Payee/Vendor Account Activation Guide

Follow the steps below to activate your payee/vendor account in PIP (Payee Information Portal)

*If you need more details on any of these steps, see the full Activation Guide starting on page 2.*

1. From the PIP home page, click the "Activate" button to begin.
2. Read and accept the "Terms and Conditions" page.
3. Search in PIP to determine whether your payee/vendor account exists (if you have recently done business with the City of New York, your account may already exist).

<table>
<thead>
<tr>
<th>If your account is found, see the “Activating an Existing Vendor Account” Section, pages 4 through 7 of this guide:</th>
<th>If you are activating a brand new payee/vendor account, see the “Activating a New Vendor Account” Section, pages 8 - 19 of this guide:</th>
</tr>
</thead>
<tbody>
<tr>
<td>4. Enter a valid 10-digit check number from a NYC check stub, a 15-digit EFT number on your bank account statement, a contract or purchase order Document ID, or enter Security Activation Code.</td>
<td>4. Create a User ID and password and enter your Email address.</td>
</tr>
</tbody>
</table>
| 5. Create a User ID and password and enter your Email address. | 5. Click the link in the Email you receive from PIP to continue the activation process.  
- The link will bring you to PIP, where you will log in using the case sensitive User ID and password you established. |
| 6. Click the link in the Email you receive from PIP to complete the activation process.  
- The link will bring you to PIP, where you will log in using the case sensitive User ID and password you established. The final step is clicking “Submit Activation”. | 6. Determine whether you are activating as an Individual or Company. Then enter a valid TIN number and any other required business information. |
| 7. Provide your address(es) and contact information. | 8. Manage your Business Information:  
- Add the commodities or services your organization provides if you would like to receive solicitations from the City of New York.  
- Add self-identified business types associated with your organization. |
| 9. From the “Activation Summary” page, click Submit Activation to electronically sign and submit the Substitute W-9 Certification form. |  |

**Note:**
If you would like to manage the commodity codes that you have on file with the City of New York, see the “Commodity Code Enrollment Guide” for more information.

If you would like to self-identify the business types associated with your organization, see the “Additional Business Information” section.

*If you need more details on any of the above steps, see the full Activation Guide starting on page 2.*
This guide provides an overview of an account setup in the Payee Information Portal (PIP) for existing and new City payees/vendors.

- If you have an existing payee/vendor code account from the City of New York and want to activate your account, please follow the instructions below for **EXISTING PAYEE/VENDOR**. (If you have more than one payee/vendor code number and cannot activate your desired account, please contact the City of New York at PIP@fisa.nyc.gov).

- If you are a new payee/vendor doing business with the City of New York and need to create a new payee/vendor code account, please follow the instructions below for **NEW PAYEE/VENDOR**.

  **Remember - the User ID and Password you create are case sensitive. You will need them to log into PIP.**

**Before proceeding, you should first determine whether you already have an existing Payee/Vendor Code Account with the City of New York**

1. Click “Activate” to initiate a search.
2. Read the “Terms and Conditions” page and click “Accept Terms”.

3. Review the “PIP Activation Guidelines” page and click “Next”.

4. Determine whether you will search by **Company** or by **Individual**: enter the pertinent information in the search field(s) and then click “Search”.

**The distinction between these two is that an Individual’s Taxpayer Identification Number is an individual’s Social Security Number (SSN), whereas a Company’s Taxpayer Identification is an Employer Identification Number (EIN).**

- If you find your account, continue to **Section 1 below (Existing Payee/Vendor)**.

- If you did not find your account and you believe you have one, please try again. Read the hints on the screen for using wildcards to help with your search. Contact the City of New York at PIP@fisa.nyc.gov if you need assistance.

- If you did not find your account and you are a **new** vendor conducting business with the City of New York, proceed to **Section 2 (for New Payees/Vendors)**.

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SECTION 1: EXISTING PAYEE/VENDOR (an Existing Account was found)

First, find your organization from the search results. Then select the link next to it. There are different actions you can take – see the explanations below.

<table>
<thead>
<tr>
<th>IF YOU SEE THIS LINK NEXT TO YOUR ORGANIZATION</th>
<th>WHAT IT MEANS / ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact your Administrator</td>
<td>An account was activated using PIP. Click the link to display the name of the administrator. Contact this individual to receive your own User ID and password.</td>
</tr>
<tr>
<td>Click to Continue Activation</td>
<td>The activation process was incomplete. Click this link to complete the activation. Remember, you will be asked to verify the original password.</td>
</tr>
</tbody>
</table>
| Click here to activate your account            | You do business with the City, but did not activate the account. Click this link to activate it. You will need ONE of the following to continue:  
  - 10-digit check number from the NYC check stub  
  - 15 digit EFT number from your bank account statement  
  - Contract or Purchase Order Document ID (3-part). (Can be requested from the payment-issuing agency).  
  - Security Activation Code that you received from the PIP Helpdesk, or may have received in the mail previously in the past. |
Step 1.1: On the “Account Verification” screen, verify your account by entering an existing Check/EFT, a Contract/Purchase Order Doc ID or an Activation Code you received from the PIP Helpdesk, or may have received in the mail previously in the past. Then click “Next”.

Step 1.2: Once PIP verifies your financial transaction, the “My User Information” page appears. Complete the required fields (*) and click “Next”.

PLEASE REMEMBER YOUR USER ID AND PASSWORD.
Step 1.3: On the “Verify Email Address” page, click “Next”. An Email will be sent to the Email address you entered. On the “Thank You” page, click “Close Browser” to exit PIP.

