

# VENDOR FAQ

## Q: HOW DO I REGISTER FOR A VENDOR ACCOUNT?

When you received your NYS Vendor ID, you should have also received an enrollment email with login credentials and instructions to create your User ID from SFS. If you've already registered for a NYS Vendor ID but never received, or no longer have, an enrollment email from SFS, contact the SFS Help Desk at [helpdesk@sfs.ny.gov](mailto:helpdesk@sfs.ny.gov).

## Q: HOW DO I ACCESS MY ACCOUNT?

If you are locked out of the Vendor Portal, your account's primary contact can reset your password. If you don't know the primary contact, contact the SFS Help Desk to update or receive primary contact information.

## Q: HOW DO I RESET MY PASSWORD ONLINE?

In the Vendor Portal select: Main Menu > My System Profile > Change or set up forgotten password help. Then follow the instructions that appear on the screen. If you are not logged in, click "I forgot my password" on the Vendor Portal log in page and follow the prompts.

## Q: HOW DO I CHANGE MY ACCOUNT INFORMATION?

Visit [osc.state.ny.us/vendor\\_management](https://osc.state.ny.us/vendor_management) and click "Update Vendor Information" on the left side. There you will find all the necessary resources to update your profile.

## Q: HOW DO I REVIEW PAYMENTS IN PROCESS?

In the Vendor Portal select: Main Menu > Review Payment Information > Invoices. For efficiency, search by date criteria and leave the other fields blank. If you don't see your invoice in the system, it is recommended that you contact the agency making the payment.

## Q: HOW DO I REVIEW PAYMENTS THAT I HAVE RECEIVED?

In the Vendor Portal select: Main Menu > Review Payment Information > Payments. For efficiency, search by date criteria and leave the other fields blank.

## Q: WHAT IF I HAVE OTHER QUESTIONS?

Vendor SFS Help Desk contact: [helpdesk@sfs.ny.gov](mailto:helpdesk@sfs.ny.gov), (toll-free) 855-233-8363, 518-457-7717.