

JCCS Africa Vendor Overview

User Guide Contents

1. What is JCCS?
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5. Ticket Submission

What is JCCS?

The **Joint Contingency Contracting System (JCCS)** is a system that was created in 2006 to help US contract office personnel locate vendors overseas to contract with for US government contracts. an application to support identifying available vendors in your AOR and making sure they are safe to contract with and pose no threat to US assets or personnel.

- Centralized repository of vendors by region
- CAGE Code validation and referral
- Vendor Review
- Tooltips ⓘ to support users
- Flexible user management tools, so one person might manage multiple companies, or multiple people might work together on a single company.
- Internal Message Wall
- Account Status Indicators
- Solicitation feed from SAM and from local contract officers advertising available work.



Vendor Registration

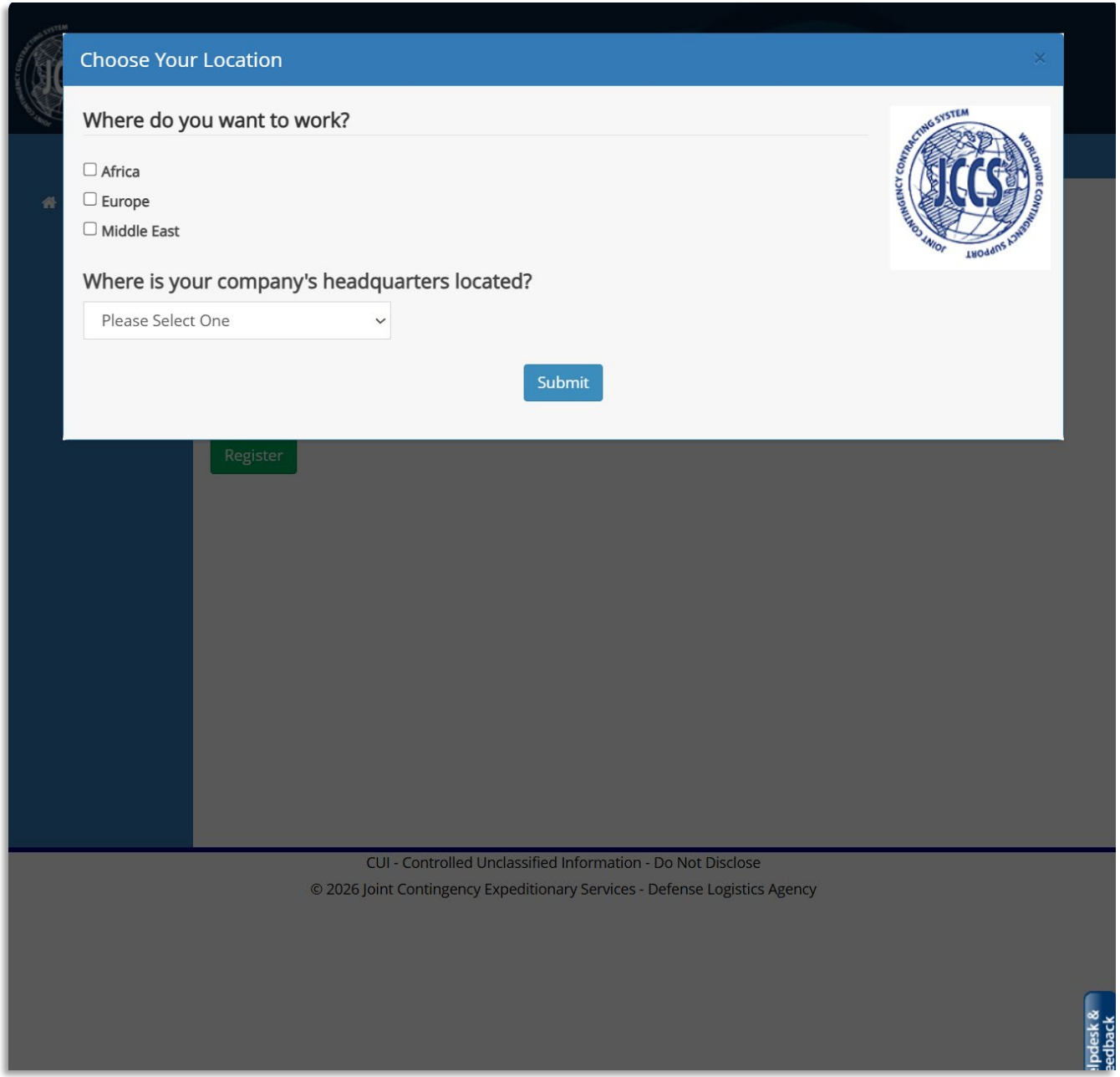
Exploring the vendor’s view of the JCCS system



System Messages

1. Navigate to https://www.jccs.gov/jccscoe
2. V the Government IT System message and click I agree.
3. Click Vendor Login.
4. Click **Register**
5. Read the *JCCS Privacy Notice* and *Usage* Messages.
6. All the data you enter in the JCCS system is protected and accessed only by authorized US personnel. They have been trained to strictly protect your private information.
7. Click **I understand and wish to proceed.**

Note: **Do not register in JCCS more than once.** Contract office personnel will not be able to see accounts with duplicate CAGE codes and it can cost you contract opportunities.



