



## Background

Situations will arise where, despite reasonable efforts, certain vendors will not register with NC E-Procurement. However, in a few cases, it is necessary for the vendors to be entered into the system for the purpose of allowing a purchase order to be issued to them without requiring them to register through the normal process. In some cases, the vendors are to be entered into the system for continuous use, and in some situations the vendors are to be entered into the system for a limited period of time. Such vendors may have the fee waived or may not agree with the [NC E-Procurement Terms of Use](#).

The decision to enter a vendor into the system is made pursuant to the Vendor Registration Policy for Reluctant Vendors. This procedure is used as a means for getting necessary data into NC E-Procurement once the appropriate policies have been exhausted. While some of the administrative procedures contained herein may be followed for entering government entities into the system as vendors, the government entities to whom purchase orders are to be issued are not considered exemption vendors.

## Approach to Handle these Situations

Once the Division of Purchase & Contract (P&C) or Statewide IT Procurement has approved that, despite reasonable efforts a vendor refuses to register but needs to be entered into the system, the following procedure will be followed:

1. P&C or Statewide IT Procurement will have the appropriate vendor data entered onto the form entitled **Exception Vendor Form (see attached)**. This form will include:
  - a. Vendor and Vendor Location information
  - b. An indication as to whether the fee should be waived
  - c. An indication as to whether the Terms of Use have been agreed to
  - d. Reason(s) that the exemption has been granted by P&C or Statewide IT Procurement
  - e. An indication as to whether this vendor should remain active or be inactivated after the current transaction has been processed. Further, if this vendor is to be inactivated after this transaction, the user should specify a date for inactivation if a one-week active period is deemed not to be adequate
  - f. Signature of the designated person within P&C or Statewide IT Procurement who has reviewed and approved the exemption (a hard copy signature is not required if the Exception Vendor Form is completed and emailed from the account of the approver)
  - g. Signature of the Secretary of Administration or designee indicating that the exemption from the NC E-Procurement transaction fee, if applicable, is approved and necessary for the efficient operation of State government (a hard copy signature is not required if the Exception Vendor Form is completed and emailed from the account of the approver)
2. The Exception Vendor Form will be faxed or emailed to the NC E-Procurement Help Desk.
3. The NC E-Procurement Help Desk will log a ticket and enter the vendor into Vendor Registration (please note the vendor will not be eligible for eQuote). Specific instructions will exist for the NC E-Procurement Help Desk to register these vendors. The vendor will then be available in NC E-Procurement the next business day, following the next overnight batch cycle which uploads new vendors from Vendor Registration to NC E-Procurement.
4. If the vendor is not to remain active after the current transaction, then the vendor should be placed into the queue to be inactivated by NC E-Procurement in one week, by default. P&C or Statewide



IT Procurement will indicate a longer period of activation on the Exception Vendor Form, if necessary.

5. The entity's contact is to be notified by telephone or email that the vendor has been activated so that a purchase order can be issued.
6. A copy of the Exception Vendor Form will be attached to the NC E-Procurement Help Desk ticket, and the ticket will be assigned to the Billing Team to properly implement any fee exemptions.