



# Supplier Access Portal

## Frequently Asked Questions

### ***What is the Supplier Access Portal?***

- The Supplier Access Portal enables vendors who conduct business with the County to quickly and easily view their invoices, payments and more.
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### ***How do I get access to my vendor information in the Supplier Access Portal?***

- Visit the County's [eSupplier](#) page and create your account. You will have instant access to your vendor information.
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### ***Where can I find my vendor number?***

- Your company vendor number is located on a purchase order you received from the County. Only vendors who conduct business with the County will have access to the supplier portal. Email [dcpurchasing@douglascountyga.gov](mailto:dc purchasing@douglascountyga.gov) if you are unable to locate the vendor number.
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### ***Is there a cost associated with eSupplier?***

- No, this is a free service provided by the County for our vendor partners.
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### ***I am unable to log in and my information is correct.***

- Your company name entered must match the company name exactly as written on the PO.
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### ***How do I update my contact information?***

- Changes or updates to your contact information can be made from the General Information tab when logged-in to your account. An updated W-9 must be emailed to [dcpurchasing@douglascountyga.gov](mailto:dc purchasing@douglascountyga.gov) to support the change. Changes will not be approved until Procurement receives the updated W-9.
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### ***Can I submit my updated W-9 in the portal?***

- Documents cannot be uploaded to the portal. You must submit an updated W-9 for business and address changes. You may submit these documents easily by clicking on the link that appears in the Home tab.
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## ***Can I add or change my banking account information?***

- Yes. Initial submission or changes to your banking information can be made from the General Information tab when logged-in to your account. You must email a copy of a voided check or letter from the bank on letterhead to [dcpurchasing@douglascountyga.gov](mailto:dcpurchasing@douglascountyga.gov) for submission to be approved.

## ***How do I add my banking account information?***

- Follow the steps below
  - Select General Information.
  - Select Make Changes (a blue tab)
  - Select contacts (on the left side banner)
  - Enter Banking routing number, account number and **select account type**.
  - Select save and continue button

## ***Can I submit invoices through the portal?***

- No, all invoices and questions about invoices should be emailed to [accountspayable@douglascountyga.gov](mailto:accountspayable@douglascountyga.gov).

## ***I am not able to access the site or I get an error message when I try to access my information.***

- Please send an email to [dcpurchasing@douglascountyga.gov](mailto:dcpurchasing@douglascountyga.gov). A member of the Procurement Services team will contact you to assist with your issue.

## ***How long will it take for me to receive my ACH payment?***

- Please allow two (2) weeks after submitting your information for ACH payments to begin.

## ***I don't see my submitted invoice.***

- Invoices are viewable in eSupplier after they are posted to the applicable PO.

# Have more questions?

✉ [dcpurchasing@douglascountyga.gov](mailto:dcpurchasing@douglascountyga.gov)

🌐 [www.douglascountyga.gov](http://www.douglascountyga.gov)

