JCCS Africa Vendor User Guide

Important Notice!

This user guide is for companies who are a) located in Africa and b) only doing business in Africa. If you are working in the Middle East, please use the Middle East user guide, even if you are also working in Africa.

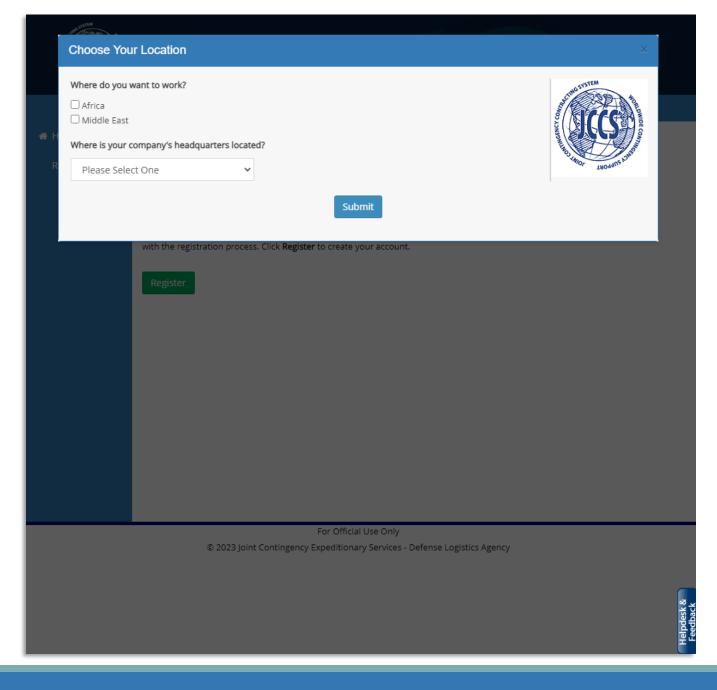All user guides can be found on the JCCS site under Resources.

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

Choose Your Location

1. Select Africa or Africa and Middle East
2. Select your Headquarters location
3. Select Submit
4. It is important to note that only contract office personnel can review your account.
5. This notice explains the process for registration and review of your account by US Government contract office personnel. Please also read the Protect Your Data message which explains steps you should take to avoid falling prey to fraud.
6. It is important to note that only contract office personnel can review your account.
7. 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.
8. After reading each section of these notices, check the boxes for both I have read and understood these notices.

System Messages

1. Read the *JCCS Privacy Notice* and *Usage* Messages.

2. 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.

3. 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.

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. **Company Name**: If you entered your CAGE, this should automatically fill in. If not, enter your full company name without abbreviations.

5. **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.

6. **Revenue Size:** Please select one.

7. **Number of Offices/ Employees**: For large companies, you may round your employee number to the nearest 10.

8. **Woman Owned**: Please select Yes or No if your company is owned by a Woman.

9. **CIK:** If you are a publicly traded vendor headquartered in the United States, enter this number.

10. **Website:** Enter your company's website.

11. **Region**: Check the box or boxes to indicate where your company wants to work.

12. **Business Class**: Select the Business Class applicable to your business and that your company actually performs.
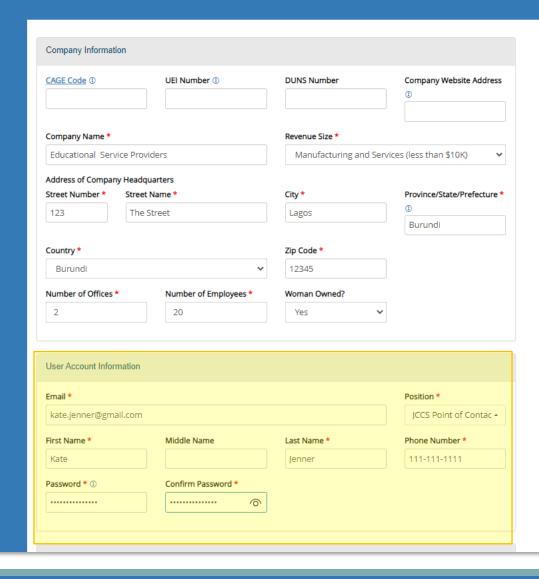
13. Click **Submit** at the bottom of the page.

User Basic Profile

1. **User Profile**: The top section of this page is your user profile information.
2. **Email**: This will also be your login for the JCCS website.
3. **Position**: Click the dropdown box to select one or multiple positions.
4. **Title**: If your position isn't listed, you may add it in this field.
5. **Phone Number**: This should be the number you use for work.
6. **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.