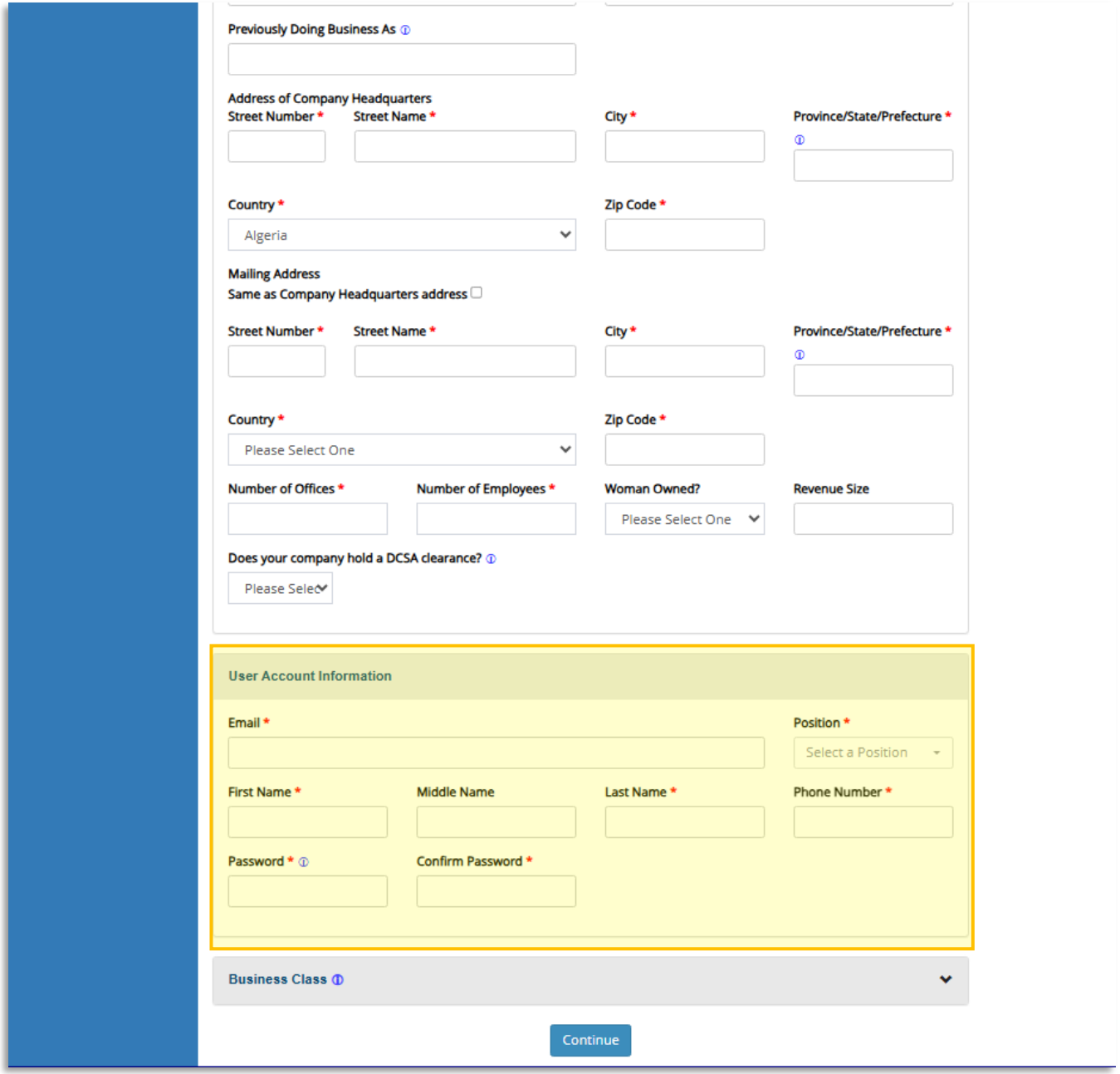
Select Your Location

1. Select Africa or Africa and Middle East/Europe.
2. Select your Headquarters location.
3. Select Submit.



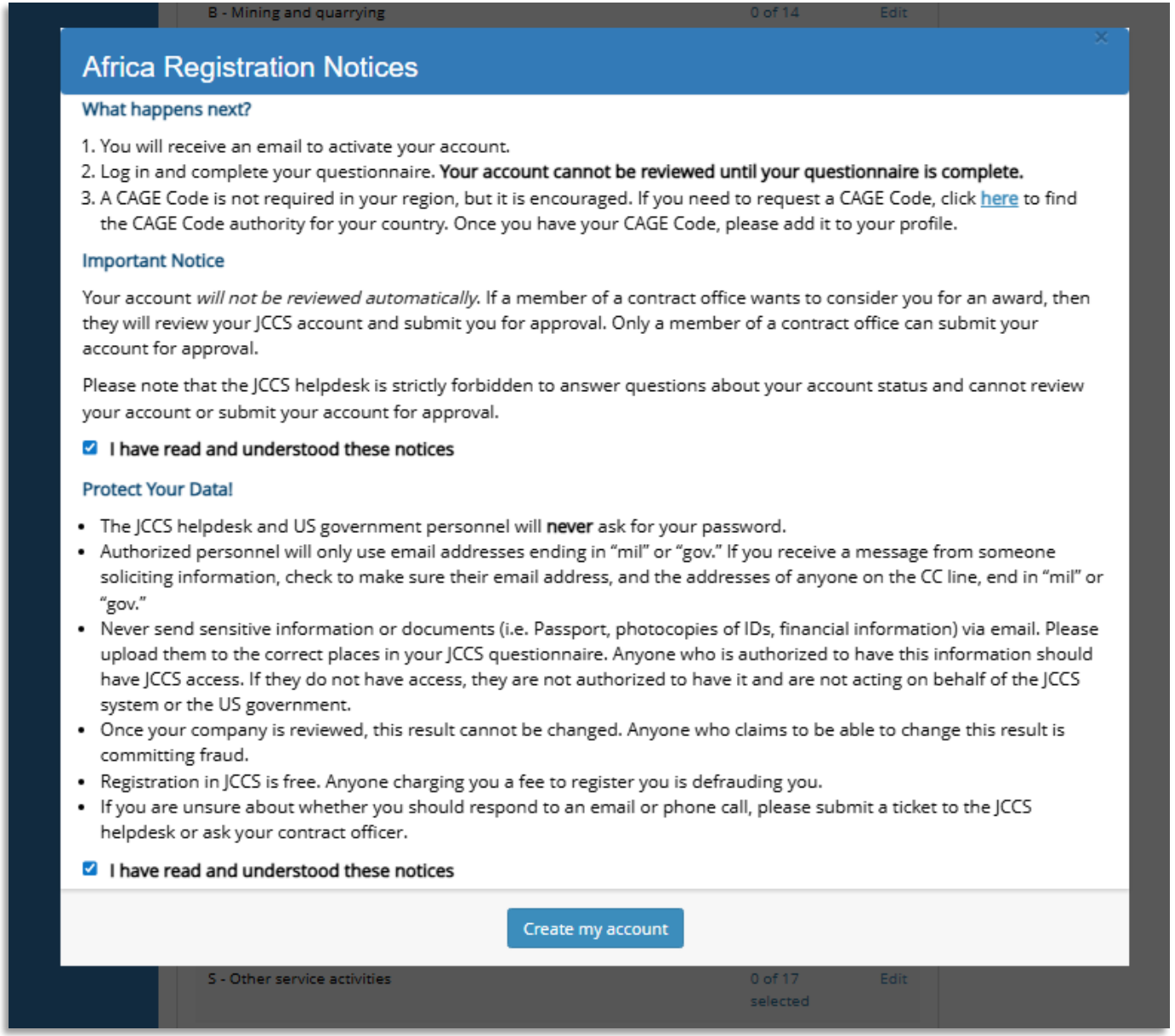
Vendor Basic Profile

1. **CAGE Code**: If you entered your CAGE, it will appear here. If you do not have a CAGE yet, it will be grayed out.
2. **UEI Number**: The Unique Entity Identifier is replacing the DUNS number. You can get a UEI number by going to the SAM website at www.sam.gov.
3. **DUNS Number**: This is optional.
4. **Website:** Enter your company's website.
5. **Company Name**: If you entered your CAGE, this should automatically fill in. If not, enter your full company name without abbreviations.
6. **Doing Business As:** Enter current legal company name
7. **Previously Doing Business As:** This will automatically pull from SAM.gov for AFRICOM vendors.
8. **Revenue Size:** Please select one.
9. **Address**: Make sure to enter your street number and street name separately, and do not abbreviate your city or province/state/prefecture. JCCS has to accommodate address formats from all over the world, and contract office personnel will not be able to search for your company effectively if you use abbreviations.
10. **CIK Number:** If you are a publicly traded vendor headquartered in the United States, enter this number.
11. **Stock Symbol:** This is a unique identifier used to represent publicly-traded companies in a specific market. If you have entered a CIK number, you will need to input your Stock Symbol as well.
12. **Number of Offices/ Employees**: For large companies, you may round your employee number to the nearest 10.
13. **Woman Owned**: Please select Yes or No if your company is owned by a Woman.
14. **Defense Counterintelligence and Security Agency:** Please select Yes or No if your company holds a clearance through DCSA.



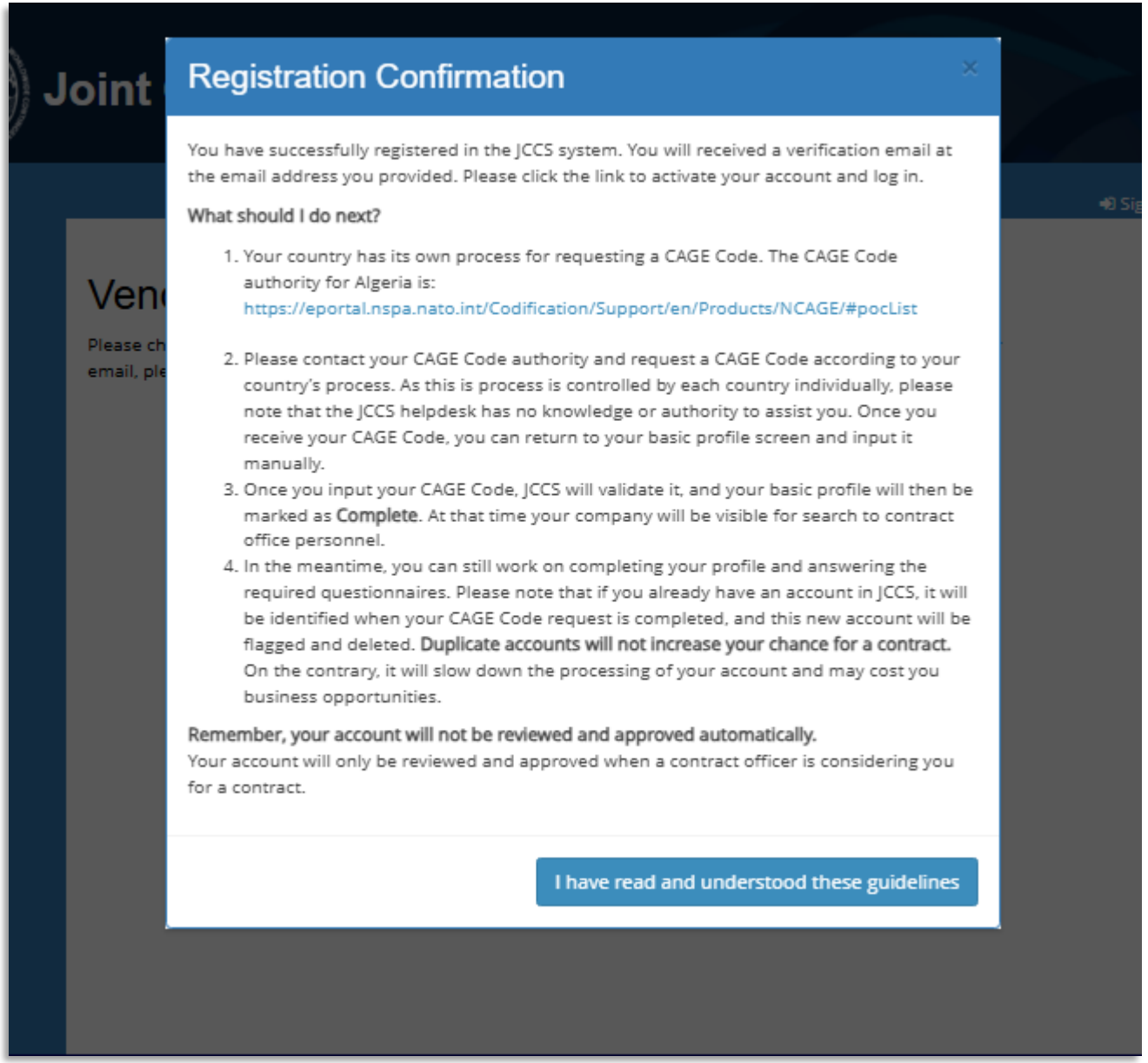
Vendor Basic Profile Continued

1. **Email**: This will also be your login for the JCCS website.
2. **Position**: Click the dropdown box to select one or multiple positions.
3. **Phone Number**: This should be the number you use for work.
4. **Password**: Your password must be a strong password with a minimum of 15 digits and at least one capital letter, lower case letter, symbol, and number. our user profile information.
5. **Business Class**: Select the Business Class applicable to your business and that your company actually performs.
6. Click **Submit** at the bottom of the page.



Registration Confirmation

- You will receive a confirmation message confirming that your account has been created.
- **CAGE Code:** Please note a CAGE Code is not required for AFRICOM vendors. If you do not have a CAGE code, this is the window where you will be referred to the correct CAGE authority for your country. Make sure to note down the URL or email address provided. You will need to go to that site to request a CAGE code. Once you have received it, you can go into your profile and add it yourself. Your company name will automatically update to match.



