

Guidelines for UNHCR Suppliers

How to use the Supplier Portal



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Supply

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1. Introduction

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1.1 The Business Transformation Programme (BTP)



The Business Transformation Programme (BTP) is part of UNHCR's ambitious reform agenda launched by the High Commissioner to make UNHCR more agile, efficient, inclusive, and collaborative. It was introduced in 2020 as the main initiative driving efficiency, by modernizing and streamlining our systems, tools and processes.

The BTP comprises six projects, tasked with transforming our financial, human, resources, programme, [procurement/supply](#), partnerships, and external engagement management systems.

In the framework of this [digital transformation](#), UNHCR is adopting different new systems to adjust its ways of working and significantly changing how the organization manages business relationships with commercial partners - with the ultimate goal of improving the life of refugees, stateless and other displaced persons.

Among the 6 digital solutions UNHCR is adopting, the most relevant to commercial partners is the new Oracle [Cloud ERP](#) integrated solution, which will replace the current Enterprise Resource Planning (ERP) system for finance-budget and supply management.

The new ERP will ensure better business relationship with UNHCR's commercial partners as well as better integrated communication and business transactions through the use of a dedicated [Supplier Portal](#) for all commercial stakeholders wishing to maintain a business relationship with UNHCR.

1.2 Quick references to the Guide



The **Supplier Portal** guide is intended for individuals or companies who wish to participate in UNHCR's negotiations managed through this portal or register as an authorized supplier to acknowledge and manage contract agreements via the portal.

For quick reference, you can navigate directly to a specific topic by clicking on the relevant hyperlink:

- To create a profile and register as a supplier in the portal, please refer to [How to Register a Supplier Profile](#)
- If you already have an account and wish to participate in a negotiation, please refer to [How to Submit a Bid](#)
- To search for **Negotiations** and download negotiation documents with a registered user account please click [here](#).
- If you already are a [Spend Authorized supplier](#) and wish to **create an Invoice** or **manage Purchase Orders (PO)**, please click [here](#).
- If you have an account, but have forgotten your **password**, please click [here](#).
- If you are experiencing any technical difficulties with signing in, registration, or bid submission, please refer to the section on [Helpdesk Support](#) .



IMPORTANT:

In the Cloud ERP system,
“**Negotiation**” stands for
solicitation/tender.

1.3 How to use the Guide





This guide is organized in several sections that correspond to different functions of the Supplier Portal such as registration, submitting bids, maintaining profile, etc.

The **Table of Contents (TOC)** provides a detailed overview of all the topics covered in this User Guide. It contains hyperlinks to the exact page of the sections in the document so the reader can navigate directly to the relevant section.

Each section starts with a brief overview of the content of that section with hyperlinks.

Throughout the document, there are three types of hyperlinks:

- **Hyperlink buttons** that will take reader to the main TOC (), found at the top right corner of each page.
- **Hyperlinks** () that take readers to the beginning of the current section, usually found at the bottom left corner like in this page.
- **Hyperlinked words** that take reader directly to a location of the document related to the text. For example, by clicking on the hyperlinked [IOC](#) here, the reader can go directly to the TOC page of this document.

1.4 What is Supplier Portal?



The **Supplier Portal** module is designed to facilitate Supplier interactions during negotiation process and later for contract management. The system aims to enhance the integrity and transparency of the procurement process and enables the streamlining of the processes: Suppliers can use online portal to view negotiation documents, submit their bids, communicate with procurement office, etc.

The Supplier Portal system addresses **UNHCR's fundamental procurement values**, such as fairness, integrity, transparency and accountability.

Some of the main benefits of the system are:

- **No late submissions are accepted**: The system will automatically reject any bid after the deadline.
- **Electronic sealed bids**: The system encrypts the bids submitted in the system and does not allow anyone to view any information provided before the bidding deadline.
- **Streamlines the bidding process**: Suppliers can register in the system, retrieve all information and negotiation documents, submit their bid online, edit it directly in the system, and receive automatic notifications once the evaluation is finalized and the contract is awarded.
- **Electronic submissions of Invoices**: The system enables suppliers to submit their own invoices and view payments, receipts and orders electronically.
- **Provides an audit trail**: As the Supplier Portal system records all activity in the system, it keeps an audit trail for increased accountability and transparency.

1.5 Who can use the Supplier Portal?



Prospective Suppliers

Prospective Suppliers wishing to participate in a Negotiation can self-register in the Supplier Portal with a facilitated/light registration's procedure

Spend-Authorized Suppliers

Prospective Suppliers awarded by UNHCR to become **Spend-Authorized Suppliers** will be contacted in order to provide the required information and documentation to be approved for business transactions with UNHCR.

Previous UNHCR's Spend-Authorized suppliers will receive notification by email to access and setup their new credentials in the Supplier Portal



IMPORTANT:

If a prospective supplier won the negotiation, they will be awarded after the profile is spend authorized.



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2. Register and manage supplier profile

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2.1 Supplier Registration Overview

The first time a **prospective supplier** enters the UNHCR Cloud ERP Supplier Portal, a one-time registration process is required. Suppliers only register once, and thereafter enter the Portal with their own User ID and password. **Companies with their own email domains need to make sure that unhcr.org and oracle.com are not blocked by their email firewalls.**

Visit Supplier Portal

Click this [LINK](#) or enter from the [UNHCR WEBSITE](#).

Prepare all information and documentation before starting the registration process.

Register mandatory information

Input mandatory information:

- Company name as legally registered
- Tax Organisation Type
- Contact person details to maintain the account (email + telephone number)
- Company address with valid Postal Code
- Tax ID / Tax Registration Number

Submit

Registration will be auto-approved for prospective suppliers

Check e-mail

Check email account to create password and log-in to the system

2.1 Supplier Registration: Visit Supplier Portal



Click this [LINK](#) or enter from the [UNHCR WEBSITE](#)

If you are already registered in the system but do not remember your password, please **do not register again**.

Please click [here](#) to login in the system with your User ID (e-mail address) and the password. If you have forgotten your password, you need to click on the **“Forgotten Password”** link and create a new password. Please see [Instructions](#) on how to generate a new password if you forget it.

Important:

The UNHCR Supplier Portal is not the same as the UNGM (United Nations Global Marketplace) or the e-tender box. If you want to conduct business with UNHCR, you must first register as a supplier in the UNHCR Supplier Portal.



