



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.

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.

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 if you are unable to locate the vendor number.

Is there a cost associated with eSupplier?

- No, this is a free service provided by the County for our vendor partners.

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.

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 to support the change. Changes will not be approved until Procurement receives the updated W-9.

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.

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 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 accounts payable@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. 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

🌐 www.douglascountyga.gov