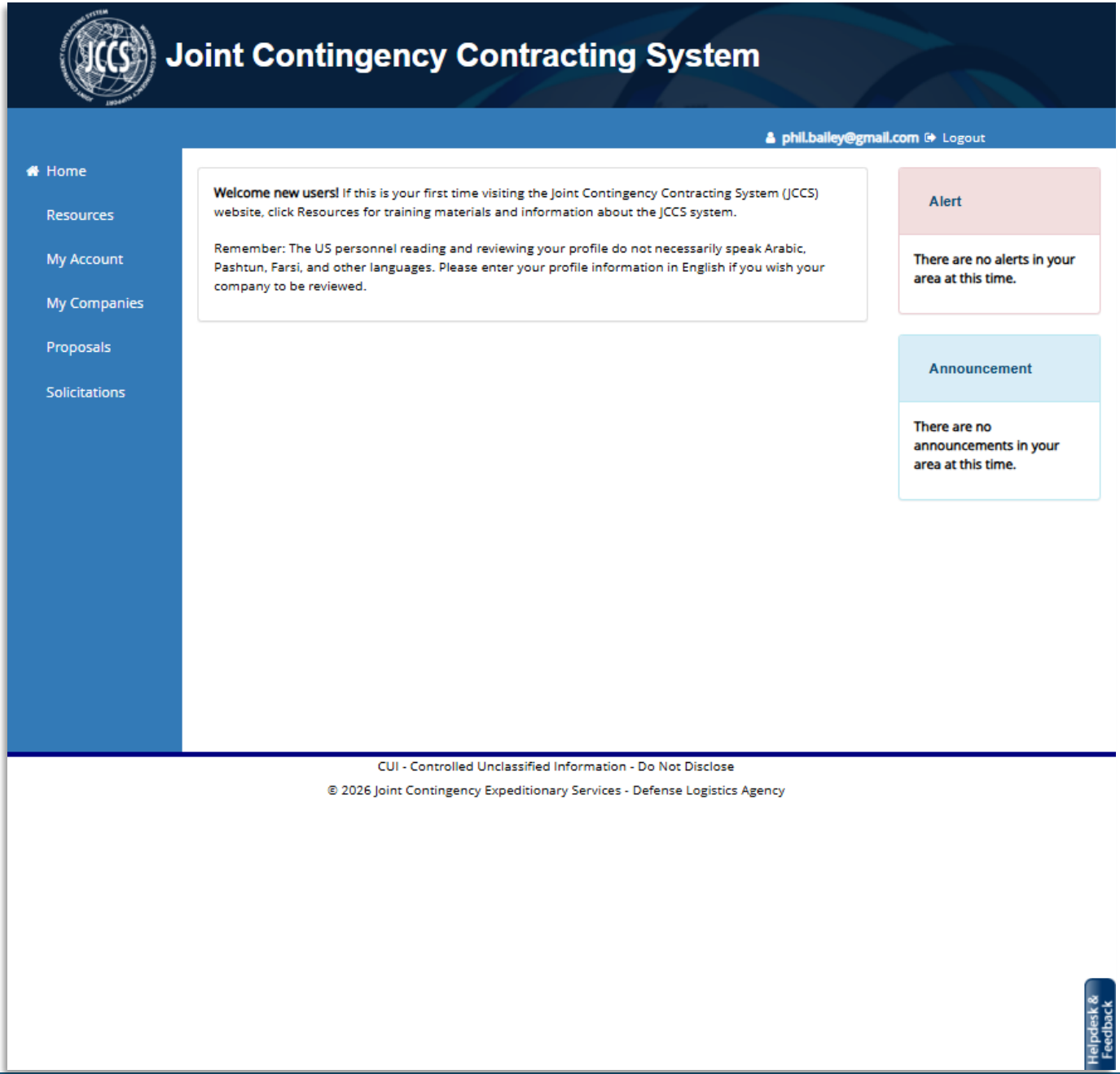
Registration Confirmation Continued

- Read the message carefully and then click, "I have read and understood these guidelines."
- **Account Activation:** You will receive an email to validate your email address and activate your account within 24 hours. Click the link to activate your account. **You will not be able to log in until you have activated your account**, so make sure to check your spam/junk email box if it doesn't arrive quickly.
- It is important to note that only contract office personnel can review your account. The JCCS Helpdesk is specifically forbidden to review your account, submit your account for review, or tell you your account status. The helpdesk is for technical assistance for the website only.
- **Important! Your account is not complete just because you registered.** You must log in and complete your questionnaire before you are ready to be reviewed for base access.



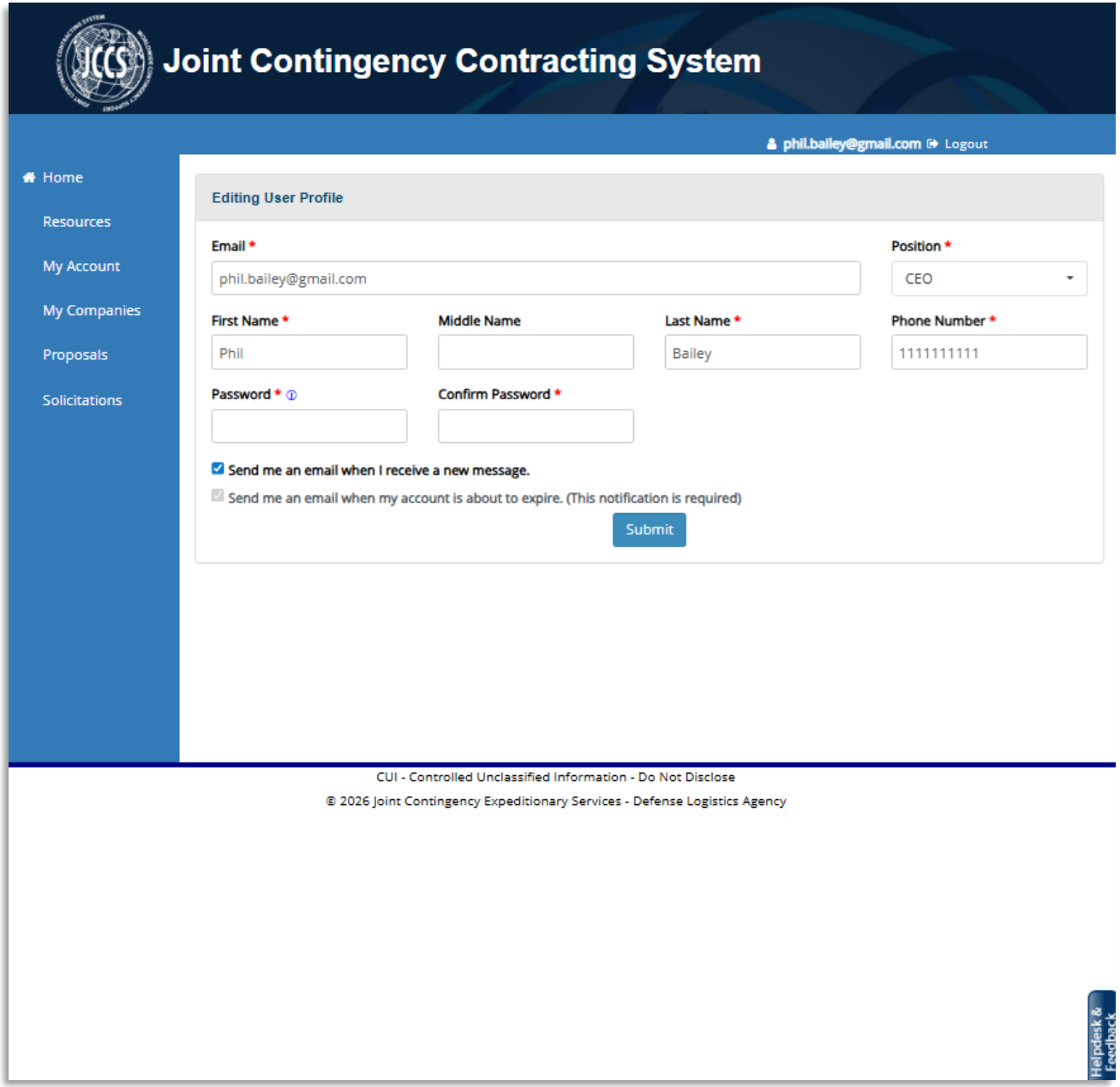
Profile Updates

How to update your company profile information



JCCS Home Page

1. **Navigation**
   - **Home:** Returns you to the homepage.
   - **Resources:** View FAQ and user guide.
   - **My Account:** Edit your user profile.
   - **My Companies:** Edit and update your company information.
   - **Proposals:** Manage solicitations you have submitted for solicitations.
   - **Solicitations:** View available solicitations.
2. **Alerts/Announcements:** These will provide information about upcoming system changes, downtime, as well as information about issues occurring in your area.