Register supplier (6 train stops)



Stop 1.
Enter the company details


Stop 2.
Insert or edit the contact (user) details

Stop 3.
Insert the company address

Stop 4.
Enter bank details

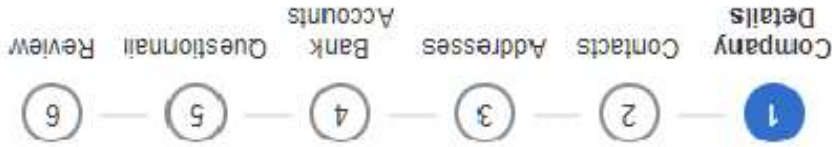
Stop 5.
Complete the questionnaire

Stop 6.
Review and complete the registration

 **IMPORTANT**
Only applicable for Spend authorized suppliers



2.2 Enter supplier profile



Train stop 1: Part 1

Register Supplier: Company Details ?

* Company

* Tax Organization Type

Supplier Type

Corporate Web Site

* Attachments None +

Attach the required documents.

* Tax Organization Type

Supplier Type

Corporate Web Site

* Attachment

Corporation
Foreign Corporation
Foreign Government Agency
Foreign Individual
Foreign Partnership
Government Agency
Individual
Partnership

Company (name)

- Must correspond to the name recognized and registered in relevant registration office
- Only Latin characters are allowed for the Company name
- Special characters are not permitted in Company names

Tax Organization Type

- Select one of the options from the dropdown menu (select either Corporation or Individual)

Supplier type

- Select **Commercial Supplier** from the dropdown menu

Corporate Web Site

- Enter the link of Corporate Web Site (optional)

Attachments

- Users can attach required supporting documents to the registration describing company background, certifications, and so on. Attachments can be in the form of files, URLs, or text notes.



IMPORTANT

- * means mandatory field to be filled

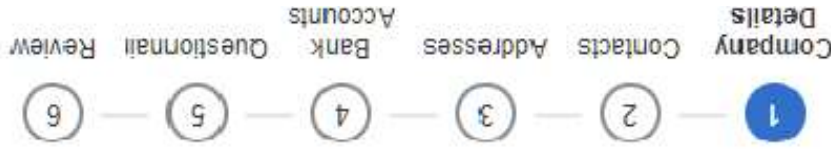


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2.2 Enter supplier profile



Part 2

Enter a value for at least one of these fields: D-U-N-S Number, Taxpayer ID, or Tax Registration Number.

Please select the **Tax Country** first and the other fields will open for completion.

Enter a value for at least one of these highlighted fields:

D-U-N-S Number (Dun & Bradstreet business credit profile to check the business credit scores and assess the company's financial health): Applicable for Suppliers who have this number only

- It should contain 9 to 12 digits

Taxpayer ID

Tax Registration Number

- Once the Tax Country is selected, the Taxpayer ID and Tax Registration Number will be editable

UNGMR Reg No

If your company is registered on the United Nation's Global Marketplace (UNGMR) website, please insert the registration number.



IMPORTANT

If you want to include information about VAT exemption, please indicate in **Note to Approver** section.



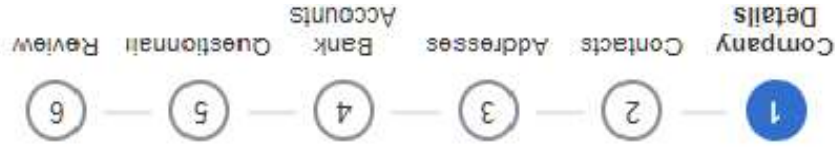
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2.2 Enter supplier profile



Part 3

Additional Information

Low-value Procurement Supplier ☐

Your Contact Information

Enter the contact information for communications regarding this registration.

* First Name

* Last Name

* Email

* Confirm Email

☐ Yes ☐ No

☐ Yes ☐ No



IMPORTANT

In order to avoid problems and maintain control of your supplier profile in the event that the person working on the bid submission leaves the company, please use a generic email account that numerous individuals at your organization have access to.

Additional Information

- Low-value Procurement Supplier: Leave it as empty.

Your Contact Information

First/Last name

- Name of the person authorized by your company to use the system and represent the company

Email address

- Must be a valid email address for your company. Please note that this email will be used as User ID to login in the system and all further communications from the system will be sent to this address.

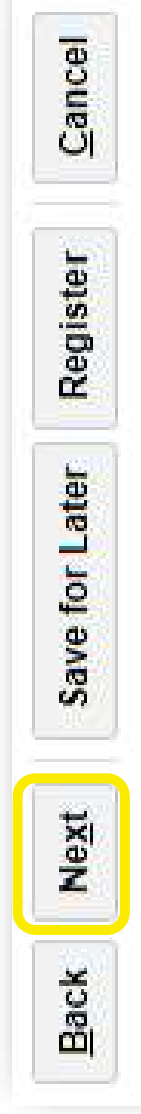


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Going to next train stop



- When you complete to fill “Company Details”, click on **Next** button to go for next train stop.
- Use “Save for Later” button to save or continue the registration at a later time.

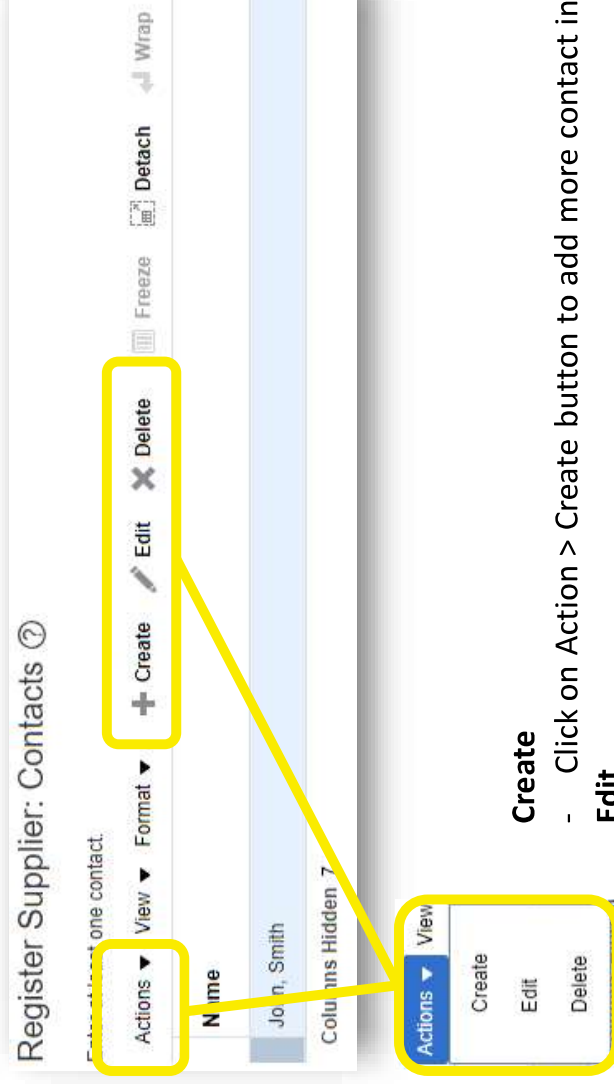


TIP:

The system times out after a certain time of inactivity and any unsaved changes will be lost. To save the data entered at any moment prior to completing the registration and to be able to continue working on the registration later, please click the “Save for Later” button.



