



**Texas Department of Information Resources**

Transforming How Texas Government Serves Texans

# Vendor Sales Report (VSR) Portal User Guide

V 11.3.2022

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## 1.0 Quick Start

### 1.1 Access Step-by-Step Instructions To Complete a Vendor Sales Report

You may go directly to the instructions for completing a vendor sales reporting by clicking on the links below.

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This action is recommended only for users with experience using the VSR Portal and submitting compliant Vendor Sales Reports in a timely manner with little to no assistance.

Help is always available by contacting [ict.sales@dir.texas.gov](mailto:ict.sales@dir.texas.gov)

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New vendors and users are strongly encouraged to review **Sections 2.0 – 5.0** as they contain instructions for setting up login credentials, DIR website navigation tips, and important information regarding contractual requirements, timelines, compliance, and customer eligibility requirements.

The [Terms and Conditions](#) section provides general guidance for contract terms and conditions, but DIR strongly recommends that VSR Contacts familiarize themselves with the specific Appendix A Terms and Conditions document for the contract(s) for which they will be reporting sales. This document may be obtained from your organization's Vendor Contract Manager and may also be accessed from the DIR webpage for your contract(s).

## Quick Start

**For users wishing to move directly to the section(s) that provide step-by-step instructions to complete a VSR, click on the following links:**

[Cooperative Contract Template Instructions](#)

[Staffing Contract Template Instructions](#)

[Telecom Contract Template Instructions](#)

**Note:** *These sections only include the step-by-step instructions to complete the VSR template. If the report fails to load, reference the appropriate section of the manual for instructions to resolve the issue.*

## 2.0 Introduction

### 2.1 Purpose

The DIR Vendor Sales Report (VSR) Guide is an in-depth training resource for DIR vendors to ensure timely submission of sales reports that accurately reflect:

- The monthly sales volume under each DIR contract vehicle
- The details of each sale
- The contract pricing
- The administrative fees due
- Compliance with Appendix A Standard Terms and Conditions

The DIR VSR Guide supplements the DIR VSR Orientation, which is required for all new vendors, and is recommended should any vendor personnel changes occur. The VSR Orientation should be attended by:

- The Vendor Sales Report Contact(s)
- The Vendor Contract Manager
- A representative from the Vendor Accounts Payable department

**Sections 2.0 – 4.0** provide background information and highlight reporting requirements. Specific instructions to complete the VSR begin in [VSR Portal Administration](#).

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Upon completion of the VSR Orientation and review of the VSR Guide, the Vendor Sales Report Contact(s) should be able to navigate the VSR Portal, correctly upload a VSR, and troubleshoot basic VSR errors.

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### 2.2 Scope

The VSR Guide is a comprehensive, step-by-step desk guide for completing the VSR for each contract type. The VSR Guide also includes information regarding reporting compliance, contract survivability, and resources for additional information and assistance.

### 2.3 Policy Statements

Appendix A Standard Terms and Conditions for Products and Services Contracts, Contract Administration outlines the reporting, administrative fee, record, and audit responsibilities of the vendor. The details may be different depending on the type of contract.

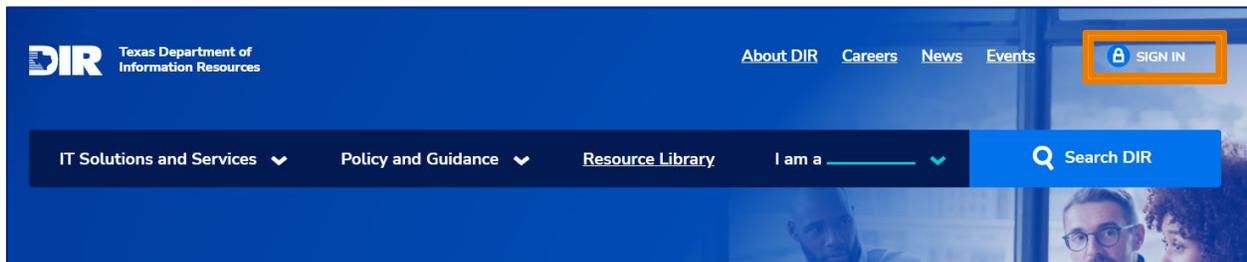
## 3.0 Getting Started

### 3.1 Login Credentials

DIR Contract Managers will assist DIR vendors in obtaining login credentials to the VSR portal. Detailed instructions to find the DIR contract manager can be found in [DIR Contract Manager](#).

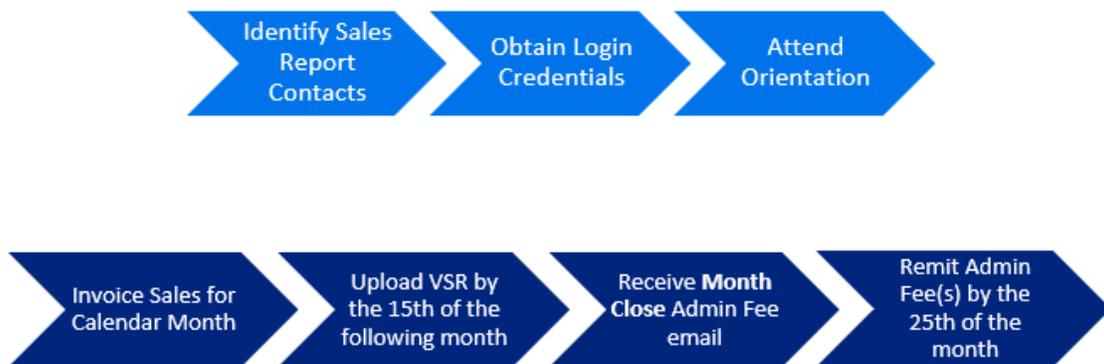
### 3.2 Vendor Sales Report (VSR) Portal

The VSR portal is accessed from the DIR homepage: [www.dir.texas.gov](http://www.dir.texas.gov) via the **Sign In** button in the upper right-hand corner and is where the VSR is uploaded each month. Detailed instructions on using the portal are found in [VSR Portal Administration](#) and [Reporting Sales in the VSR Portal](#).



### 3.3 Timelines and Workflow Overview

The VSR is governed by the following process flow. Contract language may vary; please refer to the contract. Timelines and workflows will be outlined in detail in later sections of the VSR Guide.



### 3.4 Customer Eligibility

Texas Government Code (TGC) defines the eligible customers who can purchase Information Technology (IT) commodities through DIR Contracts and Services. Texas State Agencies must purchase IT commodities through DIR, but voluntary customers make up a significant portion of DIR sales. Any questions regarding customer eligibility should be directed to [ict.sales@dir.texas.gov](mailto:ict.sales@dir.texas.gov).

#### Eligible customers include:

- Texas state agencies (**mandated**)
- Units of local government (cities, counties, municipalities and special purpose districts)
- Public school districts
- Institutions of higher education
- Hospital districts
- Volunteer fire departments
- Assistance organizations as determined by the Texas Comptroller of Public Accounts (see below)
- Eligible out-of-state customers (see below)

#### Telecommunications contracts have a specific list of eligible customers:

- State agencies in the Capitol Complex are required to use the Capitol Complex Telephone System (CCTS) for landline services.
- All state agencies are required to use the Texas Agency Network (TEX-AN) for telephone, Internet, data, and video services.

#### **TEX-AN and other DIR-provided telecom services (wireless, conferencing, and managed services) are available to the following organizations:**

- State agencies as defined by [TGC 2151.002](#)
- Each house of the Legislature or a legislative agency
- Political subdivisions, including Counties, Municipalities, and Districts
- Public school districts
- Institutions of higher education, as defined by Texas Education Code 61.003, which:
  - Engage in distance learning, **AND**
  - Receive federal funds for distance learning initiatives, per TGC 2170.004 (5)

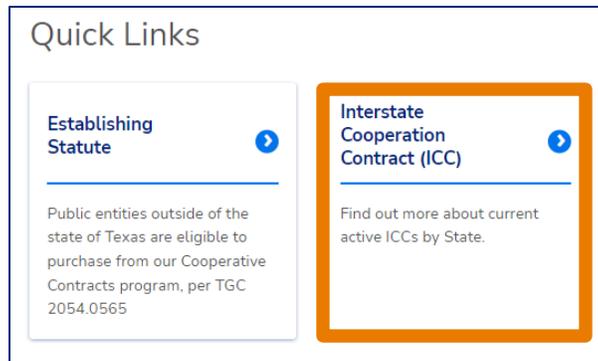
#### Assistance Organizations

The Texas Comptroller of Public Accounts (CPA) authorizes assistance organizations to be eligible if their membership fees are in good standing. If an assistance organization fails to pay the membership fee, they are no longer included on the list and become ineligible until such time as they are paid members again. To determine if an assistance organization is in good standing, refer to the [CPA Texas SmartBuy membership program website](#).

**(Scroll down to List by Member Category → Select [Assistance Organizations](#))**

## Out-of-State Customers

Out-of-state customers must have an **interlocal agreement (ISC)** on file with DIR and appear on the DIR website: [Resources for Out of State Customers](#). To locate out-of-state customers that hold a current agreement, select the **Interstate Cooperation Contract (ICC)** box.



(Scroll down to the list of state names. Each state listed expands by clicking )

At the time this guide was published, 44 states and the District of Columbia have entities with ISC Agreements.



If an out-of-state customer not on the list wishes to begin purchasing from DIR through your organization, the customer must submit and have approved an [interlocal agreement](#) (available on the DIR website) before a purchase order can be issued. The form can be downloaded by the potential customer or sent by the vendor. Once complete, the form should be returned by the purchasing entity to [interstatecontracts@dir.texas.gov](mailto:interstatecontracts@dir.texas.gov).

## Ineligible Customers

Customer eligibility may change at any time based on new legislation, the creation of taxing entities such as emergency service districts, legal determinations, and the funding of an entity.

### 3.5 Contract Compliance

Appendix A Standard Terms and Conditions, Contract Administration, governs the VSR reporting requirements. Vendors should refer to their IR contract page, [Contract Details](#) for the most recent Appendix A for your contract.

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Compliant VSRs are central to the Sales Reporting Contact role,  
and each contact should understand all the requirements

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## 4.0 Vendor DIR Contract

### 4.1 Contract Number and Contract Details

The DIR contract page contains important information regarding each contract. Vendors should review the page frequently to be sure that all the information is up to date:

- Brands
- Resellers
- Appendix B HSP document
- Appendix C Pricing Index

This information is loaded at the time of each contract award but can change over time. See [Edit Online](#) for further detail on how to check that all brands offered are listed, adding brands, adding resellers/subcontractors, the HSP document, and Appendix C Pricing Index.

### 4.2 DIR Contract Manager

The DIR Contract Manager will set up login credentials for vendors to start uploading monthly sales reports in the DIR VSR Portal. In addition, the DIR Contract Manager is responsible for uploading new subcontractors, resellers, and brands.

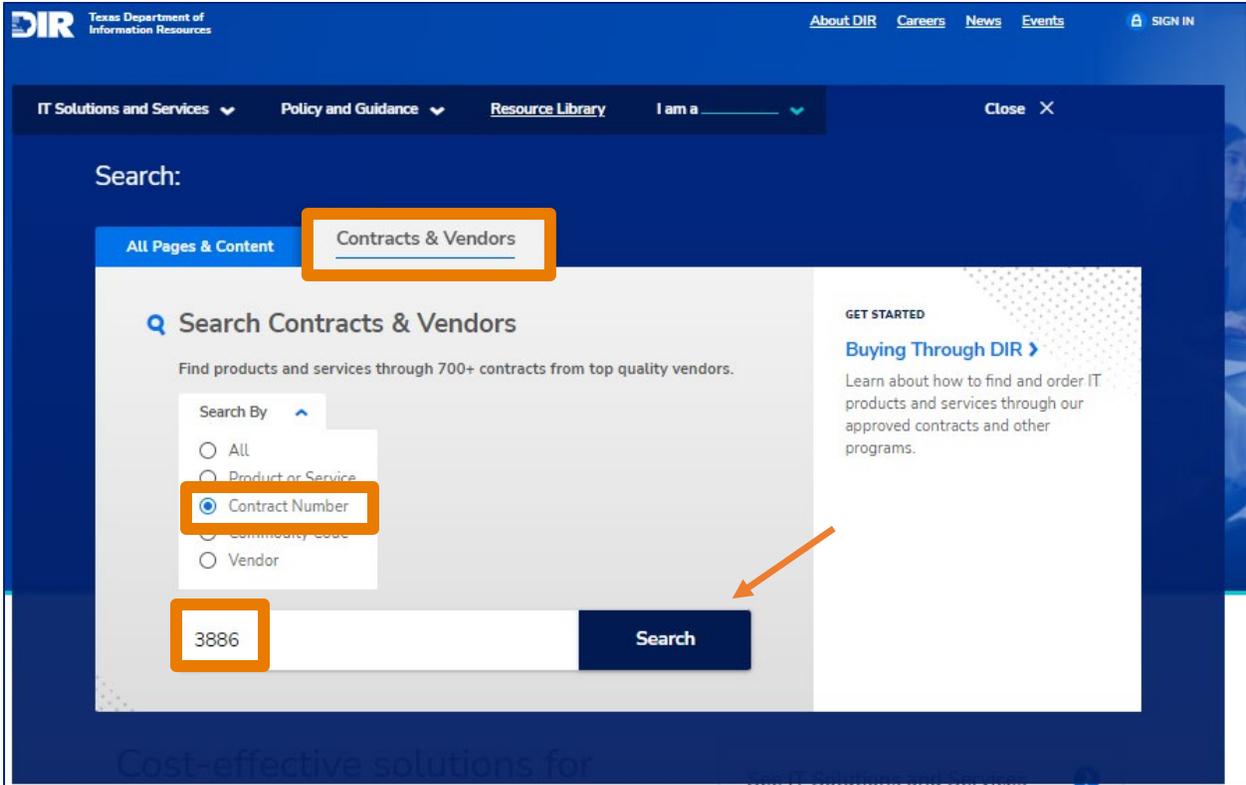
The DIR Contract Manager contact information is on the [DIR website](#):

Navigate to the DIR home page. Select  **Search DIR**

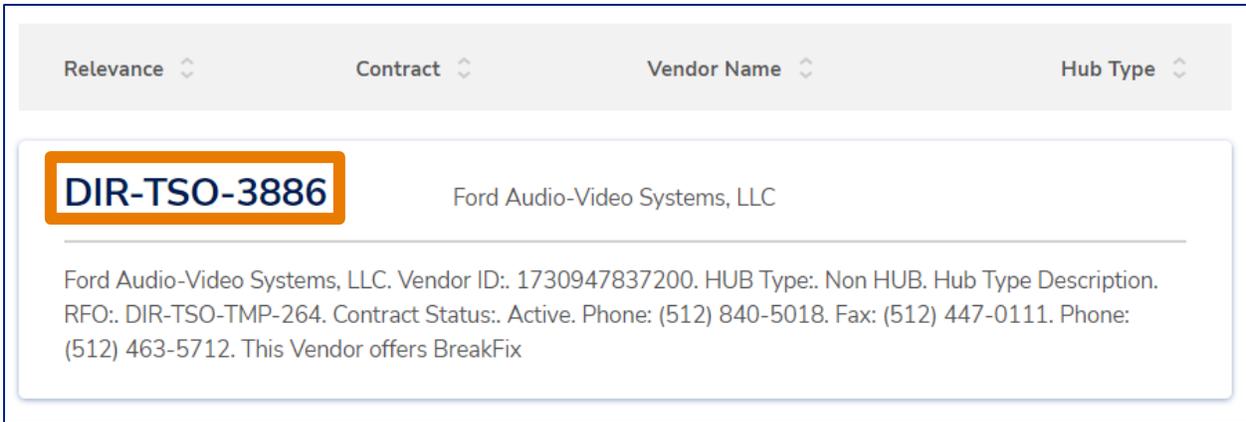


1. Select **Search**
2. Choose the **Contracts & Vendors** tab
3. Activate the **Contract Number** radio button by clicking on the drop-down list
4. Enter the **last 4 digits of the contract number**
5. Select **Search** again

(See illustration below)



Select the **contract number**:



Contract Number **DIR-TSO-3886** Contract Term Date: **10/18/22** ⓘ  
 Contract Expiration Date: **10/18/22** ⓘ

Vendor Information

**Ford Audio-Video Systems, LLC**

Vendor ID: **1730947837200**

HUB Type: **Non HUB** ⓘ

RFO: **DIR-TSO-TMP-264**

Contract Status: **Active**

**VENDOR CONTACT:**  
 Jim Tulberg ⓘ  
 Phone: (512) 840-5018  
 Fax: (512) 447-0111  
 Vendor Website ⓘ

**DIR CONTACT:**  
 Jeff Booth ⓘ  
 Phone: (512) 463-5712

### 4.3 Contract Details

The contract overview and details can be found on the same page where the contract manager is listed. Each item in the outlined list expands to display additional details:

- **Products and Services** include the specific products/services offered on the contract
- **Commodity Codes** lists all of the codes outlined in the RFO documentation for the contract
- **Brands** include all brands offered on the contract
- **Contract Documents** include the Contract, Appendix A Standard Terms and Conditions, Appendix B HUB Subcontracting Plan, Appendix C Price List, the RFO documents, and additional appendices depending on the type of contract and contract activity.
- **How to Order** outlines ordering instructions
- **Resellers** lists all resellers and subcontractors currently approved for the contract

## Contract Details & Ordering Information

- **Products & Services**
- Commodity Codes
- Brands
- Contract Documents
- How to Order
- Resellers

**Products & Services**

This contract offers the following products and services. Please contact the Vendor for the latest information.

- Break/Fix Services

MORE INFORMATION

Vendor Website ⓘ

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It is the vendor's responsibility to ensure that all of the information on the contract page is correct and up to date. Your contract manager will assist if any changes or updates are needed.

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## **4.4 Terms and Conditions**

(See the full Appendix A Standard Terms and Conditions on the DIR contract page)

### **4.4.1 Reporting Responsibility**

Vendors are required to report all product and/or service sales purchased through Vendor and Order Fulfillers and Resellers under the Contract

Vendors shall file the monthly reports, subcontract reports, and pay the administrative fees in accordance with the due dates specified in this section (Refer to Appendix A of each contract)

DIR shall have the right to verify required reports and to take any actions necessary to enforce its rights under this section, including but not limited to compliance checks of Vendor's applicable Contract. Vendor will provide all required documentation at no cost.

### **4.4.2 Detailed Monthly Report**

Vendors shall electronically provide DIR with a detailed monthly report in the format required by DIR showing the dollar volume of all sales under the Contract for the previous calendar month period.

Reports are due by the fifteenth (15th) calendar day of the month following the month of the sale. If the 15th calendar day falls on a weekend or state or federal holiday, the report shall be due on the next business day.

The monthly report shall include, per transaction:

- RAMP Certified (if applicable)
- Customer name
- Invoice date
- Invoice number
- Description
- Quantity
- MSRP or List Price
- Unit price
- Extended price
- Customer Purchase Order number
- Contact name
- Customer's complete billing address
- Subcontractor name
- EPEAT designation (if applicable)

- Configuration (if applicable)
  - Contract discount percentage
  - Actual discount percentage
  - Negotiated contract price (if fixed price is offered instead of discount off MSRP)
  - Other information as required by DIR
- 

Each report must contain all information listed above per transaction or the report will be rejected and returned to the Vendor for correction in accordance with this section.

Vendor shall report in a manner required by DIR which is subject to change dependent upon DIR's business needs. Failure to do so may result in contract termination.