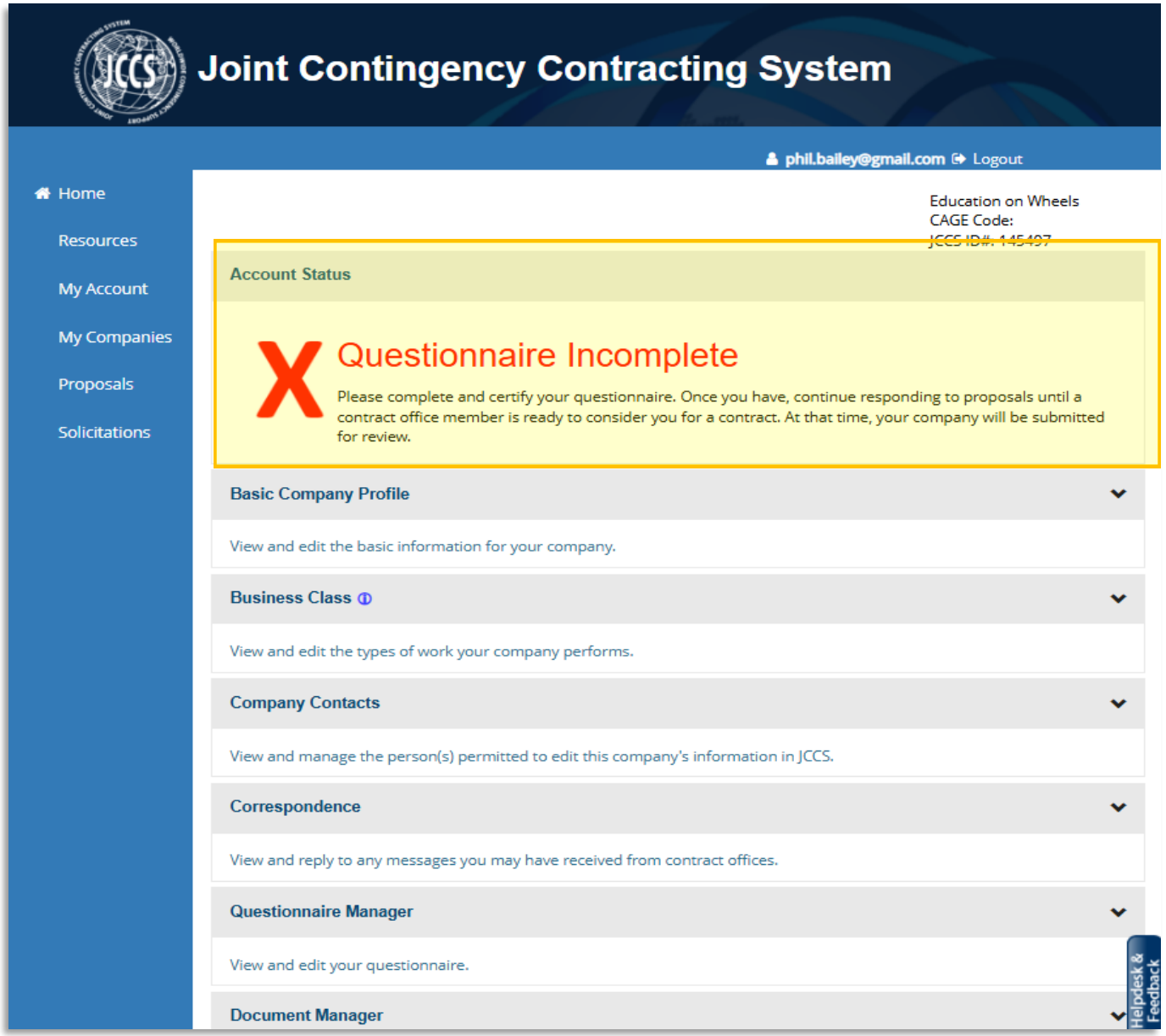
Edit User Profile

- If you need to update your personal information or email, click **My Account**.
- Edit whichever fields you would like to update.
- You will receive a **Notification** by default if you are sent a new message inside JCCS; uncheck the box if you do not wish to receive this notification.
- Enter your password. **Note:** You must enter your password to make any changes to your account.
- Click **Submit**.
- You will receive a message confirming that your profile has been updated.



My Companies

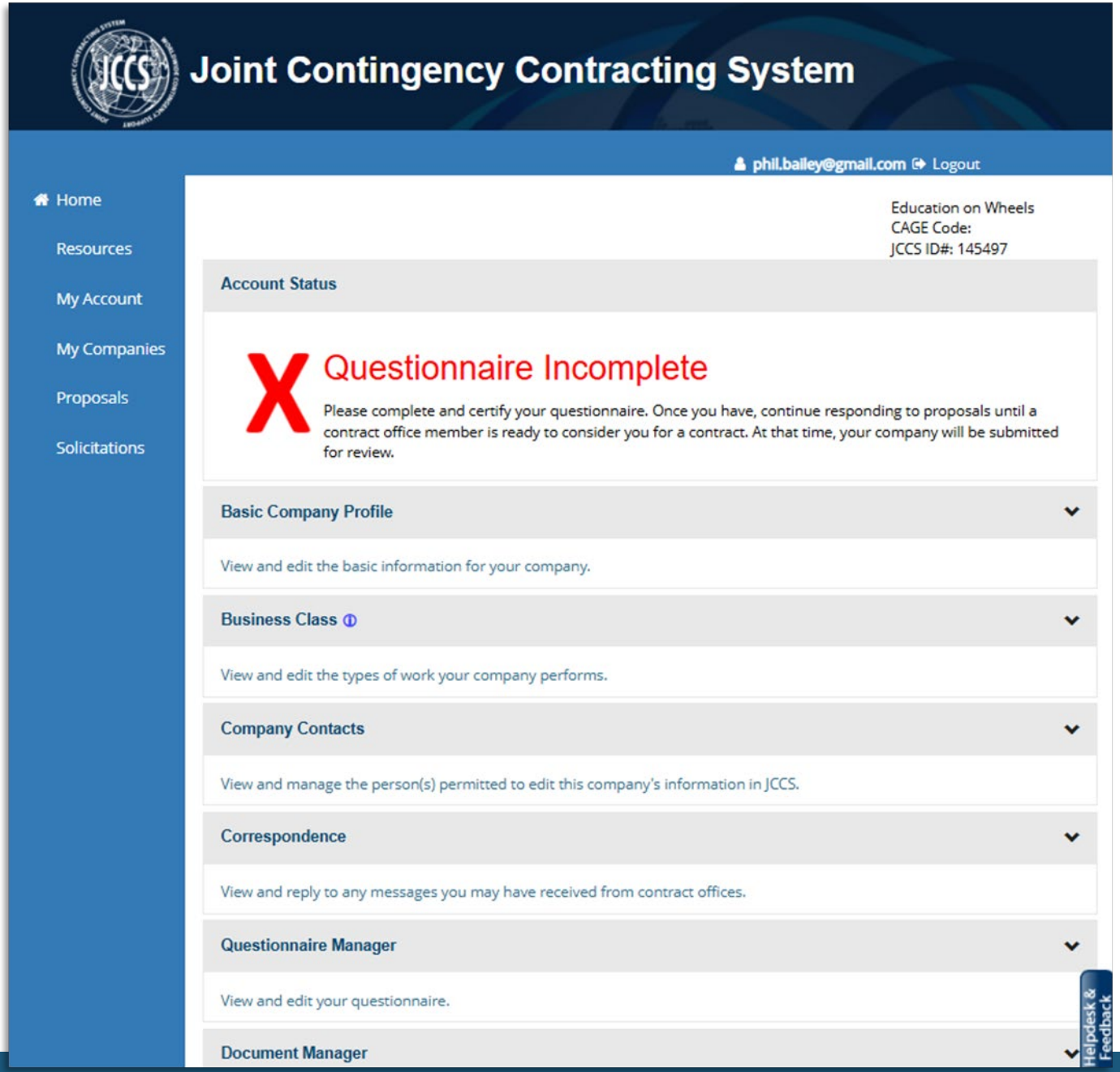
- You can add and register more than one company in JCCS. When you click **My Companies,** you will see all the company accounts that are under your control.
- **POC Type**: Each company can have more than one person assigned to manage it. If you have multiple persons managing your company, you will notice they have a different **POC Type**.
- The **Company Administrator** is allowed to edit the company profile and give other users permission to edit the profile.
- A **Point of Contact** can edit the company profile but cannot give other users permission to access it.
- JCCS allows one person to manage multiple companies.
- Click **Register New Company** to add a new company to the system.
- If you want to allow someone else to help manage one of these companies, click **Edit.**



Account Status

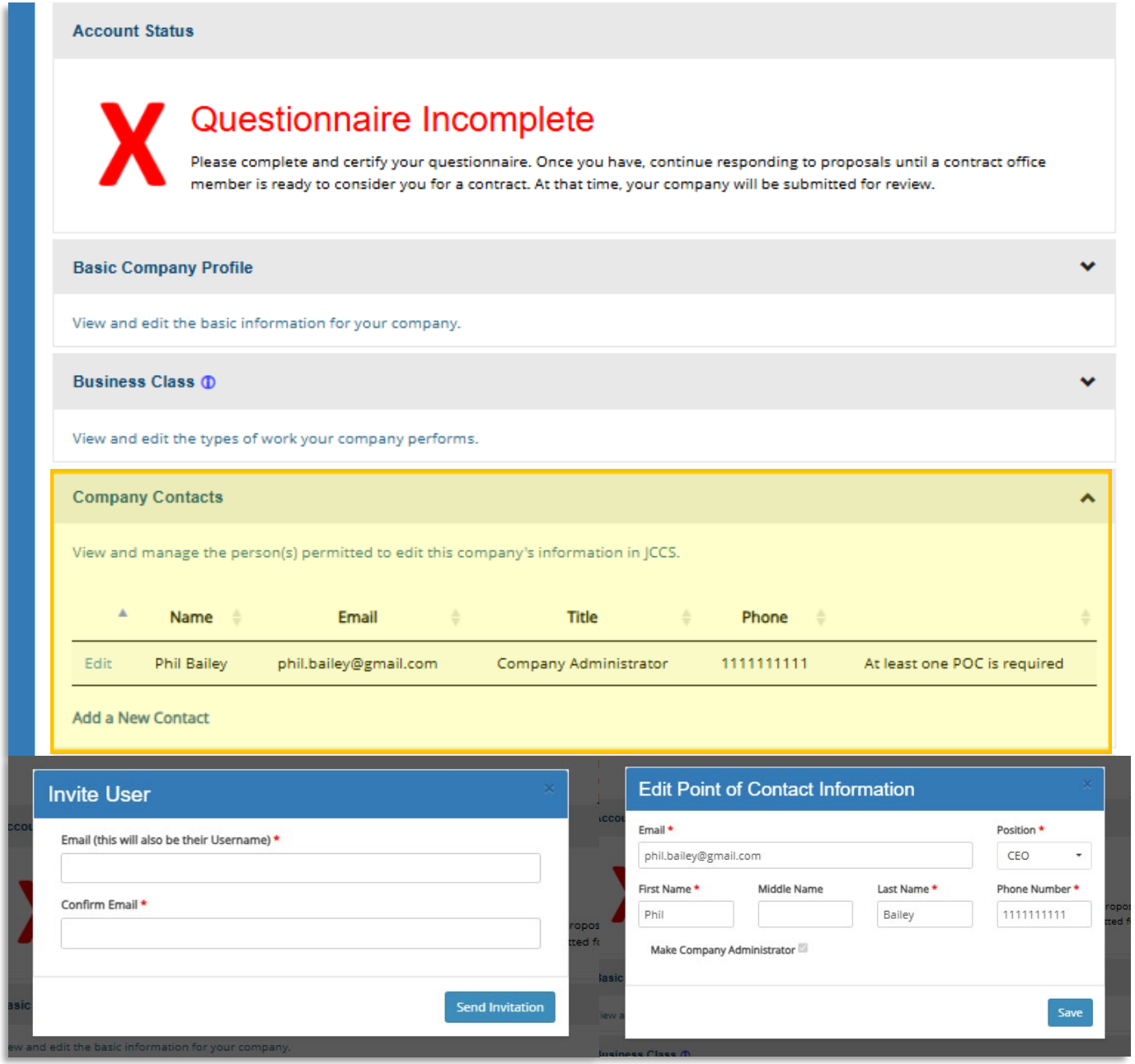
Account Status: This section explains where your account is in the review process and full description of the status and what you need to do to complete it.