Train stop 2: Contacts page



Create

- Click on Action > Create button to add more contact information

Edit

- Click on Action > Edit button to review and edit current contact information

Delete

- Select existing contact information and delete the information



Edit Contact page

When you click on the edit button, the “Edit Contact” page will appear.

Edit Contact: Smith John

Salutation First Name Middle Name Last Name Job Title

☒ Administrative contact

Phone Mobile Fax * Email

☒ User Account

☒ Request user account

Roles

Actions View Format X Freeze Detach Wrap

Role	Description
Supplier Accounts Receivable Specialist	Manages invoices and payments for the supplier company. Primary tasks include submitting invoices as well as tracking in...
Supplier Bidder	Sales representative from a potential supplier responsible for responding to requests for quote, requests for proposal, requ...
Supplier Customer Service Representative	Manages inbound purchase orders and communicates shipment activities for the supplier company Primary tasks include ...

OK Cancel

Edit contact:

- Review and edit focal person information and contact details.

- Tick “Administrative contact” if this must be considered an administrative contact

User Account:

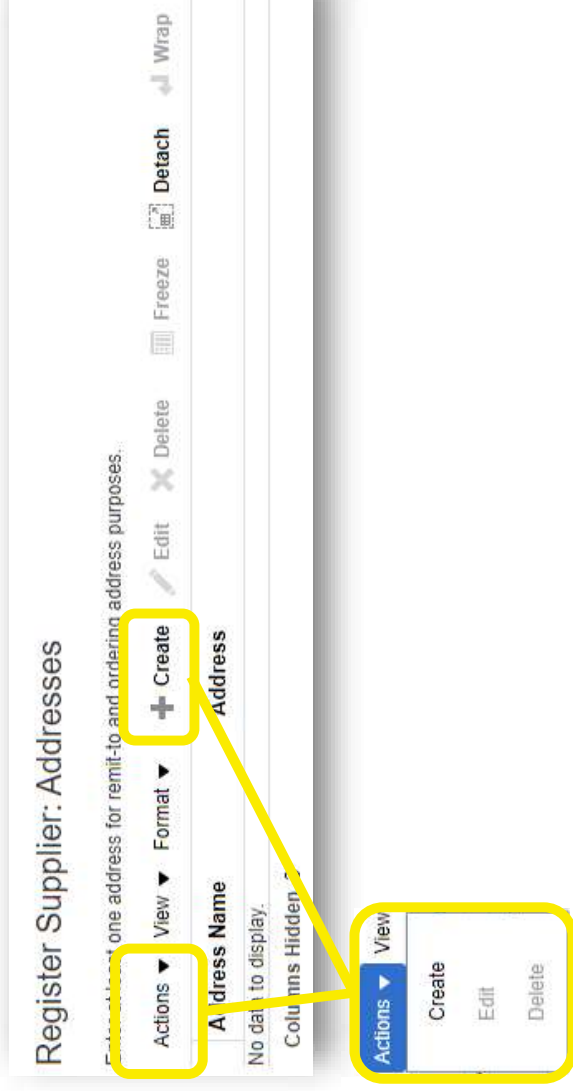
- Tick “Request user account” if a user account is required for this contact
- There is no need to edit

Role section.

Then click on **OK** button.



Train stop 3: Addresses page



Create

- Click on Action > Create button to enter address details

Edit


- Click on Action > Edit button to review and edit already entered address details

Delete

- Select existing address information and delete the information



Create Address page

 **IMPORTANT:** * means mandatory field to be filled.

When you click on the create button, “Create Address” page will be appeared.

Create Address

* Address Name

* Country

* City or Town

* Address Line 1

Address Line 2

* Postal Code

* Address Purpose ☒ Ordering ☒ Remit to ☒ RFQ or Bidding

Phone

Fax

Email

Address Contacts

Select the contacts that are associated with this address.

Actions View Format Remove Select and Add

Job Title Email Administrative Contact User Account

Create Another OK Cancel

Address Name: Address name must be manually entered (see next slides to know more)

Country: Select the country of your company from dropdown menu or click on Search button.

Address Purpose: Select/tick applicable options (RFQ or Bidding is for negotiation participation; Ordering and Remit to are for Spend Authorized suppliers)

Actions: Use Remove/Select and Add buttons to edit the registered address
Click on **Create Another/OK** buttons to complete the action

Create Address Name

Create Address

* Address Name	Kabul-AF01
* Country	Afghanistan
* Address Line 1	Afghanistan
Address Line 2	Afghanistan
Address Line 3	Aland Islands
* City	Albania

Up to **100** different addresses within the City/State/Canton.
Every number represents a single location in each city.


Complete City Name	-	Country Code (2 digits)	City Index Number (2 digits)
Kabul	-	ISO Code 3166-1	From 01 to 99

Create your **ADDRESS NAME** using:

- Complete Name of the City + "dash" symbol + Country Code (2 digits) + City index Number (If you have multiple addresses, you can put number by sequence)



Address name reference

 [wikipedia.org](https://hu.wikipedia.org)
https://hu.wikipedia.org/wiki/ISO_3166-1_-_Wikipédia

ISO 3166-1 - Wikipédia

Ország / Régió

Numerikus

Alpha-3

Alpha-2

Helyi ISO kódok

Afganisztán

004

AFG

AF

ISO 3166-2:AF

Aland

248

ALA

AX

ISO 3166-2:AX

Albánia

008

ALB

AL

ISO 3166-2:AL

Visualizza altre 248 righe

Current codes

[edit]






Officially assigned code elements

[edit]

The following is a complete ISO 3166-1 encoding list of the countries which are assigned official codes.^[13] It is listed in alphabetical order by the country's English short name used by the ISO 3166/MA.

