



Frequently Asked Questions (FAQ) for Subconsultants

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Registration and Profile Setup

Q: What information is required for registration?

A: Subconsultants need to provide:

- company name
- website
- phone number
- email
- point of contact details
- Year established
- State established
- Type of entity
- TAX ID
- annual gross revenue
- 3-year annual receipts
- number of employees
- banking information (bank name and address)
- UEI number or DUNS number
- SPRS score
- CMMC certification level.

Q: What documents are required for registration?

A: Subconsultants must upload:

- liability insurances
- tax documentation



- banking information
- diverse supplier information certification.

Q: What if I do not have all the documents or have an exemption?

A: Subconsultants can contact Accounting@woolpert.com

Q: Are there specific formats for the required documents?

A: The required documents should be in standard formats such as PDF, DOCX, or JPEG.

Q: Why do Subconsultants need to upload annual receipts and gross revenue?

A: We ask for those documents for tax purposes. It was explained by our accounting professionals like this:

“Annual gross revenue” refers to total income from core business before expenses and “3-year annual receipts” includes all revenue and other income (sales, fees, interest, etc.) as reported on tax returns. We request both ‘annual gross revenue’ and ‘3-year annual receipts’ primarily for SBA size determination and compliance purposes.

It is important to mention that exact numbers and documentation of these are not requested or collected. Subconsultants are offered a range, and the admin selects what best fits them. If you have any further questions, please contact Nicole Burr, Nicole.Burr@woolpert.com.

Document Submission

Q: How do I upload the required documents?

A: Subconsultants can upload documents through the DSP Portal by following the step-by-step guide provided in the training materials.

Q: What happens if a document is rejected?

A: If a document is rejected, subconsultants will receive a notification with the reason for rejection and instructions for resubmission.

Application Submission and Approval

Q: How do I submit my application?

A: Subconsultants must create an account, provide the required information, and upload the necessary documents. The application will then be reviewed by the DSP Admin.

Q: How long does it take for my application to be reviewed?

A: The review process typically takes a few business days. Subconsultants will be notified of the approval or rejection of their application.

Q: What are the limitations for the type of email's that can be used for registration?

A: Subconsultants cannot use a group email account to register for the portal. It must be a personal email.

Why It Happens:

- The invite API (e.g., POST /invitations in Microsoft Graph) is designed to invite individual users to your tenant or app.
- Group addresses (like team@domain.com) do not represent a single identity that can accept an invitation.
- Microsoft 365 Groups and DLs are not supported because they don't have a direct sign-in capability.

Q: Can there be more than one user in the portal?

A: No, due to security issues, we are not allowing more than one person to be admitted onto the portal as an admin. Again, there will only be one user per account - the sole admin in charge onboarding and invoicing.

Q: Can we change the sole admin at some point?

A: Yes, please reach out to Jade.deis@woolpert.com. We can change your admin privileges.



Invoice Submission

Q: How do I submit an invoice?

A: Subconsultants can submit invoices through the DSP Portal. Detailed instructions and templates for invoice submission are provided in the training materials.

Q: How long does it take for an invoice to be reviewed and approved?

A: The review and approval process for invoices typically takes a few business days. Subconsultants can track the status of their invoices in the portal.

Notifications and Alerts

Q: How will I receive notifications and alerts?

A: Notifications and alerts are delivered via email (dsp.service@woolpert.com) and portal alerts. Subconsultants can also track the status of their submitted documents and invoices in real-time through the portal.

Support and Assistance

Q: Who should I contact if I encounter issues during the registration or document submission process?

A: Subconsultants can contact the DSP Portal support team for assistance. Jade Deis, 937.531.1451, Jade.Deis@woolpert.com

Q: Is there a dedicated support team for subconsultants?

A: Yes, there is a dedicated support team available to assist subconsultants with any issues or questions they may have.