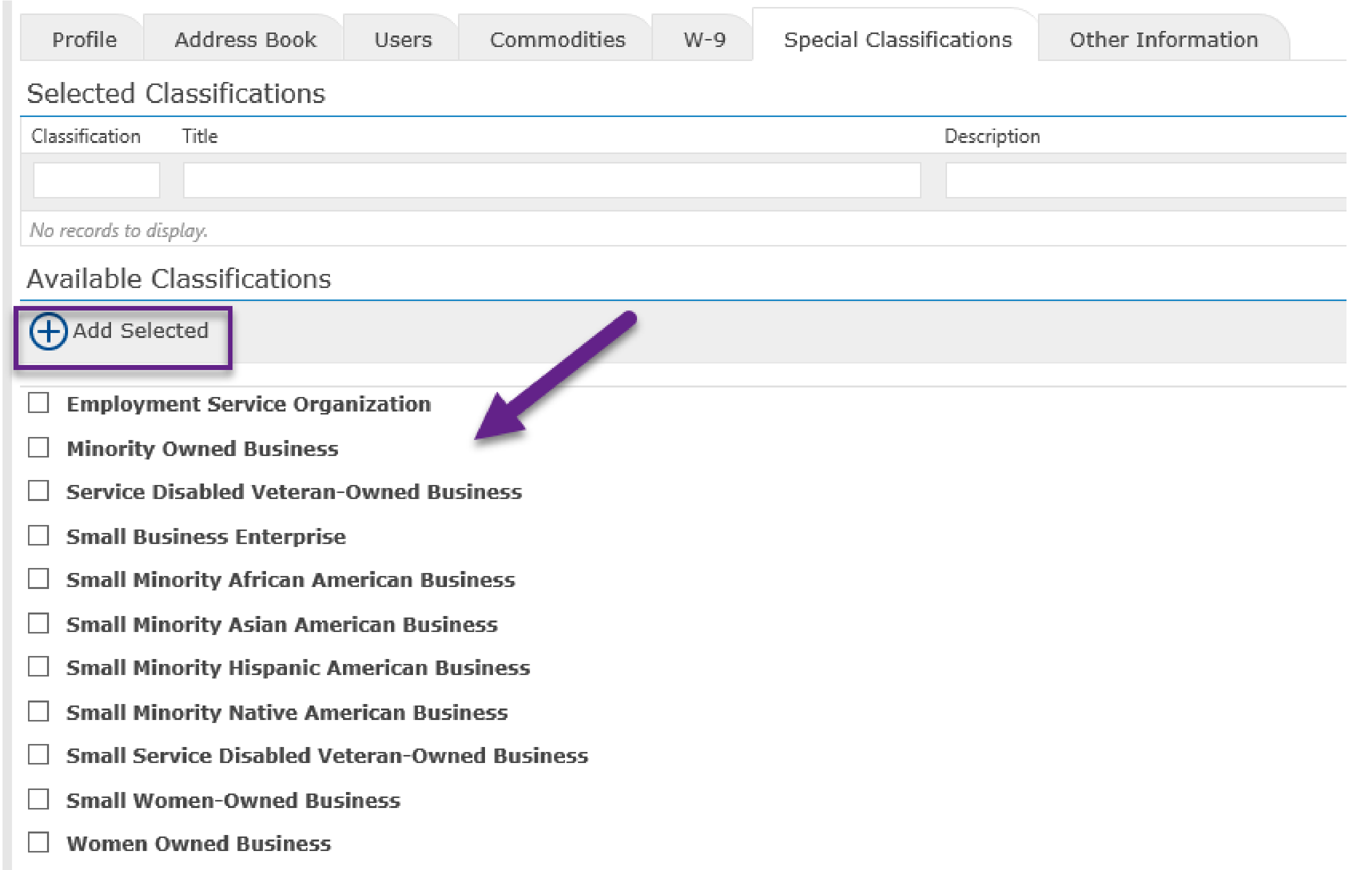


Figure 26

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.