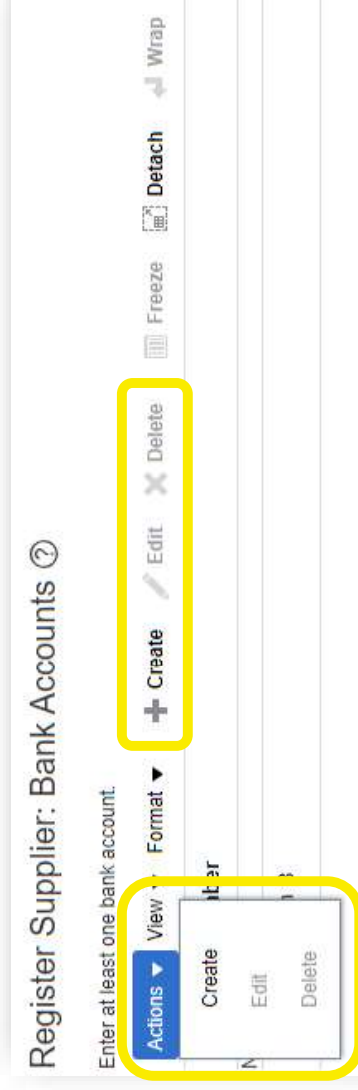
Note: Each country's alpha-2 code is linked to more information about the assignment of its code elements.

ISO 3166-1 table

English short name (using title case)	Alpha-2 code	Alpha-3 code	Numeric code	Link to ISO 3166-2 subdivision codes	Independent
 Afghanistan ^[b]	AF	AFG	004	ISO 3166-2:AF	Yes
 Åland Islands	AX	ALA	248	ISO 3166-2:AX	No
 Albania	AL	ALB	008	ISO 3166-2:AL	Yes
 Algeria	DZ	DZA	012	ISO 3166-2:DZ	Yes
 American Samoa	AS	ASM	016	ISO 3166-2:AS	No

ALTERNATIVELY,
check the appropriate
ISO 3166-1 coding
[ISO 3166-1 - Wikipedia](#)

Train stop 4: Bank accounts page



Create: Click on Actions > Create button to add a Bank accounts

Edit: If you want to edit the existing bank account, please click on Actions > Edit button to review and edit the bank accounts

Delete: Select the line and delete the invalid bank account if applicable



IMPORTANT:

If Bank accounts tab is not available, skip to the next page.

This step is applicable for the **Spend** Authorized Suppliers only.



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Create Bank Account page



IMPORTANT: * means mandatory field to be filled.

Create Bank Account
Enter account number or IBAN unless account number is marked as required.

* Country Bank Currency

Branch Account Number

Additional Information

Account Name Agency Location Code

Alternate Account Name Account Type

Account Suffix Description

Check Digits

Comments

Note to Approver

Create Another OK Cancel

Account Type dropdown menu:

- Checking
- Savings
- Unknown

Country dropdown menu:

- AFghanistan
- Åland Islands
- Albania
- Algeria
- American Samoa
- Andorra
- Angola
- Anguilla
- Antarctica
- Antigua and Barbuda
- Search...



IMPORTANT:

if bank and branch is not available, supplier should contact the buyer with **Vendor Registration Form** to get new bank and branch setup.

Enter the bank account details according to the requirements of the country.

- Select Country, Bank, Branch, Currency and Account type from the dropdown menu.
- Add Bank Account Name/Number/IBAN
- Add the additional information if applicable

Train stop 5: Questionnaire page

Questions

SP-Supplier Questionnaire(HVP) (Section 1 of 1)

* 1. Is your company aware of the UN Secretary General's Global Compact initiative, which can be viewed at <http://www.unglobalcompact.org>?

☐ a. Yes

☐ b. No

Comments

* 4. Is your company already registered with the United Nations Global Marketplace (UNGMP)? If so, please provide registration number

Fill the questionnaire

There are multiple sections with questions on the Questionnaire page.

Some of the questions require selecting one or multiple options from a list of answers.

Other questions require a textual answer.



TIP:

Please provide as much possible a comprehensive answer to these questions. Most of them will be included in specific negotiations and when you will prepare your bid responses the answers provided at the registration will automatically appear (you will not need to answer them again).



Attachments page

* 3. Suppliers who wish to do business with UNHCR are required to fill and sign the Vendor Registration Form. Suppliers are also required to confirm that they have read, understood and will comply with the UNHCR policy on "zero tolerance" that strictly prohibits the acceptance of any type of gift and/or hospitality by UNHCR staff members participating in procurement processes. Any breach of this clause may lead to the termination of all contracts your Company may have with UNHCR and removal from the approved vendor database.

Do you accept Terms and Conditions in the Vendor Registration Form?

☒ a. Yes ☐ b. No

* Response Attachments: Non-Response Attachments

Comments

Attachments

Actions View + X

Add Delete

Category

* File Name or URL

Attachments

Actions View + X

Type	Category	* File Name or URL	Title	Description	Attached By
File	From Supplier	Choose File			anonymous

Rows Selected 1

Some of the question that you will answer with the option **Yes** will require to upload a scanned copy of the supporting document.

Click on the **+** button below the response **Yes** to add the required attachment.

Click again on the **+** button and then click on **Choose File**. Select the file you wish to attach, enter the description in the **Description** field and click **OK**.



IMPORTANT:

Some of the questions that you need to download mandatory forms and fill out for uploading. For example: The Vendor Registration Form



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Train stop 6: Review Supplier Registration page



Review Supplier Registration: Company LLC

Company Details

Company

Company LLC

Tax Organization Type

Corporation

Supplier Type

Commercial Supplier

Corporate Web Site

D-U-R-S Number

Tax Country

Kenya

Taxpayer ID

887654321

Tax Registration Number

Note to Approver

UNGIM Reg No

Additional Information

Low-value Procurement Supplier

No

Attachments

Actions View + X

Type	Category	* File Name or URL	Title	Description	Attached By	Attached Date
File	From Supplier	solar-lamp.jpg	solar-lamp.jpg	spec	anonymous	09/05/2023 20:41

Review all entered data and revise/correct if applicable.

To finish the registration, click the **Register** button.