- **Questionnaire Incomplete (Red X)**: Please complete and certify your questionnaire. Once you have continue responding to proposals until a contract office member is ready to consider you for a contract. At this time, your company will be submitted for review.
- **Ready for Review (Black circle)**: You have input all required information and your account is now ready to be reviewed. Please continue searching for and responding to solicitations, and your account will be submitted for review when a contract office is considering you for a contract.
- **Complete (Green check mark)**: Your review is complete, and your company is permitted to contract in Middle East until (the system will display an expiration date)
- **About to Expire (Orange Exclamation Point):** Your clearance for Middle East expires on (will display an expiration date). Please make sure your basic profile and questionnaire information are up to date and no documents have expired. A contract office member will have to submit your account to be reviewed again.
- **Expired (Red X) :** Your account needs to resubmitted for review. If you are actively performing on a US contract, please speak to your contract office and let them know your JCCS status has expired. If you do not have any active contracts, please continue to respond to proposals, and the contract office will resubmit you for review once they are considering you for a contract.
- **Duplicate (Red X):** This account has been marked as a duplicate. Please contact the JCCS helpdesk if you need help locating and updating the correct account for the given CAGE Code.



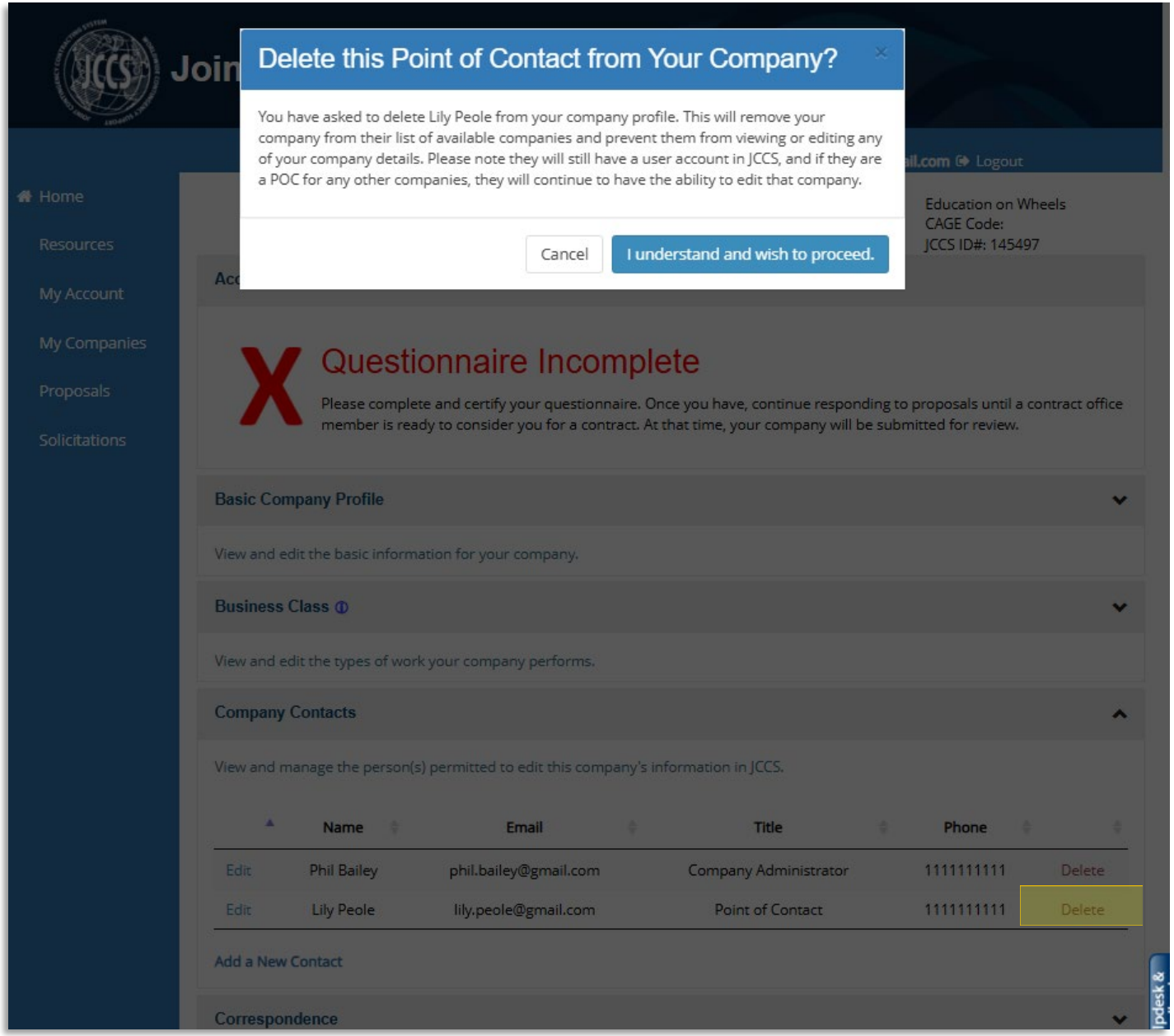
Company Profile

- **Basic Company Profile**: This is the basic company information you entered at registration.
- **Business Class**: Selecting the correct business classes will help contract offices find your company.
- **Company Contacts**: Manage the people allowed to make changes to this company's information. You will be able to add and remove/delete users from the company account.
- **Correspondence**: This section will allow contract office personnel to message your company. Everyone who is a contact for this company will be able to see and reply to messages.
- **Questionnaire Manager**: Questionnaire about your company.
- **Document Manager**: A list of all the documents you have uploaded about this company and its personnel.



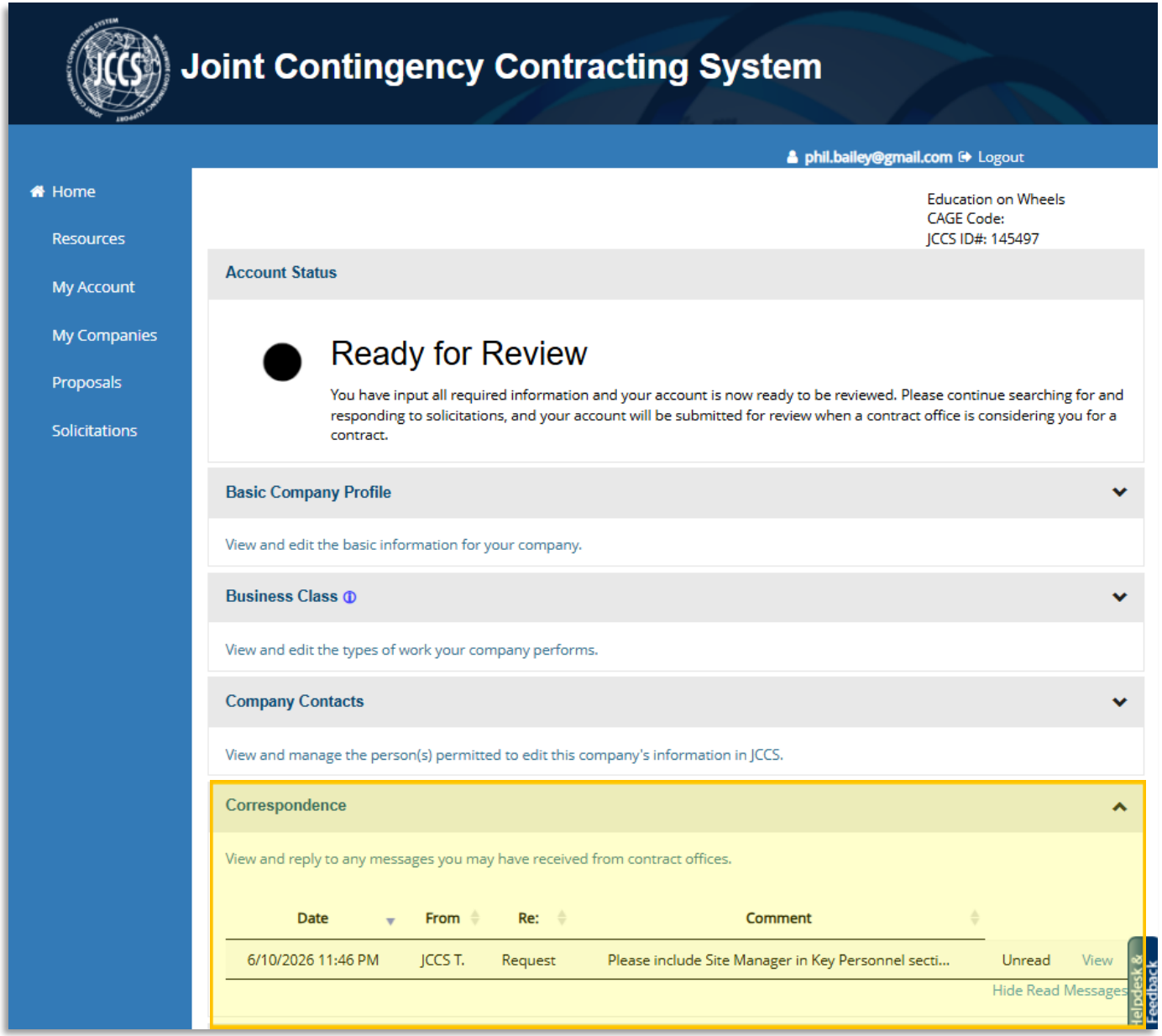
Company Contacts

- **Invite Contacts:** Under Company Contacts, you can add additional users to manage your company. Click **Add a New Contact,** input their email, and click **Send Invitation.**
- That person will receive an email invitation with a link to sign in and manage this company.
- **Company Administrator:** The Company Administrator is the only person that can invite additional persons into JCCS to manage the company.
- **Designate a New Company Administrator:** If you are leaving the company, click **Edit** beside the Point of Contact that is replacing you, check **Make Company Administrator,** and click **Save.**
- You will still be attached to the company, but that person will be the new Company Administrator.



