

**Vendor Information  
Self Service Portal  
STAARS & Alabama Buys  
Frequently Asked Questions (FAQs)**

• **Can I add multiple business locations?**

Yes, there are two ways:

- Register a location with a new user ID and password. To do this, search in the Vendor Self Service (VSS) portal using your tax ID number and click “Add Business Location” for the corresponding account.
- Register a location using an existing user ID and password. To do this, log in to the Headquarters account. On the Business Info tab, click “Add Business Location.”

\*Please note many vendors have multiple payment addresses registered in STAARS for the same account besides their physical location for shipping and remittance.

• **How do I add a payment/billing/ordering address?**

Log in to your vendor account and click the “Addresses and Contacts” tab. Click “Assign/Create Addresses & Contacts.” Follow the instructions to add a payment/billing/ordering address.

• **Who do I contact if I have questions?**

Please keep in mind that the Alabama Breast & Cervical Cancer Early Detection Program does not have access to the VSS or any knowledge of the registration process.

• **Can I setup my account for ACH or Direct Deposit?**

Yes, you may select to get paid via ACH or Direct Deposit. When setting up your account, you may choose this option and enter your banking information.

For further questions and assistance, please refer to the “Important Vendor Information” page in your packet.

Thank you for your patience during this process.