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#### **4.4.3 Accurate and Timely Submission of Reports**

The reports and administrative fees shall be accurate and timely and submitted in accordance with the due dates specified in this section (needs additional reference point.) Vendors shall correct any inaccurate reports or administrative fee payments within three (3) business days upon written notification by DIR. Vendors shall deliver any late reports or late administrative fee payments within three (3) business days upon written notification by DIR. If a Vendor is unable to correct inaccurate reports or administrative fee payments or deliver late reports and fee payments within three (3) business days, the Vendor must contact DIR and provide a corrective plan of action, including the timeline for completion of correction. The corrective plan of action shall be subject to DIR approval.

Should a Vendor fail to correct inaccurate reports or cure the delay in timely delivery of reports and payments within the corrective plan of action timeline, DIR reserves the right to require an independent third-party audit of the Vendor's records at Vendor's expense. DIR will select the auditor (and all payments to auditor will require DIR approval).

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Failure to timely submit three (3) reports or administrative fee payments within any rolling twelve (12) month period may, at DIR's discretion, result in the addition of late fees of \$100/day for each day the report or payment is due (up to \$1000/month) or suspension or termination of Vendor's Contract.

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#### **4.4.4 Records and Audit**

Acceptance of funds under the Contract by Vendor and/or Order Fulfiller and/or Reseller acts as acceptance of the authority of the State Auditor's Office, or any successor agency or designee, to conduct an audit or investigation in connection with those funds. Vendor further agrees to cooperate fully with the State Auditor's Office or its successor or designee in the conduct of the audit or investigation, including providing all records requested. Vendor will ensure that this clause concerning the authority to audit funds received indirectly by subcontractors through Vendor or directly by Order Fulfillers or Resellers and the requirement to cooperate is included in any subcontract or Order Fulfillers

or Reseller contract it awards pertaining to the Contract. Under the direction of the Legislative Audit Committee, a Vendor that is the subject of an audit or investigation by the State Auditor's Office must provide the State Auditor's Office with access to any information the State Auditor's Office considers relevant to the investigation or audit.

Vendor and Order Fulfillers and Resellers shall maintain adequate records to establish compliance with the Contract until the later of a period of seven (7) years after termination of the Contract or until full, final and unappealable resolution of all Compliance Check or litigation issues that arise under the Contract. Such records shall include per transaction: the Order Fulfiller's or Reseller's company name if applicable, Customer name, invoice date, invoice number, description, part number, manufacturer, quantity, MSRP or list price, unit price, extended price, Customer Purchase Order number, contact name, Customer's complete billing address, the calculations supporting each administrative fee owed DIR under the Contract, Historically Underutilized Businesses Subcontracting reports, and such other documentation as DIR may request.

Vendor and/or Order Fulfillers and/or Resellers shall grant access to all paper and electronic records, books, documents, accounting procedures, practices, customer records including but not limited to contracts, agreements, purchase orders and statements of work, and any other items relevant to the performance of the Contract to the DIR Internal Audit department or DIR Contract Management staff, including the compliance checks designated by the DIR Internal Audit department, DIR Contract Management staff, the State Auditor's Office, and of the United States, and such other persons or entities designated by DIR for the purposes of inspecting, Compliance Checking and/or copying such books and records. Vendor and/or Order Fulfiller and/or Resellers shall provide copies and printouts requested by DIR without charge. DIR shall provide Vendor and/or Order Fulfillers and/or Resellers ten (10) business days' notice prior to inspecting, Compliance Checking, and/or copying Vendor's and/or Order Fulfiller's records. Vendor's and/or Order Fulfillers records, whether paper or electronic, shall be made available during regular office hours. Vendor and/or Order Fulfiller and/or Reseller personnel familiar with the Vendor's and/or Order Fulfiller's and/or Reseller's books and records shall be available to the DIR Internal Audit department, or DIR Contract Management staff and designees as needed. Vendor and/or Order Fulfiller and/or Reseller shall provide adequate office space to DIR staff during the performance of Compliance Check. DIR may invoice for the reasonable costs of the audit, which Vendor must pay within thirty (30) calendar days of receipt.

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For procuring State Agencies whose payments are processed by the Texas Comptroller of Public Accounts, the volume of payments made to Order Fulfillers or Resellers through the Texas Comptroller of Public Accounts and the administrative fee based thereon shall be presumed correct unless Vendor can demonstrate to DIR's satisfaction that Vendor's calculation of DIR's administrative fee is correct.

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#### 4.4.5 DIR Administrative Fee

The Vendor shall pay an administrative fee to DIR to defray the DIR costs of negotiating, executing, and administering the Contract. The maximum administrative fee is set by the Texas Legislature in the biennial General Appropriations Act. DIR will review Vendor monthly sales reports, close the sales period, and notify the Vendor of the administrative fee no later than the fourteenth (14th) day of the second month following the date of the reported sale. Vendor shall pay the administrative fee by the twenty-fifth (25th) calendar day of the second month following the date of the reported sale. For example, Vendor reports January sales by February 15th; DIR closes January sales and notifies Vendor of administrative fee by March 14th; Vendor submits administrative fee for January sales by March 25th.

DIR may change the amount of the administrative fee upon thirty (30) calendar days written notice to Vendor without the need for a formal contract amendment.

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Vendor shall reference the DIR Contract number, reporting period, and administrative fee amount on any remittance instruments.

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#### 4.4.6 Survival

All applicable software license agreements, warranties or service agreements that were entered into between Vendor and a Customer under the terms and conditions of the Contract shall survive the expiration or termination of the Contract. All Purchase Orders issued and accepted by Vendor or Order Fulfiller shall survive expiration or termination of the Contract for the term of the Purchase Order unless the Customer terminates the Purchase Order sooner. However, regardless of the term of the Purchase Order, no Purchase Order shall survive the expiration or termination of the Contract for more than five years, unless Customer makes an express finding and justification for the longer term. The finding and justification must either be included in the Purchase Order or referenced in it and maintained in Customer's procurement record. Rights and obligations under this Contract which by their nature should survive, including, but not limited to the DIR Administrative Fee; and any and all payment obligations invoiced prior to the termination or expiration hereof; obligations of confidentiality; and, indemnification, will remain in effect after termination or expiration hereof.

Once all purchase orders have been completed, vendors no longer need to provide a report for that contract.

If the customer needs to purchase again, they can do so under a new contract. If the vendor has not received a new contract the customer will need to purchase from a currently active contract with DIR.

## 5.0 VSR Portal Administration

### 5.1 Account Setup

The individual responsible for submitting the VSR is the **Sales Report Contact**. Depending on the size of the organization, the Vendor Contact and the Sales Report Contact can be the same person, but the Vendor Contact must also be listed as a Sales Report Contact.

To obtain Sales Report Contact credentials, contact your DIR Contract Manager. The Contract Manager will enter the Sales Report Contact's name, email address, and telephone number into the vendor contract record (Salesforce) and designate the contact as a Sales Report Contact.

Each vendor is allowed up to five (5) Sales Report Contacts per contract, which allows vendors to have adequate back up to ensure reports are submitted on time.

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If you already have login credentials and have been awarded a new DIR contract, you do not need to request a new login, but be sure that your contract manager knows who needs to be listed under the new contract for sales reporting. The new contract will be visible in the drop-down menu of the VSR portal.

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Once the Sales Report Contact information is input into Salesforce, an email with temporary login credentials will be sent from [vsr.support@dir.texas.gov](mailto:vsr.support@dir.texas.gov).

If you do not receive credentials within 4 hours of being set up, check your email spam folder. If you still do not have an email, send an email to [vsr.support@dir.texas.gov](mailto:vsr.support@dir.texas.gov) and provide your DIR contract number and your email address.

Below is a sample of the email you should receive:

-----Original Message-----

From: VSR Support [mailto:[vsr.support@dir.texas.gov](mailto:vsr.support@dir.texas.gov)]

Sent: Tuesday, January 2, 2020, 12:28 PM

To: Jane Doe <[jane.doe@ABCVendor.com](mailto:jane.doe@ABCVendor.com)>

Subject: VSR User Account Created

YOUR NAME,

Here are your credentials for the DIR portal, for submitting Vendor Sales Reports for your DIR contract.

Username: \_\_\_\_\_ (your email address)

Temp Password: 3920#f3L

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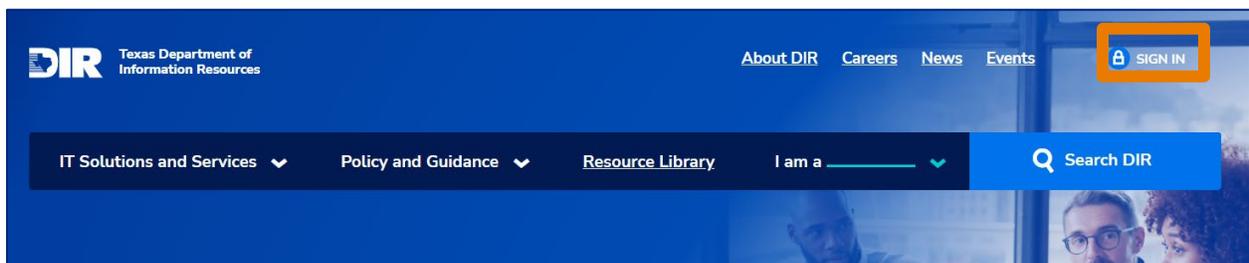
Your Sales Report Contacts must be listed under each of your contracts for them to be able to select the contract number(s) from the drop-down menu in the VSR Portal. If you log in and are unable to see a contract number, contact your DIR Contract Manager to make sure you are listed as a Sales Report Contact under that specific contract.

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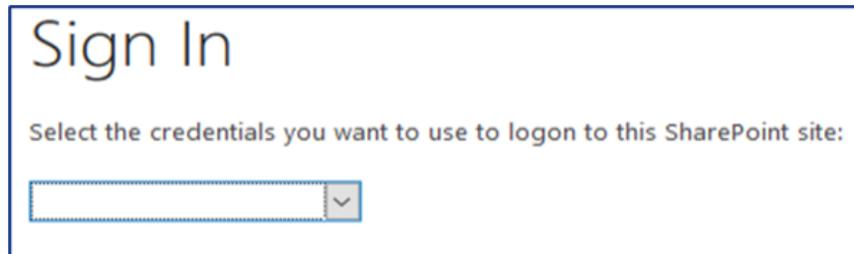
## 5.2 Signing In

Go to the main DIR website page: [www.texas.gov](http://www.texas.gov)

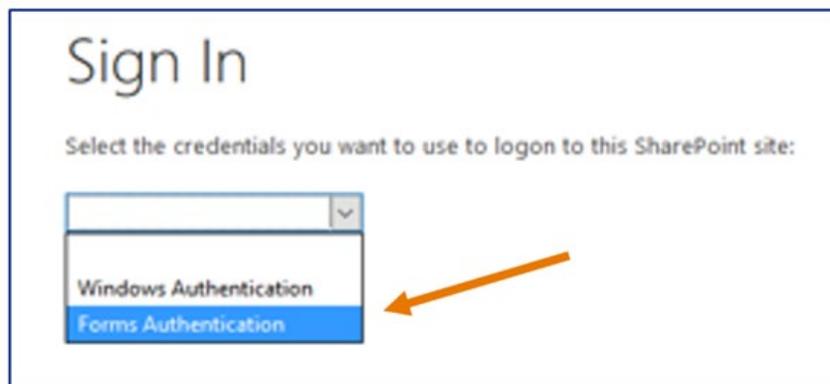
Click on the  in upper right-hand corner:



You will then see a pop-up window:



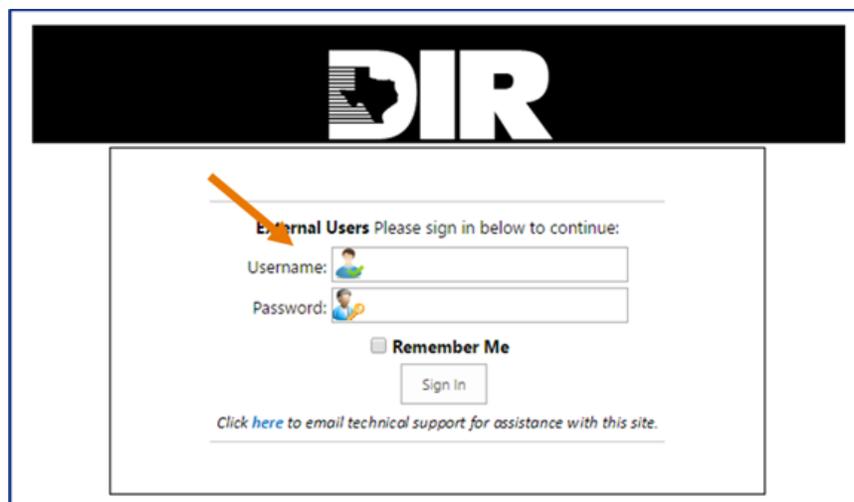
Click on the drop-down arrow and select the **Forms Authentication** option:



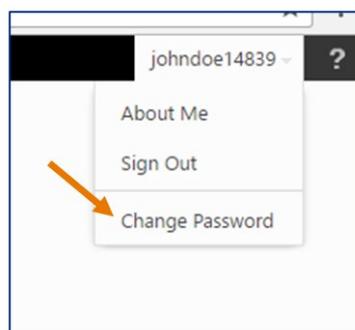
You will see a pop-up window as shown below. Click on the **OK** button. For each web browser the pop-up may look slightly different:



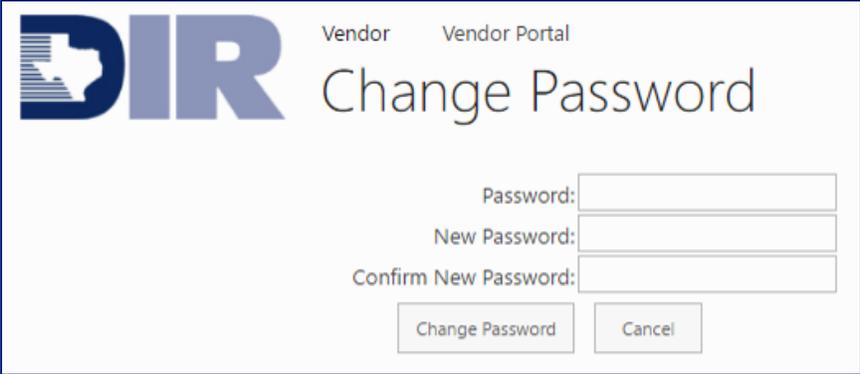
The next pop-up is where you sign in. Enter your email address and temporary password from VSR Support. If you have issues logging in use the Click here option below the log in. We do not recommend you click on the "Remember Me" option:



To create your permanent password, you must do so before clicking on the DIR VSR Portal on the left-hand side of the screen. Instead, click on the down arrow next to your name and select the **Change Password** option.



The screen will then show the following:



The screenshot shows the 'Change Password' page in the DIR Vendor Portal. The page header includes the DIR logo (a blue outline of Texas with 'DIR' text) and the text 'Vendor Vendor Portal'. The main heading is 'Change Password'. Below the heading are three input fields: 'Password:', 'New Password:', and 'Confirm New Password:'. At the bottom of the form are two buttons: 'Change Password' and 'Cancel'.

Enter your temporary password, then create a new password. It will need to be at least 7 characters in length with a minimum of 1 number and 1 special character. Examples of special characters are: #, \$, %, >, |, etc. Re-enter the new password and then click **Change Password**.

### 5.3 Account Maintenance

#### 5.3.1 Password Resets

For password resets, email [vsr.support@dir.texas.gov](mailto:vsr.support@dir.texas.gov) to request a new temporary password. Include your email address and contract number(s) in the request.

#### 5.3.2 Updating/Adding Contact Information

It is the responsibility of the vendor to maintain contact information with DIR. Contact your DIR Contract Manager if changes need to be made to your Sales Report Contacts, i.e., a personnel change or an additional Sales Report Contract needs to be added.

## 6.0 Reporting Sales in the VSR Portal

### 6.1 Contract Status

The status of your contract will determine how you report. There are three different statuses; please see each status below and how it relates to reporting:

- **Active**  
The contract is in good standing. Vendors are required to submit either a zero sales report or sales that were procured during the time frame that the contract is active.
- **Suspended**  
The contract is out of compliance, and no new sales are permitted until the suspension is lifted. Vendors are required to submit either a zero sales report or sales that were procured during the time frame that the contract was active prior to suspension.
- **Inactive**  
The contract has expired. Vendors are no longer required to submit a zero sales report but are required to submit sales until active purchase orders, if any, have expired. Once all purchase orders have been completed, vendors no longer need to provide a report for that contract. If the customer needs to purchase again, they can do so under a new contract. If the vendor has not received a new contract the customer will need to purchase from a different, currently active contract with DIR.

### 6.2 Upload Schedule

Sales reports are based on **invoice dates**, not when products were shipped, services rendered or when the customer pays. All invoices from a particular month are to be reported within the first 2 weeks of the following month.

#### Example:

Report	Submitted Report Month (Cell B3)	When to Upload*
January Sales Report	202301	Feb 1 - Feb 15
February Sales Report	202302	Mar 1 - Mar 15
March Sales Report	202303	Apr 1 - Apr 15
April Sales Report	202304	May 1 - May 15
May Sales Report	202305	Jun 1 - Jun 15
June Sales Report	202306	Jul 1 - Jul 15
July Sales Report	202307	Aug 1 - Aug 15
August Sales Report	202308	Sep 1 - Sep 15
September Sales Report	202309	Oct 1 - Oct 15
October Sales Report	202310	Nov 1 - Nov 15
November Sales Report	202311	Dec 1 - Dec 15
December Sales Report	202312	Jan 1 - Jan 15

**\*If the 15th falls on a weekend or holiday, the VSR is due on the next business day**

### 6.3 VSR Template Types

There are three (3) types of templates available:

- [Cooperative Contract Sales](#)
- [Staffing Contract Sales](#)
- [Telecom Sales](#)

---

If you do not know what type of contract you have, please contact your DIR Contract Manager

---

### 6.3.1 Cooperative Contract Template Instructions

If you do not hold a Cooperative Contract, you may skip to [Staffing Contracts](#) or [Telecom Contracts](#)

#### Reporting Schedule

January 2023						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

All sales invoiced for the month must be reported on the VSR

February 2023						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28				

The VSR for the previous month can be uploaded any time between the 1st and the 15th of the month and is due by the 15th

March 2023						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

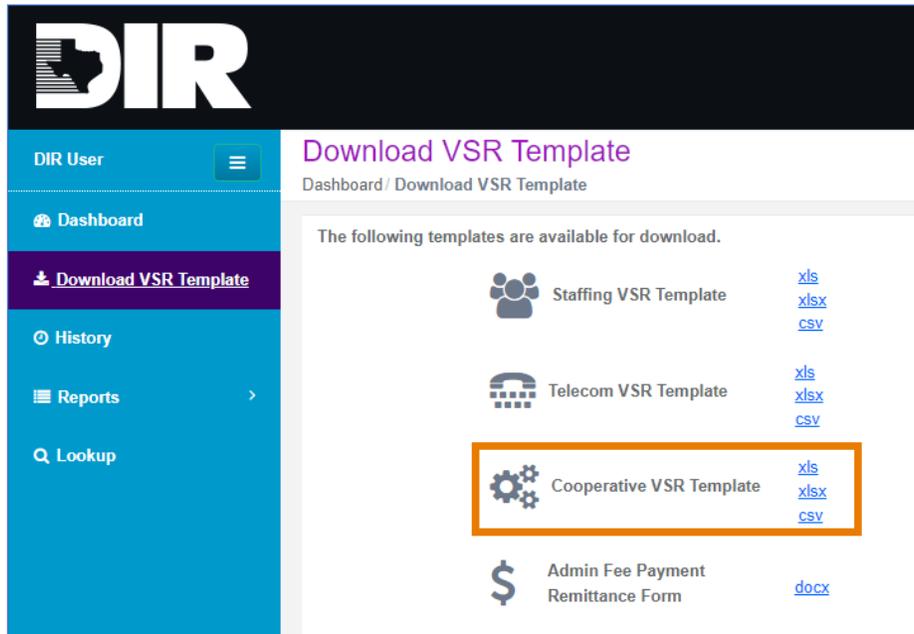
Month close email is sent on or before the 14th of the month

The admin fee is due by the 25th of the month

#### The reporting schedule for all VSRs is as follows:

- All invoices for the previous month are reported on the VSR
- The VSR may be uploaded any time between the 1st and the 15th of the month
- VSRs are due by the 15th
- If the 15th falls on a weekend or holiday, the VSR is due by the next business day
- The "DIR Has Closed the Reporting Period for XXXXXX" (month close) email is sent on or before the 14th of the following month. This email lists admin fees and late fees (if applicable) that are due and serves as the fee invoice.
- Admin fees are due by the 25th of the same month
- All invoiced sales must be reported, regardless of payment status
- Disputed invoiced sales must be reported

## Cooperative Contract Sales: Starting the Report



It is recommended that a fresh template be downloaded each month.

