

FREQUENTLY ASKED QUESTIONS

The Links aren't working. What do I do?

Please copy and paste the link into a different browser.

For example, if you are using Internet Explorer, use Chrome as a second option.

I am already a supplier with the District. How do I get my login information?

Please email Existingsuppliers@dallasisd.org

I am registering to become an approved supplier. I received an error message stating my Tax ID is already registered to Graphics Store LLC. What do I do?

On page 1 of your application, only fill out the fields with an asterisk next to them.

Make sure the fields labeled "TAX COUNTRY & TAX REGISTRATION NUMBER" are left blank.

I began the application and it timed out on me. I tried to apply again and it states that I am already registered. What do I do?

Please email suppliers@dallasisd.org and you will be sent a link to the application you started.

I do not want to input banking information. I want to get paid by check. How can I skip this?

You cannot. If you did not choose to get paid by direct deposit, you will have to select existing bank and put N/A in the routing number field and your supplier name in the account number field.

How do I edit or change my address?

You will not be able to edit an existing address. You will have to create a new record and then delete the old one.

If you attempt to delete the wrong one first and then add a new record, you will receive an error message.

My temporary password will not work. What do I do?

First try "login assistance" located on the login screen. You will be asked to reset your password.

If the new, temporary password does not work, please send an email with that information to existingsuppliers@dallasisd.org and we will be happy to work through it with you.

I was just recently approved for a supplier number, however, the school/department that is needing my services cannot find me in the database.

You or the school/department you are working with, can simply email existingsuppliers@dallasisd.org and we will quickly resolve this issue for you.

I received a purchase request from someone with a new domain (dallasids.org, dallasisd.org, dallas!sd.org), not the usual "dallasisd.org", is this purchase request real?

Dallas ISD is aware of scams involving the impersonation of procurement officials. Dallas ISD uses the domain name "dallasisd.org", please reach out to Procurement Services if you are unsure fulfilling a purchase request. <https://www.dallasisd.org/departments/procurement/staff-directory>