

Vendor Registration Guide

Vendor registration for HiePRO is an easy process and can be completed in a matter of minutes. There is a [vendor registration how-to video](#) available for your convenience.

What you'll need to get started

1. FEIN or SSN (if sole proprietor) *Note: Be sure your FEIN/SSN matches the application in Hawaii Compliance Express (HCE)*
2. Business name and address

Vendor Registration Steps

1. Go to: hiepro.hawaii.gov
2. Click 'Go to SSO Login'
3. Enter your email address
4. Click Next
5. If an account is found, you will enter your password and MFA information to complete the login process (skip to step 9)
6. If an account is not found, you will go through the [myHawaii](#) account creation process including Multi Factor Authentication (MFA) setup
7. After the myHawaii account is setup, you will enter all the required information under Additional Information
8. Agree to the Terms of Use and select "Submit"
9. Select 'Register as a vendor'
10. Fill in your business information (be sure your FEIN or SSN is correct)
11. Fill in your contact information
12. To add commodity codes to the code table, enter a keyword associated with your industry and select 'Search'

The screenshot shows the 'Vendor Registration' page with a blue header containing navigation links: Home, Search, Commodity Codes, FAQs, Help Videos, and Vendor Registration. The form is divided into several sections:

- Personal Information:** Fields for First Name (John), Last Name (Smith), Title/Position (CEO), Email (email@example_1234@yahoo.com), Phone (808-123-1234), and an optional Alternate Phone (masked with asterisks).
- Code Table:** A section for adding commodity codes. It includes a text input with 'chairs', a 'Search' button, and a table with columns 'Commodity Code', 'Description', and 'Action'. Below the input is a link to a 'how-to video' and text about commodity codes.
- Affirmation:** A checkbox labeled 'I affirm that I have the authority to submit offers on behalf of the company that I have entered.'
- Buttons:** At the bottom are three buttons: 'Submit Form' (with a checkmark icon), 'Reset Form' (with a circular arrow icon), and 'Cancel' (with an 'x' icon).

13. Select all the codes AND descriptions that apply to your business
 1. Note: The commodity code and description must match the solicitation exactly to receive email notifications

The screenshot shows a web application for vendor registration. A modal window titled 'Search Results' is open, displaying a table of commodity codes and descriptions. The table has columns for 'Select', 'Code', and 'Description'. The first four rows are selected with checkboxes. The background form is partially visible, showing fields for 'First Name', 'Email', 'Code Table', 'Affirmation', and 'Title/Position'.

Select	Code	Description
<input checked="" type="checkbox"/>	337121	Chairs, upholstered household-type (except dining room, kitchen), manufacturing
<input checked="" type="checkbox"/>	337122	High chairs, wood, children's, manufacturing
<input checked="" type="checkbox"/>	337122	Kitchen chairs (e.g., upholstered), wood, manufacturing
<input checked="" type="checkbox"/>	337122	Dining room chairs (including upholstered), wood, manufacturing
<input type="checkbox"/>	337122	Chairs (except upholstered), wood household-type, manufacturing
<input type="checkbox"/>	337124	Kitchen chairs (including upholstered), metal, manufacturing
<input type="checkbox"/>	337124	Dining room chairs (including upholstered), metal, manufacturing
<input type="checkbox"/>	337124	Chairs, metal household-type (except upholstered), manufacturing
<input type="checkbox"/>	337125	Chairs, cane, wood household-type, manufacturing
<input type="checkbox"/>	337125	Kitchen chairs (including upholstered), plastics manufacturing

14. Click 'Add Selected Codes'
15. Check the 'Affirmation' box
16. Click 'Submit Form'
17. Click 'Continue'
18. That's it! You're a registered vendor!

Troubleshooting Guide

ID#	Problem	Answer
1	I don't know if I have a myHawaii account.	If you try to create a myHawaii Account and you already have one the system, it will prompt you for a password. You can reset your password if you don't remember it then use those credentials to login and register as a vendor.
2	Where do I go to get a myHawaii account?	<ol style="list-style-type: none"> 1. Go to hiepro.hawaii.gov 2. Click 'Go to SSO Login'

3	I have a myHawaii account but don't know my password.	<ol style="list-style-type: none"> 1. Go to hiepro.hawaii.gov 2. Click 'Go to SSO Login' 3. Enter your email address 4. Click Forgot password 5. Go through the on screen prompts to reset the password 6. Use the password to login
4	I have a myHawaii account and I know my password.	<ol style="list-style-type: none"> 1. Go to hiepro.hawaii.gov 2. Click 'Go to SSO Login' 3. Select 'Login and register as a vendor' 4. Login with your email and password
5	Where is the Vendor Registration form?	<ol style="list-style-type: none"> 1. From the vendor registration page 2. Click 'Go to SSO Login' 3. Go through the login process 4. Then you will see the vendor registration form
6	Is there a Vendor Registration form as a PDF?	All vendor registrations are conducted online.
7	How do I get immediate help?	During business hours, (M-F 7:45 AM-4:30 PM HST) click on the Online Help Chat link on the top right hand part of the site or call 808-695-4620.
8	What are the Commodity Codes used for?	Commodity codes are used to connect you to solicitations. If a solicitation is released that has a commodity code and description that match the commodity code and description on your vendor profile then you will receive an email notification.
9	What if I don't know my Commodity Codes?	The commodity code search will display commodity codes that are related to your search criteria. Then you can choose the commodity codes and descriptions that apply to your business.
10	Can I change my Commodity Codes?	<p>Yes! Here's how:</p> <ol style="list-style-type: none"> 1. Go to hiepro.hawaii.gov 2. Login as a vendor 3. Select the Update My Vendor Profile 4. Click the 'Commodity Code' tab 5. You will see the code table where you can make changes

11	Will I get emails about all solicitations posted?	No, you will only receive email notifications if there is a solicitation that is released that matches the commodity code and description you added to your profile. So be sure to add ALL the commodity codes and descriptions that apply to your industry!
12	Can I access this site from my mobile device?	Yes, HiePRO is enabled for mobile devices.
13	Why does my HiePRO accounts show Not Compliant?	Check your HCE account for specific reason from the appropriate agency. You should also check to insure your HiePRO account and HCE FEIN/SSN match.

Need help registering as a vendor?

- Phone: (808) 695-4620

State Procurement Office - Contact Information

- Phone:(808) 586-0554
- Email: hiepro@ehawaii.gov