Back

Next

Save for Later

Register

Cancel

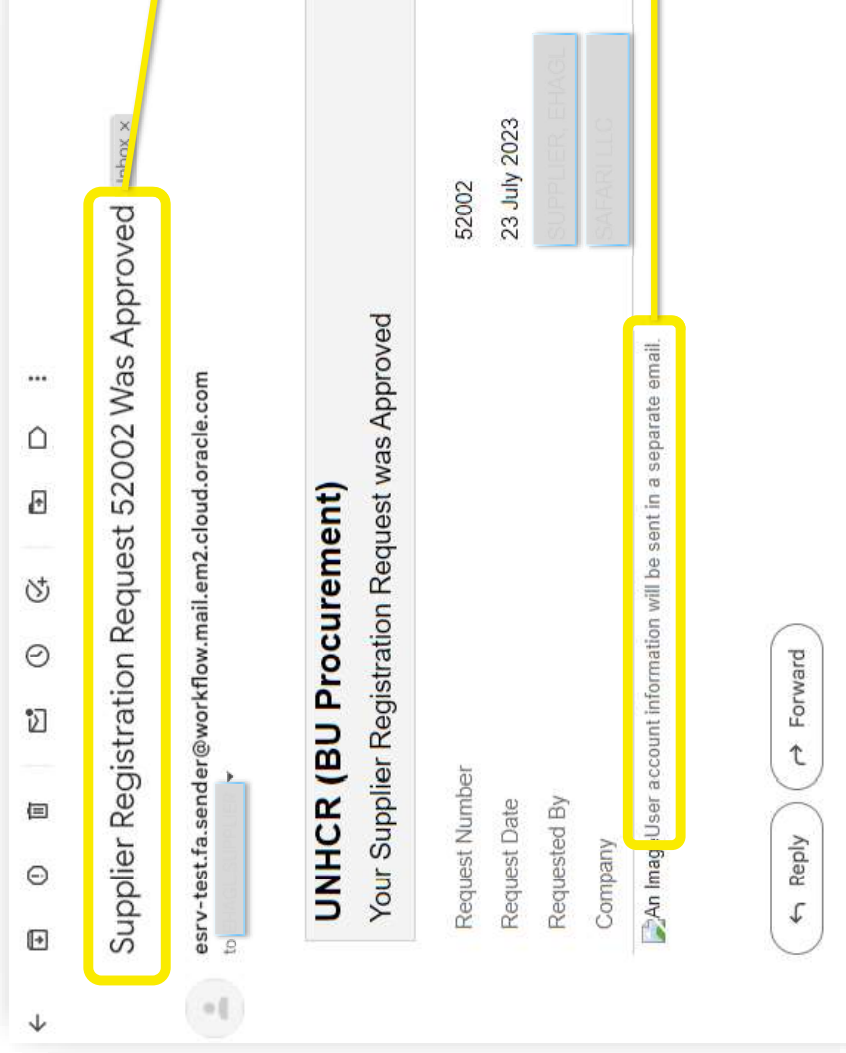
Confirmation

Your registration request was submitted. You will receive an e-mail after your registration request is reviewed.

OK

A **confirmation** message will pop-up on your screen confirming that the registration was submitted.

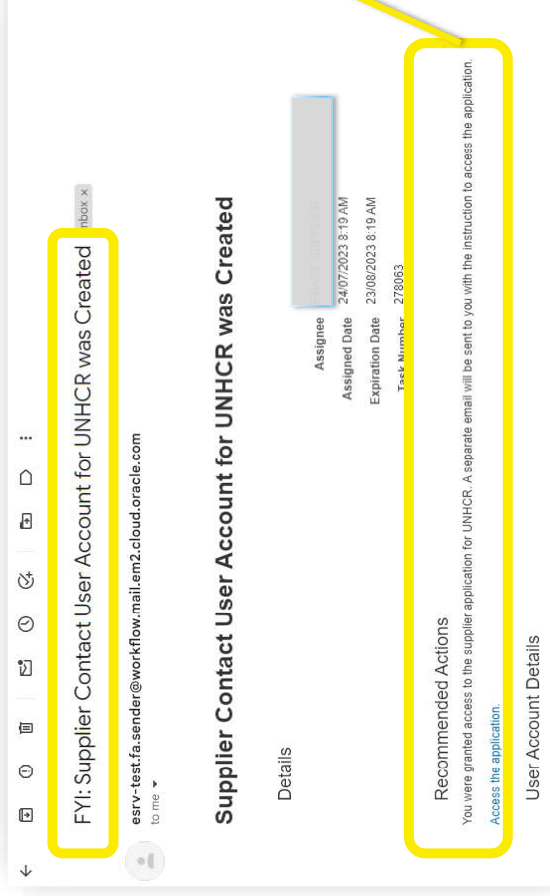
2.3 Confirm registration and create password



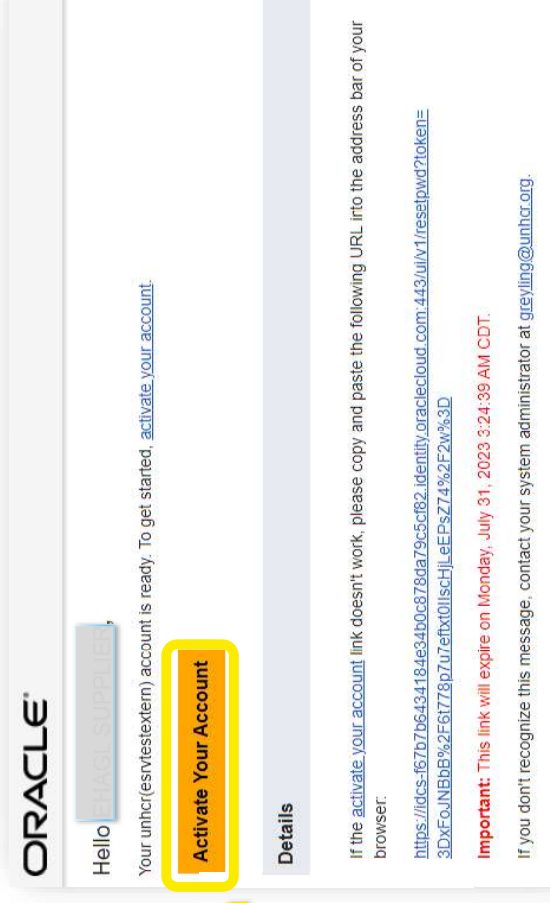
A first email will arrive to confirm the approved registration once the validation is done by UNHCR.

User account information will be sent in a separate email

Notification on the account creation and activation



A second email will arrive to confirm the creation.



