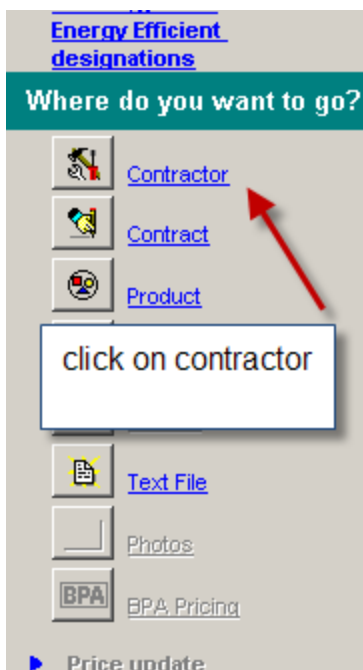


If you are experiencing difficulty with upgrading your SIP application, please follow the instructions below.

- 1) Open **SIP**, under **Tools** select **Backup**. This process will create a **backup.001** in your **C:\Program Files\SIPv7\Backup** folder. If you have multiple contracts you must go to **Tools**, and click on **Multiple Contractors**. Select the contract to backup. Do this with all contracts. Each contract will create a different backup extension.... 002...003...004...etc)
- 2) Copy the backup file(s) to your desktop. (If you have multiple contracts make sure you copy all of the backup files.)
- 3) After you have backed-up all of your SIP data and copied the backup file(s) to your desktop, download the **SIP** program manually from <http://vsc.gsa.gov> When running the setup files, the SIP program will first uninstall from your computer. Run the setup file a second time to re-install the new SIP version. Once you have the program re-installed on your PC, copy the **backup.001** from your desktop back to the backup folder. (If you have multiple contracts copy all of the backup files to the backup folder)
- 4) Open up **SIP** again and select **Tools** and click on **Restore**. If you have multiple contracts complete step #4. After the backup.001 file restores, select Tools then “Multiple Contracts”. Add the name of the second contract. Open the newly added contract from the list and select Tools and click Restore. Repeat this step for each of your separate contracts
- 5) After you have restored your contract(s) you will need to click on contractor, click on EDIT in the tool bar and fill in the PO portal E-mail address field twice.



GSA Contractor Information

Contractor name: VENDOR SUPPORT

DUNS: 234567856

Password provided by GSA: #%\$^dhd

Division name:

Address 1: 2100 CRYSTAL DRIVE

Address 2: SUITE 906

Country: US

City: ARLINGTON

State/province: VIRGINIA

Zip code: 22202

Website: http://vsc.gsa.gov

Orders:

Send Orders to this email address: (email entered will have access to orders via GSA PO Portal at www.poportal.gsa.gov)

Email: vendor.support@gsa.gov

Re-enter Email: vendor.support@gsa.gov

Fax orders to: (This number must be correct to receive fax orders. Fax is used as backup method)
7036059886

Phone: (person who can respond to order questions)
8774954849

Click on SAVE and close out the window.

Next you will need to click on contract. In the upper left hand corner of screen in the toolbar you will see an open mailbox.

Energy Efficient designations

Where do you want to go?

- Contractor
- Contract
- Product
- Text File
- Photos
- BPA BPA Pricing
- Price update

click on contract



Dealers/Sales office

Click on the Dealer/Sales office icon, and if you have dealer/sales office fill in this window. If you do not, you can click on the DEL button on the toolbar to delete the record. Close out the window for the dealer/sales office and then close out the primary contract window.



click on the DEL

If you require assistance with this, please give us a call at the **Vendor Support Center** between the hours of **7:30am and 5:30pm EST. Monday-Friday.**