Templates can be downloaded in the portal as shown below. Choose either .xls, .xlsx or a .csv version. The .csv version is the best option for vendors who are reporting over 1,000 rows of data

---

Do not modify the template in any way. Modifying the template will cause an Invalid Template Error.

---

- Do not delete any tabs in the Report Template
- Do not add any tabs in the Report Template
- Do not rename any of the column headers in the Report Template
- Do not add any columns in the Report Template
- All information in columns needs to be left justified with no spaces before or after the data
- Do not exceed character limits for fields (see [List of VSR Error Messages](#))

### Cell B1 (See screenshot below)

Vendor Name: Must match exactly as it appears in the portal and at the top of your DIR contract website page by spelling, punctuation, and case. It needs to be aligned fully to the left with no blank spaces in front of or after the last character.

### Cell B2 (See screenshot below)

Contract Number: Enter in your full DIR Contract Number with dashes. It must match exactly as it appears in the portal and at the top of your DIR contract website page. It needs to be aligned fully to the left with no blank spaces in front of or after last character.

### Cell B3 (See screenshot below)

Submitted Reporting Month: The format is YYYYMM (4-digit year followed by 2-digit month) This date should be for the month of the sales you are submitting for. Should be previous month (covering 1st through last calendar day).

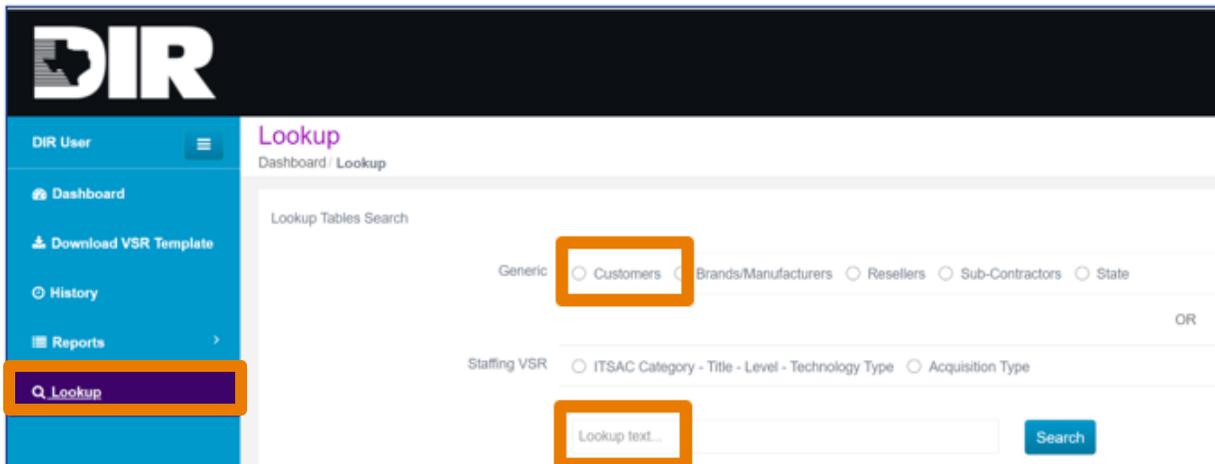
	A	B
1	Vendor Name:	Use the exact name shown on the DIR contract page
2	Contract Number:	DIR-CPO-XXXX
3	Submitted Reporting Month:	YYYYMM

### Column A

RAMP Certified: Enter **Yes** if the product is RAMP Certified (e.g., TX, State, Federal, etc.) If the product is not RAMP Certified, leave blank. See information about the [DIR Texas Risk and Authorization Management Program \(TX RAMP\)](#) on the DIR website.

### Column B

Customer Name: Customer names are case and punctuation sensitive and must match the formatting in the portal. You can find customer names under Lookup, which is on the main landing page after logging in and selecting DIR VSR Portal:



If you cannot find a customer name in the portal look-up, email [ict.sales@dir.texas.gov](mailto:ict.sales@dir.texas.gov)

### Column C

Reference Number: This number should be the customer Purchase Order number. If a purchase order is not available, use an agreement or project number that ties the sale back to the customer purchase (field length is 30 characters).

---

For State Agencies, a Purchase Order number **must** be used

---

### Column D

Sales Period: Enter in the sales period that corresponds with the invoice date. Formatting for this column is as follows: YYYYMM

Example: If the invoice date is 03/31/2020, the reporting month is 202003.

### Column E

Order Date: This date should be the actual date of order. The date must be on or after the contract start date and on or before the contract end date. The default setting for this column is M/D/YYYY. Date should be in either M/D/YY, MM/DD/YY or M/D/YYYY format.

If the purchase order is for a period of time and you will be billing against that purchase order for several months, the Order Date must be the same on each report going forward until the purchase order has been completed.

### Example of two sales reports spanning one purchase order:

#### January 2020 Sales Report:

	A	B	C	D	E	F	G	H
1	Vendor Name:	ComputersRUs						
2	Contract Number:	DIR-CPO-1234						
3	Submitted Reporting Month:	202001						
4	HUB Type (Vendor or Reseller)	Customer Name (Customer's Proper Name)	Reference Number	Sales Period	ORDER DATE	INVOICE DATE	INVOICE NUMBER	SHIP DATE
5		Texas Parks and Wildlife	555777	202001	1/8/2020	1/15/2020	123456	1/10/2020

#### February 2020 Sales Report:

	A	B	C	D	E	F	G	H
1	Vendor Name:	ComputersRUs						
2	Contract Number:	DIR-CPO-1234						
3	Submitted Reporting Month:	202002						
4	HUB Type (Vendor or Reseller)	Customer Name (Customer's Proper Name)	Reference Number	Sales Period	ORDER DATE	INVOICE DATE	INVOICE NUMBER	SHIP DATE
5		Texas Parks and Wildlife	555777	202002	1/8/2020	2/15/2020	789100	2/10/2020

### Column F

Invoice Date: Actual invoice date on the invoice. Invoices are reported for previous calendar month. The date must be on or after the order date. Default setting is M/D/YYYY Date should be in either M/D/YY, MM/DD/YY or M/D/YYYY format. (Field length is 10 characters)

## Column G

Invoice Number: Actual invoice number (Field length is 50 characters)

## Column H

Ship Date: Actual date of service or when item was shipped. The date cannot be before the order date NOR after the invoice date. The default setting is M/D/YYYY. The date should be in either M/D/YY, MM/DD/YY or M/D/YYYY format.

## Column I

Product Type (DBITS Contracts): This column is only for vendors who have a Deliverables Based IT contract (DBITS). If you do not have a DBITS contract leave this column blank. For each row list the type associated with the description. They must be listed in this column exactly as they appear on the DBITS Product Types tab. You can use the data on the tab to copy and paste into your report. The type must be allowed under your contract. Use the DBITS Product Types Tab:

A	B
For use in filling in Column "I" Product Type (DBITS contracts)	
For DBITS contracts awarded under RFO-553 use the four (4) available types below for reporting sales. Types must match exactly for loading. Types must be listed under the contract being reported.	
1	Application Development, Maintenance, and Support, Technology Upgrade, Migration, and Transformation; and Enterprise Resource Planning (ERP)
2	Business Intelligence (BI), Data Management, Analytics, and Automation, including Data Warehousing
3	IT Assessments, Planning, Independent Verification and Validation (IV&V), and Market Research, Procurement Advisory, and Contract Implementation Services
4	Project and Program Management
For DBITS contracts awarded under RFO-253 use the ten (10) available types below for reporting survivability sales. Types must match exactly for loading. Types must be listed under the contract being reported.	
1	Application Development
2	Application Maintenance and Support
3	Business Intelligence/Data Warehouse
4	Enterprise Resource Planning (ERP)
5	IT Assessments/Planning
6	Service Oriented Architecture (SOA)
7	Project Management
8	Technology Migration/Upgrade
9	Independent Verification Validation
10	Information Technology Procurement Assistance

Reporting Template | Instructions-Examples | **DBITS Product Types** | Admin Fee Remittance Form | +

## Column J

Description: Specific products or services that are listed on the invoice. The description should be sufficient to determine what goods or services were purchased. It cannot exceed 150 characters including spaces. Do not use any periods or other mathematical function symbols such as ", \* , = , / , | , or blank space. It should fully left align and should not have any extra spaces at the end.

## Column K

Brand: This is the brand (manufacturer) name listed in your pricing list and that is listed on your main DIR contract web page. The name must match exactly by spelling and punctuation. Enter Services or N/A if you have no brands listed for your contract. Check with your DIR contract manager if unsure.

### Column L

Lease: Enter Lease if the purchase is a lease, otherwise use the word Buy. This column cannot be blank.

### Column M

Quantity: Enter the quantity ordered by the customer (this must be a numeric value) with up to four (4) digit decimals afterwards). Example: 1.5123 or 6.0000. All numbers must display to load correctly.

If reporting a credit this column **CAN** have a negative number

### Column N

Unit Price: Enter the unit price listed on the invoice/purchase order. This can be up to a 6-digit decimal number; however, all numbers must display for it to calculate correctly. Example: 1.234567

If reporting a credit this column **CANNOT** have a negative number

### Column O

Extended Price: This number should equal the quantity times the unit price. This number is limited to only a 2-digit decimal place display. Example: 1.68. If the quantity is a negative number, this should also be a negative number. If possible, use the calculation in the first row =**M5\*N5** and copy down through all other rows to ensure the amounts calculate correctly.

If reporting a credit this column **CAN** have a negative number

### Column P

MSRP: List the MSRP or the number that is negotiated in Appendix C that lists the actual manufacturer price for the individual item (based on unit price). It cannot be blank or negative and should have no more than 2-digit decimal number. Example: 2.68

This Column **CANNOT** have a negative number

See [Reporting MSRP](#) for more information.

### Column Q

Customer Contact Name: Enter the name of the customer who placed the order, or the name of the individual who authorized the purchase order.

### Column R

Customer's Billing Address: Enter actual billing street address or PO Box

If a third party prepares the billing, that party is responsible for entering the correct billing address.

### Column S

City: Enter the correct spelling of the city name. Do not abbreviate or add punctuation at the end.

### **Column T**

State: The state needs to be the standard all caps 2-letter abbreviation. Do not enter an upper/lower-case combination or punctuation. Example: Texas is TX

### **Column U**

Zip Code: Enter the correct zip code for the address/city. If unsure, use the USPS lookup tool at <https://tools.usps.com/go/zip-code-lookup.htm>. Either the 5-digit number or ZIP+4 is acceptable. Example: 78709 or 78619-0648

### **Column V**

Customer's Email: Enter email address of customer contact or the email of the person who authorized the purchase order.

### **Column W**

Mfg. Part Number: Enter the manufacturer part number related to the item listed in the description Column L. If services, enter N/A. Note: If the item has a manufacturer part number, this information is required. Only if a part number is not available, or if the product is a service, should N/A be used.

### **Column X**

Reseller: List name of order reseller, if any, from your DIR contract page. Any reseller sales should be detailed separately from subcontractor or regular sales on the report. If none, leave blank.

- If sales from a line item on an invoice include products or services from a prime vendor and/or reseller and/or subcontractor, you must split out the dollar amount attributed to the prime vendor/reseller/subcontractor on separate lines.
- The reseller name(s) will need to match the corresponding reseller name listed on the DIR contract page, including case, spelling, punctuation, etc. Resellers are listed below the contract documents. If any discrepancies are found, contact your assigned DIR Contract Manager.

### **Column Y**

Subcontractor: Enter the name of the subcontractor, if any, from your HSP; however, subcontractor names are case, spelling and punctuation sensitive. If none, leave blank.

- If sales from a line item on an invoice include products or services from a prime vendor and/or reseller and/or subcontractor, you must split out the dollar amount attributed to the prime vendor/reseller/subcontractor on separate lines.
- Subcontractor names can be verified by searching the DIR website (many subcontractors are also prime vendors), or by checking with your DIR Contract Manager. If any discrepancies are found, contact your DIR Contract Manager.

### **Column Z**

EPEAT: Electronic Product Environmental Assessment Tool (EPEAT) identifies "green" products. Those that fit the criteria need to list the level: Bronze, Silver, or Gold. If it does not fit the criteria (not "green"), leave blank. If you are unsure whether a product is EPEAT certified, check the EPEAT Registry at <https://epeat.net/>.

### Column AA

Bulk Purchase: Enter Yes in this column for each row that pertains to a sale made using a Bulk Purchase agreement. For all other rows leave blank. (This only pertains to vendors that have entered into a Bulk Purchase agreement with DIR)

### Column AB

Contract Discount Percentage (per Appendix C Pricing Index)

### Column AC

Actual Discount Percentage (can be equal to or higher than Column AB)

### Column AD

Contract Price (can be equal to or lower than Appendix C Pricing Index)

Depending on vendor product/service offering, it is only necessary to complete as follows:

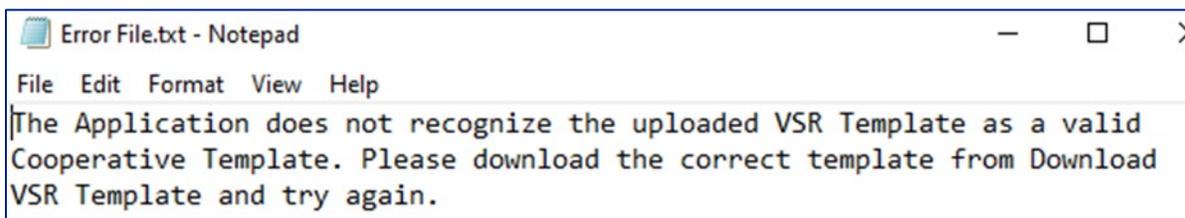
- Fill in AB and AC and leave Column AD blank; or,
- Fill in Column AD, leaving AB and AC blank.

Exception: Some contracts contain both a discount percentage and negotiated price items. In this case, Vendor should complete appropriate column(s) for the item(s) specified in Description (Column J).

### Column AE

Error Description: This is a special column that appears on error files downloaded from the history screen when report is rejected. If you use the error file to fix your report, always remember to completely delete this column before you re-upload. If you re-upload the report with this column still on the template, you will receive an Invalid Template error.

### Example:



---

This concludes the Cooperative Contract VSR Section. If you only hold Cooperative Contract(s), you may skip to [How to load a VSR](#)

---

## 6.3.2 Staffing Services Contract Template Instructions

### Reporting Schedule

January 2023						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				



February 2023						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28				



March 2023						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

**All sales invoiced for the month must be reported on the VSR**

**The VSR for the previous month can be uploaded any time between the 1st and the 15th of the month and is due by the 15th**

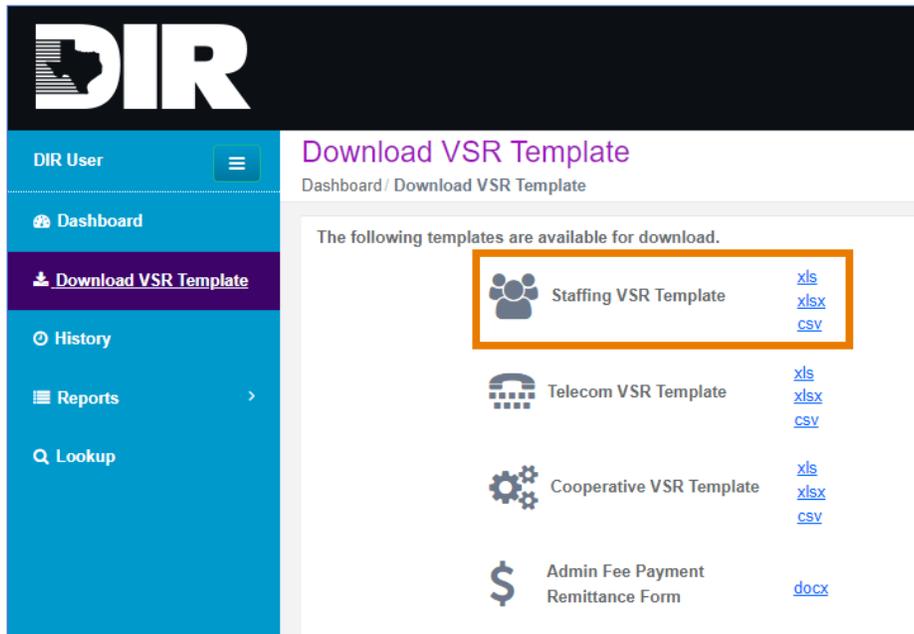
**Month close email is sent on or before the 14th of the month**

**The admin fee is due by the 25th of the month**

#### The reporting schedule for all VSRs is as follows:

- All invoices for the previous month are reported on the VSR
- The VSR may be uploaded any time from the 1st to the 15th of the month
- VSRs are due by the 15th
- If the 15th falls on a weekend or holiday, the VSR is due by the next business day
- The Month Close email is sent on or before the 14th of the following month
- Admin fees are due by the 25th of the same month
- All invoiced sales must be reported, regardless of payment status
- Disputed invoiced sales must be reported

## Staffing Sales: Starting the Report



It is recommended that a fresh template be downloaded each month.

Templates can be downloaded in the portal as shown below. Choose either .xls, .xlsx or a .csv version. The .csv version is the best option for vendors who are reporting over 1,000 rows of data

---

Do not modify the template in any way. Modifying the template will cause an Invalid Template Error.

---

- Do not delete any tabs in the Report Template
- Do not add any tabs in the Report Template
- Do not rename any of the column headers in the Report Template
- Do not add any columns in the Report Template
- All information in columns needs to be left justified with no spaces before or after the data
- Do not exceed character limits for fields (see [List of VSR Error Messages](#))

---

Any incumbent vendors reporting survivability sales under their old contracts awarded under RFO: DIR-TSO-TMP-242 are to continue using the old template. The old template will not be available on the VSR Portal. Email [ict.sales@dir.texas.gov](mailto:ict.sales@dir.texas.gov) to request a copy.

---

### Cell B1 (See screenshot below)

Vendor Name: Must match exactly as it appears in the portal and at the top of your DIR contract website page by spelling, punctuation, and case. It needs to be aligned fully to the left with no blank spaces in front of or after the last character.

**Cell B2 (See screenshot below)**

Contract Number: Enter in your full DIR Contract Number with dashes. It must match exactly as it appears in the portal and at the top of your DIR contract website page. It needs to be aligned fully to the left with no blank spaces in front of or after last character.

**Cell B3 (See screenshot below)**

Submitted Reporting Month: The format is YYYYMM (4-digit year followed by 2-digit month) This date should be for the month of the sales you are submitting for. Should be previous month (covering 1st through last calendar day).