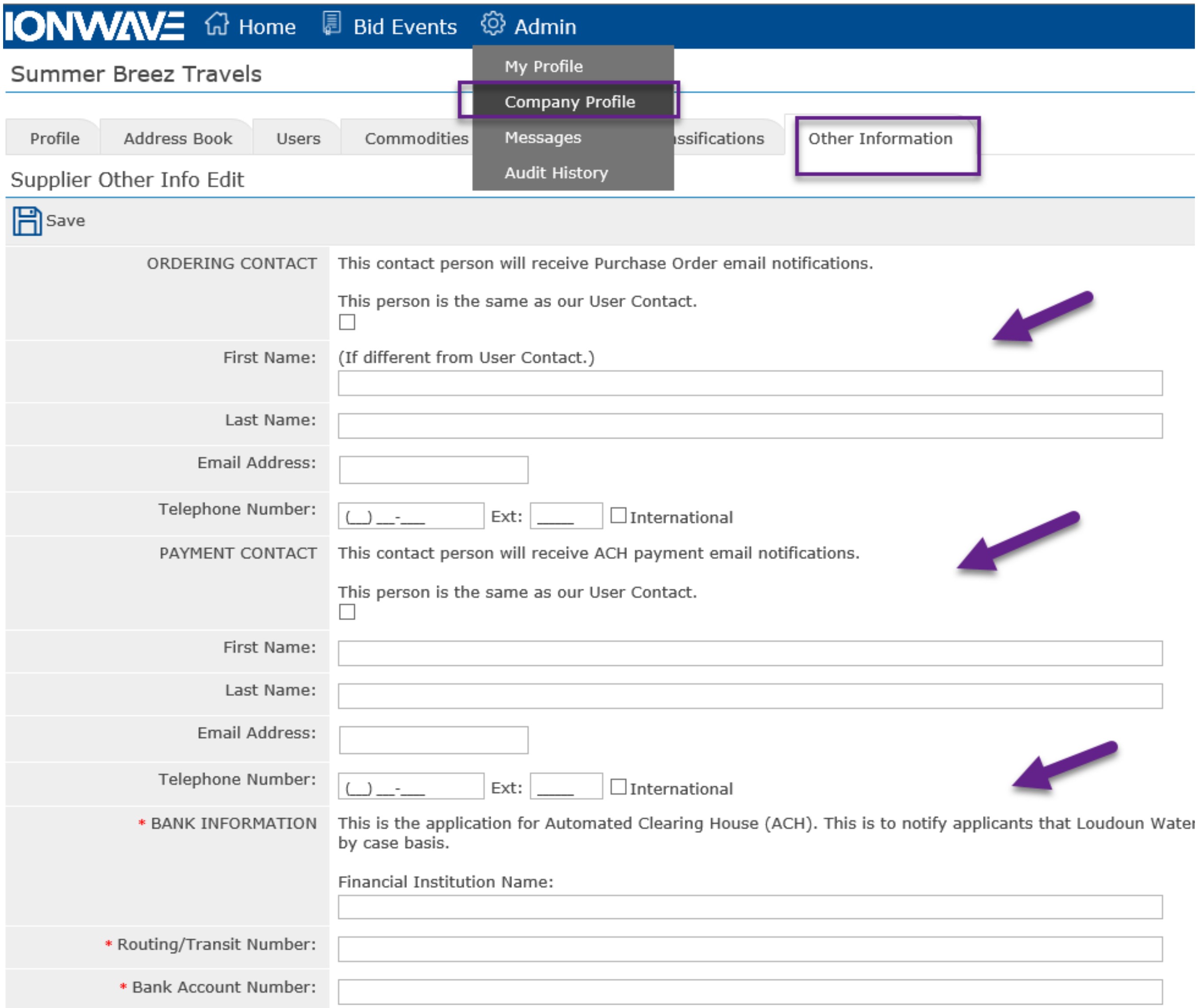


Figure 27

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.

