ASP|RE

AT ONE WORLD OBSERVATORY

VS3 INFORMATION FOR VENDORS

Vehicle Security and Scheduling Software

Contents

Introduction

The Vehicle Security and Scheduling Software (VS3) enables vehicles and drivers to gain access into the World Trade Center (WTC) Campus. Vendors who wish to join VS3 must be invited by a registered Tenant or Stakeholder at the WTC. This manual is designed to help new Vendors understand and use VS3.

All of the features and functions of VS3 can be found at:

https://www.vscworldtradecenter.com

Important Notes about deliveries at the WTC: Only registered and approved vehicles and drivers will be permitted entry to the WTC campus.VS3 registration for your vehicles and drivers must be completed at least 24 hours in advance of any delivery.

Activate Your Account

Upon approval by a registered WTC Tenant and Stakeholder, as a new Vendor VS3 user, you will receive an email from donotreply@vscworldtradecenter.com with a link to activate your account.

Open the email and click on the **Activate** link. Your web browser **(operates best in Google Chrome, Firefox, Safari, or Internet Explorer 11)** will open to the activation page,

In some cases, the invitation email may be blocked, so please check your spam folder if you do not receive the invitation email right away. The invitation email can be resent if necessary by emailing support@vscworldtradecenter.com and requesting that your invitation be resent.

Welcome to VS3

Welcome to the World Trade Center!

The World Trade Center is open for business and ready to receive deliveries for Stakeholders and Tenants.

Your company has been identified as a sponsored vendor or contractor of **Building Intelligence**, an in-residence tenant at Tower A .

The World Trade Center, in working with key stakeholders at the site, has developed a state-of-the-art Vehicle Security and Scheduling Software (VS3) to schedule all vehicles deliveries coming to the site. As part of the operating and security protocols of the World Trade Center site, all vehicles and their drivers must be registered in VS3 and authorized and approved by a WTC tenant and stakeholder.

Copy and paste the link into your web browser to activate your account and add your company's vehicles and drivers to VS3.

Current policies require that all vehicles and drivers must be registered and scheduled in VS3 in order for the vehicle and driver to have access to the World Trade Center campus. Vehicles from unregistered vendors/contractors or from registered vendors/contractors who do not fully complete registration and scheduling with all the requested information for their drivers and vehicles will not be allowed to access the World Trade Center campus.
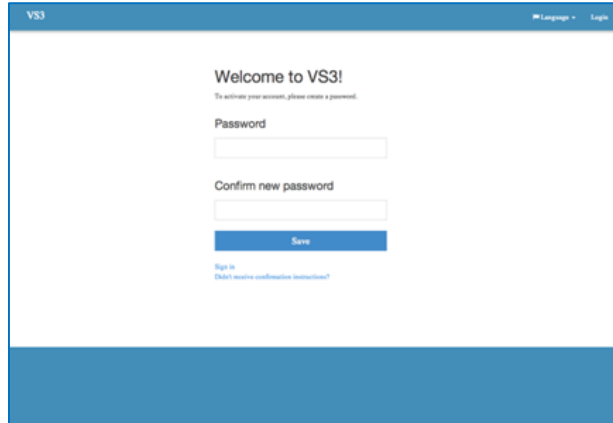
Please send all of your questions to VSC World Trade Center <support@vscworldtradecenter.com>.

Thank you for your cooperation and participation in this program. We look forward to doing business with you at the World Trade Center.