	A	B
1	<b>Vendor Name:</b>	Use the <u>exact name shown on the DIR contract page</u>
2	<b>Contract Number:</b>	DIR-CPO-XXXX
3	<b>Submitted Reporting Month:</b>	YYYYMM

**Column A**

ITSAC Portal Solicitation Number: Provide the solicitation reference number the customer used for their solicitation in the ITSAC portal.

**Column B**

Customer Name (Customer’s Proper Name): For best results, enter customer name using the Lookup function in the DIR VSR Portal. Customer names are case, spelling, and punctuation sensitive, and must match exactly the way they are stored in the portal.

If you cannot find a customer name in the portal look-up, please email [ict.sales@dir.texas.gov](mailto:ict.sales@dir.texas.gov)

**Column C**

Reference Number: This number should be the customer Purchase Order number. If a purchase order is not available, use an agreement or project number that ties the sale back to the customer purchase. (Field length is 30 characters)

---

For State Agencies, a Purchase Order number **must** be used

---

**Column D**

Sales Period: Enter in the sales period that corresponds with the invoice date. Formatting for this column is as follows: YYYYMM Example: Invoice date is 03/31/2020, reporting month is 202003.

**Column E**

Order Date: This date should be the actual date of order. The date must be on or after the contract start date and on or before the contract end date. The default setting for this column is M/D/YYYY. Date should be in either M/D/YY, MM/DD/YY or M/D/YYYY format.

If the purchase order is for a period of time and you will be billing against that purchase order for several months, the Order Date must be the same on each report going forward until the purchase order has been completed.

**Example of two sales reports spanning one purchase order:**

January 2020 Sales Report:

	A	B	C	D	E	F	G	H
1	Vendor Name:	ComputersRUs						
2	Contract Number:	DIR-CPO-1234						
3	Submitted Reporting Month:	202001						
4	HUB Type (Vendor or Reseller)	Customer Name (Customer's Proper Name)	Reference Number	Sales Period	ORDER DATE	INVOICE DATE	INVOICE NUMBER	SHIP DATE
5		Texas Parks and Wildlife	555777	202001	1/8/2020	1/15/2020	123456	1/10/2020

February 2020 Sales Report:

	A	B	C	D	E	F	G	H
1	Vendor Name:	ComputersRUs						
2	Contract Number:	DIR-CPO-1234						
3	Submitted Reporting Month:	202002						
4	HUB Type (Vendor or Reseller)	Customer Name (Customer's Proper Name)	Reference Number	Sales Period	ORDER DATE	INVOICE DATE	INVOICE NUMBER	SHIP DATE
5		Texas Parks and Wildlife	555777	202002	1/8/2020	2/15/2020	789100	2/10/2020

**Column F**

Invoice Date: Actual invoice date on the invoice. Invoices are reported for previous calendar month. The date must be on or after the order date. Default setting is M/D/YYYY Date should be in either M/D/YY, MM/DD/YY or M/D/YYYY format. (Field length is 10 characters)

**Column G**

Invoice Number: Actual invoice number (Field length is 50 characters)

**Column H**

Contractor Full Name: Fill in name of Contractor. Please put their full name, first and last.

Example: John Woods

**Column I**

Staffing Services: Should always be the following text: STAFFING SERVICES

### Column J

Quantity: Enter the number of hours worked/invoiced for the worker on the invoice being reported (must be a numeric value). Example: 101.00 or 92.50. All numbers must display to load correctly.

If reporting a credit this Column **CAN** have a negative number.

### Column K

Unit Price: Enter the Hourly Rate billed to the customer. Enter a 2-digit decimal number however all numbers must display for it to calculate correctly. Example. 94.00 or 208.50

If reporting a credit this Column **CANNOT** have a negative number.

### Column L

Extended Price: This number should equal the quantity times the unit price. This number is limited to only a 2-digit decimal place display. Example: 1.68. If the quantity is a negative number, this should also be a negative number. If possible, use the calculation in the first row **=M5\*N5** and copy down through all other rows to ensure the amounts calculate correctly.

If reporting a credit this column **CAN** have a negative number

### Column M

MSRP: Should always be 0 or 0.00.

### Column N

Customer Contact Name: Enter the name of the customer who placed the order, or the name of the individual who authorized the purchase order.

### Column O

Customer's Billing Address: Enter actual billing street address or PO Box

If a third party prepares the billing, that party is responsible for entering the correct billing address.

### Column P

City: Enter city name. Do not abbreviate or add punctuation at the end

### Column Q

State: The state needs to be the standard all caps 2-letter abbreviation. Do not enter an upper/lower-case combination or punctuation. Example: Texas is TX

### Column R

Zip Code: Enter the correct zip code for the address/city. If unsure, use the USPS lookup tool at <https://tools.usps.com/go/zip-code-lookup.htm>. Either the 5-digit number, or ZIP+4 is acceptable. Example: 78709 or 78619-0648

### **Column S**

Customer's Email: Enter email address of customer contact or the email address of the person who authorized the purchase order.

### **Column T**

Sub-Contractor Company Name: List name of Subcontractor. If you did not use a subcontracting vendor, leave field blank.

### **Column U**

ITSAC Category: Enter the appropriate ITSAC Category pertaining to the Title and Level of the position the candidate was hired under. The categories are case sensitive and must be put in the report exactly as shown below.

#### **The categories are:**

Applications/Software Development

Data/Database Administration

Web Development

Quality Assurance (QA) and Testing

Networking/Telecommunications

Security

Project Management

Technical Services, Help Desk and Operations

Information Technology Services Management (ITSM Operations)

IT Marketing

Information Technology Contracting and Procurement

### **Column V**

Title: Enter the title for the position listed. The title must correspond with category in Column U. See the Approved Category&NTE tab in the Report Template. The title must be listed without the level number. The next column is where you will enter the level. If Column V is Undefined Title, Column X must be filled in with the customer's created title.

### **Column W**

Level: Fill in with the appropriate level: Intern 1, Intern 2, Intern 3 or 1, 2 or 3 or Specialist.

### **Column X**

Undefined Title: If the customer used "Undefined Title", enter the title provided by the customer in the column. If "Undefined Title" was not used, leave blank.

### **Column Y**

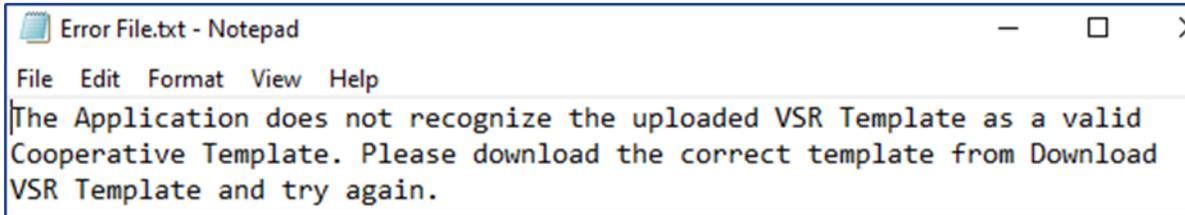
Administrative Fee Due: This column has a formula that calculates the Administrative Fee Due. The formula is =L#\*.01 Column L times .01 equals the fee due. Use number format with 2 decimal points. Example: 28.40 or 128.31

### Column Z

Solicitation Type: This column describes the type of acquisition used by the customer. The choices to be used are Request for Resumes, or SOW.

### Column AA

Error Description: Special column that appears on error files downloaded from the history screen when report is rejected. If you use the error file to fix your report, always remember to completely delete this column before you reupload. If you re-upload the report with this column still on the template, you will receive an Invalid Template error.



---

This concludes the Staffing Contract VSR Section. If you only hold a Staffing Contract(s), you may skip to [How to load a VSR](#)

---

### 6.3.3 Telecom Contract Template Instructions

#### Reporting Schedule

January 2023						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				



February 2023						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28				



March 2023						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

All sales invoiced for the month must be reported on the VSR

The VSR for the previous month can be uploaded any time between the 1st and the 15th of the month and is due by the 15th

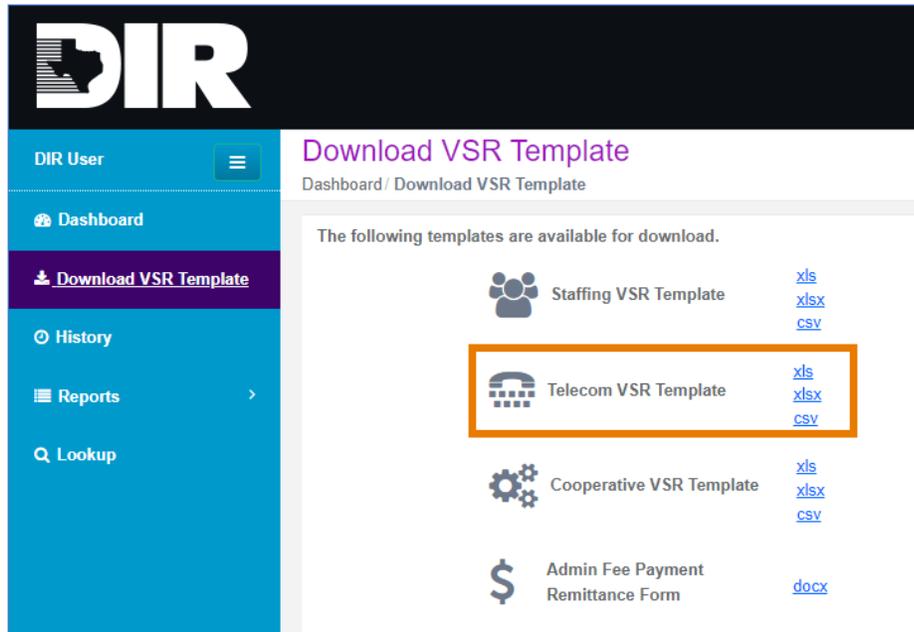
Month close email is sent on or before the 14th of the month

The admin fee is due by the 25th of the month

#### The reporting schedule for all VSRs is as follows:

- All invoices for the previous month are reported on the VSR
- The VSR may be uploaded any time from the 1st to the 15th of the month
- VSRs are due by the 15th
- If the 15th falls on a weekend or holiday, the VSR is due by the next business day
- The Month Close email is sent on or before the 14th of the following month
- Admin fees are due by the 25th of the same month
- All invoiced sales must be reported, regardless of payment status

## Telecom Sales: Starting the Report



It is recommended that a fresh template be downloaded each month.

Templates can be downloaded in the portal as shown below. Choose either .xls, .xlsx or a .csv version. The .csv version is the best option for vendors who are reporting over 1,000 rows of data

---

Do not modify the template in any way. Modifying the template will cause an Invalid Template Error.

---

- Disputed invoiced sales must be reported
- Do not delete any tabs in the Report Template
- Do not add any tabs in the Report Template
- Do not rename any of the column headers in the Report Template
- Do not add any columns in the Report Template
- All information in columns needs to be left justified with no spaces before or after the data
- Do not exceed character limits for fields (see [List of VSR Error Messages](#))

### Cell B1 (See screenshot below)

Vendor Name: Must match exactly as it appears in the portal and at the top of your DIR contract website page by spelling, punctuation, and case. It needs to be aligned fully to the left with no blank spaces in front of or after the last character.

### Cell B2 (See screenshot below)

Contract Number: Enter in your full DIR Contract Number with dashes. It must match exactly as it appears in the portal and at the top of your DIR contract website page. It needs to be aligned fully to the left with no blank spaces in front of or after last character.

**Cell B3 (See screenshot below)**

Submitted Reporting Month: The format is YYYYMM (4-digit year followed by 2-digit month) This date should be for the month of the sales you are submitting for. Should be previous month (covering 1st through last calendar day).

	A	B
1	<b>Vendor Name:</b>	Use the <u>exact</u> name shown on the DIR contract page
2	<b>Contract Number:</b>	DIR-CPO-XXXX
3	<b>Submitted Reporting Month:</b>	YYYYMM

**Column A**

Customer Name: For best results, enter the customer name using the Lookup function in the DIR VSR Portal. Customer names are case, spelling, and punctuation sensitive, and must match exactly the way they are stored in the portal. If you cannot find a customer name in the portal look-up, please email [vsr.support@dir.texas.gov](mailto:vsr.support@dir.texas.gov).

**Column B**

Customer Bill to Address: Enter actual billing address (street, box, or drawer number). Exclude buildings, section, department, or individual names, etc. in the address.

If a third party prepares the billing, that party is responsible for entering the correct billing address.

**Column C**

Customer Bill to City: Enter city name. Do not abbreviate or add punctuation at the end

**Column D**

Customer Bill to State: The state needs to be the standard all caps 2-letter abbreviation. Do not enter an upper/lower-case combination or punctuation. Example: Texas is TX

**Column E**

Customer Bill to Zip: Enter the correct zip code for the address/city. If unsure, use the USPS lookup tool at <https://tools.usps.com/go/zip-code-lookup.htm>. Either the 5-digit number, or ZIP+4 is acceptable. Example: 78709 or 78619-0648

### Column F

Sales Period: Enter the sales period that corresponds with the invoice date in Column L. The format is the same as cell B3.

Example: Invoice date is 1/30/2020, reporting month is 202001

### Column G

Product Item: Vendor item name.

Examples: Audio, Mg Svc, Voice and Data, Data, Interpreter, etc.

### Column H

Product/Service Description: Product or service description up to 150 characters including spaces.

### Column I

Publisher/Manufacturer: Enter the name of the publisher or manufacturer of the item.

### Column J

Reference Number: This number should be the customer Purchase Order number

---

For State Agencies, a Purchase Order number **must** be used

---

### Column K

Invoice Number: Actual Invoice number

### Column L

Invoice Date: Actual invoice date on the invoice. Invoices are reported for previous calendar month. The date must be on or after the order date. Default setting is M/D/YYYY Date should be in either M/D/YY, MM/DD/YY or M/D/YYYY format. (Field length is 10 characters)

### Column M

Start Date: Actual start date of order. The date must be on or after the contract start date and on or before the contract end date. The default setting for this column is M/D/YYYY. Date should be in either M/D/YY, MM/DD/YY or M/D/YYYY format.

### Column N

Order Quantity: Enter the quantity ordered by the customer (must be a numeric value) with up to 6-digit decimal point. Example: 101.123645 or 92.653259. All numbers must display to load correctly. If there is a credit or discount, enter a minus sign at the beginning of the number. Example: -1.153432 or -2.75

If reporting a credit this column **CAN** have a negative number

### Column O

Unit Price: Enter the unit price paid by the customer. It is possible to enter up to an 8-digit decimal number, however, all numbers must display for it to calculate correctly. Example: 94.00 or 208.54343871

If reporting a credit this column **CANNOT** have a negative number

### Column P

Extended Price: This number should equal the quantity times the unit price. This number is limited to only a 2-digit decimal place display. Example: 1.68. Ex: 1.68 or If needed, use the calculation entered in the first row: =O5\*P5, and fill down through all other rows to ensure the amounts calculate correctly.

If reporting a credit this column **CAN** have a negative number

### Column Q

RAMP Certified: Enter "Yes" if the products is RAMP Certified (e.g., Texas, Other State, Federal, etc.) If the product is not RAMP Certified, leave blank. For more information on the TX-Risk Authorization Management Program, go to [DIR Texas Risk and Authorization Management Program \(TX RAMP\)](#).

### Column R

Reseller: Name of reseller. If none, leave blank.

### Column S

Subcontractor: List name of Subcontractor. If none, leave the field blank.

### Column T

# of pages: Number of monthly pages. If none, leave the field blank.

### Column U

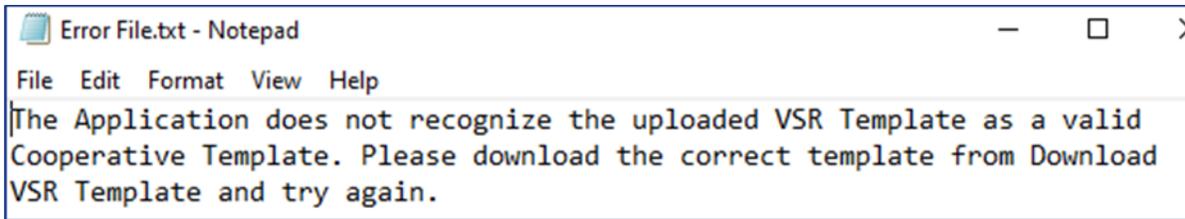
Language: For interpreter services, enter the language used. Otherwise, leave the field blank.

### Column V

Minutes: For audio conferencing services, enter the total conference call minutes. For interpreter services, enter the total minutes. If there are no audio conferencing or interpreter services, leave the field blank.

### Column W

Error Description: Special column that appears on error files downloaded from the history screen when report is rejected. If you use the error file to fix your report, always remember to completely delete this column before you reupload. If you re-upload the report with this column still on the template, you will receive an Invalid Template error.



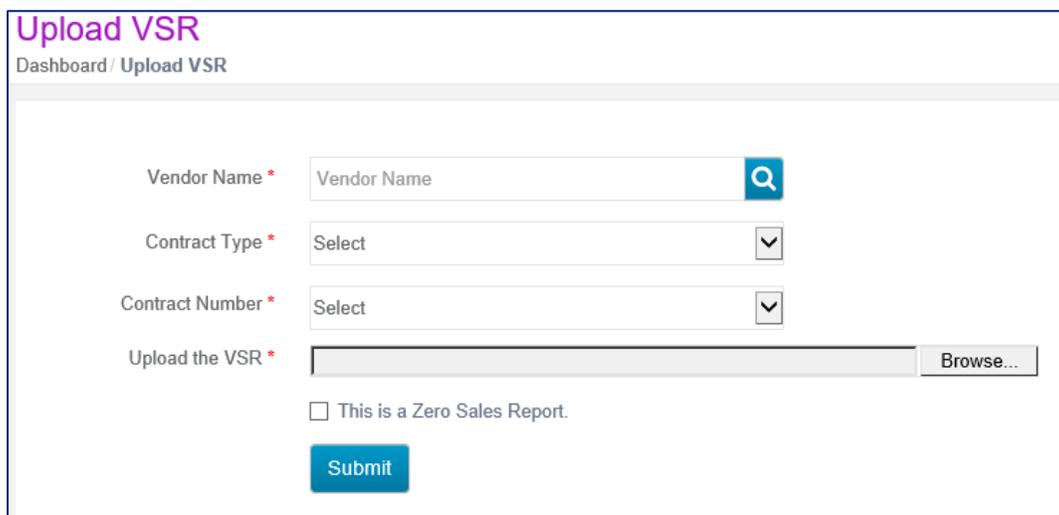
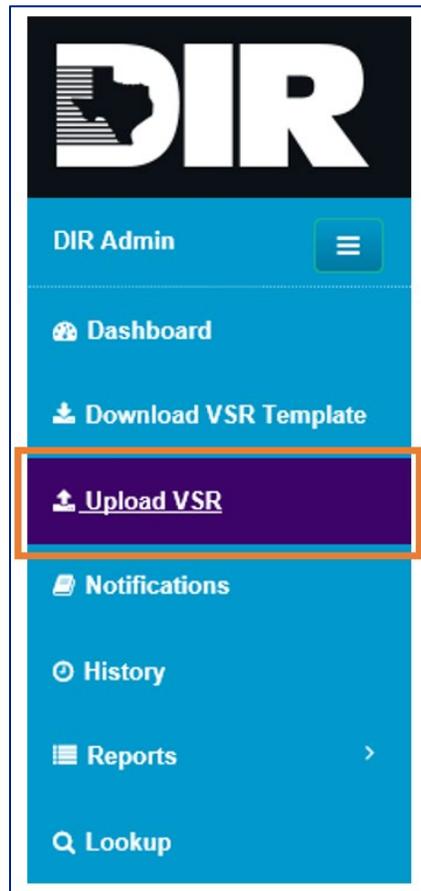
---

This concludes the Telecom Contract VSR Section. See [How to load a VSR](#)

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## 6.4 How to load a VSR

After logging in to the VSR portal, select **Upload VSR** from the dashboard menu:

A screenshot of the 'Upload VSR' form. The form title is 'Upload VSR' in purple, with a breadcrumb 'Dashboard / Upload VSR' below it. The form contains the following fields: 'Vendor Name \*' with a text input field and a search icon; 'Contract Type \*' with a dropdown menu showing 'Select'; 'Contract Number \*' with a dropdown menu showing 'Select'; 'Upload the VSR \*' with a file upload area and a 'Browse...' button; and a checkbox labeled 'This is a Zero Sales Report.' Below the form is a blue 'Submit' button.