Delete Contacts

- To remove a user from this company, click **Delete.**
- A message will appear explaining that this user will no longer be able to edit *this* company, but if they are a POC for other companies, they will still be able to edit those.
- Click **I understand and wish to proceed.**
- The removed person will receive an email advising them that they will no longer be able to edit this company.



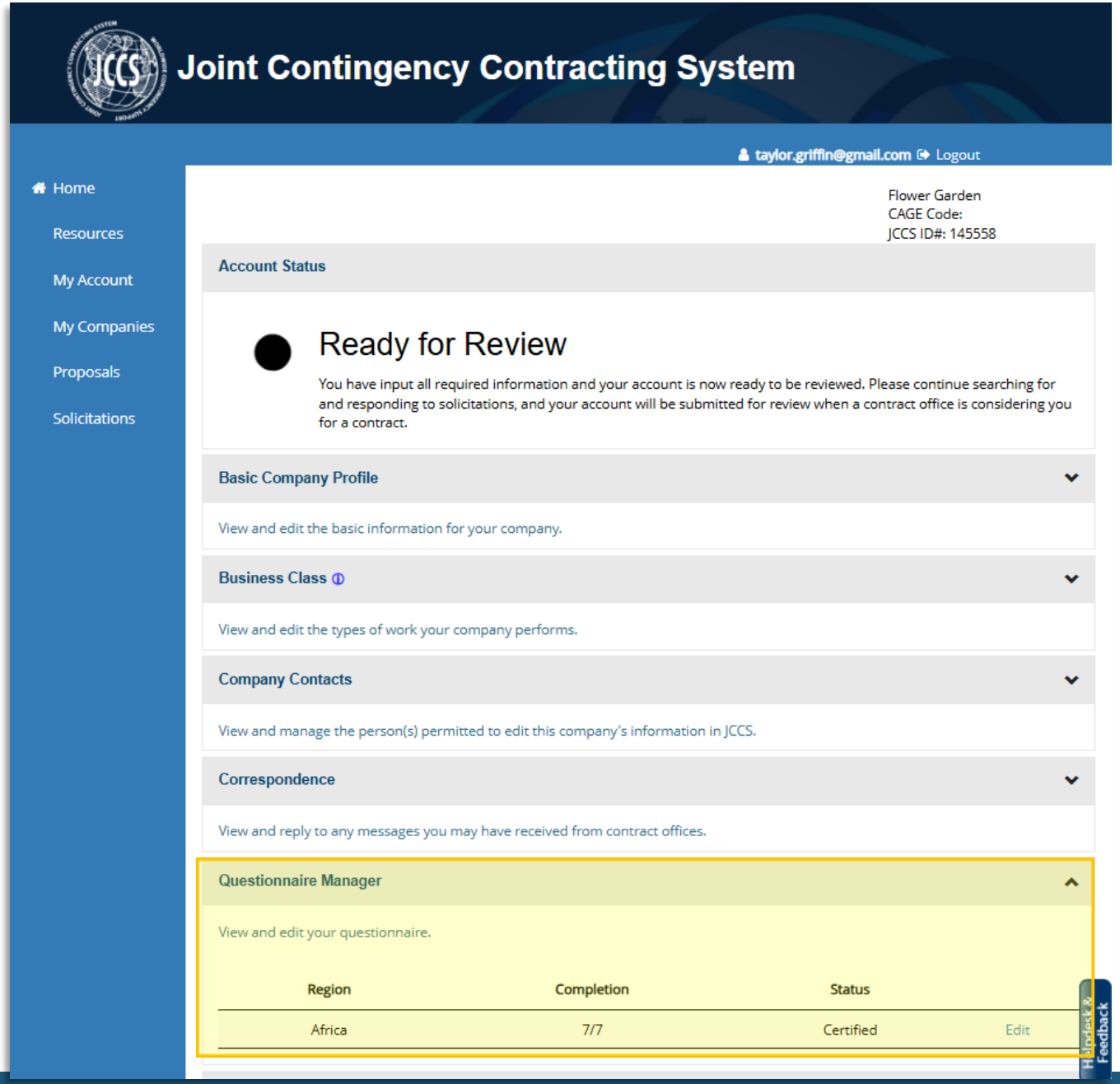
Correspondence

- Correspondence allows contract office personnel to message your company. Everyone who is a contact for this company will be able to see and reply to messages.
- New messages will appear in this section.
- View old messages by clicking Show Read Messages.
- Click View to open an individual message.
- You can reply to a message by typing your response into the Reply field and then clicking Send Reply.
- Note: JCCS currently does not send notifications when a new message is sent to your company. You must log in to check your messages.