Registration Confirmation

1. You will receive a confirmation message confirming that your account has been created.

2. **CAGE Code:** 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.

3. Read the rest of the message carefully and then click, "I have read and understood these guidelines."

4. **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.

Updating Your Company Profile

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

1. Click My Account.
2. Edit whichever fields you would like to update.
3. Put in your password.
4. Click Submit.
5. You will receive a message confirming that your profile has been updated.

Note: Anytime you make a change to your User Profile, you will need to include your password in order to save your changes.

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.

- **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.

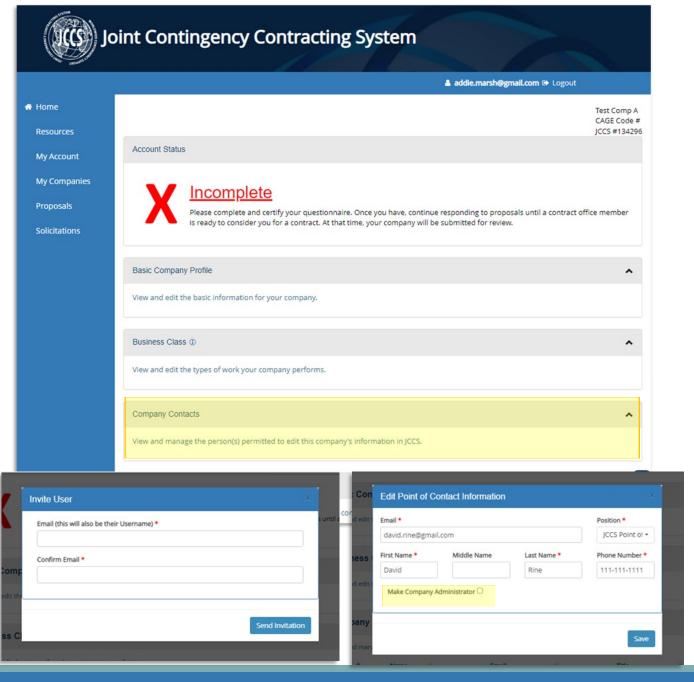- **Expired (Red X) :** Your account needs to resubmitted for review. If you are actively performing on a US contract, please speak to your contract office and let them know your JCCS status has expired. If you do not have any active contracts, please continue to respond to proposals, and the contract 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

1. **Basic Company Profile**: This is the basic company information you entered at registration.

2. **Business Class**: Selecting the correct business classes will help contract offices find your company.

3. **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.

4. **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.

5. **Questionnaire Manager**: Questionnaires about your company.

6. **Document Manager**: A list of all the documents you have uploaded about this company and its personnel.

Company Contacts

1. **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.**

2. That person will receive an email invitation with a link to sign in and manage this company.

3. **Company Administrator:** The Company Administrator is the only person that can invite additional persons into JCCS to manage the company.

4. **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.**

5. You will still be attached to the company, but that person will be the new Company Administrator.

Delete Contact

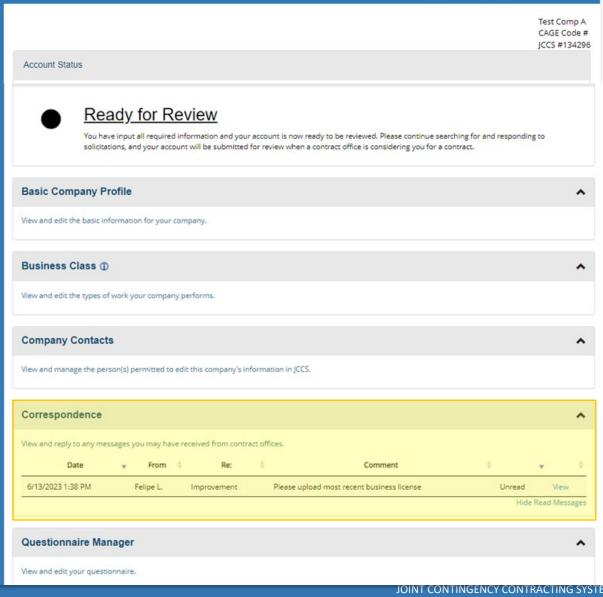1. To remove a user from this company, click **Delete.**

2. 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.

3. Click **I understand and wish to proceed.**

4. The removed person will receive an email advising them that they will no longer be able to edit this company.

Correspondence

1. 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.
2. New messages will appear in this section.
3. View old messages by clicking Show Read Messages.
4. Click View to open an individual message.
5. You can reply to a message by typing your response into the Reply field and then clicking Send Reply.
6. Note: JCCS currently does not send notifications when a new message is sent to your company. You must log in to check your messages.