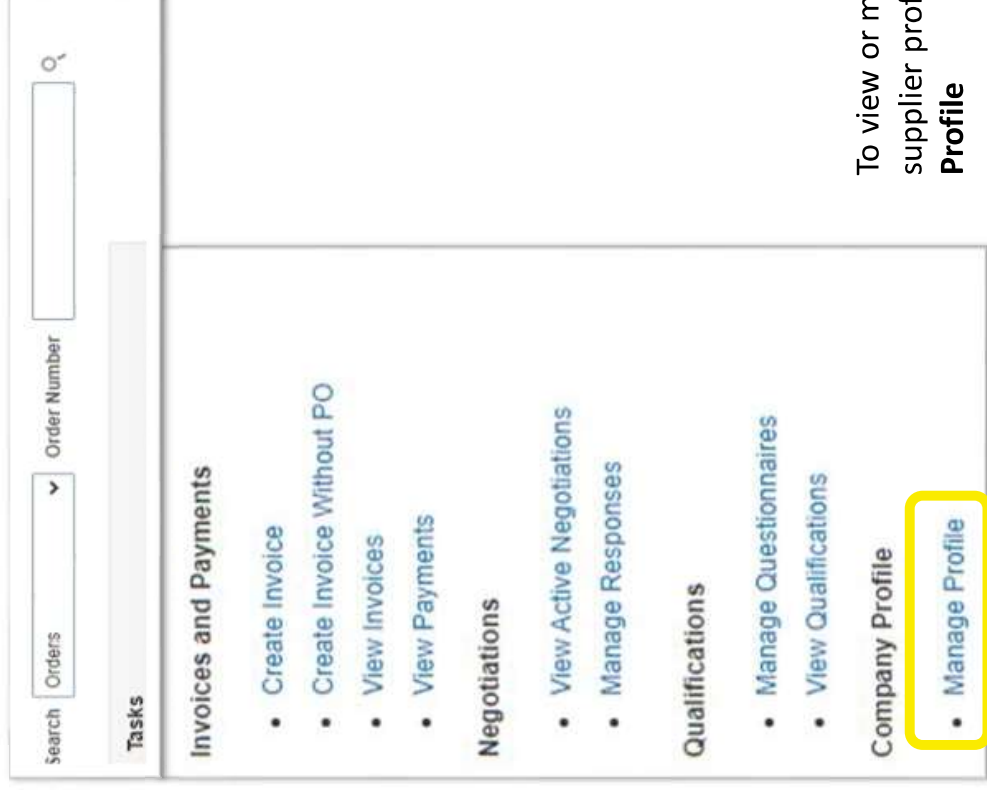
A third email will arrive and you need to activate your account by clicking on the link.



2.4 Update Supplier Profile



In order to update your company profile, log-in to the ERP system and click on **Supplier Portal** icon



To view or manage/edit the data of your supplier profile, click on the **Manage Profile**



Company Profile page

To open the profile for editing, click on **Edit** button and click **Yes**.



Company Profile ?

Edit Profile Change Request: 81002

Organ

Change Description

Organization Details Tax Identifiers Addresses Contacts **Payments** Business Classifications Products and Services

Payment Methods Bank Accounts

Actions View Format + >> Freeze Detach Wrap

Default Payment Method

HCR CBI Manual

HCR Cash

From Date To Date

14/12/1954

14/12/1954

14/12/1954

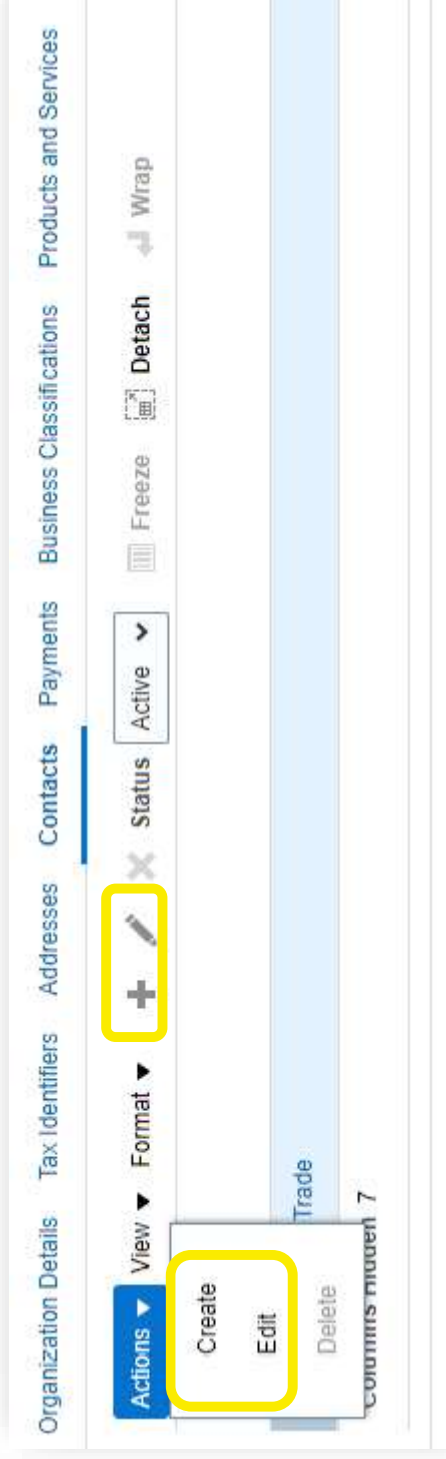
14/12/1954

14/12/1954

14/12/1954

- Review and click on each tab
- Edit if necessary
- Insert short description of implemented changes

Manage Contacts



- Click on **Contacts** tab
- Click on **Actions** > **Create** new contact or
- Click on **Actions** > **Edit** button to revise existing contact details

