

Long Beach Buys

Vendor Troubleshooting Guide

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To request help or report issues, please use our [customer assistance form](#).

Registration

1. **I did not finish signing up, and now cannot login or use my email.**
 - a. You need to use the "Complete Registration" link located near the bottom of the [Long Beach Buys webpage](#).



Complete Registration

Complete registration here to begin using Long Beach Buys.

Vendors, please read this [disclaimer](#) prior to completing registration.

2. **I am not receiving emails from Long Beach Buys**
 - a. System generated emails come from noreply@buyspeed.com. Check your spam and trash folders, or search for the address in your email Inbox.
3. **I am logged in, but cannot find solicitations**
 - a. To see solicitations, make sure you are logged in as a seller, not a seller admin. Then select the bids tab. You can change roles by selecting the profile icon in the top-right corner.

Home - Welcome Back Brenden Pattee

News(0) Vendor Communication(0) **Bids(7)** PO(0) Quotes(0) Vendor Performance(0)

No News Available

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Profile

4. How do I get automatic email notifications for bids?

- Setup your vendor profile with NIGP codes. This will automatically email you when new opportunities are posted with those NIGP codes. Use our [NIGP Code guide](#) to find the codes that best fit your business. There is no limit to the amount of codes you select!

5. How do I add NIGP codes?

- We recommend selecting multiple codes so that you do not miss any opportunities. If you would like to add new codes, then navigate back to the seller admin role by selecting it from the profile icon in the top right. Then choose the following: "Maintain Organization Information"> "Maintain Commodity codes & Services"> "Maintain Commodity Codes

CITY OF
LONGBEACH

Maintenance Home Page for: City of Long Beach

General Alerts

Maintain Organization Information
This section is used for maintaining organization information.

Maintain Users on this Account
This section is used to maintain users for the organization.

Add Users on this Account
This section is used to add users to the organization.

Add Associated Organization
This section is used for adding an organization with the same Tax ID.

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Maintain General Organization Information
This section is used for maintaining general organization information.

Maintain Addresses
This section is used to maintain addresses.

Maintain Commodity Codes & Services
This section is used to maintain commodity codes and services.

Maintain Program Qualification
This section is used to maintain program qualification.

Maintain Regions
This section is used to maintain regions.

Maintain Terms and Categories
This section is used to maintain terms and categories.

Maintain Quote Attachment Repository
This section is used to maintain files in the quote attachment repository.

Credit Memo List
This section is used to view credit memos.

Exit

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6. How do you select to receive quote requests under \$25,000?

- Log in as a Seller Admin (Review questions #3 for steps). Choose "Maintain Organization Information" then choose "Maintain Terms and Categories". On this screen, scroll down until you find the category "Interested In Projects at \$25K or less". Select "Yes- I want to submit proposals for solicitations valued at \$25K or less"

The screenshot shows a grid of eight menu options, each with a blue header, a small icon of a screen with a wrench, and a descriptive text block below. The 'Maintain Terms and Categories' option is highlighted with a red border. Below the grid is a grey 'Exit' button.

Maintain General Organization Information This section is used for maintaining general organization information.	Maintain Addresses This section is used to maintain addresses.	Maintain Commodity Codes & Services This section is used to maintain commodity codes and services.	Maintain Program Qualification This section is used to maintain program qualification.
Maintain Regions This section is used to maintain regions.	Maintain Terms and Categories This section is used to maintain terms and categories.	Maintain Quote Attachment Repository This section is used to maintain files in the quote attachment repository.	Credit Memo List This section is used to view credit memos.

Exit

Category: Interested In Projects at \$25K or Less

Description: Are you interested in participating in projects estimated at \$25K or less?

Please select exactly one category value

Select

- No - I don't want to submit proposals for solicitations valued at \$25K or less
- Yes - I want to submit proposals for solicitations valued at \$25K or less

7. How do I apply for a certificate?

- Log in as a Seller Admin (Review questions #3 for steps). Choose "Maintain Organization Information" then choose "Maintain Terms and Categories". Scroll down and select the certification you want.

- b. Scroll to the very bottom of the page and press "Save and Continue". After you have saved the blue "Add Certification" link will appear next to your selected certification.
- c. Add the appropriate information and press save.

Category: Certifications

Description: Please choose any certification that you currently hold. For each certification that you select, please click Save & Add Certification at the bottom of the screen. Then enter your Reference Number and Effective Begin and End Date for your Certification by clicking the Add Certification link.

Please select at least one category value

Select

- Federal Small Business Enterprise (U.S. Small Business Association)
- Veteran-Owned Small Business Enterprise (U.S. Dept. of Veterans Affairs / Small Business Administration)
- Disadvantaged Business Enterprise (US. Dept. of Transportation OR State of California - CalTrans)
- California Certified Disabled Veteran Business Enterprise (State of California Dept. of General Services)
- California Small Business for the Purpose of Public Works (State of California Dept. of General Services)
- Classifications Not Applicable [Add Certification](#)
- California Small Business Enterprise (State of California Dept. of General Services)

8. How do I apply for the LBSBE program certificate?

- a. Log in as a Seller Admin (Review questions #3 for steps). Choose "Maintain Organization Information" then choose "Maintain Program Qualification".

Maintain General Organization Information



This section is used for maintaining general organization information.

Maintain Addresses



This section is used to maintain addresses.

Maintain Commodity Codes & Services



This section is used to maintain commodity codes and services.

Maintain Program Qualification



This section is used to maintain program qualification.

Maintain Regions



This section is used to maintain regions.

Maintain Terms and Categories



This section is used to maintain terms and categories.

Maintain Quote Attachment Repository



This section is used to maintain files in the quote attachment repository.

Credit Memo List



This section is used to view credit memos.

- b. Select the "Continue" button and follow the rest of the steps.

Solicitations

9. **Can we get one-on-one support on how to fully submit a bid step by step?**
 - a. Yes, support is free! Please contact us at LBPurchasing@longbeach.gov or (562)570-6200
10. **How do I see who bid on a solicitation, RFP, ITB?**
 - a. You will not be able to see who bid on a solicitation until the Notice of Intent to Award (NOI) has been released.
11. **How and when do I see who is awarded a bid?**
 - a. This information becomes available when a Notice of Intent to Award (NOI) has been released. If you bid on the solicitation, you will receive an email when the NOI has been released. It can take multiple weeks to months depending on how many quotes need to be evaluated.