

## **IMPORTANT INFORMATION FOR NEW VENDORS IN BID EXPRESS**

The following information is provided by Bid Express customer support during vendor and digital ID setup, and is provided below as a courtesy reminder to new vendors. Should you have any questions, concerns, or issues, please contact Bid Express or the bonding partners at the contact information at the bottom of the page.

### **TO VIEW DEADLINES IN CENTRAL TIME**

Bid Express automatically defaults to Eastern Standard Time. To change solicitation deadlines so they show up in central time, vendors must log in to [WWW.BIDEXPRESS.COM](http://WWW.BIDEXPRESS.COM) and change their account settings as follows:

Click on MY ACCOUNT on the top left of the screen

Click on EDIT in the blue box

Then change the time zone to central time

Click Update in the blue box

Vendor will receive a message that says "You have successfully updated your account."

To return to the Bid Express page, click on the 3 blue lines on the top left of the screen and choose Bid Express.

### **VENDOR ID FOR ELECTRONIC BID BONDS**

For electronic bid bonds, surety companies will need the vendor's Bid Express vendor number to process their bonds. To find your vendor number, log in to [www.bidexpress.com](http://www.bidexpress.com) and click on the MY PROFILE tab. Under Business Information, you'll find the Bid Express Number. It will look like one of the following: BUSINESS##### or BX#####.

Bid Express Customer Support (M-F 7am to 8pm Eastern time, excluding legal holidays)  
[support@bidexpress.com](mailto:support@bidexpress.com)  
(888) 352-2439

Surety 2000 (bonding partner)  
[help@surety2000.com](mailto:help@surety2000.com)  
(800) 660-3263

InSure Vision (bonding partner)  
[support@insurevision.com](mailto:support@insurevision.com)  
(800) 989-6417