The page will either be populated with your company name, or you may need to select it from the drop-down menu.

1. Select the contract type for the report you are uploading: Cooperative, Staffing or Telecom. Only choices that are relevant to your contract(s) will display.
2. Select the contract number for which the report is to be loaded. If the contract number does not display, see Section 4.1 Account Setup
3. Select Browse to navigate to your saved template.
4. Check the **This is a Zero Sales Report** box if you are uploading a zero sales report. If you are loading sales, do not check the box.
5. Select the Submit button
6. A new screen will pop up and you will be given a choice to go back to the dashboard or go to the history screen. It is recommended to always go to the history screen to make sure your file is **Accepted**. On the history screen you can click on the search button to refresh the screen to see the status of your upload. Depending on the size of your file this may take several minutes.

## 6.5 Report Status Definitions

### 6.5.1 Submitted

The report is uploading, and the data is being checked by the system.

### 6.5.2 Accepted

The report has loaded, and all data is correct. The report is considered received and the upload process is complete.

### 6.5.3 Rejected

The report has loaded and there are errors that need to be addressed. When the report is rejected, you will be able to go to the History Screen of the VSR Portal and download the error file. The very last column will contain error descriptions for each row, so you know what needs to be addressed and corrected.

Status	Status Date	Total Extended Price	Estimated Admin Fee	Estimated Late Fee	Final Admin Fee	DIR Response
Accepted	10-14-2020	\$6,206.40	\$46.55	\$0.00	\$0.00	<a href="#">Accepted file by DIR</a>
Rejected	10-14-2020					<a href="#">Error File</a>

For error messages and how to correct them, refer to [List of VSR Error Messages](#).

## 6.5.4 Pending User Action

The report has loaded and there are issues with one or more of the following:

- Customer Name
- Brand Name
- Reseller Name
- Past Sales are being reported

The [Edit Online](#) section will discuss how to use the Edit Online tool to make corrections for the issues listed above.

## 6.6 Additional Transactions

### 6.6.1 Zero Sales Reports

All vendors with active contracts are required to either submit a sales report or, if there are no sales to report, a Zero Sales Report.

To complete a zero sales report, follow the instructions for downloading the template in [Zero Sales Reports](#), but only enter information in Cells B1, B2 and B3.

	A	B
1	<b>Vendor Name:</b>	Use the <u>exact name</u> shown on the DIR contract page
2	<b>Contract Number:</b>	DIR-CPO-XXXX
3	<b>Submitted Reporting Month:</b>	YYYYMM

Upload the sales report as usual. All other rows should be left completely blank.

### 6.6.2 Reporting Credits

The key to reporting a credit is to use the original line or lines from the original report (where the sale was first reported).

**Tip:** Report credits at the beginning of a sales report. Inserting rows in the middle of a sales report will interfere with formulas. Multiple credits may be listed on one report from any past month. New sales should be listed below the credit lines.

Example: The City of Austin purchased 3 Apple 10.2 iPads (Line 5 below) in January 2020 (202001), but they have since returned two iPads and the vendor has issued a credit.

**Original sales report example:**

	A	B	C	D	E	F	G	H
1	Vendor Name:	ABC Vendor						
2	Contract Number:	DIR-CPO-9999						
3	Submitted Reporting Month:	202001						
4	HUB Type (Vendor or Reseller)	Customer Name (Customer's Proper Name)	Reference Number	Sales Period	ORDER DATE	INVOICE DATE	INVOICE NUMBER	SHIP DATE
5		City of Austin	778899	202001	1/6/2020	1/15/2020	123456	1/8/2020

	J	K	L	M	N	O
1						
2						
3	Description	BRAND	LEASE	Quantity	Unit Price	Extended Price
5	APPLE 10.2 IPAD WIFI 32GB (5749381)	Apple	Buy	3.0000	305.970000	917.91

The credit is being reported on the March 2020 (202003) sales report. The credit will be reported as follows:

- The value in cell B3 will be 202003
- The original row from the January sales report will be copied and pasted into the March report as shown below (the Sales Period, Order Date, Invoice Date, Invoice Number and Ship date will all remain the same)
- The Quantity in cell M5 has been made -2.00
- The formula in the Extended Price cell in O5 calculates the credit.

**March sales report with credit example:**

	A	B	C	D	E	F	G	H
1	Vendor Name:	ABC Vendor						
2	Contract Number:	DIR-CPO-9999						
3	Submitted Reporting Month:	202003						
4	HUB Type (Vendor or Reseller)	Customer Name (Customer's Proper Name)	Reference Number	Sales Period	ORDER DATE	INVOICE DATE	INVOICE NUMBER	SHIP DATE
5		City of Austin	778899	202001	1/6/2020	1/15/2020	123456	1/8/2020

	J	K	L	M	N	O
1						
2						
3	Description	BRAND	LEASE	Quantity	Unit Price	Extended Price
5	APPLE 10.2 IPAD WIFI 32GB (5749381)	Apple	Buy	-2.0000	305.970000	-611.94

The values in the Quantity and Extended Price columns must be negative to calculate the credit correctly. The Extended Price column (Column O) should calculate automatically. If it doesn't, the formula has been deleted. Just replace it or copy and paste it from another cell or a fresh VSR template.

Columns to create credits by template:

**Cooperative Template:** Column **M** and Column **O**

**Staffing Template:** Column **J** and Column **L**

**Telecom Template:** Column **N** and Column **P**

When the report is uploaded, if everything is correct, the report status will change to **Pending User Action**.

### 6.6.3 Reporting Past Sales

This manual provides a mechanism for reporting past sales; however, DIR reserves the right to request a corrective action plan for repeated reporting of past sales.

---

Per Appendix A Standard Terms and Conditions:

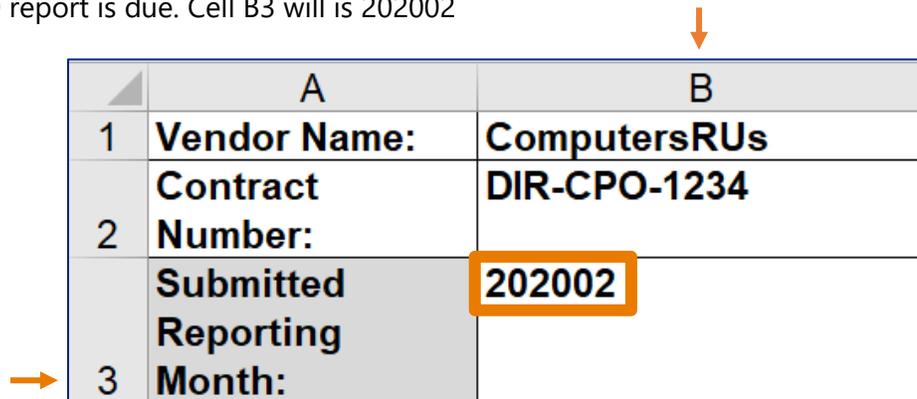
Vendor shall electronically provide DIR with a detailed monthly report in the format required by DIR showing the dollar volume of any and all sales under the Contract for the previous calendar month period.

---

Past sales are reported in the same manner as current sales. The only difference is that the invoice dates in Column D (for Cooperative and Staffing reports) or Column F (for the Telecom report) will be at least two months prior (VSRs contain invoicing from one month prior).

#### Example:

The Feb 2020 report is due. Cell B3 will is 202002



	A	B
1	<b>Vendor Name:</b>	<b>ComputersRUs</b>
2	<b>Contract Number:</b>	<b>DIR-CPO-1234</b>
3	<b>Submitted Reporting Month:</b>	<b>202002</b>

The sales report should be completed as follows:

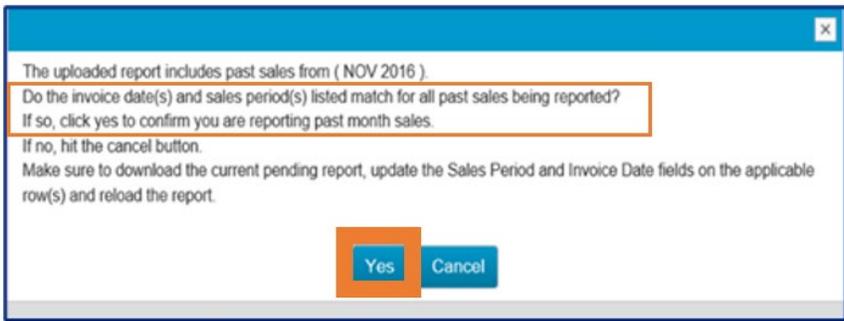
1. Report credits if any
2. Report current sales
3. Report past sales last. Be sure that Column D (on the Coop and IT Staffing Report Template) or Column F (on the Telecommunications template) reflects the month of the invoice date you are reporting

If you are reporting an invoice from December 2019, the invoice date will be 12/15/2019.

The first row (Row 5) is a current sale; the second row (Row 6) is a past sale:

	A	B	C	D	E	F	G	H
1	Vendor Name:	ComputersRUs						
2	Contract Number:	DIR-CPO-1234						
3	Submitted Reporting Month:	202002						
4	HUB Type (Vendor or Reseller)	Customer Name (Customer's Proper Name)	Reference Number	Sales Period	ORDER DATE	INVOICE DATE	INVOICE NUMBER	SHIP DATE
5		Texas Parks and Wildlife Department	555777	202002	1/8/2020	2/15/2020	789100	2/15/2020
6		Texas Parks and Wildlife Department	123456	202001	12/8/2019	1/15/2020	67000	1/15/2020

If all the information in your report is correct, the report status will change to **Pending User Action** in the portal, and you will be asked to use the [Edit Online](#) function to validate that you are truly reporting past sales. If the report contains no errors, validate the past sales and the report should be **Accepted**.



If the report has errors, the status will change to **Rejected**, and any corrections will need to be made before the status **Pending User Action** appears.

### 6.6.4 Missed Sales Reports

**Note:** This manual provides a mechanism submitting missed reports, however, however, DIR reserves the right to request a corrective action plan for repeated missed sales reports:

Per Appendix A Standard Terms and Conditions:

Failure to timely submit three (3) reports or administrative fee payments within any rolling twelve (12) month period may, at DIR's discretion, result in the addition of late fees of \$100/day for each day the report or payment is due (up to \$1000/month) or suspension or termination of Vendor's Contract.

Once the monthly reporting period has closed, the sales report for the following month is considered **Missed**.

To submit a missed sales report, your contract status will determine how that report will be submitted:

## Active Contract

If your contract is active and you miss reporting for a month or more, the following error message will appear if you attempt to upload a sales report:



The screenshot shows a web form for uploading a VSR. At the top, it says "Upload the VSR \*" followed by a "Choose File" button and "No file chosen". Below this is a red error message: "You are yet to report Zero Sales for the Submitted Reporting Month of Jan 2020. Please note that newer submissions will be rejected until you report a Zero Sales for all unreported periods starting from Jan 2020." Underneath the message is a checkbox labeled "This is a Zero Sales Report." and a blue "Submit" button.

If a previous month's report has been missed, load a zero sales report(s) for the missed month(s), and load the missed sales as past sales on the current months report. See [Reporting Past Sales](#).

## Expired Contract

Only reports with sales that fall under the survivability clause can be uploaded on an inactive contract. If you have missed a month(s), you will report the sales as past sales. Refer to [Reporting Past Sales](#).

### 6.6.5 Correcting an Accepted Report

Once a VSR sales report is in **Accepted** status, changes can no longer be made without DIR assistance.

If you need to make a correction to your report, or if DIR asks you to make a correction to your report, it can only be done in the current month.

Send an email request to [ict.sales@dir.texas.gov](mailto:ict.sales@dir.texas.gov) asking that your current report be backed out and provide the DIR Contract number for the report.

If you need to make corrections to a past report, refer to [Reporting Past Sales](#).

## 6.7 Reporting MSRP

Reporting the Manufacturer's Suggested Retail Price (MSRP) is required for Cooperative Contracts that are based off a discount from MSRP. This does not include services contracts such as Deliverable Based IT Contracts (DBITS), IT Staffing (ITSAC) contracts and Telecom contracts.

While many of the products being sold have pricing that is negotiated based on a discount from MSRP, another option is pricing that is negotiated at a specific contract price.

Except for services, all products sold under DIR contracts should have an MSRP or List Price. This number is needed to calculate the unit price charged to DIR customers. The MSRP or List Price should be reported in the MSRP field for each applicable sale on every VSR.

Column P is used to audit vendor pricing to ensure that DIR customers are receiving correct pricing per the terms of the contract.

When the reported Actual Discount Percentage (Column AC) is multiplied by the MSRP in Column P, the discounted dollar amount is returned. When subtracted from the MSRP, this value should be equal to or

lower than the Unit Price (Column N). Also, the Actual Discount Percentage in column AC should be equal to or higher than the Contract Discount Percentage (Column AB). MSRP cannot be blank or negative and should have no more than a 2-digit decimal number in the column. MSRP and the discount percentage given for each product should also be listed on the customer's Purchase Order (PO) to confirm that the contract discount was offered.

Below is an example of a VSR with products reported with a negotiated discount off MSRP. The Actual Discount Percentage (Column AC) when multiplied by the MSRP (Column P) and then take that total and subtract it from the MSRP, gives you a number that should equal the Unit Price (Column N). The Contract Discount Percentage listed in Column AB should be equal to or less than the Actual Discount Percentage in column AC. In the example above, you will notice that the unit price (Column N) is at or below the negotiated contract price (Column AD). Vendors should ensure that the calculation between the MSRP and Actual Discount Percentage matches the number in the unit price column.

Example of VSR spreadsheet for pricing that is based off of an agreed discount from MSRP or List Price							
Column M	Column N	Column O	Column P	Column AB	Column AC	Column AD	
Quantity	Unit Price	Extended Price	MSRP	Contract Discount Percentage	Actual Discount Percentage	Contract Price	Calculated Discount from MSRP = MSRP (Column P) * Actual Discount Percentage (Column AC). This calculation gives you the dollar value of discount off of MSRP
	\$ 179.99	\$ 359.98	\$ 249.99	3.90%	28.00%		\$ 70.00
	\$ 1,435.08	\$ 2,870.16	\$ 2,786.57	12.80%	48.50%		\$ 1,351.49
	\$ 207.19	\$ 414.38	\$ 279.99	14.40%	26.00%		\$ 72.80
							\$ 179.99
							\$ 1,435.08
							\$ 207.19

Below is an example of a VSR with products reported on a VSR having a negotiated contract price. You will notice that the Unit Price (Column N) is at or below the negotiated contract price (Column AD).

Example of VSR spreadsheet for pricing that is based off of an agreed Contract Price							
Column M	Column N	Column O	Column P	Column AB	Column AC	Column AD	
Quantity	Unit Price	Extended Price	MSRP	Contract Discount Percentage	Actual Discount Percentage	Contract Price	
	\$ 62.00	\$ 372.00	\$ 78.00			\$ 64.00	Contract Price (Column AD) matches or is lower that Unit Price (Column N)
	\$ 92.00	\$ 92.00	\$ 98.00			\$ 92.00	Contract Price (Column AD) matches or is lower that Unit Price (Column N)
	\$ 73.00	\$ 292.00	\$ 82.00			\$ 74.00	Contract Price (Column AD) matches or is lower that Unit Price (Column N)

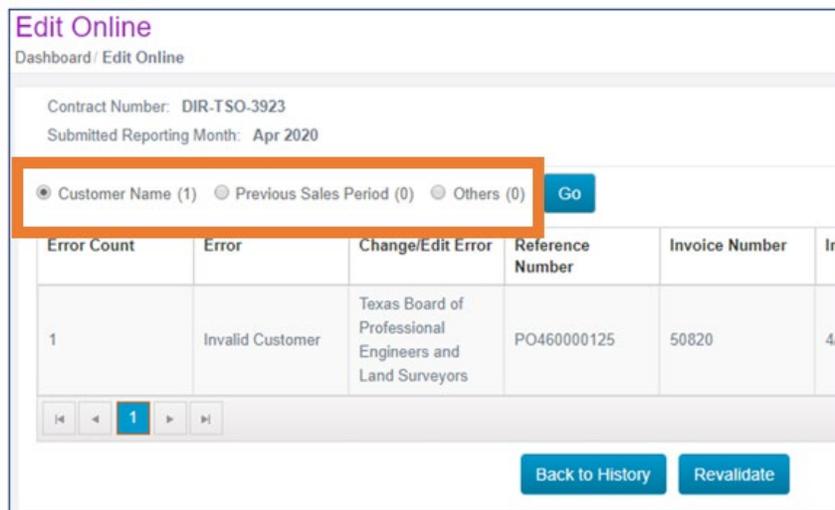
## 6.8 Edit Online

The edit online tool will only be available when your report is in **Pending User Action** status and everything on the sales report is correct except for Customer Name, Brand Name, Reseller Name, or past sales are being reported. These specific corrections can be made online in the VSR Portal when the report is in this status.

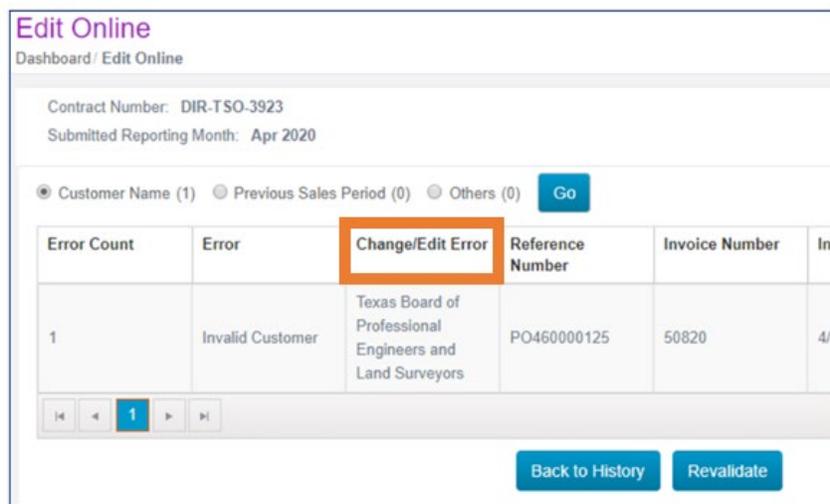
To make corrections go to the History Screen, scroll to the right, and click on the **Edit Online** hyperlink:



The screen below will appear. You will see 3 categories: **Customer Name**, **Previous Sales Period**, and **Others**. The tool defaults to **Customer Name**. If you look in the parenthesis on your screen, there will be a number in or more of the 3 categories.