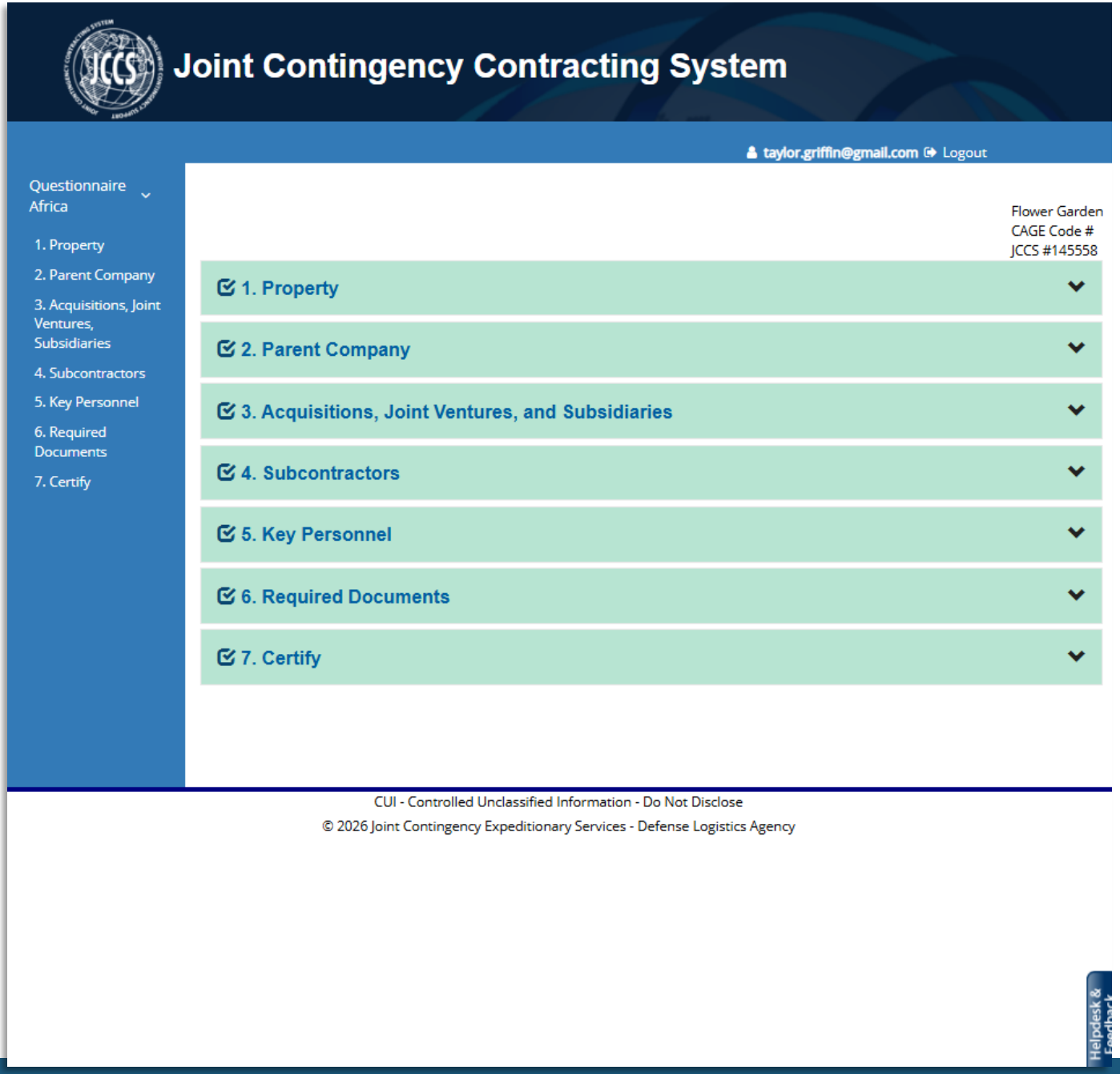
Questionnaire

How to complete and manage your questionnaire



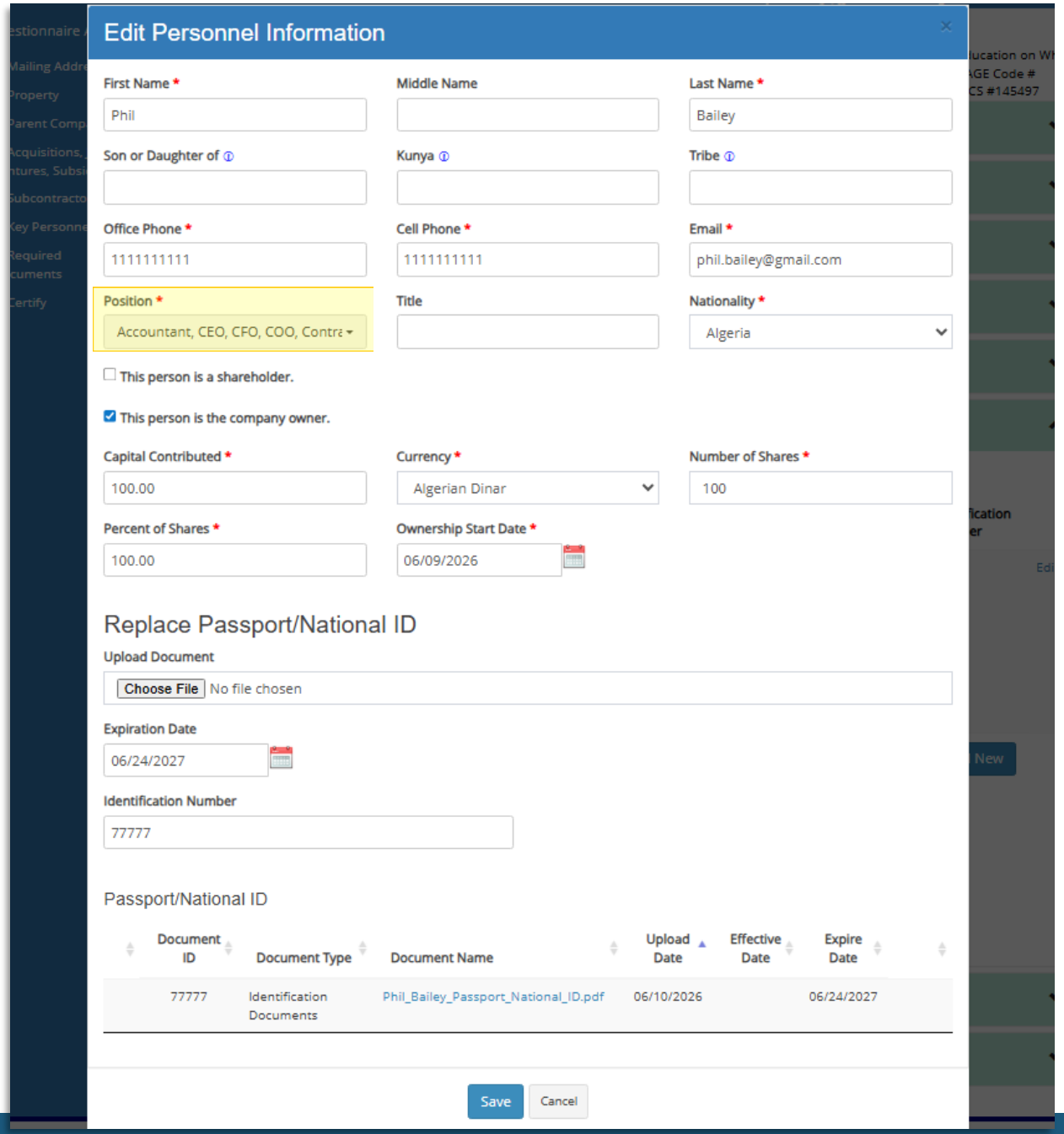
Questionnaire Manager

- The questionnaire is a form that must be completed for your account to successfully be reviewed.
- **Region**: This is automatically assigned based on the address you entered for your company. It cannot be edited.
- **Completion**: How many questions have been completed out of the total questions.
- **Status**: When it is complete and certified, it will be marked **Certified**.
- Click **Edit** to open the questionnaire. It will open in a new browser tab.



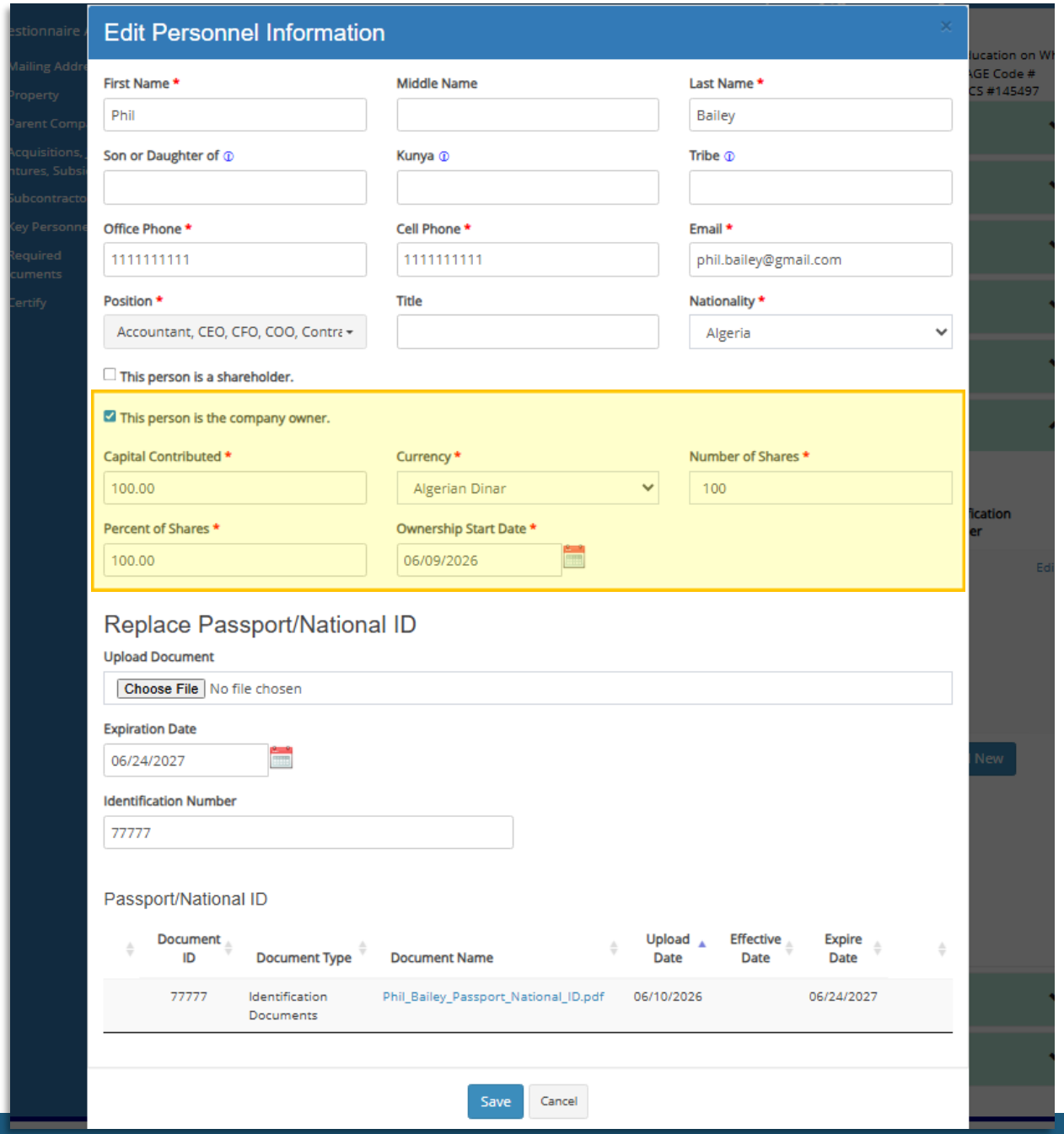
Edit Questionnaire

- Every section is required to complete the questionnaire, and most are self-explanatory. As you complete each one, the header will turn green to indicate the required information has been provided.
- If something seems inapplicable, finish the rest of the questionnaire to the best of your ability, and then ask a contract office member for assistance.
- Each section of the questionnaire loads and saves separately, so if you are on a slower internet connection, you are less likely to encounter timeout issues.



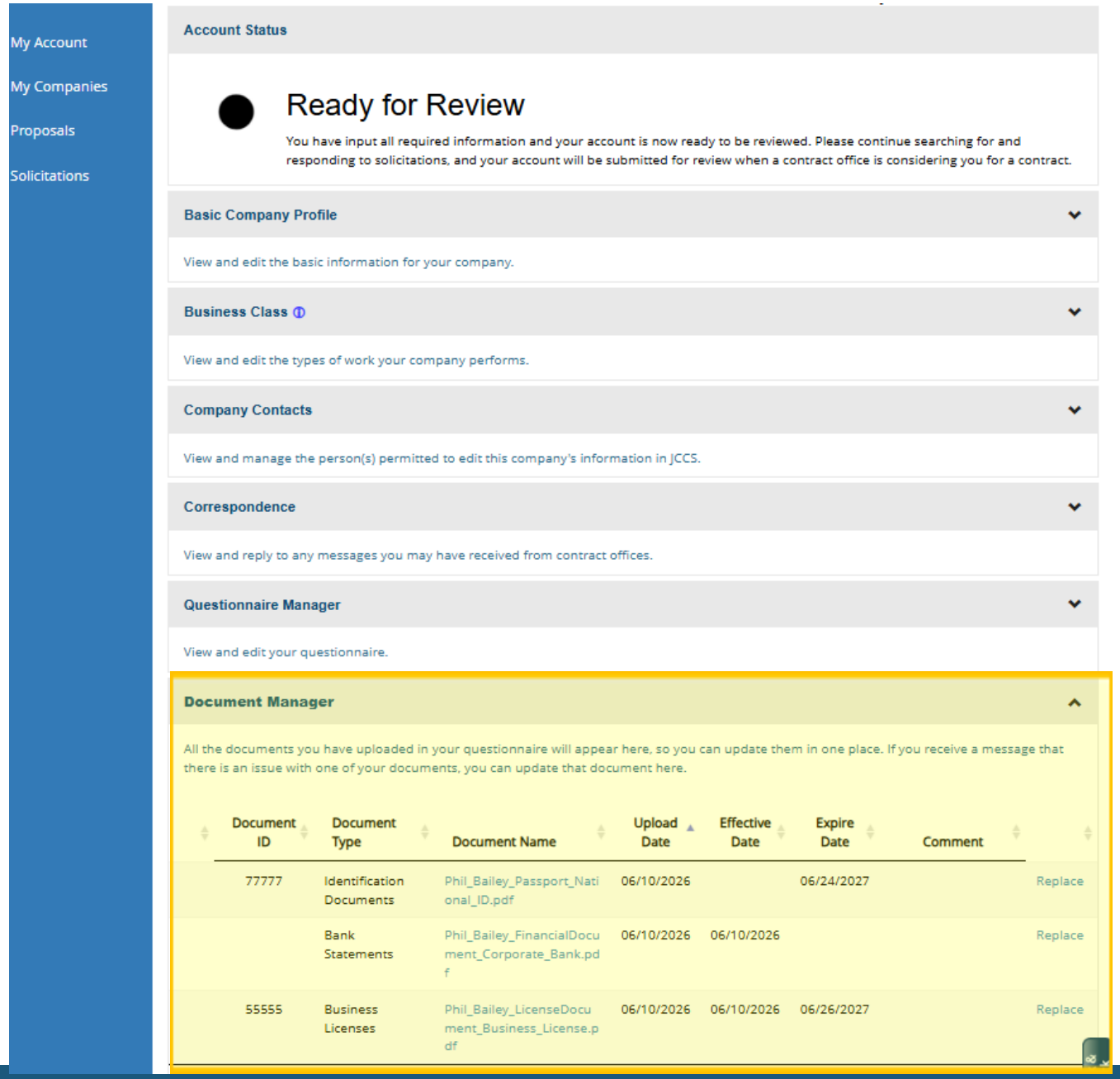
Positions

- Positions and Ownership: JCCS will prompt you with text in red to indicate what information is required. Once you have provided it, the text will turn green.
- You can select multiple positions for one person. Just click the Positions drop down and click each applicable position to check them. You must include a copy of their passport or national ID. Click Choose File to select the document, then enter its expiration date.
- Click Save.



