COSTARS™

Pennsylvania Department of General Services

Commonwealth of PA, Department of General Services, Bureau of Procurement, 555 Walnut Street – 6th Floor, Harrisburg, PA 17101-1921

New System and Enhanced Webpages Coming Soon!

TO: All COSTARS Suppliers

Announcing the new COSTARS system and enhanced webpages will be available starting Tuesday, July 9, 2013.

Suppliers will enjoy easier sales reporting, a new contract status page and credit card acceptance for payment of administrative fees.

Please review the FAQs below and share with others in your organization:

When will the new system and enhanced webpages be available?

The new system and webpages will be available starting Tuesday, July 9, 2013.

Monday, July 8 at 4:00 pm EST the current COSTARS website will be unavailable.

Tuesday, July 9 the links on the DGS COSTARS website at www.dgs.state.pa.us/costars will take you to the new system.

How will I login to the new system?

All vendor users will login to COSTARS through the Pennsylvania Supplier Portal: www.pasupplierportal.state.pa.us

If you do not have a login to the Supplier Portal, please contact your company's Supplier Portal Administrative User (Supplier Primary Contact) to create a new User ID. Administrative Users can create new User IDs by logging in to the PA Supplier Portal and clicking "Create Additional Users" on the left navigation bar. If you need to change or update Supplier Portal Administrative User information, you must call the Customer Services Call Center listed below.

If you are unable to login, please contact the Customer Services Call Center by calling **(877) 435-7363** – **Option 1** **(toll free)** or email RA-PSC_Supplier_Requests@pa.gov**.**

What are the key changes?

- **Easier sales reporting**. A new interface makes sales reporting easier and quicker.
- **Contract status information**. Question about one of your contracts? Need to make a change? Access your contract information and update key contract details and contact person information online.
- **Credit card fee payment**. Streamline the contract renewal process by submitting your fee payment online by credit card.

What training resources are available to learn to use the new system?

A training presentation for suppliers will be available on the DGS COSTARS website Resource Center. On July 9, go to www.dgs.state.pa.us/costars then click "Resource Center" in the left navigation menu. Click "**Supplier System Manual**" to open the presentation.

Additional web-based and in-person training opportunities are being planned. The training schedule will be based on the interest expressed. Communications regarding training will be forthcoming.

Who should I contact if I have questions?

Please direct general questions, concerns or comments about the new system or webpages to gs-pacostars@pa.gov. If your inquiry requires immediate attention, please call **1-866-768-7827**.