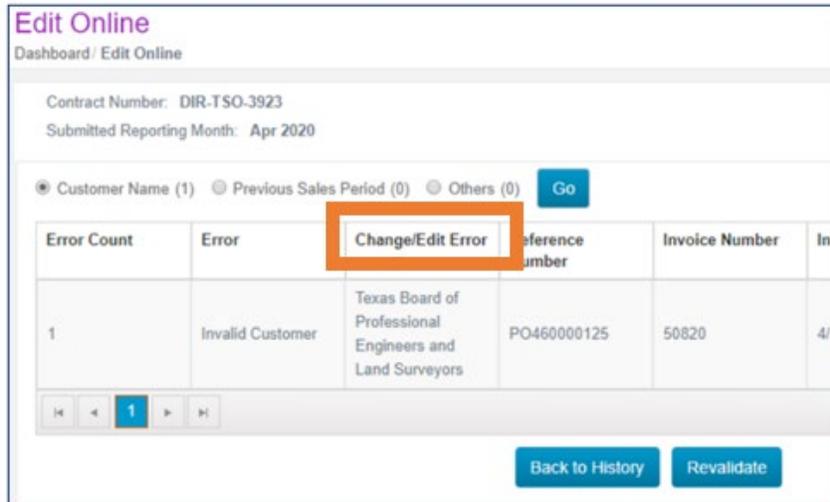


The key column to make corrections using the Edit Online tool is the **Change/Edit Error column**:

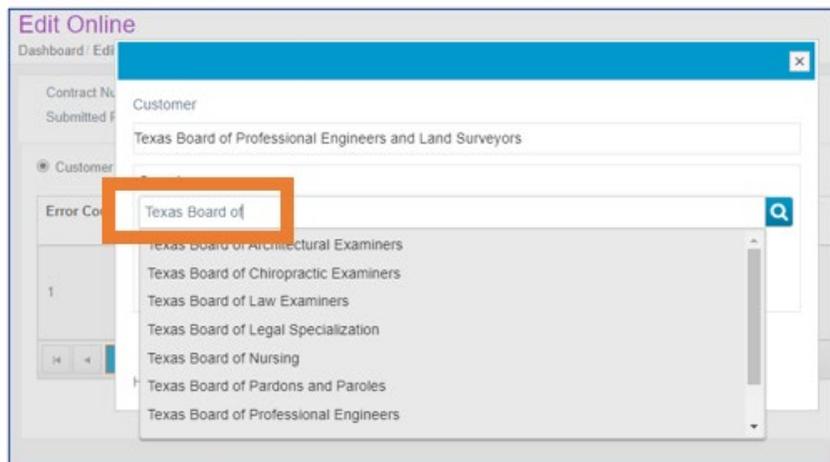


### 6.8.1 Customer Name: Correcting/Adding

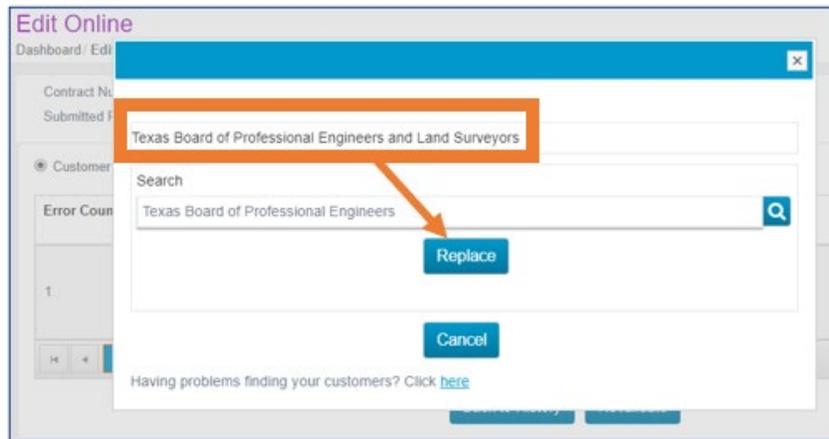
The tool defaults to Customer Name. Double-click on the customer name in the box below **Change/Edit Error**:



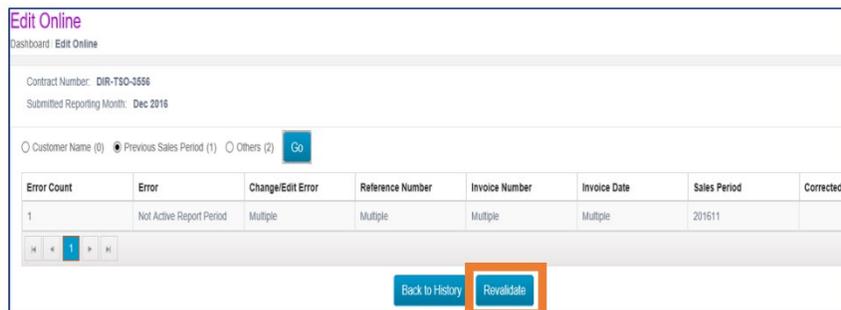
The following pop-up will appear. Begin entering the customer name and a drop-down menu will appear with possible matches:



Select the correct customer name and select the **Replace** button.



Repeat the process for each customer name until you have replaced all the incorrect names. If customer names were the only issues that needed to be corrected, click on the **Revalidate** button:



Your report will return to **Submitted** status in the history screen. Once the system has completed its new review of your data the report changes to **Accepted** status.

### Adding New Customers

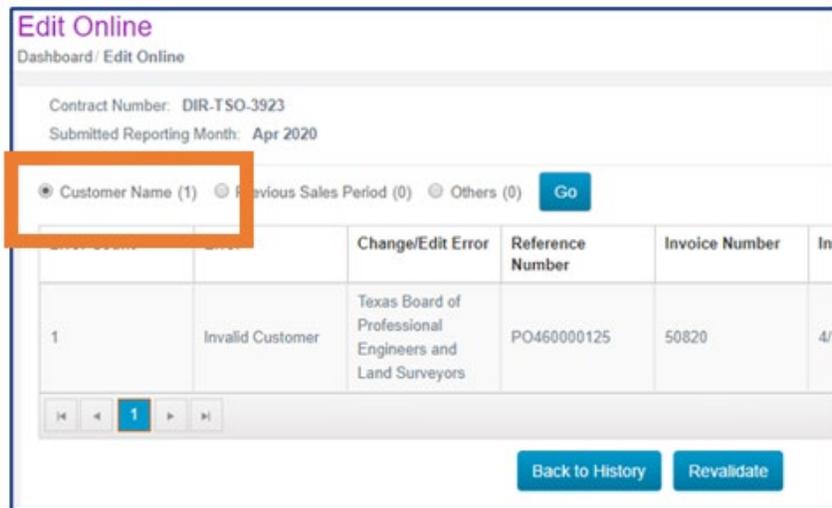
If you cannot find a customer, they may be new and have never had sales reported. Email [ict.sales@dir.texas.gov](mailto:ict.sales@dir.texas.gov) with the customer name, a website link, and their billing/ mailing address so that we can check for you. If DIR determines they should be added as a new customer, follow the directions below on the next page.

If all other errors are correct your report will change to "Pending User Action" status. If the file changes to **Pending User Action**, you can either download the error file and correct manually or click on Edit Online. To work the error file in the VSR App, click on **Edit Online** link.

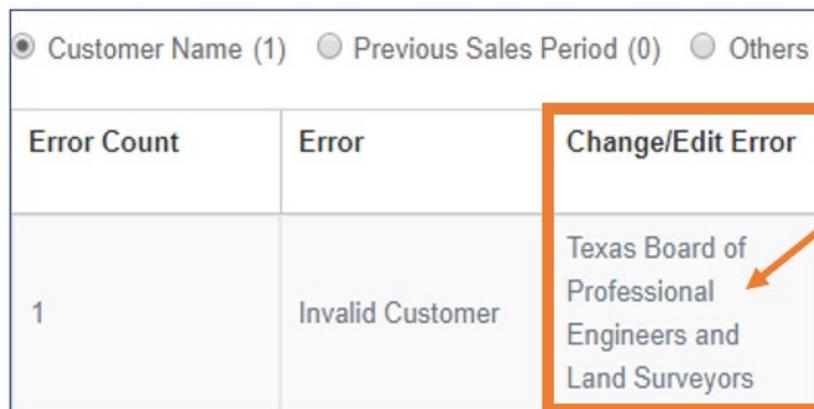
Go to the History screen and scroll to the right and click on **Edit Online**:



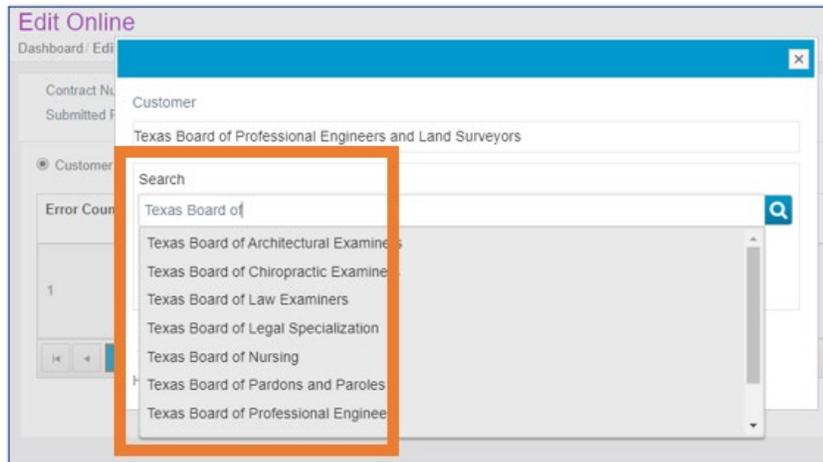
The screen defaults to **Customer Name**:



Double click on the customer name right below the **Change/Edit Error** header:



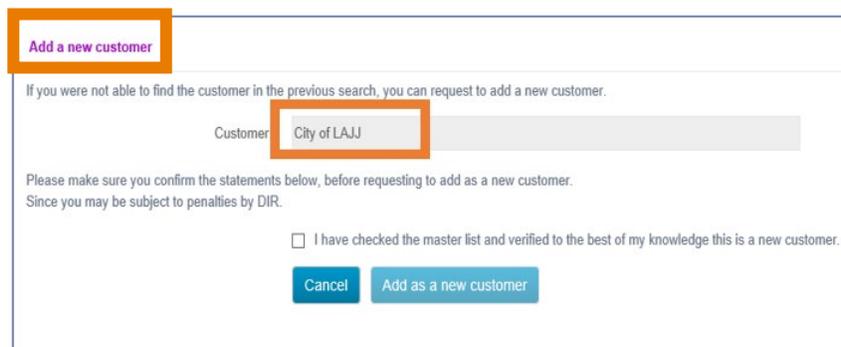
The pop-up screen below will appear. Click in the **Search** box and type in part of the main name to start displaying option for searching. You must type in 3 characters at minimum to get a name to display. You can scroll through the list or put in more characters to further refine your search.



If you do not find the name, you will need to select the option at bottom of the screen and click on the word **here**:



The **Add a new customer** window will display. Type the name of the new customer in the shaded box:



Check the verification box and then click **Add as a new customer**:

**Add a new customer**

If you were not able to find the customer in the previous search, you can request to add a new customer.

Customer City of LAJJ

Please make sure you confirm the statements below, before requesting to add as a new customer.  
Since you may be subject to penalties by DIR.

I have checked the master list and verified to the best of my knowledge this is a new customer.

Cancel Add as a new customer

Another verification window will display. Click **Ok** to add:

Are you sure you want to create  
"City of LAJJ" as new customer?

Cancel Ok

Once corrected, the screen will return to **Edit Online** and show corrected on the far right of the screen. The number of items still needing correction will change after the Customer Name (#). It will list how many errors must be corrected in this area.

If all errors in this section are corrected click **Revalidate** and your report should change to **Accepted** status. Your report must be in **Accepted** status for it to be considered received.

**Edit Online**

Dashboard > Edit Online

Contract Number: DIR-TSO-3556  
Submitted Reporting Month: Dec 2016

Customer Name (0)  Previous Sales Period (1)  Others (2) Go

Error Count	Error	Change/Edit Error	Reference Number	Invoice Number	Invoice Date	Sales Period	Corrected?
1	Not Active Report Period	Multiple	Multiple	Multiple	Multiple	201611	

1

Back to History Revalidate

## 6.8.2 Brand Names: Correcting

If you have a number in the **Others** parenthesis, click in the circle next to **Others** and click on the **GO** button (not pictured). **Others** refers to invalid brand names or reseller names.

Example:

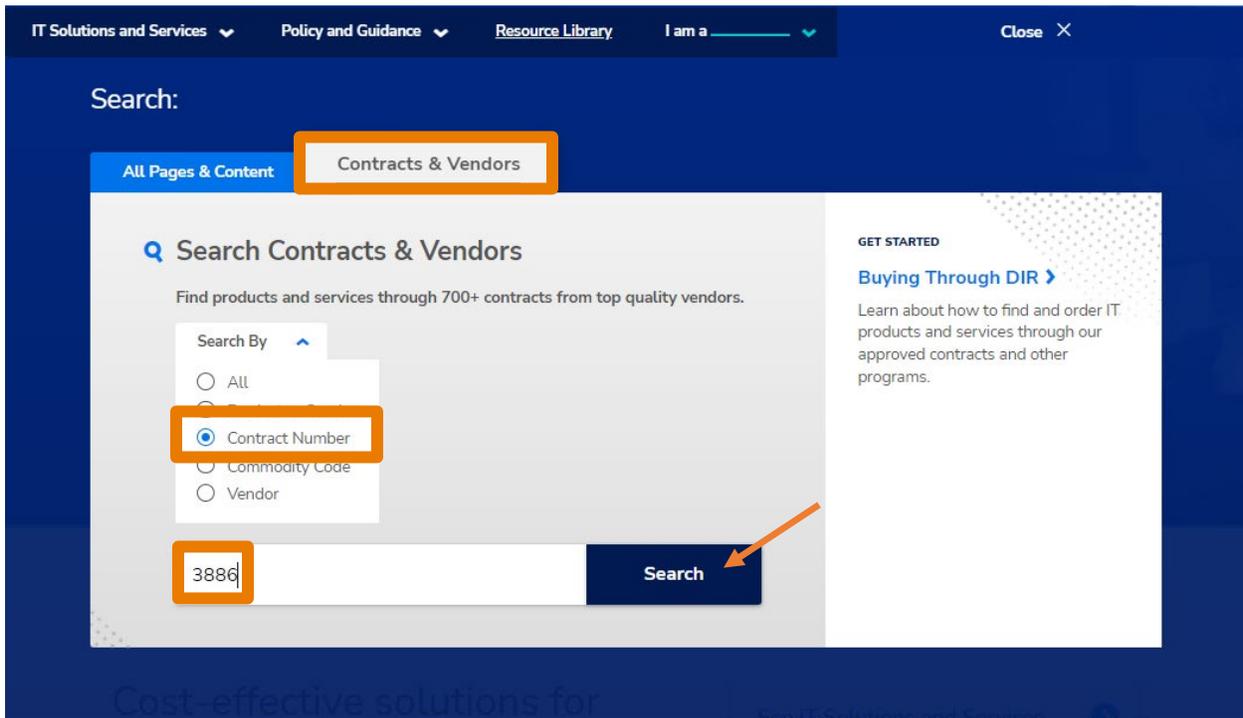
<input type="radio"/> Customer Name (0)	<input type="radio"/> Previous Sales Period (0)	<input checked="" type="radio"/> Others (2)
---	---	---

Brand names reside in Salesforce and must be entered on the report exactly as they appear on the DIR vendor webpage. You can find brand names and their naming conventions on your DIR webpage (if your contract is currently active) at [www.dir.texas.gov](http://www.dir.texas.gov).

Select  **Search DIR**



Select the **Contracts & Vendors Tab**, the **Contract Number** radio button, enter the **last 4 digits of the contract number**, and select **Search**:



Click on the **contract number** to be linked to the DIR webpage for the contract:

Relevance	Contract	Vendor Name	Hub Type
	<b>DIR-TSO-3886</b>	Ford Audio-Video Systems, LLC	
<hr/> <p>Ford Audio-Video Systems, LLC. Vendor ID: 1730947837200. HUB Type: Non HUB. Hub Type Description. RFO: DIR-TSO-TMP-264. Contract Status: Active. Phone: (512) 840-5018. Fax: (512) 447-0111. Phone: (512) 463-5712. This Vendor offers BreakFix</p>			

**(see next page for full DIR vendor information)**

Select **Brands**:

Contract Number  
**DIR-TSO-3886**

Contract Term Date: **10/18/22** ⓘ  
Contract Expiration Date: **10/18/22** ⓘ

---

Vendor Information

<b>Ford Audio-Video Systems, LLC</b>	<b>VENDOR CONTACT:</b> Jim Tulberg ⓘ Phone: (512) 840-5018 Fax: (512) 447-0111 Vendor Website ⓘ	<b>DIR CONTACT:</b> Jeff Booth ⓘ Phone: (512) 463-5712
--------------------------------------	---	--

Vendor ID: **1730947837200**  
HUB Type: **Non HUB** ⓘ  
RFO: **DIR-TSO-TMP-264**  
Contract Status: **Active**

---

## Contract Overview

This Vendor offers BreakFix Customer Owned Equipment Services for DIR customers. These Services are not offered as authorized warranty repair Services. Services for the repair of customer owned information technology equipment are generally performed at the customer site. The Vendor will provide on-site time and materials repairs of information technology equipment. Ford operates a state of the art Technical Assistance Center (TAC) which is available 24 hours a day, 7 days a week, 365 days a year to address any service or maintenance issues concerning commercial AV systems that were installed by Ford or others. DIR has exercised the automatic renewal option for this Contract. This renewal extends the contract through 10/18/2022

---

## Contract Details & Ordering Information

- Products & Services
  - Commodity Codes
  - Brands**
  - Contract Documents
  - How to Order
  - Resellers

### Products & Services

This contract offers the following products and services. Please contact the Vendor for the latest information.

- Break/Fix Services

**MORE INFORMATION**

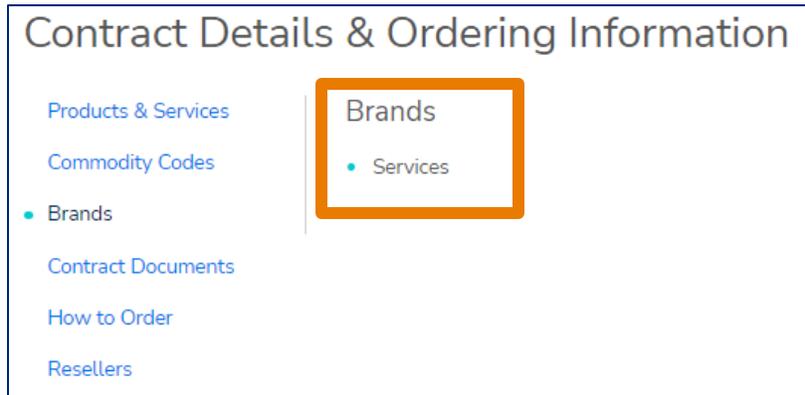
Vendor Website ⓘ

Visit this Vendor's website to view the latest product, service, and pricing information.

Texas Department of Information Resources VSR User Guide

page 61

**Brands** will be listed to the right of the menu. In this case, the vendor offers **Services**, but contracts offering name brands will show a listing of those brands.



If your contract is inactive and no longer published on the DIR site, contact your DIR Contract Manager to obtain a list.

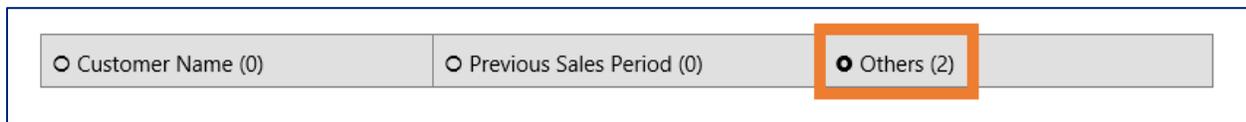
To correct brands, follow the same steps above in the **Edit Online** tool. Instead of indicating **Invalid Customer** it will say **Invalid Brand**.