Please copy and past this URL into your browser to accept the invitation:
http://www.vscworldtradecenter.com/invitations/IOVLBYQJM/signup

Setting an Initial Account Password

Once you click the **Activate** link in the email, a web browser will open with either Google Chrome, Firefox, Safari, or Internet Explorer 11 and prompt you to set a password for your account. Passwords must be at least 8 characters long, contain capital and lower-case letters, and at least one number and one symbol.
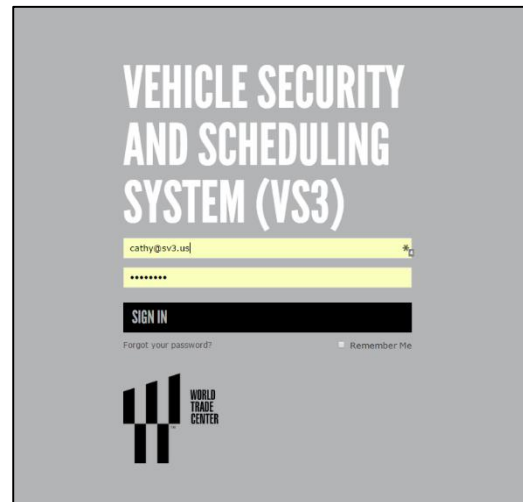
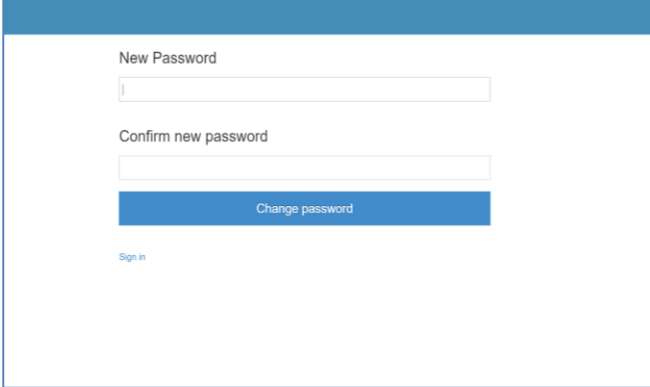Enter your chosen password into the **Password** field, then enter it again in the **Confirm new password** field and click **Save**.

Sign In

In a web browser:
- Go to www.vscworldtradecenter.com
- Enter your account email address.
- Enter your password.
- Click **Sign in**.

Forgot Password

From the log in page click on the link "Forgot your password". Open your email from VS3 and click on the link to reset your password. The link will bring you to a page to enter a new password twice and then click "Change Password".
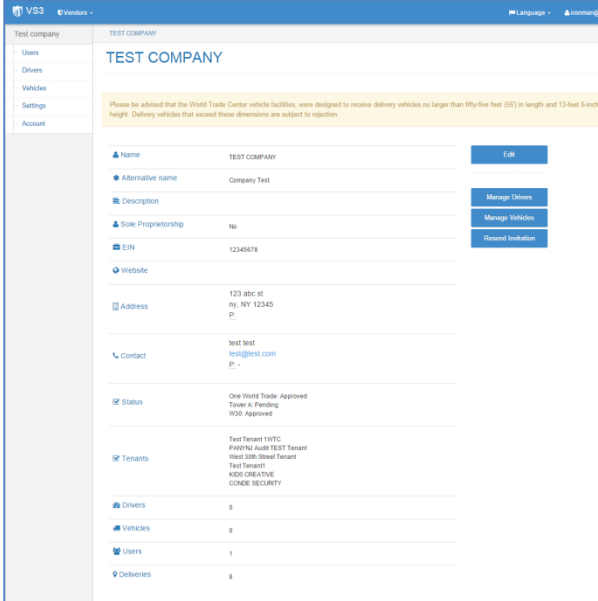
Edit Account Information

1. Once you log in, you will be brought to your home page displaying your company's information.
    - o You can edit your personal account information (*separate from company account*) by clicking on your email address located in the top right.
    - o Please ensure your company information is current: EIN, DBA, address.
2. This page shows the approved deliveries by building(s) and associated tenant(s) for your company.
3. The **Edit** button allows you to edit your company name, address, and main contact information.

Add Additional Users

The **Users** tab on main navigation allows you to add VS3 users to help manage the company account.

1. Click **Users** tab.
2. Click **Add User**.
3. Enter the new user's email, first name, and last name.
4. Click **Add** and the new user will receive an email with a link to activate their account.