Shareholders

- If this person is a shareholder and/or owner, you can check the relevant box, and the shareholder/information will light up to allow you to input the information.
- **Note:** Unless you check the box, the boxes will be grayed out.
- **100% of shares are required to complete this section.** If you have shareholders that own less than 1% of a share, they can be combined into a single person called “Small Shareholders” and a list uploaded for them instead of the passport/national ID.



Document Manager

- Expand the Document Manager.
- All of the documents you uploaded in your questionnaire have been extracted so you can easily see what documents might have expired.
- You can sort each column to move like documents together, and replace outdated or incorrect documents from this page, without having to re-open your questionnaire.



What's Next?

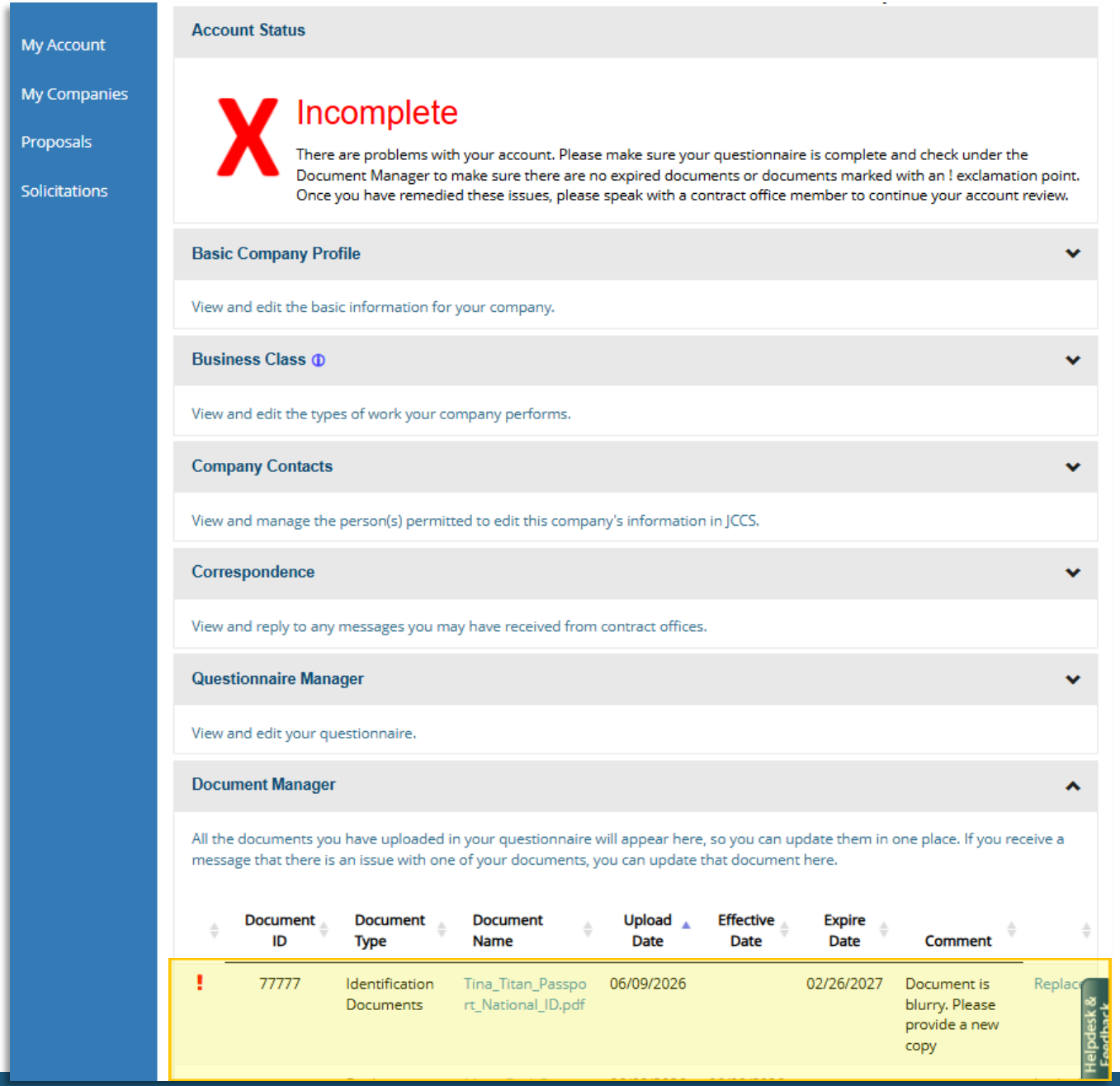
Your company will not be reviewed immediately.

Contract officers will review your profile *only* when they are considering you for a contract.

View solicitations, submit proposals, and stay in contact with your local contract office for opportunities.

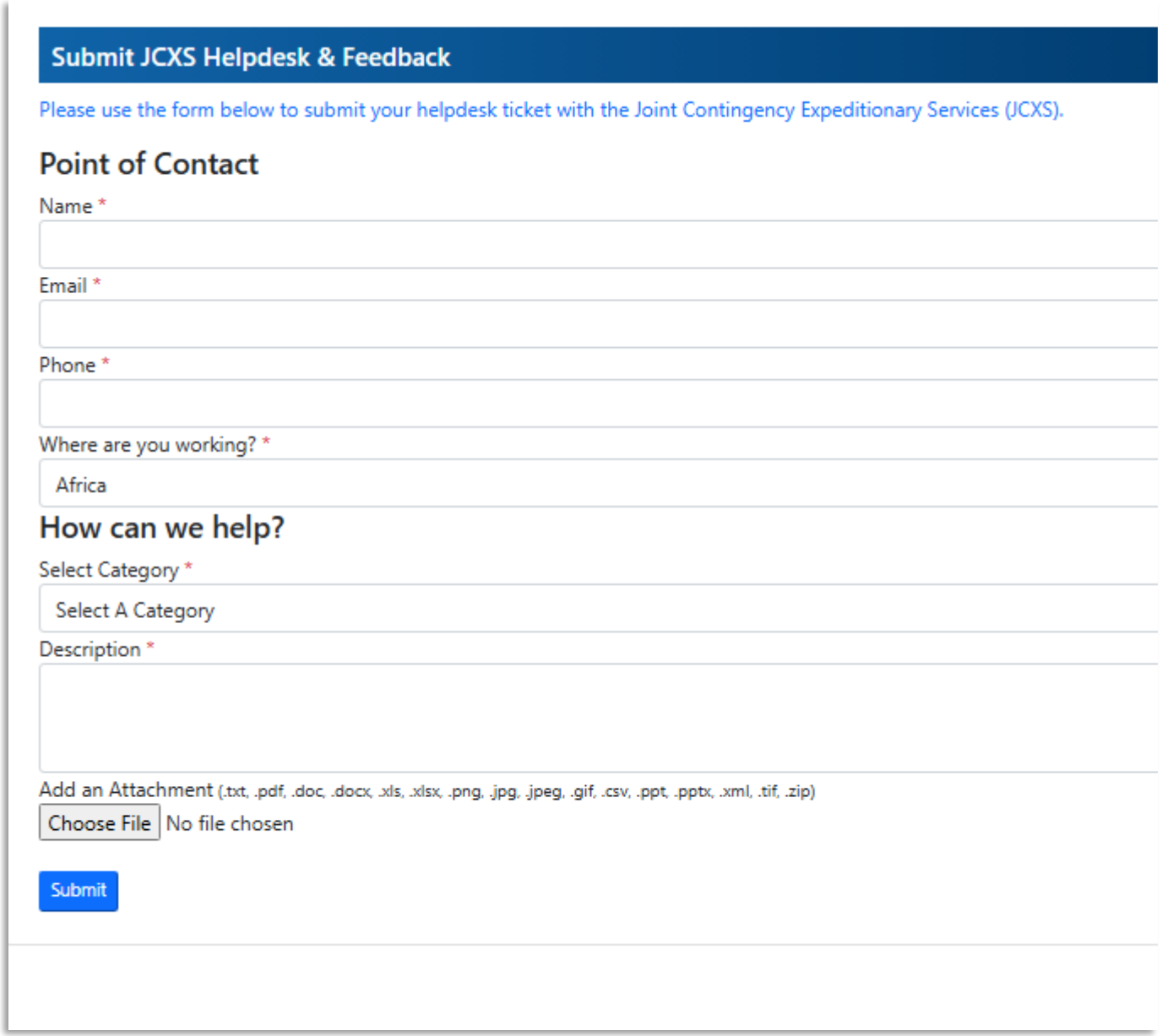


Company Review



Document Manager Message

- Once your account is being reviewed, you may receive comments if there is a problem with your documents.
- You will receive an email notification if there is a problem.
- Log in and go to the document manager to view the problem document. Read the instructions, then click Replace to upload the corrected copy of the document.
- Let your contract office contact know you have addressed the issue.



Questions?

Click the Helpdesk & Feedback button and submit a helpdesk ticket for assistance.

Helpdesk & Feedback

A Helpdesk Specialist will reply to assist you.