If you find that there are brands not listed, check the Appendix C Pricing Index. If the brand is listed on Appendix C, contact your DIR Contract Manager for assistance. If the brand needs to be added, the contract manager will make the update and you will need to wait until the following day for the overnight data synch to update. If the brand is neither on the vendor webpage or Appendix C, refer to [Errors That Must Be Resolved with Assistance from DIR](#)

### 6.8.3 Reseller/Subcontractor Names: Correcting

If you have a number in the **Others** parenthesis, click in the circle next to **Others** and click on the **GO** button. **Others** refers to invalid brand names or reseller/subcontractor names.

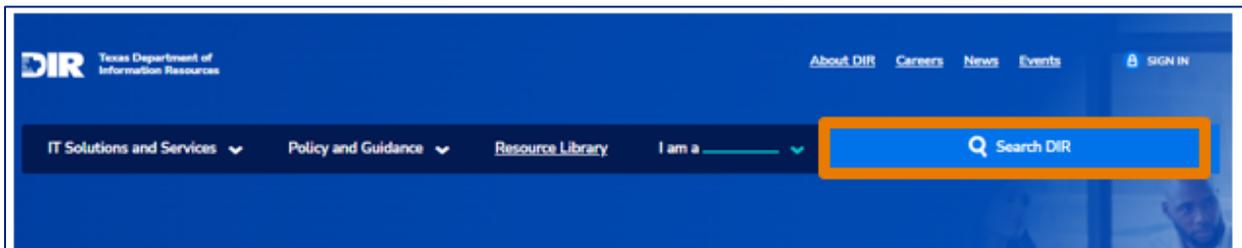
**Example:**



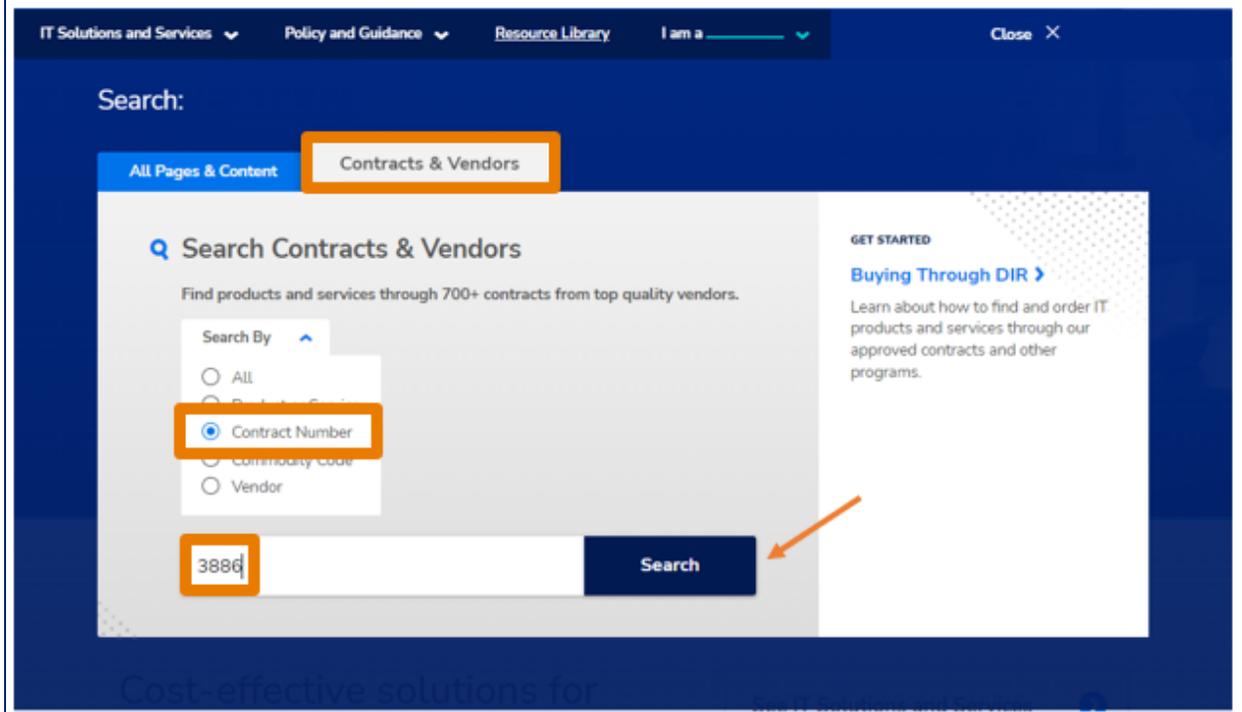
If your contract allows for resellers or subcontractors, the names reside in Salesforce and must be entered on the report exactly as they appear on the contract page.

You can find the reseller names and their naming conventions on your DIR webpage (if your contract is currently active) at [www.dir.texas.gov](http://www.dir.texas.gov):

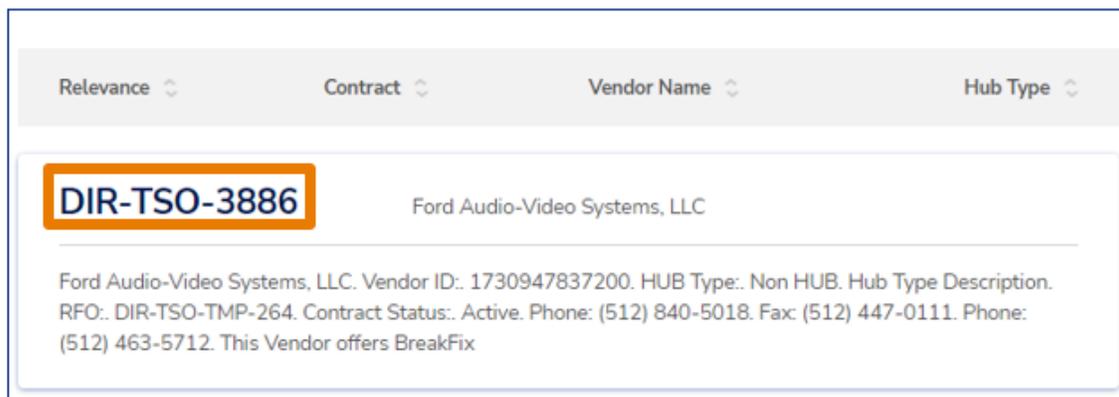
Select  Search DIR



Select the **Contracts & Vendors Tab**, the **Contract Number** radio button, enter the **last 4 digits of the contract number**, and select **Search**:



Click on the **contract number** to be linked to the DIR webpage for the contract:



## Contract Details & Ordering Information

- Products & Services
- Commodity Codes
- Brands
- Contract Documents
- How to Order
- Resellers

**MORE INFORMATION**

[Vendor Website](#)

Visit this Vendor's website to view the latest product, service, and pricing information.

Reseller Vendor Contacts

[Download Vendor List \(.CSV\)](#)

Vendor Name	Vendor ID	HUB Type	Contact Name	Phone/Fax	Address	Email
B12 Consulting LLC	1462313 768500	Asian Pacific American Female	Shouvik Bhattacharyya	P: (972) 361-8434 F:	15950 Dallas Parkway, Suite #400 Dallas, TX 75248	shouvik@b 12consultin g.com
Bluesource, Inc.	1261739 6457	Non HUB	Deeda Brown	P: (817) 601-0944 F:	1900 Enchanted Way # 225 Grapevine, Texas 76051- 0965	accounting @bluesourc e.net
Broadleaf IT, LLC	1823854 230	Non HUB	Keri Annis	P: (832) 678-1024 F:	13100 Wortham Center	kannis@bro adleafgrou n.com

Resellers are listed on the webpage but can also be downloaded to a .CSV file.

Subcontractors are not listed. To find the exact name of a subcontractor, conduct a vendor search on the DIR website. Many subcontractors are also prime vendors. Start by entering part of the subcontractor's name. For example, if the subcontractor is ABC Subcontractor, L.L.C., start with "ABC". As long as "Vendor Search" is selected, the website will only return results for vendor/subcontractor names:

If you find that a reseller is not listed on your DIR page, and/or you cannot find the subcontractor, check the **Appendix B HUB Subcontracting Plan (HSP)**:

**Contract Details & Ordering Information**

Products & Services  
Commodity Codes  
Brands  
**Contract Documents**  
How to Order  
Resellers

MORE INFORMATION  
Vendor Website [↗](#)  
Visit this Vendor's website to view the latest product, service, and pricing information.

**Contract Documents**  
Contract documents include all essential contract documents for your procurement file.

- PDF (373 KB)  
[DIR-CPO-4444 Contract](#)  
Date posted: 01/11/2021
- PDF (465 KB)  
[DIR-CPO-4444 Appendix A Standard Terms and Conditions](#)  
Date posted: 01/31/2020
- PDF (1 MB)  
[DIR-CPO-4444 Appendix B HUB Subcontracting Plan \(Approved on 12-17-2021\)](#)  
Date posted: 12/22/2021
- PDF (108 KB)  
[DIR-CPO-4444 Appendix C Pricing Index](#)  
Date posted: 01/31/2020
- PDF (2 MB)  
[DIR-CPO-4444 RFO DIR-TSO-TMP-424](#)  
Date posted: 01/11/2021

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The information below is also covered in [Errors That Must Be Resolved with Assistance from DIR](#)

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If the subcontractor/reseller is listed on the HSP, contact your DIR Contract Manager for assistance. The entity may need to be added to the contract Salesforce record, which will refresh overnight.

If the subcontractor/reseller is **NOT** listed on the HSP, **check the date of the HSP** (by opening the document) to ensure that the latest version was loaded. If the version on the DIR website is not the latest version, contact your DIR Contract Manager, who will upload the latest version. This process could take 24-48 hours to load and the DIR page to refresh.

If the version loaded is the most recent version, a **new** HSP must be submitted to the HUB office for approval. Approvals take approximately 10 business days to complete, so the sale may need to be recorded on the following months' VSR.

## 6.9 Errors Loading the VSR

### 6.9.1 Report Fails to Load

If the sales report is Rejected, navigate to the History Screen, and scroll to the right to download the **Error File**:

Status	Status Date	Total Extended Price	Estimated Admin Fee	Estimated Late Fee	Final Admin Fee	DIR Response
Accepted	10-14-2020	\$6,206.40	\$46.55	\$0.00	\$0.00	<a href="#">Accepted file by DIR</a>
Rejected	10-14-2020					<a href="#">Error File</a>

---

If you use the Error File to make corrections, **always remember to remove/delete** the **entire last column labeled Error Description** before saving and reloading the corrected report. If this is not done an Invalid Template error will occur.

---

In most cases, an error is the result of data entry issues such as:

- Formatting
- Spelling and punctuation errors
- Missing data
- Populating a field that should be left blank
- Using an outdated template
- Using the wrong template for the contract type
- Exceeding the character limit
- Report/invoice date mismatch
- Contract start date/order date mismatch
- Entering data that does not match the definition for the field

Other issues include:

- Trying to correct errors on sales report that has already been accepted.
- Listing a brand or a reseller that is not in the portal for the contract for which the VSR has been created

---

[List of VSR Error Messages](#) lists error messages and their descriptions that will also assist in resolving errors

---

## 6.9.2 Errors That Must Be Resolved with Assistance from DIR

### Backing out a Report

Once a VSR sales report is in **Accepted** status, changes can no longer be made without DIR assistance.

If you need to make a correction to your report, or if DIR asks you to make a correction to your report, it can only be done in the current month.

Send an email request to [ict.sales@dir.texas.gov](mailto:ict.sales@dir.texas.gov) asking that your current report be backed out and provide the DIR Contract number for the report.

If you need to make corrections to a past report, refer to [Reporting Past Sales](#).

### Brand is Missing

If a brand is **NOT** listed on the vendor DIR web page or in Appendix C, it is likely that the brand is not currently within the scope of the contract and the sale is ineligible. The sale **cannot** be reported on the VSR (and the brand should not be sold as part of the DIR contract). Check with the contract manager for your organization. It is possible that Appendix C Pricing Index has been updated via an amendment or contract change order and the brand has not yet been added to Salesforce, but unless the amendment has been executed prior to the sale, the sale is ineligible.

If the amendment has been executed but the brand has not yet been loaded, contact the DIR contract manager to determine the timeline to add the brand. This process can take several days. The sale may need to be reported as a late sale on the next month's report.

### Reseller or Subcontractor is Missing

If a reseller or subcontractor is **NOT** listed on the DIR web page or in Appendix B, it is possible that the HSP has not been updated. The sale cannot be reported on the VSR (and the reseller/subcontractor should not be fulfilling purchase order/performing services as part of the DIR contract). Check with the contract manager for your organization. It is possible that the HSP has been updated but the reseller/subcontractor has not yet been added to Salesforce. However, unless the HSP was approved by the DIR HUB office prior to the sale, the sale is ineligible.

If the HSP was approved prior to the sale but the reseller/subcontractor has not yet been added to Salesforce, contact the DIR contract manager to determine the timeline add the reseller/subcontractor. This process can take several days. The sale may need to be reported as a late sale on the next month's report.

Becoming familiar with the DIR VSR User Guide to this point will prevent most errors or make it easy to troubleshoot errors. Sales Report Contacts are strongly encouraged to allow enough time each month to address errors that could require action on the part of the Vendor Contract Manager, the DIR Contract Manager, DIR Contract Services, or tech support.

## 7.0 Fees

### 7.1 Estimated Admin Fees

Administrative fees are calculated based on the original order date of the sale listed on the report in the following columns:

**Cooperative Template:** Column **E**  
**Staffing Template:** Column **E**  
**Telecom Template:** Column **M**

If your contract has more than one admin fee, the VSR portal calculates as follows in the example:

The contract below had an amendment, and the Admin Fee was lowered.

- Sales reported with an order or start date of 9/22/2017 through 8/31/2018 will be calculated at .75%
- Sales reported with an order or start date of 9/1/2018 through 9/22/2021 will be calculated at .50%

Admin Fees			
Action	Admin Fee	Admin Fee Start Date	Admin Fee End Date
	0.50	9/1/2018	9/22/2021
	0.75	9/22/2017	8/31/2018

The admin fee that appears in the portal is an estimate. Always wait for an email with the subject line **DIR Has Closed Reporting Period for 2020XX** (month close) to be sent with your final admin fee calculation before remitting payment ([Admin Fee Payments](#)).

### 7.2 Ineligible Sales

Customer eligibility may change at any time based on new legislation, the creation of taxing entities such as emergency service districts, legal determinations, and the funding of an entity.

- Sales to ineligible customers will not be counted towards your final Admin Fee.
- DIR contract managers will notify vendors of customers that were ineligible at the time the report was submitted.
- The month close email discussed in [Estimated Admin Fees](#) will not include fees from ineligible customers in your **Final Admin Fee Due** calculation. The sales are not counted and do not need to be credited in the VSR Portal.

### 7.3 Late Fees

Failure to timely submit three (3) reports or administrative fee payments within any rolling twelve (12) month period will result in the contract being flagged as eligible for late reporting fees. Once a contract has been flagged, this remedy will remain for the life of the contract.

If a contract has been flagged as eligible for late fees, a vendor can be charged \$100 per day up to \$1,000 per month for each day that the VSR is late. Repeated late VSRs could, at DIR's discretion, result in suspension or termination of the contract.

Communication is key so that sales reports are not late.

Email [ict.sales@dir.texas.gov](mailto:ict.sales@dir.texas.gov) or contact your DIR contract manager for assistance.

### 7.4 Admin Fee Payments

Admin fees are due by the 25th of the month following receipt of the **DIR Has Closed Reporting Period for 2020XX** (month close) email. See header example below. Detail is in the following section.

-----Original Message-----

From: VSR Support [mailto:[vsr.support@dir.texas.gov](mailto:vsr.support@dir.texas.gov)]

Sent: Tuesday, January 2, 2020, 12:28 PM

To: Jane Doe <[jane.doe@ABCVendor.com](mailto:jane.doe@ABCVendor.com)>

Subject: DIR Has Closed Reporting Period for 202003

Vendors are expected to keep accounts current. Refer to [Billing and Payment](#) for detailed information regarding the remittance of admin fees.

---

Late or missed admin fees could result in the delay of contract amendments and renewals and could, at DIR's discretion result in suspension or termination of the contract.

---

## 8.0 Billing and Payment

### 8.1 Overview

Each month DIR completes an administrative review of all sales to close out the month. Once the close process is complete, an email will be sent to all vendors including your final admin fee and any late fees associated with the report for that month.

Below is an example of the email that will be sent to the email address used to upload the VSR sales report and the email address the vendor has listed as their Vendor Contract Manager.

-----Original Message-----

From: VSR Support [mailto:vsr.support@dir.texas.gov]

Sent: Tuesday, January 2, 2020, 12:28 PM

To: Jane Doe <jane.doe@ABCVendor.com>

Subject: DIR Has Closed Reporting Period for 202003

Below are the Final Admin Fees and any associated Late Fees for contract DIR-CPO-9999.

Vendor name: ABC Vendor, LLC

Final Admin Fee: \$ 125.25

Late Fee: \$ 100.00

Total owed to DIR: \$ 225.25

Final Admin Fee is due by the 25th of the month following the report due date (the due date is the 15th of the month following the sale).

### 8.2 Admin Fee Due Date

Admin Fees are due by the 25th of the month following the submission of the VSR, or approximately 10 days after receipt of the closing email.

We ask that all vendors wait to pay the administrative fee until they receive this email. If the final admin fee has been adjusted, email [ict.sales@dir.texas.gov](mailto:ict.sales@dir.texas.gov) for clarification. In most instances, the report contained an ineligible sale or there were data input errors.

### 8.3 Avoiding Overpayments and Refunds

Admin fee overpayments are generally the result of remitting payment too early, and cause significant effort to correct both on the part of the vendor and DIR.

DIR cannot apply payments until:

- The month is closed
- All accounts are reconciled
- The final admin fee payment schedule is approved
- The fees due are entered into the accounting system

Early payments can be credited to the vendor account but cannot be applied to specific line items. Should an admin fee be adjusted down (usually due to ineligible sales), the resulting credit cannot be applied to future admin fees without making arrangements with DIR Finance. DIR does not generate credit memos.

Large credits usually need to be refunded, and the refund process can often take more than 90 days.

