# OCP eSourcing FAQs

1. **How do I register for eSourcing?**
	1. Click on [ocp.dc.gov](http://www.ocp.dc.gov/)
	2. Click on “Opportunities and Support”
	3. Choose “How to Do Business with the District.”
	4. Click on “Vendor Registration Process”
	5. Click on the **eSourcing link** and click on **Register as new Vendor.**

Please allow 24 to 48 hours for account approval. If you receive an error message stating that your tax ID number is recognized, please provide all of the information requested to **ocp.helpdesk@dc.gov**.

NOTE: We do not accept screen shots.

# How do I view the content/details of a Solicitation/Event?

From the OCP Home screen, either choose “OCP Solicitations” from the rolling marquee or

* 1. Go to “**Opportunities and Support**”
	2. Click on “**Current and Future Business Opportunities**”
	3. Click on “**OCP Solicitations”**.
	4. Manual Solicitations will show on the main page. Please click on the “**Electronic Opportunities**” button for eSourcing events.

You should be able to view the contents of an event, including the requirements; however, ***you can only respond*** ***to an event through an eSourcing account and invitation***.

# How can I view the invitations I have received so far?

* 1. Log in to your eSourcing account.
	2. Your account will show you all events you have been invited to and their current status (open, closed, etc.)

# How do I access the eSourcing portals?

* 1. Click on [ocp.dc.gov](http://www.ocp.dc.gov/)
	2. Go to “**Quick Links”.**
	3. Click on **New Vendor Registration – eSourcing.**

***This site can be saved to your ‘Favorites’ within your browser for easy access.***

# I just registered. Why can’t I see any events/Solicitations in my box?

Events will begin to populate ***after*** your commodity codes have been established in your account. ***E-Sourcing will not show events that were open prior to the establishment of the account.*** To populate your commodity codes, please update your eSourcing account by clicking on **preferences** and selecting the commodity codes most closely aligned with your business.

# I tried to register, but it states our Tax ID number is already registered. What next?

If you receive an error message stating that your tax ID number is recognized, please provide all of the information requested to **ocp.helpdesk@dc.gov**.

# How do I check to see if my company is already registered?

Contact the OCP Helpdesk by email at ocp.helpdesk@dc.gov.

# I registered on the ARIBA Supplier Network (ASN), can I use that login to access this system? Are they the same?

The ARIBA Supplier Network (ASN) and the **eSourcing** portal are two separate databases. A separate login is required for each.

# How do I add/remove a user in the eSourcing profile?

You will need to email the **OCP Helpdesk** to add additional users to your company’s profile.

An email from a company representative will need to be sent to ocp.helpdesk@dc.gov before any action will be taken on an account.

# How do I receive an invitation to a Sourcing event that is not showing in my account?

Please contact the OWNER listed on the eSourcing event. The OCP Helpdesk cannot issue invitations. You can also call the OCP Contact Center on 202-724-4477 for further information.

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# Will I be charged for creating a profile in eSourcing?

No, there is no charge for registering in the eSourcing portal.

# How do I update my profile with the desired commodity codes?

 Once you are logged into your account;

Choose **Preferences** from the upper right hand corner of your screen Choose **update your profile**

Click on ‘**select’** beside **Commodities Supplied**

The system allows you to search for these items by the commodity name.

1. **I have an active account in the system and have received payment for invoices in the past. I wish to change my financial information, how do I accomplish this?**

Each cluster of agencies contains a financial team. Updated payment information ONLY can be sent to the team of your most recent order.

1. **I’m attempting to complete upload my documents but aren’t able to see all the fields in my browser, what is the problem?**

Please make sure that you are using one of the supported systems and browsers.

**We do not support MACs or Apple products**. Also, at this time, you cannot submit your bid on tablets or cell phones.

Please note: Due to the recent changes Google has incorporated in **Chrome** have made it incompatible with our system.