Completing and Managing Your Questionnaire

Questionnaire Manager

1. The questionnaire is a form that must be completed for your account to successfully be reviewed.

2. **Country of Origin**: This is automatically assigned based on the address you entered for your company. It cannot be edited.

3. **Name**: The country this questionnaire is asking about.

4. **Completion**: How many questions have been completed out of the total questions.

5. **Status**: When it is complete and certified, it will be marked **Certified**.

6. Click **Edit** to open the questionnaire. It will open in a new browser tab.

Edit Questionnaire

1. 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.

2. 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.

3. 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

1. You can now select multiple positions for one person. Just click the Positions drop down and click each applicable position to check them.

2. If you have one person in your company that is the Company Owner, and, JCCS Point of Contact, and President or the CEO, you no longer have to enter them multiple times in the system. You must include a copy of their passport or national ID. Click Choose File to select the document, then enter its expiration date.

3. Click Save.

Shareholders

1. 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.

2. **Note:** Unless you check the box, the boxes will be grayed out.

3. **50% 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

1. Expand the Document Manager.

2. All of the documents you uploaded in your questionnaire have been extracted so you can easily see what documents might have expired.

3. 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.
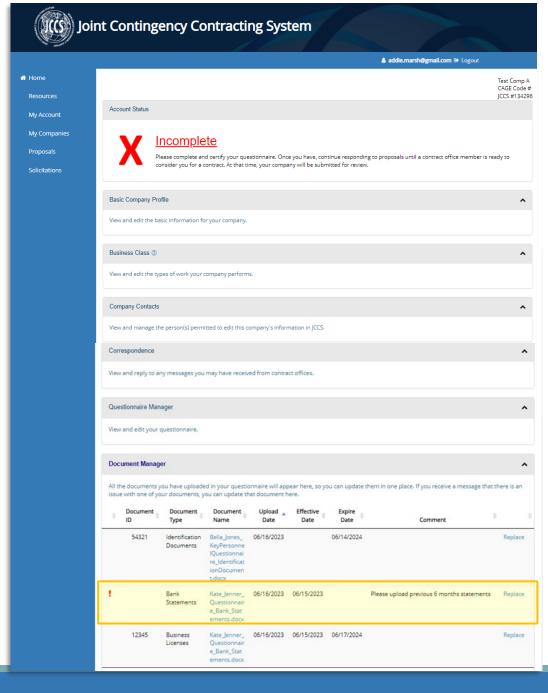
What's Next?

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.
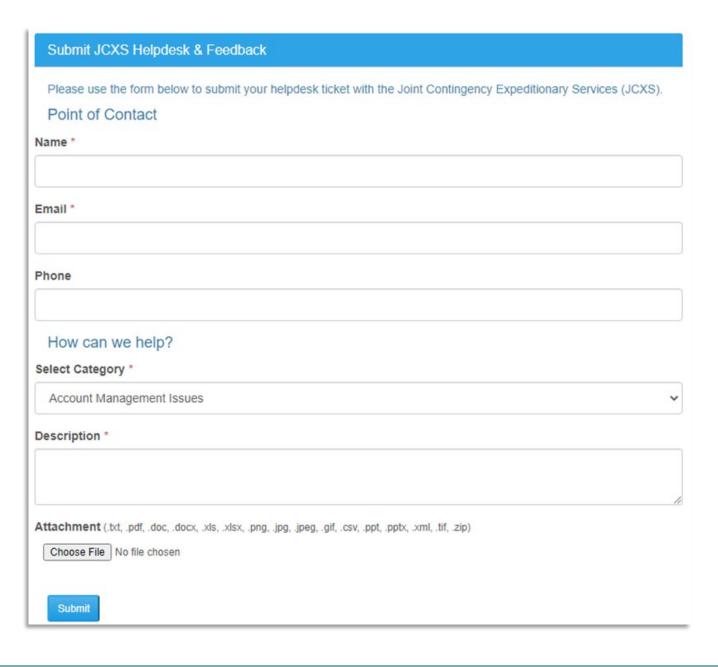
Company Review

Document Manager Message

1. Once your account is being reviewed, you may receive comments if there is a problem with your documents.

2. You will receive an email notification if there is a problem.

3. 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.

4. Let your contract office contact know you have addressed the issue.

Questions?

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

A Helpdesk Specialist will reply to assist you.