iSupplier

FAQ's

Getting Started…

Do all businesses seeking to do businesses with DeKalb County have to register for iSupplier?

Yes. DeKalb County is moving to a more sustainable operation and will be seeking to implement paper processes throughout the County.

Can I browse the DeKalb County's bid opportunities without registering for the iSupplier Portal?

Yes, bid opportunities can be viewed on the County's webpage by clicking http://www.dekalbcountyga.gov/purchasing-contracting/bids-itb-rfps.

Will I need any additional software?

No. You will only need access to the internet. **NOTE**: If you are not registered with DeKalb County already, the on-line registration process currently requires the use of Firefox, Google Chrome, Safari and/or Microsoft Edge. Unfortunately, our system is unable to support the "Registration" process when using Internet Explorer (IE) application. Once you are registered, iSupplier works best with MS Internet Explorer 11 and Oracle Java JRE 1.7.0_13 or newer version. We cannot guarantee compatibility with other browsers such as Chrome, Safari, FireFox, older versions of Internet Explorer or Oracle Java outside of our recommendations.

What information do I need to complete an iSupplier registration?

Company Info. – Required Fields

Company Name
Taxpayer ID
Company Contact **–** Email, First Name & Last Name
Address- Branch Identifier, Address, City, State, Postal Code

Banking Info. – Required Fields

Bank Name – Enter Name and Branch
Routing Number – Enter Routing Number
Account Number – Enter Account Number
Account Name – Enter account name i.e. Savings Account, Business Checking
Description – Enter Checking or Savings

Form16 Information – Required Fields

1099 Category – Select or Not Applicable
W9 – Attach
Business License - Enter No. & Issuing City
Business Classification – Select option (distributor, carrier, manufacturer, etc…)
Organization Type – Select type
Business Start Date
NIGP Codes

How do I register for iSupplier?

Self-Registration – access iSupplier registration at: http://www.dekalbcountyga.gov/purchasing-contracting/isupplier

Email Invitation– Sent to active vendors/suppliers with current contracts and/or POs

What if we have different sites within our organization?

Your organization will only be registered once. However you can set up separate sites during the registration process.

What are the different roles that can be assigned to user's on my account?

DeKalb County Supplier Collaboration – iSupplier and DeKalb County Supplier Collaboration-Sourcing

Does iSupplier allow anyone from my company with a login to submit bid proposals and/or view payment information?

Yes. iSupplier Portal allows multiple employees from a single company to register, with an important caveat. DeKalb County will register one "primary" contact from each existing Supplier company that provides an e-mail address for that contact. Once the primary contact gains access to iSupplier Portal, he/she can register any number of additional employees that they desire or require.

How do I know my Bank Account information has been successfully entered into iSupplier?

A confirmation notice will be sent to your e-mail. This is the same email address that was used to register your company with iSupplier.

How long will it take before the first EFT payment is received?

Once your banking information has been submitted and the routing number is confirmed valid, your bank account record will be approved and ready to receive live payments immediately. Payments take approximately 3 business days to reach your account.

Where can I find solicitations and submit bids?

A list of our solicitations can be found on our website with all instructions to submit your bids. http://www.dekalbcountyga.gov/purchasing-contracting/how-do-business

How do I…

How do I find my iSupplier number?

1. Log on to iSupplier.
2. Click the "Admin Tab".

Your Supplier Number will display in the General information field.

How do I view what users are associated with my account?

1. Log on to iSupplier.
2. Click on the "Admin Tab".
3. Click on "Contact Directory".

Note: *The Contacts listed with a check mark in the User Account column can access the portal on behalf of the company.*

How do I add or delete a User Name from my account?

The requestor (Authorized User) must have edit/view responsibility. If the Authorized User is no longer employed, the owner of the company must give someone else edit/view responsibility.

If you have any questions contact the **iSupplier Support Line at (404) 371-2713.**

How do I update my physical address?

1. Log on to iSupplier.
2. Click on the "Admin Tab".
3. Click on "Address Book".
4. Click on "Update" icon to make changes.
5. Click "Save".

How do I reset my password?

Log on to iSupplier

1. Click on the "Login Assistance" link
2. Enter your "User Name".
3. Click "Forgot Password".
4. A link to reset your password will be emailed to you.
   …Or e-mail your User ID to: iSupplier_support@dekalbcountyga.gov and request a password reset.