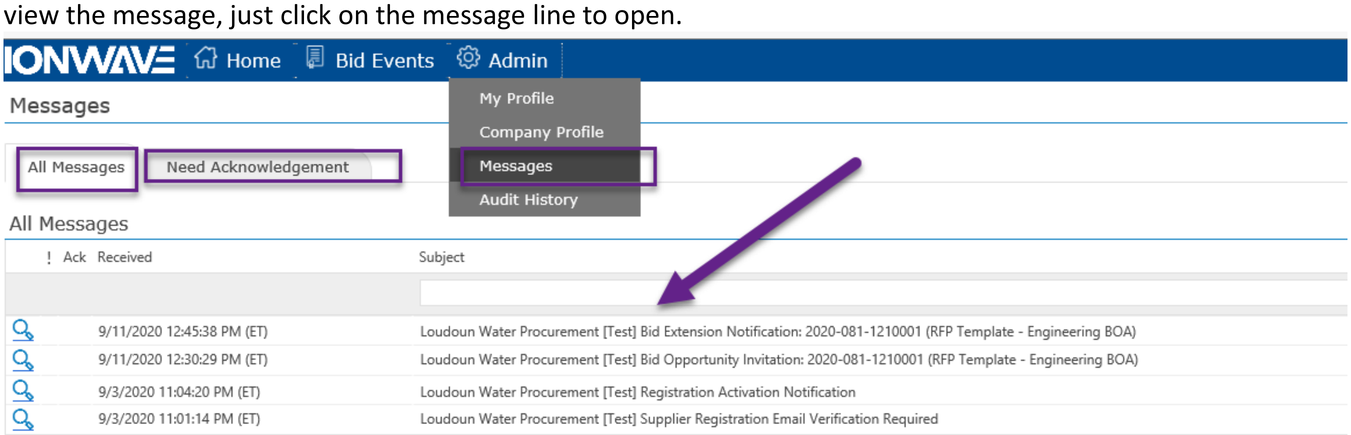


Figure 28

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.

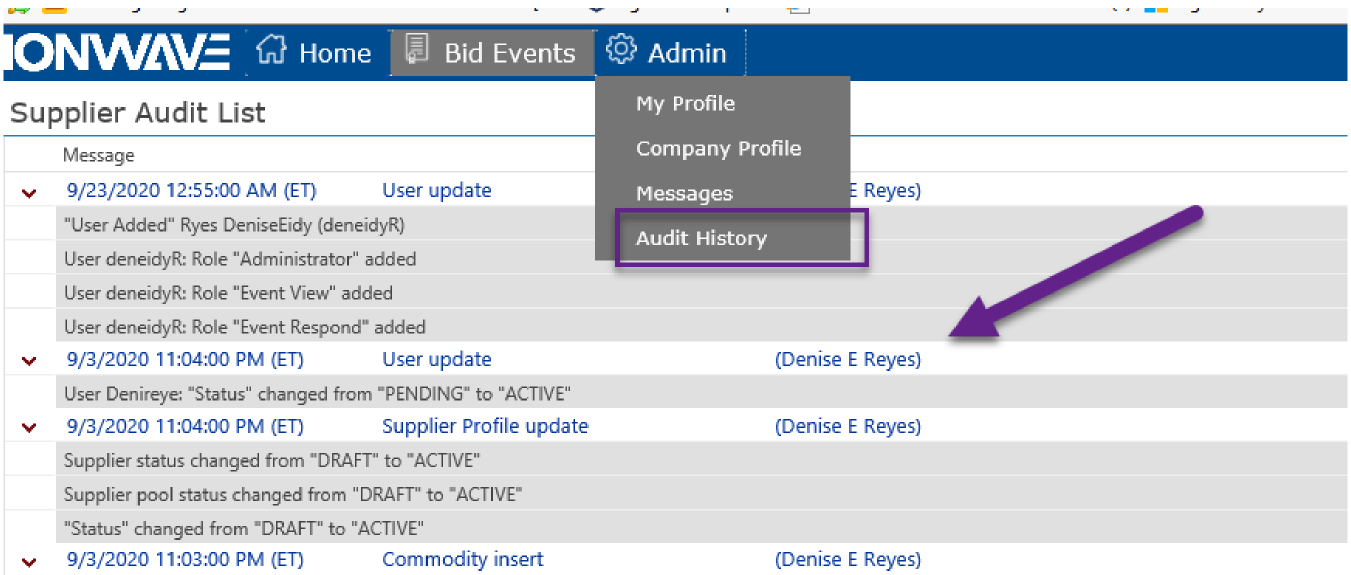


Figure 29