

Supplier Lock FAQs

Supplier Search Guide

Q. What are supplier locks?

A. A supplier lock is when a supplier record with unique information is accepted (locked) into the eP system. When a user attempts to add a supplier with duplicate information, the supplier record will be placed in "pending" status until resolved. To avoid this situation, please always search for a supplier by the Federal Employer Identification Number (FEIN) first. To resolve a pending status, send an email request with the supplier's name, address and FEIN to eprocure@dgs.ca.gov.

Q. How do I add a supplier?

A. After a thorough search (using the FEIN) to locate a supplier in eP fails to return any results, use the "quick add" feature to add a new supplier.

Q. How do I add additional contacts if I found the supplier with the correct FEIN?

A. After locating the supplier, click on the supplier name link to open the supplier profile. Click on the "View" drop down menu in the upper right corner and select "New Contact." Enter in the new contact information and click Save.

Q. How long does it take to take a supplier out of "pending" status?

A. eProcurement or BidSync are not automatically alerted when a supplier enters pending status. To resolve, email a request with the supplier's name and FEIN to eprocure@dgs.ca.gov. Please allow a 24-hour turn around once email has been sent to eProcurement.

Q. What if I pull by FEIN and there are multiple companies? How do I choose which one to use?

A. Send an email with the supplier's name and FEIN to eprocure@dgs.ca.gov so the eP Team can work with the contractor, BidSync, to merge the multiple supplier records and lock the appropriate record.

Q. What if I don't have the FEIN?

A. Contact the supplier, even if the entity is a State or local government agency. Do not enter invalid or fake data as this will cause errors to your entries once the information is corrected and may impact your eP user privileges.

Q. Who do I contact if I have a problem finding or adding a supplier?

A. Please do not contact BidSync. BidSync is just the "host" for the eProcurement system; send an email to eprocure@dgs.ca.gov describing your issue and include the following information:

- Federal Employer Identification Number (FEIN)
- Supplier name
- Contact name (if no contact, customer service is acceptable)
- Fax number or email address (at least one is mandatory). If you do not have a fax or email address for a supplier, do not include the supplier in your request.
- Address