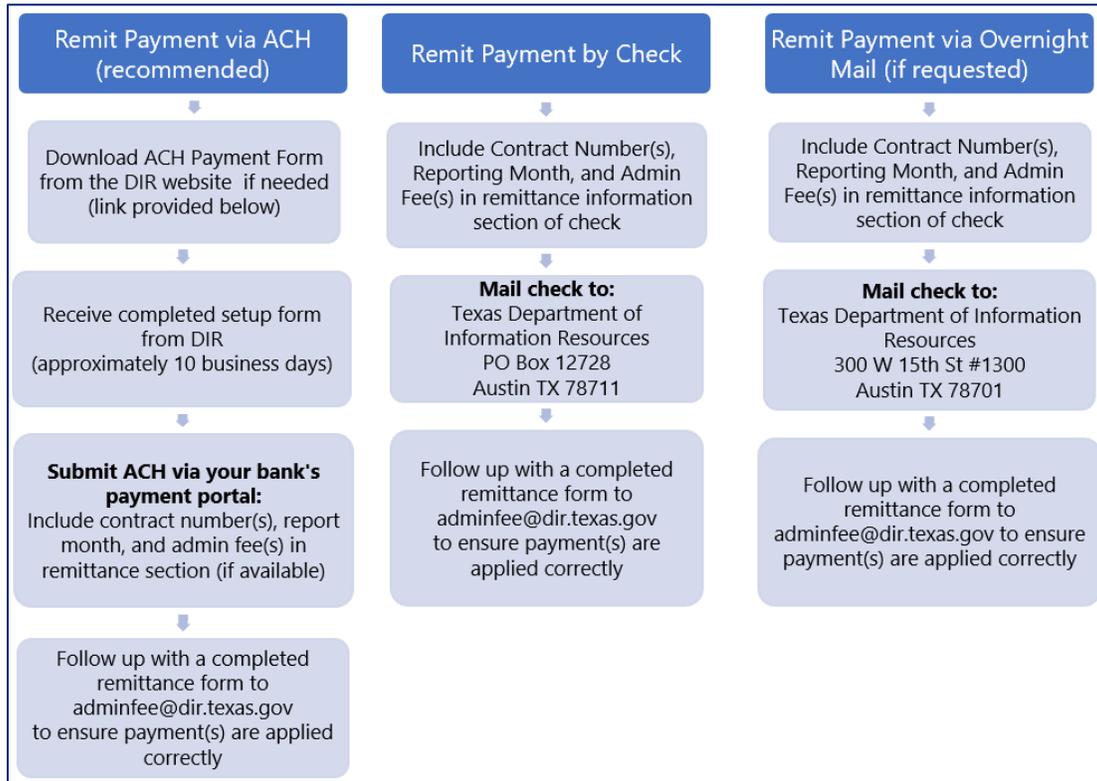
The best way to avoid overpayments for admin fees is to wait until the monthly close email has been received. By statute, the monthly close email must be sent no later than the 14th day of the month the payment is due but is usually sent earlier.

---

If the close email has not been received, check your junk email folder. You may also request a copy by emailing [ict.sales@dir.texas.gov](mailto:ict.sales@dir.texas.gov)

---

## 8.4 Admin Fee Payment Options



DIR accepts payment via ACH (recommended) or check. An [ACH authorization form](#) is available on the [DIR website](#).

## 8.5 Remittance Information

Admin fee payments should include the following remittance information:

- Vendor Name (must match the name on the contract)
- Contract Number(s)
- Reporting Month

If the payment includes fees for multiple contracts, the payment must include a breakdown of fees paid per contract.

Once payment has been made, notify DIR via email at [adminfee@dir.texas.gov](mailto:adminfee@dir.texas.gov), and include the contract number(s) in the subject line. Payments are processed offsite, and Contract Services has limited visibility as to when payments are received.

---

Failure to send payment notification could result in delayed contract amendments and renewals.

---

Email notification options:

- A brief notification of the date, amount remitted, check number, and reporting month. Please put the contract number(s) in the subject line.
- An ACH payment notification from a bank
- A completed [remittance](#) form attached to an email. This option is preferred for vendors with multiple contracts. The form is available at on the [DIR website](#) (scroll down to the bottom of the page). The form is also available on the [VSR Portal](#). Please put the contract number(s) in the subject line.

---

This concludes the body of the VSR Manual. The following sections are an Error Message Reference Guide, Exhibits and Resources.

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## 9.0 Error Messages

### 9.1 List of VSR Error Messages

<b># of Pages</b>	(Telecom) <b>Field length is 28 characters</b> Information in the column is longer than 28 characters. Field can be blank, or N/A or filled in with a number at 28 characters or less.
<b>Ineligible Order Date</b>	(Cooperative, ITSAC), Ineligible Start Date (Telecom) <b>Field length is 10 characters</b> Date must be on or after the start date of your DIR contract. It also must be on or before the current end date. If contract has lapsed or suspended, no new orders can be issued, but sales report is still required. If contract has ended, reports are submitted when invoices are issued with order dates from start through end date. Approved formats are: M/D/YY, M/D/YYYY, or MM/DD/YY. If date appears correct, ensure there is no extra spaces or blank lines inserted within the cell after it.
<b>Invalid Acquisition Type</b>	(ITSAC) <b>Field length is 19 characters</b> Column is either blank, or the Type is misspelled. Must match one of 2 types: Request for Resumes or SOW
<b>Invalid Actual Discount Percentage</b>	(Cooperative). <b>Field length is 12 characters with 2-digit number after decimal point.</b> Pricing in this column is based on your approved Appendix C, Pricing Index. Number must be in #.## format.
<b>Invalid Address</b>	(Cooperative, ITSAC, Telecom) <b>Field length is 100 characters</b> Cannot be blank. Address should point to customer name listed.
<b>Invalid Administrative Fee Due</b>	(ITSAC) <b>Field length is 21 characters</b> Must be a number in #.## format
<b>Invalid Brand</b>	(Cooperative) <b>Field length is 100 characters</b> Must match name of approved name under Available Brands by spelling, punctuation, etc. If none are listed, check with your DIR contract manager. Some contracts are open to all brands. If brand is missing and allowed under your contract, your DIR contract manager must be contacted to get brand added to complete the load.
<b>Invalid City</b>	(Cooperative, ITSAC, Telecom) <b>Field length is 50 characters</b> Cannot be blank

<p><b>Invalid Contract Discount Percentage</b></p>	<p>(Cooperative)  <b>Field length is 12 characters with 2-digit number after decimal point.</b>  Pricing in this column is based on your approved Appendix C, Pricing Index.  Number must be in #.## format and based on unit price in column N.</p>
<p><b>Invalid Contract Number</b></p>	<p>(Cooperative, ITSAC, Telecom)  Must match the approved contract number by spelling, punctuation, etc. as it shows on your main DIR website page. This is not the RFO number.</p>
<p><b>Invalid Contract Price</b></p>	<p>(Cooperative)  <b>Field length is 10 characters with 2-digit number after decimal point.</b>  Pricing in this column is based on your approved Appendix C, Pricing Index.  Number must be in #.## format and based on unit price in column N.</p>
<p><b>Invalid Customer</b></p>	<p>(Cooperative, ITSAC, Telecom)  <b>Field length is 100 characters</b>  Customer name listed doesn't match name in approved list. Three ways to fix:</p> <ul style="list-style-type: none"> <li>• Download error file and do search for name in Look Up screen.</li> <li>• Download error file and do search in approved customer name list.</li> <li>• Edit Online</li> </ul> <p>Search by key part(s) in name. Example name is City of Austin Parks Department. Search for City of Austin</p> <p>Schools should list parent school district or charter school. School names can repeat across districts and charters. There should never be an individual's name as customer.</p> <p>Out of state customers must have an interlocal agreement on file with DIR and show on DIR website at following link:  <a href="http://dir.texas.gov/View-Contracts-And-Services/Pages/Content.aspx?id=2">http://dir.texas.gov/View-Contracts-And-Services/Pages/Content.aspx?id=2</a></p> <p>Out of state customers can be found at the following link:  <a href="http://dir.texas.gov/View-Contracts-And-Services/Pages/Content.aspx?id=2">http://dir.texas.gov/View-Contracts-And-Services/Pages/Content.aspx?id=2</a></p> <p>Customer eligibility requirements are found at:  <a href="http://dir.texas.gov/View-Contracts-And-Services/Pages/Content.aspx?id=25">http://dir.texas.gov/View-Contracts-And-Services/Pages/Content.aspx?id=25</a></p>

<b>Invalid Customer Contact</b>	(Cooperative, ITSAC) <b>Field length is 50 characters</b>
<b>Invalid Description</b>	(Cooperative, ITSAC, Telecom) <b>Field length is 150 characters</b> Leave out special characters such as *, +, /,  , =, %, etc. that may be construed as calculations or code. The description needs to be easy to determine how it fits under your DIR contract. References to credits/discounts or trade-ins need to provide what it is a credit on. Example: Credit on HDMI cables. Do not combine items together. For ITSAC contracts the contractor performing the work needs to be listed. Ex: John Smith, Farrah Fawcett, etc.
<b>Invalid EPEAT</b>	(Cooperative) <b>Field length is 6 characters</b> Electronic Product Environmental Assessment Tool (EPEAT) – You can check at <a href="http://www.epeat.net">www.epeat.net</a> to determine if product meets this green criteria. If the product is EPEAT the entry must be either Bronze, Silver or Gold. It can be blank. No other entries are allowed.
<b>Invalid Extended Price</b>	(Cooperative, ITSAC, Telecom) <b>Field length is 10 characters with a 2-digit number after decimal point</b> It must equal the quantity times the unit price. If all allowed numbers do not display or too many digits are listed in either quantity and/or unit price the number will not calculate correctly. For credits the number must be in -#.## format not (#.##) format.
<b>Invalid HUB Type</b>	(Cooperative) Field must be left blank.
<b>Invalid Invoice Date</b>	(Cooperative, ITSAC, Telecom) <b>Field length is 10 characters</b> List all invoices with dates within the start and end date of the Submitted Reporting Month (cell B3). Invoices with dates for future months may not be loaded. Approved formats are M/D/YY, M/D/YYYY or MM/DD/YY. If date appears correct, ensure there is no extra spaces or blank lines inserted within the cell after it.
<b>Invalid Invoice Number</b>	(Cooperative, ITSAC, Telecom) <b>Field length is 50 characters</b> One invoice per line. It cannot be blank.
<b>Invalid ITSAC Category</b>	(ITSAC) <b>Field length is 100 characters</b> Column is either blank, Category is misspelled, or the Title is incorrect. Refer to the Approved Category &NTE tab of your report template for correct spellings and groupings. You will need to download your report

	if the ITSAC Category is not correct to fix it. You may also use the Lookup screen.
<b>Invalid ITSAC Level</b>	(ITSAC) Should be either Intern 1, Intern 2, Intern 3, 1, 2, 3 or Specialist except leave blank if Undefined Title is used in Column V.
<b>Invalid ITSAC Title</b>	(ITSAC) <b>Field length is 100 characters</b> Column is either blank, Category is misspelled and doesn't match the ITSAC title or ITSAC title is incorrect. Refer to the Approved Category &NTE tab of your report template for correct spellings and groupings. You may also use the Lookup screen.
<b>Invalid Language</b>	(Telecom) <b>Field length is 50 characters</b> Information in the column is longer than 50 characters. Put in Language if it applies. It must be either blank, n/a, or filled in with language (examples: German, Chinese, Spanish, etc.).
<b>Invalid Lease</b>	(Cooperative) <b>Field length is 5 characters</b> Must be either Buy or Lease. If item is on a lease/rental term, it must be Lease. Otherwise, it should be buy. Field cannot be blank, be a number or any other word
<b>Invalid Minutes</b>	(Column V) <b>Field length is 28 characters</b> Information in the column is longer than 28 characters. Put in number if it applies. It must be either blank, n/a, or filled in with number and include comma in the format.
<b>Invalid MSRP</b>	(Cooperative, ITSAC) <b>Field length is 10 characters with 2-digit number after decimal point</b> For cooperative it must zero or greater and is based on the unit price. It can never be a negative number or be blank. For ITSAC it must be zero. It can never be a negative number or be blank.
<b>Invalid Part Number</b>	(Cooperative) <b>Field length is 50 characters</b> Must have either a number (alpha/numeric) or list N/A because it is a service). Should be one number per line
<b>Invalid Product Item</b>	(Telecom) <b>Field length is 50 characters</b> Field cannot be blank, must be filled in with name or number at 50 characters including spaces or less.
<b>Invalid Product Type</b>	(Cooperative) <b>Field length is 100 characters</b>

	<p>It is required on DBITS contracts issued under RFOs: DIR-SDD-TMP-197 &amp; DIR-SDD-TMP-253</p> <p>Field must match spelling, punctuation of name in approved list. Should be blank otherwise. List can be found on your main DIR web page under Available Products and Services</p>
<b>Invalid Publisher/Manufacturer</b>	<p>(Telecom)</p> <p><b>Field length is 100 characters</b></p> <p>Column is either blank or has been miss-spelled. Must match approved manufacturer for the contract.</p>
<b>Invalid Quantity</b>	<p>(Cooperative, ITSAC, Telecom)</p> <p><b>Field length is 10 characters with to 4-digit number after the decimal point for Cooperative &amp; ITSAC and 6-digit number after decimal point for Telecom</b></p> <p>For credits/discounts the number needs to be in -#.## or -#.#### format. All digits must display. Do not list more than allowed. Examples: 1.2345 but not 124.3438974 (too many digits after decimal point) or -34.43 but not (34.43). Number for credit can't be in ().</p>
<b>Invalid Ramp</b>	<p>(Cooperative, Telecom) This column can only contain the word Yes or be left blank. Any other data must be deleted.</p>
<b>Invalid Reference Number</b>	<p>(Cooperative, ITSAC, Telecom)</p> <p><b>Field length is 30 characters</b></p> <p>Column is either blank or lists one of the following: N/A, na, cc, credit card. Can't be blank or list payment method.</p>
<b>Invalid Reseller</b>	<p>(Cooperative)</p> <p><b>Field length is 255 characters.</b> Reseller applies to company authorized to sell products off your prime DIR contract – prime vendor is not a reseller.</p> <p>It must match name as it shows on your main DIR website page under Reseller Vendor Contacts by spelling, punctuation, etc. If name is missing, contact your DIR contract manager to get it added. Do not list Subcontractor sale on same line. Line item must apply to Reseller only.</p>
<b>Invalid Reseller</b>	<p>(ITSAC, Telecom)</p> <p><b>Field length is 100 characters</b></p> <p>Information in the column is longer than 100 characters. Field can be blank, or N/A or filled in with information at 100 characters or less.</p>
<b>Invalid Sales Period</b>	<p>(Cooperative, ITSAC, Telecom)</p> <p><b>Field length is 6 characters</b></p> <p>Period is in YYYYMM format (example January 2017 is 201701). Period must be same month year as invoice date. If date is correct and you are reporting older month sales, you have opportunity to confirm and load in Online Edit function.</p>
<b>Invalid Ship Date</b>	<p>(Cooperative)</p> <p><b>Field length is 10 characters</b></p>

	The date must be on or after the contract start date and on or before the invoice date. Pre-billing before shipment or service is against statute. Approved formats are: M/D/YY, M/D/YYYY or MM/DD/YY. If date appears correct, ensure there are no extra spaces or blank lines inserted within the cell after it.
<b>Invalid MANUF</b>	(ITSAC) <b>Field length is 100 characters</b> Column is either blank or it is not ALL CAPS, or it has been mis-spelled. Must be: STAFFING SERVICES
<b>Invalid State</b>	(Cooperative, ITSAC, Telecom) <b>Field length is 2 characters</b> Must be all cap 2-digit abbreviation. Cannot be blank. Must be state within the United States.
<b>Invalid Subcontractor</b>	(Cooperative) <b>Field length is 255 characters</b> Subcontractor is a company authorized to sell services allowed off your DIR contract. It must match name in approved list by spelling, punctuation, etc. Check with your DIR contract manager if a name appears to be missing.
<b>Invalid Subcontractor</b>	(Telecom) <b>Field length is 100 characters</b> Information in the column is longer than 100 characters. Field can be blank, or N/A or filled in with information at 100 characters or less.
<b>Invalid Subcontractor Company Name</b>	(ITSAC) <b>Field length is 100 characters</b> Information in the column is longer than 100 characters. Field can be blank, or N/A or filled in with information at 100 characters or less.
<b>Invalid Submitted Reporting Month</b>	(Cooperative, ITSAC, Telecom) <b>Field length is 6 characters</b> This is month for previous period that just ended. It is always in YYYYMM format. Unacceptable formats are 2016-12, December 2016, etc. Valid examples are 201612, 201701. You cannot re-load a report for a file that has been previously Accepted. Errors should be corrected on future reports. If you miss a previous month, you must enter that month as a zero sales report before entering current month in the system.
<b>Invalid Undefined Title</b>	(ITSAC) If Column V is populated with 'Undefined Title', <b>the Undefined Title column X cannot be left blank. Must be filled in with the final negotiated title from the customer.</b>
<b>Invalid Template</b>	(Cooperative, ITSAC, Telecom) Open file and look in far right column. Is there an error description column? If yes, delete the entire column and reupload. If not, check if current template is protected. If yes, download a blank and use new

	version. If it is still not valid, your system may be automatically encrypting the file. Email <a href="mailto:ict.sales@dir.texas.gov">ict.sales@dir.texas.gov</a> for assistance.
<b>Invalid Unit Price</b>	(Cooperative, ITSAC, Telecom) <b>Field length is 10 characters with up 6-digit number after decimal point for Cooperative and ITSAC and 8-digit number after decimal point for Telecom</b> For credits/discounts it can never be a negative. Number may include dollar sign or comma.
<b>Invalid Vendor Name</b>	(Cooperative, ITSAC, Telecom) <b>Field length is 150 characters</b> Must match the approved name as it displays at the top of your main DIR contract website page and in the VSR Portal. It should show as default in the Upload and History screens.
<b>Invalid Zip Code</b>	(Cooperative, ITSAC, Telecom) <b>Field length is 10 characters</b> Cannot be blank. Must display all digits. For zip codes starting with 0 put number in text format. Acceptable format are ##### (ex: 75731) or #####-#### (ex: 07543-9399)
<b>Not Active Report Period</b>	This applies to any row where the Sales Period listed is for an older invoice date. If dates are incorrect, you will need to update the Sales Period as well as invoice date to be in current month of the report. If, however, the sales period is correct you will need to wait until the file goes to Pending User Action status. You will use Edit Online function and select the Previous Sales Period to validate you are including older month sales.
<b>Not-to-Exceed Rate</b>	(ITSAC) Column K, Unit Price has an hourly rate listed that is higher than the contract Not-to-Exceed Rate. Either the Category, Title, or the Level may be incorrect, or the hourly rate you are billing is too high. Verify all information on the purchase order and check the "Approved Category&NTE" tab on the template. The hourly rate being billed should never be higher than the contract Not-to-Exceed rate for the category.
<b>Please provide Contract Discount Percentage plus Actual Discount Percentage or just Contract Price</b>	(Cooperative) Pricing in these columns is based on your approved Appendix C, Pricing Index. You are missing either contract or actual discount percentage (columns AB & AC) or contract price. If line item is based on discount percentages, you must fill in both columns AB & AC in #.##% format. If it is based on a set rate, then column AD is filled in in #.## format. It is based on the unit price for each line item.

## 10.0 Resources

### 10.1 Contact Information

#### 10.1.1 Assistance with account setup and VSR Portal Login/Password:

[vsr.support@dir.texas.gov](mailto:vsr.support@dir.texas.gov)

#### 10.1.2 Assistance with Vendor Sales Reports

For general assistance with Vendor Sales Reports: [ict.sales@dir.texas.gov](mailto:ict.sales@dir.texas.gov)

#### 10.1.3 Assistance with the ITSAC Portal

For assistance with the ITSAC Portal: [dirstaffaugmentation@dir.texas.gov](mailto:dirstaffaugmentation@dir.texas.gov)

#### 10.1.4 Assistance with the HUB Subcontracting Form

To submit a new form, or to receive assistance: [dir.hub@dir.texas.gov](mailto:dir.hub@dir.texas.gov)

### 10.2 Additional Resources

#### 10.2.1 HUB

[Comptroller of Public Accounts Historically Underutilized Business \(HUB\) Program](#)

[HUB Subcontracting Forms](#)

[DIR HUB Program](#)

## 11.0 Version History

### 11.1 Version History Table

Version Number	Comments
V 11.18.2020	Initial Release
V 12.10.2020	Formatting Changes
V 06.29.2021	Updated Staffing Template headers, corrected illustration on page 47: Late Sales Report Example
V 02.04.2022	DBITS Updates: Change in Template headers, corrected illustration New Screenshots: New illustrations to reflect changes in navigation/appearance Corrected an error in Late Sales Report section Formatting Changes
V 11.03.2022	Updates Telecomm Reporting Instructions Customized screenshots for each type of VSR template location Adds upload instructions Updates links Updates calendar graphic Adds upload schedule