

# 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

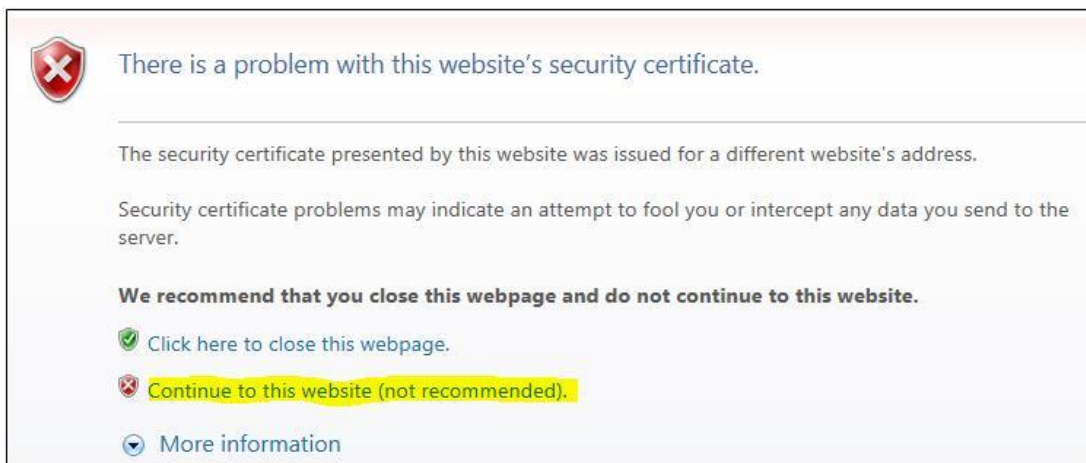
**From:** [vendor.manager@dss.virginia.gov](mailto:vendor.manager@dss.virginia.gov)

**Subject:** DSS requests that you sign the subsidy vendor agreement for vendor at [your physical address will be printed here]

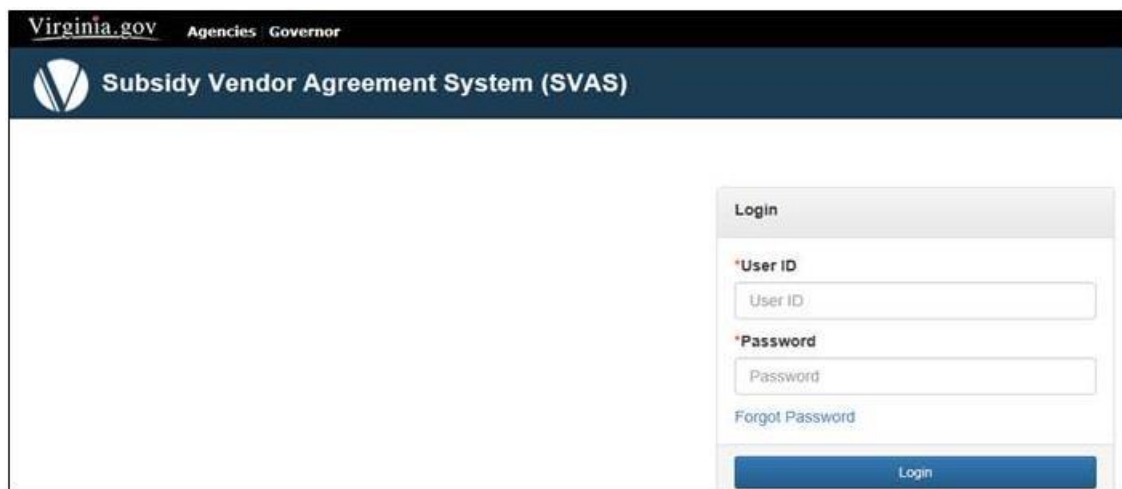
**REMEMBER:** Your **User ID#** is your **VENDOR ID#**.

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;

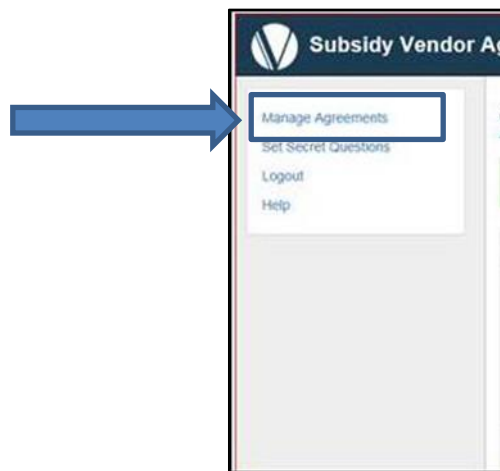
- b. One character must be UPPERCASE and one character must be a number; and,
- c. *Write down your password and keep it in a safe place to guard your personal information.*

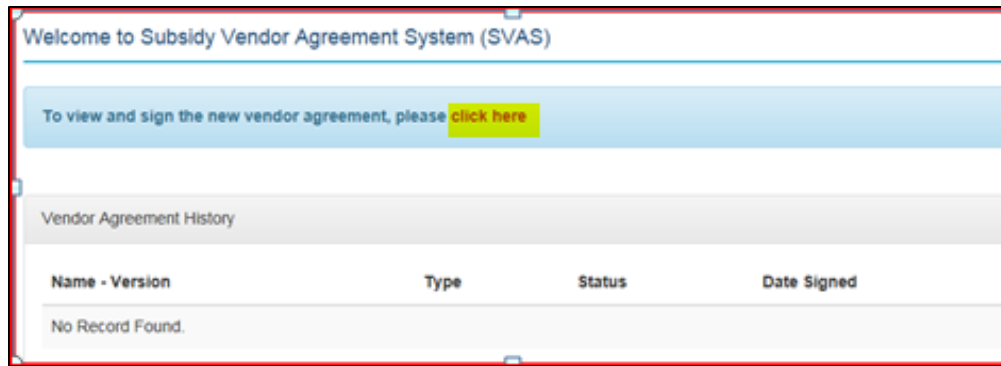


5. Next, you must click on **“Set Secret Questions”** You should select at least 3 questions and provide the answers to them.



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](mailto: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*.

## 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.**

Name - Version	Type	Status	Date Signed	Date Expired	View
Center1018 - rev10.18.2016	CEN	Active	10/18/2016	10/18/2017	

The W-9 form is also available on the public website at [http://www.dss.virginia.gov/family/cc/assistance\\_providers.cgi](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)

**Forms**

- Child Care Vendor Demographics (DOC) (DOCX)
- Child Care Vendor Demographics (PDF) (PDF)
- VA-ECC Vendor Attendance Report (PDF)
- VA-ECC Vendor Attendance Report With Fill-In Boxes (DOC)
- Va-ECC ACH-Settlement Form (PDF)
- **W-9 (DOC) (DOCX)**
- **W-9 (PDF) (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](mailto: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](mailto: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.*