***Note*:** You will be prompted to change your password every 90 days.

How do I update the e-mail address for my EFT Notifications?

This can only be done by our Helpdesk. Send an email to: iSupplier_support@dekalbcountyga.gov

How do I change email preference?

1. Go to the Home page and click on the Admin tab of the iSupplier Portal.
2. Scroll to the bottom of the page and locate Notifications and the Email Style.
3. Click on the drop-down menu to select the appropriate option.
4. Click on the Apply button to apply and save your change.

How do I access my banking information?

1. Log on to iSupplier.
2. Click on the "Admin Tab".
3. Click on "Banking Details".

How do I attach documents requested?

1. Click on the "Add Attachments" button
2. In the "Description", enter the type of attachment included.
3. Under the "Define Attachment Section", select "File".
4. Click on "Browse" (button) and navigate to the location where the document is stored.
5. Select the document. The system will return you to the "Add Attachment" window in iSupplier.
6. Click "Apply" to accept the update.
7. Then click Apply again for the system to update.

How do I have the email notifications sent to more than one email address?

The County's iSupplier portal sends workflow notifications to the email addresses of supplier users who are registered in the portal.

Depending on the specific action required, the system identifies the appropriate supplier user(s) based on their assigned responsibilities.

Invoicing and Payments

How do I access purchase orders?

1. Select the Orders tab.
2. Select the Purchase Orders link on the right of the iSupplier Portal.

Each of these will take you to a screen where you can search for a specific order. If the order is in the last five received, it will be displayed in the Orders at a Glance section. If the order is not in the last five received, click on the Full List to view all orders.

Where can I find purchase orders for my company?

When the County creates a purchase order, the purchase order details are available to you in the iSupplier Portal. In addition, the order will be forwarded to the email address you registered for purchase orders in the portal. You can view details of a purchase order from the Purchase Order Details page.

Notifications, including new or amended orders will be displayed in your Worklist.

What do I do if I want to cancel the purchase order?

1. You can submit cancellation requests for an entire order or a particular shipment using the Request Cancellation page.
2. You can also submit changes and cancellations to the order at the same time.

The Request Cancellation page lets you submit a cancellation for an entire order or a particular item within the order. Once you have cancelled what you need to cancel, you will receive confirmation that the cancellation request has been successfully submitted. The order status will now show as 'Supplier Cancellation Pending'. You will be notified by email when the cancellation request is either approved or rejected by Lancashire County Council.

What happens if I need to amend the details of a purchase order?

<u>Change of Quantity Ordered</u>

You can request a change to the quantity ordered through the iSupplier Portal if you are unable to deliver the full amount. However this would have to be approved by the County's User Department. If the change is not approved you can either deliver to the original specification or cancel the order.

<u>Change of Promised Delivery Date</u>

You can request a change to the delivery date through the iSupplier Portal. This must be approved by the County's User Department. If the change is not approved, you can either deliver to the original specification or cancel the order.

How do I know the invoice was successfully submitted?

Once you submit an invoice, a confirmation message will pop-up on the screen informing you of its success.
You can also partially complete an invoice, save it, and submit it later. After you submit an invoice, you cannot change it.
The authority uses a three-way match before paying suppliers as follows:

1. A purchase order must be issued for the goods or services.
2. The goods or services must be received and receipted by the County's User Department.
3. An invoice which matches both the purchase order and receipt must be received.

You will not be paid until the goods or services received match both the purchase order and the invoice.

Is there a way to delete invoices in iSupplier Portal?

Invoices cannot be deleted once they have been submitted to the iSupplier Portal.

How do I look up an invoice or a payment?

1. Log on to iSupplier.
2. Click on "Finance".
3. Select View Invoices or View Payments located in the blue toolbar.
4. Click "Go".
5. Perform a "Simple Search" using one or more search criteria.

How do I export my invoice search results or payment details?

1. Log on to iSupplier.
2. Click on "View Invoices" or "View Payments".
3. Click "Go".
4. Perform a "Simple Search" using one or more search criteria.
5. Click the "Export" button.
6. What do I do if I am trying to invoice and it shows the PO has been paid and we did not receive the payment? Please contact our finance Department at 404-371-2741.