Step 1.4: Open the verification Email and click the link to continue the activation process. You will be taken to a PIP login page. (If you don’t receive an Email from PIP, check your spam folder or contact PIP@fisa.nyc.gov).

Step 1.5: Log in using the case sensitive User ID and Password you created.

  Note: Do not bookmark this page. You will be logging in from the PIP Home Page once you activate your account.
Step 1.6: Click “Submit Activation” to complete the activation. When you see the following “PIP Activation Process Complete” page, you are done. Now you will be able to log into PIP using your User ID and password (via the website https://a127-pip.nyc.gov). Remember, your User ID and Password are both case sensitive.

YOU HAVE COMPLETED THE ACTIVATION. SKIP THE REST OF THIS DOCUMENT.
SECTION 2: NEW PAYEE/VENDOR (or no Existing Account was found)
Use the “Clicking here” link to begin setting up a new payee/vendor code account. Please note instructions for Non-US vendors.

Step 2.1: On the “My User Information” page, complete all the required fields (*) and click “Next.”
REMEMBER YOUR USER ID AND PASSWORD TO LOG INTO PIP.
Step 2.2: On the "Verify Email Address" page, click "Next". An Email will be sent to the Email address you entered. On the "Thank You" page, click "Close Browser" to exit PIP. Click "Next".

Step 2.3: Open the verification Email and click the link. It will take you to a PIP login page. (If you don’t receive an Email from PIP, check your spam folder or contact PIP@fisa.nyc.gov).

Step 2.4: Log into PIP using the case sensitive User ID and Password you created earlier.

- **Note:** Do not bookmark this page. You will be logging in from the PIP Home Page once you activate your account.
Step 2.5: Select the classification that applies to your particular business, indicating a TIN Type. Then click "Next".

**Note:** If you select Social Security Number be sure to select SSN, ITIN, or ATIN.

**Note:** If you have any questions, use the "Submit Question" link. Once you get an answer, you can log back in and resume activation.
Step 2.6: Most of the fields on the “My Business Information” page will be pre-populated with the answers you submitted. Only required fields (*) are necessary, but you should enter any other applicable information.
Step 2.7: In this step, you provide 4 additional types of addresses: an address for **Administrative** correspondence, an address for **Ordering** from you, an address for **Payment** to you, and an address for **Billing** you. You can specify the same or a different address for each of these 4 address types.

An explanation of the Address Questions:

**A:** If your Legal address is the same address as any one of the additional 4 address types (Administrative, Ordering, Payment, Billing), choose “Yes” on A. Otherwise, choose “No”.

**B:** If you chose “Yes” or “No” on A above and your Administrative, Ordering, Payment, and Billing addresses are all the same address, choose “Yes” on B. Otherwise, choose “No”.

**C:** To designate a single contact person for all 4 address types, choose “Yes” on C. Otherwise, choose “No”.

The example below shows the Address and Contacts if you answered “Yes” to all the previous questions.

After selecting “Next”, the Additional Business Information Section appears.
**Step 2.8.** On the Additional Business Information page, you can add commodities that describe the goods and services your organization provides to receive solicitations from the City of New York. If you have questions, click the “Frequently Asked Questions” link. Also you can add the appropriate business types associated with your organization, such as a self-identified minority-owned, women-owned and veteran-owned business.

Follow the guidelines below, starting with **Step 2.8.1**, to identify and add Commodity Codes to your vendor account.

Follow the guidelines starting with **Step 2.8.5** to add your Business Type(s).

If you do not want to add Commodity Codes to your Vendor Account or self-identify your Business Types, then click the “Next” Link and jump to **Step 2.9**.

**Step 2.8.1:** Once you click on “Add”, a page opens where you can choose the commodities your organization provides.
Step 2.8.2: You can browse for commodities by Commodity/Service Code if you have a code. The other option is to search by Commodity Description (see Commodity Code Enrollment Guide for more information).

Step 2.8.3: Once you select commodities, select OK to Add them.

Step 2.8.4: Once you select OK, the commodities appear in a separate listing. Also you have the option of deleting a Commodity Code you previously selected.

To download the list of your current commodities, click the Download button.

Click “Next” to continue on with the Activation of your new vendor account, or go to step 2.8.5 to add your Business Types.
Step 2.8.5: Once you click "Add", a page opens for you to choose your organization’s Business Types.

Step 2.8.6: Select all the Business Types that apply to your organization and select OK.

Step 2.8.7: Once you select OK, the Business Type(s) appear in a separate listing. Also you can delete a Business Type you previously selected.

Click “Next” to continue with the Activation process.
Step 2.9: An Activation Summary page appears that summarizes the Account, Business, Address, Contact, and Commodity information you entered. Review all the information on this page. Use the Update Information link to go back and change information in the appropriate sections.

Step 2.10: Once you determine that the information is correct, proceed with Activating your account by selecting the “Submit Activation” button.
Step 2.1: The Substitute W-9 form appears and is pre-populated with the information you entered. Review all the information on this page and select I Agree and your case sensitive PIP password to sign the W-9. If any information needs to be changed, click I Do Not Agree to go back to the previous screens and update them.

Enter your case-sensitive PIP password.

Click "Sign" to submit your activation.
Step 2.12: The “PIP Activation Process Complete” page tells you that the activation process is finished. Now you are able to log into PIP using your (case sensitive) User ID and Password via the website https://a127-pip.nyc.gov.

**Downloadable Forms**

- Download Substitute W-9
- EFT Registration Form
- PIP Activation Report

You may login to your PIP account to view and/or update your account information. Click here to login.

For additional assistance call 212-857-1777.