When adding users, there are two types of user accounts:

Admin Users – (solid gold star) ability to add/remove users. Also, create admin users by clicking on the hollow gold star next to the users name to fill it in.

Basic Users cannot add/remove users. Basic users have a hollow gold star next to their account.
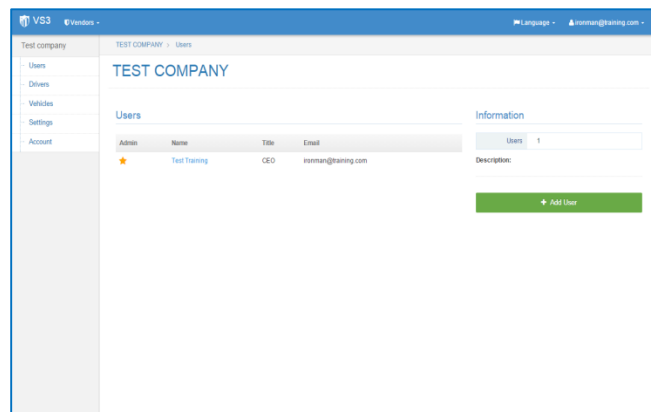
Manage Vehicle and Drivers

Only the drivers and vehicles permitted on the WTC Campus from your company are those enrolled in your account. Upload the information for all your drivers and vehicles that may deliver to the WTC so when you are scheduled for a delivery you are ready to go. You will be asked to enter the following information:

Driver Information:

1. Driver name
2. License Number
3. Issuing State
4. Issued Date
5. Expire Date

Vehicle Information:

1. Plate Number
2. VIN number

Click on the **Drivers** and **Vehicles** tabs on the main navigation to manage this information.

Important notes about deliveries:

- Vehicle must be no longer than fifty-five feet (55') in length and no higher than 13-feet 6-inches (13'6') in height.
- 24 hour advanced enrollment of vehicles and drivers is required prior to a scheduled delivery times.
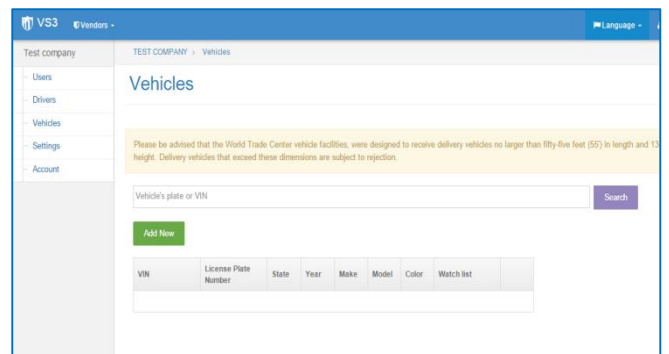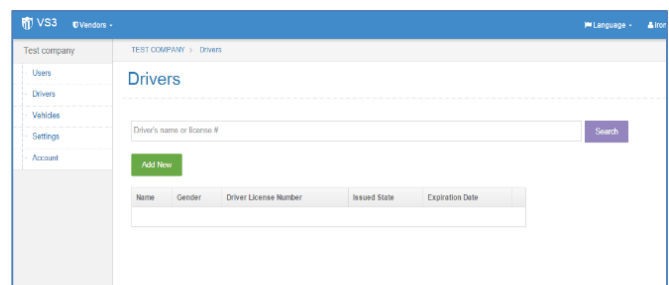
Delivery Request Email

When you are scheduled to make a delivery, the primary contact from your company will receive two emails:

1. One email will contain the Delivery Code (or Number) along with the date and time of the delivery. Note: The driver should have the Delivery Code with them when they arrive at the WTC. They should communicate the Delivery Code to WTC credentialing staff for each delivery they are making on that specific trip.

2. The second email will have instructions to gain access to the campus.

Users Access to Multiple Vendor Accounts

VS3 Users can be assigned to more than one vendor account such as a sub-vendor.

To manage a vendor account click the **Vendors** drop down tab along the top navigation to manage the accounts to which you have access. Select the vendor name to edit the information.