DEPARTMENT OF EMPLOYMENT SERVICES

FIRST SOURCE PROGRAM

F·O·R·R·S

ONLINE REGISTRATION AND REPORTING SYSTEM

FIRST SOURCE ONLINE REGISTRATION AND REPORTING SYSTEM FREQUENTLY ASKED QUESTIONS (FAQS)

1. **Do all companies need to register in FORRS?**

   Any company, vendor, or employer who enters into a First Source agreement with the Department of Employment Services (DOES) must register their company using the First Source Online Registration and Reporting System (FORRS). However, companies previously registered in the old system do not have to re-register since your data will be migrated into FORRS.

2. **Why am I required to provide my company's FEIN during registration?**

   The Federal Employer Identification Number (FEIN) is a unique identifier assigned by the United States Internal Revenue Service (IRS) to identify your company. FORRS utilizes FEINs in the DC Unemployment Insurance (UI) tax database to identify and retrieve your company name. All companies, except for local and federal government agencies, are required to provide their FEIN during company registration.

3. **Who should I contact if I do not receive my registration confirmation email?**

   If you do not receive a registration confirmation via email within thirty (30) minutes, check your spam or junk email folders to see if your confirmation email has been marked as spam by your company or your email service provider. If the confirmation email is not found in your spam or junk folder, contact First Source at (202) 698-6284 or via email at firstource@dc.gov to confirm registration.

4. **Does FORRS have any software or hardware requirements?**

   Yes, the following operating systems, browser and software application requirements are listed below.
   Operating Systems
   - Microsoft® Windows 2000, Windows Desktop XP, Vista 7, or higher
   - Mac OS X

   Browsers
   - Microsoft® Internet Explorer 9.0 or higher
   - Firefox 3.0 or higher
   - Google Chrome 11.0 or higher
   - Safari 3.0 or higher

   Application Software
   - Adobe Acrobat Reader or a generic PDF viewer installed on your computer to view PDF files.

5. **What are the role differences between a Company Administrator and a Company Manager?**

   A Company Manager can add and update individual company managers and company contacts. A Company Administrator can perform all of a Company Manager's tasks; in addition, they can update selected company information. The Company Manager or a Company Administrator can also be designated as a Project Manager in FORRS.

6. **I am a Prime Contractor or General Contractor, can I see my sub-contractor's District hiring compliance status?**

Yes, the Prime Contractor or General Contractor can view the compliance status of their sub-contractors in the Monthly Company Statistics report. The report displays the total new hires compared to the new District hires and the current monthly District hiring percentage for each sub-contractor working on your projects.

7. **How can I see my company's current District hiring compliance percentage?**

Employers can see a snapshot by viewing their Monthly Company Statistics reports. Employers can also view the Detailed Monthly Company Statistics reports to view a complete list of their own employees in the monthly percentage.

8. **Will I receive a notification if my employee fails SSN verification?**

Yes, users will receive a notification on their screen when a new employee fails the online submission. During a bulk upload, if the employee's social security number (SSN) verification fails, the user who submitted the bulk upload will receive an email notification listing the SSN verification failure reason, employee name, and the spreadsheet row number.

9. **Can employers transfer an employee from one First Source agreement to another First Source agreement?**

Yes, employers can transfer employees between First Source agreements using the "View Employee Agreements" link. For detailed instructions, reference the section titled 'Manage Employee' in the First Source Employer User Guide.

10. **If a terminated employee is rehired to work on a project, is the employee considered a new hire?**

Yes, if a terminated or layoff employee is assigned a new hire date that is different from their previous hire date, the system will accept the employee as a new hire; otherwise, the system will designate the employee status as a transfer.

11. **I have transferred an employee from one project to another, do I need to provide a transfer-in or transfer-out date?**

No, when an employer transfers an employee from one project to another, the employer must provide a project joining date.

12.   I have received an email notification that my First Source agreement has been approved, what steps should I take next?

Once your First Source agreement is approved, the Company Administrator or Manager must assign a Project Manager to that specific First Source agreement using the "Assign Project Manager" link.

13.   How do I join a project as a sub-contractor?

You cannot join a project on your own; only a Prime or General Contractor can add your company as a sub-contractor using the "Invite Company" link.   For detailed instructions, reference the section titled 'Invite Company' in the First Source Employer User Guide.

14.   I am a sub-contractor and would like to invite another company as my sub-contractor, will FORRS allow me to do so?

Sub-contractors cannot invite additional sub-contractors without explicit permission from the Prime or General Contractor. First-tier sub-contractors must request permission from the Prime or General Contractor to sub-contract using the "Request Permission to Sub-Contract" link. For detailed instructions, reference the section titled 'Sub-Contractors Invites a Sub-Contractor' in the First Source Employer User Guide.

15.   What if I have questions about FORRS or need additional training and/or support?

Reference the First Source Employer User Guide, which is an excellent resource for more information on how to navigate FORRS; or view the First Source online training. Links are available on the FORRS homepage to access the First Source Employer User Guide, FAQs, and online training.

16.   What if I have suggestions for a system enhancement or I need to report a system issue?

Provide a screenshot and/or a detailed description of the issue and email firstsource@dc.gov.

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