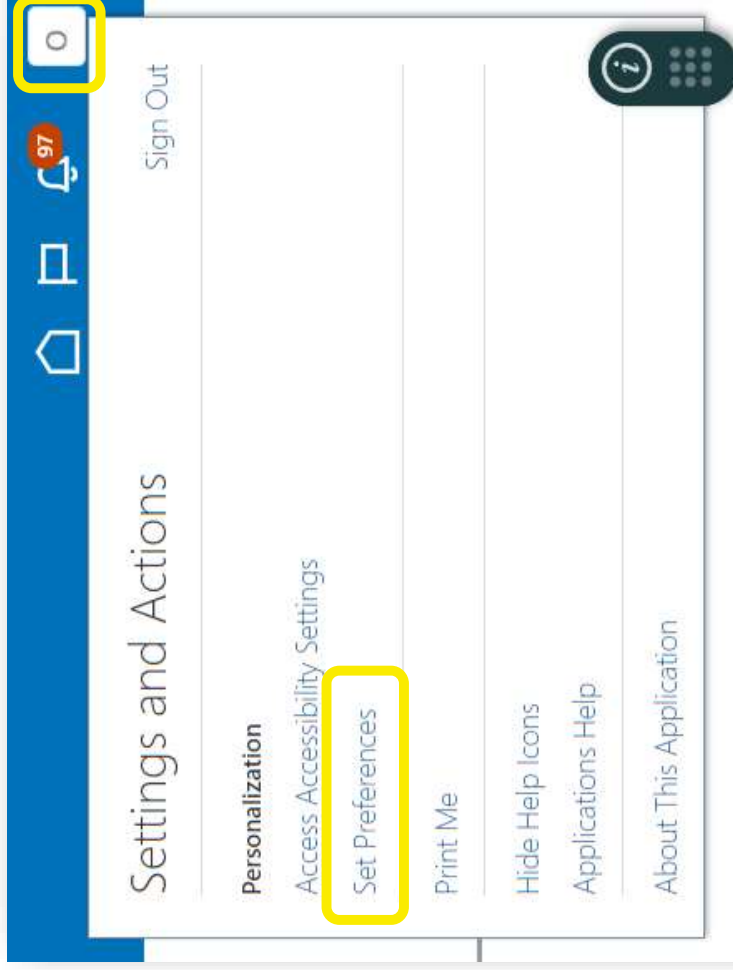


To save the changes, click on **Save and Close** button.

Confirmation box will be displayed once it's saved.



2.6 Setting profile preferences

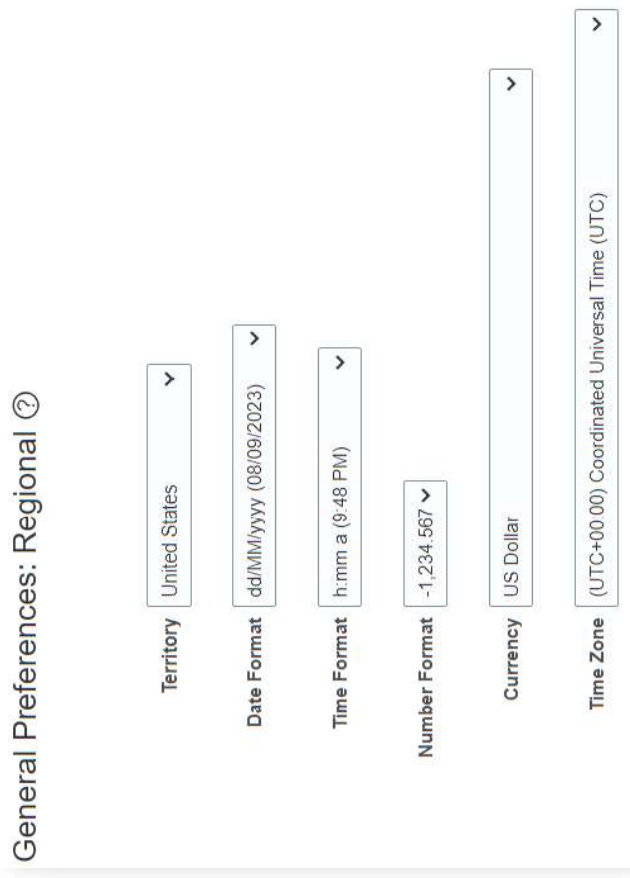


The Portal gives the possibility each supplier to **Set the preferences** of their own supplier profile. This relates only to system interface and not negotiation documents.

Once you login to the system, click on **Setting and Actions** icon in the upper right corner of your screen and select the option **Set Preferences**.



Regional Preferences



Territory: Select your country

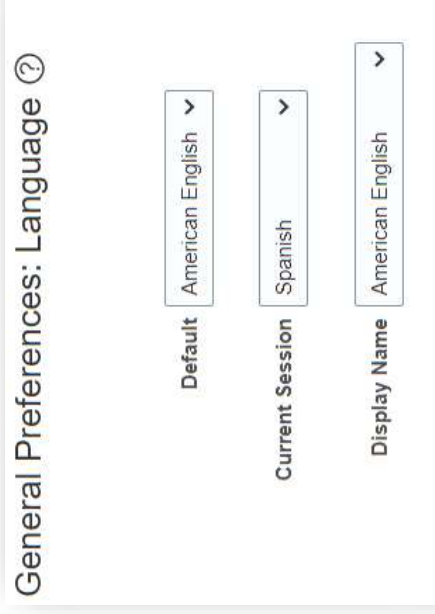
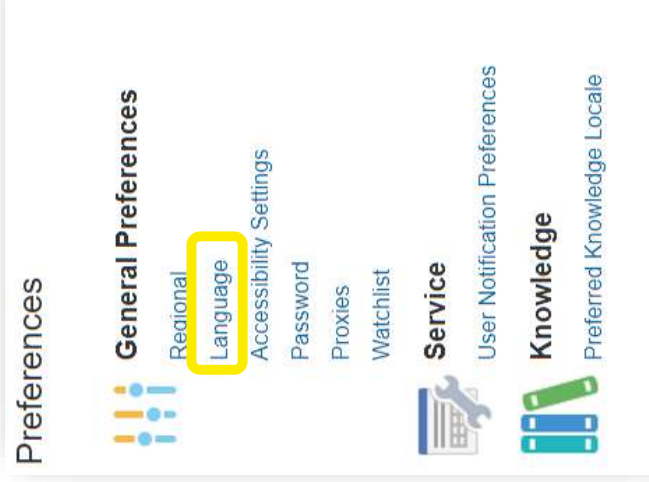
Date and Time Format: Select the format in which you wish the date/time to be presented

Time Zone: Select the time zone in which you operate. This will convert the negotiation deadline to the exact time as per your chosen setting.



Language Preferences

Language page of the Set Preferences work area to set your language preferences. Default language of the system is English.



Default: Select the default system language for your profile

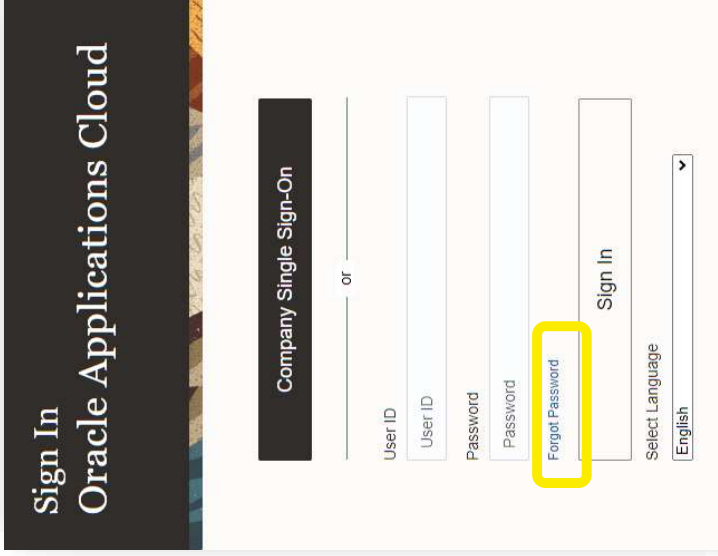
Current Session: Select the language to be used in the current session until you either log off or change your language preference.

Display Name: Select the language to be used for your display name in the global header. If the equivalent of a name doesn't exist in the preferred display language, or if the display language isn't set, then the user names are displayed in the preferred default language.

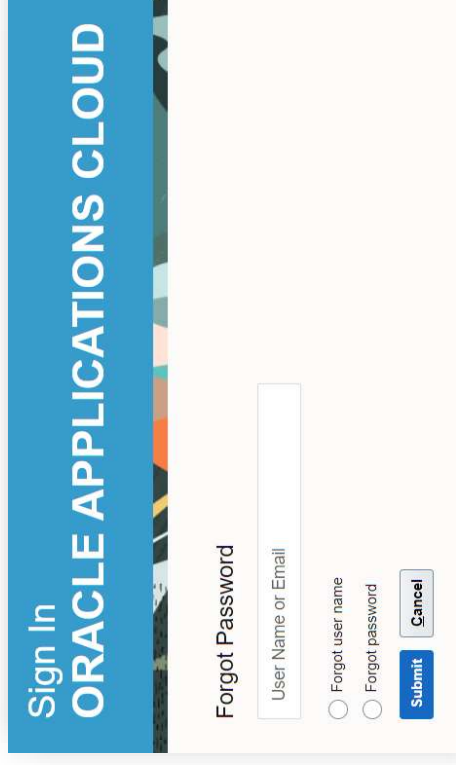


2.7 Forgotten password

If you have forgotten your password, please take the following steps:



Step 1: Click on **Forgot Password** link



Step 2: Enter registered **email** address

Step 3: Tick **Forgot password**

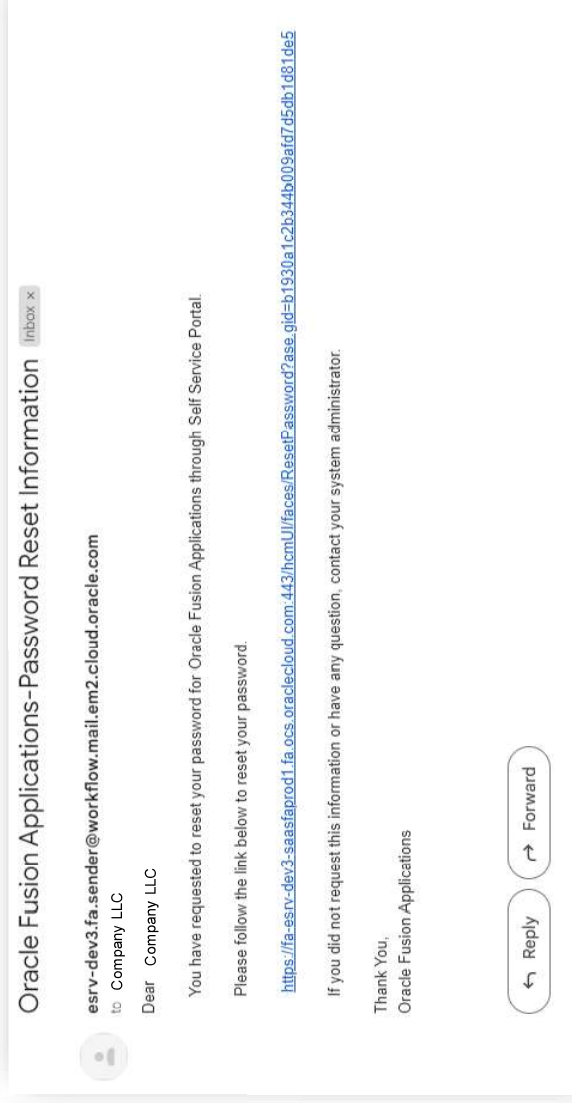
Step 4: Click on **Submit** button



Password reset notification



A password reset notification email was sent to the email address associated with your Supplier Profile



Step 5: Verify your email Inbox/Spam (Junk) mailbox of your email address and identify the email with the Password Reset Link.

Step 6: Click on the URL in the email.



Password reset page

Sign In

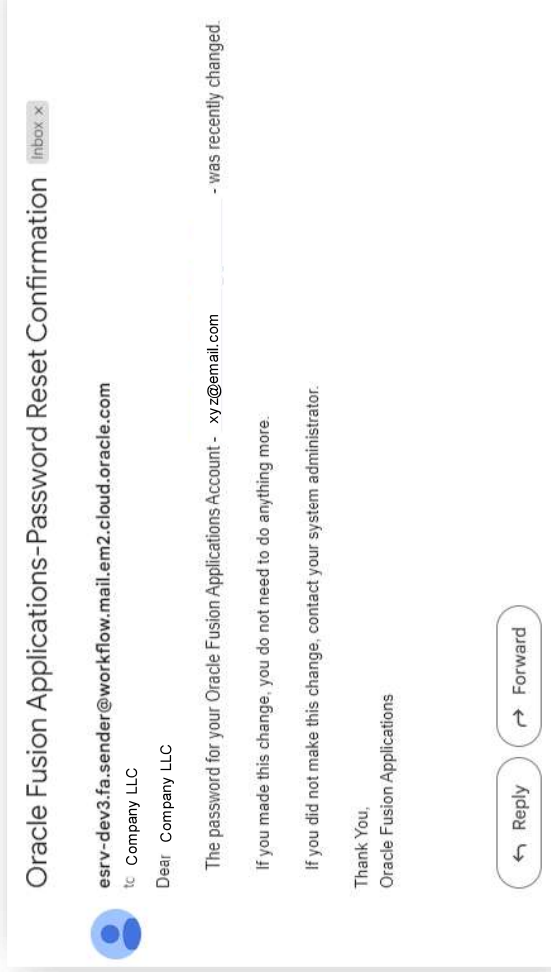
ORACLE APPLICATIONS CLOUD

Reset Password

Password

Confirm Password

Submit



Step 7: Enter the new **Password**. **Confirm Password**.

Step 8: Click on **Submit** page

Login Page will be displayed.

You will receive an email confirming that your password has been reset.

